




SUMMARY OF UTILITY SERVICES

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

Effective October 2017

		 SOUTHWEST GAS smarter > greener > better	 SRP Delivering water and power™
CONTACT INFORMATION			
Phone number (Spanish or bilingual*)	(602) 371-7171 or (800) 253-9405 (602) 371-6861* (800) 252-9410* <ul style="list-style-type: none"> 24/7 access to online account information and APS representatives 	(877) 860-6020* 711: Hearing-impaired 911: Emergencies <ul style="list-style-type: none"> 24/7 access to online account and automated account system 	(602) 236-8888 (800) 258-4777* (602) 236-1111* <ul style="list-style-type: none"> 24/7 access to online account information and SRP representatives
Website	aps.com	swgas.com	srpnet.com
BILL DISCOUNTS/ASSISTANCE			
Bill discount for limited-income households <ul style="list-style-type: none"> Sign up year-round Account in applicant's name Primary residents only 	Limited-Income Energy Support Program (E-3) <ul style="list-style-type: none"> Up to 150% of federal poverty guidelines Flat 25% monthly discount Evidence of participation in a public assistance program; income documentation is required Application available online 	Low-Income Ratepayer Assistance (LIRA) <ul style="list-style-type: none"> Up to 200% of federal poverty guidelines 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 Application available online 	Economy Price Plan (EPP) <ul style="list-style-type: none"> Up to 150% of federal poverty guidelines Monthly discount: \$21 May–October \$20 November–April Income documentation may be required Enroll over the phone
Bill assistance	Project SHARE <ul style="list-style-type: none"> Available at Salvation Army 100% of contributions are matched by APS One-time assistance within 24 months not to exceed \$300 Crisis Bill 200 <ul style="list-style-type: none"> One-time crisis bill assistance every 12 months up to \$400 Up to 200% of federal poverty guidelines 	Energy Share <ul style="list-style-type: none"> Visit azcaa.org for a list of participating agencies Utility assistance and/or emergency repair/replacement of natural gas equipment Up to 200% of federal poverty guidelines or a financial crisis Utility assistance not to exceed \$400 within 12 months Repair or replacement not to exceed \$2,000 within 12 months Low-Income Bill Assistance <ul style="list-style-type: none"> One-time crisis bill assistance every 12 months up to \$400 Up to 200% of federal poverty guidelines 	Project SHARE <ul style="list-style-type: none"> Available at Salvation Army 100% of contributions are matched by SRP, which funds SRP Bill Assistance One-time assistance within 24 months not to exceed \$300 SRP Bill Assistance <ul style="list-style-type: none"> One-time crisis bill assistance every 12 months up to \$600 Follows Arizona LIHEAP income guidelines
Qualified medical life support equipment used in the home <ul style="list-style-type: none"> Sign up year-round Doctor's verification required Application available online 	Medical Care Discount and Outage Notification Program <ul style="list-style-type: none"> Must qualify for E-3 Flat 35% discount Up to 150% of federal poverty guidelines 	N/A	Medical Preparedness Program <ul style="list-style-type: none"> Outage notification Any person in household using qualified medical life support equipment
Third-Party Notification <ul style="list-style-type: none"> 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 	Safety Net <ul style="list-style-type: none"> Application available online 	Third-Party Notification Program <ul style="list-style-type: none"> Application available online 	Safety Net <ul style="list-style-type: none"> Available by phone call only
BILL PAYMENT OPTIONS			
Customer selects bill due date <ul style="list-style-type: none"> Eliminate or reduce late payment fees Customer selects due date between 1st and 28th Enroll online or by IVR 	Preferred Due Date <ul style="list-style-type: none"> Requires automated meter Account must be current 	N/A	SRP Custom Due Date™ <ul style="list-style-type: none"> Account does not need to be current
Pay same/similar amount monthly <ul style="list-style-type: none"> Distribute utility bills over a 12-month period Enroll online Join any month 	Budget Billing <ul style="list-style-type: none"> Does not require minimum billing history to enroll (unless a new build) Must be current with no past due amount 	Equal Payment Plan <ul style="list-style-type: none"> Quarterly adjustments to account for usage changes 	SRP Budget Billing™ <ul style="list-style-type: none"> October through December are best months to build credit toward higher summer bills Quarterly adjustments to account for usage changes Account must be current
Automatic payment <ul style="list-style-type: none"> Monthly payment comes out of checking or savings account Enroll online 	AutoPay <ul style="list-style-type: none"> Automatic withdrawal from bank account on due date 	Automatic Payment Plan <ul style="list-style-type: none"> Automatic withdrawal from bank account 19 days from bill mailing date 	SRP SurePay™ <ul style="list-style-type: none"> Automatic withdrawal from bank account no sooner than 10 days after billing date



MANAGING ACCOUNT ONLINE

Electronic notifications	Text notifications <ul style="list-style-type: none"> Past due Returned check Register on aps.com to receive email notification when new bill arrives 	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> Notification when new bill arrives Weekly bill projection Alert when monthly bill projection exceeds customer's set budget Daily usage alert Courtesy reminders three days before bill is due Payment not received by due date Outage notifications Price plan hour changes Pool pump timer reminder
My Account <ul style="list-style-type: none"> 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 	My Account <ul style="list-style-type: none"> View unbilled usage available from automated meters Compare service plans to see if there is a plan better suited to customer usage habits Complete or view payment arrangements Compare 24 months of previous bills (month to month and year over year) Download the APS mobile app to access account quickly and conveniently pay on the go 	My Account <ul style="list-style-type: none"> Request a payment extension View outage information Obtain verification of service letter Obtain letter of credit Request to stop or move service Update account information Request detailed bill format 	SRP My Account™ <ul style="list-style-type: none"> 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 Compare up to 36 months of previous bills Download the SRP Power app to pay a bill, view usage and daily cost, or report an outage
Home Energy Analysis <ul style="list-style-type: none"> Complete an online home energy analysis to see where there are opportunities to save money 	Available	Available	Available
Turn on, transfer or turn off	Available	Available	Available

REFERRALS FOR ASSISTANCE

Customer referral	<ul style="list-style-type: none"> Credit Specialists set payment arrangements and refer limited-income customers to 2-1-1 Arizona Call (602) 371-7607, 211 or (877) 211-8661 	<ul style="list-style-type: none"> Refer customers to 2-1-1 Arizona Call 211 or (877) 211-8661 	<ul style="list-style-type: none"> SRP Customer Resource Counselors work with customers (arrangements or extensions) and provide referrals to community services Call (602) 236-3000
Personal account review <ul style="list-style-type: none"> Analysis of customer's account, payment and usage history Provide energy-saving tips to help reduce costs 	<ul style="list-style-type: none"> Suggest most economical rate option, services and programs to reduce costs and manage bills 	Available	<ul style="list-style-type: none"> Suggest most economical price plan option, services and programs to reduce costs and manage bills

ELECTRIC PRICE PLAN OPTIONS

Prepay electric service <ul style="list-style-type: none"> No monthly home energy bills or late payment, disconnection or reconnection fees On average, M-Power customers reduce energy usage by 12% each year 	N/A	N/A	SRP M-Power® <ul style="list-style-type: none"> Customer decides how much energy to purchase at their convenience Monitor energy usage with an in-home display Economy Price Plan monthly discount available Enroll online or over the phone
Time-of-Day <ul style="list-style-type: none"> Different plans to best fit lifestyle and save money Programmable thermostat and timers can help manage usage Shift more hours of energy use to off-peak hours Enroll online 	Time-of-Use Plans <ul style="list-style-type: none"> Variety of plans depending on the time of day energy is used Spread out energy use for major electric appliances 	N/A	SRP Time-of-Day Price Plans <ul style="list-style-type: none"> Options include: SRP Time-of-Use™, SRP EZ-3™ and Electric Vehicle Weekends and six observed holidays are off-peak and priced lower

ENERGY-SAVING PROGRAMS

Weatherization Assistance Program <ul style="list-style-type: none"> Up to 200% of federal poverty guidelines 	Energy Wise Low-Income Weatherization Assistance Program <ul style="list-style-type: none"> \$6,000 maximum benefit per home 	Low-Income Energy Conservation Weatherization Program <ul style="list-style-type: none"> \$3,000 maximum benefit per home 	Low-Income Weatherization Program <ul style="list-style-type: none"> \$6,000 maximum benefit per home Call SRP for referral
Energy efficiency programs <ul style="list-style-type: none"> For rebates and other energy-saving options, contact your utility 	aps.com	swgas.com/efficiency	savewithsrp.com