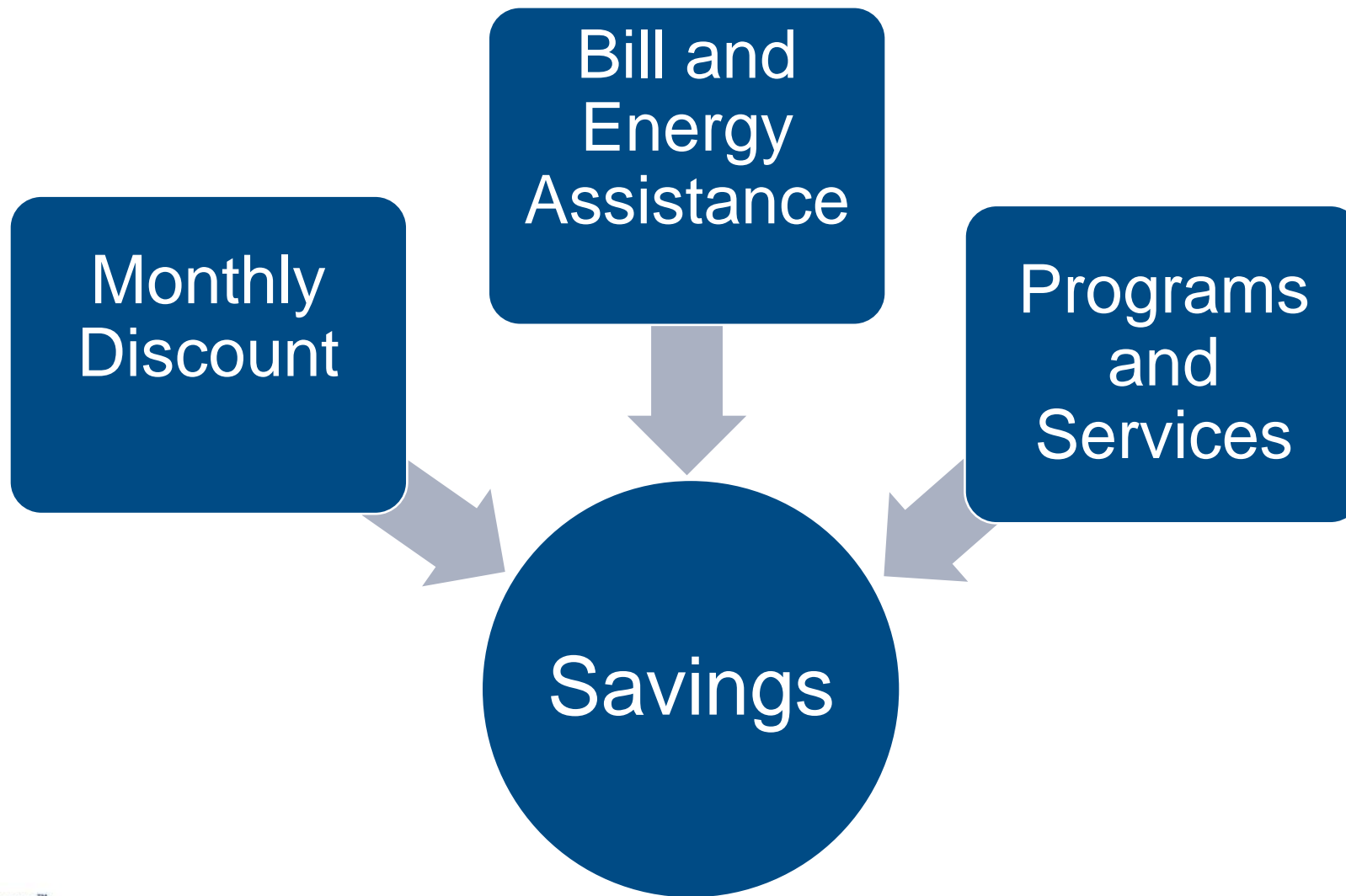


# SRP's Monthly Discount, Programs and Services

Wildfire Resource Fair

August 3, 2021



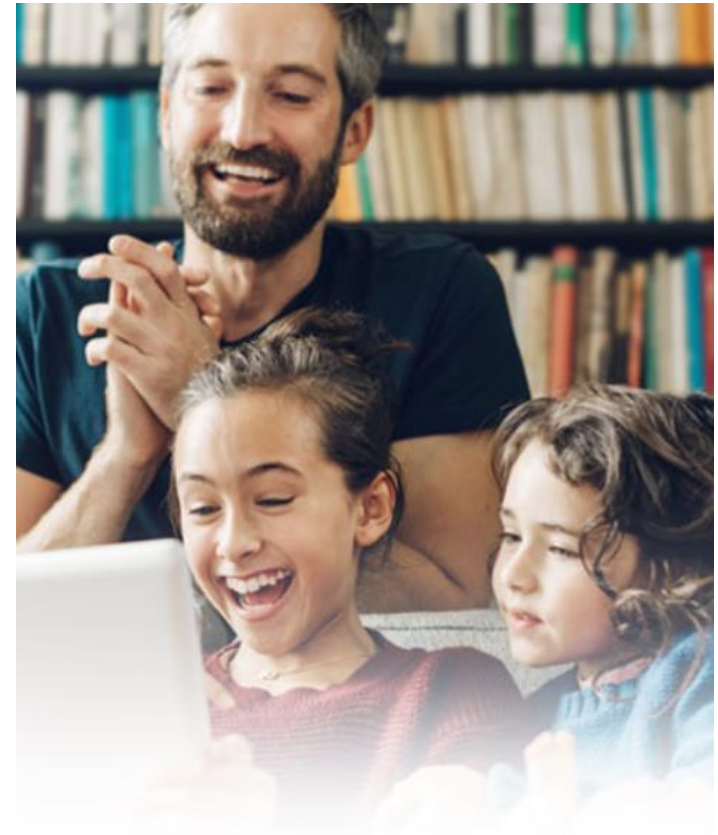


# Monthly Discount Economy Price Plan

- **Income eligible receive:**

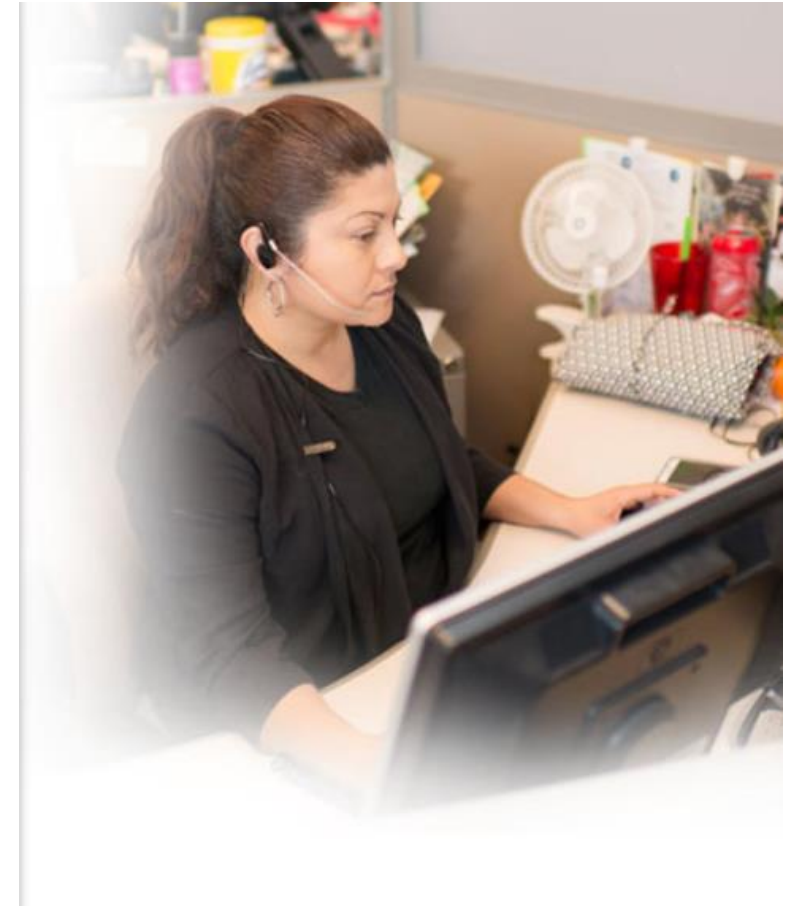
Monthly Discount  
\$23 monthly

Save a year  
\$276



# Monthly Discount Economy Price Plan

- **Enrollment is easy**
  - Call and enroll over the phone
    - 24 hours 7 days
    - (602) 236-8888 English
    - (602) 236-1111 Spanish
  - Enroll online
    - [www.srpnet.com/enrollepp](http://www.srpnet.com/enrollepp)



# Monthly Discount Economy Price Plan

- No income verification required when applying
  - Self Declared
- Does not affect other benefits



# ECONOMY PRICE PLAN

## \$276 Annual Savings

| Household size | Monthly income level | Household size | Monthly income level |
|----------------|----------------------|----------------|----------------------|
| 1 person       | \$1,610              | 6 people       | \$4,448              |
| 2 people       | \$2,178              | 7 people       | \$5,015              |
| 3 people       | \$2,745              | 8 people       | \$5,583              |
| 4 people       | \$3,313              | 9 people       | \$6,150              |
| 5 people       | \$3,880              | 10 people      | \$6,718              |

For more than 10 people, add \$568 per person  
150% Federal Poverty Guidelines

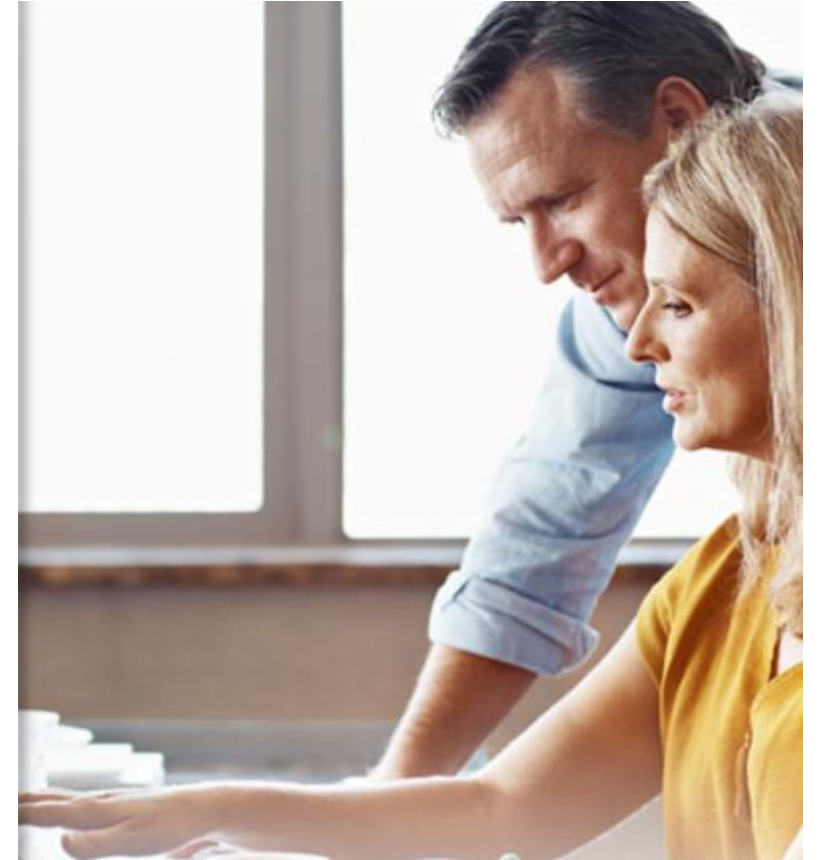
# Monthly Discount Economy Price Plan

- SRP contacts customer when it's time to re-enroll
  - Up to 24 months
- Use discount with other programs
  - Pay similar amount monthly
  - Select bill due date
  - Any price plan including M-Power



# SRP Bill Assistance

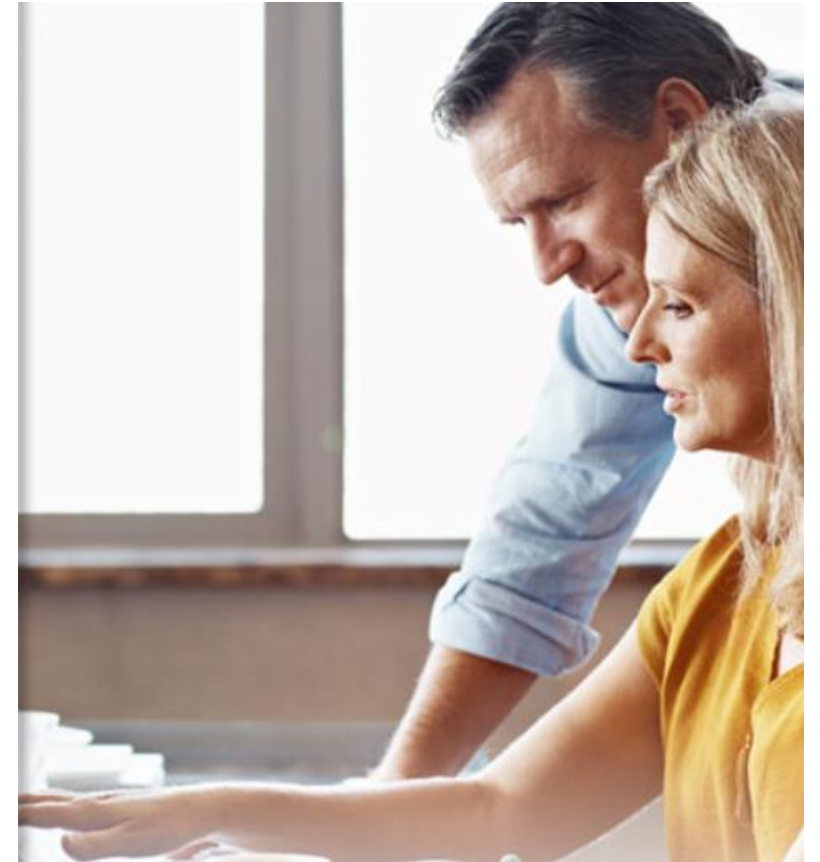
- \$500,000 minimum
- 200% Federal Poverty Guidelines
- One time crisis bill assistance
  - Every 12 months
  - \$600 maximum assistance
    - Create a credit as needed





# SRP Weatherization Assistance Program

- \$825,000 annually
- 200% Federal Poverty Guidelines
- \$6,000 maximum energy improvements
- Apply through a community action program office



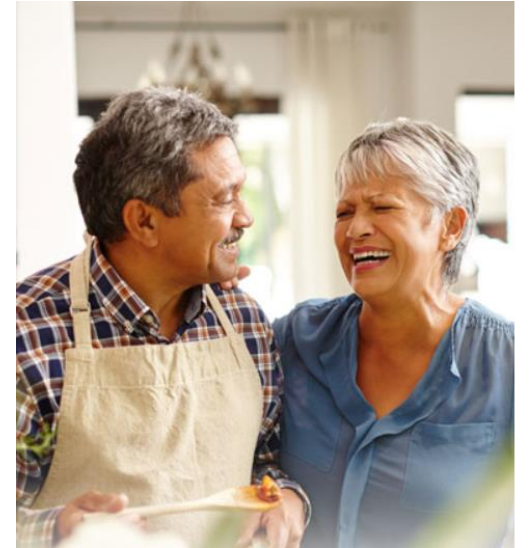
# Options of Price Plans

No two families are the same

SRP offers a variety of price plans for customers to best match their lifestyle

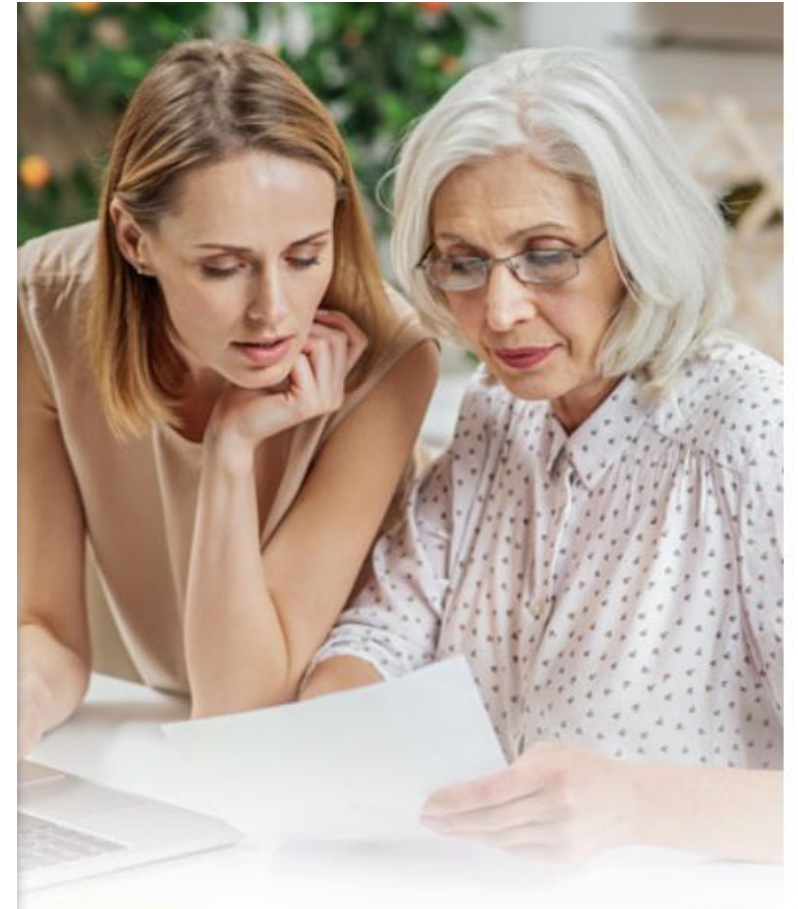
Choose the Price Plan that is right for you

- Basic
- Time-of-Day Plans
  - EZ3
- M-Power



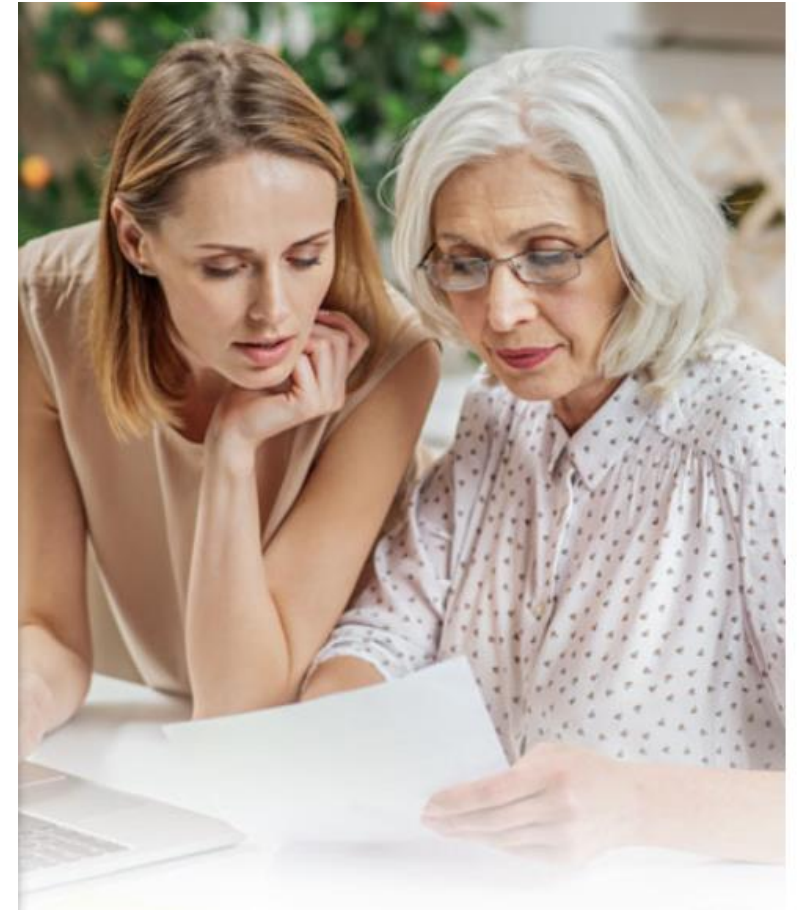
# Solutions to Help Manage

- Budget Billing
  - Enjoy a lower payment during summer months
- Custom Select Due Date
  - Select a date that works best for your budget
- Home Energy Assessment



# Solutions to Help Manage

- My Account
  - Online review and management
  - Electronic Notification (email / text)
    - Bill due, payment received, past due
    - Monthly bill projection
- Apps
  - M-Power
  - Power



# Solutions to Help Manage

- Safety Net
  - Allows customers to choose someone to notify if their electric bill ever becomes past due
  - Family or friend selected is not financially responsible
- Medical Preparedness Program
  - Outage preparation and notification program for customers requiring the use of electricity to operate medical life support equipment
  - Immediate enrollment over the phone



# Here to Help

- If unable to pay, call SRP as soon as possible  
24 hours 7 days  
(602) 236-8888 English  
(602) 236-1111 Spanish
- SRP explores options with customers  
extended time to pay the bill  
arrangements over months
- Provide agency referrals for *possible* assistance  
including utility payment, food, medical, dental, etc.



# SRP Available to Serve

## Customer Resource Counselors

12 Counselors

8:00 am – 5:00 pm weekdays

**(602) 236-3000**



# SRP Websites

[www.srpnet.com/epp](http://www.srpnet.com/epp)

[www.srpnet.com/utilityassistance](http://www.srpnet.com/utilityassistance)

[\*\*www.srpnet.com/heretohelp\*\*](http://www.srpnet.com/heretohelp)

[www.savewithsrp.com](http://www.savewithsrp.com)

[www.misrp.com/inscribeppe](http://www.misrp.com/inscribeppe)



# Thank you!

## Community Relations Program Managers

Bonnie Temme

(602) 236-5643

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Jackie Castrellon

(602) 236-5736

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