# SUMMARY OF UTILITY SERVICES

Utilities offer services to help their customers manage their energy use and reduce their bills.

## CONTACT INFORMATION

<table>
<thead>
<tr>
<th>Phone number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>(602) 371-7171 or (800) 253-9405</td>
<td>aps.com</td>
</tr>
<tr>
<td>(602) 371-6861*</td>
<td>swgas.com</td>
</tr>
<tr>
<td>(800) 252-9410*</td>
<td>srpnet.com</td>
</tr>
<tr>
<td>(677) 860-6020*</td>
<td></td>
</tr>
<tr>
<td>(800) 528-4277*</td>
<td></td>
</tr>
<tr>
<td>(602) 236-8888</td>
<td></td>
</tr>
<tr>
<td>(802) 258-4777*</td>
<td></td>
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</tbody>
</table>

## BILL DISCOUNTS/ASSISTANCE

### Bill discount for limited-income households
- Sign up year-round
- Up to 150% of federal poverty guidelines
- Account in applicant’s name
- Primary residents only

### Limited-Income Energy Support Program (E-3)
- 26%–65% monthly discount based on amount used up to 1,200 kWh
- $31.75 discount if usage exceeds 1,200 kWh
- Application available online

### Low-Income Ratepayer Assistance (LIRA)
- 30% discount on first 150 therms each month November–April
- Discounted monthly-service charge and service connection fee all year
- Income documentation may be required
- Enroll online

### Economy Price Plan (EPP)
- Monthly discount: $21 May–October
- $20 November–April
- Income documentation may be required
- Enroll online

### Bill assistance for financial crisis
- Project SHARE
  - Available at Salvation Army
  - 100% of contributions used for assistance

### Crisis Bill 200
- One-time crisis bill assistance every 12 months
- Up to 200% of federal poverty guidelines

### Low-Income Energy Conservation Bill Assistance
- One-time crisis bill assistance every 12 months up to $400
- Up to 150% of federal poverty guidelines

### Medical Care Discount and Outage Notification Program
- Must qualify for E-3
- 26%–65% monthly discount based on amount used up to 2,000 kWh
- $65 discount if usage exceeds 2,001 kWh
- Up to 150% of federal poverty guidelines

### Medical Preparedness Program
- Outage notification
- Any person in household using specific medical life support equipment

### Specific medical life support equipment used in the home
- Sign up year-round
- Doctor’s verification required
- Application available online

### Safety Net
- Application available online

### Third-Party Notification
- Utility can notify family, friend or social service agency
- Helps prevent interruptions of service
- Third party is contacted only if bill becomes past due and is not obligated to pay the overdue bill
- Good for customers who are away from home frequently, elderly, disabled or ill

### Third-Party Notification Program
- Application available online

### Bill Payment Options

<table>
<thead>
<tr>
<th>Customer selects bill due date</th>
<th>Pick a Due Date</th>
<th>N/A</th>
<th>SRP Custom Due Date™</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eliminate or reduce late payment fees</td>
<td>IVR enrollment</td>
<td>Account current</td>
<td>Account does not need to be current</td>
</tr>
<tr>
<td>Customer selects due date between 1st and 28th</td>
<td>Enroll online</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pay same/similar amount monthly</th>
<th>Equalizer</th>
<th>Equal Payment Plan</th>
<th>SRP Budget Billing™</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distribute utility bills over a 12-month period</td>
<td>12 months of account history</td>
<td>Quarterly adjustments to account for usage changes</td>
<td>October through December are last months to build credit toward higher summer bills</td>
</tr>
<tr>
<td>Enroll online</td>
<td>No more than two late payments in past 12 months</td>
<td></td>
<td>Quarterly adjustments to account for usage changes</td>
</tr>
<tr>
<td>Join any month</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Automatic payment</th>
<th>SurePay/AutoPay</th>
<th>Automatic Payment Plan</th>
<th>SRP SurePay™</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly payment comes out of checking or savings account</td>
<td>Automatic withdrawal from bank account on due date</td>
<td>Automatic withdrawal from bank account 19 days from bill mailing date</td>
<td>Automatic withdrawal from bank account no sooner than 10 days after billing date</td>
</tr>
<tr>
<td>Enroll online</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
MANAGING ACCOUNT ONLINE

Electronic notifications
- Text notifications
  - Past due
  - Returned check
  - Register on aps.com to receive email notification when new bill arrives

Text notifications
- Sign up for text messaging for outages
- Receive email notification when new bill arrives if enrolled in paperless billing

SRP eNotes
- Sign up for text messages or emails through SRP My Account™ to receive:
  - Weekly bill projection
  - Monthly bill projection
  - Daily usage alert
  - Courtesy reminders three days before bill is due
  - Payment not received by due date
  - Outage notifications

My Account
- View and pay bill online free of charge using bank account
- Compare and monitor your energy use and bills
- Sign up for programs online
- Sign up for paperless bills
- Review payment history
- View at least 24 months of energy history
- Update customer profile information, such as email, phone number and mailing address
- Schedule free online payments

SRP My Account™
- View unbilled usage available from automated meters
- Compare service plans to see if there is a plan better suited to customer's usage habits
- Complete or view payment arrangements
- Compare 24 months of previous bills (month to month and year over year)

Home Energy Analysis
- Complete an online home energy analysis to see where there are opportunities to save money
- View unbilled usage available from automated meters
- Compare price plans to see if there is a plan better suited to customer's usage and lifestyle
- Complete or view payment arrangements
- Hour-by-hour usage chart available by computer, tablet or smartphone
- Compare up to 36 months of previous bills

Turn on, transfer or turn off
- Available
- Available
- Available

REFERRALS FOR ASSISTANCE

Customer referral
- Credit Specialists set payment arrangements and refer limited-income customers to 2-1-1 Arizona
- Call (602) 371-7607, 211 or (877) 211-8661

Personal account review
- Analysis of customer’s account, payment and usage history
- Provide energy-saving tips to help reduce costs

Suggest most economical rate option, services and programs to reduce costs and manage bills

ENERGY-SAVING PROGRAMS

Weatherization Assistance Program
- Up to 200% of federal poverty guidelines
- $6,000 maximum benefit per home

Low-Income Energy Conservation Program
- Up to 150% of federal poverty guidelines
- $3,000 maximum benefit per home

Low-Income Weatherization Program
- Up to 200% of federal poverty guidelines
- $6,000 maximum benefit per home
- Call SRP for referral

Energy-efficiency programs
- For rebates and other energy-saving options, contact your utility

ELECTRIC PRICE PLAN OPTIONS

Prepay electric service
- No bill or fees for late payment, disconnection or reconnection
- You choose how much and when
- Receive alerts to monitor your account
- Limited enrollment

APS Prepay
- Different plans to best fit lifestyle and save money
- Programmable thermostat and timers can manage usage
- Enroll online

SRP M-Power®
- In-home display gives control over usage
- Buy power daily, weekly or monthly
- On average, M-Power customers reduce energy usage 12% each year
- Economy Price Plan monthly discount available
- Enroll online

Time-of-Day Plans
- Variety of plans depending on the time of day energy is used
- Shift more hours of energy use to off-peak hours
- Spread out energy use for major electric appliances

SRP Time-of-Day Price Plans
- Various plans to match lifestyle: SRP Time-of-Use™ or SRP EZ-3™
- Save by minimizing your usage during higher-cost hours
- Lower-cost off-peak hours take place 75%–90% of all hours each week, including weekends and select holidays

AVAILABLE

ENERGY-SAVING PROGRAMS

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Energy-Saving Programs
- For rebates and other energy-saving options, contact your utility

aps.com
swgas.com
savewithsrp.com