



Delivering water and power™

Payment Codes and Emergency Credit

CODE TYPES

PAYMENT CODE: This 20 digit code may be issued by an SRP Representative when a power purchase is unable to reach the meter remotely.

EMERGENCY CREDIT: This 20 digit code may be issued in the unlikely event of widespread system processing issues that prevent you from making a purchase for electricity.

To obtain a Payment Code or Emergency Credit call SRP at 602-236-8888. We are available to assist you 24 hours a day, 7 days a week.

HOW TO ENTER A CODE

1. Write down the 20 digit code you are issued. Press and hold the “Display Cycle” and “Select Language” buttons for five seconds. The message “Enter Code” will appear. If power was off, it will turn on for ten minutes while you enter the code.
2. Begin entering the code by pressing the “Select Language” button until the first number you need appears. Next, 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.
3. Repeat step 2 until all digits in the code you were issued have been entered. The message “eCode Accepted” will appear if the number has been entered correctly and validated.

IMPORTANT CODE TIPS

- You have five attempts to enter the code in 10 minutes. If the code has not been entered correctly after five attempts, the meter may disconnect if there is no remaining credit. You must wait one hour before trying again. There is a maximum of five 10 minute periods available to attempt to enter the code per 24 hour period.
- If your power is off when you begin the process for entering the code, the M-Power Box will keep track of the amount of energy you use during the 10 minute period and the amount will be displayed as Accumulated Debt. When your next purchase is received at the meter, the purchased credit amount will be reduced by the amount of Accumulated Debt.