

## Getting deposits back

The deposit you pay will remain on your account for at least 18 months. You will earn interest on your paid 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 after 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 on file and you have established an on-time payment history. If we do not have your Social Security number on file, your deposit will be held until your account closes and be applied as a credit to your final bill. 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.

## Late payments

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. In addition, you will be billed a disconnection fee and may be required to pay new or additional security deposits.

## Payment extensions

If you think you will have difficulty paying your bill, call us or visit [srp.net/myaccount](http://srp.net/myaccount) to discuss your situation. It is always best to try to resolve any issues before your account becomes past due. We encourage you to reach out to us. We may be able to provide a payment extension or direct you to community social service agencies for possible financial assistance.

You may be able to receive up to six payment extensions 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

## Assistance for delinquent accounts

If your account becomes at risk for disconnection, we can notify an SRP Safety Net partner of your choice. The partner may be an individual or agency. Call us at **(602) 236-8888** to enroll in SRP Safety Net.

## Payment arrangements

A payment arrangement is when a portion of your past-due balance is broken into smaller amounts and added to your future monthly bills. If payment arrangements are not paid by the due date on the bill, the agreement will be canceled, the past-due balance will be due in full immediately, and late payment fees may be charged. A reminder notice for the total balance due will be mailed to you. If payment is not received, SRP reserves the right to disconnect service.

## Returned or denied payments

If a payment is returned or denied by your financial institution, we will require immediate repayment. If your account has two or more returned payments 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 participating retail locations.

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

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

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.

## SRP M-Power Terms and Conditions

### Paying deposits

All SRP M-Power accounts will require a refundable deposit of \$102.50. SRP M-Power deposits are held on your account until you close your account. If, after your account settles, you have a credit balance, we will mail a refund check to the mailing address you provided to us when you turned off your service. In the event a refund is owed to you from a payment made using a digital payment processing service or credit or debit card, SRP reserves the right to return the funds using the same method of payment.

### Purchasing power

Customers have the ability to purchase power by using the SRP M-Power app, online, by telephone, or at a participating retail cash payment location.

Please be aware that all purchases will immediately add credit to the meter. If your power is currently disconnected, it will be reconnected.

If you are not ready for the meter to reconnect, please wait to make a purchase. Credits, other than purchases, applied to your account by SRP may require your authorization before loading to the meter.

Credits not authorized may be held on the account as a credit until you authorize the credit be sent to the meter or make a purchase.

If your purchase is returned or denied by your financial institution, we will remove credit from your meter, and you will be charged a fee for processing the returned payment. If you have two returned purchases in a 12-month period, your account will be designated as cash-only and you will need to purchase your power with cash at any participating retail payment locations.

## Requesting an advance

If you're having trouble making a purchase, you can request an advance. An advance is like a loan but with no interest or fees. The amount of the advance is added to the balance of your account and paid back over time through future purchases. You can request an advance using the SRP M-Power app, through SRP My Account, or by calling SRP at **(602) 236-8888**. With each future purchase you make, a percentage of the purchase will go toward paying back the advance balance.

A limited number of advances is allowed each month if your balance owed (see "paydown balance" below) is less than \$300. If you're having difficulty making a purchase for any reason, call us anytime at **(602) 236-8888**.

Requesting an advance through the SRP M-Power app is easy. Here's what to do:

1. Log in and tap the menu icon in the top left corner.
2. Tap "Request an Advance" from the dropdown options.
3. Review the Safety Statement and tap the "Submit Request" button.

## Accumulated debt

When your meter runs out of credit and your power stays on, any electricity you use is registered by the meter and will show in your SRP M-Power app, by logging in to your SRP My Account, or by calling us. This can happen during "Friendly Credit" hours (8 p.m.-8 a.m.), during Excessive Heat or Freeze Warnings issued by the National Weather Service or holidays.

If you have accumulated debt, your next purchase must be enough to cover the debt and add credit to keep the power on.

## Paydown balance

Sometimes SRP M-Power customers may carry forward a portion of debt owed to SRP. This balance, called a paydown balance, will show on the SRP M-Power app as "Amount Owed to SRP." You can also view a paydown balance when you log in to SRP My Account. This balance will get paid back over time through future purchases.

When you purchase power, a percentage of the purchase will go toward that balance until it is paid in full. The total balance owed will determine the percentage of future purchases that will go toward paying back the amount owed. If your total amount owed to SRP is:

Less than \$500, your paydown percentage will be 35%.

Between \$500 and \$1,000, your paydown percentage will be 50%. More than \$1,000, your paydown percentage will be 70%.

Common reasons for a paydown balance include startup costs, advances, and balance transfers from a prior account.



Delivering water and power®

# IMPORTANT INFORMATION ABOUT YOUR ACCOUNT

SRP Residential Customer Credit Policy & Terms of Service 2024

## Doing Business With Ease

SRP provides convenient ways to help you manage and pay your monthly bill. You can pay online, over the phone, on your mobile device using our app, or at a convenient retail location. Better manage your bill by picking your own due date or enrolling in SRP Budget Billing™. You can monitor your usage with our app and elect to receive alerts on your electricity usage, bill due date and payment confirmations.

The information below explains our terms and conditions of service, including credit practices. For more information, call **(602) 236-8888** or visit [srpnet.com](http://srpnet.com). We are here to serve you and answer any questions 24 hours a day, seven days a week.

## Billing Options

SRP offers two convenient billing options to help you manage your energy. You can select a traditional monthly bill or our pay-as-you-go SRP M-Power® program.

SRP M-Power is a pay-as-you-go price plan that allows you to purchase power as you need it. With SRP M-Power, you no longer receive a traditional monthly bill. Simply buy power in the amount you want, whenever you need. The SRP M-Power® app allows you to conveniently purchase and monitor your energy use on an hourly basis from your mobile device. The SRP M-Power program is described further below and on SRP's website.

## SRP General Terms of Service

These terms and conditions apply to all residential customers. When you request new or additional electric service, you agree to these terms of service and payment. SRP's Rules and Regulations are available online at [srpnet.com/about/rulesregs.aspx](http://srpnet.com/about/rulesregs.aspx).

To start service or reconnect service if disconnected, we ask for safety reasons that you ensure all appliances and electric devices are turned off to avoid risk of fire. Most of our meters have power delivered within an hour. Please call us if you do not have power within an hour to check the status.

## Establishing electric service

When you request electric service, we will ask you for information that allows us to identify you and determine your creditworthiness. An SRP-approved form of ID is required to establish your service. This includes, but is not limited to, your Social Security number. If you do not have a Social Security number, you will be asked to provide your driver's license or other acceptable government-issued identification and pay a security deposit. 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 telephone number you utilize or obtain in the future. It is your obligation to provide SRP with your most current contact information. SRP does not sell contact information. Your information is used to contact you to communicate important information regarding your account(s), including scheduled and unscheduled outages, billing, payment, and collection of amounts due. By providing your phone number, you consent to being contacted at this number through calls made with an automated telephone dialing system or with a prerecorded voice, live agent, or artificial voice and text messages.

### Creating multiple accounts

You can have multiple accounts in your name. You will be required to assume full financial responsibility for all bills on each additional account. By turning on service for a friend or family member where you do not reside, you are accepting financial responsibility for their 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 each new account once the number exceeds three active accounts 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.

### Closing accounts

Please visit [srp.net/myaccount](http://srp.net/myaccount) or call us when you no longer need service. Your account will have a final bill created through the date you requested your account be closed. You will be asked to provide a forwarding address to mail your final account statement and any refund that may be due to you.

Final bills on closed accounts are due within 21 days of the bill date. Any deposits and deposit interest will apply to your final billing.

Unpaid final bills may be transferred to a related SRP residential or business account. Related accounts may include a spouse’s or roommate’s account. In addition, SRP may refer unpaid final bills to a collection agency. The collection agency may report delinquent final bills to the credit bureaus.

If, after your account settles, you have a credit balance, we will mail a refund check to the mailing address you provided to us when you turned off your service. In the event a refund is owed to you from a payment made using a digital payment processing service or credit or debit card, SRP reserves the right to return the funds using the same method of payment.

### Dispute procedures

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, PAB277, SRP, P.O. Box 52025, Phoenix, AZ 85072-2025; email us at [help@srpnet.com](mailto:help@srpnet.com); or call us at **(602) 236-8888**.

### Appeal procedures

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 Affairs Ombudsman Office will investigate your dispute in an effort to

resolve the problem. If your annual usage is 100,000 kilowatt-hours or greater, our Executive Dispute Resolution Committee (EDRC) will review your dispute. In both cases, the decision from the Consumer Affairs Ombudsman Office or EDRC is SRP’s final determination on the matter.

### Extreme Weather Disconnect Moratorium

During times of extreme weather, when the National Weather Service issues an Excessive Heat Warning or Freeze Warning, SRP will suspend disconnection of service for nonpayment. During this time, bills will continue to generate and are due according to SRP standard terms. Late payment fees for past-due bills will continue to be charged; however, accounts will not be disconnected for nonpayment until the disconnect moratorium has ended. If you are having problems paying your bills, please contact us at **(602) 236-8888** to discuss your situation.

### Medical Preparedness Program

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 valid for 36 months. SRP M-Power customers will be required to transition to a traditional monthly billing plan to participate in the Medical Preparedness Program.

Please be aware that medical status does not guarantee service will not be disconnected for an unpaid electric bill and that medical accounts are subject to the same bill payment terms as other residential accounts.

Medical Preparedness Program accounts subject to disconnection of service for nonpayment may have a service extender installed to limit the amount of energy provided until past-due balances are paid, or other payment arrangements are in place. This program can be combined with the Economy Price Plan if eligibility is met for both. Please contact us at **(602) 236-8888** to determine eligibility and enroll or visit [srp.net/medical](http://srp.net/medical) to see if you qualify.

### Limited Income Provisions

Our Economy Price Plan offers a \$23 monthly discount to eligible customers with a household income at or below 150% of the federal poverty guidelines. 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	\$1,822
2	\$2,464
3	\$3,106
4	\$3,748
5	\$4,390
6	\$5,032

If more than six, add \$642 for each additional person.

To enroll, please contact us at **(602) 236-8888** or visit [srp.net/epp](http://srp.net/epp) for information and to enroll online.

SRP may request income verification to confirm continued program eligibility.

### Current Charges

The following is a list of service charges and fees currently in effect as of Jan. 1, 2012, that are subject to sales tax and may change as SRP’s costs change.

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

Description	Fee
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	\$90/hr
Smart meter opt-out bimonthly meter read	\$20/mo

### 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 2951, Phoenix, AZ 85062-2951.

**SRP SurePay™** (a direct-debit payment program) automatically withdraws funds from your designated bank account 21 days after the bill date.

Our **eChex** service lets you pay with your bank account online or over the phone. eChex payments may also be made via SRP’s mobile apps, which are available for download on your iOS or Android device.

**Cash payments** can be made at many retail locations throughout the Valley. Remember to bring your SRP cash payment card with you. You can use a physical or digital card, which is available through SRP My Account™, the SRP Power app™ or the SRP M-Power app. For more information, visit [srp.net/paymentoptions](http://srp.net/paymentoptions). For a list of locations, visit [srp.net/paymentlocations](http://srp.net/paymentlocations).

**Card or digital payments** can be made through a third-party vendor. The vendor charges a small transaction fee per charge. Card or digital payments can be made online at [srp.net/myaccount](http://srp.net/myaccount) or over the phone by calling **(602) 236-8888** using our automated system.

In the event a refund is owed to you from a payment made using a digital payment processing service or credit or debit card, SRP reserves the right to return the funds using the same method of payment.

**Please note:** SRP cannot guarantee continuous service if you pay through unauthorized payment processors, including your bank’s online payment program, as they 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 disconnection.

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 are responsible for covering the payment and associated fees and costs — even if you provided the funds for the payment to the third party.

### Applying payments

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.

### Traditional Monthly Billing Programs

SRP’s monthly billing program offers you a variety of price plans, billing and payment options. You receive a bill each month — an eBill or traditional paper bill in the mail.

### Changing billing due dates

The SRP Custom Due Date™ option lets you choose a due date for your electric bill that’s convenient for you. You can select the 1st through the 28th day of the month for your due date.

### SRP Budget Billing

SRP Budget Billing helps you balance the seasonal highs and lows of your electric bill to make your payments more predictable each month. Your SRP Budget Billing payment is based on average monthly energy costs.

We will review your usage periodically for any significant changes and adjust your payment amount if necessary. You may enroll in SRP 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.

### Viewing bills online

You can view and print up to three years of past bills online. 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 by signing up for paperless billing. Go to [srp.net/myaccount](http://srp.net/myaccount) to view your bills and select as many SRP eNotes™ options as you like. You may also view account information on the SRP Power app™.

### Traditional Monthly Billing Credit Practices

#### Paying deposits

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 when you request service. SRP uses Experian to validate your Social Security number. If you have placed a freeze on your Experian credit data, you will need to provide SRP with the PIN provided to you by Experian or contact Experian to remove the freeze on your report in order for SRP to validate your Social Security number. With a validated Social Security number, SRP may use an Experian utility credit score to determine eligibility for a deposit waiver. We may charge you an initial or additional deposit if we receive a returned check from your bank or disconnect service because of nonpayment.