







# SUMMARY OF UTILITY SERVICES

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

Updated December 2023

			
CONTACT INFORMATION			
<b>Phone number</b> (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 access to 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
<b>Website</b>	<b>aps.com</b>	<b>swgas.com</b>	<b>srp.net</b>
BILL DISCOUNTS/ASSISTANCE			
<b>Bill discount for limited-income households</b> • Sign up year-round • Account in applicant’s name • Primary residents only • Application available online	<b>Energy Support Program</b> • Up to 200% of federal poverty guidelines • Flat 25% monthly discount. Example: \$150 charge for electricity services = \$37.50 discount • Income documentation is required; or participation in an income-verified public assistance program • Enroll online	<b>Low-Income Ratepayer Assistance (LIRA)</b> • Up to 250% of federal poverty guidelines • Discounted monthly basic service charge and a 30% reduction on the “per therm” rate • Income documentation may be required • Biannual renewal required on Nov. 1 • Enroll online	<b>Economy Price Plan (EPP)</b> • Up to 150% of federal poverty guidelines • Monthly discount: \$23 • Income documentation may be required • Enroll online or by phone
<b>Bill assistance</b>	<b>Project SHARE</b> • Available at the Salvation Army • Funded through APS employee and customer donations • 100% of employee donations are matched by APS • 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  <b>APS Crisis Bill Assistance</b> • Bill assistance up to \$1,000 within a rolling 12-month period • Up to 200% of federal poverty guidelines and a financial crisis • Administered by <b>wildfireaz.org</b> , Maricopa County Human Services and CPLC	<b>Energy Share</b> • 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 • Administered by <b>wildfireaz.org</b>  <b>Low-Income Bill Assistance</b> • One-time crisis bill assistance every 12 months up to \$400 • Up to 200% of federal poverty guidelines • Must demonstrate a hardship and have outstanding bills • Administered by <b>wildfireaz.org</b>	<b>Project SHARE</b> • Available at the Salvation Army • Funded through SRP employee and customer donations • 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  <b>SRP Bill Assistance</b> • One-time crisis bill assistance every 12 months up to \$600 • Up to 200% of federal poverty guidelines and a financial hardship • Administered by <b>wildfireaz.org</b>
<b>Qualified medical life support equipment used in the home</b> • Sign up year-round • Doctor’s verification required • Application available online	<b>Energy Support with Medical Program</b> • Must qualify for Energy Support Program • Flat 35% discount Example: \$150 bill charge for electricity services = \$52.50 discount • Up to 150% of federal poverty guidelines  <b>Medical Care Program</b> • Planned outage notifications • Any person in household with a life-threatening illness or using qualified medical life support equipment • Available to all income levels	<b>Medically Fragile Household</b> • Qualifying medical condition • Application available online	<b>Medical Preparedness Program</b> • Planned outage notifications • Any person in household using qualified electricity-dependent medical life support equipment • Available to all income levels • Enroll online or by phone
<b>Third-Party Notification Safety Net Partner</b> • 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	<b>Safety Net</b> • Application available online and by phone • Safety Net partner receives a copy of the bill • Safety Net partner is not financially responsible for bill • Safety Net partner can enter into payment arrangement on behalf of customer	<b>Third-Party Notification Program</b> • Application available online	<b>Safety Net</b> • Application available online and by phone
BILL PAYMENT OPTIONS			
<b>Customer selects bill due date</b> • Customer selects due date between 1st and 28th • Enroll online or by phone	<b>Preferred Due Date</b> • Account does not need to be current • May result in a one-time shorter or longer than usual billing window • Can be changed if desired every 12 months	N/A	<b>SRP Custom Due Date™</b> • Account does not need to be current
<b>Pay about the same amount monthly</b> • Averages the monthly payment amount using utility bills over a 12-month period • Enroll online • Join any month • Quarterly adjustments to the payment amount for usage changes if needed	<b>Budget Billing</b> • Account must be current and will be removed after three late payments in 12 months • If customer leaves program, the account is settled and deferred charges, if any, are due	<b>Equal Payment Plan</b> • Participation in EPP is automatically terminated after two late payments made while on the plan	<b>SRP Budget Billing™</b> • October through December are the best months to build credit toward higher summer bills • If customers have less than 12 months of billing history, they can still enroll • Account must be current and will be removed after two consecutive late payments
<b>Monthly automatic payment</b> • Withdrawn from checking or savings account • Enroll online	<b>AutoPay</b> • Automatic withdrawal from checking or savings account on due date • If preferred, customer can set up withdrawal with debit or credit card (convenience fee applies for each transaction) • Mail-in application available if needed	<b>Automatic Payment Plan</b> • Automatic withdrawal on the due date of your gas bill • Once enrolled, it can take up to one or two billing cycles; continue to make payments until notice of enrollment appears on your gas bill	<b>SRP SurePay™</b> • 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"> <li>Automated IVR</li> <li>Download the APS mobile app to pay a bill, monitor energy usage, receive alerts or report an outage</li> </ul>	<ul style="list-style-type: none"> <li>Automated IVR</li> <li>Download the SWG mobile app on App Store or Google Play to pay a bill, receive alerts and view payment locations</li> </ul>	<ul style="list-style-type: none"> <li>Automated IVR</li> <li>Download the SRP Power app™ to pay a bill, view usage and daily cost, receive alerts or report an outage</li> <li>SRP M-Power® and Water mobile apps also available</li> </ul>
Electronic notifications	<b>Sign up for paperless billing through <a href="https://aps.com">aps.com</a> to receive these alerts:</b> <ul style="list-style-type: none"> <li>Energy use exceeds preset limit</li> <li>Payment due date reminder</li> <li>Outage notification/restoration</li> <li>Bill estimate threshold reached</li> </ul>	<ul style="list-style-type: none"> <li>Sign up for text messaging for outages through MyAccount</li> <li>Receive email notification when new bill arrives if enrolled in paperless billing</li> </ul>	<b>SRP eNotes™</b> Sign up for text messages or emails through SRP My Account™ to receive: <ul style="list-style-type: none"> <li>Notification when new bill arrives</li> <li>Weekly bill projection</li> <li>Alert when monthly bill projection exceeds customer’s set budget</li> <li>Daily usage alert</li> <li>Courtesy reminders three days before bill is due</li> <li>Payment not received by due date</li> <li>Outage notifications</li> <li>Price plan hour changes</li> <li>Pool pump timer reminder</li> </ul>
<b>MyAccount</b> <ul style="list-style-type: none"> <li>View and pay bill online free of charge using bank account</li> <li>Compare and monitor your energy use and bills</li> <li>Sign up for MyAccount and programs online</li> <li>Sign up for paperless billing</li> <li>Review payment history</li> <li>View at least 24 months of energy history</li> <li>Update customer profile information, such as email, phone number and mailing address</li> </ul>	<b>My Account</b> <ul style="list-style-type: none"> <li>View and compare energy use</li> <li>Compare service plans to find the one that best meets your needs</li> <li>Compare 24 months of previous bills</li> <li>Sign up for billing and payment programs or alerts</li> <li>Sign up for paperless billing</li> </ul>	<b>MyAccount</b> <ul style="list-style-type: none"> <li>Request a payment extension</li> <li>View outage information</li> <li>Obtain verification of service letter</li> <li>Obtain letter of credit</li> <li>Request to stop or move service</li> <li>Update account information</li> <li>Request detailed bill format</li> </ul>	<b>SRP My Account™</b> <ul style="list-style-type: none"> <li>View unbilled usage available from automated meters</li> <li>Compare price plans to see if there is a plan better suited to customer’s usage and lifestyle</li> <li>Complete or view payment arrangements</li> <li>Hour-by-hour usage chart available</li> <li>Compare up to 36 months of previous bills</li> </ul>
<b>Online Home Energy Analysis</b> <ul style="list-style-type: none"> <li>See where there are opportunities to save money</li> </ul>	Available	<a href="https://swg.opower.com/ei/x/home-energy-analysis">swg.opower.com/ei/x/home-energy-analysis</a>	<a href="https://srp.net/hea">srp.net/hea</a>
REFERRALS FOR ASSISTANCE			
<b>Customer referral</b> <ul style="list-style-type: none"> <li>Utilities work with customers needing extensions or payment arrangements</li> <li>Encourage customers to call their utility to explore options; utilities want to help</li> </ul>	<ul style="list-style-type: none"> <li>APS Energy Advisors work with customers and provide referrals to community services</li> <li>Call 211, (602) 371-7607 or (877) 211-8661</li> </ul>	<ul style="list-style-type: none"> <li>SWGAs Account Representatives work with customers and provide referrals to community services</li> <li>Refer customers to 2-1-1 Arizona</li> <li>Call 211 or (877) 211-8661</li> </ul>	<ul style="list-style-type: none"> <li>SRP Customer Resource Counselors work with customers and provide referrals to community services</li> <li>Call (602) 236-3000</li> <li>Refer customers to 2-1-1 Arizona</li> </ul>
<b>Personal account review</b> <ul style="list-style-type: none"> <li>Analysis of customer’s account, payment and usage history</li> <li>Provide energy-saving tips to help reduce costs</li> </ul>	<ul style="list-style-type: none"> <li>Suggest most economical service plan option, services and programs to reduce costs and manage bills</li> </ul>	Available	<ul style="list-style-type: none"> <li>Suggest most economical price plan option, services and programs to reduce costs and manage bills</li> </ul>
ELECTRIC PRICE PLAN OPTIONS			
<b>Prepay electric service</b> <ul style="list-style-type: none"> <li>No monthly home energy bills or late payment, disconnection or reconnection fees</li> <li>On average, prepay customers reduce energy usage by 12% each year</li> </ul>	N/A	N/A	<b>SRP M-Power®</b> <ul style="list-style-type: none"> <li>Customer decides how much energy to purchase at their convenience</li> <li>Free SRP M-Power® app is available to customers</li> <li>Economy Price Plan monthly discount available</li> <li>Enroll online or by phone</li> </ul>
<b>Time-of-Day Options</b> <ul style="list-style-type: none"> <li>Different plans to best fit lifestyle and save money</li> <li>Programmable/smart thermostat and timers can help manage usage</li> <li>Shift more hours of energy use to off-peak hours and spread out energy use of major electrical appliances</li> <li>Enroll online or by phone</li> </ul>	<b>Time-of-Use Plans</b> <ul style="list-style-type: none"> <li>Three plan options (Saver Choice, Saver Choice Plus* and Saver Choice Max*) that offer a lower off-peak price for energy used before 3 p.m. or after 8 p.m. on weekdays</li> <li>Weekends and 10 observed holidays are off-peak and priced lower</li> </ul> <p>*Has a demand charge for the highest one hour of usage during on-peak periods in the billing period</p>	N/A	<b>SRP Time-of-Use Price Plans</b> <ul style="list-style-type: none"> <li>Options include SRP Time-of-Use Price Plan™, SRP EZ-3 Price Plan™ and SRP Electric Vehicle Price Plan™</li> <li>Weekends and six observed holidays are off-peak and priced lower</li> </ul>
ENERGY-SAVING PROGRAMS			
<b>Weatherization Assistance Program</b> <ul style="list-style-type: none"> <li>Up to 200% of federal poverty guidelines</li> </ul>	<b>Weatherization Assistance Program</b> <ul style="list-style-type: none"> <li>\$9,000 maximum benefit per home</li> <li>Visit <a href="https://aps.com/assistance">aps.com/assistance</a> to find your local CAP office to apply through</li> </ul>	<b>Low-Income Energy Conservation Weatherization Program</b> <ul style="list-style-type: none"> <li>\$3,000 maximum benefit per home</li> <li>Visit <a href="https://swgas.com/en/arizona-weatherization">swgas.com/en/arizona-weatherization</a></li> </ul>	<b>Low-Income Weatherization Program</b> <ul style="list-style-type: none"> <li>\$9,000 maximum benefit per home</li> <li>Visit <a href="https://srp.net/homerepairs">srp.net/homerepairs</a></li> </ul>
<b>Energy efficiency programs</b> <ul style="list-style-type: none"> <li>Rebates and energy-saving options</li> </ul>	<a href="https://aps.com/options">aps.com/options</a>	<a href="https://swgas.com/en/residential-rebates-and-promotions">swgas.com/en/residential-rebates-and-promotions</a>	<a href="https://srp.net/save">srp.net/save</a>

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