



Delivering water and power®

SRP M-POWER®

CONTACT

NEWS, ADVICE
AND OFFERS

MAY 2025



Summer heat is on the way, and we're here to help

At SRP, customer safety and well-being are our priority, and we know how important it is to have power. With summer heat approaching, please keep in mind these programs and resources that can help you in time of need:

Save \$23 per month with the Economy Price Plan monthly discount. You may be eligible for a monthly discount depending on how many people live in your home and how much everyone earns. Visit srp.net/epp to see if you qualify.

Get payment help. SRP's customer service team is here for you 24/7 to discuss payment plans, programs and options to help you through difficult times. We can also connect you with an SRP Resource Counselor who can provide information for community agencies that specialize in financial assistance for energy bills. They can also help with critical needs like food, medical care, clothing and shelter.

Call **(602) 236-8888** anytime to speak with a customer service representative. You may also visit srp.net/resources for information on how to apply for assistance in your area.

Joining forces to support regional heat relief efforts

SRP and several community partners support regional heat relief efforts in our community through the Heat Relief Network, aimed at preventing heat-related challenges among vulnerable populations. Heat relief resources, including an interactive map showing cooling centers and hydration stations that are open to the public, as well as donation sites for water drop-offs throughout the Valley are available at 211arizona.org.

Extreme Heat Warnings may affect SRP M-Power® service

Keeping you safe during extreme heat is a priority for SRP. Please keep the following guidelines in mind as we approach our hottest season to understand how SRP handles summer heat and disconnects:

- **Due to expected high temperatures in 2025, your power will remain on** whenever the National Weather Service issues an Extreme Heat Warning and also during July and August.
- **You will still be charged for ALL of the electricity you use during the summer**, even during the July-August moratorium and heat warning events. It's a good idea to check your SRP M-Power balance regularly and keep making purchases to avoid accumulating debt. You can do so on the SRP M-power app (updated hourly).
 - **Tip:** Most people keep at least three days' worth of credit on their meter.
- **It's normal to use more power when it's hot**; therefore, your average daily cost will be higher.
- **Email and text alerts are available** to let you know when an Extreme Heat Warning starts, when it ends or if it is extended. You can enroll in email and text alerts through SRP My Account™.

Visit srp.net/mpowerheat to learn more.

What is accumulated debt and how does it affect my account?

What is accumulated debt? Accumulated debt is any usage registered on your meter once your credit has run out and power remains on. This is the amount of power you have used but have not yet paid for.

How does one accumulate debt? Accumulated debt most commonly occurs when SRP prevents your meter from disconnecting during an Extreme Heat Warning, friendly credit hours (8 p.m.-8 a.m.) or over a holiday. If your account accumulates debt, your SRP M-Power app and SRP My Account will show zero days of power remaining, in red, and a negative dollar amount.

How will I know if I've accumulated debt? On the SRP M-Power® app, your dashboard will turn red if you have less than three days' worth of power and will show a negative amount if there is accumulated debt. To keep you informed during an Extreme Heat Warning issued by the National Weather Service, we will send all customers who are enrolled in heat warning alerts an e-mail or text when they have accumulated debt.

How do I repay accumulated debt? At the end of an Extreme Heat Warning, the full accumulated debt amount is due to keep power connected, and all purchases will be applied toward your accumulated debt before any credit is added to your meter. For example, if your SRP M-Power app shows an accumulated debt of \$5 and you load \$20 to your meter, your meter credit will be \$15.

What if I can't pay all my accumulated debt? If you are unable to pay the full accumulated debt amount, you may request an advance to cover the accumulated debt so that it can be paid down over time as part of the paydown balance. Advances are temporary assistance that must be paid back over time with future purchases.

If you're having a hard time making SRP M-Power purchases, please let us know as soon as possible.

Our team is available 24/7 at (602) 236-8888.

IMPORTANT INFORMATION TO KNOW:



Moving soon? Don't forget to give us a call

If you're planning on moving, it is important to still call us at **(602) 236-8888** to turn off your SRP M-Power service, even if your meter runs out of credit. If there is a credit from your meter at the time of your turnoff, SRP will remove it and adjust it on your final bill.

If you have a display box, you can return it through the U.S. Postal Service or at one of five SRP return station locations. Once returned, the SRP M-Power display box will be processed, and any account adjustments will be completed within three to five business days. Get more information at srp.net/mpowerfaq.

CUSTOMER SERVICES

24 hours a day, seven days a week.
(602) 236-8888

ELECTRIC EMERGENCIES

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

TDD SERVICE

711, AZRelay.org

ENERGY SAVINGS & REBATES

savewithsrp.com
Manage your account: srpnet.com

CUSTOMER CORRESPONDENCE

Customer Comm. Svcs., PAB277
P.O. Box 52025
Phoenix, AZ 85072-2025
help@srpnet.com

CASH PAYMENT LOCATIONS

srp.net/paymentlocations

FIND US ON SOCIAL MEDIA

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