

CONTACT

AUGUST 2009

NEWS, ADVICE AND OFFERS



WEATHERIZATION PROGRAM HELPS VALLEY FAMILIES SAVE ENERGY AT HOME

If your household income is less than \$44,100 for a family of four, you may qualify for funds to help improve your home's efficiency and save money on energy bills.

This year, SRP will provide \$725,000 to assist the Arizona Community Action Association in its efforts to improve household energy efficiency for qualifying homeowners. This total reflects an increased maximum per home, from \$2,000 last year to the current \$6,000. SRP is seeking to further assist

customers, and broaden the reach of the program and federal stimulus funds.

Combined with economic stimulus funds from the U.S. Department of Energy, customers who qualify could get up to \$12,500 in upgrades or repairs designed to decrease home energy costs and address energy-related health and safety issues in the home.

CREATING NEW JOBS

The increased funding of the weatherization program also

is creating jobs in the home construction and improvement industry. SRP is providing the facilities to host a new job-training effort, conducted by the Foundation for Senior Living.

In addition to our support of the weatherization program, SRP offers energy-saving advice and rebates to help customers lower their electric bills.

Visit www.srpnet.com/weatherization for more information about the weatherization program.

OFFERS FOR YOU

GET A REBATE ON A HIGH-EFFICIENCY AC
Page 2 and on the Web

SHADE SCREENS
REDUCE COOLING COSTS
On the Web

RECYCLE YOUR REFRIGERATOR
AND GET \$30
On the Web

WWW.SAVEWITHSRP.COM

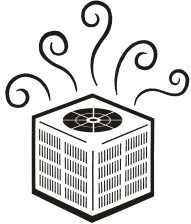
SRP PROVIDES AC REBATE

Get an SRP Cool Cash™ Rebate for a qualifying AC unit purchased between May 1 and Sept. 30.

Depending on the efficiency of the unit (minimum 15 SEER) and equipment configuration, the rebate ranges from \$200 to \$400.

In addition to the cash, SRP's rebate program requires contractors to ensure a high-quality installation, and qualifying systems may be eligible for a federal energy-efficiency tax credit of up to \$1,500.

For more rebate information and a link to tax credit details, visit www.savewithsrp.com or call (602) 264-3108.



TAKE A TOUR FOR SAVINGS

At SRP's Living Wisely in the Desert Tour, we'll point out ways you can improve energy efficiency and conserve water at home. When you join us on tour, you can enter a drawing for an energy-efficient air conditioning unit donated by TRANE and installed by American Home Maintenance.

SRP will be conducting tours at five Home Depot locations on Aug. 29. Tours occur every hour beginning at 9 a.m. and last 30 minutes. Visit www.savewithsrp.com to preregister for the tour and for additional information.

JOIN OUR SAFETY NET

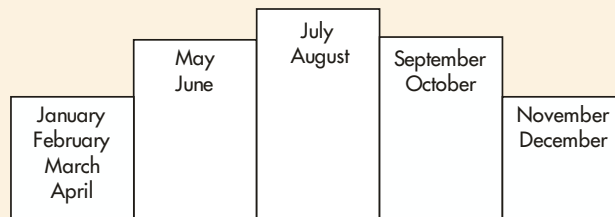
The SRP Safety Net program may be helpful for our seasonal or elderly customers. Under this program, you authorize us to notify a "partner," either family member or friend, if your account should become overdue and at risk of disconnection for nonpayment.

However, your program partner may not discuss your account with us, and we do not hold them financially responsible for your bill.

Call (602) 236-8888 and let us know the name and mailing address of the person you wish to add as a Safety Net partner to your SRP account.

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.



DISCOUNTS FOR CUSTOMERS WITH LIMITED INCOMES

To help households on tight budgets, SRP offers the Economy Price Plan discount.

Customers with a household income at or below 150% of federal poverty guidelines can save \$180 a year. The \$15 monthly discount is deducted from the bill or applied as a credit for SRP M-Power® customers.

Customers who meet the current income guidelines should submit an Economy Price Plan application. Once the application is approved, the credit runs for 12 months.

Visit www.srpnet.com/economy or call **(602) 236-8888** for more information.

A larger Economy Price Plan discount (\$17 per month) is under consideration as part of the current Public Pricing Process. SRP announced a price increase proposal and an accompanying public process on July 13. As part of the process, customers can submit comments in person at a special meeting of the SRP Board of Directors on Sept. 10 or in writing by mail, e-mail or hand delivery until Sept. 22. Go to www.srpnet.com/priceinfo for more details.

REMEMBER SUMMER STORM SAFETY

High winds, flash floods and lightning can create power outages and hazardous conditions. If you encounter a downed power line, do not attempt to move or approach it. Call SRP immediately at **(602) 236-8811**, 24 hours a day. Go to www.srpnet.com/storms for additional information.

SMART METER TOTAL REACHES 400,000



Approximately 42% of SRP customers have “smart” meters. Why is this important to you? There are three reasons.

1. DAILY INFORMATION

Smart meters automatically send data to SRP via a radio network. This allows us to capture daily usage, which you can view the next day on our Web site.

2. ONLINE ACCESS

Once you create a Username and Password at www.srpnet.com/myaccount, you can access your energy data online any day, any time. This tool will help you better understand how and when you use energy.

3. MONEY-SAVING ALERTS

Set a monthly bill amount you do not want to exceed in a month or set a usage amount you don't want to exceed in a day. We will send you an e-mail or text message if you exceed those amounts. You can sign up for weekly bill estimates based on your month-to-date energy usage too.

Customers with smart meters also can participate in the SRP EZ-3™ Price Plan, which can help lower energy bills by an average of 7%. The plan is limited to 15,000 participants now, but management is seeking Board approval as part of the current pricing process to make the plan available on request beginning in January. You can find more details at www.srpnet.com/ez3.

GRANTS FUND LEARNING EXPERIENCES

Learning Grants by SRP support innovative learning experiences in math and science for elementary and middle school students.

SRP recently awarded approximately \$125,500 to 29 schools for the 2009–2010 academic year.

Our annual contributions to educational programs and partnerships provide training, mentoring and hands-on learning activities. The prosperity of the community depends on the quality of our schools. We are proud to support Arizona teachers and students

Go to www.srpnet.com/grants for more information about our upcoming Social Studies Grants deadline and other grant programs.

WATER WATCHERS TARGET DROWNING PREVENTION

Every year, an average of 20 children drown in Maricopa County. So far this year, there have been nine fatalities in Maricopa County. Sadly, these tragedies are completely preventable.

For the sixth year, the Water Watchers program is recognizing August as Drowning Impact Awareness Month. The program is led by Phoenix Children's Hospital, along with Arizona fire departments, SRP Safety Connection™ and local businesses.

This year, the effort to raise drowning-prevention awareness will include:

- ◆ Distribution of more than 30,000 purple ribbons
- ◆ Water safety events throughout the Valley
- ◆ Banners and signs for public buildings and YMCAs throughout Maricopa County

More safety information is available at www.srpnet.com/watersafety and at www.preventdrownings.org.

EXPO ATTENDEES GET SMART

Valley residents purchased 590 "smart" irrigation controllers at a discounted price during the SRP DesertWise™ Water Conservation Expo earlier this year. These devices cut household water use by between 20% and 25%. Visit www.srpnet.com/smartirrigation for details.

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.

ELECTRICITY EMERGENCIES
(602) 236-8811, 24 hours a day

TDD SERVICE
711
www.AZRelay.org

LA LÍNEA (602) 236-1111
Para nuestros clientes
de habla hispana
7 a.m. a 7 p.m., lunes a viernes

CUSTOMER CORRESPONDENCE
Research & Comm. Svcs. ISB663
P.O. Box 52025
Phoenix, AZ 85072-2025
corrsvcs@srpnet.com

CUSTOMER SERVICE OFFICES
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.

CONTACT
SRP Contact Editor PAB340
P.O. Box 52025
Phoenix, AZ 85072-2025
contact@srpnet.com

August 2009



©2009 SRP All rights reserved
09-1220-01 07/09

www.srpnet.com