



Delivering water and power®

SRP M-POWER®

CONTACT

NEWS, ADVICE
AND OFFERS

AUGUST 2026



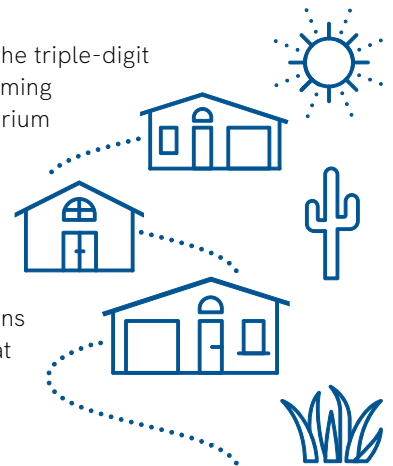
Keeping the power on during the summer

We're in the hottest part of the summer, and SRP wants to help keep our customers safe during the triple-digit temperatures. We partner with the National Weather Service (NWS) to stay informed about upcoming excessive heat events, which are called Extreme Heat Warnings. During the SRP Summer Moratorium from July through August, SRP will not disconnect power, regardless of payment status.

Keep in mind that you'll still be charged for the energy you use during this time. Avoid extended call waiting times coming out of the SRP Summer Moratorium by making regular purchases online, through the SRP M-Power app or at one of our 900-plus in-person payment locations.

We will remind customers when the SRP Summer Moratorium ends in September that disconnections will resume unless the NWS issues further Extreme Heat Warnings. If you have accumulated debt at that time, you will need to make a purchase to avoid disconnection following friendly credit hours (between 8 p.m. and 8 a.m.).

Visit srp.net/heat for more information on Extreme Heat Warnings.



The National Weather Service issues an Extreme Heat Warning when there is a forecast for a high or very high risk of heat-related illness.

Get BOGO offer for home show at WestWorld

Want to see the latest in home and landscape innovations? You can check out the Maricopa County Home & Garden Show in October at WestWorld of Scottsdale with a buy one, get one deal on admission from SRP. To take advantage of the offer, visit srp.net/offers and either print out the coupon or show the webpage at the ticket counter.

The show features more than a thousand vendor booths showcasing products and services in home improvement and outdoor living.

MARICOPA COUNTY HOME & GARDEN SHOW

OCT. 2-4

WESTWORLD OF SCOTTSDALE

16601 N. Pima Road,
Scottsdale, AZ 85260

Indoors, air-conditioned,
free parking

Canyon Lake to close for dam maintenance starting next month

On Sept. 16, the water level of Canyon Lake will be lowered for approximately 16 weeks to conduct critical dam safety inspections and maintenance. Tonto National Forest will close the lake, including all boat ramps and access points, during this time.

SRP and the U.S. Bureau of Reclamation perform these safety measures every 20 years to ensure dam safety and water reliability for our 2.5 million Valley customers. During the project, water will continue to be stored in other reservoirs to ensure no water is wasted while the work is conducted.

To learn more about the project, visit srp.net/canyonlake.



Get relief with the SRP Income-Qualified Discount™

If you or anyone you know is struggling with energy costs during the summer heat, SRP offers several programs and resources to lend a helping hand through discounts, flexible payment options or tips to save energy and money.

One such program is the SRP Income-Qualified Discount (IQD). Customers with limited incomes may be eligible for a \$10 or \$35 monthly discount, which could add up to \$420 in savings each year. There are three ways to see if you qualify for the IQD:

- Visit srp.net/IQD and complete the online application.
- Call **(602) 236-8888** to speak with a customer service representative about IQD.
- Download the IQD application from the website and return it via email, mail or fax.

For more information on the many financial resources available to our customers, visit srp.net/heretohelp.

CUSTOMER SERVICES

24 hours a day, seven days a week.
(602) 236-8888

ELECTRIC EMERGENCIES

24 hours a day, seven days a week.
(602) 236-8811

TDD SERVICE

711, AZRelay.org

ENERGY SAVINGS & REBATES

savewithsrp.com
Manage your account: srpnet.com

CUSTOMER CORRESPONDENCE

Residential Customer Solutions &
Case Management, PAB277
P.O. Box 52025
Phoenix, AZ 85072-2025
help@srpnet.com

CASH PAYMENT LOCATIONS

srp.net/paymentlocations

FIND US ON SOCIAL MEDIA

Blog: srpconnect.com

