

# SRP BUSINESS RESOURCE GUIDE



Delivering water and power®



## Table of contents

- 3 A note from the Director of Strategic Energy Management
- 4 Additional services
- 5 Tools to manage your account
- 6 Ways to pay your bill
- 7 Outage Center
- 8 Energy-saving tips and rebates
- 9 Sustainability for business
- 10 How to read your bill
- 13 Monitor usage with SRP My Account
- 14 Important links
- 15 Glossary

# A note from the Director of Strategic Energy Management

Dear Business Customer,

We are excited to have you as a customer and a neighbor. We understand that electricity is critical to running your business and are committed to working alongside you as a partner to help you be successful.

I am pleased to let you know that as a demonstration of our partnership with you, SRP has assigned a dedicated Strategic Energy Manager to serve and help you in any way they can.

Utility costs can be one of the greatest expenses for any business, and your Energy Manager can discuss a variety of options for you to save money and use resources wisely. These options include reviewing your account to see if you're on the right price plan, visiting you on-site to discuss energy efficiency, and helping you plan in the event of an outage. Best of all, these services are completely free.

Take a moment to browse the pages that follow. If you have any questions, don't hesitate to contact your Strategic Energy Manager. We value you as a customer and are here to help.

Thank you,

A handwritten signature in black ink that reads "John Tucker". The signature is fluid and cursive, with a long horizontal stroke at the end.

**John Tucker**

Director, Strategic Energy Management

JTucker@srpnet.com

## Additional services

To learn more about the services listed or to get your questions answered, please contact your Strategic Energy Manager.

### **SRP Business Customer Center**

Business Customer Assistance

7 a.m.-5 p.m.

**(602) 236-8833**

**[bizcenter@srpnet.com](mailto:bizcenter@srpnet.com)**

### **Arizona 811**

Location service for underground utility lines

**(602) 263-1100**

### **SRP Customer Correspondence**

CUB163

P.O. Box 52025

Phoenix, AZ 85072-2025

**[bizcenter@srpnet.com](mailto:bizcenter@srpnet.com)**

### **SRP Construction Contact Center**

Information about new business construction and revamping projects on existing facilities

7 a.m.-5 p.m.

**(602) 236-0777**

**[construction@srpnet.com](mailto:construction@srpnet.com)**

### **Power Outage Information**

Report power outages, damage to SRP facilities and downed power lines.

**(602) 236-8888**

### **SRP Energy-Saving Guide for Business**

This business-only site includes account management tools, rebates for your business, energy-saving advice and more.

**[savewithsrpbiz.com](http://savewithsrpbiz.com)**

# Tools to manage your account

## **My Account**

SRP My Account™ makes it easy to manage your account with 24/7 online access. Use it to view and pay your bill or customize it to fit your needs. Monitor daily energy usage, review account history for up to three years, compare price plans, and sign up for alerts that can help keep your budget on track.

Learn more at [srp.net/myaccount](https://srp.net/myaccount).

## **eBill**

Go paperless and view statements online with SRP eBill™. You'll receive an email or text each month when your bill is ready. It's a great way to reduce office clutter and stay organized while helping the environment.

Learn more at [srp.net/ebill](https://srp.net/ebill).

## **eNotes**

Sign up for email or text alerts to save energy and money. Receive weekly bill estimates, payment and due date reminders, alerts when your bill or usage exceeds a limit you set, outage notifications, and more.

Learn more at [srp.net/enotes](https://srp.net/enotes).

## **Custom Due Date**

SRP Custom Due Date™ lets you choose a bill due date that works best with your schedule and budget. Pick any date between the 1st and 28th of the month.

Learn more at [srp.net/customdate](https://srp.net/customdate).

## **Time-of-Use Price Plan**

Designed for businesses with electricity demand ranging from 5 to 1,500 kilowatts (kW), the SRP Time-of-Use Price Plan™ (TOU) helps you save by shifting operational energy usage from higher-priced on-peak hours to lower-priced off-peak and shoulder hours. You can also determine the estimated energy cost for equipment.

Learn more at [srp.net/businessstou](https://srp.net/businessstou).

**Contact your Strategic Energy Manager for a personalized price plan comparison.**

# Ways to pay your bill

Save time and effort with a number of payment options.

Learn more at [srp.net/pay](https://srp.net/pay).

## SRP Power App

Download the SRP Power app™. View and pay your bill from your smartphone by eChex.

## eChex

SRP eChex is the easiest way to pay your bill online. Schedule payments in advance or pay anytime, anywhere using your smartphone, laptop or tablet. You can also access eChex using our automated phone system.

## SurePay

Never miss a payment or accrue a late charge. With SRP SurePay™, your payment is automatically withdrawn from your checking or savings account each month.

## Credit / Debit Card Payments

Credit and debit card payments can be made through a third-party vendor. The vendor charges a small convenience fee per transaction.

## Pay by Mail

**To pay by mail, send your check or money order to:**

SRP  
P.O. Box 2951  
Phoenix, AZ 85062-2951

### **For overnight payments:**

JPMorgan Chase (AZ1-2170)  
Attn: SRP Power Payments – lockbox 2951  
2108 E. Elliot Rd.  
Tempe, AZ 85283

### **Water Customers:**

JPMorgan Chase (AZ1-2170)  
Attn: SRP Water Payments – lockbox 2952  
2108 E. Elliot Rd.  
Tempe, AZ 85283

## Automated Clearing House Payments

Automated Clearing House (ACH) payments are electronic transfers from one bank account to another initiated by businesses through their financial institution.

# Outage Center

Monsoon storms bring high winds, walls of dust, torrential rain, flooding and lightning. All of these can have an impact on our electric system and your operations. Be better prepared with SRP weather and outage tools.

## Power Outages

When an outage occurs, you don't have to be left in the dark. By visiting the Outage Center online, you can:

- View and report outages.
- Get updates on restoration times.
- View storm safety tips.
- Sign up for text and/or email outage alerts.
- Download the SRP Power app and view or report outages from your smartphone.

## Outage Preparedness Tips

Keep abreast of weather conditions and have a backup plan prepared by following these helpful tips:

- View advance weather information and be warned when your power supply could be interrupted.
- Make the necessary operational adjustments to minimize the impact on your business.
- Plan your outdoor work accordingly.
- Keep mobile devices fully charged.

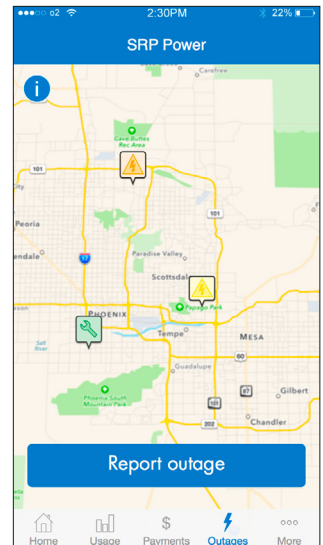
To sign up for outage alerts or to report an outage, visit [srp.net/myaccount](https://srp.net/myaccount). Log in and click "Outages" from the menu at the top of the page.

You can report power outages, damage to SRP facilities and downed power lines 24 hours a day. Before calling, have your account number, service address and phone number ready.

SRP offers annual outage preparedness training sessions for your business.

For more information on outages or to find storm safety tips, visit [srp.net/bizoutage](https://srp.net/bizoutage) or contact your Strategic Energy Manager for more information.

**Business Power Outage Hotline: (602) 236-8888**



Outage Center on SRP Power app

# Energy-saving tips and rebates

Check out SRP energy savings online.

## Energy-Saving Advice for Businesses

- Turn off lights and equipment when not in use.
- Use available sunlight to illuminate workspaces.
- Replace incandescent bulbs with LEDs.
- Install occupancy sensors to automatically turn off lights.
- Control direct sunlight through windows with screens or film.
- Change HVAC filters regularly.
- Tune up your HVAC units (clean and check refrigerant charge).
- Install programmable or smart thermostats.
- Purchase ENERGY STAR® rated office equipment.

**For more industry-specific energy efficiency advice and rebates, visit [savewithsrpbiz.com](https://www.srp.net/savewithsrpbiz.com).**

When it comes to looking for ways to save energy and money, you're not alone. SRP has helped thousands of businesses improve the efficiency of their facilities. Find information about:

## Energy Efficiency Business Rebates

- **Facility upgrades:** Save with rebates on lighting, HVAC, refrigeration and more.
- **Electrification:** Reduce your carbon footprint and get rebates when you switch to electric-powered equipment.
- **Custom rebate solutions:** SRP Custom Business Solutions gives you the flexibility to design your energy-saving project.

**Once you're ready to get started, visit [savewithsrpbiz.com](https://www.srp.net/savewithsrpbiz.com) to learn more.**

## Small Business Rebates

Cut energy costs and become more energy efficient with SRP rebates for smart thermostats, high-efficiency HVAC motors, LED lighting upgrades and more. Learn more at [srp.net/smallbusiness](https://www.srp.net/smallbusiness).



# Sustainability for business

## Water-Saving Advice for Businesses

- Develop a water conservation plan.
- For greater efficiency and performance, look for the WaterSense® and ENERGY STAR labels the next time you purchase or replace fixtures, appliances or equipment.
- Consider xeriscape — low-water-use landscaping.
- Install a WaterSense-labeled smart irrigation controller.

For more water-saving advice, visit [srp.net/conservation](https://www.srp.net/conservation).

## Renewable Energy Solutions

SRP offers simple, cost-effective programs to help your business reduce its carbon footprint and show your commitment to clean energy, including the programs below.

Learn more at [srp.net/commercialrenewable](https://www.srp.net/commercialrenewable).

### SRP Solar Choice™

Designed for small and medium-sized businesses (using less than 750,000 kWh across all accounts) to offset energy usage with utility-scale solar power.

### SRP Solar Choice Select™

Designed for larger businesses (using more than 750,000 kWh across all accounts) to offset energy usage with utility-scale solar power.

### SRP Healthy Forest Initiative™

Arizona's forests and water supply face catastrophic threats from wildfires. The SRP Healthy Forest Initiative supports the strategic thinning of overgrown forests to prevent wildfires and protect our water. Learn more at [srp.net/healthyforest](https://www.srp.net/healthyforest).

Visit [srp.net/sustainability](https://www.srp.net/sustainability) for information or to sign up for one of our environmental solutions.




*SRP is working toward a sustainable future for the benefit of our customers and the communities we serve.*

*Visit [srp.net/2035](https://www.srp.net/2035) to find out what we're doing to reach our own sustainability goals.*


# How to read your bill

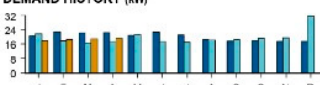
- 1 Contact information:** If you have any questions, please call or email your Strategic Energy Manager.
- 2 Key information:** This section lists the amount due, the due date and your account number. You can keep the top part of the bill for your records. Or, try our free eBill service. You can go paperless, receive your bill electronically and view up to three years of past bills online. Sign up at [srp.net/ebill](http://srp.net/ebill).
- 3 Your account summary:** The charges for the current month, including discounts, previous charges, payments and the balance due, are listed here. Local and state taxes are also shown.
- 4 Messages for you:** This section provides you with more information about your current bill, your account, and SRP options and programs that can benefit you. If you participate in a time-of-use plan, your savings will be displayed here.
- 5 Bill stub:** The bill stub shows the amount due and due date in an easy-to-read format. The bill stub should accompany your payment if you mail it or pay in person at one of over 500 convenient payment locations. To find a location, go to [srp.net/pay](http://srp.net/pay).
- 6 Meter information:** This section lists the total energy in kilowatt-hours (kWh) used for the billing period and the current and prior month's meter readings. If you participate in a plan that has demand (kW) charges, the maximum billable demand for the billing period will display.
- 7 Comparing your monthly usage:** This section features a table that compares the number of billing period days, daily usage in kWh, daily costs and average daily temperatures of the current billing month, last billing month and same billing month last year.
- 8 Energy history:** The energy bar graph displays up to 36 months of usage (kWh) history. If you participate in a plan that has demand (kW) charges, an additional graph with 36 months of demand history will also be displayed.
- 9 Customer information:** This section includes basic account information. The plan noted is the price plan used to calculate your bill. Visit [srp.net/businessplans](http://srp.net/businessplans) for price plan details. If you have selected options such as SurePay, Budget Billing or Custom Due Date, they are listed here as well.

# How to read your bill (continued)

**1**   
**Strategic Energy Manager - Brian.Bednar@srpnet.com**  
 srpnet.com 602-236-5696

**9** **ABC Company**  
 123 MAIN ST PHOENIX  
 Business General Service Plan (E36)

**8** **ENERGY HISTORY (kWh)**  
  
 13,200  
9,900  
6,600  
3,300  
0

**8** **DEMAND HISTORY (kW)**  
  
 32  
24  
16  
8  
0

**7** **COMPARISON (Daily Averages)**

	Days	kWh	Cost	Temp
Apr 2023	31	374	\$31.46	62.7°
Mar 2023	28	365	\$31.71	55.4°
Apr 2022	31	361	\$28.09	68.1°

**6**

Meter #	Type	Current Read	Prior Read	Energy
3387738	kWh	13612	02032	11,580
	kW			19.5

Please Pay by Account# 999-999-009  
**Apr 28, 2023 \$975.28**

SERVICE FROM 3/8/2023 - 4/5/2023 (31 Days)

**YOUR ACCOUNT SUMMARY AS OF 4/7/2023**


Previous Balance	\$887.93
3/22 Payment - Thank you	-\$887.93
<b>Balance Before Charges</b>	<b>\$0.00</b>
Monthly Service Charge	\$28.83
Demand Charge	\$60.12
Energy Charge	\$813.23
Aggregation Discount	-\$3.47
Phoenix City Tax	\$13.57
County and State Tax	\$57.00
<b>This Month's Charges</b>	<b>\$975.28</b>
<b>PLEASE PAY</b>	<b>\$975.28</b>

**MESSAGES FOR YOU**

- ✓ Winter prices end with this bill. Your next bill will reflect summer prices.
- ✓ Demand (kW) is the rate of electricity being used at a given time measured by the average load over a 15-minute period. The highest demand value during the billing cycle is the billed demand.


PLEASE RETURN THIS PORTION WHEN MAILING YOUR PAYMENT

Pay at Cash all retail locations. <https://srp.net/paynow/locations>.  
 For barcode enabled locations only.



By using this barcode to make a payment (3rd & 5th 9849), you agree to the full terms and conditions, available at [www.srpnet.com/energyforms](https://www.srpnet.com/energyforms), or visit [www.srpnet.com/energyforms](https://www.srpnet.com/energyforms).


R  
Account# 999-999-009

  
 09999993  
 ABC Company  
 123 MAIN ST  
 PHOENIX AZ 85062-2950

Please Pay by Account# 999-999-009  
**Apr 28, 2023 \$975.28**

To donate to SHARE, please add \$1, \$2 or \$5 to your payment

**Make Check Payable To**

  
**PO BOX 2951**  
**PHOENIX AZ 85062-2951**

295199999009000009752800000975283

- 1** Contact information
- 2** Key information
- 3** Your account summary
- 4** Messages for you
- 5** Bill stub
- 6** Meter information
- 7** Comparing your monthly usage
- 8** Energy history
- 9** Customer information

## How to read your bill (continued)

### Bill Terms

**Monthly service charge:** This fixed monthly charge covers the costs for billing, collections, metering, customer services and distribution facilities.

**Energy (kWh) charge:** This is a variable charge to cover the cost to buy or produce the electricity consumed during the billing period. Additionally, it covers the cost of supplying necessary transmission, generation and distribution capacity to meet customers' needs. The actual charge to individual customers will vary month to month according to the amount of energy consumed.

**Demand (kW):** This is a measure of the maximum rate at which electricity is being used during the billing period. Demand is expressed as kW.

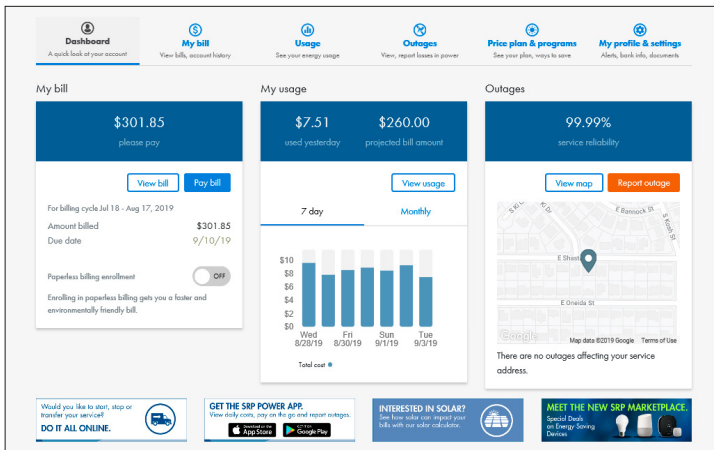
**Demand (kW) charge:** This charge covers some of the costs of supplying transmission and distribution capacity to meet a customer's energy demand. The transmission system includes the towers and high-voltage lines that transmit electricity from the power plants to the distribution system. The distribution system includes the lower-voltage power lines and poles (or underground power lines) and transformers that connect your service to the transmission system. The actual charge an individual customer pays will vary month to month according to the demand the individual places on the system. For General Service plans, only demands in excess of 5 kW are subject to this charge.

**Taxes:** This refers to applicable city, county and state taxes.

### Bill Abbreviations

<b>AP:</b> Apartment	<b>OF:</b> Office
<b>CO:</b> General Service/Non-Residential	<b>PU:</b> Pump
<b>CS:</b> Wireless Phone Cell Site	<b>RC:</b> Recreation Building/Facility
<b>FT:</b> Fountain	<b>SH:</b> Shop
<b>GG:</b> Security/Guard Gate	<b>SN:</b> Sign
<b>GR:</b> Garage	<b>SP:</b> Sprinkler
<b>HP:</b> House Panel	<b>SU:</b> Suite
<b>LT:</b> Lights	<b>UT:</b> Utility Room
<b>MM:</b> Master Meter	<b>WH:</b> Warehouse

# Monitor usage with My Account



## SRP My Account

My Account is a convenient way to stay ahead of your bill and monitor your daily usage. With My Account you can:

- **Access your account 24/7:** Pay your bill online, anywhere and anytime.
- **Stay on budget:** View your daily energy costs to help maximize savings.
- **Be informed:** Avoid the surprise of a high electric bill with text alerts and bill projections.

Signing up for My Account is easy. Visit [srp.net/myaccount](http://srp.net/myaccount) or contact your Strategic Energy Manager.

## Your Meter

The SRP meter at your business monitors your daily power usage. Each month, the meter is read automatically and usage is recorded so your business will be billed accordingly.

For information on your meter type, to report damage to the meter, or to learn how to read your meter, contact your Strategic Energy Manager.

## Important links

### **Credit policy:**

To view or download SRP's current credit policy, visit [srp.net/bizcreditpolicy](https://www.srp.net/bizcreditpolicy).

### **Start, stop or change service:**

For modifications to service, visit [srp.net/start](https://www.srp.net/start).

### **Commercial price plans:**

Find the right price plan for your business at [srp.net/rateplans](https://www.srp.net/rateplans).

### **Payment options:**

Learn about our convenient payment and billing options, including paying with a debit or credit card or making an ACH payment, at [srp.net/pay](https://www.srp.net/pay).

# Glossary

**Billing, collections, charge/billing and collections charge:** A fixed monthly charge to recover costs related to maintaining customer accounts, including producing and mailing customer bills and processing customer payments.

**Billing period:** The interval between two consecutive meter readings.

**Customer of record:** The name of the responsible party on record for the SRP account.

**Demand (kW demand):** The total amount of electricity being used by customers at a given time. For example, if four customers were each using an appliance requiring 100 kilowatts (kW) simultaneously, then the demand to the utility to supply the electricity for these customers would be 400 kW.

**Distribution:** The function of delivering energy in lower voltage to retail customers from convenient points along the transmission system.

**Distribution line:** One or more circuits of a distribution system operating at relatively low voltage as compared with transmission lines. The distribution system “steps down” power from higher-voltage transmission lines to a level that can be used in homes and businesses.

**Energy (kWh usage):** An amount of electrical energy used by the customer.

**Fuel:** Anything consumed to produce energy, especially a material such as coal, natural gas or oil burned to produce heat.

**Generation:** The process of transforming one form of energy, such as heat or falling water, into electric energy. Generation is usually measured in kW or MW.

**Kilowatt (kW):** A unit of power equal to 1,000 watts or approximately 1.341 horsepower.

**Kilowatt-hour (kWh):** The amount of energy delivered in one hour when delivery is at a constant rate of 1 kW.

## Glossary (continued)

**Load:** The amount of electricity needed/demanded at a given time.

**Load factor:** The ratio of average demand to peak demand during a specific period of time, expressed as a percentage.

**Megawatt (MW):** A unit of power equal to 1 million watts or the energy produced by about 10 automobiles.

**Megawatt-hour (MWh):** The amount of energy delivered in one hour when delivery is at a constant rate of 1 MW.

**Meter charge:** A fixed monthly charge to recover costs related to owning and maintaining the electric meter.

**Meter multiplier:** The ratio of actual consumption at the meter point to the consumption registered on the meter.

**Peak demand:** The highest rate at which electricity is used in any time period during the month (typically measured in 15- or 30-minute intervals). For example, 10 100-watt lightbulbs operating steadily for 15 minutes will produce a peak demand of 1,000 watts (1 kW) during that time. The highest demand measured in any of the time intervals for the month establishes the peak demand for that month.

**Power factor:** Power factor is the ratio of real power to apparent power. It essentially measures the percentage of power that is actually doing useful work, measuring how effectively delivered electrical power is being utilized at your facility. For more information about SRP's Power Factor Correction Services, call your Strategic Energy Manager.



## Glossary (continued)

**Service equipment:** The necessary electrical facilities, usually consisting of a circuit breaker or switch and fuses, conductors and accessories, constituting the main control and cutoff of the supply, and which are installed, owned and maintained by the customer.

**Service entrance section:** The part of the installation from the point of attachment or termination of the service lateral to and including the service equipment on the customer's premises.

**Substation:** An electric power facility that serves as a control and transfer point in an electric transmission system and where the voltage of electricity is reduced before distribution to customers/end users.

**Transformer:** A device used to change voltage to a higher or lower level.

**Transmission system:** A system of wires or electric cables used to carry electric energy at high voltages between two points — usually a generating station and a receiving station (major substation).