



Doing Business with Ease

SRP provides convenient ways to help manage irrigation from anywhere, anytime. With SRP My Account™, you can view schedules and important deadlines as well as manage water orders, view balances and make secure payments. You can also elect to receive alerts regarding your irrigation deliveries, billing due dates and much more. Residential customers also have the option to download our SRP Water app™ on a mobile device.

The information below explains our terms and conditions of service, including credit practices. For more information, visit srp.net or call us at **(602) 236-3333**. We are here to serve you and answer any questions 24 hours a day, seven days a week.

Billing Overview

Annual Billing

As a water rights landowner within SRP's service territory, you don't actually pay for water — it belongs to your land. So what do irrigation customers pay for? Here's a breakdown of where your money flows.

The annual Basic Charges and fees pay for water storage as well as the construction, operation and maintenance of SRP facilities, such as canals and laterals. The annual water delivery fee pays for any administrative costs that come with servicing your irrigation account. Additional water charges occur when shareholders use more than their base allocation during an irrigation year.

Bills are issued in mid-November for the upcoming calendar year and are due the first week of December. Penalties of 1% per month will accrue on any unpaid basic charge on the 6th of each month. To avoid any penalties or a possible interruption in your water delivery, please pay by the due date. Accounts that have not paid for the upcoming calendar year by Dec. 31 will not receive irrigation after 11:59 p.m. on this date.

SRP offers minimum payment options to help you manage your irrigation. You can take advantage of our minimum payment option which allows you to pay your bill in two installments with the first due in December and the rest in June.

Notices of water rates as well as due, delinquent and cutoff dates are published in the quarterly Irrigation Newsletter which is mailed and available in the SRP My Account profile document center or at srp.net/irrigationnewsletters. Billing reminders and newsletter alerts are also available via email or text by creating an SRP My Account profile. Residential customers can also elect to receive push notifications on the SRP Water app.

Second Billing

Those who took advantage of minimum payment options or have not paid in full will receive a second bill for remaining amounts owed which is mailed in mid-May of each year and due the first week of June. Accounts that do not pay their second bill will be cut off from receiving irrigation beginning in July.

Excess Water Debits

If more water was ordered than what was purchased during a calendar year, the irrigation account will accrue an Excess Water Debit. Billing statements for excess water debits are mailed no later than Jan. 10 of each year and must be paid no later than Feb. 19. If payment is not received, water deliveries will be suspended on Feb. 21 (or the following business day if it is a weekend or holiday). Water deliveries will not resume until any remaining charges due are paid. These actions will not apply to accounts owing an Excess Water Debit of \$4.99 or less.

Overdrafts

If a water order is requested for an account that has an insufficient water balance, customers may purchase additional water that is available on their account. Any water orders/deliveries that do not have a sufficient water balance will not be delivered if the balance has been used.

Refunds

Requests for refunds must be initiated and/or authorized by the deeded owner of the parcel(s) by calling us. All requests are reviewed on a case-by-case basis. SRP considers the following when processing irrigation refund requests:

- All water charges, including penalties, must be paid before a refund can be considered.
- Remaining money credits may be available for refund after being applied to any outstanding charges.
- Water Delivery Fees and Basic Charges are nonrefundable if any water was ordered/delivered during the calendar year.
- Additional water beyond the base allotment that was purchased but was not ordered/delivered can be refunded.
- Refunds will be paid to the deeded owner, unless there is an authorized exception.

If you have any questions about your bill, water rates, charges or refund guidelines, please visit srp.net/waterpricing or call us.



SRP General Terms of Service

These terms and conditions apply to all customers. When you request new or additional irrigation service, you agree to these terms of service and payment.

What information is needed to establish irrigation service?

Irrigation is a valuable service for deepwatering lawns and farmland. To sign up for SRP irrigation, start by seeing if your property falls in our service map by visiting srp.net/irrigation. If your property is in our service area, call us. You will get an overview of our irrigation services and 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 water deliveries, billing, payments and impacts to your private neighborhood irrigation system. 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.

Can I establish more than one account in my name?

Yes, you can have multiple accounts in your name. You will be required to assume full responsibility for all bills and water deliveries on each additional account. By turning on service for a friend or family member where you do not reside, you are accepting responsibility for their account and water deliveries. If you would like to help a neighbor receive water by managing their account, you’ll need to sign our Authorization and Liability Release Form at srp.net/authorization.

How do I cancel my irrigation account?

It’s important to cancel or change water orders before the deadline. Late changes or cancellations can cause flooding. **To cancel or change a single water order**, visit SRP My Account or call us.

To **permanently cancel** your irrigation service, call us.

What if I have a dispute about my irrigation service?

We are available 24/7, even on holidays. Call us for emergencies, flooding, irrigation orders, schedule inquiries, billing or any concerns regarding your irrigation account.

Payment Options

Mailed payments can be made with a personal or business check, certified check or money order. Payments can be mailed to SRP, P.O. Box 2952, Phoenix, AZ 85062-2952.

Our **eChex** service lets you pay with your bank account online or over the phone.

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 or the SRP Water app. For a list of locations, visit 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 or over the phone by calling **(602) 236-3333**.

For a full list of payment options, visit srp.net/waterpayments.

Please note

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

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 cancellation.

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.