Important Information About Your Account

SRP Business Customer Credit Policy & Terms of Service 2026

SRP General Terms of Service

This SRP Business Customer Credit Policy & Terms of Service applies to all business customers, with the exception of those served through dedicated substations. Customers receiving service through dedicated substations are governed by the SRP Substation Customer Credit Policy & Terms of Service.

By submitting a request for new or additional electric service, the customer acknowledges and affirms its acceptance of, and agrees to be bound by, SRP's Rules and Regulations and all terms and conditions of this policy.

To start service or reconnect service if disconnected, for safety reasons, we ask that you ensure all appliances and electric devices are turned off to avoid risk of fire.

SRP's Rules and Regulations are available online at **srpnet.com/about/rulesregs.aspx**.

Establishing service

When you request electric service, you will be asked to give SRP certain information and documentation, including the name of your business; type of entity; tax identification or Social Security number; responsible party; financial statements; and legal documentation, such as your articles of incorporation, partnership agreement or articles of organization.

Your business entity must be in good standing with the Arizona Corporation Commission (ACC) or a similar regulator if incorporated or organized outside of Arizona. You may be asked to provide documentation to show standing if SRP cannot verify it with the ACC.

You will also be asked to provide (and keep up to date) your "best" contact information, including your current telephone numbers and email address. SRP does not sell contact information. Your information is used to contact you to communicate important information regarding your account(s), including scheduled and unscheduled outages, and matters pertaining to billing, payment and collection of amounts due. By providing your phone number, you consent to being contacted at that number through calls made with an automated telephone dialing system or with a prerecorded voice, live agent, or artificial voice and text messages.

A service fee will be added to your first bill to cover the initial expense of establishing your account.

Customers with four or more residential accounts may be considered businesses and subject to this SRP Credit Policy for SRP Business Customers.

Agreement for Electric Service

Customers on E-61 and E-63 will be required to sign an Agreement for Electric Service.

Tax exempt status

You must provide SRP with your tax exemption certification, if applicable, on an annual basis. Failure to provide the certification will result in removal of any tax exemptions.

Name changes and assignments

If the name of your business is legally changed, you must change the name on your account and provide legal proof of the name change. If you propose to assign your rights or delegate your duties under any agreement with SRP to any other person or entity, SRP may withhold its consent if that other person or entity does not meet SRP's deposit and/or creditworthiness requirements. Unless otherwise agreed in writing by SRP, in the event of any assignment, name change or change in organizational structure, you will remain responsible for payment of all outstanding and future electric bills on your accounts. Any assignment or change in ownership or control may prompt a new credit evaluation and a new or additional deposit. The terms of your Agreement for Electric Service and any applicable riders or other agreements may also include conditions to which you and the successor entity must adhere. Additionally, all deposit-related instruments (e.g., letters of credit or surety bonds) must be amended or reissued to reflect the new legal name. The updated documents must clearly identify the responsible entity as it appears in current legal records.

Closing accounts

Please contact us at **(602) 236-8833** when you no longer need service. Your account will have a final bill created for energy used through the date you requested your account be closed. You will be asked to provide a forwarding address to mail your final account statement and any refund that may be due to you. In the event a refund is owed to you from a payment made using a digital payment processing service or credit or debit card, SRP reserves the right to return the funds using the same method of payment.

Final bills on closed accounts are due within 21 days of the issue date. If payment or payment arrangements are not made on or before the final bill due date, the balance owed may be transferred to an appropriate active SRP account, including a related residential electric account.

If SRP does not have an active account to transfer an unpaid final bill to, the account will be referred to a collection agency. The collection agency will report the delinquent account to the major credit reporting agencies.

Dispute procedures

You may dispute an SRP bill you think is in error by calling, writing or emailing us. We will investigate all disputes. SRP will not disconnect service for nonpayment of a disputed charge provided (1) you notify us before the bill becomes delinquent and (2) you pay all other undisputed charges when due. Write us at Customer Communications Services, PAB277, SRP, P.O. Box 52025, Phoenix, AZ 85072-2025; email us at help@srpnet.com; or call us at **(602) 236-8833**.

Appeal procedures

If you are not satisfied with the outcome of the dispute, you may ask for a special review. If you purchase both distribution and generation from SRP and your annual usage is less than 100,000 kilowatt-hours (kWh), SRP's Consumer Ombudsman Office will investigate the dispute in an effort to resolve the problem. SRP's Executive Dispute Resolution Committee (EDRC) will be the dispute resolution body for customers whose annual usage is at least 100,000 kWh. The decision of the Consumer Ombudsman Office or EDRC is SRP's final determination on the matter.

Contact us

We can be reached by phone at **(602) 236-8833**; by mail at Customer Credit Services, PAB21T, SRP, P.O. Box 52025, Phoenix, AZ 85072-2025; or by email at bizcenter@srpnet.com.

Current Charges

The following is a list of service charges and fees currently in effect as of Jan. 1, 2012, that are subject to sales tax and may change as SRP's costs change.

Late fee is 2% of the billing amount with a $5 minimum.

Service establishment fee (next day) $35

Service establishment fee (same day) $55

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Returned payment	$18
Field visit	$35
High-bill audit	$55
Disconnection at meter (next-day reconnect)	$70
Disconnection at meter (same-day reconnect)	$90
Disconnection at other than meter/J-box	$248
Disconnection at J-box or transformer	$321
Customer-damaged meter lock rings	$58
Customer-damaged kilowatt (kW) meter	$362
Customer-damaged kW TOU meter	$362
Theft investigation (per hour)	$90
Meter reading — no access	$25

Deposits and Credit Evaluations

SRP requires a deposit for all accounts unless an SRP credit evaluation justifies a deposit waiver. The deposit amount is intended to cover an amount equal to the two highest consecutive monthly bills anticipated for the account, or the receivables at risk, as determined by SRP. Master meter residential deposits are intended to cover an amount equal to the three highest consecutive monthly bills.

In the absence of relevant billing history, we will estimate your bill amount based on the connected load, type of business and the business's operating characteristics. If a deposit is required, it will be held for a minimum of three years. After three years of service, you can request a credit evaluation to reevaluate the need for a deposit.

Credit evaluation eligibility

SRP requires a business to be in existence for at least two years to be eligible for a credit evaluation to determine any waiver of the deposit assessment. Your business entity must be in good standing with the ACC or similar entity if incorporated or organized outside of Arizona.

If you are a sole proprietor, you will be asked to provide evidence that you have been in business for at least two years. In addition, if you request to hold your account in your individual name, you will be required to provide your Social Security number; otherwise, you are not eligible for a credit evaluation and will be required to pay the deposit assessment.

Credit evaluation

SRP may request private company financial statements to complete the evaluation. A deposit will be assessed if you decline to provide the information needed to complete a credit review. A consumer credit report may be obtained if you are requesting service as a sole proprietor and the account will be held in your personal name.

The key factors considered in credit evaluations are:

(1) Financial condition

(2) Payment history with SRP

(3) Payment history with others

(4) Investment grade credit rating with Moody's Investors Service and Standard & Poor's

(5) Experian business credit report for small businesses with total deposits less than $25,000

Periodic credit evaluations

SRP reserves the right to assess new or additional deposits and reinstate a deposit requirement on an existing customer based on the customer's SRP payment history, financial condition and creditworthiness, as determined by SRP.

SRP conducts periodic credit reviews, considering the key factors identified above, to determine the creditworthiness of business customers. You may be asked to provide information needed to complete the periodic credit review, including private company financial statements. If you choose not to provide the information needed to complete a periodic credit evaluation, a new or additional deposit may be assessed to your account(s).

A new or additional deposit may be assessed based on the outcome of the periodic credit evaluation.

Paying deposits

Your deposit may be reduced by 25% by enrolling in the SRP SurePay™ program. If you cancel participation in the program, you will be required to bring your deposit to the standard deposit assessment.

The security deposit requirement may be satisfied by cash, a surety bond or an irrevocable letter of credit (ILOC). Any ILOC provided must be in form and substance, and from a financial institution, satisfactory to SRP. The financial institution must be a domestic U.S. financial institution or a U.S. branch of a foreign financial institution with branches in Arizona. In addition, the financial institution must be rated with Moody's and/or S&P with ratings of at least A/A2 and at least $10B in assets.

When paying a security deposit with a surety bond, SRP requires the surety company to maintain a satisfactory credit rating with AM Best Co., and the bond must be issued on SRP's bond form.

Customers who provide a cash deposit receive an interest credit on their January bills (or more frequently, if elected by SRP), provided SRP has held the deposit for at least 180 consecutive days. The interest rate is reviewed annually by SRP and adjusted to reflect an average certificate of deposit rate paid by local financial institutions, or similar as determined by SRP.

To ensure compliance with IRS regulations, customers must complete an IRS Form W-9 (Request for Taxpayer Identification Number and Certification). This form is necessary for SRP to issue IRS Form 1099 on interest paid of $600 or greater on security deposits, which reports the interest income and is mailed by January 31. The taxes on the interest earned from this security deposit are solely the responsibility of the customer.

For more information about deposit payment options, call our credit department at **(602) 236-9622**.

Releasing deposits

Deposits are held on your account(s) until your account closes or SRP grants a deposit waiver.

If you terminate service while SRP holds your deposit, the deposit and any accrued interest will be applied to your final bill. Any amount remaining will be refunded to SRP's customer of record. Please be sure to contact SRP when you no longer need service. SRP may apply any credit balance on a closed account to any delinquent amounts owed by you.

SRP's determination that a deposit is no longer necessary will result in the deposit, plus accrued interest to date, being credited to your electric account.

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Credit reporting

SRP reports business credit payment information each month to Experian business credit report. You can build and preserve your business credit rating by paying your monthly bill on or before the due date each month.

Payment Terms

Regular monthly bills are due upon issue. If we do not receive payment by the close of business on the 21st day after billing, the account becomes delinquent. We will mail a reminder notice to you, and a late fee, plus tax, will be added to the account. **If we do not receive payment by the close of business on the 28th day after billing, we may disconnect your electric service without further notice**. Customers with residential master meters will be subject to public posting at least 72 hours prior to disconnect to alert tenants at the location of SRP's intention to disconnect power for nonpayment.

In addition to late fees, new or additional deposits may be added to your account if you pay your bill late more than two times in 12 months.

Payment application

Your payments are applied first to any Service to Help Arizonans with Relief on Energy (SHARE) pledge, then to unpaid deposits, then to past-due balances and then to current bill charges. If your payment is meant to cover multiple billing accounts, the same sequence applies regardless of payment posting instructions included with your bill stub.

Third-party bill paying services

SRP cannot guarantee continuous service if you pay through a third-party payment processor, including your bank's online payment program or an energy services consultant, which may not remit your payments to SRP in a timely manner. You are responsible for ensuring that SRP receives payment in full by the bill due date, even if you choose to have another party pay on your behalf. If SRP does not receive payment by the due date on the bill, a late payment fee may apply, and your service may be subject to disconnection.

As an example, if a payment by your bill payment service is returned by a bank or later challenged by another party, you will be responsible for ensuring SRP receives full payment or all amounts due, including any associated fees and costs, even if you had originally provided the bill payment service with the payment funds.

View and print your bills online

You can view and print up to three years of past bills. You can also receive automated email and text notifications that alert you of certain conditions on your account, including when your bill is available, when payment is due and past due, and when a payment is confirmed. In addition, you can elect to stop paper bills. Go to **srp.net/myaccount** to view your bills and select as many SRP eNotes™ options as you like.

SRP Custom Due Date™

SRP Custom Due Date (CDD) lets you choose a due date for your electric bill that's convenient for you. Use CDD in combination with SRP SurePay™ for the ultimate convenience in bill payment. Go to **srpnet.com/billing** to get more information and sign up.

Payment Options

Mailed payments can be made with a personal or business check. Payments can be mailed to SRP, P.O. Box 2951, Phoenix, AZ 85062-2951.

SRP SurePay (a direct-debit payment program) automatically withdraws funds from your designated bank account on the due date of your bill.

Our **eChex** service lets you pay with your bank account online or over the phone; eChex payments may also be made via SRP's mobile app, which is available for download on your iOS or Android device.

ACH payments to SRP: To ensure proper handling and posting of your payment, SRP requires that the ACH payment contain digital remittance information in the CTX or CCD+ formats. The digital remittance information must include the bill account number and amount paid. This eliminates the need for separate remittance documents or spreadsheets.

Cash payments can be made at many retail locations throughout the Valley. Remember to bring your SRP cash payment card with you. You can use a physical or digital card, which is available through SRP My Account™ or the SRP Power app™. For more information, visit **srp.net/paymentoptions**. For a list of locations, visit **srp.net/paymentlocations**.

Card or digital payments can be made through a third-party vendor. The vendor accepts a maximum payment of $750 and charges a transaction fee. Card or digital payments can be made online at **srp.net/myaccount** or over the phone by calling **(602) 236-8833**.

If a refund is owed to you from a payment made using an online payment processing service or using a credit or debit card, SRP reserves the right to return the funds using the same method of payment.

Payment arrangements

A payment arrangement is when a portion of your deposit or past-due balance is broken into smaller amounts and added to your future monthly bills. If a payment under such an arrangement is not made by the due date on the bill, the arrangement will be canceled, the past-due balance will be due in full immediately, and late payment fees may be charged.

A reminder notice for the total balance due will be mailed to you. If payment is not received, SRP reserves the right to disconnect service.

Returned payment

If a payment is returned to us by your financial institution, we will require immediate payment. The payment must be made with certified funds, such as a wire transfer or cash. Cash payments can be made at participating retail payment locations. Please call us at **(602) 236-8833** for wire transfer instructions.

Payment or arrangements must be made the same day we notify you of the returned payment. You will be charged a fee for processing the returned payment.

If you have been notified of a pending disconnection or have been disconnected and your payment to SRP to continue service or reinstate service following disconnection is returned by your financial institution, your service will be disconnected without further notice.

If you have two or more returned payments in 12 months, we will designate all active electric accounts for you as cash-only. Payment will then need to be made with cash or wire transfer until the cash-only status is removed.

You may also be assessed a new or additional deposit.