

CONTACT

NEWS FOR SRP M-POWER CUSTOMERS | MAY 2024

Summer heat is on the way and we're here to help

With higher temperatures approaching, SRP knows how important it is for our customers to have power. We care about your safety and well-being, which is why we have programs and resources in place to help in times of need. Here are some that might help you:

Save \$23 per month with the Economy Price Plan monthly discount. Depending on how many people live in your home and how much everyone earns, you may be eligible for a monthly discount. Visit srp.net/epp to see if you qualify.

Get financial help with your SRP M-Power® account and more. We understand that money can run thin at times. SRP's customer service team is here for you 24/7, and they can connect you with a Resource Counselor who can help.

Our Resource Counselors can put you in touch with community agencies that may be able to provide financial help for SRP M-Power customers. They can also help with critical needs — things like food, medical care, clothing and shelter. To speak with a customer service rep, call **(602) 236-8888** anytime.



Excessive Heat Warnings may affect M-Power service

Keeping you safe during extreme heat is a priority for SRP. We want you to be aware of how SRP handles summer heat and disconnects. **Due to expected high temperatures in 2024, SRP will keep you in power whenever the National Weather Service issues an Excessive Heat Warning and during July and August, regardless of Excessive Heat Warnings.** The following guidelines still apply:

- **You will still be charged for ALL of the electricity you use during the summer, even during the July-August moratorium and heat warning events.** It's a good idea to check your SRP M-Power app (updated hourly) or M-Power display box regularly and keep making purchases to avoid accumulating debt.

 **Tip:** Most people keep at least three days' worth of credit on their meter.

- It's normal to use more power when it's hot; therefore, your average daily cost will be higher.
- Email and text alerts are available to let you know when an Excessive Heat Warning starts, when it ends or if it is extended. You can enroll in email and text alerts through SRP My Account™.

If you're enrolled to receive alerts and your account accumulates debt, SRP will notify you by email before the Excessive Heat Warning or the July-August moratorium ends. The email will include the date and time range when your power will be disconnected unless you make a payment to cover the accumulated debt. If your account accumulates debt, your SRP M-Power app and SRP My Account will show zero days of power remaining, in red, and a negative dollar amount.

If your power disconnects and you are unable to make a purchase, you can try requesting an advance using the SRP M-Power app or through My Account, or by calling us at **(602) 236-8888**. Advances are temporary assistance that must be paid back over time with future purchases. Visit srp.net/mpowerheat to learn more.

What is accumulated debt?

Accumulated debt is any usage registered on your meter after your credit has run out and power remains on. This is the amount of power you have used but have not yet paid for. Accumulated debt most commonly occurs when SRP prevents your meter from disconnecting during an Excessive Heat Warning, during friendly credit hours (8 p.m.–8 a.m.) or over a holiday. This amount will be shown as “Accumulated Debt” on the M-Power display box. If your account accumulates debt, your SRP M-Power app and SRP My Account will show zero days of power remaining, in red, and a negative dollar amount..

To keep you informed during an Excessive Heat Warning issued by the National Weather Service, we will send all customers who are enrolled in heat warning alerts an email or text when they have accumulated debt.

At the end of an Excessive Heat Warning, the full accumulated debt amount is due to stay in power. All purchases will be applied toward your accumulated debt before any credit is added to your meter. For example, if your M-Power display box shows an accumulated debt of \$5 and you load \$20 to your meter, your meter credit will be \$15. If you are unable to pay the full accumulated debt amount, you may request an advance to cover the accumulated debt so that it can be paid down over time as part of the payday balance. Advances are temporary assistance that must be paid back over time with future purchases.

If you are having a hard time making M-Power purchases, please let us know as quickly as possible. Our team is available 24/7 at **(602) 236-8888**.



Have a safe summer with SRP

As many families take to the pools this summer, SRP reminds you to watch your kids around water. Join us at a FREE fun family event held at pools across the Valley. While you are there, don't forget to enter the Safe Summer raffle prize drawings for a chance to win swimming lessons, life jackets and other great prizes!

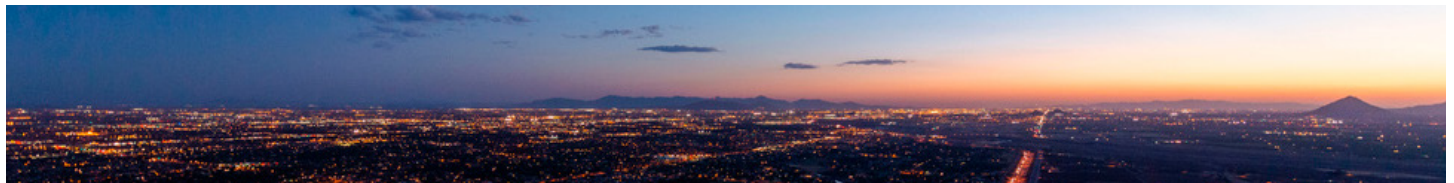
To see a full list of SRP community events in May, visit srp.net/offers.

IMPORTANT INFORMATION TO KNOW

Return your display box if you are planning to move soon.

If you plan on moving, it is important to still call us at **(602) 236-8888** to turn off your M-Power service, even if your meter runs out of credit. Turning off service and returning your display box will help you avoid any unplanned fees. If there is a credit from your meter at the time of your turnoff, SRP will remove it and adjust it on your final bill.

You can return your display box through the U.S. Postal Service or at one of five SRP return station locations. Get more information at srp.net/mpowerfaq. Once returned, the M-Power display box will be processed, and any account adjustments will be completed within three to five business days.



CUSTOMER SERVICES

24 hours a day, seven days a week.
(602) 236-8888

ELECTRIC EMERGENCIES

24 hours a day, seven days a week.
(602) 236-8811

TDD SERVICE

711, AZRelay.org

CUSTOMER CORRESPONDENCE

Customer Comm. Svcs., PAB277
P.O. Box 52025
Phoenix, AZ 85072-2025
help@srpnet.com

CASH PAYMENT LOCATIONS

srp.net/paymentlocations

ENERGY SAVINGS & REBATES

savewithsrp.com

MANAGE YOUR ACCOUNT

srpnet.com

FIND US ON SOCIAL MEDIA

Blog: srpconnect.com

