



# Important Information About Your Account

## SRP Substation Customer Credit Policy & Terms of Service 2026

### SRP General Terms of Service

This SRP Substation Customer Credit Policy & Terms of Service applies to all dedicated substation customers. Customers not receiving service through a dedicated substation are governed by the SRP Business Customer Credit Policy & Terms of Service.

By submitting a request for new or additional electric service, the customer acknowledges and affirms its acceptance of, and agrees to be bound by, SRP's Rules and Regulations and all terms and conditions of this policy.

SRP's Rules and Regulations are available online at [srpnet.com/about/rulesregs.aspx](http://srpnet.com/about/rulesregs.aspx).

### Establishing service

When you request electric service, you will be asked to give SRP certain information and documentation, including the name of your business; type of entity; tax identification 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 or organized 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 (and keep up to date) your "best" contact information, including your current telephone numbers and email address. 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, and matters pertaining to 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.

### Agreement for Electric Service

You will be required to sign an Agreement for Electric Service (AES) and all agreements required by SRP for the configuration of the substation and other electrical facilities.

The AES will include your minimum demand, contracted load requirements, required collateral amount, and other terms and conditions, as applicable to your service.

### Tax exempt status

You must provide SRP with your tax exemption certification, if applicable, on an annual basis. Failure to provide the certification will result in removal of any tax exemptions.

### Name changes and assignments

If the name of your business is legally changed, you must change the name on your account and provide legal proof of the name change. If you propose to assign your rights or delegate your duties under any agreement with SRP to any other person or entity, SRP may withhold its consent if that other person or entity does not meet SRP's deposit and/or creditworthiness requirements. Unless otherwise agreed in writing by SRP, in the event of any assignment, name change or change in organizational structure, you will remain responsible for payment of all outstanding and future electric bills on your account(s). Any assignment or change in ownership or control may prompt a new credit evaluation and a new or additional deposit.

The terms of your AES and any applicable riders or other agreements may also include conditions to which you and the successor entity must adhere. Additionally, all deposit-related instruments (e.g., letters of credit or surety bonds) must be amended or reissued to reflect the new legal name. The updated documents must clearly identify the responsible entity as it appears in current legal records.

### 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).

### 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. 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 of the EDRC is SRP's final determination on the matter.

### Payment Terms

Regular monthly bills are due upon issue. If we do not 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 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 Service to Help Arizonans with Relief on Energy (SHARE) pledge, then to unpaid deposits, then to past-due balances and then to current bill charges. If 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 a third-party payment processor, including your bank's online payment program or an energy services consultant, which may not remit your payments to SRP in a timely manner. You are responsible for ensuring that SRP receives payment in full by the bill due date, even if you have arranged for another party to pay on your behalf. 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.

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 SRP receives full payment of all amounts due, including any associated fees and costs, even if you had originally provided the bill payment service with the payment funds.

### Payment Options

**Mailed payments** can be made with a personal or business check.



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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.

**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.

### 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. Please call us at **(602) 236-8833** for wire transfer instructions.

## Deposits and Credit Evaluations

### Standard deposit requirements

SRP requires a deposit for all accounts unless an SRP credit evaluation justifies a deposit waiver. The standard 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.

### E-67 security requirements

If you take service under the E-67 Price Plan and are subject to a minimum billing demand or other minimum charges, as described in that price plan, then regardless of your creditworthiness, you must provide security in an amount equal to your minimum demand charges for the five years of highest forecasted minimum billing demand. SRP will accept security in the form of an irrevocable standby letter of credit (ILOC), surety bond or other security acceptable to SRP in its sole discretion, depending on your creditworthiness. You must maintain the security for at least five years following energization of your substation. Thereafter, SRP may release the security if you have demonstrated consistent performance in accordance with the AES. However, your accounts will be evaluated to determine if the standard deposit requirement, as set forth above, will be waived or reduced. The AES may include additional or more detailed terms and conditions with respect to the calculation, application and release of the security.

### 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 ACC or similar entity if incorporated outside of Arizona.

### 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.

The key factors considered in credit evaluations are investment-grade credit ratings with Moody's Investors Service and Standard & Poor's, financial condition, and payment history with SRP and others.

### 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 and creditworthiness, as determined by SRP.

SRP conducts periodic credit reviews, considering the key factors identified above, 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.

### Paying deposits

Your standard deposit may be reduced by 25% by enrolling in the SRP SurePay program. If you cancel participation in the program, you will be required to bring your deposit to the standard deposit assessment. The reduction is not available for deposits securing E-67 minimum demand or other minimum charges.

The standard security deposit requirement may be satisfied by cash, a surety bond or an ILOC. 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.

Any ILOC provided must be in form and substance, and from a financial institution, satisfactory to SRP. The financial institution must be a domestic U.S. financial institution with branches in Arizona. In addition, the financial institution must be rated with Moody's and/or S&P with ratings of at least A/A2 and at least \$10B in assets.

Customers who provide a standard cash deposit receive an interest credit on their January bills (or more frequently, if elected by SRP), provided SRP has held the deposit for at least 180 consecutive days. The interest rate is reviewed annually by SRP and adjusted to reflect an average certificate of deposit rate paid by local financial institutions, or similar as determined by SRP. To ensure compliance with IRS regulations, customers must complete an IRS Form W-9 (Request for Taxpayer Identification Number and Certification). This form is necessary for SRP to issue IRS Form 1099 on interest paid of \$600 or greater on security deposits, which reports the interest income and is mailed by January 31. The taxes on the interest earned from this security deposit are solely the responsibility of the customer.

For more information about deposit payment options, call our credit department at **(602) 236-9622**.

### Releasing standard deposits

Standard 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 standard 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 standard deposit is no longer necessary will result in the deposit, plus accrued interest to date, being credited to your electric account.