

CONTACT

OCTOBER 2009

NEWS, ADVICE AND OFFERS



SRP DELAYS PROPOSED PRICE INCREASE

As a result of an SRP Board of Directors decision last month, the proposed base price increase that would have gone into effect with November bills will be delayed. Any change to base prices will not happen before May 1, 2010.

The Board was responding to customer concerns about the timing of the increase and the ongoing weakness in the economy.

Base prices include the costs related to producing and delivering electricity (excluding fuel), new capital infrastructure and the maintenance of SRP's

aging generation, transmission and distribution systems.

Changes to other portions of customer bills will still be voted on at the Oct. 1 Board meeting. These changes are related to additional funding for renewable generating resources, energy-efficiency programs and smart meters, and lower fuel costs.

However these changes, if approved by the Board, will offset each other. **So, SRP customers won't see a price increase this November.**

Go to www.srpnet.com/priceinfo after Oct. 1 for information on the Board's decision.

Now is the best time to join SRP's Managed Payment Plan™. The plan takes the guesswork out of budgeting by leveling monthly payments. Visit www.srpnet.com/mpp or call (602) 236-9644 to enroll in this free program. You must have 12 months of billing history to participate in the Managed Payment Plan.

OFFERS FOR YOU

GET A REBATE ON A HIGH-EFFICIENCY AC
On the Web

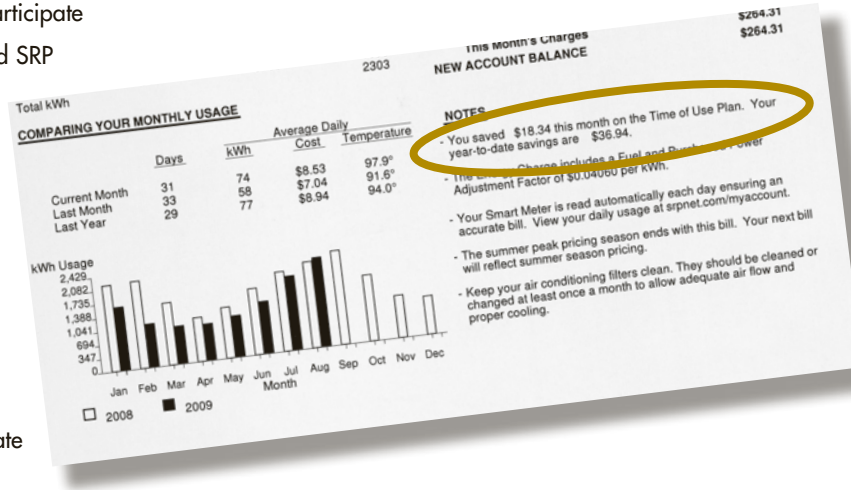
SHADE SCREENS REDUCE COOLING COSTS
Page 2 and on the Web

RECYCLE YOUR FRIDGE OR FREEZER AND GET \$30
On the Web

WWW.SAWEWITHSRP.COM

LOCATE THE SAVINGS ON THE BILL

Customers who participate in the SRP EZ-3™ and SRP Time-of-Use™ (TOU) price plans can tell exactly how much they are saving compared to the Basic plan. A quick glance at the bill will provide the current month and year-to-date totals (see diagram).



EZ-3 and TOU usually benefit customers who can shift some electricity usage to lower-cost periods of the day, are away from home during most weekdays, or have larger homes.

SRP offers different price plans to fit our customers' lifestyles. Go to www.savewithsrp.com and click "The Right Price Plan."

UPGRADE YOUR SHADE SCREENS

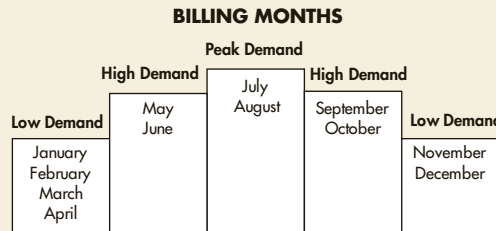
Get ready for next summer's heat with our current shade screen offer.

SRP customers are eligible for a special rate of just \$3 per square foot on new or rebuilt, installed shade screens purchased between Sept. 1 and Dec. 31. Call the Arizona Energy Management Council at (602) 266-7283, visit a participating ACE Hardware store or go to www.savewithsrp.com for details.

Controlling the amount of heat that enters your home will help cut cooling costs by an average of 25% and raise your comfort level. Shade screens are one of the most effective and least expensive approaches to prevent sunlight from entering your home.

PRICE BY BILLING MONTHS

The price you pay per kilowatt-hour (kWh) rises and falls with the seasonal demand for electricity. During the cooler months, customer usage, generation costs and the price per kWh are lowest. During the hottest months, customer usage skyrockets and generation costs to meet peak demand are highest.



CUSTOMER TAKES HOME AC UNIT AND EFFICIENCY EDUCATION

Until last week, Nancy Luna said she'd never won anything. Now, however, she is the delighted owner of a high-efficiency air conditioning unit, donated by TRANE and installed by American Home Maintenance Inc.

Luna said her path to the winner's circle started when she took one of SRP's Living Wisely in the Desert tours offered by SRP at five Valley Home Depots in August.

"I am always on the lookout for ways to save energy

and I learned a lot because of this event," Luna said. "Not only did I win the unit, but I won in another way – with the education I received in energy and water efficiency."



Beginning Nov. 1, the late fee will be either \$5 (up from \$4.45) or 2% of the billing amount, whichever is greater, plus tax. Go to www.srpnet.com/creditpolicy for details about our credit practices and customer billing and payment programs.

INNOVATIVE SOLAR PLANT PLANNED FOR THE WEST VALLEY

SRP is adding to its portfolio of renewable energy sources and continuing the shift to cleaner power plants. In August, SRP and Tessera Solar formed a partnership to build a 1.5-megawatt (MW) solar project, called Maricopa Solar LLC, in the West Valley.

Maricopa Solar will be the first commercial-scale solar facility that will use the innovative SunCatcher™ concentrating solar-thermal technology, manufactured by Scottsdale-based Stirling Energy Systems (SES). The project will consist of 60 SunCatcher dishes.

The new solar project will be located next to the Agua Fria

Generating Station, a power plant owned and operated by SRP in Peoria. Maricopa Solar is expected to be completed in January 2010 and will be operated by Tessera Solar under a 10-year agreement.

Learn more about SRP "green" energy sources at www.srpnet.com/renewable.



TUTORS HELP STUDENTS IMPROVE READING SKILLS

Second- and third-graders at Aguilar Elementary School in Tempe are receiving help with their studies through our Tempe Tutors program.

In partnership with the Tempe Elementary School District, the program seeks to bring students' reading scores up to grade level or higher. SRP volunteers meet with selected students each week for one hour to read together or work on reading-related homework.

Last year, nearly nine out of 10 students who participated in the program met the district reading level.

Tempe Tutors is part of SRP's commitment to supporting Arizona schools and enhancing the quality of education in our state. Visit www.srpnet.com/education for more information.

PREVENT THE SPREAD OF FLU

In June, the World Health Organization (WHO) declared a "swine flu" pandemic – a global disease outbreak.

Although WHO management noted that the declaration was more a measure of the spread of the virus, and not its severity, the pandemic announcement underscores the need to prepare for a likely re-emergence.

According to the Maricopa County director of public health, this particular flu virus (H1N1) probably will return with a

second wave in the fall and winter. The best defense is to practice good personal hygiene.

For more information about flu prevention, visit www.maricopa.gov/Public_Health, or www.azdhs.gov/pandemicflu.

SRP contributed more than \$13,000 to Community Information & Referral to fund this year's Flu Hotline. Call **(602) 263-8856** or go to www.cirs.org for information on health, human and emergency services in Arizona.

CHOOSE PLANTS SUITED FOR OUR CLIMATE

There are many desert plants that can withstand Arizona's climate and use very little water. For some examples of low-water-use desert plants, go to www.srpnet.com/water/desertwise. Before you dig, stay safe and avoid underground lines by calling 811 (see www.call811.com for more details on this free service).



CALL ON US

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



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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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October 2009



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09-1570-01 09/09