







SUMMARY OF UTILITY SERVICES

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

Updated July 2024

			
CONTACT INFORMATION			
Phone number (Spanish or bilingual*) • 24/7 access to online account information and automated account system	Main Line: (602) 371-7171 or (800) 253-9405* Outage Hotline: (602) 371-3680 or (855) 688-2437 • 24/7 APS representatives	(877) 860-6020* 711: Hearing-impaired 911: Emergencies • 24/7 SWG representatives (emergency only)	(602) 236-8888 (800) 258-4777* (602) 236-1111* • 24/7 access to SRP representatives
Website	aps.com	swgas.com	srpnet.com
BILL DISCOUNTS/ASSISTANCE			
Bill discount for limited-income households • Sign up year-round • Account in applicant’s name • Primary residents only • Application available online	Energy Support Program • Up to 200% of federal poverty guidelines • 0-75.9% FPL – 60% monthly discount, up to \$165 monthly • 76-200% FPL – 25% monthly discount, up to \$95 monthly • Income documentation is required; or participation in an income-verified public assistance program • Enroll online	Low-Income Ratepayer Assistance (LIRA) • Up to 200% of federal poverty guidelines • 30% discount on first 150 terms 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) • Up to 150% of federal poverty guidelines • Monthly discount: \$23 • Income documentation may be required • Enroll online or by phone
Bill assistance	Project SHARE • Available at the Salvation Army • 100% of employee donations are matched by APS • Must have verification of current crisis • Up to \$500 in a 12-month period • Assistance can be provided every other year, up to a total of three times Crisis Bill Assistance • Bill assistance up to \$1,000 every 12 months • Up to 200% of federal poverty guidelines and a financial crisis	Energy Share • Visit wildfireaz.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 • One-time crisis bill assistance every 12 months up to \$400 • Up to 200% of federal poverty guidelines	Project SHARE • Available at the Salvation Army • 100% of contributions are matched by SRP, which funds SRP Bill Assistance • Must have verification of current crisis • Up to \$300 in a 12-month period • Assistance can be provided every other year, up to a total of three times SRP Bill Assistance • One-time crisis bill assistance every 12 months up to \$600 • Up to 200% of federal poverty guidelines and a financial hardship
Qualified medical life support equipment used in the home • Sign up year-round • Doctor’s verification required • Application available online	Energy Support with Medical Program • Must qualify for Energy Support Program • 0-75.9% FPL – 60% monthly discount, up to \$165 monthly • 76-200% FPL – 35% monthly discount, up to \$95 monthly • Up to 200% of federal poverty guidelines Medical Care Program • Planned outage notification • Any person in household with a life-threatening illness or using qualified medical life support equipment • Available to all income levels	Medically Fragile Household • Qualifying medical condition	Medical Preparedness Program • Planned outage notification • Any person in household using qualified electricity-dependent medical life support equipment • Available to all income levels
Third-Party Notification Safety Net Partner • Utility can notify family, friend or social service agency • Helps prevent interruptions of service • Safety Net partner 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 partner not financially responsible for the bill	Safety Net • Application available online and by phone • Safety Net partner receives a copy of the bill	Third-Party Notification Program • Application available online	Safety Net • Application available online and by phone
BILL PAYMENT OPTIONS			
Customer selects bill due date • Customer selects due date between 1st and 28th • Enroll online or by calling	Preferred Due Date • Account does not need to be current • May result in a one-time shorter- or longer-than-usual billing window • Can be changed every 12 months	N/A	SRP Custom Due Date™ • Account does not need to be current
Pay about the same amount monthly • Averages the monthly payment amount using the most recent utility bills over a 12-month period • Enroll online • Join any month • Quarterly adjustments to the payment amount for usage changes if needed	Budget Billing • Account must be current and will be removed after three late payments in 12 months • If customer leaves program, the account is settled up and deferred charges, if any, are due	Equal Payment Plan • Available	SRP Budget Billing™ • October through December are best months to build credit toward higher summer bills • Account must be current and will be removed after two late payments
Monthly automatic payment • Withdrawn from checking or savings account • Enroll online	AutoPay • Automatic withdrawal from checking or savings account on due date • If preferred, can set up withdrawal with debit or credit card (convenience fee applies for each transaction) • Mail-in application available if needed	Automatic Payment Plan • Automatic withdrawal from bank account 19 days from bill mailing date	SRP SurePay™ • Automatic withdrawal from bank account no sooner than 10 days after billing date

			
MANAGING ACCOUNT OPTIONS			
Self-Service Options Online	<ul style="list-style-type: none"> Automated IVR Download the APS mobile app to pay a bill, monitor energy usage, receive alerts or report an outage 	<ul style="list-style-type: none"> Automated IVR 	<ul style="list-style-type: none"> Automated IVR Download the SRP Power app™ to pay a bill, view usage and daily cost, receive alerts or report an outage SRP M-Power® and Water™ mobile apps also available
Electronic notifications	Sign up for paperless billing through aps.com to receive these alerts: <ul style="list-style-type: none"> Energy use exceeds preset limit Payment due date reminder Outage notification/restoration Bill estimate threshold reached 	<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
MyAccount <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 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 and compare energy use Compare service plans to find the one that best meets your needs Compare 24 months of previous bills Sign up for billing and payment programs or alerts Sign up for Paperless 	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
Online Home Energy Analysis <ul style="list-style-type: none"> See where there are opportunities to save money 	Available	Available	Available
REFERRALS FOR ASSISTANCE			
Customer referral	<ul style="list-style-type: none"> APS Energy Advisors work with customers (arrangements or extensions) and provide referrals to community services Call 211, (602) 371-7607 or (800) 253-9709 	<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 or 211
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 service plan 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, prepay 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 by phone
Time-of-Day Options <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 and spread out energy use of major electric appliances Enroll online or by phone 	Time-of-Use Plans <ul style="list-style-type: none"> Three plan options Fixed Energy Charge Plan (R-1), Time-of-Use 4pm-7pm Weekdays, Time-of-Use 4pm-7pm Weekdays with Demand Charge (R3-47) and Residential EV Charging 4-7 that offer a lower off-peak price for energy used before 4 p.m. or after 7 p.m. weekdays Weekends and 14 observed holidays are off-peak and priced lower <p>*Have a demand charge for the highest one hour of usage during on-peak periods in the billing period</p>	N/A	SRP Time-of-Day Price Plans <ul style="list-style-type: none"> Options include: SRP Time-of-Use Price Plan™, SRP EZ-3 Price Plan™ and SRP Electric Vehicle Price Plan™ 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 	Weatherization Assistance Program <ul style="list-style-type: none"> \$9,000 maximum benefit per home visit https://aps.com/assistance to find your local CAP office to apply through 	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"> \$9,000 maximum benefit per home Call SRP for referral
Energy efficiency programs <ul style="list-style-type: none"> Rebates and energy-saving options 	aps.com/options	swgas.com/efficiency	savewithsrp.com

Information is subject to change. Please check the utility’s website for the most recent information.