

CONTACT

JULY 2009

NEWS, ADVICE AND OFFERS



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 a limited time, SRP customers can receive a \$20, \$50 or \$75 rebate for purchasing and installing qualifying clothes washers or dishwashers by Sept. 30.

Go to www.savewithsrp.com for a copy of the rebate application and more details, or call us at (602) 236-2075.

JOIN US ON TOUR

You can learn how to improve energy efficiency and conserve water at home, and enter a drawing for a TRANE® air conditioning unit (with installation provided by American Home Maintenance) at an SRP Living Wisely in the Desert Tour.

Preregister for a tour, which will be held at these five Home Depot locations on Aug. 29:

1. 3609 E. Thomas Rd., Phoenix
2. 4848 N. 43rd Ave., Phoenix
3. 1155 W. Chandler Ave., Chandler
4. 853 N. Dobson Rd., Mesa
5. 9190 E. Indian Bend Rd., Scottsdale

Tours occur every hour beginning at 9 a.m. and last 30 minutes. Visit www.savewithsrp.com for more information.

INTRODUCING SAVEWITHSRP.COM

Stop by our new site to find advice and rebates for living wisely in the desert. Each month, *Contact* (see column right) will point out the current offers available online and detailed in the newsletter.

OFFERS FOR YOU

CFLs SAVE ENERGY AND MONEY
On the Web



SHADE SCREENS REDUCE COOLING COSTS
Page 3 and on the Web

RECYCLE YOUR REFRIGERATOR OR FREEZER AND GET \$30
Page 3 and on the Web

SAVEWITHSRP.COM

SRP BEGINS PUBLIC PRICING PROCESS ON JULY 13

As mentioned in the June *Contact* issue, SRP is beginning a public process in mid-July to review a management pricing proposal that seeks an overall increase in prices effective with the November 2009 billing month.

This increase request is necessary for SRP to continue providing the level of reliability and service you have come to expect, and to make investments in new technology to produce cleaner power and promote energy efficiency.

Customers will receive a public process notice by mail beginning July 13, which contains more details about the process, the price proposal and the effect of the proposed increase on residential customer bills.

YOU'RE INVITED TO PARTICIPATE

On and after July 13, you also can review the proposal in our information center at SRP's main administrative offices, 1521 N. Project Dr., Tempe, or at www.srpnet.com/priceinfo. In addition, you can learn more about managing your energy use, or discuss the pricing proposal at a series of five informational meetings that will be conducted at different Valley locations.

After considering management's recommendations, comments from the Board's consultant and any public input, we anticipate that on Oct. 1, 2009, SRP's Board will determine what action, if any, to take on the price proposal.

LOWER BILLS WITH EZ-3

More than 5,000 residential customers with "smart" meters are reducing annual energy costs by an average of 8% thanks to SRP EZ-3™.

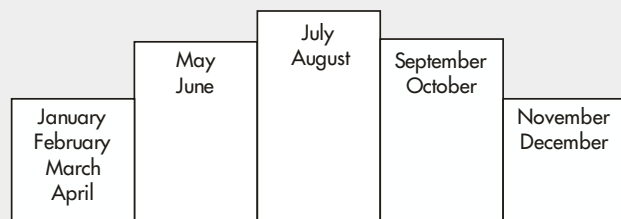
It's called EZ-3 to remind customers to limit energy usage during the three higher-priced weekday hours of 3 to 6 p.m. (May-October bills).

Currently, the EZ-3 plan is limited to 15,000 participants who have smart meters. The "Notes" section of the bill indicates if you have a smart meter.

Beginning in January, EZ-3 will be available on request to all residential customers. Just call us then, and we will install a smart meter at your home and switch you to EZ-3.

Visit www.srpnet.com/ez3 or call (602) 236-8888 for details.

PRICE BY BILLING MONTHS



The price you pay rises and falls with the seasonal demand for electricity. During the cooler 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.



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.savewithsrp.com for more program details.

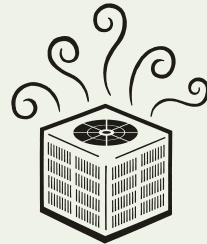
COOL CASH STILL AVAILABLE

If you have been putting off replacing an older central air conditioner, now's the time to act. Get cash back with an SRP Cool Cash™ Rebate if you buy a qualifying unit by Sept. 30.

Depending on the unit efficiency ratio (minimum 15 SEER) and the equipment configuration, the rebate ranges from \$200 to \$400 for customers who replace existing heat pumps or central air conditioners with qualifying high-efficiency central cooling systems.

PEACE OF MIND AND A TAX CREDIT

To ensure maximum efficiency, SRP's rebate program requires contractors to conduct an industry-standard sizing calculation and verify that airflow and refrigerant charge are within manufacturers' specifications. You can be confident you have a high-quality installation.

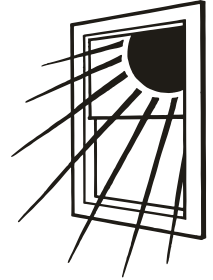


In addition to the Cool Cash Rebate, qualifying new systems placed in service from Jan. 1, 2009, through Dec. 31, 2010, may be eligible for a federal energy efficiency tax credit of up to \$1,500.

Cool Cash Rebate applications are due by Oct. 31. For more information regarding SRP's rebate or the federal tax credit, go to www.savewithsrp.com or call **(602) 264-3108**.

KEEP HEAT OUT, MONEY IN

Windows account for nearly 50% of the heat that enters your home. Shade screens can help you stay comfortable, reduce your cooling costs up to 25% and block the sun's rays, which can damage photos, carpet and furniture.



For just \$3.50 per square foot, you can make your east, west and south-facing windows more energy efficient and stay cool this summer. This offer expires Sept. 30. For a participating contractor, call the Arizona Energy Management Council at **(602) 266-7283**. Get more information at www.savewithsrp.com.



WIND FARM NEARS COMPLETION

Twenty five of the 30 planned wind turbines have been installed at the Dry Lake Wind Project, Arizona's first major commercial wind development. Construction will continue at the site, northwest of Snowflake, through the summer.

SRP has signed an agreement to purchase all 63 megawatts of electricity produced at Dry Lake, enough to power more than 15,000 average residential homes. Delivery is scheduled to begin by this fall.

Find out about our "green" energy sources at www.srpnet.com/renewable.

TEACHERS GET A LESSON ON GLOBAL CLIMATE CHANGE

The topic of global climate change often brings about more questions than answers, as well as a wide variety of opinions.

To better prepare Arizona students to tackle this complex issue when they eventually become decision makers and enter the work force, SRP and the Arizona Foundation for Resource Education (AFRE) hosted the Second Annual Global Climate Change in the Southwest: An Academy for Educators.

The unique four-day workshop, which included tours of SRP's landfill gas, solar and

hydro plants, provided 56 educators from elementary, junior high and high schools around the Valley with tools and knowledge that will enable them to teach students about global climate change and renewable energy technologies.

Helping students and teachers understand the delicate balance between delivering power and water and the environment is part of SRP's commitment to the Valley community.

To learn about SRP support of other education initiatives, go to www.srpnet.com/education.

CHECK THE WATER-SAVING RESEARCH

SRP's Landscape Research Exhibit is gathering information to help reduce outdoor water consumption, which accounts for the majority of single-family-home use. For more details, visit www.srpnet.com/dwexhibit or call (602) 236-3291.

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.

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