

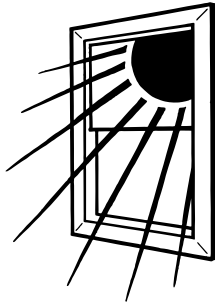
CONTACT

MAY 2009

MORE NEWS, ADVICE AND OFFERS AT WWW.SRPNET.COM

SAVE UP TO 20% ON THE COST OF SHADE SCREENS

Installing shade screens on sun-struck windows can reduce cooling cost by as much as 25%. Visit your local participating ACE Hardware store by May 31 to take advantage of this discount, which requires a valid SRP account number. Go to www.srpnet.com/powerwise for more details.



APPLIANCE REBATES FROM SRP

CUT ENERGY AND WATER USE

That 10-year-old machine in your kitchen or laundry room uses far more energy and water than today's super-efficient dishwashers and clothes washers.

For example, qualifying dishwashers use at least 40% less energy than the federal minimum standard for energy consumption. And, qualifying clothes washers use 35% to 50% less water and about 50% less energy than conventional models.

For a limited time, SRP customers can receive a \$20, \$50 or \$75 rebate for purchasing qualifying super-efficient clothes washers or dishwashers.

To receive a rebate, you must purchase and install a qualifying appliance in a residence served by SRP between May 1 and Sept. 30, 2009. Go to www.srpnet.com/powerwise for a copy of the rebate application and more details, or call us at (602) 236-2075.



MANAGE YOUR ACCOUNT ONLINE

Go to the Account Login box at www.srpnet.com. Once you create your own My Account User ID and Password, you can view up to three years of monthly payment and usage history and copies of your past and current electric bills. Also, you can sign up for e-bills and e-mail alerts.

Customers with smart meters can view their daily usage online and receive monthly bill estimates through My Account Options.

NEW PINAL OFFICE MEANS JOBS, CONVENIENCE

Our newest customer office and call center opened its doors on March 2. The 62,000-square-foot building is in northeastern Pinal County, an area that is expected to grow in the coming years.

The facility includes a cashless counter where customers can place service

orders and pay bills by check or money order. It also provides two SRP PayCenter® machines for cash transactions and M-Power purchases. The building will be home to about 150 customer service representatives later this year; eventually, as many as 400 people may be employed at the facility.

The new building also features:

- ◆ A 40-person conference center that will be available for public use
- ◆ A 14,000-square-foot solar panel that supplies electricity and hot-water to the building
- ◆ Construction that incorporated recycled materials and sustainable products

LOOK OUT FOR SCAM ARTISTS

SRP has been notified of possible scams related to the sale of residential solar energy systems. These fraudulent companies falsely indicate that they are “sponsored” by SRP.

We do not sell services by phone and our employees visibly display company IDs. However, if you receive a call or visit from someone claiming to be from SRP and are uncertain about their identity, please call us at **(602) 236-8888** to find out if the contact is legitimate.

Thoroughly check out a company’s credentials before you sign any agreement.

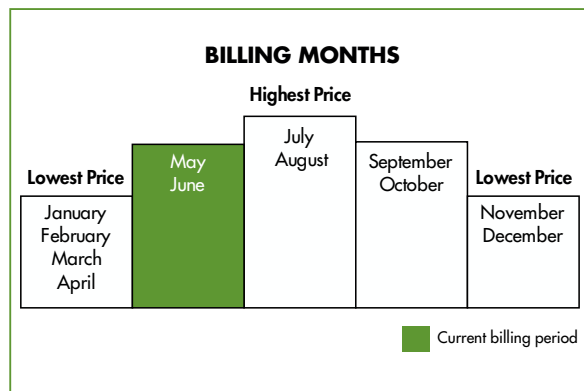
Arizona residents who believe they may be a target or victim of fraud, should contact the state Attorney General’s office at **(602) 542-5763**.

SRP’S SEASONAL PRICE PERIODS

The price you pay rises and falls with the demand for electricity as the year progresses.

During cooler months, customer demand, generation costs and the price you pay are lowest.

During the hottest months, customer usage skyrockets and electricity to meet peak demand is more expensive to produce.



CHOOSE THE RIGHT BULB

- ◆ Only use CFL bulbs marked as dimmable or three-way in those kinds of fixtures and lamps.
- ◆ Don't place CFLs in fixtures with photocells and timers.
- ◆ Install outdoor-designated bulbs in covered fixtures that are protected from the weather.
- ◆ Run the exhaust fan after showers to ensure proper operation and long life for CFLs in bathroom light fixtures.

All ENERGY STAR-labeled bulbs have a minimum two-year warranty. If a bulb fails within that time, return it to the retailer. Go to www.srpnet.com/cflguide for more detail on proper CFL use.

RECYCLE CFL BULBS AT MANY VALLEY LOCATIONS

Now you can drop off burned-out compact fluorescent light (CFL) bulbs in recycling pails at more than 20 SRP CFL Recycling locations at participating ACE Hardware stores, as well as Home Depot locations.

According to the U.S. Environmental Protection Agency, CFLs use up to 75% less energy than standard incandescent bulbs and produce about 75% less heat, so they're safer to operate and can cut energy costs associated with home cooling.



They also contain small amounts of mercury – about enough to cover the tip of a ballpoint pen – and should be recycled after they burn out. The good news: CFLs last up to 10 times longer than regular bulbs, according to ENERGY STAR®, so they need replacing less often.

Go to www.srpnet.com/powerwise for details on current CFL discounts, information on CFL recycling locations and other energy-saving advice.



TRADE YOUR EXTRA FRIDGE FOR CASH

Bidding farewell to the extra refrigerator in the garage or on the patio can cut your energy costs by up to \$100 a year, keep reusable items (95% of each unit) out of landfills and reduce carbon dioxide emissions by as much as 10 tons.

The SRP Appliance Recycling Program offers free pickup and recycling and a \$30 reward. Call **(602) 236-4225** or visit www.srpnet.com/powerwise for more details.

ASSISTANCE FOR SENIORS IN NEED

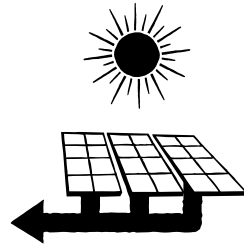
The slumping economy has been hard on Valley residents, especially for the many seniors who are homebound or have health issues.

Neighbors Who Care, a non-profit organization, has reached out to the elderly and their families in south Chandler and Sun Lakes since 1995. They provide services that include home safety, food delivery, friendly visits, caregiver relief, household financial management, shopping and transportation.

As part of our efforts to keep the communities we serve safe around electricity and water, SRP Safety Connection™ has donated printing services for new volunteer handbooks, which will help Neighbors Who Care cut costs and assist seniors.

HABITAT HOMES COMPLETE WITH SOLAR ENERGY

A sunny day is commonplace in Arizona, but sunshine is significant for the Ironwood Trails neighborhood in Apache Junction. Solar energy systems, donated by SRP's EarthWise™ Energy



program (www.srpnet.com/earthwise), are reducing homeowners' monthly electric bills by up to 47% in this Habitat for Humanity community.

Customer contributions to EarthWise help fund solar projects such as this throughout the Valley. SRP employees and other volunteers completed the 18-home subdivision last month.

A SYMBOL OF WATER SAVINGS

Shoppers, look out for a new label. It's not from a designer. This one identifies products that use 20% less water than conventional models.

SRP has partnered with the U.S. Environmental Protection Agency to promote the WaterSense® mark (pictured), which you'll find on water-efficient toilets, showerheads, faucets and irrigation systems.



For more details, go to www.epa.gov/watersense.

CALL ON US

If you have a question or need assistance, please call on us.

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