



Delivering water and power®

BUSINESS

CONTACT

NEWS, ADVICE AND OFFERS | FEBRUARY 2024

2024 SRP WATER CONSERVATION EXPO™



2024 SRP Water Conservation Expo™

You're invited to the 17th annual SRP Water Conservation Expo on March 2.

- Save hundreds on a smart irrigation controller.
- Enjoy a plant sale by the Desert Botanical Garden and an on-site market featuring local vendors.
- Discover water conservation products and rebate programs.
- Attend controller and other water-related classes taught by experts.
- Learn about water management from SRP and other water experts.

WHEN: Saturday, March 2, 8 a.m.-noon

WHERE: PERA, 1 E. Continental Drive, Tempe, AZ 85281

Visit srp.net/2024expo for more details and to register.

6 secure ways to pay your bill

Protecting your private business information is one of our highest priorities here at SRP. That's why we want to alert you to scams targeting utility customers. Scammers may use a number of ways to contact you — by phone, through email or even in person. In most cases, they demand payment via a prepaid card followed by a threat of disconnection. Don't fall victim to these scams. To help make sure your payment is received by us securely, SRP reminds you to pay your bill one of these ways:

1. SRP's eChex service lets you pay your SRP bill online from your checking account. It's easy, secure, free and available 24 hours a day.
2. SRP SurePay™ enables you to have your bill paid automatically each month from your checking or savings account.
3. Pay with cash at more than 500 Valley locations. Locations are listed at srp.net/paymentlocations.
4. Mail your payment to SRP, P.O. Box 2951, Phoenix, AZ 85062-2951.
5. Credit/debit card payments can be made online or by phone. This service is provided by an outside processing firm that charges a \$2 convenience fee for each transaction.
6. Make Automated Clearing House (ACH) payments through your bank. Learn more at srp.net/ACH.





Calling all teachers

You can receive an SRP classroom grant of up to \$5,000! Learning grants allow schools, teachers and students to develop projects and programs geared toward state-mandated competencies.

Up to \$5,000 is awarded per school, and funds can be used to support innovative teaching strategies that improve objectives in math and science.

Applications are due by Feb. 28.

Visit srp.net/grants to learn more and apply.

Business customers rank SRP highest among large Western utilities

For the third straight year, and the eighth time in the last 10 years, SRP employees succeeded in ranking highest in customer satisfaction for business electric service among all large electricity providers in the West Region. And this is SRP's 51st award in the 25 years that J.D. Power has surveyed SRP's residential and business customers.

According to the 2023 Electric Utility Business Customer Satisfaction Study, issued in late 2023 by J.D. Power, business electric customers gave SRP a customer satisfaction score of 818 on a 1,000-point scale.

SRP scored highest among large electric providers in the West in all six customer satisfaction factors: Power Quality and Reliability, Price, Billing and Payment, Corporate Citizenship, Communications, and Customer Service.

Visit srp.net/satisfaction to read the full article.



DID YOU KNOW?

GILBERT FIRE & RESCUE DEPARTMENT RECEIVES FIRST ELECTRIC FIRETRUCK IN ARIZONA

In late 2023, SRP was proud to partner with the Gilbert Fire & Rescue Department on its new electric firetruck. The truck is the first of its kind in Arizona and among the first few electric firetrucks in the United States.

It has zero tailpipe emissions, which makes for a cleaner, safer work environment for Gilbert Fire personnel. Plus, it's quieter and has a more responsive and smoother acceleration than diesel-powered pumps.

The Town of Gilbert received \$30,000 from SRP for this project, which included a \$20,000 rebate for the truck's charging solution, in addition to \$10,000 for the truck itself. SRP also oversaw installation of the custom EV charger at Gilbert Fire Station No. 2.

To read the entire story and learn more about the benefits of the new electric firetruck, visit srp.net/firetruck.

CUSTOMER SERVICES

Monday-Friday, 7 a.m.-5 p.m.
(602) 236-8833

ELECTRIC EMERGENCIES

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

SELF-SERVICE LINE

(602) 236-5555

CUSTOMER CORRESPONDENCE

Customer Comm. Svcs., PAB277
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help@srpnet.com

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