



Important Information About Your Account

SRP Residential Customer Credit Policy & Terms of Service 2025

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SRP General Terms of Service

These terms apply to all residential customers. By requesting new or additional electric service, you agree to these terms of service and payment. You can find SRP's Rules and Regulations online at srpnet.com/about/rulesregs.aspx.

For safety reasons, please make sure all appliances and electric devices are turned off when starting or reconnecting service to avoid the risk of fire. Most meters will have power delivered within an hour. If you don't have power within an hour, please call us to check the status.

Establishing electric service

When you request electric service, we will ask you for information that allows us to identify you and determine your creditworthiness. You must be at least 18 years of age to start service, and an SRP-approved form of ID is required to establish your service. This includes, but is not limited to, your Social Security number. If you do not have a Social Security number, you will be asked to provide your driver's license or other acceptable government-issued identification and pay a security deposit. We take your personal identity protection seriously and have implemented stringent measures to safeguard your personal information.

You will also be asked to provide your "best" contact information, including your current telephone number and email address or any other telephone number you utilize or obtain in the future. It is your obligation to provide SRP with your most current contact information. 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 this number through calls made with an automated telephone dialing system or with a prerecorded voice, live agent, or artificial voice and text messages.

Creating multiple accounts

You can have multiple accounts in your name, but you will be fully responsible for all bills on each account. If you turn on service for a friend or family member where you do not live, you are accepting financial responsibility for their account. If their bills are unpaid or paid late, it may impact your credit rating with SRP and appear on your consumer credit reports, even if you do not live at the location where you turned on service.

We will waive deposits on your second and third accounts if you have a good credit rating and provide your Social Security number. However, we will require a deposit on each new account once you have more than three active accounts, regardless of your credit rating. If you have four or more residential accounts in your name, they may be considered businesses and be subject to the SRP Credit Policy for SRP Business Customers.

Closing accounts

Please visit srp.net/myaccount or call us when you no longer need service. Your account will have a final bill created 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.

Final bills on closed accounts are due within 21 days of the bill date. Any deposits and deposit interest will apply to your final billing.

Unpaid final bills may be transferred to a related SRP residential or business account. Related accounts may include a spouse's or roommate's account. In addition, SRP may refer unpaid final bills to a

collection agency. The collection agency may report delinquent final bills to the credit bureaus.

If, after your account settles, you have a credit balance, we will mail a refund check to the mailing address you provided to us when you turned off your service. 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.

Dispute procedures

You may dispute a bill you think is in error by calling, writing or emailing us. We will not disconnect service for nonpayment of the amount you dispute 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; or call us at **(602) 236-8888**.

Appeal procedures

If you are not satisfied with the outcome of your dispute, you may ask for a special review. If your annual usage is less than 100,000 kilowatt-hours (kWh), our Consumer Affairs Ombudsman Office will investigate your dispute in an effort to resolve the problem. If your annual usage is 100,000 kWh or greater, our Executive Dispute Resolution Committee (EDRC) will review your dispute. In both cases, the decision from the Consumer Affairs Ombudsman Office or EDRC is SRP's final determination on the matter.

Extreme Weather Disconnect Moratorium

During July and August and when the National Weather Service issues an Extreme Heat Warning, SRP will suspend disconnection of service for nonpayment. During this time, bills will continue to generate and are due according to SRP standard terms. Late payment fees for past-due bills will continue to be charged; however, accounts will not be disconnected for nonpayment until the disconnect moratorium has ended. If you are having problems paying your bills, please contact us at **(602) 236-8888** to discuss your situation.

Medical Preparedness Program

If someone in your household requires medical life-support equipment that is in use and essential to sustaining life, you may be eligible for our Medical Preparedness Program. We have a certification process, and only SRP-approved, electric-dependent FDA Class III medical equipment qualifies you for this program.

Once you're certified, your application is valid for 36 months. SRP M-Power® customers will be required to transition to a traditional monthly billing plan to participate in the Medical Preparedness Program.

Please be aware that medical status does not guarantee service will not be disconnected for an unpaid electric bill and that medical accounts are subject to the same bill payment terms as other residential accounts.

Medical Preparedness Program accounts subject to disconnection of service for nonpayment may have a service extender installed to limit the amount of energy provided until past-due balances are paid or other payment arrangements are in place. This program can be combined with the SRP Income-Qualified Discount if eligibility is met for both. Please contact us at **(602) 236-8888** to determine eligibility and enroll or visit srp.net/medical to see if you qualify.



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Limited Income Provisions

Our SRP Income-Qualified Discount™ (formerly the Economy Price Plan) rider offers a \$23 monthly discount to eligible customers with a household income at or below 150% of the federal poverty guidelines. Income guidelines are subject to change without notice. Current qualifying income levels are as follows:

# of people in household	Maximum monthly income (before taxes or deductions)
1	\$1,822
2	\$2,555
3	\$3,227
4	\$3,900
5	\$4,572
6	\$5,245

If more than six, add \$672 for each additional person.

To enroll, please contact us at **(602) 236-8888** or visit srp.net/epp for information and to enroll online.

SRP requires income verification to confirm program eligibility. Proof of income will be requested within 60 days of enrollment and on an annual basis to confirm continued program eligibility.

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

Description	Fee
Service establishment fee (next day)	\$30
Service establishment fee (same day)	\$45
Returned payment	\$18
Field visit	\$35
High-bill audit	\$55
Disconnection at meter (reconnect)	\$55
Disconnection at other than meter/J-box	\$248
Disconnection at J-box or transformer	\$321
Customer-damaged meter lock rings	\$58
Theft investigation	\$90/hora
Smart meter opt-out bimonthly meter read	\$20/mes

Payment Options

Mailed payments can be made with a personal or business check, cashier's check or money order. 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.

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 apps, which are available for download on your iOS or Android device.

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™, the SRP Power app™ or the SRP M-Power® app. For more information, visit srp.net/paymentoptions. For a list of locations, visit srp.net/paymentlocations.

Card or digital payments can be made through a third-party vendor. The vendor charges a small transaction fee per charge. Card or digital payments can be made online at srp.net/myaccount, via SRP's mobile apps or over the phone by calling **(602) 236-8888** using our automated system.

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.

Please note: SRP cannot guarantee continuous service if you pay through unauthorized payment processors, including your bank's online payment program, as they 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.

If you choose to use a third-party bill payment service, you are responsible for ensuring that SRP receives payment in full by the due date. For example, if a payment remitted by a third-party bill payment service is returned or rejected, you are responsible for covering the payment and associated fees and costs — even if you provided the funds for the payment to the third party.

Applying payments

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.

Credit reporting

SRP may report your payment information to Experian. To build and maintain your credit score, make sure to pay your monthly bill on or before the due date. If you close your account and have an unpaid final bill, it may be sent to a collection agency, which can negatively impact your credit report. If you pay off a collection account, it will be marked as paid, but the record of the late payment will remain on your credit report.

Doing Business With Ease

SRP provides convenient ways to help you manage and pay your monthly bill. You can pay online, over the phone, on your mobile device using our app, or at a convenient retail location. Better manage your bill by picking your own due date or enrolling in SRP Budget Billing™. You can monitor your usage with our app and elect to receive alerts on your electricity usage, bill due date and payment confirmations.

The information below explains our terms and conditions of service, including credit practices. For more information, call **(602) 236-8888** or visit srp.net. We are here to serve you and answer any questions 24 hours a day, seven days a week.

Billing options

SRP offers two convenient billing options to help you manage your energy. You can select a traditional monthly bill or our pay-as-you-go SRP M-Power program.

SRP M-Power is a pay-as-you-go price plan that allows you to purchase power as you need it. With SRP M-Power, you no longer receive a



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traditional monthly bill. Simply buy power in the amount you want, whenever you need. The SRP M-Power app allows you to conveniently purchase and monitor your energy use on an hourly basis from your mobile device. The SRP M-Power program is described further below and on SRP's website.

Traditional Monthly Billing Program

SRP's monthly billing program offers you a variety of price plans as well as billing and payment options. You receive a bill each month — an SRP eBill™ or traditional paper bill in the mail.

Changing billing due dates

The SRP Custom Due Date™ option lets you choose a due date for your electric bill that's convenient for you. You can select the 1st through the 28th day of the month for your due date.

SRP Budget Billing™

SRP Budget Billing helps you balance the seasonal highs and lows of your electric bill to make your payments more predictable each month. Your SRP Budget Billing payment is based on average monthly energy costs.

We will review your usage periodically for any significant changes and adjust your payment amount if necessary. You may enroll in SRP Budget Billing throughout the year. However, the best time to enroll is during the fall months in order to build sufficient credit in your account to cover your usage during the summer.

Viewing bills online

You can view and print up to three years of past bills online. 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 by signing up for paperless billing. Go to srp.net/myaccount to view your bills and select as many SRP eNotes™ options as you like. You may also view account information on the SRP Power app™.

Traditional Monthly Billing Credit Practices

Paying deposits

We require a deposit because we bill for services after they have been provided. Our standard residential deposit is \$290.

In many cases, deposits can be waived when you request service. SRP uses Experian to validate your Social Security number. If you have placed a freeze on your Experian credit data, you will need to provide SRP with the PIN provided to you by Experian or contact Experian to remove the freeze on your report in order for SRP to validate your Social Security number. With a validated Social Security number, SRP may use an Experian utility credit score to determine eligibility for a deposit waiver. We may charge you an initial or additional deposit if we receive a returned check from your bank or disconnect service because of nonpayment.

Getting deposits back

The deposit you pay will remain on your account for at least 18 months. You will earn interest on your paid deposit at an average certificate of deposit (CD) rate paid by local financial institutions. We will pay you the interest as a credit on your January bill after we have held the deposit for at least six consecutive months. We review the interest rate annually and adjust it as needed.

The deposit, along with any unpaid interest you have earned, will be applied to your bill on the 19th month of continuous service if we have your Social Security number on file and you have established an on-time

payment history. If we do not have your Social Security number on file, your deposit will be held until your account closes and be applied as a credit to your final bill. If you turn off service before your deposit is applied, the deposit and any unpaid interest you have earned will be applied to your final bill.

Late payments

Monthly bills are due when billed. If we don't receive your payment by the 21st day after billing, your account becomes delinquent. We will send you a reminder notice, and a late fee (the greater of \$5 or 2% of the billing amount plus tax) will be added to your account. **If we still don't receive your payment by the 28th day after billing, we may disconnect your electric service without further notice.**

To restore your service after disconnection due to nonpayment, you may need to pay all amounts you owe. Additionally, you will be charged a disconnection fee and may be required to pay new or additional security deposits.

Payment extensions

If you think you will have difficulty paying your bill, call us or visit srp.net/myaccount to discuss your situation. It is always best to try to resolve any issues before your account becomes past due. We encourage you to reach out to us. We may be able to provide a payment extension or direct you to community social service agencies for possible financial assistance.

You may be able to receive up to six payment extensions depending on the amount you owe if your account:

- Has been active more than six months
- Has no existing extension
- Has no unpaid extension in the current or prior month
- Has no unpaid deposit
- Is not on the SRP Budget Billing program

Assistance for delinquent accounts

If your account becomes at risk for disconnection, we can notify an SRP Safety Net partner of your choice. The partner may be an individual or agency. Call us at **(602) 236-8888** to enroll in SRP Safety Net.

Payment arrangements

A payment arrangement is when a portion of your 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 or denied payments

If a payment is returned or denied by your financial institution, we will require immediate repayment. If your account has two or more returned payments in 12 months, we will designate the account as cash-only, and your payments will need to be made with cash, a cashier's check or a money order until your account no longer has a cash-only status. Cash payments can be made at any participating retail location.

We will disconnect your service without further notice if your payment is returned under one or more of the following circumstances:

- (1) You received notice of a pending disconnection for nonpayment.
- (2) The returned payment was to restore your service we disconnected for nonpayment.



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(3) You paid the required deposit to turn on service with the returned payment.

Under any of these circumstances, payment will then need to be made with cash, a cashier's check or a money order to reconnect service. A personal or business check may be used if your account is not designated as cash-only.

SRP M-Power® Terms and Conditions

You are not eligible to participate in SRP M-Power if you participate in the SRP Medical Preparedness Program. To participate in SRP M-Power, you are required to have low balance contact information and low balance notifications turned on. If we cannot contact you for low balance alerts, we may remove you from SRP M-Power.

Paying deposits

All SRP M-Power accounts will require a refundable deposit of \$100. SRP M-Power deposits are held on your account until you close your account. If, after your account settles, you have a credit balance, we will mail a refund check to the mailing address you provided to us when you turned off your service. 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.

Purchasing power

You can buy power using the SRP M-Power app, online, by phone or at a retail cash payment location. When you make a purchase, your meter will immediately add credit and your power will turn on. If you don't want the power to turn on yet, wait to make a purchase.

Credits from SRP may need your approval before being added to your meter. If not approved, they will stay as a credit on your account until you approve them or make a purchase.

If your payment is returned or denied, we will remove the prepay credit from your meter and charge a fee. If this happens twice in 12 months, your account will become cash-only for 12 months and you will need to pay with cash at a participating retail cash payment location.

Requesting an advance

If you're having trouble making a purchase, you can request an advance.

A limited number of advances is allowed each month if your balance owed (see "paydown balance" below) is less than \$300. If you're having difficulty making a purchase for any reason, call us anytime at **(602) 236-8888**.

An advance is like a loan but with no interest or fees. The amount of the advance is added to the balance of your account and paid back over time through future purchases. You can request an advance using the SRP M-Power app, through SRP My Account™ or by calling SRP at **(602) 236-8888**. With each future purchase you make, a percentage of the purchase will go toward paying back the advance balance.

You can request two advances each month in the SRP M-Power app if your paydown balance is under \$300. Requesting an advance through the SRP M-Power app is easy. Here's what to do:

1. Log in and tap the menu icon in the top left corner.
2. Tap "Request an Advance" from the dropdown options.
3. Review the Safety Statement and tap the "Submit Request" button.

Accumulated debt

If your meter runs out of credit but your power stays on, the electricity you use will be tracked as debt. You can see this debt in the SRP M-Power app, by logging in to SRP My Account or by calling us. This can

happen during "Friendly Credit" hours (8 p.m.-8 a.m.), moratoriums or holidays. To keep your power on, your next purchase must cover this debt and add more credit.

Paydown balance

Sometimes, as an SRP M-Power customer, you may carry forward a portion of debt owed to SRP. This balance, called a paydown balance, will show on the SRP M-Power app as "Amount Owed to SRP." You can also view your paydown balance when you log in to SRP My Account. This balance will be paid back over time through your future purchases. When you buy power, part of your payment will go toward paying off your debt until it's fully paid. The amount you owe will decide how much of your future payments go toward the debt.

- If you owe less than \$500, 35% of your payment will go toward the debt.
- If you owe between \$500 and \$1,000, 50% of your payment will go toward the debt.
- If you owe more than \$1,000, 70% of your payment will go toward the debt.

Common reasons for having a debt include startup costs, advances and balance transfers from a previous account.