



FY25

CUSTOMER PROGRAMS REPORT



Delivering water and power®



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OVERVIEW



Energizing the Future Together

Dear Readers,

The Valley of the Sun is growing faster than ever before. With that growth comes rising energy demand, new challenges and unique opportunities. At SRP, we are proud to meet this moment with bold action, innovative thinking and a deep commitment to the people and communities we serve.

FY25 was a year of momentum. We established and exceeded our ambitious goals across energy efficiency, demand response, electrification and customer engagement. These achievements are a testament to the power of partnership: between SRP and our customers, our dedicated employees, our trade allies and contractors, and the many community organizations that help bring our programs to life.

We are energized by what we've accomplished, and even more inspired by what lies ahead.

CUSTOMER PROGRAMS: A STRATEGIC TOOL FOR A GROWING REGION

SRP's Customer Programs are a vital part of our strategy to manage rapid growth while advancing our [2035 Sustainability Goals](#). These programs are designed to shape energy demand in ways that benefit both the grid and the community:

- **Energy Efficiency:** Reducing overall consumption to ease pressure on the grid and lower customer bills.
- **Demand Response:** Shifting usage away from peak hours to improve reliability and reduce system costs.
- **Transportation Electrification:** Supporting electric vehicle (EV) adoption and smart charging to reduce emissions and avoid new peak demand.
- **Electrification:** Replacing fossil-fuel-powered technologies with electric alternatives that leverage clean, low-cost midday energy.
- **Grid Enablement:** Ensuring customer-owned solar and battery systems are safely interconnected and optimized to support grid flexibility.

These efforts are directly aligned with SRP's long-term system planning efforts and sustainability goals, which include delivering over **4 million megawatt-hours (MWh)** of aggregate energy savings, achieving **300 megawatts (MW)** of dispatchable demand response capacity and supporting **1 million EVs** in our service territory.

Aside from delivering upon SRP's 2035 Sustainability Goals, the program portfolio is essential to upholding our mission to serve customers and communities with reliable, affordable and sustainable water and energy.

- **Reliability:** We are committed to fielding an effective mix of programs to help maintain electric reliability for our customers who depend on uninterrupted service, especially on the hottest days of the year.
- **Affordability:** We recognize that electric bills represent a large cost to households and businesses. It is imperative that we offer programs and solutions to help manage those energy costs, while striving to mitigate future cost increases.
- **Sustainability:** We understand the importance of environmental stewardship to our community. These priorities are reflected in our 2035 goals and the comprehensive portfolio of programs we offer to achieve them.

EXPANDING PARTICIPATION AND BUILDING RESILIENCE

We're working hard to ensure every customer has an opportunity to benefit from the clean energy transition, regardless of income, housing type or neighborhood. That's why we've prioritized efforts to reach customers who have historically faced barriers to participation.

Programs like **SRP M-Power®**, **SRP Home Energy Assessment™**, **SRP Multifamily Solutions Program™**, **SRP Small Business Solutions Program** and the **Weatherization Assistance Program** are designed to meet customers where they are with practical tools to reduce energy use, lower bills and improve comfort and safety. These programs offer cost-effective solutions to help families and small business owners gain greater control over their energy use, building long-term resilience in communities across SRP's service area.

We also continue to invest in outreach, education, and partnerships that help ensure our programs are visible, accessible and relevant to all customers. From neighborhood workshops to multilingual resources and targeted incentives, we are working to remove barriers and expand participation in meaningful ways.

FY25 HIGHLIGHTS: REAL RESULTS, LASTING IMPACT

In FY25, SRP's Customer Programs delivered measurable, community-wide benefits:

- **648,722 MWh** of annual incremental energy savings, enough to power over 38,000 homes for a year.
- **176 MW** of dispatchable demand response capacity, helping reduce strain on the grid during critical hours.
- **68,011 electric vehicles** supported through infrastructure and incentives, reducing transportation emissions and fuel costs.
- **20,881 MWh** of electrified load impact, displacing fossil fuels in homes and businesses.

The projects completed in FY25 are expected to deliver lifetime energy savings of over **5.5 million MWh**, avoiding an estimated **1.33 million tons of CO₂ emissions**, equivalent to removing over **262,600 gas-powered cars** from the road for a year. They also represent millions of dollars in bill savings for customers and deferred infrastructure costs for the grid.

LOOKING AHEAD: A SHARED VISION FOR 2035

As we enter Phase 2 of SRP's 2035 Sustainability Goal timeline, we are more committed than ever to delivering high-impact, customer-focused programs that help meet and shape evolving customer demand while delivering upon an even more ambitious [five-year action plan](#). We are proud of the role our workforce, trade allies and community partners play in this effort. More importantly, we are grateful to our customers for their continued engagement and trust.

The road ahead is full of possibilities. With continued innovation, collaboration and investment, we can build a future that is not only reliable and affordable, but cleaner, smarter and more resilient for generations to come.



Nathan Morey
Director, Customer Programs

Measuring Program Results



Program evaluations are crucial for managing SRP's energy efficiency, demand response, transportation electrification, electric technologies and grid enablement programs. SRP needs to understand each program's impact on energy consumption and demand, customer experience quality and overall net benefit.



SRP's Evaluation, Measurement & Verification (EM&V) procedures use industry best practices to perform comprehensive evaluations of its customer program portfolio. These evaluations include energy savings impact, process and cost-effectiveness assessments.



To ensure reliability and impartiality, SRP partners with third-party independent EM&V consultants. These experts conduct engineering and billing analyses, modeling, research, interviews and economic cost-benefit tests, providing an objective assessment of SRP's programs.



SRP's Measurement and Evaluation group also conducts ongoing research and reviews. This comprehensive approach ensures that program accomplishments are accurate, reliable and trusted, and that resources are effectively allocated.

Empowering Customers Through FY25 Initiatives

SRP's Customer Programs directly impact all five of the [2035 Sustainability Goals](#) within Customer & Grid Enablement.



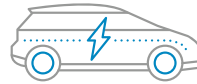
378,505

customers saving
648,722 MWh
of energy,
enough to power
38,160 homes
this year.



70,157

customers contributing
to load shed
during peak times.



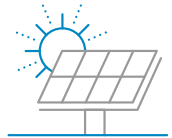
5,777

customers supported
in EV enablement.



74

business customers
electrified operations
to reduce
carbon emissions.



5,412

customers approved
for solar & battery
interconnection to
SRP's grid.

Doing more with SRP

SRP helps customers manage their energy and water usage through SRP My Account™, High-Bill Assessments and Save with SRP.

SRP MY ACCOUNT

ONLINE PLATFORM THAT ALLOWS CUSTOMERS TO:

- Have 24/7 online access to monitor energy consumption.
- Control expenses with daily energy cost views and bill projections.
- Set up alerts for usage thresholds and seasonal equipment reminders.
- Download the SRP Power app™ for instant account access via smartphone.

HIGH-BILL ASSESSMENTS

RESIDENTIAL:

- Offered to residential customers with high energy bills.
- Free virtual assessments; in-home assessments available for \$49.
- Technicians evaluate major household systems and provide a written report with suggestions.
- Rebates available for recommended energy efficiency improvements.

COMMERCIAL:

- Offered to small-business customers with high energy bills.
- \$99 walkthrough inspection of lighting, thermostats, and HVAC systems.
- Technician provides a report with suggestions for reducing energy usage.
- Rebates available through SRP Business Solutions™ for recommended improvements.

SAVE WITH SRP

SAVE WITH SRP RETAIL & COMMUNITY PROGRAM:

- Educates customers on energy efficiency at purchase points.
- Builds relationships with retailers to promote SRP programs.
- Offers rebates, tips and product info through retail partnerships.
- Offers SRP attendance at community events to promote efficiency and safety.

Visit [savewithsrp.com](https://www.savewithsrp.com) for timely offers and energy efficiency tips to save more!

SAVE WITH SRP BUSINESS:

- Provides information on SRP rebates for energy-efficient equipment (lighting, HVAC, insulation, refrigeration, compressed air, data center equipment).
- Offers free lighting audits for small businesses.
- Provides technical assessments for more complex systems.

Visit [savewithsrpbiz.com](https://www.savewithsrpbiz.com) for more information.

Workforce Development: Powering Progress Through People

Behind every energy-saving upgrade, smart thermostat installation or solar interconnection is a skilled professional. SRP's Customer Programs are helping to grow and strengthen that workforce every day.

Through our extensive network of trade allies, implementation partners and training initiatives, SRP is investing in the people and businesses that make our programs possible. Each year, our programs support more than **70,000 energy-related projects**, creating steady demand for skilled labor across the Valley. These projects span residential and commercial sectors and engage hundreds of local contractors, technicians and energy professionals.

SRP maintains multiple **trade ally networks** that include HVAC contractors, insulation and building performance professionals, window and plumbing contractors and more. We also manage a **Preferred Solar Installer Network** to help customers connect with solar providers who are well versed in SRP's interconnection processes and rate plans, ensuring a smoother, safer experience for all.

To support quality and consistency, **SRP invests heavily in formal training and technical education**. We partner with organizations like the Electric League of Arizona (ELA) and the Mechanical Trade Contractors of Arizona (MTCAZ) to deliver hands-on training and certification opportunities. We also provide code compliance and above-code training to homebuilders, multifamily developers, energy raters and building officials, helping to raise the bar for energy performance across the region.

These efforts not only ensure the success of our programs, but they also help build a stronger, more resilient local economy. By supporting small businesses, upskilling workers and fostering long-term career pathways in the clean energy sector, **SRP is proud to play a role in developing the workforce that will power Arizona's energy future.**



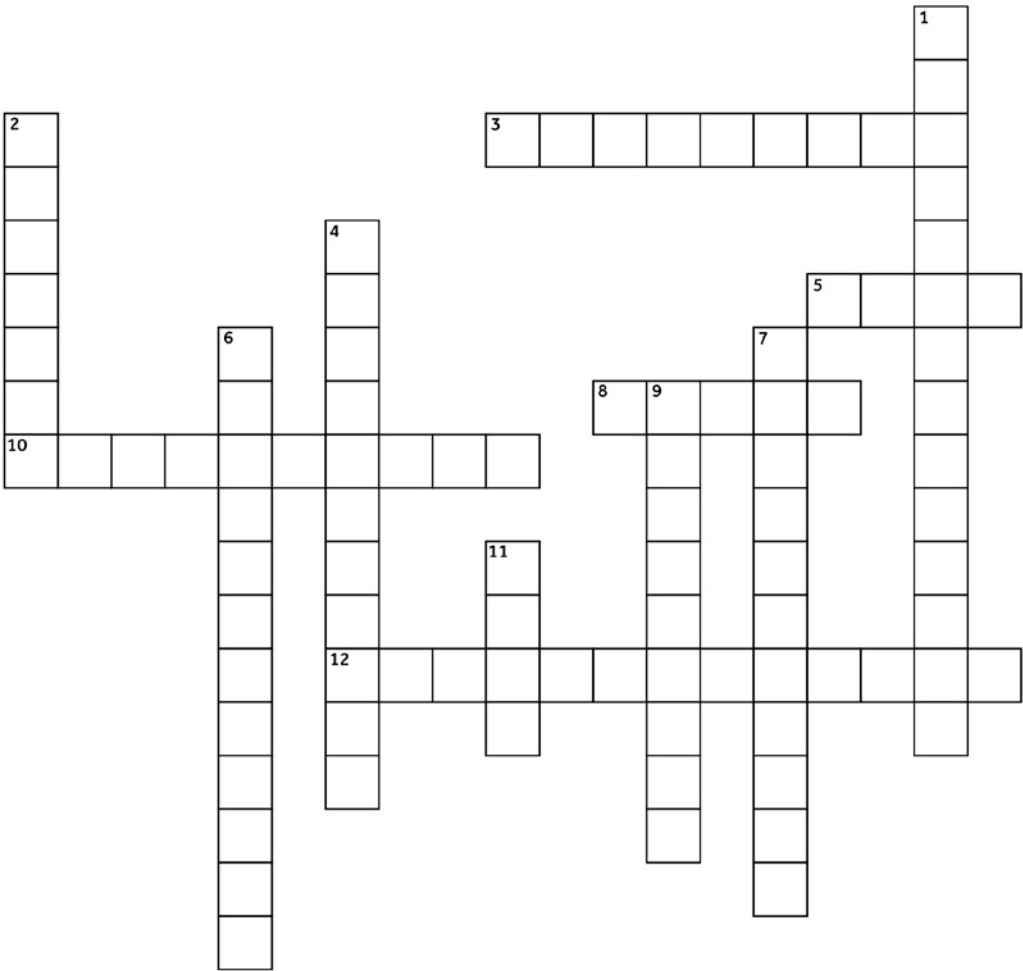
SRP Customer Programs Puzzle

ACROSS

- 3. SRP’s Business _____ programs offer businesses rebates to install energy efficient products.
- 5. The network managed by SRP to distribute electricity.
- 8. Shade _____ help save energy by shading your home.
- 10. Energy _____ uses less energy to perform the same task.
- 12. The ability to purchase without financial strain.

DOWN

- 1. Using resources in a way that protects the future.
- 2. Electric _____ chargers are rebated through SRP Marketplace™.
- 4. SRP’s online store that sells discounted energy-efficient products.
- 6. SRP’s Electric _____ Program rebates the replacement of fossil fuel equipment with electric.
- 7. The quality of being dependable and consistent.
- 9. Energy from sources that can be replenished naturally.
- 11. SRP’s residential thermostat program that rewards customers for participating in conservation events.





RESIDENTIAL ENERGY EFFICIENCY

Residential Energy Efficiency Programs Overview

These programs aim to help residential customers save energy, reduce costs and improve overall efficiency.

Efficient Home Program

Offers rebates for various high-efficiency home upgrades and comprehensive energy audits.

Smart Thermostat Program

Promotes the installation of ENERGY STAR-labeled smart thermostats compatible with the SRP Bring Your Own Thermostat Program™ (BYOT).

SRP Marketplace™

An online store providing instant rebates on energy- and water-saving products.

SRP M-Power®

A prepay program to manage and track energy usage and remaining balance via the free SRP M-Power app or SRP My Account™.

SRP Home Energy Report™

Delivers personalized home energy reports that identify energy-saving opportunities and share low- to no-cost solutions.

SRP Home Energy Profile™

An online, DIY assessment tool that helps homeowners evaluate their energy usage and find cost-saving recommendations.

ENERGY STAR® Homes

SRP partners with homebuilders to construct new homes to meet or exceed ENERGY STAR efficiency specifications, offering significant bill savings to new homeowners.

SRP Multifamily Solutions Program™

Retrofits multifamily structures with energy and water conservation measures, targeting HUD Qualified Census Tracts.

SRP Building Energy Code Initiative™

Promotes the adoption of residential energy codes and provides training to municipal officials and the building community.

SRP Shade Tree Program™

Offers expert-led tree care workshops and up to two free desert-adapted shade trees to reduce cooling costs.

SRP Home Energy Assessment™

SRP Energy Ambassadors offer virtual or in-home assessments that include personalized feedback and free efficiency equipment.

Limited-Time Offer Program

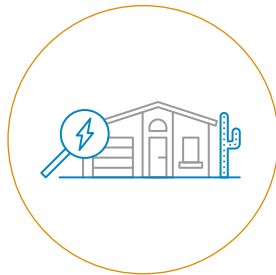
Engages specific customer segments with unique short-term energy-saving offers. (Sunset in FY25)

How Residential Homes Saved Energy in FY25



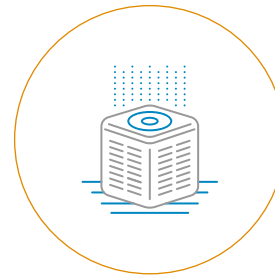
\$55.8M

in residential customer
annual bill savings



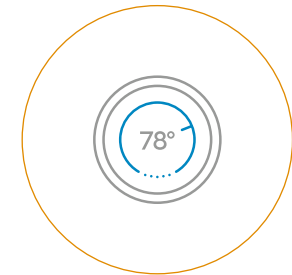
18,421

energy-efficient
homes built



11,244

heating and cooling
systems rebated



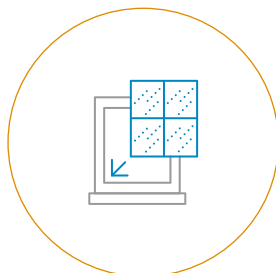
36,672

smart thermostats
installed



6,447

shade trees distributed



8,572

energy-efficient home
envelope upgrades



14,324

products sold on
SRP Marketplace



2,044

multifamily units
impacted

SRP M-Power®

[SRP M-Power](#) customers enjoy no monthly bills and no surprises. Pay in advance for a few days or months. Track energy usage and remaining balance with the free SRP M-Power app or [SRP My Account](#).

With the SRP M-Power app, you can:

- Instantly add power to your account
- Check remaining power
- Get low-credit notifications
- View power use and purchase history for planning and budgeting
- Find nearby payment locations

12% — Average savings of energy costs compared to other SRP plans
307,146 MWh — Total energy SRP M-Power customers saved in FY25
154,944 — Total program participants in FY25

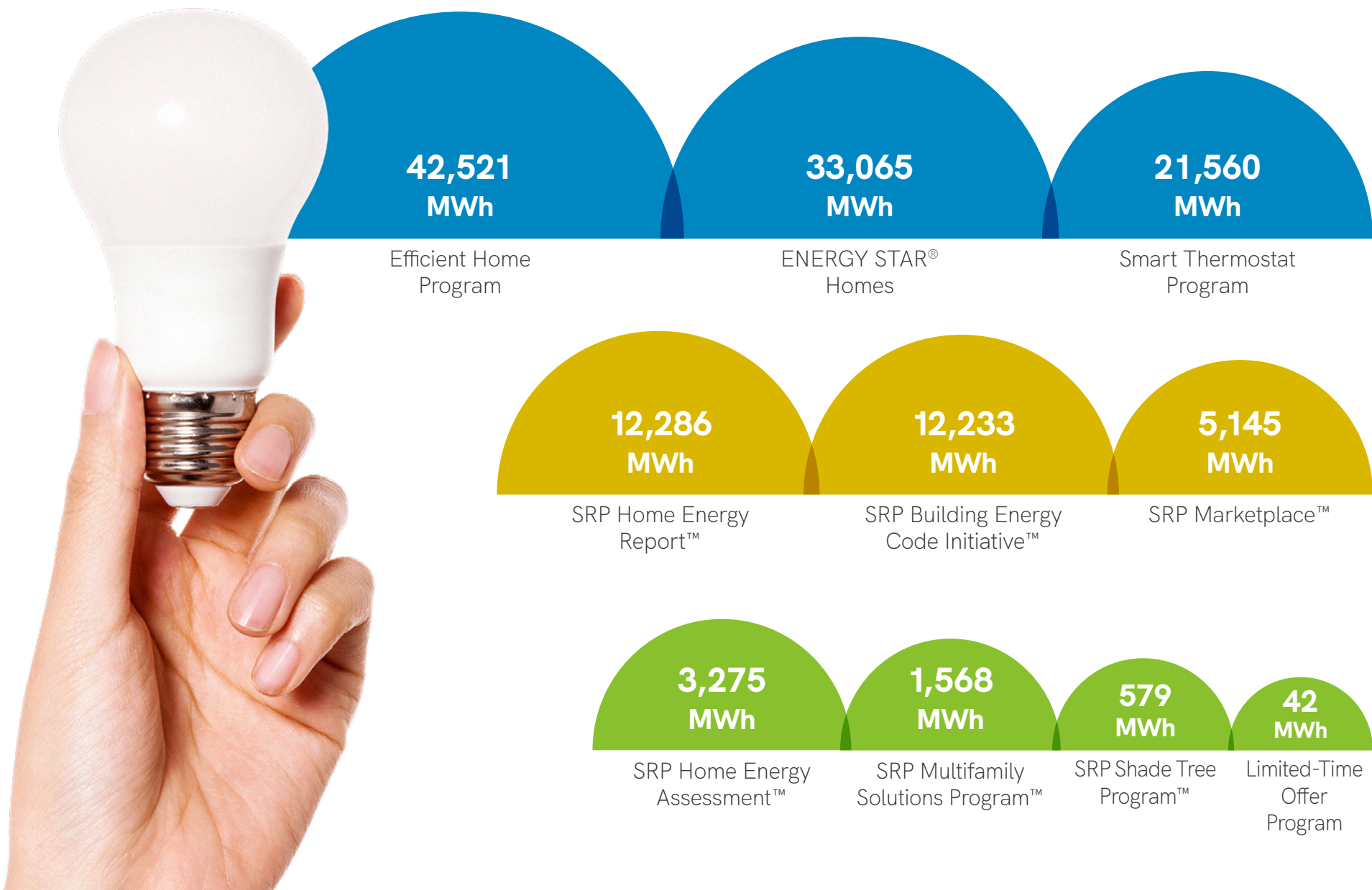
A recent survey shows high satisfaction with SRP M-Power:

- **91%** prefer it over monthly billing
- **90%** say it helps manage finances better
- **90%** agree they use energy more wisely



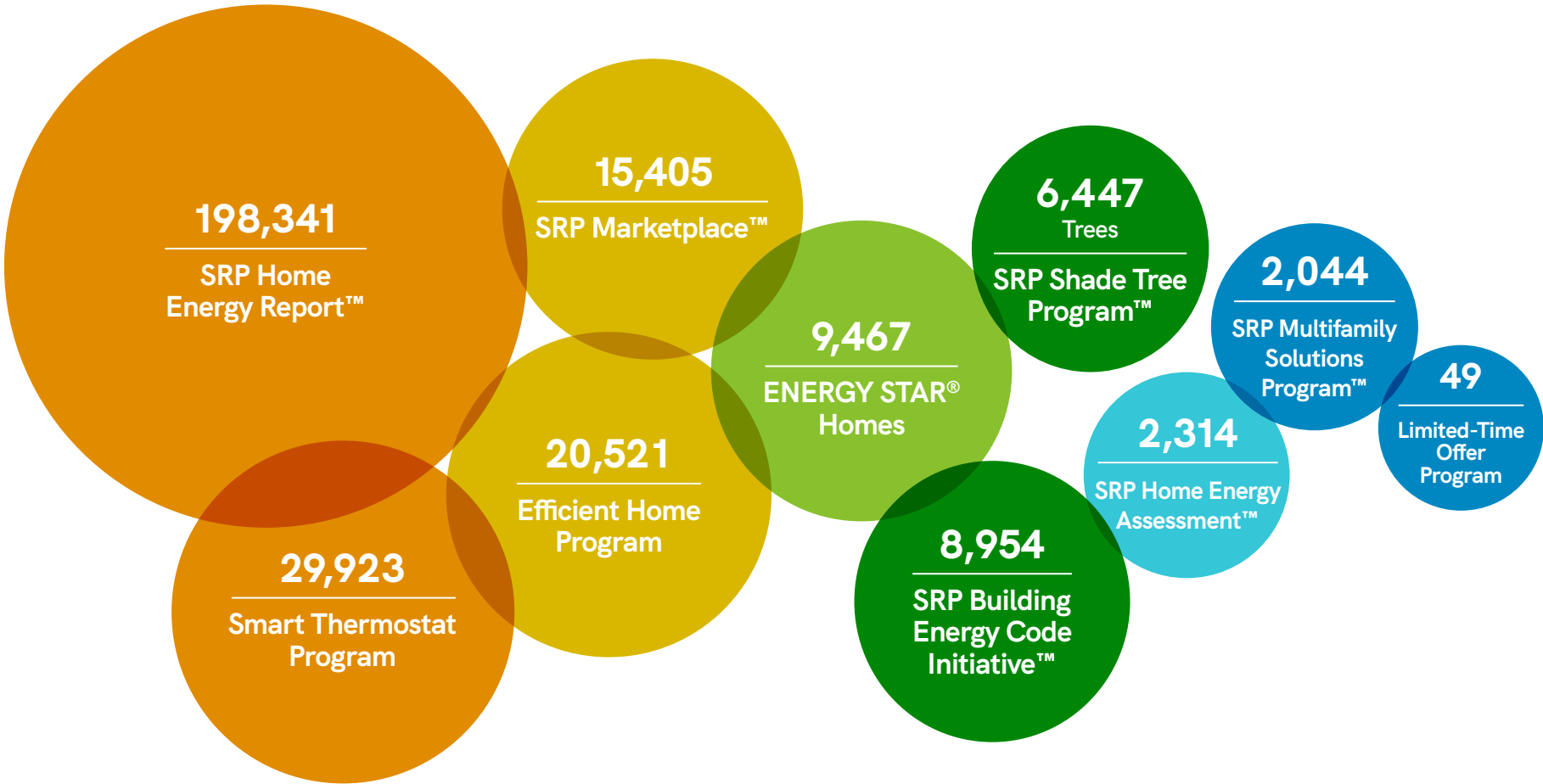
Energy Efficiency Savings

FY25 energy savings (MWh) captured through SRP’s Residential Energy Efficiency Programs.



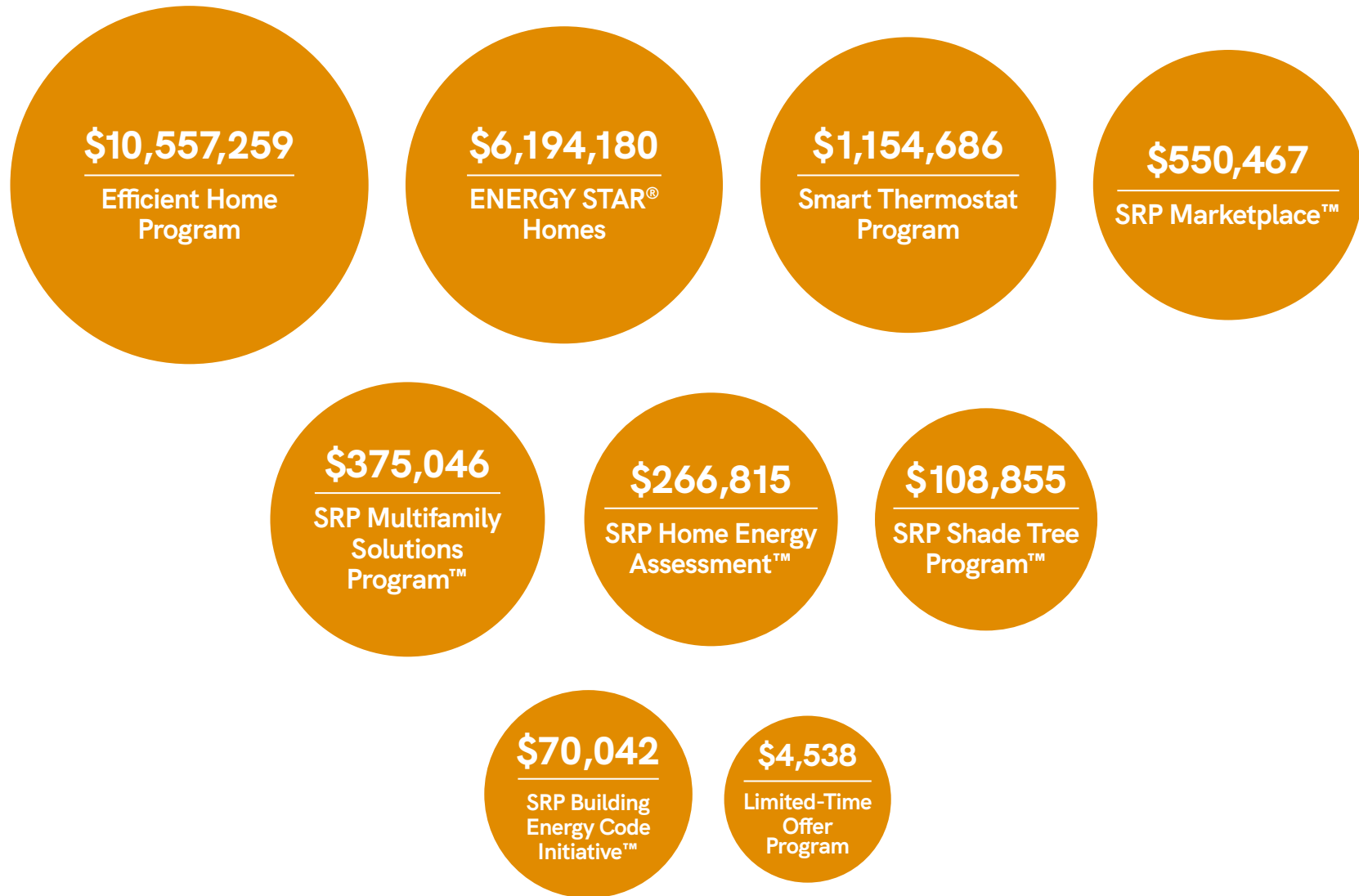
Customer Participation

FY25 total number of customers that participated in SRP’s Residential Energy Efficiency Programs.



Rebate Dollars Spent

FY25 total rebate dollars spent on SRP's Residential Energy Efficiency Programs.



Supporting Efficiency

Weatherization Assistance Program

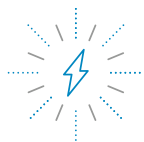
The Weatherization Assistance Program (WAP) helps low-income families improve energy efficiency and reduce costs while enhancing home safety.



SRP supports WAP by providing **\$875,000 annually** to the Arizona Department of Housing for energy efficiency improvements.



Eligible households can receive up to **\$9,000 in upgrades** through their Community Action Program office.



Since 1977, over **29,273** low-income Arizona households have benefited from WAP, saving an estimated **857,699 MBtus** of energy.



SRP also offers educational initiatives to help low-income customers manage their energy bills.

SRP Water Conservation Expo™

The 18th annual SRP Water Conservation Expo for SRP customers highlighted SRP's role in water management and conservation.



700 customers total attended the in-person event held on March 1, 2025.



At the March event, customers visited **42 exhibitors**, including municipalities, water organizations and companies with water-efficient products.



SRP partnered with Ewing® Outdoor Supply to distribute water-efficient irrigation products at a deeply discounted price. These EPA WaterSense®-labeled products can save at least **20%** more water than traditional ones.

Join us at PERA Club for the next in-person expo on Saturday, Feb. 28, 2026.



COMMERCIAL ENERGY EFFICIENCY

Commercial Energy Efficiency Programs Overview

These programs aim to help commercial customers save energy, reduce costs and improve overall efficiency.

Standard Business Solutions

Offers rebates and incentives for energy-efficient upgrades in commercial buildings, including lighting, HVAC systems and refrigeration.

Midstream Business Solutions

Partners with local HVAC distributors to stock and reduce the incremental cost of high-efficiency equipment to support business customers in need of emergency replacements.

SRP Custom Business Solutions™

Provides tailored solutions and incentives for unique or complex commercial efficiency projects that are not covered by other programs.

Retrocommissioning Solutions

Improves the efficiency of existing commercial buildings by identifying and implementing low-cost operational improvements to optimize building systems.

Small Business Solutions

Targets small businesses with rebates and incentives for energy-efficient lighting, HVAC and refrigeration upgrades.

New Construction Solutions

Offers design assistance and financial incentives for incorporating energy-efficient technologies and practices in new commercial buildings.

SRP Building Energy Code Initiative™

Promotes the adoption and implementation of energy-efficient building codes and provides training and resources for compliance.

How Businesses Saved Energy in FY25



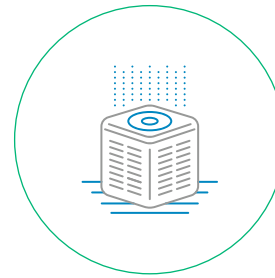
\$21.3M

in commercial customer
annual bill savings



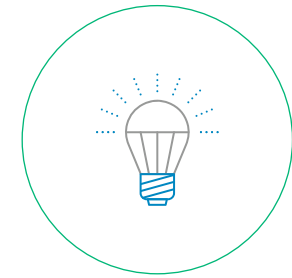
585

new energy-efficient
commercial buildings
constructed



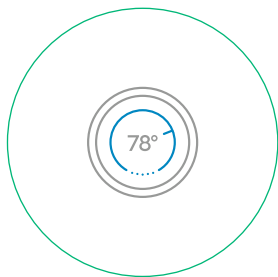
2,451

heating and cooling
systems rebated



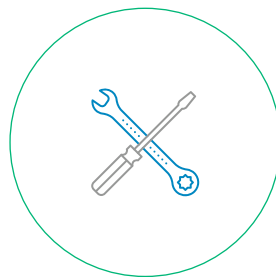
493

businesses completed
efficient lighting retrofits



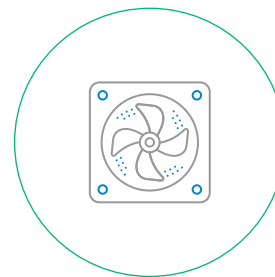
1,002

smart thermostats &
energy management
systems installed



4,383

building HVAC systems
were tuned, cleaned and/
or commissioned



726

influenced high-efficiency
HVAC units stocked and
sold by distributors

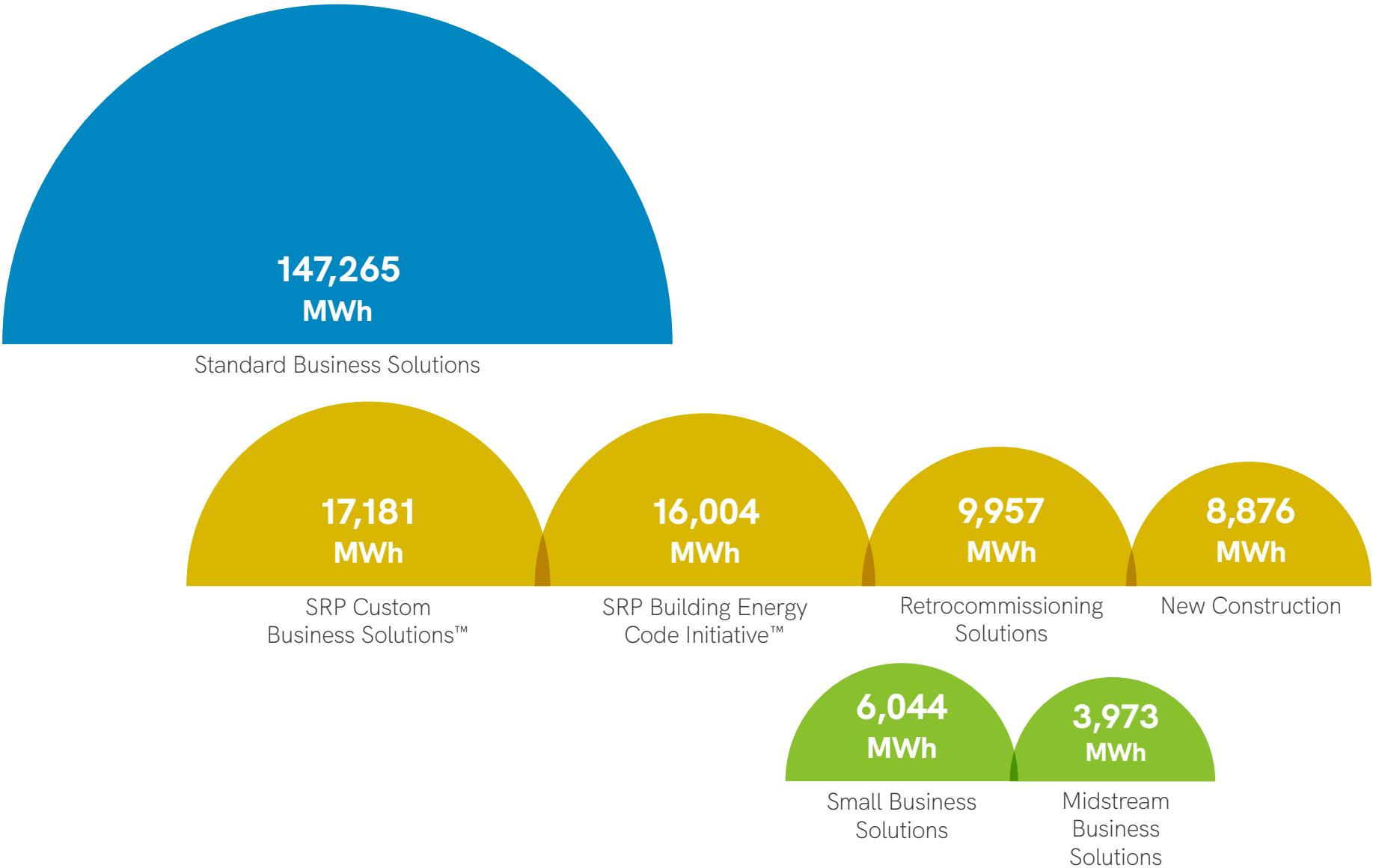


282

small business
projects completed

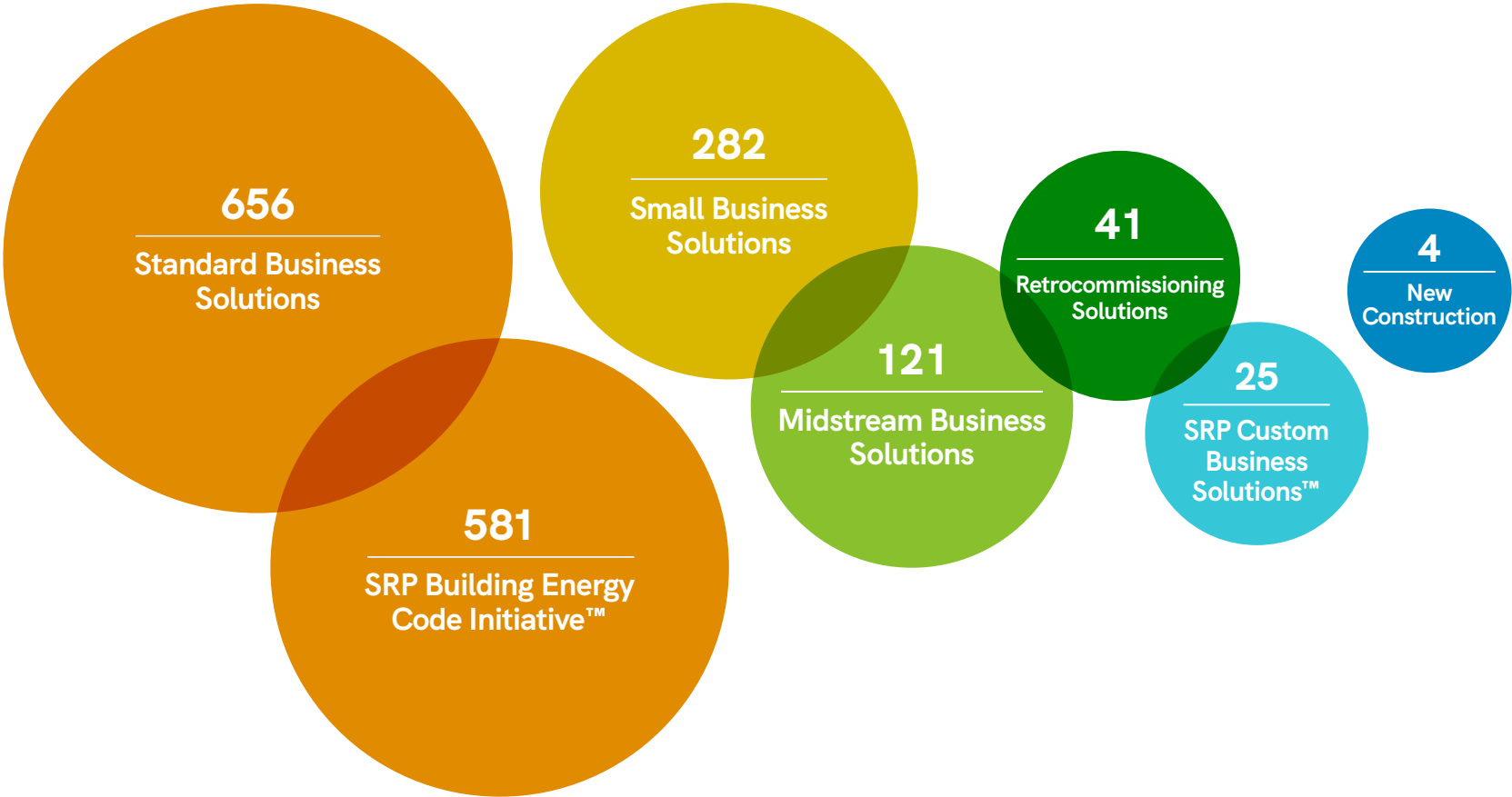
Energy Efficiency Savings

FY25 energy savings (MWh) captured through SRP’s Commercial Energy Efficiency Programs.



Customer Participation

FY25 total number of customers that participated in SRP’s Commercial Energy Efficiency Programs.



Rebate Dollars Spent

FY25 total rebate dollars spent on SRP’s Commercial Energy Efficiency Programs.



DEMAND RESPONSE



Demand Response Programs Overview

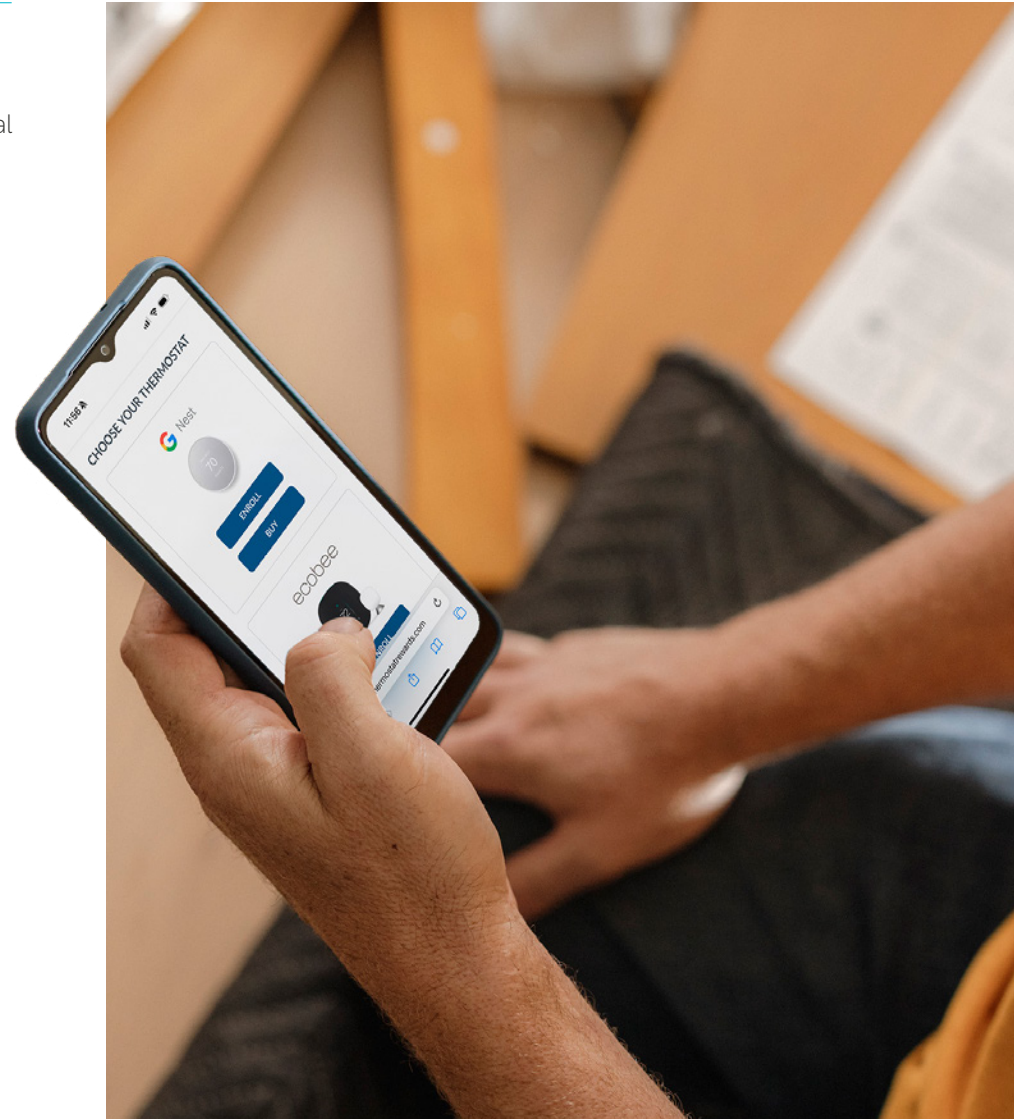
These programs incentivize residential and commercial customers to temporarily reduce their energy consumption during peak periods to help maintain grid reliability and lower operational costs.

SRP Bring Your Own Thermostat Program™ (BYOT)

Incentivizes residential customers who have smart thermostats to reduce energy consumption and alleviate peak demand during summer, offering bill credits for enrollment and participation in conservation events.

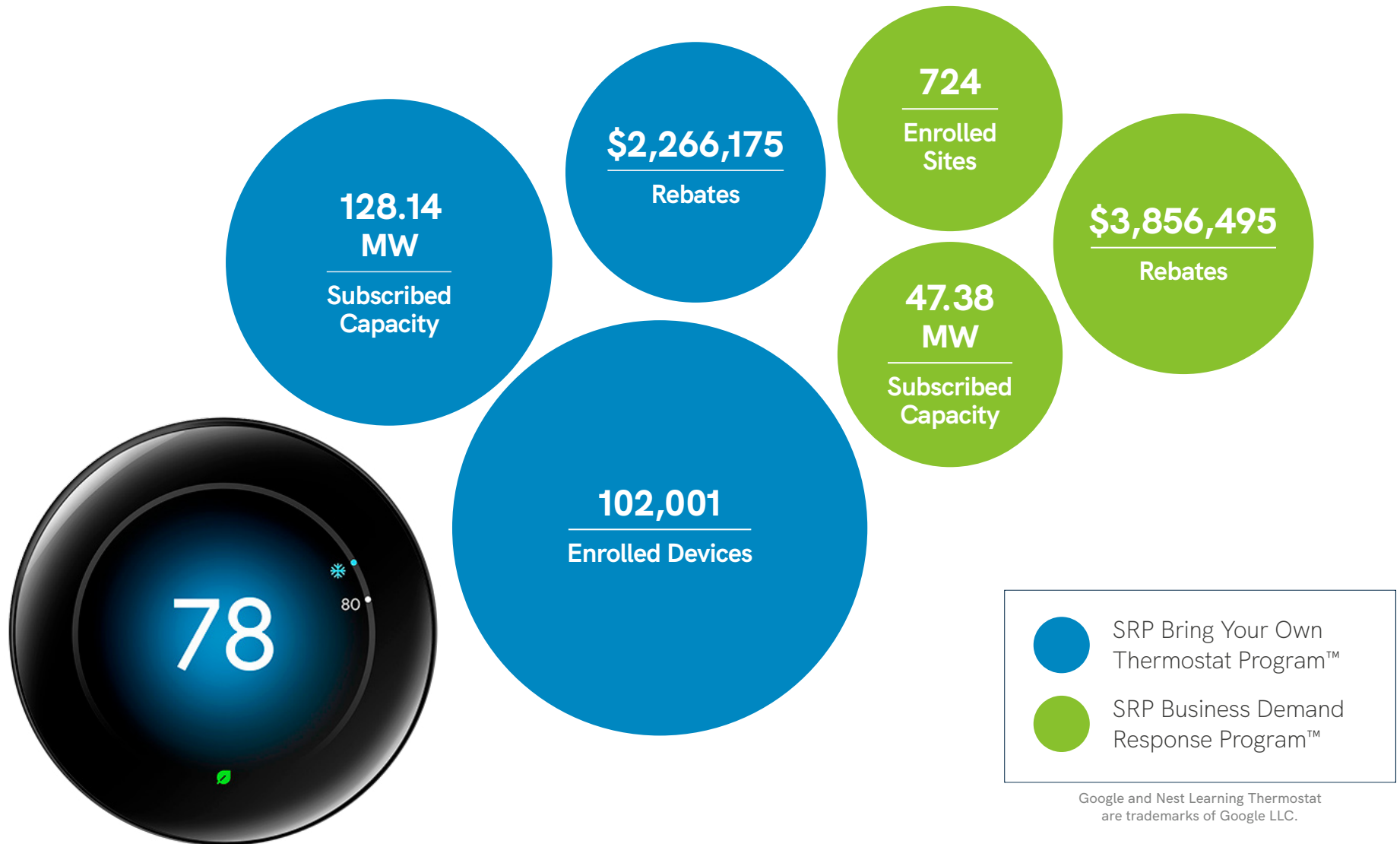
SRP Business Demand Response Program™

Partners with Enel X to help commercial and industrial customers implement customized demand response plans, offering incentives for reducing energy use during peak periods to enhance grid efficiency and lower costs for all SRP customers.



Demand Response Programs Participation

FY25 total program participation, subscribed capacity and rebates distributed.





TRANSPORTATION ELECTRIFICATION

Transportation Electrification Program Overview

These programs aim to support the adoption of electric vehicles and enhance the infrastructure for EV charging, contributing to SRP's 2035 Sustainability Goals.

Business EV Charging

Offers rebates and services to support the installation of networked EV charging infrastructure at commercial, multifamily and fleet-owning properties.

SRP ENERGY STAR® Homes, EV-Ready Communities

Homebuilders receive a \$300-per-home incentive for prewiring homes for EV charging, promoting EV adoption.

Fleet Assessment Services

Rebated services up to \$20,000 to help businesses evaluate and plan the transition from internal combustion vehicle fleets to electric or plug-in hybrid fleets.

Residential EV Charging

Provides a \$250 rebate for smart Level 2 EV chargers installed at homes, encouraging off-peak charging to reduce carbon emissions.

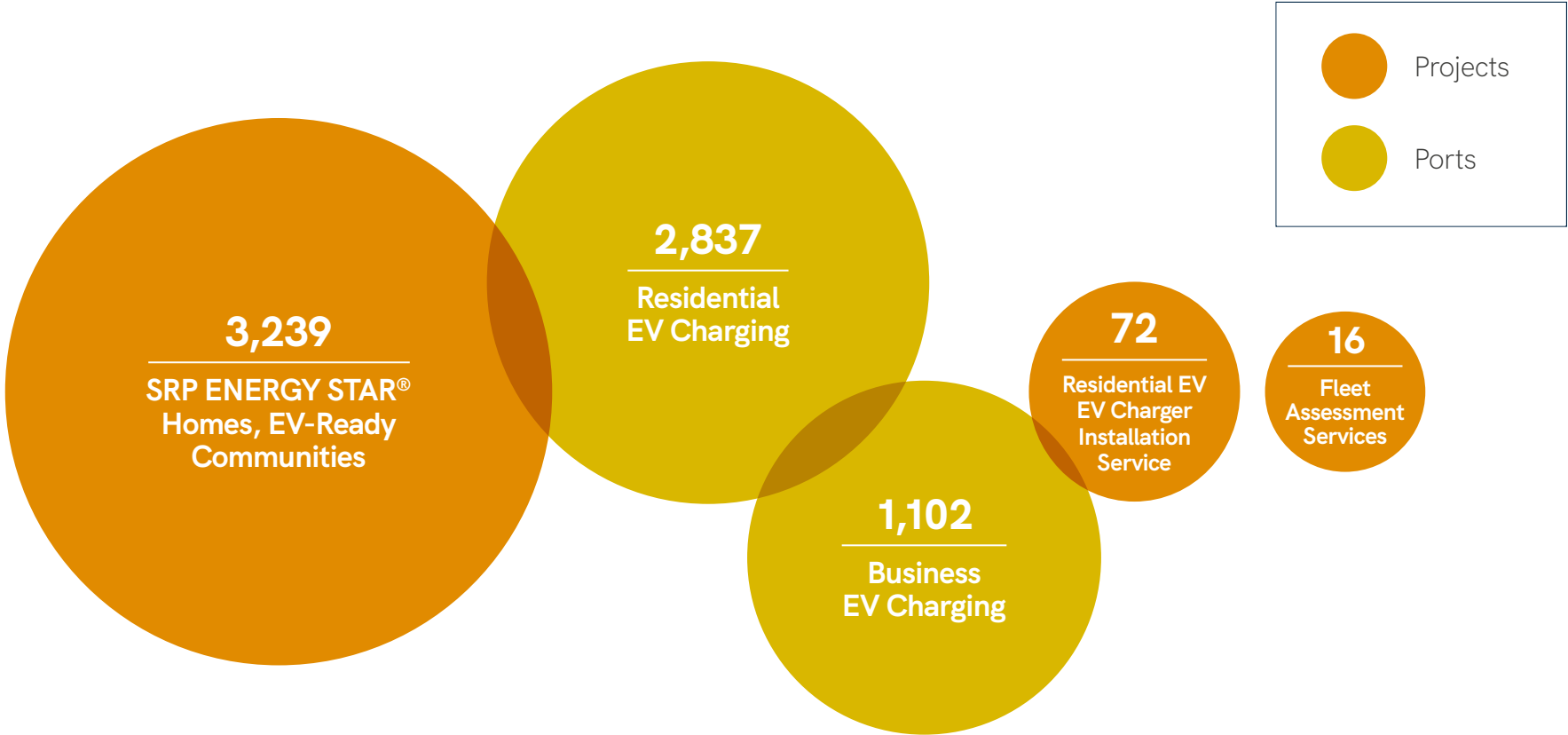
Residential EV Charger Installation Service

Partners with Qmerit to offer hassle-free installation of smart Level 2 EV chargers at homes.



Customer Participation

FY25 total number of customers that participated in SRP’s Transportation Electrification Programs.



Rebate Dollars Spent

FY25 total rebate dollars spent on SRP's Transportation Electrification Programs.

\$249,466

Fleet Assessment
Services

\$712,325

Residential
EV Charging

\$964,662

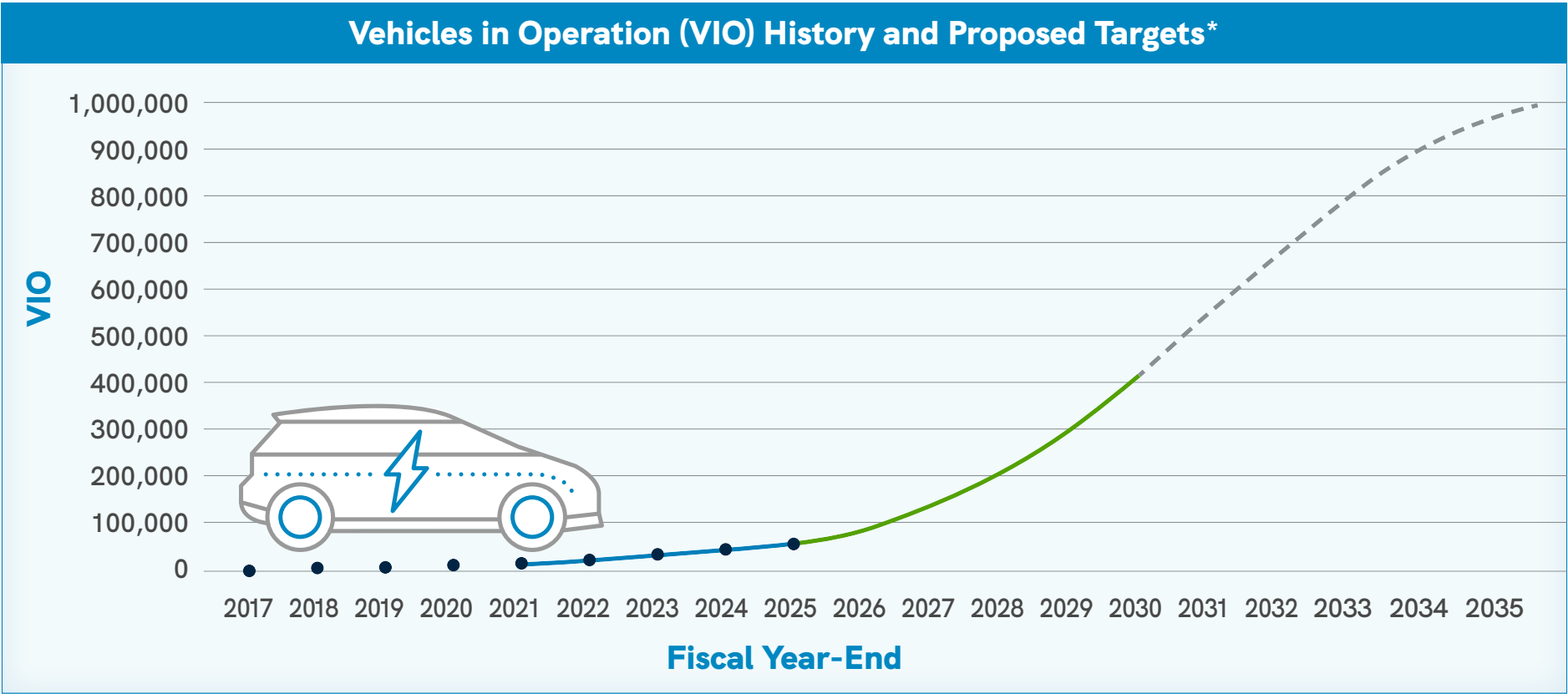
SRP ENERGY STAR®
Homes, EV-Ready
Communities

\$2,958,985

Business
EV Charging

Electric Vehicles in SRP Territory

SRP’s Sustainability Goal for electric vehicles (EVs) is to support the adoption of 1 million* EVs in SRP’s service territory and manage 90% of EV charging by 2035.



- FY31-35 5-Year Action Plan (to be developed in FY30)
- FY26-30 5-Year Action Plan (already published)
- FY21-25 5-Year Action Plan
- • • • • Year-End Audited Actuals

*As forecasted by outside industry consultants



ELECTRIC TECHNOLOGIES

Electric Technologies Program Overview

SRP's [Electric Technologies \(E-Tech\) program](#) assists commercial and industrial customers in transitioning from fossil-fuel-fired technology to electric alternatives, offering rebates and assessments to reduce carbon emissions, improve working conditions and lower maintenance costs.

Electric Forklifts

Rebates up to \$2,000 for electric forklifts, reducing fuel costs, maintenance and emissions.

Electric Forklift Smart Chargers

Rebates up to \$150 for smart chargers, lowering electricity costs and enabling scheduled charging.

Scrubbers and Sweepers

Rebates up to \$750 for battery-powered scrubbers and sweepers, reducing maintenance, fuel costs and noise.

Scissor and Boom Lifts

Rebates up to \$750 for battery-powered lifts, lowering maintenance and emissions.

Electric Truck Refrigeration Unit Infrastructure

Rebates up to \$1,000 per 480V three-phase plug for electric truck refrigeration units, reducing emissions and fuel costs.

Golf Carts

Rebates up to \$150 for electric golf carts, reducing maintenance, fuel costs and noise.

Electric Truck Stop Bays

Rebates up to \$1,000 for electrified truck stop bays, reducing emissions and fuel costs.

Custom Electrification Projects

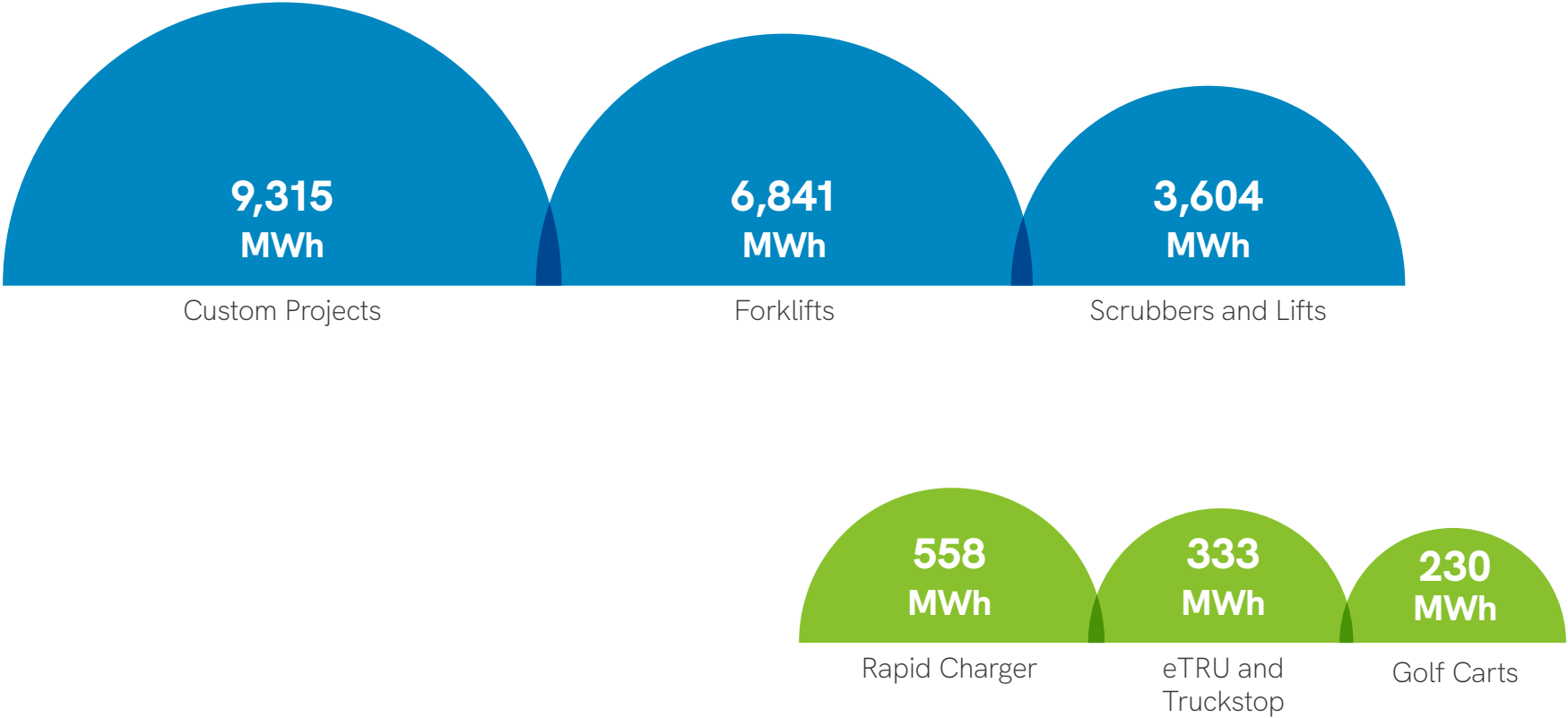
Rebates up to 10 cents per kWh for custom projects, reducing emissions.

Electrification Assessment Services

Rebated services up to \$20,000 for assessing equipment and planning electrification projects.

Electrification Load Impact

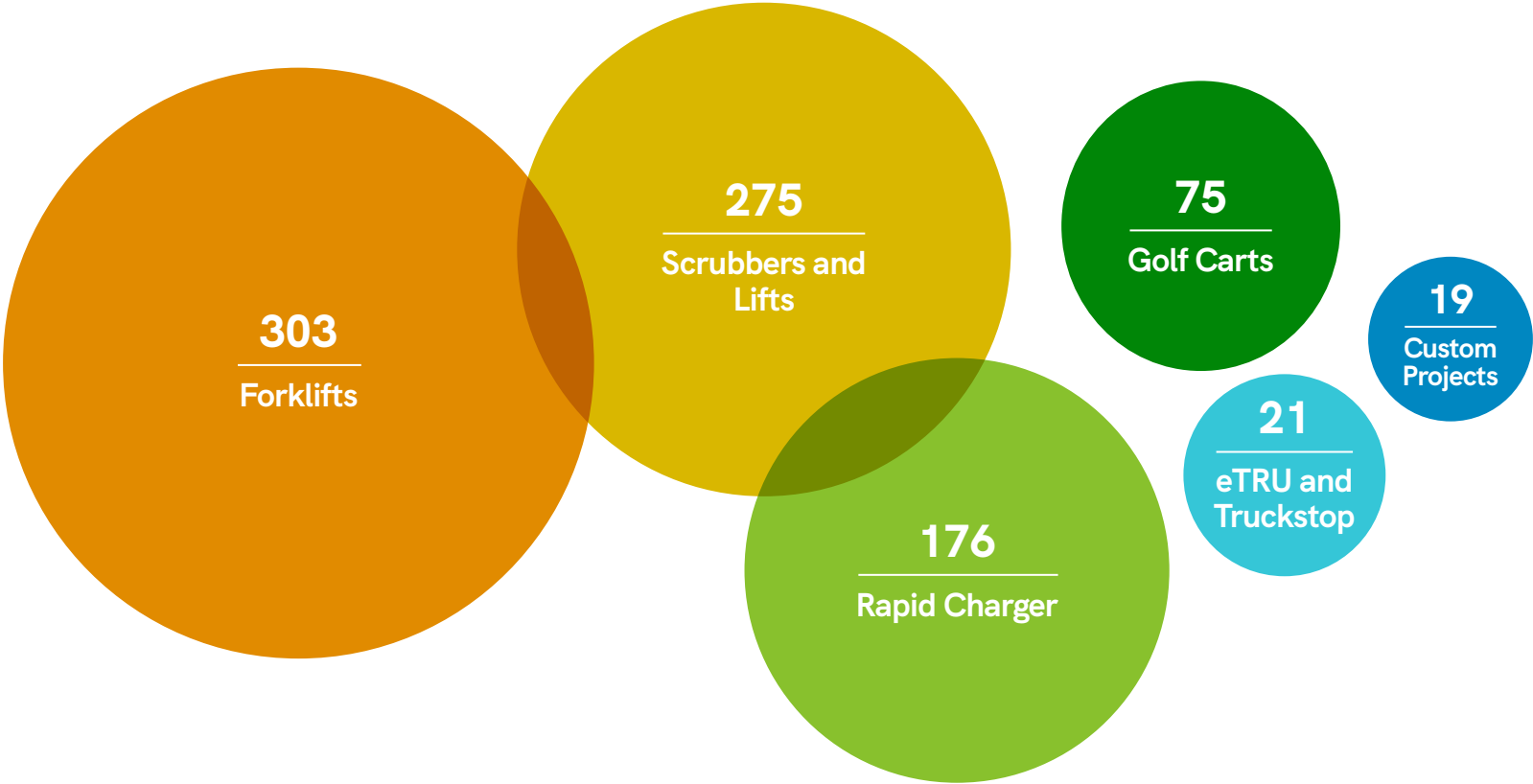
FY25 energy impacts (MWh*) captured through SRP’s Electric Technologies Program by measure.



*MWh of added load to SRP grid

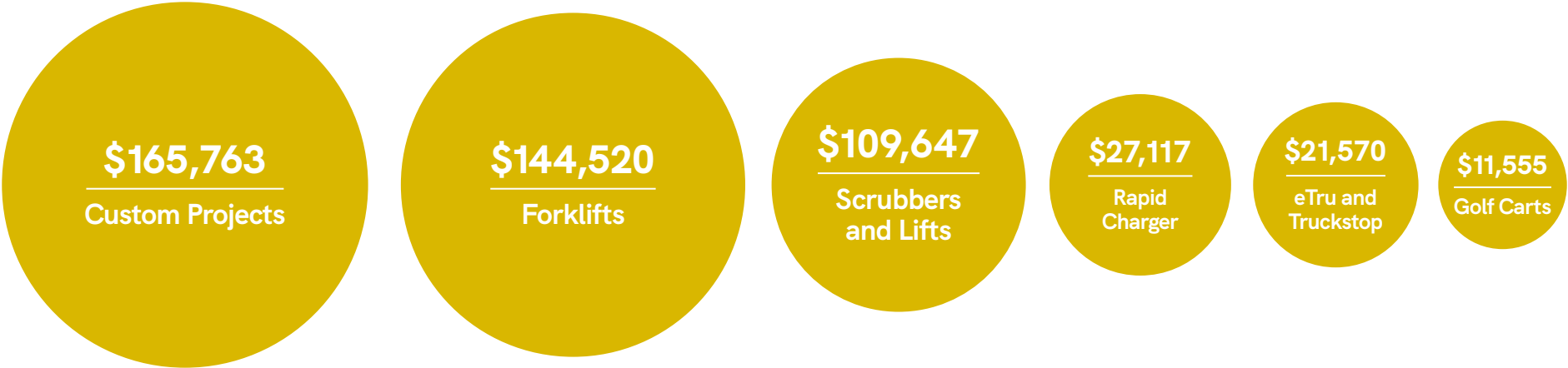
Customer Participation

FY25 total number of customers that participated in SRP’s Electric Technologies Program by measure.



Rebate Dollars Spent

FY25 total rebate dollars spent on SRP’s Electric Technologies Program by measure.





DISTRIBUTED ENERGY PROGRAMS

Distributed Energy Programs Overview

SRP's Distributed Energy Programs support customers in generating their own renewable energy through solar and battery systems, while offering tools, recommendations and rate plans to optimize energy use, reduce costs and help customers meet their sustainability goals.

Interconnections

SRP offers a streamlined process for [residential](#) and [commercial](#) customers to install and connect their own solar and battery systems to the grid.

SRP Solar Choice Select™

Enables large commercial and industrial customers to offset up to 20% of their energy use with SRP-managed solar energy to meet sustainability goals.

SRP Solar Choice™

Lets residential and small-business customers support utility-scale solar by offsetting their energy use with SRP-generated solar power — no panels needed.

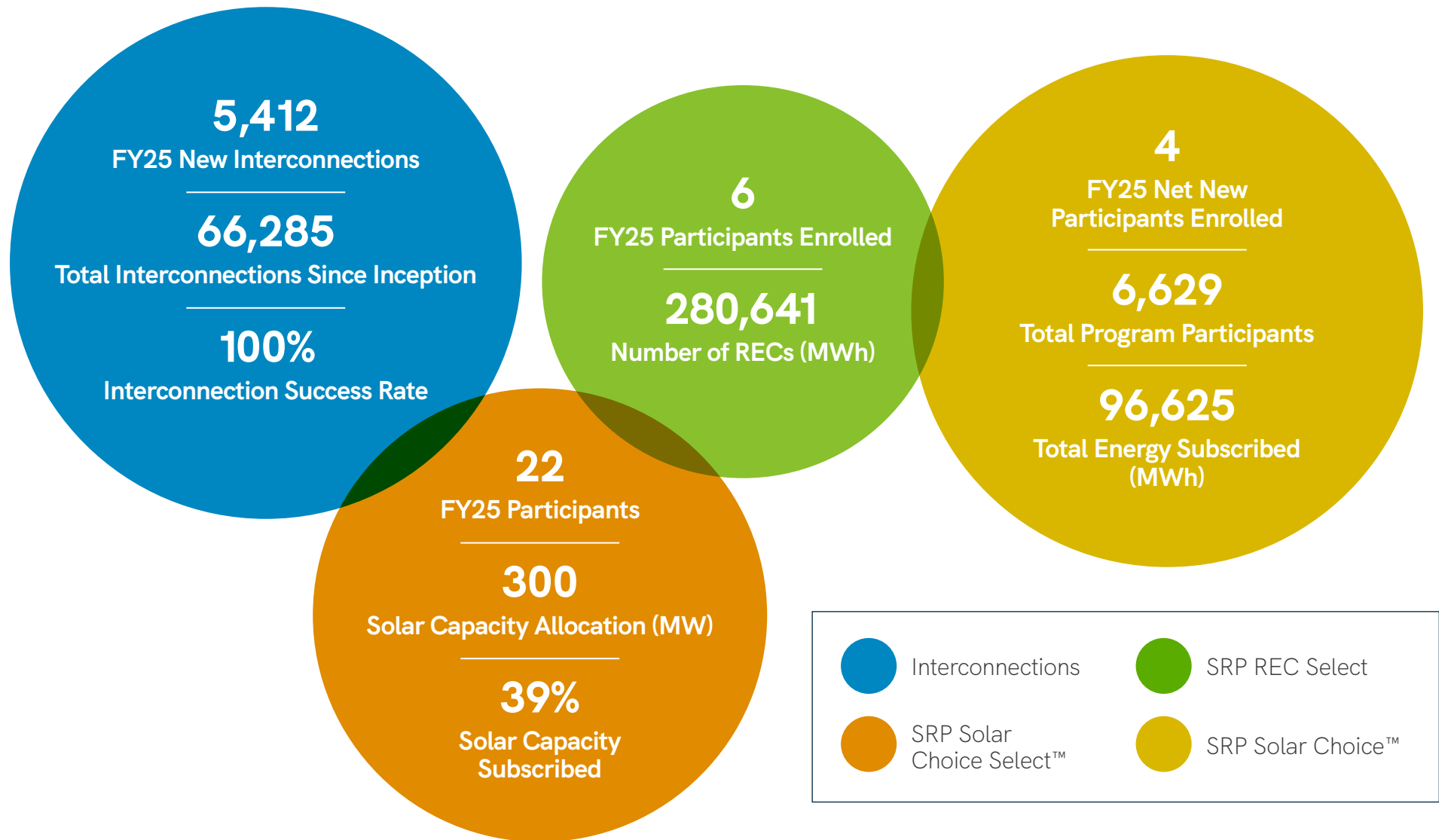
SRP REC Select

Offers large businesses the option to purchase renewable energy certificates (RECs) with flexible terms to support carbon-free energy goals.



Distributed Energy Programs Participation

FY25 total number of customers that participated in SRP's Distributed Energy Programs.





SUMMARY OF PROGRAM SAVINGS & BENEFITS

Residential

					
PROGRAM	FY25 First-Year Energy Savings (MWh)	Annual Aggregate Energy Savings (MWh)	Peak Load Reduction (MW)	TRC B/C	RIM B/C
Efficient Home	42,521	261,535	15.62	1.32	0.51
SRP ENERGY STAR® Homes	33,065	301,313	15.12	1.93	0.69
SRP Marketplace™	5,145	47,744	1.68	2.46	0.47
SRP Home Energy Assessment™	3,275	12,815	0.64	1.43	0.36
SRP Building Energy Code Initiative™	12,233	121,713	3.13	167.35	0.69
SRP Shade Tree Program™	579	4,799	0.21	1.94	0.54
SRP Home Energy Report™	12,286	12,286	3.14	1.03	0.39
Smart Thermostat Program	21,560	129,209	7.94	3.19	0.55
SRP Multifamily Solutions Program™	1,568	25,165	0.55	1.40	0.41
SRP M-Power®	307,146	307,146	65.73	14.32	0.55
Limited-Time Offer Program	42	12,216	0.01	1.21	0.36
TOTAL RESIDENTIAL (Incl. SRP M-Power)	439,421	1,235,941	113.78	2.23*	0.57*

*Portfolio Level Results

Commercial

					
PROGRAM	FY25 First-Year Energy Savings (MWh)	Annual Aggregate Energy Savings (MWh)	Peak Load Reduction (MW)	TRC B/C	RIM B/C
Standard Business Solutions	147,265	1,274,305	35.76	2.60	0.46
Midstream Business Solutions	3,973	3,973	1.44	1.97	0.53
SRP Custom Business Solutions™	17,181	172,779	3.05	2.09	0.44
Retrocommissioning Solutions	9,957	36,094	1.67	1.39	0.38
Small Business Solutions	6,044	43,292	1.16	1.49	0.34
New Construction Solutions	8,876	37,766	1.49	2.78	0.44
SRP Building Energy Code Initiative™	16,004	113,566	2.69	1,151.00	0.58
TOTAL COMMERCIAL	209,300	1,681,775	47.25	2.62	0.46
TOTAL PROGRAM CARRYOVER**		339,044			
TOTAL PORTFOLIO	648,722	3,256,760	161.03	2.42*	0.51*

*Portfolio Level Results

**Total Program Carryover represents aggregate MWh savings from previously sunsetted programs.

Crossword Puzzle Answer Key

Thanks for playing! How did you do?

ACROSS

3. SRP's Business [SOLUTIONS](#) programs offer businesses rebates to install energy efficient products.
5. [GRID](#) The network managed by SRP to distribute electricity.
8. Shade [TREES](#) help save energy by shading your home.
10. Energy [EFFICIENCY](#) uses less energy to perform the same task.
12. [AFFORDABILITY](#) The ability to purchase without financial strain.

DOWN

1. [SUSTAINABILITY](#) Using resources in a way that protects the future.
2. Electric [VEHICLE](#) chargers are rebated through SRP Marketplace.
4. [MARKETPLACE](#) SRP's online store that sells discounted energy-efficient products.
6. SRP's Electric [TECHNOLOGIES](#) Program rebates the replacement of fossil fuel equipment with electric.
7. [RELIABILITY](#) The quality of being dependable and consistent.
9. [RENEWABLE](#) Energy from sources that can be replenished naturally.
11. [BYOT](#) SRP's residential thermostat program that rewards customers for participating in conservation events

