



Delivering more than power.™

SRP CREDIT POLICY

Information for SRP Residential Customers 2017

DOING BUSINESS WITH EASE

With our billing and payment options, you can pay your bill every month without writing a check or enroll in SRP Budget Billing™ to better manage high summer bills. You can even choose the due date for your electric bill. The information below explains our credit practices and describes customer programs that can save you time and money. For more information, call (602) 236-8888 or visit srpnet.com.

ANSWERS ABOUT YOUR ELECTRIC ACCOUNT AND OPTIONAL PROGRAMS/SERVICES

What information do I need to provide to establish electric service?

When you request electric service, we will ask you for information that allows us to identify you and determine your creditworthiness.

Appropriate ID, as determined by SRP, is required to establish your service. This includes, but is not limited to, your Social Security number. For your protection, our frontline service personnel are able to view only the last four numbers of the ID on file once it is entered into our system. We take your personal identity protection seriously and have implemented stringent measures to safeguard your personal information.

You will also be asked to provide your "best" contact information, including your current telephone number and email address or any other number you utilize or obtain in the future. SRP does not sell contact information. Your information is used to contact you to communicate important information regarding your account(s), including billing, payment and collection of moneys due. By providing your phone number, you consent to being contacted at this number through "robocalls" (including calls made either with an automated telephone dialing system or with a prerecorded-voice or artificial-voice) and text messages.

Why do I need to pay a deposit?

We require a deposit because we bill for services after they have been provided. Our standard residential deposit is \$290. In many cases, deposits can be waived with a good credit rating from a consumer credit reporting agency. A returned check or service disconnection may result in the assessment of an initial or additional deposit.

All SRP M-Power® accounts will require an equipment deposit and refurbishment fee for the user display terminal (UDT), totaling \$114. The equipment deposit of \$102.50 will be credited back to the account once the UDT is returned.

When do I get my deposit back?

The deposit you pay will remain on your account for at least 18 months. You will earn interest on your deposit at an average certificate of deposit (CD) rate paid by local financial institutions. We will pay you the interest as a credit on your January bill once we have held the deposit for at least six consecutive months. We review the interest rate annually and adjust it as needed.

The deposit, along with any unpaid interest you have earned, will be applied to your bill on the 19th month of continuous service if we have your Social Security number in our records and you have established on-time payment history.

If you turn off service before your deposit is applied, the deposit and any unpaid interest you have earned will be applied to your final bill. If applying the deposit results in a credit balance on your account, the balance will be refunded to you by a check sent to the mailing address you provide us when you turn off your service.

Can I establish more than one account in my name?

Yes, you can have multiple accounts in your name. You will be asked to assume full financial responsibility for all bills on each additional account. If the bills are unpaid, we will hold you responsible for payment. We will

waive deposits on your second and third accounts if you have a good credit rating and have provided your Social Security number. We will require a deposit on the fourth account in your name regardless of your credit rating.

If you have four or more residential accounts in your name, they may be considered businesses and be subject to the SRP Credit Policy for SRP Business Customers.

PAYMENT OPTIONS

Mailed payments can be made with a personal or business check, cashier's check or money order. Payments can be mailed to SRP, P.O. Box 80062, Prescott, AZ 86304-8062. Your payments are applied first to any SHARE pledge, then to unpaid deposits, then to past due balances and then to current bill charges. In the event your payment is meant to cover multiple billing accounts, the same sequence applies regardless of payment posting instructions included with your bill stub.

SRP SurePay™ (a direct-debit payment program) automatically withdraws funds from your designated bank account 21 days after the bill date. Please note that customers on a 10-day withdrawal schedule can switch to the new 21-day schedule by calling customer service at (602) 236-8888.

Our **eChex** service lets you pay with your bank account online at srpnet.com, through your mobile device, over the phone or at an SRP PayCenter®. EChex payments may also be made via SRP's mobile app, SRP Power, available for download on your iOS or Android device.

SRP PayCenter payments can be made with cash or eChex. To pay by eChex at a PayCenter, you must be registered. To register, call us at (602) 236-8888 or go to srpnet.com/myaccount. For the locations of SRP PayCenters near you, visit srpnet.com/paycenter.

Credit or debit card payments can be made through a third-party vendor. The vendor charges a small transaction fee per charge. Credit or debit card payments can be made online at srpnet.com/myaccount or over the phone by calling (602) 236-8888 and selecting pay by credit or debit card using our automated system.

Please note: SRP cannot guarantee continuous service if you pay through unauthorized payment processors, including your bank's online payment program, which may not remit your payments to SRP in a timely manner. If SRP does not receive payment by the due date on the bill, a late-payment fee may apply and your service may be subject to disconnect.

If you choose to use a third-party bill payment service, you are responsible for ensuring that SRP receives payment in full by the due date. For example, if a payment remitted by a third-party bill payment service is returned or rejected, you will be asked to cover the payment and associated fees — even if you provided the funds for the payment to the third party.

Can I change the date my bill is due?

Yes, the SRP Custom Due Date™ option lets you choose a due date for your electric bill that's convenient for you. You can select almost any day of the month for your due date.

Are there any programs to help me budget my electric bill?

SRP Budget Billing helps you balance the seasonal highs and lows of your electric bill to make your payments more predictable each month. We determine your average monthly energy cost over a 12-month period.

We will review your usage periodically for any significant changes and adjust your payment amount if necessary. You may enroll in Budget Billing throughout the year. However, the best time to enroll is during the fall months in order to build a sufficient credit in your account to cover your usage during the summer. Your enrollment in Budget Billing will be canceled if you miss two payments within 12 months.

Can I view my bill online?

You can view and print up to three years of past bills. You can also receive automated email and text notifications that alert you of certain conditions on your account, including when your bill is available, when payment is due and past due, and when a payment is confirmed. In addition, you can elect to stop paper bills. Go to srpnet.com/myaccount to view your bills and select as many eNotes options as you like. You may also view account information on SRP's mobile app, SRP Power.

What happens if my bill payment is late?

Regular monthly bills are due when billed. If we don't receive your payment by the close of business on the 21st day after billing, your account becomes delinquent. We will mail a reminder notice to you, and a late fee (currently the greater of \$5 or 2% of the billing amount, plus tax) will be added to your account. If we do not receive payment by the close of business on the 28th day after billing, we may disconnect your electric service without further notice.

To restore your service that has been disconnected because of nonpayment, you may need to pay us all amounts you owe, plus additional security deposits and disconnection fees. If we receive a returned check from your bank or disconnect service because of nonpayment, we may charge you an initial or additional deposit.

Final bills on closed accounts are due within 21 days of the bill date.

If you have not made a payment or payment arrangements by the final bill due date, we may transfer the balance you owe to a related residential or commercial electric account. If SRP does not have an active account to transfer your unpaid final bill to, we will refer your account to a collection agency. The collection agency will report the delinquent account to the major credit reporting agencies.

What if I need more time to make a payment?

If you think you will have difficulty paying your bill, call us or visit srpnet.com/myaccount before your account becomes past due, and we may be able to extend your payment deadline. In special circumstances, we may be able to direct you to social service agencies for possible financial assistance. You may be able to receive up to six payment extensions in 12 months, depending on the amount you owe, if your account:

- › Has been active more than six months
- › Has no existing extension
- › Has no unpaid extension in the current or prior month
- › Has no unpaid deposit
- › Is not on the SRP Budget Billing program

What happens if my payment item is returned?

If a payment item is returned or denied by your financial institution, we will require immediate repayment with cash, a personal or business check, a cashier's check or a money order. We will charge you a fee for processing the returned item.

If your account has two or more returned payment items in 12 months, we will designate the account as cash-only, and your payments will need to be made with cash, a cashier's check or a money order until your account no longer has a cash-only status. Cash payments can be made at any of SRP's PayCenter locations.

We will disconnect your service without further notice if your payment item is returned under one or more of the following circumstances:

- (1) You received notice of a pending disconnection for nonpayment.
- (2) You paid us with the payment item to restore your service we disconnected for nonpayment.
- (3) You paid the required deposit to turn on service with the payment item.

Under any of these circumstances, payment will then need to be made with cash, a cashier's check or a money order to reconnect service. A personal or business check may be used if your account is not designated as cash-only.

Can a third party be notified if an account becomes delinquent?

If your account becomes at risk for disconnection, we can notify a Safety Net partner (third party) of your choice. The partner may be an individual or agency. Your request for such notices must be in writing before the account is delinquent.

Are there any special provisions for life-support equipment?

If someone in your household requires medical life-support equipment that is in use and essential to sustaining life, you may be eligible for our Medical Preparedness Program. We have a certification process, and only specified medical equipment qualifies you for this program. Once you're certified, your application is good for 24 months. Please be aware that we cannot guarantee electric service at all times, nor can we provide electric service in the event of nonpayment. This program can be combined with the Economy Price Plan if eligibility is met for both. Please contact us at (602) 236-8888 or visit srpnet.com/medical to see if you qualify.

Are there any special provisions for customers with limited incomes?

Our Economy Price Plan offers a monthly discount (\$21 May–October, when bills are the highest, and \$20 in the remaining months) to eligible customers with a household income at or below 150% of federal poverty guidelines. Federal income guidelines are subject to change without notice. Current qualifying income levels are as follows:

# OF PEOPLE IN HOUSEHOLD	MAXIMUM MONTHLY INCOME (BEFORE TAXES OR DEDUCTIONS)
1	\$1,507
2	\$2,030
3	\$2,552
4	\$3,075
5	\$3,597
6	\$4,120

If more than six, add \$522 for each additional person.

To apply, please contact us at (602) 236-8888 or visit srpnet.com/economy for an application.

What if I have a dispute about my electric service?

You may dispute a bill you think is in error by calling, writing or emailing us. We will not disconnect service for nonpayment of the amount you dispute provided (1) you notify us before the bill becomes delinquent and (2) you pay all other undisputed charges when due. Write us at Customer Communications Services, CUB363, SRP, P.O. Box 52025, Phoenix, AZ 85072-2025; email us at corrvscs@srpnet.com; or call us at (602) 236-8888.

If you are not satisfied with the outcome of your dispute, you may ask for a special review. If your annual usage is less than 100,000 kilowatt-hours, our Consumer Ombudsman Office will investigate your dispute in an effort to resolve the problem. Otherwise, our Executive Dispute Resolution Committee (EDRC) will review your dispute. In both cases, the decision from the Consumer Ombudsman Office or EDRC is our final determination on the matter.

CURRENT CHARGES

The following service charges and fees, in effect as of Jan. 1, 2012, are subject to sales tax and may change as SRP's costs change.

Late fee is 2% of the billing amount, with a \$5 minimum.

Service establishment fee (next day)	\$30
Service establishment fee (same day).....	\$45
Returned payment	\$18
Field visit	\$35
High-bill audit.....	\$55
Disconnection at meter (reconnect)	\$55
Disconnection at other than meter/J-box.....	\$248
Disconnection at J-box or transformer.....	\$321
Customer-damaged meter lock rings	\$58
Theft investigation (per hour).....	\$90
Meter reading — no access	\$25
Damaged M-Power UDT.....	\$133