HOW WE’RE BUILDING A BETTER ARIZONA

I am glad to share with you that our organization continues to take the strategic steps needed to provide you with low-cost, reliable water and power. This edition of M-Power Contact will provide insight on just some of the significant efforts our team members are putting forth every day to build a better Arizona. This includes proposing a net decrease in prices and adding more renewable energy.

Thank you again for being our valued customer, and on behalf of our entire organization, we wish you and your loved ones a happy new year.

Sincerely,
Mike Hummel
General Manager and CEO

Decrease in prices being considered
We opened a public pricing process in December to consider a proposed overall average annual price decrease of 2.2% — the result of a reduction in fuel expenses and a modest increase in base prices. If approved by the SRP Board, the price changes will take effect in May. This proposal incorporates and adds to the decreases that SRP initially implemented on a temporary basis during fiscal year 2019. It also includes reduced on-peak time-of-use hours for some price plans, as well as additional pricing options for residential customers who produce some of their own energy using rooftop solar or other technologies. Learn more about the proposal at srpprices.com.

NEW CELLPHONE NUMBER?
Has your email address or cellphone number changed? Don’t forget to update your contact information with us. When you do, you’ll be able to receive alerts and reminders about your account.

Call (602) 236-8888 to make any changes. You can also update your information by logging into your account at srpnet.com/myaccount. Click on My Account and select Preference Center.

LOST OR STOLEN M-POWER CARD
Was your M-Power smart card lost or stolen? Give us a call at (602) 236-8888 and we will mail you a replacement card. Better yet, download our app and prepay anywhere, anytime. Visit srpnet.com/mpowerapp.

SAFETY INFORMATION FOR YOU
Avoid outlet overload with this reminder from SRP Safety Connection™:
• Never use extension cords or multi-outlets for appliances.
• Only plug one heat-producing appliance into an outlet at a time.
• A heavy reliance on extension cords may mean you have too few outlets.

Contact a licensed electrician if you suspect there are any electrical issues at your home. For more tips to keep you safe around electricity, visit srpnet.com/safety.
FREQUENTLY ASKED QUESTIONS: DEPOSITS

Why am I being charged a deposit?
We require an equipment deposit for the M-Power box used while you are on M-Power.

When will my deposit be refunded?
If you turn off services, your deposit will be applied to your account along with your final meter balance and the charge for your M-Power box (if it hasn’t been returned). To avoid being charged for your M-Power box, make sure to return it when you turn off services or leave M-Power.

If you change from M-Power to a billed rate, your M-Power deposit will be applied to the billed rate deposit of $290. This deposit will remain on your account for at least 18 months. The deposit will be applied to your bill on the 19th month of continuous service if we have your Social Security number in our records and you have established on-time payment history.

DO YOU KNOW ABOUT FRIENDLY CREDIT?

M-Power’s Friendly Credit allows your power to stay on if you run out of energy credit from 8 p.m. to 8 a.m. throughout the week.

Just purchase and load credit before 8 a.m. to keep electricity connected. Your meter will keep track of the amount of energy you used during Friendly Credit times and will subtract this amount from the next purchase that is loaded to your meter.

YOUR ENERGY GRID TO GET MAJOR BOOST OF SOLAR

You will see an increase in renewable energy thanks to a plan that will add 1,000 megawatts (MW) of new solar to SRP’s energy grid by 2025. The plan will accelerate both the pace and the total amount of solar energy resources that will be added into our resource mix.

“This proposal represents a growing commitment to sustainability that is both reliable and affordable,” said SRP CEO and General Manager Mike Hummel.

According to Hummel, the costs for solar energy continue to decrease, making this the right time to increase our investment. In addition, a recent study has determined that our grid is prepared to reliably handle additional amounts of solar power.

“This proposal is a foundational part of providing programs that bring increased value to our customers while partnering with them to achieve mutually desired renewable energy goals,” said Hummel.

Paving the way for more solar
Approximately 200 MW of new solar will be added each year through 2025. The addition of 1,000 MW of solar energy is expected to reduce our carbon dioxide emissions by about 5.2 million tons — the equivalent of the carbon dioxide produced by more than 1 million passenger cars driven in a year.

Learn more about renewable energy at SRP by visiting srpnet.com/renewable.

BE OUR GUEST AT THE PHOENIX ART MUSEUM

Through an SRP sponsorship, you can enjoy free general admission to the Phoenix Art Museum on Wednesdays from 3 to 9 p.m. Discover world-class art, culture, film and more.

In March, be sure to check out the “Agnes Pelton: Desert Transcendentalist” exhibit. Pelton was known for abstract studies of earth and light, shimmering stars and atmospheric horizon lines.

Find more offers at srpnet.com/offers.

HELP FOR HOUSEHOLDS ON TIGHT BUDGETS

We know that energy can represent a significant expense, especially to households on tight budgets. In many cases, SRP’s Customer Resource Counselors can offer referrals for possible assistance.

In addition, customers with limited incomes can receive a discount of $246 a year through the Economy Price Plan. If you meet the eligibility requirements, simply fill out an application form and mail it to SRP.

Once your application is approved, the monthly credit will be available on the 1st of each month and will be applied as a held credit on your M-Power app or as a credit to your smart card with a $1 minimum purchase. To view eligibility information or request an application, visit srpnet.com/economy or call (602) 236-8888.

CALL ON US

CUSTOMER SERVICES
(602) 236-8888
We’re here to serve you 24 hours a day, seven days a week.

ELECTRICITY EMERGENCIES
(602) 236-8811, 24 hours a day

TDD SERVICE
711, AZRelay.org

CUSTOMER CORRESPONDENCE
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corrsvc@srpnet.com

PAYCENTER LOCATIONS
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ENERGY SAVINGS AND REBATES
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