M-POWER APP PURCHASE UPGRADES

Have you stopped using the M-Power app due to issues with past purchases? We listened to your concerns and made some changes. We’ve upgraded our electronic pay system in response to customer feedback.

What’s changing? When you purchase power through the SRP M-Power app, funds will be withdrawn from your bank account on the same day or the next business day.

Why the change? Right now, it can take three to seven days for an M-Power purchase to post to your bank account. Many customers have asked for a more immediate withdrawal of funds so that their bank account balance reflects the payment sooner. This can help to avoid overdrafts and fees.

If you haven’t done so already, visit srpnet.com/mpowerapp to download the app and for setup instructions.

SRP BOARD AND COUNCIL ELECTIONS

The Salt River Valley Water Users’ Association (Association) and the Salt River Project Agricultural Improvement and Power District (District) will hold separate elections for seats on their respective Boards and Councils on April 7, 2020. One Board member and three Council members will be elected in the odd-numbered voting areas (1, 3, 5, 7 and 9) for each of the Association and the District. Also up for election are two at-large District Board members.

Voting in either election requires an ownership interest in eligible property as generally depicted on the map below. To be voted, eligible properties must be owned individually or held in a qualified estate planning trust as of Dec. 27, 2019.

Eligible voters may request Early Ballots for the District and Association elections online from the SRP Corporate Secretary at srpnet.com/elections or by email at elections@srpnet.com. Requests for mail-in ballots must be received by March 27, 2020. In addition, an Early Voting Center will be open on weekdays in the SRP headquarters located at 1500 N. Mill Ave., Tempe, AZ 85281, from March 11 to April 6 (8:30 a.m. to 5 p.m.). The Voting Center will also be open on Election Day (April 7, 2020) from 6 a.m. to 7 p.m.

Additional information about SRP elections and governance, including the official notice of election, voter requirements, qualifying candidates and detailed maps of voting areas, can be found at srpnet.com/elections.

LUKE DAYS 2020

Luke Days 2020 is taking place March 21–22 at Luke Air Force Base in Glendale. The event will feature the USAF Thunderbirds, the F-35 Demo Team and other performances.

As always, general admission is free. VIP tickets are available to purchase for an upgraded experience. Hurry to take advantage of early bird discounts and make sure you’ve got the best views of the action. All proceeds benefit the Fighter Country Partnership.

Visit AirshowUSA.com to browse available amenities and purchase VIP tickets.
SEAL IN SAVINGS WITH A DUCT TEST AND REPAIR
Sealing leaks can save you $200 or more in annual energy costs. Plus, when Phoenix-area temperatures rise, properly sealed ducts will help keep your home cooler and more comfortable.

SRP can help you identify places in your home where energy escapes, and the SRP Duct Test and Repair Rebate Program covers 75% of repair costs or up to $400 for qualified testing and repairs. For more information on the program and to find a contractor, visit srpnet.com/ducts.

FREQUENTLY ASKED QUESTIONS: DEPOSITS

Why am I being charged a deposit? We require a $102.50 refundable equipment deposit as well as an $11.50 plus tax refurbishment fee for the M-Power box provided.

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 applying the deposit results in a credit balance on your account, a refund check for the balance will be sent to you at the mailing address you provided when service is turned off.

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.

DIG SAFELY THIS SPRING
Spring is coming, which means it’s a great time of year to plant new trees in the yard and start outdoor projects. Whether you’re a do-it-yourselfer or a professional contractor, make your project a success and stay safe by calling 811 before you dig. This call notifies local utilities which then send technicians to the requested site to mark the approximate location of buried lines at no cost to you. Call at least two working days before you plan to dig. Learn more at srpnet.com/811.

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

PAYCENTER LOCATIONS
srpnet.com/paycenters

ENERGY SAVINGS AND REBATES
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6 TIPS FOR SPRING PLANTING
1. Cooler months give plants time to get established before summer. Choose low-water-use varieties and keep mature plant size in mind.

2. Dig a hole that is three to five times wider but no deeper than the plant’s root ball.

3. Loosen the container from the root ball and remove the plant by the root ball (not the branches or the foliage).

4. If the roots are compact or circling the container, score the root ball or loosen the roots around the circumference of the plant.

5. Place the plant in the hole so that the top of the root ball is even with or just a bit above the soil surface. Fill the hole in with soil, pressing firmly around the root ball to minimize settling.

6. Up to 70% of home water use occurs outdoors. Install a WaterSense-labeled smart irrigation controller to save at least 20% more than a traditional controller.

Visit srpnet.com/conservation for more water-saving ideas.