SRP M-POWER® USER'S MANUAL

WELCOME TO SRP M-POWER.

Please read this manual carefully before operating your SRP M-Power equipment.

Delivering more than power.™

TABLE OF CONTENTS

IMPORTANT THINGS YOU SHOULD KNOW ABOUT M-POWER

With SRP M-Power, you have more control of your energy usage than ever before. Now you have the ability to track how much energy you use and decide when and how much energy to buy.

To make sure you enjoy the many benefits SRP M-Power has to offer, here are some things you need to know:

1. **Your M-Power system features "Friendly Credit."** Friendly Credit will keep your power from disconnecting if you run out of energy credit late at night. Read more about Friendly Credit on Page 7.

2. **Outside of Friendly Credit times, your electricity will disconnect when the credit on your meter reaches $0.** Be sure to check your remaining credit balance regularly. SRP recommends you keep at least four days of credit on your meter at all times.

3. **Your M-Power system features "Emergency Credit."** Emergency Credit is for when you are unable to make an energy credit purchase due to systemwide issues with SRP PayCenter® terminals. Read more about Emergency Credit on Page 7.

4. **The in-home display is the property of SRP and must be returned when it is no longer in use.** If the display unit is not returned when you are given a replacement, transfer your service to a new address, close your account or change to a new rate plan, SRP will charge your account for the display unit. The display unit must be returned using the postage-paid box it was delivered in or by calling SRP at **(602) 236-8855** to have a postage-paid return envelope mailed to you.

GETTING STARTED – SETTING UP M-POWER

To ensure that your power stays connected once the M-Power meter is installed, you need to complete the following steps immediately:

1. **Make sure your new M-Power kit contains the following items:**

   - M-Power in-home display

   - 9-volt (V) alkaline battery

   - SRP PayCenter locations map

   - SRP M-Power quick start guide

Please contact SRP at **(602) 236-8855** if any of these items are missing. Please properly dispose of packing materials (tape, plastic, wire ties and tags).

2. **Install the 9 V battery in the in-home display unit.**

   See "Installing or Replacing Batteries" on Page 6 for more details.

3. **Plug the in-home display unit into an electrical outlet.**

   Do not plug the display unit into a surge protector, ground fault interrupter (GFI) outlet, an outlet operated by a wall switch or any outlet near water.

   One of the following messages will be displayed:

   - Welcome to SRP

   - Please Insert Card to Connect to Meter

     OR

   - SRP M-Power **602-236-8855**

   - Please Insert Card to Connect to Meter

4. **Select your language.**

   Press the "Select Language" button on the front of the display unit to choose either English or Spanish.

5. **Connect to the SRP M-Power meter.**

   We have provided you with two SRP M-Power smart cards. If you do not have these cards, please call **(602) 236-8855**. Insert one of these smart cards face up into the card slot on the right side of the in-home display unit. One of the following messages will be displayed:

   - Communicating with meter

   - Processing Card, Please Wait

   - Card Processed Credit $0.00 (When your smart card has value, the amount will be displayed in this message.)

   For optimal performance and longer battery life, always remove your smart card from the in-home display unit after it has been processed.

6. **Review the in-home display unit information.**

   Press the "Display Cycle" button to view important and helpful usage information such as remaining credit.

PURCHASING ENERGY

SRP placed a small energy credit on your meter to get you started. However, it will last the average household only a few days. You must now purchase energy credit. **Please allow 24 hours after your meter is installed before making your first purchase.** This will ensure that SRP's systems are in sync with your meter.

With SRP M-Power, you decide when to buy, where to buy and how much energy to buy.

WHEN TO BUY

1. **Check your display unit often. You should keep a minimum of three to four days of energy credit on your meter at all times.**

2. **Immediately purchase energy credit if the message "Warning: Low Credit" appears on the display unit.**

The low credit alarm will sound and a "Warning: Low Credit" message will appear when the credit on the meter falls below $10.

The low credit alarm may be silenced by pressing the "Display Cycle" button. The "Warning" message will continue to appear until the credit on the meter is greater than $10.

IMPORTANT TIPS

Keep a few days of energy credit on one of your smart cards at all times to avoid running out of power. SRP recommends that you purchase and load additional energy credit to the meter before running out of power.

WHERE TO BUY

SRP PayCenters are conveniently located throughout the Valley for you to purchase credit on your smart card. To find a PayCenter near you, check the SRP PayCenter map that came with your display unit, visit **srpnet.com/ paycenter**, or call **(602) 236-8855**.

HOW TO BUY

1. **Visit any SRP PayCenter.**

   Don't forget to take your smart card with you each time you want to make a purchase.

2. **Select the M-Power payment choice on the PayCenter menu screen.**

3. **Follow the voice prompts and on-screen instructions.**

LOADING ENERGY CREDIT ONTO YOUR METER

After you make your energy credit purchase, follow these simple steps to load the credit onto your meter:

1. **Insert the smart card face up into the slot on the right side of your in-home display unit.** The display unit will indicate "Please Wait — Processing Card."

2. **Remove your smart card from the in-home display unit after the message changes to "Card Processed" and the amount of credit loaded on your meter appears.** The credit has been loaded onto your meter.

Smart Card

IMPORTANT TIPS

- If you remove the smart card from the display unit too soon, the credit will not transfer to your meter. The message "Please Insert Your Card!" will appear. Reinsert your card and wait until the message "Please Wait — Processing Card" no longer appears.

- For optimal performance and longer battery life, remove the smart card after each use.

- Energy credits will accumulate on smart cards that have not been inserted in the display unit and loaded onto the meter.

USING THE M-POWER DISPLAY UNIT

Your M-Power display unit shows information that can help you gain control of your energy usage. The two buttons on the front of the M-Power display unit will let you do the following things:

1. **Select a language.**
   You can have the display unit information appear in either English or Spanish.

2. **View display information.**
   When you press the "Display Cycle" button, you can view each of the display unit's information screens. The displays that will be the most useful for managing your energy usage are described below. Press the "Display Cycle" button until the display you want appears.

   - **Remaining Credit is $X.XX**
     This screen shows the dollar amount of your remaining energy credit.

   - **Enough Credit for "X" Days**
     This screen shows an estimate of the number of days remaining before your energy credit runs out.

   - **Cost this month / Cost this period**
     This screen shows the total cost in dollars of the current calendar month.

   - **Cost last month / Cost last period**
     This screen shows the total cost in dollars of the previous calendar month.

IMPORTANT TIPS

- For the first week after your M-Power system is installed, the "Enough Credit for X Day(s)" screen will read "???" or "100 days." This is normal. The system takes approximately one week to monitor how much electricity you typically use each day. After the first week, the "number of days remaining" information will be based on your energy consumption during the previous seven days.

- There is a three- to four-second delay when the display unit updates the "Remaining Credit" and "Enough Credit for X Day(s)" screens. First you will see the amount from the last time you checked the display, and then you'll see the updated amount. The change reflects the amount of energy you used since you last checked the screen.

- **You can find a brief description of all the information on your display unit on Page 9.**

INSTALLING OR REPLACING BATTERIES

You will need to install the 9 V battery in the in-home display unit before using M-Power. For best performance, replace this battery at least twice a year. To install or replace the battery, follow these steps:

1. **Unplug the display unit.**

2. **Remove the battery cover from the back of the display unit. If needed, remove the existing battery. Install a new 9 V alkaline battery.**

3. **Put the battery cover back on the display unit.**

Display unit back view

Insert 9 V battery

NOTE: SRP recommends using alkaline batteries. If needed, clean any corrosion on the battery clips with rubbing alcohol and a cotton swab. Do not use rechargeable batteries.
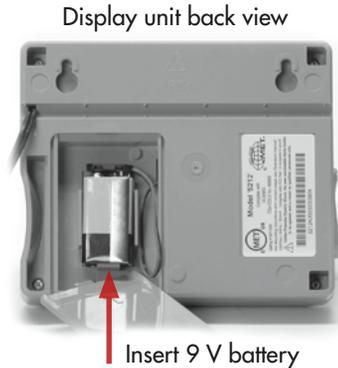
RESTORING POWER

If you run out of credit and your electricity shuts off, do the following:

1. **Make sure you have a new 9 V battery installed in the display unit.**

2. **Wake up the display unit by pushing the "Display Cycle" button.**

3. **Insert a smart card with energy credit into the display unit. If the meter is in accumulated debt, be sure there is enough energy credit on your smart card to cover the accumulated debt and bring the meter credit to a positive balance.**

If your power does not turn on after two attempts, do the following:

1. **Make sure your main breaker is in the on position. Turn your main breaker off and back on. The main breaker is typically located near the meter.**

2. **Make sure you have a new 9 V alkaline battery properly installed in the display unit.**

3. **Make sure the display unit is not plugged into a surge protector, GFI outlet or wall-switch-operated outlet.**

4. **Reference the Troubleshooting Guide beginning on Page 9.**

5. **Check that lights are on in your neighborhood. There may be a power outage in your area. Call (602) 236-8855 to report an electrical emergency.**

FRIENDLY CREDIT

This feature will allow your power to stay on if you run out of energy credit late at night. Friendly Credit hours are subject to change.

Here are some important things to remember about Friendly Credit:

During Friendly Credit hours, your electricity will not shut off if you run out of energy credit. You will need to purchase and load energy credit or your electricity will shut off when the Friendly Credit period ends.

While your meter is in Friendly Credit hours, it will keep track of the amount of energy you use. When you make your next energy credit purchase and load it onto your meter, the cost for the energy you used during that time will be deducted from the purchased credit amount.

If you run out of energy credit before the Friendly Credit period begins, you will need to purchase additional credit to restore your power.

If your electricity shuts off before you load any energy credit, you will need to turn on your display unit before loading the credit. Press and hold both the "Display Cycle" and "Select Language" buttons on the front of the display unit. Then insert your smart card containing the credit.

EMERGENCY CREDIT

This feature can be activated in the unlikely event of a widespread failure of the SRP PayCenter network that prevents you from buying energy credit. To obtain Emergency Credit, do the following:

1. Call SRP at **(602) 236-8855**. The SRP representative will give you a 20-digit activation number (eCode) that will need to be entered into the display unit. Write this number down. Some older model display units only require 16 digits. In this case, leave off the last four zeros in the eCode provided to you.

2. After your energy credit runs out and your power shuts off, press and hold both the "Display Cycle" and "Select Language" buttons on the display unit at the same time for five seconds. The message "Enter Your E-Code" will appear. Your electricity will turn on for 10 minutes while you enter the eCode.

   IMPORTANT: The meter must be out of credit and the power must be off to operate the Emergency Credit feature.

3. Begin entering the eCode by pressing the "Select Language" button until the first number you need appears. Then press the "Display Cycle" button to lock in the number and move to the next position. If you make a mistake entering a number, press both buttons for two seconds and release. The blinking line will move back to the last digit entered so you can correct the entry.

4. Repeat Step 3 until all digits in the eCode you were issued have been entered. The message "E-Code Accepted" will appear if the number has been entered correctly and validated. Once the eCode is accepted, your electricity will remain on for the amount of time specified by SRP when you called for the eCode.

IMPORTANT TIPS

- You have five attempts to enter the eCode in 10 minutes. If the eCode has not been entered correctly after five attempts, the meter will disconnect. You must wait one hour before trying again. You can attempt to enter the eCode a maximum of five times per day. You will be charged for the time the electricity remains on while attempting to enter the eCode.

- While your meter is using Emergency Credit, it will keep track of the amount of energy you use. When you are able to make your next energy credit purchase and load it onto your meter, the amount of energy you used during that time will be deducted from the purchased credit amount.

QUESTIONS

Call SRP at **(602) 236-8855** if you have any questions. An SRP representative will be happy to assist you.

DISPLAY UNIT INFORMATION

DEFINITIONS

MESSAGE	DEFINITION
Remaining Credit Is $XX.XX	The dollar amount of remaining credit on the meter.
Accumulated Debit Is $XXX.XX	The amount charged at the meter when the meter credit balance goes below $0.
Enough Credit For X Day(s)	The **estimated** number of days remaining before the energy credit on the meter reaches $0. This estimate is based on the energy being used at that very moment and during the previous seven days.
Cost Per Hour Is $XX.XX	The current hourly charge calculated by the meter.
Present Electric Demand X.X kW	The current value of electric load being used displayed in real time as measured in kilowatts (kW).
Cost Today Is $XX.XX	The total amount charged at the meter since midnight today.
Cost Yesterday Was $XX.XX	The total amount charged at the meter from midnight to midnight for the previous day.
Cost This Month Was $XX.XX	The total amount charged at the meter since midnight at the start of the current month.
Cost This Period Was $XX.XX	The total amount charged at the meter since midnight at the start of the current month.
Cost Last Month Was $XXXX.XX	The total amount charged at the meter from midnight on the first day of the previous month to midnight on the last day of the previous month.
Cost Last Period Was $XXXX.XX	The total amount charged at the meter from midnight on the first day of the previous month to midnight on the last day of the previous month.
Rate (X) XXXXXXX.XX kWh	The total cumulative kilowatt-hours (kWh) used for the specified rate. ***Rate 1** = kWh used during standard hours or on-peak hours ***Rate 3** = kWh used during off-peak hours

DEFINITIONS

MESSAGE	DEFINITION
Rate (X) Charge Is $X.XXXX/kWh	The cost currently being used by the meter to calculate energy charges for the specified rate. This is the cost per kWh paid for the specified rate period. ***Rate 1** = the cost per kWh used during standard hours or on-peak hours ***Rate 3** = the cost per kWh used during off-peak hours
Total Usage XXXXXX.XX kWh	Displays the total kWh used for the current meter since installation date.

*On- and off-peak kWh used is stored and collected, but the rate charged may not be a rate that uses the on- and off-peak times. Visit **srpnet.com** for rate pricing information. If the rate for 1 and 3 displays the same, the meter is currently charging a standard rate plan during both time periods.

TROUBLESHOOTING GUIDE

If you experience an error message while using the M-Power Display Unit, the following actions could help resolve the error.

DISPLAY UNIT MESSAGES

MESSAGE	CAUSE	SOLUTION
› Already used, please remove	› Smart card was already used.	› Use a smart card that contains energy credit. › Purchase energy credit at any SRP PayCenter. › If you think your last purchase was not loaded onto your smart card, call SRP Customer Service at **(602) 236-8855** for assistance.
› Bad Card	› Information on smart card is incorrect or missing. › Smart card is damaged. › Smart card is expired. › Duplicate card was already used.	› Use the additional smart card SRP provided for your account. › Call SRP at **(602) 236-8855** for assistance.
› Battery low, please replace	› Battery in display unit is dead, weak, missing or improperly installed.	› Check that battery is properly installed. › Replace battery. Install a **new** 9-volt alkaline battery. If corrosion is present, clean display unit battery terminal with rubbing alcohol and a cotton swab.
› Disconnected, Contact Utility	› Credit has been removed from the meter.	› Call SRP at **(602) 236-8855** for more information.
› Connection Refused!	› Load side voltage has been detected.	› Remove load side voltage. › Reset the main breaker only after removing the load side voltage. › For help understanding load side voltage, call SRP at **(602) 236-8855**.

DISPLAY UNIT MESSAGES

MESSAGE	CAUSE	SOLUTION
› Blank Display (power is **ON**)	› Display unit is not properly plugged in. › Electrical outlet is not functional. › Display unit is plugged into a GFI, surge protector or switch-controlled outlet. › Loose or faulty connection. › Circuit breaker(s) tripped.	› Check that wall outlet is working. › Make sure the display unit is not plugged into a GFI, surge protector or switch-controlled outlet. › Check that plug is not loose. › Check circuit breaker(s). They must be in the on position. Reset if necessary. › Relocate display unit to another outlet in the home. Push blue "Display Cycle" button. Reinsert last smart card. › If display unit remains blank, call SRP at **(602) 236-8855** for assistance.
› Blank Display (power is **OFF**)	› Power is off and the battery in the display unit is dead, weak, missing or improperly installed.	› Check circuit breaker(s). They must be in the on position. **Reset if necessary**. › Check that battery is properly installed. › Replace battery. Install a **new** 9-volt alkaline battery. If corrosion is present, clean display unit battery terminal with rubbing alcohol and a cotton swab. › Relocate display unit to another outlet in the home. Push blue "Display Cycle" button. Reinsert last smart card. › If display unit remains blank, call SRP at **(602) 236-8855** for assistance.
› Can't read meter, please try later	› Display unit cannot communicate with the meter.	› Check that wall outlet is working. › Make sure the display unit is not plugged into a GFI, surge protector or switch-controlled outlet. › Relocate display unit to another outlet in the home. Push blue "Display Cycle" button. Reinsert last smart card. › If display unit remains blank, call SRP at **(602) 236-8855** for assistance.

DISPLAY UNIT MESSAGES

MESSAGE	CAUSE	SOLUTION
› Card not for this unit	› The smart card used is not associated with the account or meter. › Information on the smart card is incorrect or missing.	› Use the other smart card provided for your account. › If "card not for this unit" still appears, call SRP at **(602) 236-8855** for assistance.
› Card too old	› Smart card has expired.	› Use the additional smart card SRP provided for your account. › Call SRP at **(602) 236-8855** to have a replacement card mailed to you.
› Check that display unit is plugged in	› Power to display unit is disconnected and the display unit is operating on battery power.	› Check that wall outlet is working. › Make sure the display unit is not plugged into a GFI, surge protector or switch-controlled outlet. › Check that plug is not loose. › Relocate display unit to another outlet in the home.
› Communication problems (power is **ON**)	› Bad connection between display unit and meter. › Display unit is not properly plugged in.	› Check that wall outlet is working. › Make sure the display unit is not plugged into a GFI, surge protector or switch-controlled outlet. › Check that plug is not loose. › Relocate display unit to another outlet in the home.
› Communication problems (power is **OFF**)	› Bad connection between display unit and meter. › Display unit is not properly plugged in.	› Check circuit breaker(s). They must be in the on position. **Reset if necessary**. › Check that battery is properly installed. › Replace battery. Install a **new** 9-volt alkaline battery. If corrosion is present, clean display unit battery terminal with rubbing alcohol and a cotton swab. › Relocate display unit to another outlet in the home. Push blue "Display Cycle" button. Reinsert last smart card. › Call SRP at **(602) 236-8855** for assistance.

DISPLAY UNIT MESSAGES

MESSAGE	CAUSE	SOLUTION
› Credit full, try card later	› The credit on the smart card if loaded will exceed the maximum meter credit allowed on the meter.	› Wait for the meter credit balance plus the total balance of the smart card to equal less than $2,000 before attempting to load the smart card.
› Credit $XX.XX pending	› The energy credit from the smart card is waiting to be transferred to the meter. › The communication to the meter has failed.	› Wait 20 minutes before removing the smart card to allow the transaction to complete. › If the message still appears after 20 minutes, remove the smart card, wait 30 seconds and reinsert the smart card to establish a new connection. › If the "Credit pending" error still appears, call SRP at **(602) 236-8855** for assistance.
› Credit pending, try card later	› A smart card was inserted before the previously inserted card could finish processing.	› Remove the smart card and reinsert the smart card. Hold down the "Select Language" and "Display Cycle" buttons at the same time. After the messages "credit pending" and "try card later" appear, continue to hold the buttons for one to two minutes until credit loads. › Remove the smart card and reinsert the previous smart card. Hold down the "Select Language" and "Display Cycle" buttons at the same time. After the messages "credit pending" and "try card later" appear, continue to hold the buttons for one to two minutes until credit loads. › If unsuccessful, call SRP at **(602) 236-8855** for assistance.
› eCode used or attempts limited	› Emergency code entered has already been used. › Number of attempts to enter eCode have reached maximum limit.	› Verify that eCode being used is entered correctly. › Wait one hour before attempting to re-enter the eCode.

DISPLAY UNIT MESSAGES

MESSAGE	CAUSE	SOLUTION
› Insert card to connect to meter	› Display unit and meter are not synced with each other. (appears on newly issued display units)	› Insert the smart card that was delivered with the display unit at this location to establish connection. Leave the smart card in the display unit until the message "Card Processed" disappears and a beep is heard. Remove the smart card.
› Invalid eCode! Try again	› The emergency code entered is not valid.	› Verify that the eCode entered is correct and try again. The message "E-Code accepted" will appear if the eCode is valid and entered correctly.
› Please insert your card!	› Smart card was removed from the display unit too soon.	› Reinsert smart card into the display unit and allow the card to process completely. Remove the smart card.
› Re-enter eCode!	› The emergency code entered is incorrect.	› Verify that the eCode entered is correct and try again. The message "E-Code accepted" will appear if the eCode is valid and entered correctly.
› Reinsert card!	› Bad connection between the smart card and the display unit. › Smart card is damaged.	› Reinsert smart card to re-establish connection. › Use the additional smart card SRP provided for your account.
› WARNING: Low credit (this warning includes an audible alarm)	› The credit on the meter is below $10.	› Purchase energy credits immediately and load the credit onto the meter.
› WARNING: Out-of-date information (Power is **ON**)	› The display unit has not been communicating with the meter.	› Check that wall outlet is working. › Make sure the display unit is not plugged into a GFI, surge protector or switch-controlled outlet. › Check that plug is not loose. › Relocate display unit to another outlet in the home. › **TIP: Make sure the display unit is ALWAYS plugged in.**

DISPLAY UNIT MESSAGES

MESSAGE	CAUSE	SOLUTION
› WARNING: Out-of-date information (Power is **OFF**)	› The display unit has not been communicating with the meter.	› Check circuit breaker(s). They must be in the on position. **Reset if necessary**. › Check that battery is properly installed. › Replace battery. Install a **new** 9-volt alkaline battery. If corrosion is present, clean display unit battery terminal with rubbing alcohol and a cotton swab. › Relocate display unit to another outlet in the home. Push blue "Display Cycle" button. Reinsert last smart card. › Call SRP at **(602) 236-8855** for assistance.

PAYCENTER TROUBLESHOOTING

MESSAGE	CAUSE	SOLUTION
› Card not Written	› Credit was not loaded onto the smart card.	› Call SRP at **(602) 236-8855** for assistance.
› Meter not installed	› M-Power meter has not been installed or is not active.	› Call SRP at **(602) 236-8855** for assistance.
› Transaction canceled	› Transaction was canceled by user.	› Try again.
› Unable to process transaction	› SRP PayCenter is currently not working. › M-Power meter is not installed or is not currently active.	› Try another PayCenter. Visit **srpnet.com/paycenter** for a location close to you. › Call SRP at **(602) 236-8855** for assistance.

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