

# SRP Price Process Comments with Response

## Week ending January 11, 2025

# SRP Public Price Process Responses from: 1/7/2025

---

**Name:** Terry W. Parsons

**Record Number:** 55f5809d

**Delivery Method:** Digital Submission

**Received Date:** 12/2/2024

**Comment:**

At first glance are we being charged MORE for having solar panels??? We are a retired couple in our 80s who love the solar panels--able to recommend which new or current plan best "fits" us? Our townhouse is 1900 sq. ft. and our electric bills are currently manageable per solar panels' production. Thanks.

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment  
#55f5809d

**Response:**

Hi Terry,

Thank you for reaching out.

SRP sets prices based on our costs. Over the last decade, the grid has evolved and there is now a low-cost, low-carbon period during daylight hours when solar energy is abundant. SRP management is therefore proposing low-price daytime periods to encourage customer usage during these hours, thereby lowering emissions and costs.

Specifically, SRP management is proposing to simplify SRP's portfolio of Price Plans and bring the super off-peak concept that EV customers currently enjoy to the new residential and all commercial time-of-use Price Plans. Under the proposal, SRP's two residential time-of-use plans going forward (E-16 & E-28) would each include daily 8 a.m. – 3 p.m. super off-peak prices that are more than 50% lower than basic price plans. The on-peak period would be weekdays from 6 – 9 p.m. or 5 – 10 p.m., depending on the Price Plan. All proposed commercial and industrial Price Plans that include time-of-use hours would also have a low-price period from 8 a.m. – 3 p.m.

SRP understands that rooftop solar panels can be a significant investment and appreciates your commitment to renewable energy. Your SRP bill will be lower with solar generation than it would be without, though SRP must bill for the

amount needed to cover the costs of providing you with electric service. Typically, solar customers continue to rely on SRP for around two-thirds of their electricity needs, especially during peak times when electricity is most expensive.

The savings on your SRP bill are unrelated to the cost of your solar panels. Whether your SRP bill savings exceed the cost of your solar panels will depend on a variety of factors, including how the panels perform and what you paid for them.

Although it is not part of the pricing proposal, SRP management anticipates, after the conclusion of the pricing process, developing and seeking Board approval for a new residential solar program that recognizes the benefits of certain environmental attributes. The program will be designed to provide a simple path for residential customers to realize a financial benefit for Renewable Energy Certificates applicable to their solar generation by transferring those environmental attributes to SRP. The program, if approved, will not only support SRP's renewable energy goals, but will also reinforce sustainable energy solutions.

---

---

## Name: LindaJean Egbert

**Record Number:** 62e968a0  
**Delivery Method:** Digital Submission  
**Received Date:** 12/2/2024

**Comment:**

The Price Change data is quite confusing. Is there a way to provide examples for T-1,2, & 3? Do a price comparison using a single family home 1500 sqft for winter versus summer, current pricing versus proposed pricing. Without being able to see \$\$ comparison, it's difficult to comprehend. Thank you

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment #62e968a0

**Response:**

Hi Linda Jean,

Thank you for reaching out with your question.

The monthly service charge (MSC) is determined by the type of home in which you live. Dwellings of different types have differences in the cost to serve. In recognition of these differences and to better align prices with costs, SRP management is proposing three tiers of MSC that will apply to all residential price plans based on the type of dwelling and the amperage level of the service:

- Tier 1: \$20 MSC is applicable to a single unit in a multiple family house, an apartment unit, a condominium unit, a townhouse or a patio home with a service entrance of 225 amps or less.
- Tier 2: \$30 MSC is applicable to a dwelling type not listed in Tier 1 with a service entrance of 225 amps or less.
- Tier 3: \$40 MSC is applicable to any residence with a service entrance of more than 225 amps.

You can easily determine if tier 3 applies to you by looking at the meter on the electrical panel (service entrance) of your home. You'll look for the form and class shown on the face of your SRP electric meter and if you see these combinations, then tier 3 will apply:

Form (FM)

Class (CL)

MSC Tier

|             |     |
|-------------|-----|
| 2S (or 2SE) | 320 |
| Tier 3      |     |
| 4S          | 20  |
| Tier 3      |     |
| 5S          | 20  |
| Tier 3      |     |
| 9S          | 20  |
| Tier 3      |     |

You can also go on SRP's website and click Customer Service in the banner at the top, or call SRP's Customer Service department: (602) 236-8888 and a representative can help you determine which MSC tier applies to you. Tier 3 only applies to about 3% of all SRP residential customers.

The average customer on our basic price plan (E-23) is about 1900 sqft, based on data that SRP uses for customer outreach purposes.

Under this proposal their average Summer bill (meaning May through September) for E-23 customers is currently \$192.54 and will increase to \$195.48. Their average Winter bill (meaning October - April) is \$105.19 and will increase to \$118.04.

The proposed average increase of 3.5% (\$5.61 per month) for residential customers is an average across all residential customers and reflects all proposed price changes.

The average impact for each proposed monthly service charge (MSC) tier is:

- Tier 1 (\$20 MSC): Average monthly bill decrease of \$0.35
- Tier 2 (\$30 MSC): Average monthly bill increase of \$8.77
- Tier 3 (\$40 MSC): Average monthly bill increase of \$15.37

Under the proposal, while the average residential MSC for all three tiers together is increasing, the per-kWh energy price, on average, is decreasing. Individual impacts of the proposal, even within the same MSC tier, will vary depending on

price plan and usage.

---

---

## Name: Jennifer Shircel

**Record Number:** 5a460b03  
**Delivery Method:** Digital Submission  
**Received Date:** 12/2/2024

**Comment:**

Why are customers footing the bill for your company to "fix" issues? Isn't this the cost of doing business? Every time your need to more money you want to gwt more from customers. What were your profits? Use your profits to pay for these issues just like every other business owner has to do.

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment #5a460b03

**Response:**

Dear Jennifer,

Thank you for submitting your question regarding SRP's pricing process.

SRP is a community-based, not-for-profit utility. SRP does not have stockholders or pay dividends; revenues are reinvested back into our electric grid for the benefit of all customers.

SRP management is proposing price changes intended to account for rising costs, ensure that SRP maintains its long-term financial health, and reflect SRP's continued transition to sustainable resources and new technologies. The price proposal reflects, among other things, an increase in base prices to address expenses related to replacing aging infrastructure, adapting to an evolving power grid, and enhancing customer programs and services, while maintaining reliability and safety.

SRP focuses on controlling costs in the areas of financing, operations and maintenance, and new capital expenditures while planning to meet future customer needs and SRP's ambitious carbon reduction goals.

SRP management continually leads efforts to operate the business in a cost-effective and efficient manner while meeting or exceeding annual objectives. Key efforts include:

- Performing on-going investment recovery activities, including selling scrap metal, materials, and assets that are no longer needed for business activities. These efforts brought in over \$14 million in revenue in Fiscal Year 2024.

- Implementing cost-controlling practices within Information Technology (IT) Services, focusing on optimizing the management of IT assets and technology vendors. Since 2021, these efforts have resulted in over \$30 million in cost savings or cost avoidance.
- Ongoing tracking and renegotiation of contracts related to meters, resulting in lower prices for two projects since 2021.
- Upgrading 11 of 12 combined cycle gas units with enhanced turbine hardware, which has enabled improved emissions, increased unit capacity, and reduced heat rate/fuel cost.
- Developing and utilizing asset optimization risk assessments to identify additional, low-risk, 69kV breaker preventative maintenance intervals that could be safely extended from 4 years to 6 years.

Additionally, as financial market opportunities arise, SRP refinances debt at lower interest rates to lower overall interest expense. Over \$2.6 billion of revenue bonds have been refinanced since May 2015, with another \$300 million scheduled to be refinanced in 2025. The finalized refinancing transactions achieve net present value interest savings in excess of \$18 million per year, on average, from Fiscal Year 2015 through Fiscal Year 2038.

SRP's latest published financials can be found at [2024-annual-report.pdf](#).

---



---

## Name: Thomas Schuett

**Record Number:** e1b81d45  
**Delivery Method:** Digital Submission  
**Received Date:** 12/2/2024

**Comment:**

1. Justify the higher MSC for single family homes with less than 225 amp power. It is \$10 per month more than multi family. Why? 2. The burden for broader eligibility and larger discounts falls on the average ratepayer. If SRP feels the need to do giveaways, I suggest that it comes from somewhere else. 3. Fuel prices and the covid shutdown are to blame for some of the increases. That rests on the Biden administration, SAY IT!! 4. In my opinion, the SRP board needs more average, residential ratepayer representation.

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment #e1b81d45

**Response:**

Hi Thomas,

Thank you for submitting your question regarding SRP's pricing process.

In order:

1. The Monthly Service Charge (MSC) for residential customers is based on a portion of SRP's fixed costs, such as billing, customer service, metering, and distribution facilities. These costs are constant and do not change with the amount of electricity a customer uses. The current cost study estimates that these costs vary between \$35 and \$49 per month depending on the residence, meaning that only part of these costs is recovered through the MSC, with the rest recovered through per-kWh energy charges.

To better adhere to SRP's Pricing Principles of Cost Relation and Equity and balancing Gradualism, SRP management's proposal includes tiering the MSC for all residential price plans based on the type of dwelling and the amperage level of their service:

- Tier 1: \$20 for a single unit in multi-family house, an apartment unit, a condominium unit, a townhouse, or a patio home with a service entrance of 225 amps or less.
- Tier 2: \$30 for a dwelling type not listed in Tier 1 with a service entrance of 225 amps or less.
- Tier 3: \$40 for a residence with a service entrance of more than 225 amps.

2. As you point out, this proposal also includes an expansion to, and increase of, our limited income discount, making an estimated 100,000 + more customers eligible for a \$25 a month credit through the Economy Price Plan. As a community based not-for-profit, the primary funding for SRP comes from our customers.

This comment you submitted will become part of the public record, and will be made available to SRP's management, officers, and Board of Directors. SRP will be conducting several Open Houses and public board meetings. We invite customers to attend and share feedback.

3. SRP management is proposing price changes intended to account for rising costs, ensure that SRP maintains its long-term financial health, and reflect SRP's continued transition to sustainable resources and new technologies. The price proposal reflects, among other things, an increase in base prices to address expenses related to replacing aging infrastructure, adapting to an evolving power grid, and enhancing customer programs and services, while maintaining reliability and safety.

If you want a further explanation as to why prices are increasing and more details on the pricing proposal, please visit [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle \(Amended and Restated\)](#)

4. SRP has a Customer Utility Panel (CUP), which provides a voice for SRP electric customers who reside outside the District voting boundary. Please visit [All about SRP's Customer Utility Panel \(CUP\)](#) to find your CUP member, whom you can email at [CUP@srpnet.com](mailto:CUP@srpnet.com)

---

---

## Name: Jerry Gallagher

**Record Number:** efeb2de3  
**Delivery Method:** Digital Submission  
**Received Date:** 12/2/2024

**Comment:**

Why is there another proposed increase in our rates? With so much sunlight here in Az throughout the year, why do we pay such high prices for electricity?!? Develop and use solar fields to feed the grid, and with this it should not be so expensive. Please educate me why you charge so much for a natural resource we have an abundance of here in AZ.

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment #efeb2de3

**Response:**

Hi Jerry,

Thank you for your inquiry and feedback.

SRP management is proposing price changes intended to account for rising costs, ensure that SRP maintains its long-term financial health, and reflect SRP's continued transition to sustainable resources and new technologies. The price proposal reflects, among other things, an increase in base prices to address expenses related to replacing aging infrastructure, adapting to an evolving power grid, and enhancing customer programs and services, while maintaining reliability and safety.

SRP sets prices based on our costs. Over the last decade, the grid has evolved and there is now a low-cost, low-carbon period during daylight hours when solar energy is abundant. SRP management is therefore proposing low-price daytime periods to encourage customer usage during these hours, thereby lowering emissions and costs.

Specifically, SRP management is proposing to simplify SRP's portfolio of Price Plans and bring the super off-peak concept that EV customers currently enjoy to the new residential and all commercial time-of-use Price Plans. Under the proposal, SRP's two residential time-of-use plans going forward (E-16 & E-28) would each include daily 8 a.m. – 3 p.m. super off-peak prices that are more than 50% lower than basic price plans. The on-peak period would be weekdays from 6 – 9 p.m. or 5 – 10 p.m., depending on the Price Plan. All proposed commercial and industrial Price Plans that include time-of-use hours would also have a low-price period from 8 a.m. – 3 p.m.

---

---

**Name: Japhet Rodriguez**

**Record Number:** d5da980e  
**Delivery Method:** Digital Submission  
**Received Date:** 12/3/2024

**Comment:**

When I purchased my solar panels I was promised that my SRP rate would not increase overtime. Is this still a fact? Are we also impacted by this increase? If yes, is it better for me to purchase a battery than selling to SRP unused energy?

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment  
#d5da980e

**Response:**

Hi Japhet,

Thank you for submitting your question regarding SRP's pricing process.

It sounds like you may be referencing statements made by a third party not affiliated with SRP. Any such promises or other statements are not binding on SRP. All SRP customers, including those with rooftop solar, are subject to price changes approved by SRP's Board of Directors.

SRP can't advise you on whether to purchase or install a battery, but in exploring that option, you may find it useful to read the rooftop solar-related resources and recommendations (including tips on choosing a qualified contractor) on SRP's website.

[Rooftop Solar for Homeowners | SRP](#)

---

---

**Name: Name Here**

**Record Number:** 1951b1a4  
**Delivery Method:** Digital Submission  
**Received Date:** 12/4/2024

**Comment:**

Since this existing infrastructure is paid for, the prices should be going down not up! Also, why not invest in Nuclear?

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment  
#1951b1a4

**Response:**

Thank you for your question.

SRP's resource mix has long benefited from the reliable operations of Palo Verde Nuclear Generating Station, providing carbon-free 24x7 power for the past 36+ years, and we continue to seek opportunities to add nuclear to our power generation portfolio. SRP recently purchased additional shares of output from the Palo Verde Nuclear Generating Station previously utilized by other owners. For new nuclear, SRP sees promise in small modular reactor (SMR) and large-format technologies, but we also recognize that time is needed to license, site, and implement these new technologies. SRP management identified nuclear as one of the potential options for repurposing the Coronado Generating Station site after coal generation ceases, and current analysis suggests that the earliest it can be realistically deployed is in the early 2040s. SRP management is currently assessing the timelines and costs associated with more in-depth early site evaluation for new nuclear.

---

## **Name: CUYLER L THIESFELDT**

**Record Number:** 8bafa01b  
**Delivery Method:** Digital Submission  
**Received Date:** 12/6/2024

**Comment:**

Why are customers with solar panels going to get a higher rate increase? I thought the purpose of solar panels was to decrease the cost of electricity for the customer and not increase it. I paid a lot of money for the solar panels on my house and it has been more of a hinderance than anything else. This rate increase for those of us with solar panels is a joke, especially since the power generated by the panels on my house goes back to the grid benefiting SRP without any real noticeable reduction in my electric bill every month. I guess there's no reward for those of us who try to do the right thing, we only get shafted at every turn.

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment #8bafa01b

**Response:**

Hi Cuyler,

Thank you for reaching out.

Under SRP management's proposal, customers on solar price plans (E-13, E-14, E-15, and E-27) have a higher percent average increase because, relative to other residential customers, they pay a lower percentage of the costs incurred by SRP in providing those customers with electric service. Currently, customers on solar price plans do not pay the full amount of the fixed costs that SRP incurs to serve those customers; the unpaid costs are being borne by other customers.

The proposed changes bring the residential and residential solar classes closer together and provide more appropriate cost recovery consistent with SRP's Pricing Principles of Equity, Cost-Relation, and Gradualism.

SRP understands that rooftop solar panels can be a significant investment and appreciates your commitment to renewable energy. Your SRP bill will be lower with solar generation than it would be without, though SRP must bill for the amount needed to cover the costs of providing you with electric service. Typically, solar customers continue to rely on SRP for around two-thirds of their electricity needs, especially during peak times when electricity is most expensive.

The savings on your SRP bill are unrelated to the cost of your solar panels. Whether your SRP bill savings exceed the cost of your solar panels will depend

on a variety of factors, including how the panels perform and what you paid for them.

Although it is not part of the pricing proposal, SRP management anticipates, after the conclusion of the pricing process, developing and seeking Board approval for a new residential solar program that recognizes the benefits of certain environmental attributes. The program will be designed to provide a simple path for residential customers to realize a financial benefit for Renewable Energy Certificates applicable to their solar generation by transferring those environmental attributes to SRP. The program, if approved, will not only support SRP's renewable energy goals, but will also reinforce sustainable energy solutions.

---

---

## Name: Daniel Mullaney

**Record Number:** 01afe32a  
**Delivery Method:** Digital Submission  
**Received Date:** 12/7/2024

**Comment:**

Will the solar plans follow the same proposed TOU hours of 6pm-9pm? Will TOU still be just Monday-Friday? What are the proposed new rates going to be for On Peak, Super Off Peak and Off Peak? Will there be a tiered demand charge or a flat rate per KW?

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment #01afe32a

**Response:**

Hi Daniel,

Thanks for the questions. I'll answer in order.

SRP management's proposal aims to improve the experience for solar customers without shifting costs to others. The proposal simplifies the current portfolio of residential price plans by moving from six residential time-of-use plans and four solar price plans to two time-of-use (TOU) plans (E-28 and E-16) that will be available to customers with and without solar. Solar customers on those new plans will have the same Monthly Service Charge, time-of-use hours, and delivered energy charges as customers without solar, with no additional grid access fees. They can maximize savings by using their generation on-site to offset the full retail per kWh price. Any energy exported to the grid will be credited at an export rate, which is based on a three-year average of the real-time market prices for energy.

Yes, proposed TOU plans will still feature off-peak weekends and holidays.

All prices for the proposed new E-16 and E-28 price plans are in Appendix A located here: [Appendix A to Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle \(Amended and Restated\) – Proposed Standard Electric Price Plans and Riders](#)

The proposed E-16 price plan has an average on-peak demand charge, similar to the existing E-15 price plan; it is not tiered.



---

## Name: Randy Schwartz

**Record Number:** 1dbe067d  
**Delivery Method:** Digital Submission  
**Received Date:** 12/7/2024

**Comment:**

Please provide greater transparency into the need to update the electric grid. What are the reasons for these updates and how much of that need is driven by residential customers and commercial customers? The explosion of data centers, distribution and warehousing facilities in Mesa seems very troublesome...as data centers have been driving energy consumption and energy infrastructure significantly in this country. (There are many more attractive new business development opportunities versus those Mesa has supported - driven by IT firms and real estate developers.) What contributions are these new facilities (data centers and distribution, warehousing) making to the need to update the SRP electric grid and how are these new facilities paying their full share versus being subsidized by other commercial and residential customers? How does SRP apply continuous improvement to its organization in order to realize significant reductions in operating expenditures?

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment #1dbe067d

**Response:**

Randy,

SRP Management is cognizant of the challenges posed by evolving macroeconomic conditions faced by customers. Since the 2019 pricing process, supply chain disruptions, inflation and interest rate policy have driven up costs for both consumers and businesses. Since the previous pricing process in 2019, SRP's retail sales have grown 12% and are projected to increase at a faster pace into the latter half of the 2020s. SRP expects load growth in the next six years to outpace load growth over the entirety of the last 20 years. Importantly, this growth is expected to be served with an increasing share of sustainable resources, as outlined in SRP's 2035 Sustainability Goals. In keeping with sound financial practices, SRP intends to meet the cost of the necessary resources through both borrowing and a base rate increase.

Population growth averaged 1.8% from Fiscal Year 2020 to Fiscal Year 2024, reflected in the more than 48,000 residential building permits issued in Fiscal Year 2024, an increase of 14% over the previous year. Historically, SRP load growth has followed population and housing growth. However, SRP is increasingly seeing

current and expecting future commercial and industrial business to gain a greater share of load growth. Specifically, Residential load growth is expected to grow almost 8% from Fiscal Year 2025 to Fiscal Year 2030 while Commercial and Large Industrial load is expected to grow more than 50% over the same period. With the total customer accounts reaching 1,158,767 at the end of Fiscal Year 2024, SRP's retail peak load reached a new all-time high of 8,219 megawatts (MW) on August 4, 2024.

The retail energy forecast used for the 2025 financial plan shows an increase in sales for Fiscal Year 2026 followed by even stronger growth in Fiscal Year 2027, reaching nearly 37.1 million megawatt-hours (MWh). Stronger large-customer sales are driving overall forecasted energy growth, with large commercial energy sales (reflecting a surging data center market) expected to grow by 55.3% from Fiscal Year 2025 to Fiscal Year 2026. The forecast for general service and large general service classes also shows an increase of 17.7% in Fiscal Year 2026 over Fiscal Year 2024 levels. Energy sales to mining customers are forecasted to grow at an average annual rate of 6.6% from Fiscal Year 2024 to Fiscal Year 2026.

SRP expects significant load growth driven by various very large-load customers. In an effort to shield other customers from being required to pay for costs incurred to serve customer load that may not materialize, Management proposes modifications to the E-67 price plan designed to ensure that SRP recovers the costs incurred to provide the customer-requested capacity. Under the proposal, new accounts with at least 20 MW of forecasted load will be placed on the E-67 price plan and will pay a demand charge based on the greater of their actual demand or 80% of their forecasted load.

SRP, like all electric utilities, operates in a capital-intensive industry that requires maintaining generation, transmission and distribution systems, plus expanding the system as necessary to support projected growth and make progress toward achieving sustainability goals. SRP must make significant investments in generation resources and transmission and distribution systems to provide safe, reliable, affordable and increasingly sustainable energy to homes and businesses. From May 2019 through April 2024, SRP made approximately \$2.0 billion in capital investments in generation resources. Major projects included renewables and storage, flexible natural gas additions at Desert Basin and Agua Fria (49.5 MW), the Coolidge Expansion Project, emissions controls at Coronado Generating Station, the Copper Crossing Energy and Research Center, continued expansion of the transmission and distribution system, and needed investments in facilities, security and information technology assets.

SRP customers expect reliable and safe delivery of power. To that end, SRP must maintain and replace aging critical infrastructure. In most cases, due to inflation, the infrastructure must be replaced at a higher cost than the original installed cost. As noted above, SRP has spent approximately \$2.6 billion on maintenance improvements and replacements of transmission and distribution equipment.

Investments in aging infrastructure and new load growth remain two key areas of focus for SRP's transmission system.

SRP continues to focus on controlling costs in the areas of financing, O&M and new capital expenditures while planning to meet future customer needs and facilitating a path toward a less carbon-intensive resource mix. SRP Management continually leads efforts to operate the business in the most cost-effective and efficient manner while meeting or exceeding annual objectives. These efforts have saved millions of dollars and include:

- Utilized existing, refurbished turbines instead of more expensive, new turbines, for the Coolidge and Copper Crossing natural gas expansion projects. This resulted in over \$102 million in total cost savings, as well as a quicker construction timeframe.
- Performed ongoing investment recovery activities, including selling scrap metal, materials and assets that are no longer needed for business activities. Over \$14 million in revenue was generated during Fiscal Year 2024 due to these efforts. Implemented cost-controlling practices within Information Technology (IT) Services, focusing on optimizing the management of IT assets and technology vendors. Since 2021, these efforts have resulted in over \$30 million in cost savings or cost avoidance.
- Ongoing tracking and renegotiation of contracts related to meters has resulted in lower prices for two projects since 2021.
- Upgrading 11 of 12 combined-cycle gas units with enhanced turbine hardware, which has enabled improved emissions, increased unit capacity and reduced heat rate/fuel cost. 24
- Developed and utilized asset optimization risk assessments to identify additional low-risk 69 kV breaker preventive maintenance intervals that could be safely extended from four years to six years.

From the Fiscal Year 2020 Test Year to the current Fiscal Year 2026 Test Year, retail sales are expected to increase 3.7% on an annual basis. This high rate of growth necessitates increasing annual expenditures for O&M expenses and capital expenditures, adding to the need to issue new debt. Issuing large amounts of new debt would increase SRP's fixed costs and reduce financial flexibility. The proposed pricing adjustment will help reduce the need for the issuance of new debt in the next budget process.

The information provided, along with more detail can also be found at [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle \(Amended and Restated\)](#). This document encompasses all the detail regarding management's proposal.

---

---

**Name: Karin Moen**

**Record Number:** 4a03cbf6  
**Delivery Method:** Digital Submission  
**Received Date:** 12/8/2024  
**Comment:**

Hello, I have reviewed, to at least see that the increases proposed are equitable, as is outlined as Board's mission. I am disappointed to see this is not the case and the burden and price increases are higher for those with solar. Solar customers have already invested thousands to reduce their cost and reliance on the energy grid. What is the reason for this difference in cost increase burden? The Peak hours proposal, a little unclear... some hours not on the chart (3-6pm)? I want to see clearly defined ways for residents to responsibly control their energy usage. The MSC again seems to give higher increase and burden to solar customers. I look forward to a response and thought given to these concerns and carrying out the mission as described. Thank you. Karin Moen

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment  
#4a03cbf6

**Response:**

Hi Karin,

Thank you for reaching out.

Under SRP management's proposal, customers on solar price plans (E-13, E-14, E-15, and E-27) have a higher percent average increase because, relative to other residential customers, they pay a lower percentage of the costs incurred by SRP in providing those customers with electric service. Currently, customers on solar price plans do not pay the full amount of the fixed costs that SRP incurs to serve those customers; the unpaid costs are being borne by other customers.

The proposed changes bring the residential and residential solar classes closer together and provide more appropriate cost recovery consistent with SRP's Pricing Principles of Equity, Cost-Relation, and Gradualism.

You mention 3-6 PM, which is the current hours for the E-21 price plan. As part of this proposal, SRP is freezing some price plans as part of the effort to simplify and modernize SRP's portfolio of residential price plans. This would include E-21. The proposal freezes the existing suite of time-of-use (TOU) plans and introduces two new TOU plans (E-28 and E-16) because changes in the grid have shifted higher and lower-cost hours. SRP sets prices based on our costs. As the grid changes, the hours that are higher in cost are shifting later into the evening, making TOU price plans with earlier on-peak periods less useful. Additionally, with grid

changes over the last decade, there is now a low-cost, low-carbon period during daylight hours when solar energy is abundant, and energy is at some of the lowest cost.

SRP management is therefore proposing the E-16 and E-28 price plans which shift on-peak periods to evening hours and introduce a low-cost, super off-peak period during daytime hours. SRP's two residential time-of-use plans going forward (E-16 & E-28) would each include daily 8 a.m. – 3 p.m. super off-peak prices that are more than 50% lower than basic price plans. The on-peak period would be weekdays from 6 – 9 p.m. or 5 – 10 p.m., depending on the price plan. All proposed commercial and industrial Price Plans that include time-of-use hours would also have a low-price period from 8 a.m. – 3 p.m.

---

---

## Name: Paul Carbonneau

**Record Number:** 26fb0541  
**Delivery Method:** Digital Submission  
**Received Date:** 12/9/2024

**Comment:**

I currently have the E 27 TOU price plan with solar. Under the new TOU plans what will be the differences between the summer and winter peak and off peak times and rates? Will weekends and national holidays still be off peak? I find your price changes explanation lacking in details. Please expand your new price proposals with additional details. Thank you!

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment #26fb0541

**Response:**

Hi Paul,

Thank you for submitting your question regarding SRP's pricing process.

SRP management is proposing to simplify SRP's portfolio of Price Plans and bring the super off-peak concept that EV customers currently enjoy to the new residential and all commercial time-of-use Price Plans. Under the proposal, SRP's two residential time-of-use plans going forward (E-16 & E-28) would each include daily 8 a.m. – 3 p.m. super off-peak prices that are more than 50% lower than basic price plans. The on-peak period would be weekdays from 6 – 9 p.m. (E-28) or 5 – 10 p.m. (E-16), depending on the Price Plan. All proposed commercial and industrial Price Plans that include time-of-use hours would also have a low-price period from 8 a.m. – 3 p.m.

Both E-16 & E-28 have the same weekends and holidays with no on-peak period. Super off-peak will apply every day, so even weekends and holidays will include the low-cost price period.

For more details on the new rates, please refer to page 61 for E-16 and page 91 for E-28.

[Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle \(Amended and Restated\)](#)

---

## **Name: Armin Hojjatie**

**Record Number:** 3a82c54a  
**Delivery Method:** Digital Submission  
**Received Date:** 12/9/2024

**Comment:**

It is ludicrous that you are trying to raise prices while already being so overpriced. Even with my solar panels I still somehow I explicably pay \$200-300 a month. What are these supposed "updates to the grid" and how will this new revenue be allocated outside of increasing board member compensation? I invite to share the project and their projected costs with the public.

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment  
#3a82c54a

**Response:**

Hi Armin,

Thank you for submitting your question regarding SRP's pricing process.

SRP management is proposing price changes intended to account for rising costs, ensure that SRP maintains its long-term financial health, and reflect SRP's continued transition to sustainable resources and new technologies. The price proposal reflects, among other things, an increase in base prices to address expenses related to replacing aging infrastructure, adapting to an evolving power grid, and enhancing customer programs and services, while maintaining reliability and safety.

SRP has been investing in the grid at historic levels to ensure reliability and increase sustainability, while keeping up with monumental growth in electricity demand. Costs for materials remain elevated and lead times remain longer compared to the pre-pandemic period. Renewable resources, such as solar, are an integral part of SRP's resource plans and reduce the dependence on carbon intensive resources. SRP management's proposal takes into account the need to maintain flexibility as SRP builds and integrates these resources. It also considers the necessity for emerging technologies, such as batteries and advanced control systems to address the intermittency of carbon-free generation. The proposal positions SRP to ensure the delivery of reliable, low-emissions electric service into the future.

For details on some current SRP projects, you may visit  
<https://www.srpnet.com/grid-water-management/grid-management/improvement-projects>.

---

**Name: Tawni Johnson**

**Record Number:** f3a11a05  
**Delivery Method:** Digital Submission  
**Received Date:** 12/10/2024

**Comment:**

Hi SRP team, I would like to inquire or suggest that SRP seriously consider offering peak energy use times for my area in Glendale. I moved here this year and It seems odd that SRP offers it in other areas (as indicated on the website) but not this area [REDACTED] Thank you for your time.

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment  
#f3a11a05

**Response:**

Hi Tawni,

Thank you for your comments regarding SRP's Pricing Process.

Both SRP and APS serve the City of Glendale. Assuming you are in SRP territory, you would have the same price plans available to you throughout our territory. If you are currently on our Basic Price Plan or M-Power Price Plan, you would not have peak pricing. If you are interested in one of our time-of-use price plans, please call SRP's Customer Service department at (602) 236-8888.

---



---

**Name: Klee Bethel**

**Record Number:** c6d45184  
**Delivery Method:** Digital Submission  
**Received Date:** 12/10/2024

**Comment:**

How are you planning to assign the burden of this upgrade to the entities, predominantly the data centers, in this round of price increases when residential use is actually on the decline?

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment  
#c6d45184

**Response:**

Hi Klee,

Thank you for submitting your question regarding SRP's pricing process.

SRP expects significant load growth driven by various very large-load customers. In an effort to shield other customers from being required to pay for costs incurred to serve customer load that may not materialize, Management proposes modifications to the E-67 price plan designed to ensure that SRP recovers the costs incurred to provide the customer-requested capacity. Under the proposal, new accounts with at least 20 MW of forecasted load will be placed on the E-67 price plan and will pay a demand charge based on the greater of their actual demand or 80% of their forecasted load.

---

---

## Name: Becca Myers

**Record Number:** 029ec625  
**Delivery Method:** Digital Submission  
**Received Date:** 12/11/2024

**Comment:**

So why is this increase needed? What is it paying for? It's not clear in the given information. It may not sound like a lot but the continuous increases cost my family a lot and we have no other options to consider such as competitors. As SRP knows, general living expenses are increasing but I can cut back on other bills but there's no options here. I'm very frustrated with this.

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment #029ec625

**Response:**

Hi Becca,

Thank you for submitting your question regarding SRP's pricing process.

The price proposal reflects, among other things, an increase in base prices to address expenses related to replacing aging infrastructure, adapting to an evolving power grid, and enhancing customer programs and services, while maintaining reliability and safety. SRP is also dedicated to providing additional assistance to lower-income customers, expanding eligibility requirements to reach more customers. This proposal increases average residential bills by 3.5% (\$5.61 per month), though actual impacts will vary by price plan and usage.

SRP does not have stockholders or pay dividends. SRP is a community-based, nonprofit utility. Revenues are reinvested back into our electric grid for the benefit of all customers.

In addition to optional pricing plans, which help customers manage their electricity bills, SRP offers a variety of [energy efficiency rebates and resources](#) to help customers customize their account, lower their energy use and save money on their bills.

SRP also offers a variety of bill assistance programs and resources that can be found at [srp.net/heretohelp](http://srp.net/heretohelp).

SRP continues to focus on controlling costs in the areas of financing, operations and maintenance, and new capital expenditures while planning to meet future customer needs and while meeting our ambitious carbon reduction goals.

SRP management continually leads efforts to operate the business in the most cost-effective and efficient manner while meeting or exceeding annual objectives. These efforts have saved millions of dollars and include:

- As financial market opportunities arise, debt is refinanced at lower interest rates to lower overall interest expense. Over \$2.6 billion of revenue bonds have been refinanced since May 2015, with another \$300 million scheduled to be refinanced in 2025. The finalized refinancing transactions achieve net present value interest savings in excess of \$18 million per year, on average, from Fiscal Year 2015 through Fiscal Year 2038.
  - Performing on-going Investment Recovery activities including selling scrap metal, materials, and assets that are no longer needed for business activities. These efforts brought in over \$14 million in revenue.
  - Information Technology Services (ITS) has implemented cost controlling practices focusing on optimizing the management of IT assets and technology vendors. Since 2021, these efforts have resulted in over \$30 million in cost savings or cost avoidance.
  - Ongoing tracking and renegotiation of contracts related to meters has resulted in lower prices for two projects since 2021.
  - 11 of 12 combined cycle gas units have been upgraded with enhanced turbine hardware, which has enabled improved emissions, increased unit capacity, and reduced heat rate/fuel cost.
  - Developed, and utilized, asset optimization risk assessments to identify additional, low-risk, 69kV breaker preventative maintenance intervals that could be safely extended from 4 years to 6 years.
-

---

## Name: Raymond Eng

**Record Number:** 20afc525  
**Delivery Method:** Digital Submission  
**Received Date:** 12/12/2024

**Comment:**

Why is SRP against home solar? Example insane peak rates in winter, from 5am-9am & 5pm-9pm.

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment #20afc525

**Response:**

Hi Raymond,

Thank you for submitting your question regarding SRP's pricing process.

SRP sets prices based on our costs. Over the last decade, the grid has evolved and there is now a low-cost, low-carbon period during daylight hours when solar energy is abundant. SRP management is therefore proposing low-price daytime periods to encourage customer usage during these hours, thereby lowering emissions and costs.

Specifically, SRP management is proposing to simplify SRP's portfolio of Price Plans and bring the super off-peak concept that EV customers currently enjoy to the new residential and all commercial time-of-use Price Plans. Under the proposal, SRP's two residential time-of-use plans going forward (E-16 & E-28) would each include daily 8 a.m. – 3 p.m. super off-peak prices that are more than 50% lower than basic price plans. The on-peak period would be weekdays from 6 – 9 p.m. or 5 – 10 p.m., depending on the Price Plan. All proposed commercial and industrial Price Plans that include time-of-use hours would also have a low-price period from 8 a.m. – 3 p.m.

---

**Name: John H**

**Record Number:** d4a404a3  
**Delivery Method:** Digital Submission  
**Received Date:** 12/12/2024

**Comment:**

Has SRP considered cost reductions besides simply increasing prices for customers? Please tell us about cost reductions the company has implemented in recent years.

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment #d4a404a3

**Response:**

Hi John,

Thank you for your question in regard to the Pricing Process.

SRP continues to focus on controlling costs in the areas of financing, operations and maintenance, and new capital expenditures while planning to meet future customer needs and while meeting our ambitious carbon reduction goals.

SRP management continually leads efforts to operate the business in the most cost-effective and efficient manner while meeting or exceeding annual objectives. These efforts have saved millions of dollars and include:

- As financial market opportunities arise, debt is refinanced at lower interest rates to lower overall interest expense. Over \$2.6 billion of revenue bonds have been refinanced since May 2015, with another \$300 million scheduled to be refinanced in 2025. The finalized refinancing transactions achieve net present value interest savings in excess of \$18 million per year, on average, from Fiscal Year 2015 through Fiscal Year 2038.
- Performing on-going Investment Recovery activities including selling scrap metal, materials, and assets that are no longer needed for business activities. These efforts brought in over \$14 million in revenue.
- Information Technology Services (ITS) has implemented cost controlling practices focusing on optimizing the management of IT assets and technology vendors. Since 2021, these efforts have resulted in over \$30 million in cost savings or cost avoidance.
- Ongoing tracking and renegotiation of contracts related to meters has resulted in lower prices for two projects since 2021.
- 11 of 12 combined cycle gas units have been upgraded with enhanced turbine hardware, which has enabled improved emissions, increased unit

capacity, and reduced heat rate/fuel cost.

- Developed, and utilized, asset optimization risk assessments to identify additional, low-risk, 69kV breaker preventative maintenance intervals that could be safely extended from 4 years to 6 years.
-

---

**Name: Mark Messmer**

**Record Number:** abd97b4b  
**Delivery Method:** Digital Submission  
**Received Date:** 12/12/2024

**Comment:**

Why is SRP's solar buyback rate so low? Arizona should be leading the US in solar generation yet homeowners are left with a difficult ROI since the buyback is so low. Instead of spending capital now to build more capacity, SRP should simply incentivize buying back from consumers and storing it.

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment  
#abd97b4b

**Response:**

Hi Mark,

Thank you for submitting your question regarding SRP's pricing process.

Customers who produce some of their own energy still rely on the SRP grid; SRP needs to recover from those customers the costs of providing reliable electric service. As an analogy, assume that SRP offered distributed batteries for lease, and that instead of using the grid, you complemented your solar by leasing a battery owned and maintained by SRP. It would be clear that SRP would not be recovering the cost of owning and maintaining the battery if SRP only had a net kWh charge; even if you only ever used energy that you stored, SRP would still have to collect its costs. Similarly, SRP must recover the costs of SRP's distribution, transmission, and generation system. Even if a customer generates as much energy as they consume on an annual basis, there are still fixed costs associated with the grid that SRP needs to collect, either by imposing a separate charge, or by excluding grid-related costs from the export rate (making the delivered energy price higher than the export credit).

The existing E-27 and E-15 Price Plans use the first approach; net metering all energy and charging or crediting for the net amount at the same retail rate, but including a separate demand charge to cover grid costs.

The existing E-13 and E-14 Price Plans use the second approach. The price for energy delivered to customers includes both energy-related and grid-related costs, while energy exported to the grid is credited at the avoided cost of solar energy.

SRP management's proposal aims to improve the experience for solar customers without shifting costs to others. The proposal simplifies the current portfolio of

residential price plans by moving from six residential time-of-use plans and four solar price plans to two time-of-use plans (E-28 and E-16) that will be available to customers with and without solar. Solar customers on those new plans will have the same Monthly Service Charge, time-of-use hours, and delivered energy charges as customers without solar, with no additional grid access fees. They can maximize savings by using their generation on-site to offset the full retail per kWh price. Any energy exported to the grid will be credited at an export rate, which is based on real-time market prices for energy.

---



---

## Name: Andrea Stoner

**Record Number:** 6e86939c  
**Delivery Method:** Digital Submission  
**Received Date:** 12/13/2024

**Comment:**

I don't see what the rates will be in the new plans.. we typically save about 30% or more with our Inergy demand management system.. is this going to change? We have neighbors that want to get in on what we have with this InergySystem products, how long do they have before they are cut off from joining the E-27p?

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment #6e86939c

**Response:**

Hi Andrea,

Thank you for your comments regarding SRP's Pricing Process.

SRP Management is proposing E-27P be frozen (no longer offered to new customers) as of the November 2025 billing cycle and will be eliminated by the November 2029 billing cycle. So, customers can still enroll in E-27P through October 2025. If you are currently on a plan that will be frozen, you can stay on that plan until it's eliminated, or you can sooner switch to a different plan, including, starting in the November 2025 billing cycle, one of the two proposed new TOU price plans (E-16 and E-28). Under the proposal, SRP will continue to offer the Basic plan (E-23) and M-Power plan (E-24).

E-16 is a demand price plan that will track demand the same way as E-15 currently does, which is to measure the average of the daily maximum thirty-minute integrated kW demands occurring during the on-peak periods of that billing cycle. E-27P, until it is eliminated, will continue to measure the maximum thirty-minute integrated kW demand occurring during the on-peak periods of the billing cycle.

Details about the proposal, can be found here (see page 61 for details on the E-16 price plan):

[Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle \(Amended and Restated\)](#)

---

## **Name: Michael Baumann**

**Record Number:** 5fc038c7  
**Delivery Method:** Digital Submission  
**Received Date:** 12/13/2024

**Comment:**

When will people be cutoff from joining the E-27p and E-27? We provide Energy management installations for customers joining the E-27 with solar systems and without. Are the new demand rate plans going to track demand the same? Will my customers still be able to see a benefit with the systems they purchased? Thanks for your time.

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment  
#5fc038c7

**Response:**

Hi Michael,

Thank you for your questions regarding SRP's Pricing Process.

To simplify pricing, SRP management is proposing E-27 and E-27P be frozen (no longer offered to new customers) as of the November 2025 billing cycle and will be eliminated by the November 2029 billing cycle. So, customers can still enroll in those plans through October 2025. If you are currently on a plan that will be frozen, you can stay on that plan until it's eliminated, or you can sooner switch to a different plan, including, starting in the November 2025 billing cycle, one of the two proposed new TOU options (E-16 and E-28). Under the proposal, SRP will continue to offer the Basic plan (E-23) and M-Power plan (E-24).

E-16 is a demand price plan that will track demand the same way as E-15 currently does, which is to measure the average of the daily maximum thirty-minute integrated kW demands occurring during the on-peak periods of that billing cycle. E-27, until it is eliminated, will continue to measure the maximum thirty-minute integrated kW demand occurring during the on-peak periods of the billing cycle. Customers who are able to manage their on-peak demand have opportunities to save on demand price plans, such as E-15, E-27, E-27P, or the new E-16. Individual savings depend on a variety of factors, such as energy usage and demand throughout the day, onsite generation, energy storage, demand management systems/settings, etc.

Specifics on the E-16 price plan can be found on page 61 of [Management's Complete Proposal - Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle \(Amended and Restated\)](#)

---

## Name: Richard M Beard

**Record Number:** b3390858  
**Delivery Method:** Digital Submission  
**Received Date:** 12/16/2024

**Comment:**

Can you explain to me, Why SRP penalize customer that have Solar systems on their homes. Explain more you say. OK. In the 45 years of being a customer of SRP as to electric. I have never had a "On-peak demand: 8.4 kW " this is taken straight from my bill. To me you are borderline price gouging. How can you charge me for electric that I have made with my solar panel and then say I am using too much. Maybe with this NEW leader in Washington. I will send a letter and have this investigated. You force us to go 100% off grid but will not let us do that from what I was told . we can only go up to 80%. How convenient is that.

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment #b3390858

**Response:**

Hi Richard,

Thank you for submitting your question regarding SRP's pricing process.

SRP understands that rooftop solar panels can be a significant investment and appreciates your commitment to renewable energy. Your SRP bill will be lower with solar generation than it would be without, though SRP must bill for the amount needed to cover the costs of providing you with electric service. Typically, solar customers continue to rely on SRP for around two-thirds of their electricity needs, especially during peak times when electricity is most expensive.

The savings on your SRP bill are unrelated to the cost of your solar panels. Whether your SRP bill savings exceed the cost of your solar panels will depend on a variety of factors, including how the panels perform and what you paid for them.

Under the proposal, SRP's two residential time-of-use plans going forward (E-16 & E-28) would each include daily 8 a.m. – 3 p.m. super off-peak prices that are more than 50% lower than basic price plans. The on-peak period would be weekdays from 6 – 9 p.m. or 5 – 10 p.m., depending on the Price Plan. E-16 has a demand charge, while E-28 does not, and both would be available to customers with or without solar.

---

## Name: Norm UP

**Record Number:** MI6739610  
**Delivery Method:** Email to Corporate Secretary  
**Received Date:** 12/16/2024  
**Attachments:** 20241216\_PriceProcess\_Comment\_Email\_NormUp.pdf

*\*To receive a copy of Attachments please  
contact the Corporate Secretary's Office and Reference  
Record #MI6739610*

### Comment:

So rather than decommissioning coal plants, why not continue the trend to convert to natural gas, vs. unreliable and unsustainable solar and wind?

Attachment: Power Newsletter Email

Subject: Best of POWER: Largest Pennsylvania Coal-Fired Plant Switching to Natural Gas| Hundreds of New Gas-Fire Units Planned

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment #MI6739610

### Response:

Hi Norm UP,

Thank you for your question.

Repowering coal generating units to use natural gas as a fuel source is one option SRP management is considering for firm generation to meet future customer needs. The ability to perform this type of conversion is dependent on several factors that must be evaluated, such as the cost and feasibility of retrofitting existing coal boilers vs. installing new turbines, permitting requirements, and proximity to a natural gas pipeline.

SRP has announced that it intends to repurpose its Coronado Generating Station after ceasing coal generation and is conducting studies on future generation technology options. Additional information is available here: [Coal Community Transition | SRP](#). With respect to coal generating facilities in SRP's portfolio that are not wholly owned by SRP, SRP will work with the co-owners to determine

future plans.

SRP recently performed an industry leading and rigorous scenario planning analysis and a two-year community stakeholder engagement effort to identify strategies to plan future power system investments at the best customer value. The product of this process is called SRP's Integrated System Plan. The results of this plan indicated that a mix of generation technologies is necessary to provide reliable and affordable electricity on the path to lower carbon. Renewable energy sources like solar and wind, as well as firm resources like natural gas generation that can turn on when needed and sustain output for hours to days, are a winning combination to maintain power system reliability and keep electricity costs comparatively low, while driving to lower carbon.

For more information about SRP's Integrated System Plan, including the Executive Summary and full report, please visit: <https://www.srpnet.com/grid-water-management/future-planning/integrated-system-plan>.

---

---

## Name: Elizabeth Missal

**Record Number:** f2d98c5a  
**Delivery Method:** Digital Submission  
**Received Date:** 12/18/2024

**Comment:**

Question regarding the new TOU plan E-28. I am currently on the E-26 plan and my peak hours are different for summer and fall-winter. I am not clear on the proposed E-28 plan. Are the conserve hours of 6-9 p.m. year round?

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment #f2d98c5a

**Response:**

Hi Elizabeth,

Thanks for the questions on the proposed E-28 price plan.

One goal of these new price plans is to create simpler and more consistent hours. E-28 has 6 PM - 9 PM on-peak hours for the entire year, excluding weekends and specific holidays. The 8 AM - 3 PM super off-peak is every day, including weekends and holidays.

Currently, E-26 changes on-peak hours during November to April and then different hours from May to October as you point out.

If you have more questions on the specifics of the proposed E-28 price plan please see our complete proposal. (E-28 details start on page 66 of the printed page, or page 70 of the PDF)

[Appendix A to Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle \(Amended and Restated\) - Proposed Standard Electric Price Plans and Riders](#)

---

---

**Name: DEBRA PARKER**

**Record Number:** 64a5ab3e  
**Delivery Method:** Digital Submission  
**Received Date:** 12/20/2024

**Comment:**

My husband and I have been SRP customers since 1986. We are now semi-retired, having had to return to part time work due to inflation. We have no debt at all, and we consider ourselves to be economically prudent, but we are concerned that our retirement income will not meet our expenses in years to come. Would SRP be willing to consider creating a discounted plan for longtime customers who are now on a fixed incomes, especially if plans like TOU and EZ-3 are going to go away?

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment #64a5ab3e

**Response:**

Dear Debra,

Thank you for your question regarding SRP's Pricing Process.

Although SRP does not offer a specific discount for seniors, there are various options available to help customers save on their bill. One such option is the Economy Price Plan, which provides a discount for eligible customers with limited incomes. SRP management is proposing an expansion to, and increase of, the limited income discount, expected to make over 100,000 more customers eligible for a \$25 per month credit to their bills.

In addition, included in SRP management's proposal are two new price plans that include an 8 a.m. – 3 p.m. super off-peak period every day of the year, where energy costs are more than 50% lower than on the basic plan. You may be able to save by choosing a time-of-use Price Plan and shifting electricity usage away from the on-peak period and into the super off-peak period.

For more information about savings and our customer programs, including program eligibility and enrollment processes, please go on SRP's website and click Customer Service in the banner at the top, or call our Customer Service department: (602) 236-8888

---

**Name: Deanna M.**

**Record Number:** 31b39ac1  
**Delivery Method:** Digital Submission  
**Received Date:** 12/20/2024

**Comment:**

My husband and I are retired and the constant rate changes in our utility rates are ridiculous. For 24yrs we have been on the yr round plan. Watching our usage and it's to the point that here in AZ without AC, especially the elderly, we will die. Do you have any discounts for us old ones? It's almost like everyone is getting ready for the next administration to come in. Then what? go through the issues we went through with COVID. Constant hikes in the necessities of life? We have no choice but to go with you folks.

---

**Response Subject:** SRP Corporate Pricing Response to Public Comment #31b39ac1

**Response:**

Hi Deanna,

Thank you for your question regarding SRP's Pricing Proposal.

Although SRP does not offer a specific discount for seniors, there are various options available to help customers save on their bill. One such option is the Economy Price Plan, which provides a discount for eligible customers with limited incomes. SRP management is proposing an expansion to, and increase of, the limited income discount, expected to make over 100,000 more customers eligible for a \$25 per month credit to their bills.

In addition, included in SRP management's proposal are two new price plans that include an 8 a.m. – 3 p.m. super off-peak period every day of the year, where energy costs are more than 50% lower than on the basic plan. You may be able to save by choosing a time-of-use Price Plan and shifting electricity usage away from the on-peak period and into the super off-peak period.

For more information about savings and our customer programs, including program eligibility and enrollment processes, please go on SRP's website and click Customer Service in the banner at the top, or call our Customer Service department: (602) 236-8888