SRP LOWERS RATES WITH $64 MILLION OVERALL PRICE DECREASE

SRP concluded a public pricing process this spring. The changes approved during that process take effect with the May 2019 billing cycle, which for most customers began in April. Highlights include:

- An overall average annual price decrease of 2.2%
  This is the result of a reduction in fuel expenses and a modest increase in base prices. The approved decrease incorporates and adds to the decreases that SRP initially implemented on a temporary basis in 2018.

- Increased discount for those on the Economy Price Plan (EPP)
  The discount for customers who qualify for the EPP will be increased to $23 per month year-round, from $20 in winter months and $21 in summer months.

- Increased contributions to the SRP Bill Assistance program
  SRP contributions to the Bill Assistance program for limited-income customers will increase to $500,000 annually for the next five years.

To learn more about these changes, visit srpprices.com or call (602) 236-8888.

SRP CARES
In 2018, SRP gave more than $3,618,157 to 358 organizations.

$683,459 Arts & Culture
$841,378 Education
$1,420,236 Health & Human Services
$673,084 Civic & Environmental Programs

Find out which organizations we support at srpnet.com/contributions.
ANSWERING YOUR POWER OUTAGE QUESTIONS

What can I do if I’m experiencing an outage?
First, check your M-Power balance for credit on your account. You can also report an outage 24 hours a day by logging in to your My Account on srpnet.com, using the SRP M-Power app or by calling us at (602) 236-8888.

What can I do if the outage is over but I’m still without power?
Make sure to reset your circuit breakers to see if the problem is a short circuit in your home’s electrical system. Also check the main breaker; turn off and then turn on to reset the main breaker.

What can I do to stay informed about outages?
Get outage alerts sent right to your phone or email. The alerts will keep you notified about power outages at or near your home, causes of electrical outages, estimated restoration times and when power is restored. You can sign up for these alerts by logging in to your My Account on srpnet.com or through the SRP M-Power app. For more tips to keep you safe during an outage, visit srpnet.com/outageprep.

PREPAY ANYWHERE WITH THE M-POWER APP

With the SRP M-power app, purchasing power is quick and easy. Instead of going to a nearby PayCenter, you can simply tap a few buttons on your smartphone. Power is sent to your meter and ready to use once payment is made. This can help your day run smoother with fewer interruptions. Visit srpnet.com/mpowerapp to download the app and for setup instructions. Be sure to have your checking account information ready. If you need your account number or other assistance, call us at (602) 236-8888.

EXCESSIVE HEAT WARNINGS MAY AFFECT M-POWER SERVICE

Summer is right around the corner, and we want you to be aware of excessive heat warnings issued by the National Weather Service and how they may impact your M-Power service. During an excessive heat warning, SRP will prevent your meter from disconnecting, even if you run out of credit. Remember the following when an excessive heat warning is issued:

- **Continue to make purchases and monitor your credit remaining** to avoid disconnection once the heat warning ends.
- **The cost to cool your home will be higher**, so it is normal for your average daily energy use to increase.
- **Reduce your energy use to help lower your costs**. For energy-saving tips, visit srpnet.com/energytips.

If your power disconnects and you are unable to make a purchase, call us at (602) 236-8888 or, beginning in June, request an advance using the M-Power mobile app. Advances are temporary assistance that must be paid back over time with future purchases.

HAVE A SAFE SUMMER WITH SRP

As many families take to the pools this summer, SRP Safety Connection™ reminds you to watch your kids around water. Join us at the following community pools for free swimming lessons, CPR demonstrations, raffles and games.

- **May 18**: Salvation Army KROC Center, Phoenix, 2–5 p.m.
- **May 27**: Peoria Pool, Peoria, noon–2 p.m.
- **June 1**: Buckeye Aquatics Center, Buckeye, noon–4 p.m.
- **June 7**: Carson Aquatic Complex, Mesa, 4–7 p.m.
- **June 22**: Maryvale Pool, Phoenix, 4–7 p.m.
- **July 30**: Sunsplash, Mesa, 2–5 p.m.
- **Aug. 3**: Arrowhead Pool, Chandler, 1–4 p.m.

Admission to Sunsplash is $9.83 plus tax per person with coupon. To download the coupon, or for more information about the water safety events, visit srpnet.com/safesummer or call (602) 236-5646.

SRP partners with local city aquatic divisions and fire departments for Safe Summer/Verano Sano to build water safety awareness.

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

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