



# Important Information About your Account

## SRP Business Customer Credit Policy & Terms of Service 2024

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### Doing Business With Ease

With our billing and payment options, you can pay your bill every month without writing a check. You can even choose the due date of your electric bill.

The information below explains our credit practices and describes customer programs that can save you time and money. For more information, call **(602) 236-8833** or visit [srp.net](http://srp.net).

### View and Print Your Bills Online

You can view and print up to three years of past bills. 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. Go to [srp.net/myaccount](http://srp.net/myaccount) to view your bills and select as many SRP eNotes™ options as you like.

### SRP Custom Due Date™

SRP Custom Due Date (CDD) lets you choose a due date for your electric bill that's convenient for you. Use CDD in combination with SRP SurePay™ for the ultimate convenience in bill payment. Go to [srpnet.com/billing](http://srpnet.com/billing) to get more information and sign up.

### Contact Us

We can be reached by phone at **(602) 236-8833**; by mail at Customer Credit Services, PAB21T, SRP, P.O. Box 52025, Phoenix, AZ 85072-2025; or by email at [bizcenter@srpnet.com](mailto:bizcenter@srpnet.com).

### SRP General Terms of Service

These terms and conditions apply to all business 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.

Customers with four or more residential accounts may be considered businesses and subject to this SRP Credit Policy for SRP Business Customers.

### Establishing Service

When you request electric service, you will be asked to give SRP certain information, including the name of your business; type of entity; tax identification or Social Security number; responsible party; financial statements; and legal documentation, such as your articles of incorporation, partnership agreement or articles of organization.

Your business entity must be in good standing with the Arizona Corporation Commission (ACC) or a similar regulator if incorporated outside of Arizona. You may be asked to provide documentation to show standing if SRP cannot verify it with the ACC.

You will also be asked to provide your "best" contact information, including your current telephone numbers 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 scheduled and unscheduled outages, billing, payment, and collection of amounts due. By providing your phone number, you consent to being contacted at that number through calls made with an automated telephone dialing system or with a prerecorded voice, live agent or artificial voice and text messages.

A service fee will be added to your first bill to cover the initial expense of establishing your account.

### Name Changes

You must change the name on your account when the name of your business is legally changed. You will be required to provide legal proof of the name change and will be responsible for payment of all outstanding and future electric bills on your accounts. In addition, depending on what prompted the name change, you may be subject to the deposit terms outlined in this policy.

### Closing Accounts

Please contact us at **(602) 238-8833** when you no longer need service. Your account will have a final bill created for energy used 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. 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.

Final bills on closed accounts are due within 21 days of the issue date. If payment or payment arrangements are not made on or before the final bill due date, the balance owed may be transferred to an appropriate active SRP account, including a related residential electric account. If SRP does not have an active account to transfer an unpaid final bill to, the account will be referred to a collection agency. The collection agency will report the delinquent account to the major credit reporting agencies.

### Dispute Procedures

You may dispute an SRP bill you think is in error by calling, writing or emailing us. We will investigate all disputes. SRP will not disconnect service for nonpayment of a disputed charge 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) 236-8833**.

### Appeal Procedures

If you are not satisfied with the outcome of the dispute, you may ask for a special review. If you purchase both distribution and generation from SRP and your annual usage is less than 100,000 kilowatt-hours (kWh), SRP's Consumer Ombudsman Office will investigate the dispute in an effort to resolve the problem. SRP's Executive Dispute Resolution Committee (EDRC) will be the dispute resolution body for customers whose annual usage is at least 100,000 kWh. The decision from the Consumer Ombudsman Office or EDRC is SRP's final determination on the matter.



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

Service establishment fee (next day) . . . . .	\$35
Service establishment fee (same day) . . . . .	\$55
Returned payment . . . . .	\$18
Field visit . . . . .	\$35
High-bill audit . . . . .	\$55
Disconnection at meter (next-day reconnect) . . . . .	\$70
Disconnection at meter (same-day reconnect) . . . . .	\$90
Disconnection at other than meter/J-box . . . . .	\$248
Disconnection at J-box or transformer . . . . .	\$321
Customer-damaged meter lock rings . . . . .	\$58
Customer-damaged kilowatt (kW) meter . . . . .	\$362
Customer-damaged kW TOU meter . . . . .	\$362
Theft investigation (per hour) . . . . .	\$90
Meter reading — no access . . . . .	\$25

### Deposits & Credit Evaluations

SRP requires a deposit for all accounts unless a credit evaluation is performed which justifies a deposit waiver. The deposit amount is intended to cover an amount equal to the two highest consecutive monthly bills anticipated for the account, or the receivables at risk, as determined by SRP. In the absence of relevant billing history, we will estimate your bill amount based on the connected load, type of business and the business's operating characteristics. If a deposit is required, it will be held for a minimum of three years. After three years of service, you can request a credit evaluation to reevaluate the need for a deposit.

#### Credit Evaluation Eligibility

SRP requires a business to be in existence for at least two years to be eligible for a credit evaluation to determine any waiver of the deposit assessment. Your business entity must be in good standing with the Arizona Corporation Commission or similar entity if incorporated outside of Arizona.

If you are a sole proprietor, you will be asked to provide evidence that you have been in business for at least two years. In addition, if you request to hold your account in your individual name, you will be required to provide your Social Security number; otherwise, you are not eligible for a credit evaluation and will be required to pay the deposit assessment.

### Credit Evaluation

SRP may request private company financial statements to complete the evaluation. A deposit will be assessed if you decline to provide the information needed to complete a credit review. A consumer credit report may be obtained if you are requesting service as a sole proprietor and the account will be held in your personal name.

The key factors considered in credit evaluations are:

- (1) Financial condition
- (2) Payment history with SRP
- (3) Payment history with others
- (4) Investment grade credit rating with Moody's Investors Service and Standard & Poor's
- (5) Experian BusinessIQ™ business credit report for small businesses with total deposits less than \$25,000

### Periodic Credit Evaluations

SRP reserves the right to assess new or additional deposits and reinstate a deposit requirement on an existing customer based on the customer's SRP payment history, financial condition or creditworthiness, as determined by SRP.

SRP conducts periodic credit reviews to determine the creditworthiness of business customers. You may be asked to provide information needed to complete the periodic credit review, including private company financial statements. If you choose not to provide the information needed to complete a periodic credit evaluation, a new or additional deposit may be assessed to your account(s).

A new or additional deposit may be assessed based on the outcome of the periodic credit evaluation. Refer to the five key factors previously listed.

### Paying Deposits

Your deposit may be reduced by 25% by enrolling in SRP's 10-day SRP SurePay program. If you cancel from the program, you will be asked to pay an additional deposit to bring your deposit to the standard deposit assessment.

The security deposit requirement may be satisfied by cash, a surety bond or an irrevocable letter of credit (ILOC) in a form and from a financial institution satisfactory to SRP. The financial institution must be a domestic U.S. financial institution with branches in Arizona. When paying a security deposit with a surety bond, SRP requires the surety company to maintain a satisfactory credit rating with AM Best Co., and the bond must be issued on SRP's bond form. For more information about deposit payment options, call our credit department at **(602) 236-9622**.

Customers who provide a cash deposit receive an interest credit on their January bills provided SRP has held the deposit for at least six consecutive months. The interest rate is reviewed annually by SRP and adjusted to reflect an average certificate of deposit (CD) rate paid by local financial institutions.



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### Releasing Deposits

Deposits are held on your account(s) until your account closes or SRP grants a deposit waiver.

If you terminate service while SRP holds your deposit, the deposit and any accrued interest will be applied to your final bill. Any amount remaining will be refunded to SRP's customer of record. Please be sure to contact SRP when you no longer need service. SRP may apply any credit balance on a closed account to any delinquent amounts owed by you.

SRP's determination that a deposit is no longer necessary will result in the deposit, plus accrued interest to date, being credited to your electric account.

### Payment Terms

Regular monthly bills are due upon issue. If we don't receive payment by the close of business on the 21st day after billing, the 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 the 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.

In addition to late fees, new or additional deposits may be added to your account if you pay your bill late more than two times in 12 months.

### Payment Application

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.

### Third-Party Bill Paying Services

SRP cannot guarantee continuous service if you pay through unauthorized payment processors, including your bank's online payment program or an energy services consultant, which 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.

You are responsible for ensuring SRP receives payment in full by the bill due date even if you choose to have another party pay on your behalf (for example, through a bill payment service or energy services consultant). As an example, if a payment by your bill payment service is returned by a bank or later challenged by another party, you will be responsible for ensuring payment is made to SRP including any associated fees and costs, even if you had originally provided the bill payment service with the payment funds.

### Credit Reporting

SRP reports business credit payment information each month to Experian BusinessIQ™. You can build and preserve your business credit rating by paying your monthly bill on or before the due date each month.

### Payment Options

Mailed payments can be made with a personal or business check. 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 on the due date of your bill.

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 app, which is available for download on your iOS or Android device.

**ACH payments to SRP** To ensure proper handling and posting of your payment, SRP requires that the ACH payment contain digital remittance information in the CTX or CCD+ formats. The digital remittance information must include the bill account number and amount paid. This eliminates the need for separate remittance documents or spreadsheets.

**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 Power app™. For more information, visit [srp.net/paymentoptions](https://srp.net/paymentoptions). For a list of locations, visit [srp.net/paymentlocations](https://srp.net/paymentlocations).

Card or digital payments can be made through a third-party vendor. The vendor accepts a maximum payment of \$750 and charges a transaction fee. Card or digital payments can be made online at [srp.net/myaccount](https://srp.net/myaccount) or over the phone by calling **(602) 236-8833**.

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

### Payment Arrangements

A payment arrangement is when a portion of your deposit or 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 Payment

If a payment is returned to us by your financial institution, we will require immediate payment. The payment must be made with certified funds, such as a wire transfer or cash. Cash payments can be made at participating retail payment locations. Please call us at **(602) 236-8833** for wire transfer instructions.

Payment or arrangements must be made the same day we notify you of the returned payment. You will be charged a fee for processing the returned payment.

If you have been notified of a pending disconnection or have been disconnected and your payment to SRP to continue service or reinstate service following disconnection is returned by your financial institution, your service will be disconnected without further notice.

If you have two or more returned payments in 12 months, we will designate all active electric accounts for you as cash-only. Payment will then need to be made with cash or wire transfer until the cash-only status is removed.

You may also be assessed a new or additional deposit.