

# CONTACT

JUNE 2009

MORE NEWS, ADVICE AND OFFERS AT [WWW.SRPNET.COM](http://WWW.SRPNET.COM)

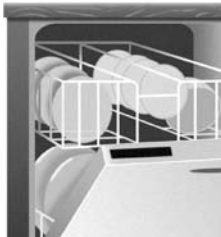


## APPLIANCE REBATES FROM SRP

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

To receive a rebate, you must purchase and install a qualifying appliance before Sept. 30.

Go to [www.srpnet.com/powerwise](http://www.srpnet.com/powerwise) or call (602) 236-2075 for offer details.



## PRICE INCREASE UNDER CONSIDERATION

SRP management has under consideration an overall price increase that, if approved by SRP's publicly elected Board, would take effect with the November billing month.

At SRP, raising prices is not something we take lightly. We have delayed this action as long as possible by taking steps to contain costs and reduce spending until the economy rebounds. So far, we have:

- ◆ Reduced our labor budget
- ◆ Deferred construction projects
- ◆ Decreased capital expenditures significantly

Despite economic pressures,

SRP must continue to invest in the reliability and service you have come to expect, as well as meet an increasing percentage of future energy needs with new, cleaner and more efficient technology.

### PUBLIC PROCESS PLANNED

With the concurrence of the SRP Board, we will begin a public pricing process on July 13. Under this process, you will have an opportunity to learn more about the price proposals and provide comments through our information room and a series of public meetings.

The size of the overall increase and other proposal

details are still being developed. However, we anticipate lower fuel and purchased power costs during the next year will help limit the size of the increase.

In the meantime, SRP will continue to offer a combination of energy-saving advice, programs and incentives to help customers manage their energy costs and help the environment. Three of those offers are explained in this issue of *Contact*.

More details about the price proposals and process will be available next month and in future issues of *Contact*.

## GET A COOL CASH REBATE

Is your central cooling system more than 10 years old? If so, now is the time to replace it. Our rebate offer on a new, qualifying central AC unit is available until Sept. 30.

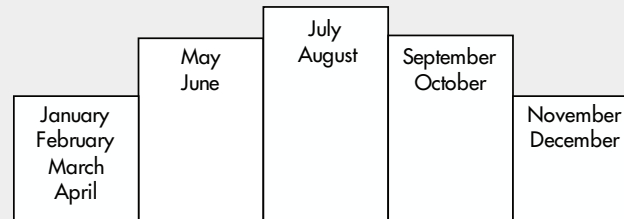
Depending on the efficiency of the unit (minimum 15 SEER) and equipment configuration, the SRP Cool Cash™ Rebate ranges from \$200 to \$400. And SRP's rebate program requires contractors to ensure a high-quality installation.

In addition, qualifying systems installed between Jan. 1, 2009, and Dec. 31, 2010, may be eligible for a federal energy-efficiency tax credit of up to \$1,500.

For more rebate and tax credit details, go to [www.srpnet.com/powerwise](http://www.srpnet.com/powerwise) or call (602) 236-9644.

## PRICE BY BILLING MONTHS

The price you pay rises and falls with the demand for electricity. During the coolest months, customer usage, generation costs and the price you pay are lowest. During the hottest months, customer usage skyrockets and generation costs to meet peak demand are highest.



## SRP COMPLETES PUBLIC PROCESS

A public process related to four federal ratemaking standards and one industrial energy-use standard was completed at the SRP Board of Directors meeting on May 4.

After considering management's recommendations and input from interested

parties, SRP's publicly elected Board accepted management's recommendations for the four PURPA standards.

Price plan changes were not part of this process. For details regarding the recommendations, visit [www.srpnet.com/purpa](http://www.srpnet.com/purpa).

## DID YOU KNOW?

You can trim your electric bill by raising your thermostat setting while you are away from home and lowering the setting just before you return.

A programmable thermostat can handle this energy-saving task for you automatically. For every degree you raise your thermostat above 80 degrees, you can save approximately 2% to 3% on cooling costs.

You can purchase programmable thermostats and timers at major home improvement centers.





## RECYCLE THAT EXTRA FRIDGE

Summer officially begins this month. One way to prepare for the rising temperatures is to part with that extra working refrigerator in the garage or patio. When you do, you can cut energy costs by up to \$100 a year and reduce carbon dioxide emissions by as much as 10 tons.

The SRP Appliance Recycling program provides free unit pickup, recycles up to 95% of each unit and offers a \$30 reward. Call (602) 236-4225 or visit [www.srpnet.com/powerwise](http://www.srpnet.com/powerwise) for more details.

## SRP MATCH HELPS YOU HELP THOSE IN NEED

SRP is taking action to help people in the Valley who are facing financial difficulty. During the past 12 months, we matched customer contributions and raised nearly \$314,000 for Project SHARE (Service to Help Arizonans with Relief on Energy).

SRP continues to match customer contributions to Project SHARE up to \$275,000 per

year. The “match” is directed to the Home Energy Assistance Fund to help low-income SRP customers struggling to pay utility bills.

To contribute, enclose a check to Project SHARE in the SRP envelope with your bill payment, add exactly \$1 or \$2 to your electric payment each month, go to [www.srpnet.com/share](http://www.srpnet.com/share) or call (602) 236-8888.

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***At SRP, we view each customer call as an opportunity to deliver a positive experience through exceptional service. That's why we are honored to be recognized for customer satisfaction excellence for a fourth consecutive year under the J.D. Power and Associates Certified Call Center Program™. As part of its certification, J.D. Power and Associates surveyed SRP customers to evaluate the level of care we give to each caller.***

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## SIGN UP FOR E-BILL, GO PAPERLESS

If you prefer to receive your bills online and reduce paper waste, sign up for e-Bill. SRP's e-Bill option is part of My Account.

Go to the Account Login box at [www.srpnet.com](http://www.srpnet.com). Once you create your own My Account user ID and password, you can choose to receive e-Bill and other e-mail alerts. You also can view up to three years of monthly payment and usage history, as well as copies of your past and current electric bills.



## SUPPORT FOR FOOD BANKS

SRP is pleased to support the important work of local food banks and home-delivered meal programs for seniors, which are facing a significant increase in the need for their services.

In April, we donated \$25,000 to the St. Mary's Food Bank Alliance, United Food Bank, The Salvation Army, East Valley Senior Services, Interfaith Cooperative Ministries, Tempe Community Action Agency and YWCA. The total donation was split among these seven agencies.

Families with children under age 18 also can get low-cost meals at many school sites. Visit [www.ade.az.gov/health-safety/cnp/sfp](http://www.ade.az.gov/health-safety/cnp/sfp), or call 1(800) 352-3792.

Contributions are just part of our community efforts. Go to [www.srpnet.com/community](http://www.srpnet.com/community) for more details.

## STAY SAFE AROUND THE WATER

This time of year, many families are cooling off at their favorite pool. SRP Safety Connection™ reminds Valley residents to think water safety.

The City of Phoenix Parks & Recreation Department Aquatics Section and SRP Safety Connection have partnered to sponsor free "Parent and Child Aquatics" swimming lessons at select city pools during June.

In addition, SRP Safety Connection will provide water-safety materials at these upcoming Valley events:



- ◆ July 4 Independence Day Celebrations in Florence, Peoria and Casa Grande.
  - ◆ July 11 Queen Creek's Monsoon Madness
  - ◆ July 17 Scottsdale's Mighty Mud Mania
- Spreading the word on water safety is part of our commitment to the communities we serve. Visit [www.srpnet.com/watersafety](http://www.srpnet.com/watersafety) for more water-safety tips.

## WATER-SAVING ADVICE

During the summer, set your irrigation system timer to run in early morning hours, when temperatures are cooler, to limit evaporation. And water deeply, but less frequently. Check your system for leaks and make any necessary repairs. Visit [www.srpnet.com/wateradvice](http://www.srpnet.com/wateradvice) for more saving suggestions.

## CALL ON US

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

◆  
RESIDENTIAL ELECTRIC SERVICE  
(602) 236-8888  
7 a.m. to 7 p.m., Mon. – Fri.  
For fastest service, please call between 10 a.m. and 3 p.m., Tue. – Fri.

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For the location and hours of the SRP office and SRP PayCenter® near you, please call (602) 236-8888 or visit [www.srpnet.com/paycenters](http://www.srpnet.com/paycenters).

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