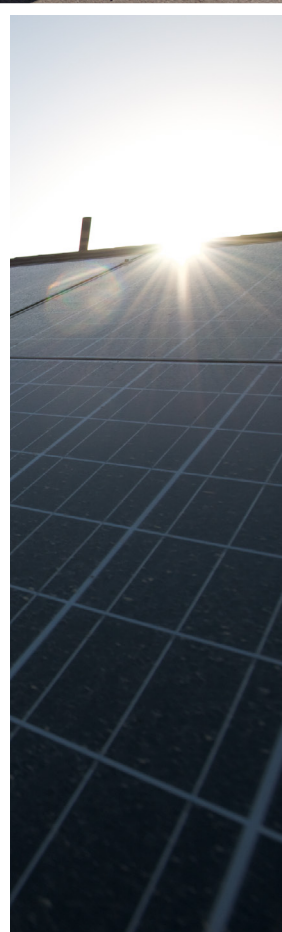




FY24 CUSTOMER PROGRAMS REPORT



Save energy. Save money. Save with SRP.

TABLE OF CONTENTS

[Overview](#)

[Residential Energy Efficiency Programs](#)

[Commercial Energy Efficiency Programs](#)

[Demand Response Programs](#)

[Transportation Electrification](#)

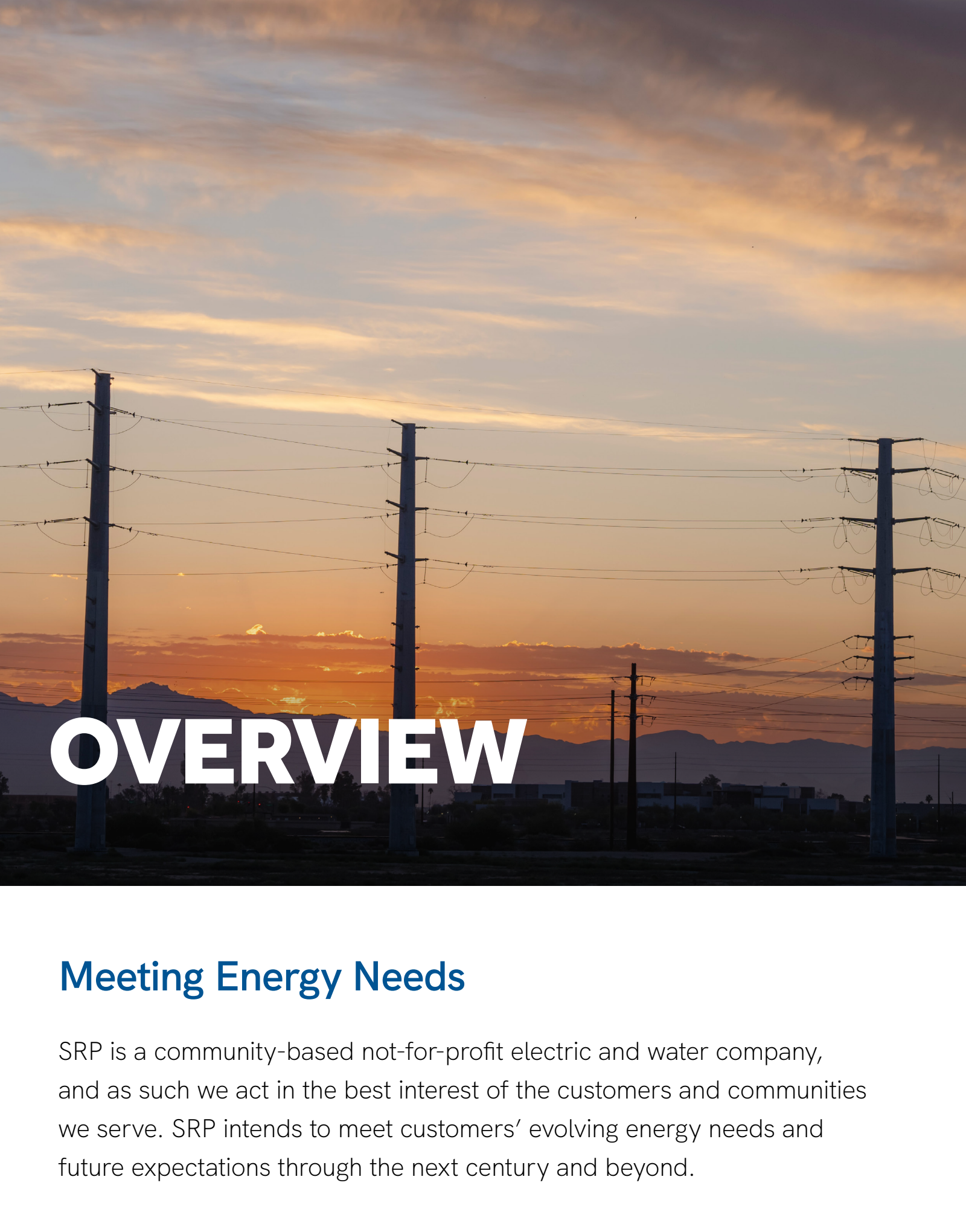
[Electric Technologies](#)

[Distributed Energy Programs](#)

[Energy Education \(Residential\)](#)

[Energy Education \(Commercial\)](#)

[Summary of Program Savings and Benefits](#)



OVERVIEW

Meeting Energy Needs

SRP is a community-based not-for-profit electric and water company, and as such we act in the best interest of the customers and communities we serve. SRP intends to meet customers’ evolving energy needs and future expectations through the next century and beyond.

Providing customers with reliable, affordable and sustainable service includes helping them understand and manage their energy usage through energy efficiency, demand response, electrification, electric vehicle and grid enablement programs. These programs help to effectively limit power plant emissions, lower costs, manage current demand and plan for future growth.

SRP Growth in Energy Use



Ensuring a Sustainable Future

For more than a century, SRP has worked to ensure a sustainable future for Arizonans. SRP remains committed to providing reliable, affordable and sustainable power through our 2035 Sustainability Goals and five-year action plans.

SRP’s 2035 Sustainability Goals were initially approved by SRP’s Board in 2017. The goals include reducing the company’s carbon footprint, ensuring water resiliency, enabling new technologies on the electric grid, promoting a sustainable supply chain and reducing waste, and engaging with communities. As a result of feedback from stakeholders and customers, SRP’s Board approved enhancements to the 2035 goals in 2019 that include more aggressive measures and new efforts to address forest restoration, water conservation and electrification. This past year, SRP refreshed its goals through multiple meetings with customers and stakeholders within our 2035 Advisory Group. During the process, SRP reviewed progress to date, current trends and learnings, and proposed updated 2035 goals. The newly established and Board approved goals within the Customer and Grid Enablement pillar includes increased energy efficiency, transportation electrification, and electric technologies targets. More details are available at srp.net/sustainability.

Measuring Program Results

Program evaluations are an essential component in managing SRP’s portfolio of energy efficiency, demand response, electric technologies, transportation electrification, and grid enablement programs. SRP must have a thorough understanding of the direct impact each program has in reducing energy consumption and demand, the quality of the experience and the value provided to participating customers, and the overall net benefit provided by each program’s existence.

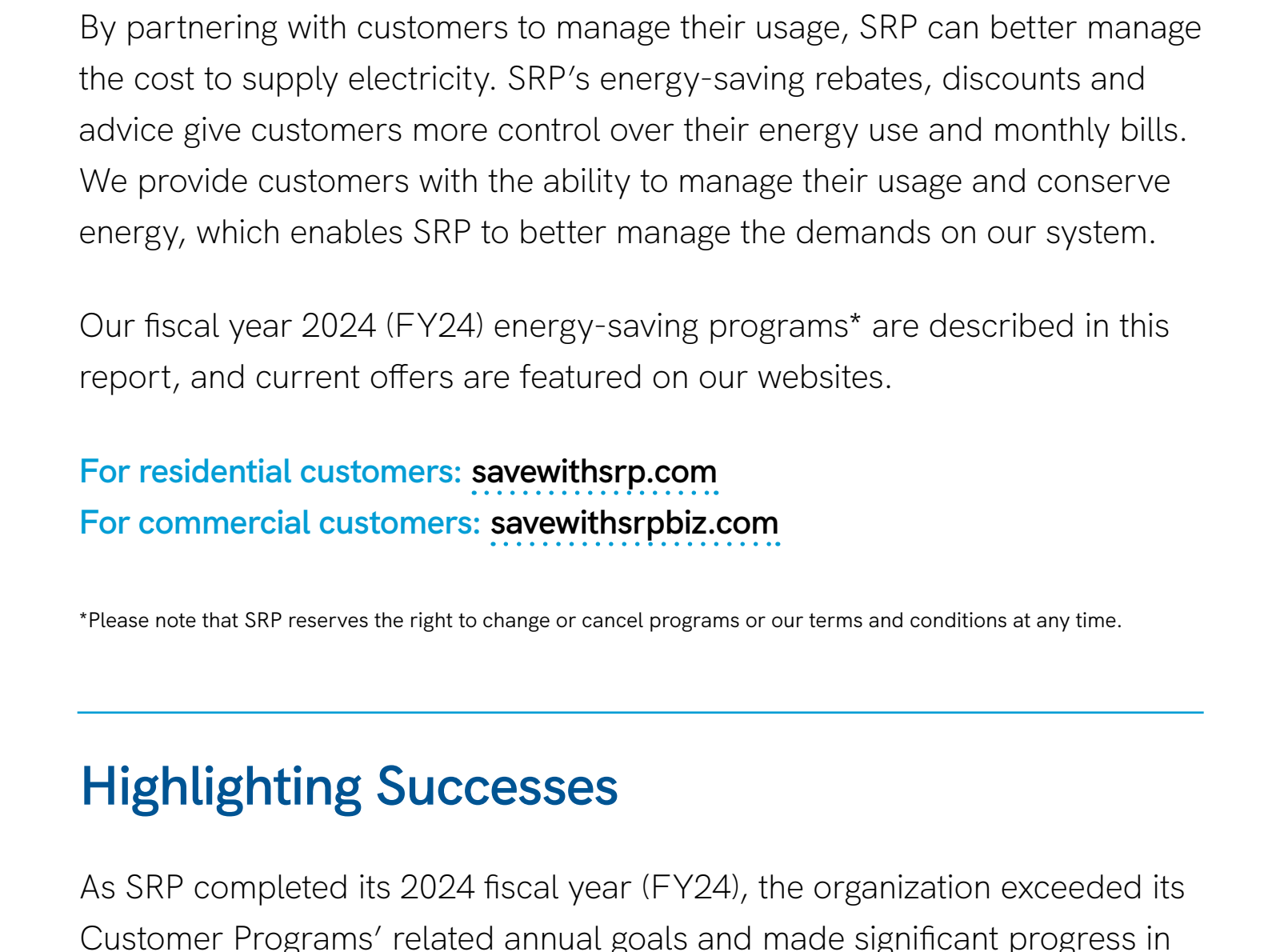
Recognizing this need, SRP’s Evaluation, Measurement & Verification (EM&V) procedures and protocols have become well established over the years, consistently using recognized industry best practices. SRP regularly performs formal and comprehensive energy savings impact, process and cost-effectiveness evaluations of its customer program portfolio.

SRP continues to evaluate its programs to analyze their impact and cost-effectiveness.

To ensure the results are recognized as reliable and impartial, SRP partners with third-party independent EM&V consultants to conduct these evaluations. These recognized energy program evaluation industry leaders conduct engineering and billing analyses, modeling, research and interviews with internal and external stakeholders and perform economic cost-benefit tests. Together, these

evaluation elements provide an objective and unbiased assessment of our programs and the portfolio of customer program offerings as a whole.

SRP’s Measurement and Evaluation group also conducts ongoing research and reviews of the programs. The comprehensive approach applied by SRP ensures that the reported program accomplishments and activities are accurate, reliable and trusted and that resources devoted to the program portfolio initiatives are effectively and appropriately allocated.



Helping Customers Save

By partnering with customers to manage their usage, SRP can better manage the cost to supply electricity. SRP’s energy-saving rebates, discounts and advice give customers more control over their energy use and monthly bills. We provide customers with the ability to manage their usage and conserve energy, which enables SRP to better manage the demands on our system.

Our fiscal year 2024 (FY24) energy-saving programs* are described in this report, and current offers are featured on our websites.

For residential customers: savewithsrp.com

For commercial customers: savewithsrpbiz.com

*Please note that SRP reserves the right to change or cancel programs or our terms and conditions at any time.

Highlighting Successes

As SRP completed its 2024 fiscal year (FY24), the organization exceeded its Customer Programs’ related annual goals and made significant progress in meeting the commitments outlined in the 2035 Sustainability five-year action plans. The portfolio performed well in all four areas, which includes Energy Efficiency (EE), Demand Response (DR), Transportation Electrification (TE) and Electric Technology (E-Tech) initiatives.

Last year, SRP’s portfolio of Energy Efficiency programs delivered 626,020 MWh of annual incremental energy savings for the year. This performance represents 101% of our annual energy savings target of 620,000 MWh. The Residential EE portfolio provided 442,293 MWh of energy savings, with the

SRP exceeded all four customer program-related goals.

Efficient Homes, ENERGY STAR® Homes and the Energy Scorecard programs serving as the three largest contributors of savings. The Commercial EE programs generated 183,727 MWh of incremental energy savings, with a significant portion of the annual savings being generated by SRP Business Solutions™ and SRP Custom Business Solutions™

programs. SRP M-Power®, SRP’s prepaid program, delivered energy savings that totaled 294,126 MWh in FY24, with 150,509 customers participating in the program at year-end. From a cumulative lifetime energy savings perspective, SRP’s aggregate energy savings total grew to 2,927,356 MWh through the end of FY24.

SRP continued to make strides in aggressively growing our Demand Response portfolio. SRP’s portfolio of Residential and Commercial DR programs totaled 165 MW of

dispatchable capacity, representing 110% of the 150 MW annual target. To help meet SRP’s ever-increasing system load growth, SRP continued to expand its national leading residential SRP Bring Your Own Thermostat Program™ (BYOT).

At year-end, SRP’s residential BYOT program had 89,458 smart thermostats enrolled in the program, resulting in 115 MW of dispatchable capacity. Through promotions on SRP Marketplace™ and other marketing efforts, the BYOT Demand Response program enrolled 13,315 net new smart

thermostats in FY24. Within the SRP Business Demand Response Program™, SRP provided our business customers with additional options and continued to grow the program. At year-end, SRP had 738 business customer sites enrolled, representing 50 MW of dispatchable capacity. The combined EE/ DR portfolio was delivered at \$55.2 million, which represents 94% of our FY24 program budget.

Within our Transportation Electrification (TE) initiative, SRP exceeded its FY24 objective and continued to expand its comprehensive portfolio of electric vehicle (EV) programs. This effort is intended to enable customers’ adoption of EVs and transform the local EV market over time. At fiscal year-end, SRP supported and enabled 53,557 EVs within its service territory, or 102% of its annual objective of 52,600 EVs. Over the past year, SRP continued to experience EV growth in its service territory, which equated to 32% of year-over-year growth. In the years to come, federal infrastructure funding, EV tax credits and recent price reductions announced by select EV manufacturers should support additional growth. Last year, SRP continued to work with its external program administrator to grow the Business EV Charging Program as SRP added rebates for DCFC systems and conducted several Business Fleet Assessments to continue to build the pipeline of customer activity. SRP’s turnkey installation service program offered through Qmerit was launched to help customers overcome the challenges of installing chargers at home. SRP also focused on new construction and continued to work with local Valley homebuilders to make new homes ready for EV chargers. As a result, SRP enrolled multiple housing developments in the ENERGY STAR Homes EV-Ready Communities program and builders completed over 2,100 homes with make-ready provisions.

The Electric Technology (E-Tech) program delivered 19,163 MWh of incremental electrified load impact, or 125% of the 15,300 MWh annual target as of fiscal year-end. Customer interest in electrifying and meeting their decarbonization goals through these programs continued to grow and expand. SRP customers received over 750 electric forklifts and 278 high-frequency, DR-capable smart forklift charger rebates, delivering 17,745 MWh of incremental energy impact. Last year, SRP also continued to add options for our customers and offered rebates for heat pump water heaters and other air-conditioning measures. In terms of cumulative lifetime energy impact, FY24 performance brings SRP’s year-end aggregate energy impact to 79,152 MWh.

SRP continued to deliver one of the largest and most comprehensive portfolios of customer programs throughout the Southwest and across the nation. SRP was again awarded the ENERGY STAR Partner of the Year award in recognition of its leadership in Energy Efficiency. The 2024 award marks the 11th consecutive year in which SRP received this distinction from the Department of Energy and the EPA. SRP also earned Sustained Excellence honors for the ninth consecutive year for its commitment to

SRP’s portfolio of customer programs continues to be one of the largest and most comprehensive portfolios of EE programs in the region.

outstanding program delivery. SRP was recognized by the EPA as a Market Leader for its ENERGY STAR Homes program as SRP has one of the largest efficient home builder programs in the nation. SRP held its annual Champions of Sustainability awards ceremony as SRP continued to celebrate our customers’ achievements in the areas of energy and water conservation, load management and electrification and our ongoing collaboration with our business customers.


Dan Dreiling
Director, Customer Programs



RESIDENTIAL ENERGY EFFICIENCY PROGRAMS

Efficient Home Program

The Efficient Home Program addresses the challenge of keeping our homes cool and comfortable throughout the year. The program offers equipment rebates for high-efficiency heat pumps, air conditioners and heat pump water heaters. It encourages improvements to the home's protective envelope with rebates for insulation upgrades, window replacements, window films, shade screens and cool roof coatings. A rebate for comprehensive energy audit services is also available to help uncover other energy-related challenges in the home. The energy audits, duct repairs and insulation upgrades are performed by prequalified contractors certified by the Building Performance Institute (BPI).

KEY PROGRAM STATISTICS	
Annual Participation	17,545
First-Year Energy Savings (MWh)	37,583
FY24 Annual Rebate	\$8,880,363

Efficient Home FY24 Annual Participation by Measure	
HVAC Replacement	10,136
HVAC Duct Repair	2,219
Attic Insulation	1,886
Shade Screen	2,304
ENERGY STAR® Windows	71
Cool Roof	33
Heat Pump Water Heaters	94
Energy Audit	802

HVAC System Replacements: Rebates up to \$1,125 are available for central and mini-split HVAC systems with a Seasonal Energy Efficiency Ratio (SEER2) of 15 or higher, based on the system's compressor type and size. The rebate encourages customers to install systems with advanced multi-stage and variable-capacity compressors that deliver greater energy and demand savings with improved comfort compared to a typical single-stage compressor.

HVAC Duct System Repairs: Rebates up to \$400 toward qualified HVAC duct system repairs are available. Ducts distribute conditioned air from the central HVAC system to each part of the home and back again. In a typical house, about 20% of that air is lost due to leaks or improper installation. Tightly sealed and well-insulated air ducts can maintain temperatures throughout the home, reduce energy costs and prevent dirt, dust, moisture, pollen, pests and fumes from entering the home.

Attic Insulation Upgrades: Rebates up to \$600 for qualified insulation upgrades are available. To achieve maximum performance, insulation must be installed in the right locations and be free of gaps, voids and compressions. Properly installed insulation provides more consistent temperatures throughout the house, resulting in a more comfortable living environment and greater energy savings. BPI-certified contractors use industry-accepted testing methods to perform the work.

Exterior Window Film and Shade Screens: Rebates up to \$1 per square foot for qualifying window film or shade screens installed on east-, south- and west-facing windows are available. Properly installed window treatments can reduce heat gain by up to 50% and lower home cooling costs by up to 25%.

ENERGY STAR® Windows: Rebates up to \$3 per square foot for professionally installed ENERGY STAR rated replacement windows. ENERGY STAR certified windows provide improved comfort and enhanced protection of your home's interior, while lowering household energy bills by an average of 12%. Air-tight window frames and high-performance Low-E glass coatings increase efficiency by blocking 70% or more of the solar heat gain in the summer and reflecting radiant heat indoors during winter.

Cool Roof Coatings: Rebates up to \$600 for qualified cool roof coating installations. Using highly reflective paint, cool roofs offer enhanced durability and reduce the amount of solar heat transmitted into your home. A properly installed cool roof can improve your home's comfort while reducing cooling demand by 10%-15%.

Heat Pump Water Heaters: Rebates up to \$500 for a professionally installed ENERGY STAR Heat Pump Water Heater (HPWH). A new HPWH delivers bill savings by using less than half the electricity of normal electric resistance water heaters. A HPWH is also a great replacement option for natural gas water heaters, as they remove safety and environmental concerns related to fossil fuel combustion in the home.

Energy Audit Services: Rebates up to \$100 for qualifying comprehensive energy audit services are available. A comprehensive diagnostic evaluation of a home can help uncover hidden issues that may be leading to efficiency losses, indoor air quality concerns and poor cooling performance. Energy audits are completed by BPI-certified contractors in alignment with the EPA's Home Performance with ENERGY STAR guidelines.

Smart Thermostat Program

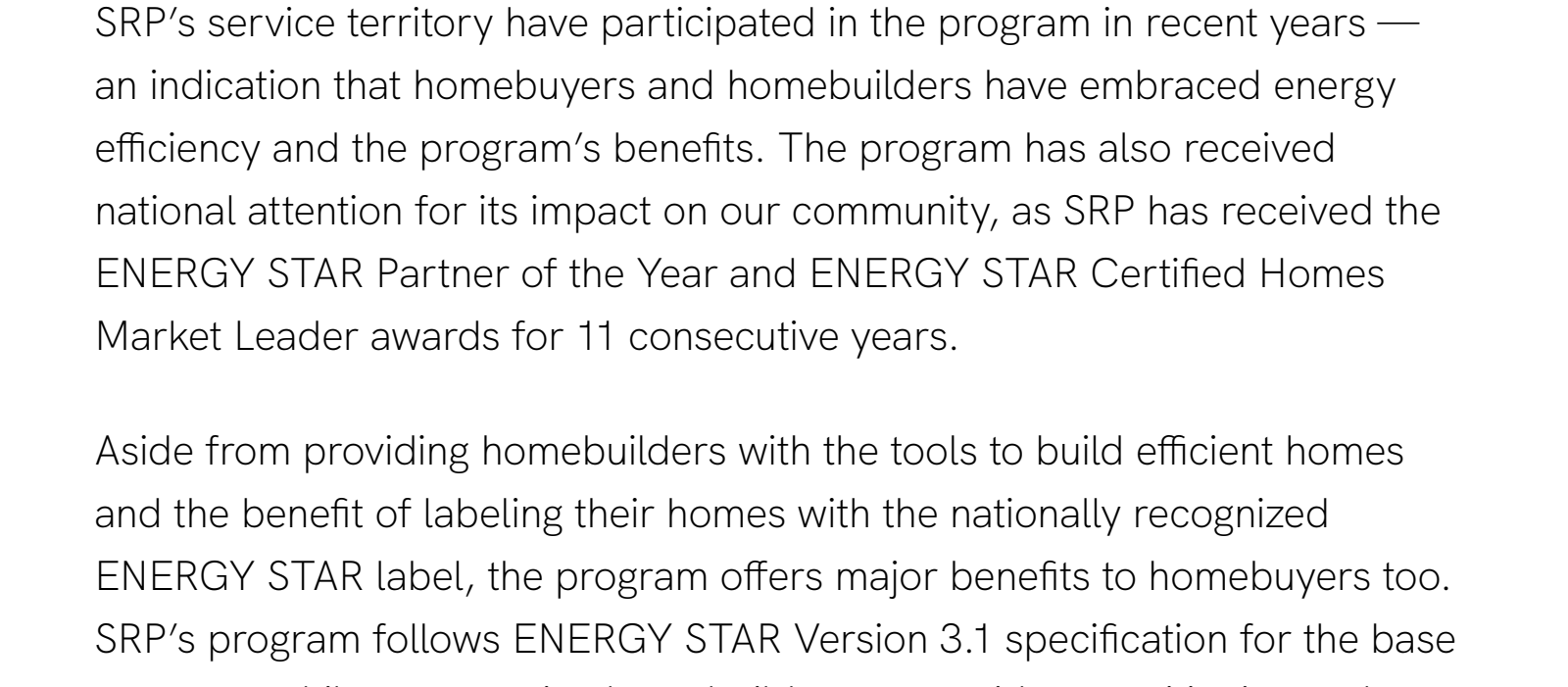
SRP encourages customers and homebuilders to install ENERGY STAR labeled smart thermostats that can improve home comfort, deliver energy savings and provide the convenience of remote management. Additionally, the programs promote thermostats that are compatible with SRP's BYOT demand response program, which rewards customers for participating in conservation events throughout the summer to help SRP manage peak loads on the electrical system reliably and sustainably.

KEY PROGRAM STATISTICS	
Annual Participation	29,801
First-Year Energy Savings (MWh)	21,564
FY24 Annual Rebate	\$1,314,035

SRP Marketplace™

SRP Marketplace is an online store where residential customers can redeem instant rebates on a curated list of energy- and water-saving products. Franklin Energy hosts the platform and works directly with manufacturers to source products and offer special manufacturer promotions that SRP can pass on to its customers in addition to instant rebates. SRP Marketplace has become an increasingly popular place for customers to purchase discounted smart thermostats, LEDs, smart Level 2 EV chargers, and more. Visit srpmarketplace.com to learn more.

KEY PROGRAM STATISTICS	
Annual Participation	10,526
First-Year Energy Savings (MWh)	5,475
FY24 Annual Rebate	\$466,340



SRP M-Power®

SRP M-Power is a prepaid program that uses in-home display monitors, smart cards and a payment kiosk network to put more than 150,500 consumers in control of aspects of their energy use, payments and budgets.

Based on our annual research, SRP M-Power customers, on average, reduce their annual energy consumption 12% by:

- Monitoring electricity usage with real-time information
- Managing the cost of consumption to meet personal needs
- Using in-home display boxes that provide positive reinforcement and immediate feedback about energy usage

In addition, the program provides hands-on energy education for the entire family. According to the most recent annual survey of SRP M-Power customers, SRP M-Power has achieved one of the highest levels of satisfaction.

- 93% of respondents prefer SRP M-Power over monthly billing.
- 91% of respondents agree that the SRP M-Power program helps them better manage their personal finances.
- 92% of respondents agree/strongly agree with the statement that they use energy more wisely.

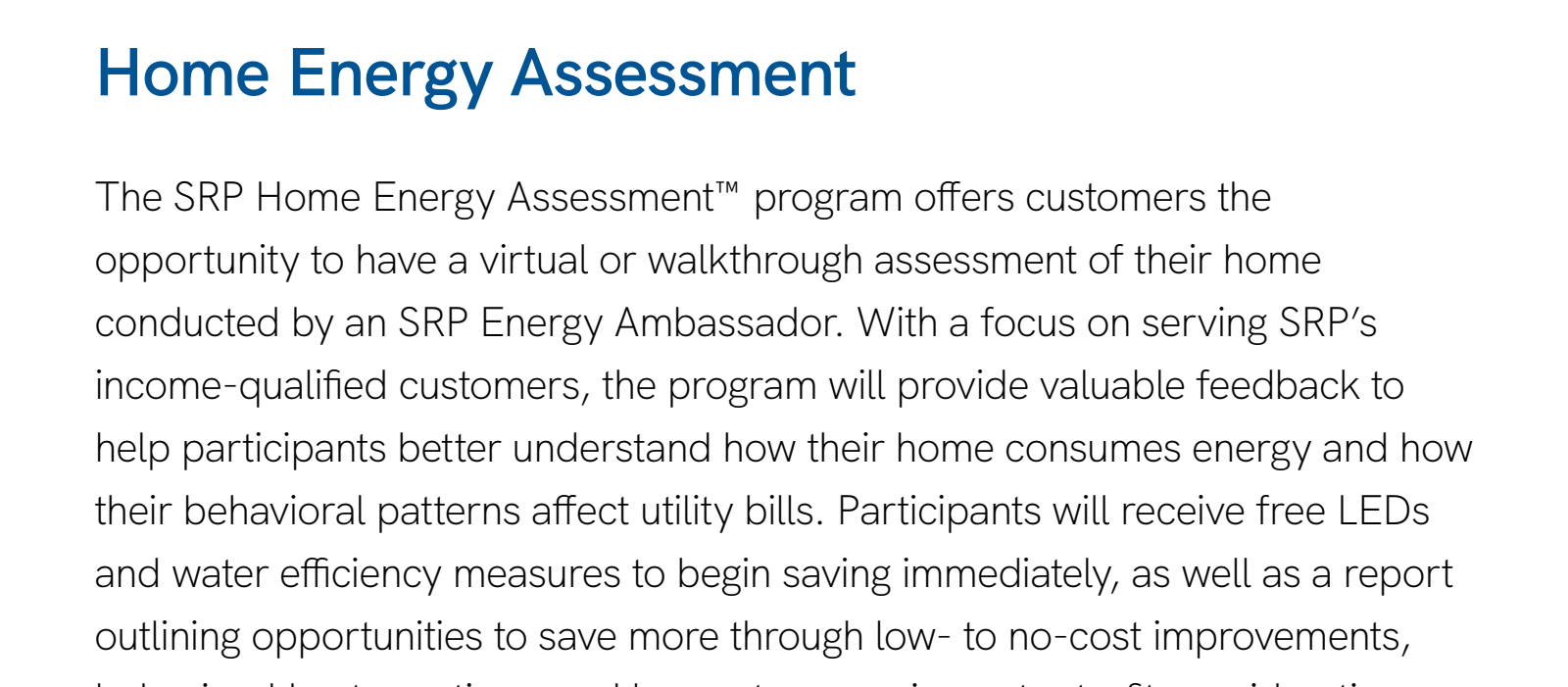
The Next Generation Prepay program provides SRP M-Power customers with the ability to view their daily usage history both online and with their in-home display unit and purchase power using their PC, laptop or smartphone.

KEY PROGRAM STATISTICS	
Annual Participation	150,509
First-Year Energy Savings (MWh)	294,126
FY24 Annual Rebate	-

Energy Scorecard

The SRP Energy Scorecard™ program provides targeted residential customers with customized home energy reports throughout the year that include energy-saving solutions and energy consumption data that compares their usage with similar homes. The program is designed to help customers better manage their energy usage throughout the year and establish long-term behavior change. Scorecards are issued six times a year. Over 90,000 customers realized savings as a result of participating in this program last year. After more than 12 years of service, the Energy Scorecard program was sunset at the end of FY24. For FY25, a new Opower-managed Home Energy Report program will deliver more detailed and personalized insights and recommendations to more than 200,000 program participants on a monthly basis.

KEY PROGRAM STATISTICS	
Annual Participation	90,660
First-Year Energy Savings (MWh)	23,854
FY24 Annual Rebate	-



ENERGY STAR® Homes

For more than 50 years, SRP has worked with local homebuilders to improve the efficiency of new homes in the Valley. The SRP ENERGY STAR Homes program is an extension of that partnership, encouraging homebuilders to construct increasingly efficient, durable and comfortable new homes. This long-term commitment has been extremely beneficial to SRP and its customers, as more than 60% of new homes built within SRP's service territory have participated in the program in recent years — an indication that homebuyers and homebuilders have embraced energy efficiency and the program's benefits. The program has also received national attention for its impact on our community, as SRP has received the ENERGY STAR Partner of the Year and ENERGY STAR Certified Homes Market Leader awards for 11 consecutive years.

Aside from providing homebuilders with the tools to build efficient homes and the benefit of labeling their homes with the nationally recognized ENERGY STAR label, the program offers major benefits to homebuyers too. SRP's program follows ENERGY STAR Version 3.1 specification for the base program, while encouraging homebuilders to consider transitioning to the more efficient Version 3.2 specification in upcoming communities. SRP relies on the ENERGY STAR specifications, as they include stringent requirements and inspections for the home's envelope and major systems to ensure the proper installation of insulation, windows, HVAC systems and other components of the home that affect the efficiency and quality.

The program also embraces SRP's commitment to sustainability by layering on additional HVAC and water efficiency requirements important to our desert climate. As a result, the program helps new homeowners save up to \$700 annually on their utility bills. Additionally, the program features an EV-Ready Community option that encourages homebuilders to prewire homes for the electric vehicle charging needs of the future.

KEY PROGRAM STATISTICS	
Annual Participation	8,619
First-Year Energy Savings (MWh)	29,672
FY24 Annual Rebate	\$3,478,566

Multifamily Energy Efficiency Program

The SRP Multifamily Energy Efficiency Program retrofits existing structures with energy and water conservation measures. The program serves all multifamily facilities but is designed to target housing within HUD Qualified Census Tracts to help customers and communities that have been historically underserved by energy efficiency programs. Aside from the energy and water conservation measures provided to tenants, the program offers sizeable incentives to encourage property managers to install efficient equipment throughout the property, such as high-efficiency HVAC units, smart thermostats, heat pump water heaters, shade screens, pool pumps and more. The program also serves to engage property managers and tenants with program offerings related to demand response and EV charging.

Key challenges of this segment include:

- Lack of access to capital
- Insufficient time and/or resources to consider energy efficiency improvements
- Leased rather than owner-occupied facilities

The program is expected to address these barriers through the following offerings:

- Free on-site assessments of existing equipment and program suitability
- Discounted HVAC measures, LEDs and water-saving devices for tenant spaces and common areas
- Enhanced discounts for facilities that meet the program's limited-income qualifications

KEY PROGRAM STATISTICS	
Annual Participation	4,453
First-Year Energy Savings (MWh)	2,346
FY24 Annual Rebate	\$1,105,439

Building Energy Code Initiative

The SRP Building Energy Code Initiative™ aims to raise awareness and promote the adoption of residential building energy codes within SRP's electric service territory. Building energy codes have resulted in an increased supply of homes in SRP's electric service area that are both energy efficient and affordable to operate. Building energy codes also provide one of the lowest-cost options to improve energy efficiency and reduce greenhouse gas emissions across SRP's service territory.

The primary goal of this program is to provide municipal building officials, advisory board members and elected officials with the necessary information, training and technical assistance to adopt the most current International Energy Conservation Code (IECC) for residential construction. SRP also provides educational support and training to members of the local building community, including builders, architects, engineers and contractors who need to comply with the newly adopted energy codes. Finally, SRP uses its presence at the national, state and local levels to help our customers and stakeholders develop and advocate for more robust building energy codes.

Within SRP's Sustainable Portfolio, this program captures credit for a portion of the energy saved as more efficient homes are constructed in jurisdictions that have adopted the advanced energy codes.

KEY PROGRAM STATISTICS	
Annual Participation	11,408
First-Year Energy Savings (MWh)	16,671
FY24 Annual Rebate	\$123,290

Shade Tree Program

The SRP Shade Tree Program™ provides customers with up to two free desert-adapted shade trees and planting advice to reduce cooling costs. Properly planted trees can shade your home from the sun and reduce cooling needs by up to 10%. In addition to saving energy, the desert-adapted tree varieties distributed by the program require minimal irrigation and help conserve precious water resources. Customers must attend a workshop that provides best practices for planting and caring for their new trees.

KEY PROGRAM STATISTICS	
Annual Participation	5,428
First-Year Energy Savings (MWh)	488
FY24 Annual Rebate	\$89,323

Home Energy Assessment

The SRP Home Energy Assessment™ program offers customers the opportunity to have a virtual or walkthrough assessment of their home conducted by an SRP Energy Ambassador. With a focus on serving SRP's income-qualified customers, the program will provide valuable feedback to help participants better understand how their home consumes energy and how their behavioral patterns affect utility bills. Participants will receive free LEDs and water efficiency measures to begin saving immediately, as well as a report outlining opportunities to save more through low- to no-cost improvements, behavioral best practices, and longer-term equipment retrofit considerations. Program participants will also gain exclusive access to exclusive appliance rebates to help replace outdated equipment and, in some cases, a free refrigerator replacement.

KEY PROGRAM STATISTICS	
Annual Participation	1,897
First-Year Energy Savings (MWh)	2,370
FY24 Annual Rebate	\$203,613

Limited-Time Offer Program

SRP's Limited-Time Offer program is designed to be flexible and nimble, serving specific customer segments with unique short-term offers that deliver energy efficiency and/or demand response-focused solutions. This year, the program engaged limited-income, single-family homeowners with a free energy kit that included one or two smart thermostats, six LEDs and two water efficiency measures.

KEY PROGRAM STATISTICS	
Annual Participation	4,476
First-Year Energy Savings (MWh)	8,144
FY24 Annual Rebate	\$314,613



Standard Business Solutions

The Standard Business Solutions program is the largest contributor to the portfolio of commercial energy efficiency programs. It provides rebates for the purchase of popular high-efficiency equipment used in lighting, HVAC, compressed air, refrigeration, data center and building envelope applications.

KEY PROGRAM STATISTICS	
Annual Participation	3,365
First-Year Energy Savings (MWh)	141,069
FY24 Annual Rebate	\$7,343,126

Lighting Equipment: Rebates are available for high-efficiency interior and exterior lighting equipment and controls for retrofit and new construction projects. LED fixtures and lamps must be ENERGY STAR® or DesignLights Consortium™ approved.

HVAC Equipment: Rebates are available for space cooling equipment, such as chillers, unitary heat pumps and air conditioners, packaged terminal units, multi-split variable refrigerant flow systems, and direct or indirect/direct evaporative coolers. Rebates are available for efficiency-focused HVAC motors and controls, including electronically commutated motors (ECMs), permanent magnet synchronous motors (PMSMs), smart thermostats, advanced rooftop controls, carbon dioxide and carbon monoxide controls, hotel room occupancy controls, energy management systems, variable-frequency drives (VFDs) and outdoor air economizers. Additionally, a rebate is available for ultraviolet germicidal irradiation (UVGI) indoor air quality applications.

HVAC Tune-Up: A new and innovative rebate program that uses cost-effective strategies to help make existing HVAC package or split systems more efficient. The program is designed to optimize facility operations and improve occupant comfort. Tune-up measures include: adjusting equipment schedules and temperature set points, repairing air-side economizers, modifying outside air intake percentages, recharging refrigerant, cleaning condenser coils, and ensuring system safety and operability. This program also includes installing smart thermostats, which are eligible for enrollment in the SRP Bring Your Own Thermostat Program™ (BYOT).

Compressed Air Equipment: Rebates vary for low-pressure drop filters, zero-loss condensate drains, additional receiver capacity, refrigerated cycling dryers, variable-frequency drive compressors and desiccant dryers.

Refrigeration Equipment: Rebates vary for select compressors and condensers, controls, door closers and seals, VFDs and ECMs, fast-acting cooler and freezer doors, strip curtains, display cases, vending machines, ultra-low temperature freezers, and suction pipe insulation.

Data Center Equipment: Rebates are available for efficient data center equipment and practices, such as networked PC power management software, high-efficiency servers, server virtualization, high-efficiency computer room air conditioners (CRACs), and VFDs, ECMs and PMSMs for computer room air-conditioning systems.

Kitchen Equipment: Rebates vary for select high-efficiency electric commercial kitchen equipment, including griddles, electric steam cookers, dishwashers, hot food holding cabinets, icemakers, electric convection ovens, electric vat fryers, electric combination ovens, high-efficiency perinse spray valves, and VFDs on kitchen exhaust hoods.

Building Envelope and Miscellaneous Equipment: Rebates are available for a variety of building envelope measures, such as roof/ceiling insulation, cool roof coatings, window film and window shade screens. Rebates are also available for heat pump water heaters, VFDs on domestic water pumps, and variable-speed pool pumps.

Midstream Business Solutions

The SRP Midstream Business Solutions program works with local HVAC distributors to encourage the stocking of high-efficiency HVAC equipment. The program offers incentives to help reduce the incremental cost of the high-efficiency equipment for SRP’s business customers. Streamlined tools and processes allow participating distributors to validate customer and equipment eligibility quickly and easily. Maintaining a sufficient supply of cost-competitive, high-efficiency equipment will help support trade allies and customers in unplanned emergency replacement situations that are often missed with downstream energy efficiency programs.

KEY PROGRAM STATISTICS	
Annual Participation	263
First-Year Energy Savings (MWh)	1,371
FY24 Annual Rebate	\$268,250

Custom Business Solutions

The SRP Custom Business Solutions™ program offers customers the opportunity to submit projects for energy-efficient upgrades unique to their existing or new facilities and operations.

Projects vary greatly by size and scope, often focusing on the optimization of chiller plants, refrigeration systems, compressed air systems or energy management systems. The program’s flexibility, however, allows customers to submit one-of-a-kind production processes, such as horticultural lighting and advanced HVAC solutions for controlled environment agriculture projects. Cost-effective projects receive rebates of 8 cents per kWh for the first year of energy savings plus \$300 per average peak kW saved. Rebates are limited to 75% of the incremental customer cost. To qualify for a rebate, new equipment must reduce annual energy consumption and energy consumption during SRP’s summer peak period.

KEY PROGRAM STATISTICS	
Annual Participation	25
First-Year Energy Savings (MWh)	9,395
FY24 Annual Rebate	\$1,047,504

Businesses may also qualify for a variety of assessment services to help uncover energy-saving opportunities. Preliminary and technical assessment services currently offered include:

- Energy Efficiency Measure (EEM) Assessment – evaluation of complete energy efficiency projects
- Compressed Air Leak Assessment – evaluation of compressed air systems between 25 and 100 horsepower (HP)
- Compressed Air System Assessment – evaluation of compressed air systems larger than 100 HP
- Data Center Assessment – evaluation of data center operations and equipment
- Pump Test Assessment – evaluation of existing pump system efficiency
- Demand Response Assessment – evaluation of facility operations for demand response opportunities
- ENERGY STAR® Portfolio Manager® Benchmarking – benchmarking service for customer facilities

An SRP Qualified Service Provider (QSP) will perform a preapproved preliminary assessment to identify cost-effective opportunities for energy savings. This initial assessment is fully funded by SRP and valued at up to \$3,000. Projects with the strongest returns may be eligible for further evaluation by the QSP as part of a more in-depth, preapproved technical assessment. This assessment provides specific measure details and estimates of costs, energy savings and financial returns. SRP will pay 50% of the technical assessment cost (up to \$15,000 per customer, per year). SRP will pay the remaining 50% (up to an additional \$15,000) for customers who implement the recommended measures that meet established requirements.

Retrocommissioning Solutions

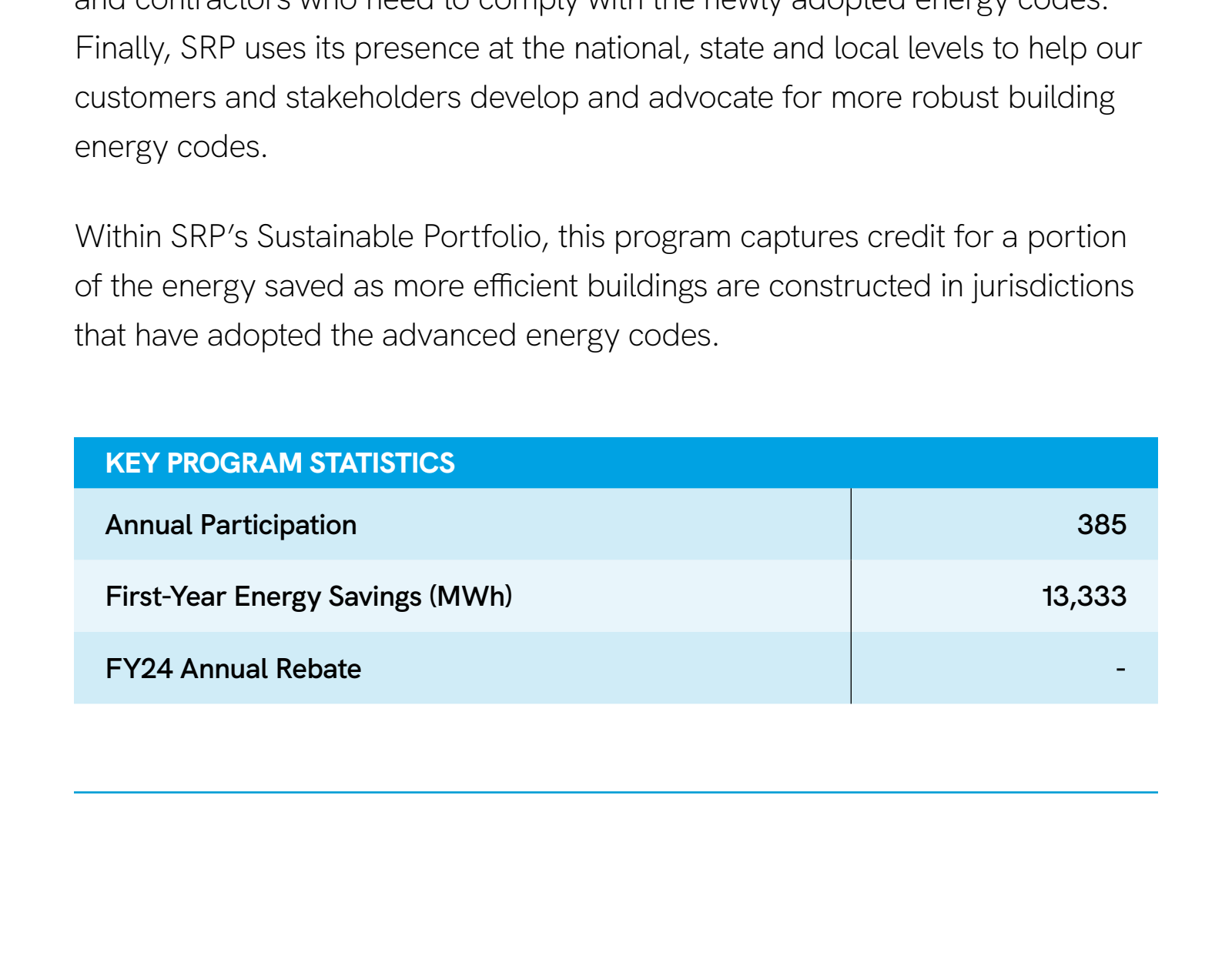
The SRP Retrocommissioning Solutions program was created to help our commercial and industrial customers implement energy efficiency measures that can help them save up to 15% on their energy bills without significant investment. Retrocommissioning is a systematic process for “tuning up” the major components of a building to improve energy efficiency. Typical measures are low cost with a simple payback of two years or less based on electricity savings.

Aside from the energy and cost savings, the service can help improve equipment performance, increase productivity, enhance asset value, improve occupant comfort and indoor air quality, and develop O&M staff capabilities and expertise. The program pays for the analysis, diagnostics and technical assistance provided for all customers, including Building Tuneup customers.

KEY PROGRAM STATISTICS	
Annual Participation	27
First-Year Energy Savings (MWh)	7,451
FY24 Annual Rebate	\$1,258,143

Traditional Retrocommissioning: For facilities over 50,000 square feet, the program conducts a comprehensive and robust evaluation that seeks to evaluate and optimize HVAC, central plant, lighting, compressed air, refrigeration and process equipment. Customers must be spending at least \$3,000 to implement identified measures. Completed measures are eligible for a rebate of 5 cents per kWh for the first year of electricity savings plus \$100 per average peak kW saved.

Monitoring-Based Commissioning: For facilities over 150,000 square feet or 3 million kWh of annual usage, customers can choose to participate in Monitoring-Based Commissioning (MBCx). In addition to the measures examined in the Traditional Retrocommissioning service, this service allows for additional data collection and greater energy savings. Customers must commit to spending at least \$3,000 to implement identified measures. Completed measures are eligible for a rebate of 5 cents per kWh for the first year of electricity savings plus \$100 per average peak kW saved. Participants may also be partially reimbursed for the integration of monitoring hardware and software.



Small Business Solutions

The SRP Small Business Solutions program is designed exclusively for customers who consume less than 300,000 kWh per year. Participating contractors have been authorized to offer enhanced instant rebates to this customer segment to help overcome substantial resource and financial hurdles that often get in the way of efficiency improvements. Program rebates are tiered based on customer consumption and focus on equipment with a fast return on investment. Customers consuming less than 145,000 kWh per year qualify for the most lucrative Tier 1 rebates, while customers consuming between 145,000 and 300,000 kWh per year qualify for Tier 2 rebates.

KEY PROGRAM STATISTICS	
Annual Participation	337
First-Year Energy Savings (MWh)	7,070
FY24 Annual Rebate	\$2,470,520

The program provides a no-cost walkthrough assessment of the customer’s lighting and HVAC systems and discounted pricing that generally covers 75% or more of the costs for new qualifying technologies, such as:

- ENERGY STAR or DesignLights Consortium approved LED fixtures and lamps
- LED exit signs
- Wall-mounted, ceiling-mounted and integrated occupancy sensors, vacancy sensors and daylighting controls
- Smart thermostats
- Electronically commutated motors
- Outside air economizers
- HVAC maintenance measures

Projects typically have a simple payback of less than one year. Customers who do not meet the criteria can still receive rebates through the SRP Standard Business Solutions program.

New Construction Solutions

The SRP New Construction Solutions program is designed to assist commercial and industrial customers during the early design phases of their new construction project, providing them with valuable energy efficiency recommendations and incentives to encourage greater efficiency and sustainability. The program provides the service and equipment rebates through two distinct participation tracks to encourage the implementation of energy efficiency measures in new construction projects.

KEY PROGRAM STATISTICS	
Annual Participation	4
First-Year Energy Savings (MWh)	4,040
FY24 Annual Rebate	\$588,363

Enhanced Performance Track: This track is suitable for larger projects that have the time to invest in energy modeling and lighting design workshops. Under this track, the design team, energy modeling consultants and the building owner are eligible for the following rebates:

- **Design Team Service Rebate:** The project owner’s design team is eligible to receive \$10,000-\$15,000 to help offset the team’s participation expenses.
- **Energy Design Assistance (EDA) Service Rebate:** SRP-approved, qualified energy modeling professionals and lighting designers are eligible to receive 8 cents per kWh of verified savings, up to \$50,000, for their role in developing and implementing energy efficiency.
- **Building Owner Equipment Rebate:** To help offset incremental costs associated with the implementation of the selected energy efficiency measures, the building owner is eligible for a rebate of 10 cents per kWh for the first year of electricity savings plus \$150 per average peak kW saved.

Expedited Track: This track is suitable for smaller projects with accelerated design schedules. Under this track, the building owner is eligible for the following rebate:

- **Building Owner Equipment Rebate:** To help offset incremental costs associated with the implementation of the selected energy efficiency measures, the building owner is eligible for a rebate of 10 cents per kWh for the first year of electricity savings plus \$150 per average peak kW saved.

Building Energy Code Initiative

The SRP Building Energy Code Initiative™ aims to raise awareness and promote the adoption of commercial building energy codes within SRP’s electric service territory. Building energy codes have resulted in an increased supply of buildings in SRP’s electric service area that are both energy efficient and affordable to operate. Building energy codes also provide one of the lowest-cost options to improve energy efficiency and reduce greenhouse gas emissions across SRP’s service territory.

The primary goal of this program is to provide municipal building officials, advisory board members and elected officials with the necessary information, training and technical assistance to adopt the most current International Energy Conservation Code (IECC) and the American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE) 90.1 standard for commercial construction. SRP also provides educational support and training to members of the local building community, including builders, architects, engineers and contractors who need to comply with the newly adopted energy codes. Finally, SRP uses its presence at the national, state and local levels to help our customers and stakeholders develop and advocate for more robust building energy codes.

Within SRP’s Sustainable Portfolio, this program captures credit for a portion of the energy saved as more efficient buildings are constructed in jurisdictions that have adopted the advanced energy codes.

KEY PROGRAM STATISTICS	
Annual Participation	385
First-Year Energy Savings (MWh)	13,333
FY24 Annual Rebate	-



DEMAND RESPONSE PROGRAMS

Bring Your Own Thermostat

The residential SRP Bring Your Own Thermostat Program™ (BYOT) helps customers use less energy and alleviate high demand during the hot summer months with the help of smart thermostats. The program incentivizes customers to enroll with a \$50 bill credit per qualified smart thermostat (up to two) and a \$25 bill credit at the end of each summer season they participate in the program. BYOT is a demand response program that utilizes a centralized control platform to communicate with customer thermostats and to dispatch conservation events throughout the summer to help address peak demand requirements. The participating thermostats receive instructions from the system to automatically adjust temperatures before and during a conservation event to maintain comfort while reducing strain on the electrical grid.

KEY PROGRAM STATISTICS	
Enrolled Devices	89,458
Subscribed Capacity (MW)	114.3
Annual Rebate	\$2,020,400

Business Demand Response

The SRP Business Demand Response Program™ engages with commercial and industrial customers through Enel X, a demand response aggregator, which helps customers identify and implement customized demand response action plans for their facilities. Action plans typically consist of temporary adjustments to lighting, HVAC or refrigeration settings but can also include deferring manufacturing or process loads to shift demand for a few hours. Participants earn incentives for being at the ready throughout the summer and for reducing their demand on SRP’s system when called upon to do so. The program helps alleviate pressure on SRP’s resources and electrical grid, allowing it to operate more efficiently and cost-effectively — helping to lower costs for all SRP customers.

KEY PROGRAM STATISTICS	
Enrolled Sites	738
Subscribed Capacity (MW)	50.3
Annual Rebate	\$2,219,509



TRANSPORTATION ELECTRIFICATION

Business EV Charging

SRP’s Business Electric Vehicle (EV) Charging program offers commercial, multifamily and fleet-owning customers rebates and services to support the installation of networked EV charging infrastructure at their facilities. The program helps customers learn more about the benefits of electric vehicles, support employee EV adoption, accelerate the transition of corporate vehicle fleets and meet corporate sustainability goals. Networked charging systems also help business customers monitor charging patterns and impacts on electric costs, as well as preparing them for managed charging programs SRP may develop in the future. Business EV charging patterns are ideal for absorbing solar generation on SRP’s system during the early morning and afternoon hours. This helps further reduce carbon emissions and utilize SRP’s existing electrical system more effectively.

FY24 PARTICIPATION (PORTS)	
FY24 Participation (Ports)	551
• Level 2 Charging	537
• DC Fast Charging	14
Annual Rebate*	\$2,248,950

*Rebate total includes additional infrastructure support provided to participating municipalities, schools and nonprofits.

Networked, Level 2 Charging Ports: Rebates range between \$1,500 and \$5,000 per networked Level 2 EV charging port. All business customers are encouraged to install networked charging for their employees, tenants and fleet vehicles to provide real-time monitoring and control of their charging demands in relation to time-of-use price plans and future managed charging programs. Enhanced rebates are offered to government agencies, tribal communities, schools, nonprofits, multifamily properties, and business customers located in federally recognized disadvantaged communities to help overcome financial barriers.

Networked, DC Fast Charging Stations: Rebates range between \$15,000 and \$25,000 per networked DC fast charging station. DC fast charging stations help support public charging projects as well as charging applications for light-, medium- and heavy-duty vehicle fleets. Government agencies, tribal communities, schools, nonprofits, multifamily properties, and business customers located in federally recognized disadvantaged communities are eligible for enhanced rebates to help overcome unique challenges along their path to EV adoption.

Fleet Assessment Services: Rebated services up to \$20,000 for the assessment of corporate vehicle fleets are available. The assessments are provided by SRP’s program implementation partner, ICF, and are intended to help customers evaluate and plan for the transition from internal combustion vehicle fleets to battery and/or plug-in hybrid vehicle fleets. Light-, medium- and heavy-duty fleets are eligible for the service. Through analysis of the customer’s current fleet and future plans, the assessment report highlights the benefits of electrification and develops personalized roadmap recommendations.

KEY PROGRAM STATISTICS	
Participation (ports)	13
Annual Rebate	\$403,345

Residential EV Charging

SRP’s Residential Electric Vehicle (EV) Charging program offers residential customers a \$250 rebate per smart Level 2 EV charger purchased for installation at their home. The program helps customers learn more about the benefits of EVs and the importance of charging their new EV during off-peak hours. Smart EV chargers also help customers monitor charging patterns and impacts on electric costs and prepare them for managed charging programs SRP may develop in the future. As the majority of EV charging is expected to take place at home, this program encourages customers to charge during off-peak or super-off-peak hours. This will help further reduce carbon emissions while allowing SRP to manage the electrical system reliably and cost-effectively. Instant rebates for the smart Level 2 chargers are available at [srpmarketplace.com](https://www.srpmarketplace.com). Post-purchase rebates are available for qualifying Level 2 chargers purchased elsewhere.

KEY PROGRAM STATISTICS	
Participation (ports)	3,193
Annual Rebate	\$776,855

Residential EV Charger Installation Service

SRP offers residential customers a hassle-free service for installing smart Level 2 EV chargers at home. SRP has partnered with Qmerit, a trusted industry leader in EV charger installations, to take the guess work out of the process. Customers complete a simple online assessment to receive a quote for the installation and set up an appointment. Expert installers ensure the EV chargers are installed in alignment with applicable codes and standards to ensure a safe charging experience.

KEY PROGRAM STATISTICS	
Participation (projects rebated)	51
Annual Rebate	-

ENERGY STAR® Homes, EV-Ready Communities

Through SRP’s ENERGY STAR Homes program, homebuilders are eligible to receive a \$300-per-home bonus incentive for prewiring all homes in a designated “EV-Ready” community to support Level 2 charging. By prewiring the homes for EV charging, homebuilders can minimize costs and promote the EV-Ready feature to prospective homebuyers. The new homebuyer is then in a position to purchase an EV at any time without concern over the high retrofit cost. This incentive is expected to help homebuilders transition to near 100% EV-Ready communities in the next few years. Over time, it will become a requirement of the ENERGY STAR Homes program as EV-Ready homes are expected to help accelerate the adoption of electric vehicles.

KEY PROGRAM STATISTICS	
Participation (projects rebated)	2,105
Annual Rebate	\$633,000



ELECTRIC TECHNOLOGIES

SRP’s Electric Technologies (E-Tech) program helps commercial and industrial customers identify opportunities to electrify fossil-fuel-fired technology in an effort to reduce carbon emissions, improve working conditions and lower ongoing maintenance and operation costs. Program rebates cover electric forklifts, smart forklift charging equipment, scrubbers and sweepers, golf carts, scissor and boom lifts, infrastructure for electric standby truck refrigeration units, and electric truck stop bays. The program also offers assessment services and custom rebates to cover larger, more complex electrification projects.

KEY PROGRAM STATISTICS	
Participation	1,092
Annual Rebate	\$610,856

E-Tech FY24 Annual Participation by Measure

Forklifts	751
Rapid Charger	278
Med/Heavy Duty On Road	—
eTRU & Truckstop	22
Scrubbers & Lifts	13
Golf Cart	21
Custom	7

Electric Forklifts: Rebates range from \$200 to \$2,500 for purchased or leased Class 1, 2 and 3 electric forklifts. Electric forklifts can help customers reduce fuel costs by up to 75%, perform maintenance with 90% fewer parts and reduce annual greenhouse gas emissions. Qualifying small businesses are eligible for bonus rebates.

Electric Forklift Smart Chargers: Rebates up to \$150 for qualifying high-frequency smart forklift chargers are available. Smart forklift chargers can reduce electricity costs by up to 15% or more with less power draw. They also enable customers schedule charging to align with time-of-use rates and allow for real-time monitoring and control.

Scrubbers and Sweepers: Rebates up to \$450 for battery-powered ride-on scrubbers or sweepers purchased for use at an SRP-served facility are available. Electric scrubbers and sweepers require less maintenance, reduce fuel costs and displace noise and emissions within the customer’s facility.

Scissor and Boom Lifts: Rebates up to \$750 for battery-powered scissor or boom lifts are available. Customers will benefit from lower maintenance and operation costs, as well as lower noise and emissions levels within their facility.

Electric Truck Refrigeration Unit Infrastructure: Rebates up to \$1,000 per 480-volt, three-phase plug to accommodate an electric standby truck refrigeration unit (E/S TRU) are available. E/S TRUs are ideal for food distribution facilities and other businesses that require temperature-controlled trucks/trailers to transport product. The E/S TRUs allow the trucks/trailers to be plugged in instead of idling a diesel engine, which reduces annual greenhouse gas emissions, fuel costs and noise pollution.

Golf Carts: Rebates up to \$150 for a battery-powered golf cart when it replaces an internal combustion golf cart are available. Electric golf carts require less maintenance, reduce fuel costs and displace noise and emissions when driving around the golf course or ferrying people or product around the business campus.

Electric Truck Stop Bays: Rebates up to \$1,000 per electrified truck stop bay are available. These special bays allow truck drivers to turn off diesel engines and auxiliary power units (APUs) and still enjoy heating, cooling, standard electric inside and outside the cab, satellite TV and internet. They help eliminate noise and vibration while reducing greenhouse gas emissions, fuel costs and wear on the diesel engine.

Custom Electrification Projects: Rebates up to 10 cents per kWh of estimated first-year usage associated with qualifying custom electrification projects are available. This option allows customers the flexibility to address a wide range of electrification projects to further reduce greenhouse gas emissions throughout their building and production processes. Example projects include industrial process heating, infrared curing and drying, electric welding and other equipment that is typically powered by fossil fuels.

Electrification Assessment Services: Rebated services up to \$5,000 for the assessment of material handling equipment, up to \$10,000 for the assessment of process heating systems and other production processes and up to \$20,000 for vehicle fleets are available. The assessments are provided by qualified service providers and are intended to help customers evaluate and plan for larger electrification projects.



Interconnections and DMS Rebates

SRP provides customers who have a desire to be part of the renewable energy solution with a simple process to approve installations of customer-owned generation (solar and battery storage) systems that are connected to our grid. Applications are submitted, reviewed by SRP, installations are inspected, and the customer begins generating solar power for their home.

Solar customers can take advantage of SRP’s demand price plans, which have the lowest price per kWh of all residential rates. Even with solar installed, managing demand is especially important to keep monthly bills low. To simplify demand management for our customers, SRP offers a \$250 Demand Management System (DMS) rebate. Customers must install a rebate-eligible DMS and work with an SRP Preferred Solar Installer for installation.

KEY PROGRAM STATISTICS	
Annual Rebated DMS Installations	160
FY24 Annual Rebate	\$40,000
Total ITD Rebated DMS Installations	5,920

Solar Choice

The SRP Solar Choice™ program provides both residential and small to midsize commercial customers (up to 750,000 kWh annual use) an opportunity to support the development of utility-scale solar on the SRP system and benefit from the renewable energy generating by SRP’s solar facilities. When signing up for SRP Solar Choice, customers can choose to offset half or all their energy use with clean, renewable solar energy without installing solar panels on their home or business.

KEY PROGRAM STATISTICS	
Annual Participants Enrolled	71
Total Program Participants	6,625
Total Energy Subscribed (MWh)	92,149

Solar Choice Select

The SRP Solar Choice Select™ program provides large commercial and industrial customers (with over 750,000 kWh annual usage) with access to renewable energy generated by an SRP utility-scale solar facility. For large business customers, this means advancing toward corporate sustainability goals by offsetting 20% of their annual energy usage (up to 41,400 MWh). SRP manages the solar generation and back-office administration simplifying customer participation with on-bill payments. By participating in Solar Choice Select, stakeholders claim renewable energy attributes, demonstrate their commitment to clean energy and contribute to the growth of renewable generation in Arizona.

KEY PROGRAM STATISTICS	
Annual Participants Enrolled	21
Solar Capacity Allocation (MW)	300
Solar Capacity Subscribed	39%

SRP REC Select

SRP REC Select is a renewable energy solution for large commercial and industrial customers. The program enables business customers with substantial energy consumption (over 750,000 kWh annually) to acquire market-based Renewable Energy Certificates (RECs). With flexible options, customers can choose their preferred REC type and subscription size. SRP handles all the back-end details, seamlessly integrating REC costs into monthly bills. The program offers a one-year commitment with an annual enrollment period, making it easy for businesses to achieve their corporate sustainability goals. Each year, carbon-free targets are adjusted based on customer demand and market depth. (Program implementation occurred FY25. Statistics to be reported in FY25 program report.)

Healthy Forest Initiative

Through the SRP Healthy Forest Initiative™, we’ve teamed up with state, local and federal agencies, businesses and others to support the strategic thinning in overgrown forests. This work is vital for prevention of catastrophic wildfires, protection of the Valley’s water supply, critical water and power infrastructure, and creates a healthier ecosystem more resilient to the effects of climate change for future generations to enjoy. For as little as \$3 a month, customers can join the SRP Healthy Forest Initiative, and SRP matches every dollar contributed by our customers up to a max of \$200,000 per year.

KEY PROGRAM STATISTICS	
Thinned Acres Through HFI Sponsored Projects	718
FY24 Total Customer Participation	3,411
FY24 Total Customer Donations*	\$160,189

*Does not include SRP match



ENERGY EDUCATION (RESIDENTIAL)

Save With SRP

SRP is committed to helping our customers make wise choices about energy and water usage. Our Save With SRP guide helps customers make informed choices about using energy and water more efficiently. In addition, when they do, they help our planet and their wallets.

Likewise, the Save With SRP newsletter and [savewithsrp.com](https://www.savewithsrp.com) website feature timely offers and energy efficiency tips that can produce savings.

Save With SRP Retail

The Save With SRP retail and community program is dedicated to educating customers about energy efficiency at the point of purchase. Save With SRP field representatives build and maintain relationships with retailers to increase awareness of and participation in SRP programs. We partner with major and locally owned retailers to offer SRP rebates, energy-saving tips and product information. SRP representatives also attend and educate at homeowners associations, libraries and large-scale events. These events integrate safety, water, environmental and energy-saving messages to help SRP customers increase efficiency and safety.

SRP Home Energy Manager™

SRP Home Energy Manager is a free online resource that helps customers evaluate and manage their home energy choices. The easy-to-use tool encourages customers to complete a survey about their home, existing equipment and energy consumption patterns. The information produces a simple energy model of the customer’s home, which analyzes and suggests a prioritized list of cost-effective actions that will help improve the home’s performance and reduce operating costs. It is the perfect solution for customers who would like to become more energy- and cost-efficient but don’t know where to start. The tool also serves SRP’s Spanish-speaking customers. For FY25, a new Opower-managed SRP Home Energy Profile™ program will be implemented to deliver a fresh look at the customer consumption with even more detailed and personalized insights and tips.



SRP Water Conservation Expo™

Approximately 800 customers attended SRP’s 17th annual Water Conservation Expo. The virtual expos were held in July 2023, and the in-person event was held in March 2024. At the March event, customers were able to visit with 40 exhibitors, including municipalities, water organizations and companies with water-efficient products. Additionally, the expos showcased SRP’s role in water management, stewardship and conservation. SRP partnered with Ewing® Outdoor Supply to distribute 554 Hunter Pro-HC with Hydrawise™ and Rachio 3 Smart Sprinkler Controllers at a discounted price. Up to 70% of water use is outdoors and, if installed, programmed correctly and maintained, these state-of-the-art Wi-Fi-enabled controllers can deliver water savings of at least 20% more than traditional controllers. Please join us at PERA Club for the next in-person expo on Saturday, March 1, 2025.

SRP My Account™

SRP My Account gives customers control of their SRP account online 24/7. My Account provides an easy way for customers to monitor their energy consumption and maximize savings. With My Account, customers can:

Control Expenses

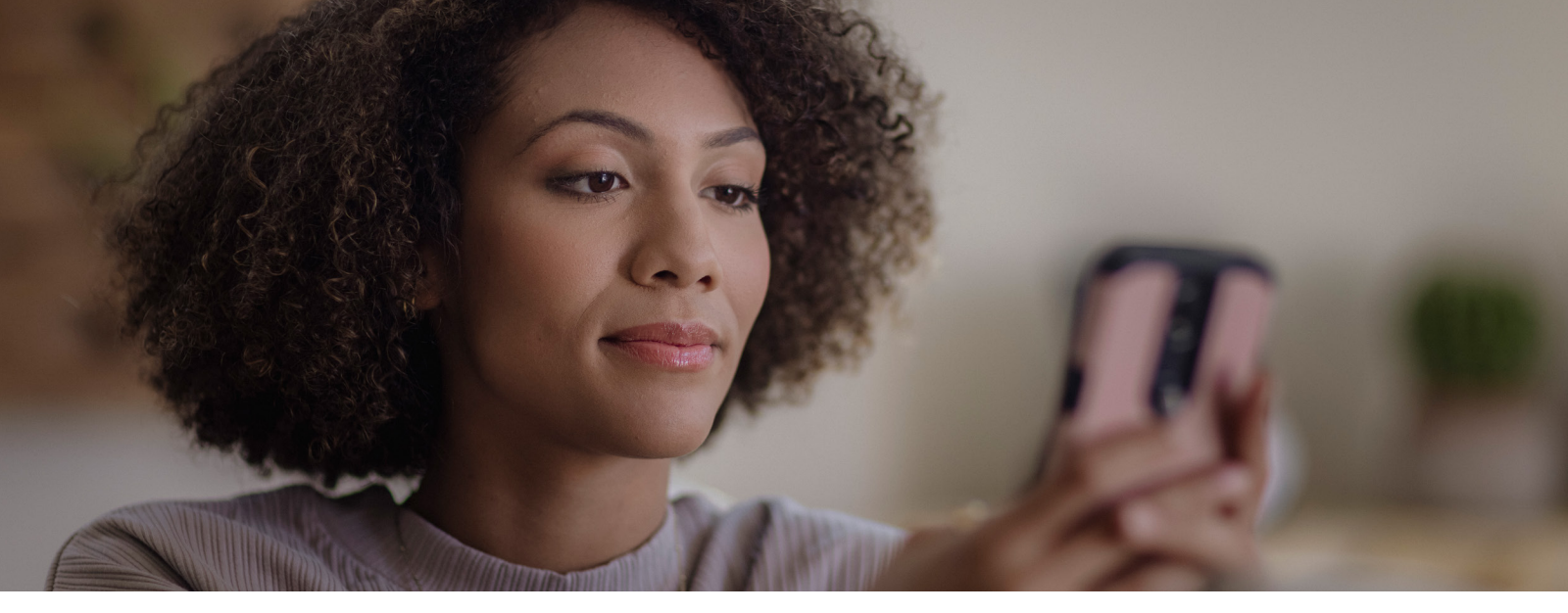
- View daily energy costs.
- Receive weekly bill projections based on current usage.
- Monitor hourly and daily usage online to help stay within budget.
- Sign up for text or email alerts when bill or usage thresholds are exceeded.
- Set reminders to adjust seasonal equipment, such as the pool pump.

Get Budgeting Help

- View multiple accounts with one login to My Account.
- Compare monthly bill and usage with homes of similar size.
- View current bill and three-year bill history to understand how energy is used.

Make the Best Choices

- Apply actual usage data to find the most cost-effective SRP price plan for different lifestyles.



SRP Power app™

The SRP Power app offers instant account access in just a few taps from your smartphone. View daily energy costs and usage; pay your bill; view and report outages; and sign up for account alerts.

Weatherization Assistance Program (WAP)

WAP is a federal program that was established to help low-income families and individuals improve efficiency and lower energy costs while improving energy-related health and safety issues in their homes.

In support of WAP, SRP provides \$875,000 per year to the Arizona Department of Housing to assist community agencies in their efforts to improve energy efficiency for SRP low-income homeowners. Eligible households can receive up to \$9,000 in energy efficiency home improvements through their Community Action Program office.

More than 28,769 qualified low-income Arizona households have been assisted through the Arizona Weatherization Assistance Program since its inception in 1977! Based on the federal WAP algorithm, this equates to an estimated savings/reduction of over 208,976 MBtus. This is a combination of all energy types.

In addition, SRP has a variety of cost-effective educational strategies and initiatives designed to help low-income customers manage their energy bills.

Residential High-Bill Assessments

High-bill assessments are offered to residential customers who are concerned about the level of their monthly energy bills. If a customer service representative is unable to troubleshoot the customer’s concerns, the customer is referred to the SRP Home Energy Assessment™ program to schedule a free virtual assessment. In-home assessments are available for \$49, where required. In that case, a technician will evaluate major household systems, including HVAC, water heating and pool equipment, as well as appliances, lighting and insulation. A written report with the findings and suggestions for reducing energy usage is provided to participating customers. To offset the cost of recommended changes, customers can receive rebates through SRP’s energy efficiency programs for measures such as cooling system upgrades, duct repairs and shade screen installations.



ENERGY EDUCATION (COMMERCIAL)

SRP My Account™

SRP My Account is an online tool that offers commercial customers the ability to access account information and history, set up personalized account alerts and outage notifications, and view potential savings available by switching to one of SRP's cost-effective price plans.

SPATIA®

SPATIA® Energy Information Services, through the use of a near-real-time internet-based tool, can help enrolled customers cut costs by shifting peak loads, managing consumption and optimizing performance.

Business High-Bill Assessments

Similar to our residential offer, high-bill assessments are also provided to small business customers who are concerned about the level of their monthly energy bills. For \$99, an SRP technician will conduct a walkthrough inspection of the lighting systems, thermostats and major cooling, heating and ventilation systems. SRP's technician reports on the findings and provides suggestions for reducing energy usage to participating customers. To assist with the cost of making these improvements, customers can receive rebates through the SRP Business Solutions™ programs for measures such as lighting and cooling system upgrades.



Save With SRP Business

To help businesses improve their facilities' energy efficiency, [savewithsrpbiz.com](https://www.savewithsrpbiz.com) offers information about SRP rebates for equipment such as lighting, HVAC, insulation, refrigeration, compressed air and data center equipment. Visitors to the site can also learn about free lighting audits for small businesses and technical assessments for more complex systems.



SUMMARY OF PROGRAM SAVINGS AND BENEFITS

Residential

PROGRAM	FY24 First-Year Energy Savings (MWh)	Annual Aggregate Energy Savings (MWh)	Peak Load Reduction (MW)	TRC B/C	RIM B/C
Efficient Home	37,583	219,014	13.81	1.57	0.61
SRP ENERGY STAR® Homes	29,672	268,249	13.57	2.24	0.82
SRP Marketplace™	5,475	42,599	1.95	2.67	0.60
SRP Home Energy Assessment™	2,370	9,540	0.45	1.33	0.39
Residential SRP Building Energy Code Initiative™	16,671	109,480	4.26	564.93	0.75
SRP Shade Tree Program™	488	4,219	0.18	2.87	0.63
SRP Energy Scorecard™	23,854	23,854	6.10	2.47	0.62
Smart Thermostat	21,564	107,649	7.94	3.93	0.67
Multifamily Energy Efficiency Program	2,346	24,920	0.75	1.46	0.44
SRP M-Power®	294,126	294,126	62.95	10.11	0.70
Limited Time Offer	8,144	12,173	2.30	30.58	0.60
TOTAL RESIDENTIAL (Incl. SRP M-Power)	442,293	1,115,822	114.25	2.91	0.69

Commercial

PROGRAM	FY24 First-Year Energy Savings (MWh)	Annual Aggregate Energy Savings (MWh)	Peak Load Reduction (MW)	TRC B/C	RIM B/C
Standard SRP Business Solutions™	142,440	1,127,040	34.59	2.41	0.55
Small SRP Business Solutions™	7,070	37,248	2.03	2.10	0.42
SRP Custom Business Solutions™	16,845	181,735	3.46	2.10	0.50
SRP New Construction Solutions	4,040	28,890	0.68	2.84	0.56
Commercial SRP Building Energy Code Initiative™	13,333	97,562	2.24	1679.94	0.63
TOTAL COMMERCIAL	183,727	1,472,475	42.99	2.60	0.54

TOTAL PROGRAM CARRYOVER*		339,059			
TOTAL PORTFOLIO	626,020	2,927,356	157.24	2.75	0.61

*Total Program Carryover represents aggregate MWh savings from previously sunsetted programs.