

SRP Price Process Comments with Response

Week ending December 14, 2024

SRP Public Price Process Responses from: 12/8/2024

Name: Cindy Herb

Record Number: 81d51560
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

What about us seniors that live month to month? A \$20 discount is no help. With an increase we may have to choose between medication or food in order to have services.

Response Subject: SRP Corporate Pricing Response to Public Comment
#81d51560

Response:

Thank you for reaching out.

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 customers with limited incomes. SRP management is proposing an expansion to, and increase of, our 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: Tim

Record Number: e8992393

Delivery Method: Digital Submission

Received Date: 12/2/2024

Comment:

every time you make an increase, those of us on a fixed income get hurt. Why not help those of us who are on fixed income and work hard on cutting back on electric usage?

Response Subject: SRP Corporate Pricing Response to Public Comment #e8992393

Response:

Hello Tim,

Thank you for your response and voicing your concerns.

SRP offers various options available to help customers save on their bill. One such option is the Economy Price Plan, which provides a discount for customers with limited incomes. SRP management is proposing an expansion to, and increase of, our 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.

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Name: Jamie Velez**Record Number:** 182ff645**Delivery Method:** Digital Submission**Received Date:** 12/2/2024**Comment:**

Why again are you guys looking to increase our rates we just had a rate increase 2-3 years ago to pay for all the updating you were doing then what? What is the price increase for now and how much? And could you tell me please in a very detailed way why it cost over \$450 a month to run my AC on a 900 square foot modular home for the summer? Is that fair? It doesn't take that much to freaking run the AC for a 900 square foot modular home so I oppose it. I oppose your rate increases. This is ridiculous. You guys are pricing us out. It's to the point where I can't even afford to pay all my bills. I have to move some bills to the next month and get behind so I can pay your bill and my mortgage. But yeah you guys keep just wanting more and more. When does it stop? When does it stop? You've done nothing to upgrade the system other than sink new poles in the ground. You're not laying fiber optic lines through the cities and what not. You're not burying the power lines to make them more impervious to power outages and stuff. No you just keep putting up more poles that does nothing to improve it

Response Subject: SRP Corporate Pricing Response to Public Comment
#182ff645**Response:**

Jamie,

Thank you for your questions.

SRP last conducted a pricing process in 2019. On March 25, 2019, the SRP Board of Directors approved an overall average annual price decrease of 2.2% that took effect on the May 2019 billing cycle. Management is proposing to the Board an overall 2.4% net price increase effective with the November 2025 billing cycle. SRP is a community-based, nonprofit utility. Revenues are reinvested back into our electric grid for the benefit of all customers. If approved by SRP's publicly elected Board of Directors, the average residential customer using 1,117 kilowatt-hours (kWh) a month will see a monthly bill increase of 3.5 percent, or \$5.64, effective with the November 2025 billing cycle. Actual bill impacts will vary based on customer usage and price plan. If approved as proposed, SRP customers would still pay among the lowest electricity prices in the southwestern U.S. and the lowest rates of any major utility in the state.

Independent of a pricing process, the Board recently approved an adjustment to the FPPAM (Fuel and Purchased Power Adjustment Mechanism) rate, the component of prices that adjusts in response to changes in costs of fuel and power purchased via contract or on the market. That adjustment resulted in an overall 3.9% increase, effective Nov. 1, 2024.

SRP also offers a variety of bill assistance programs and resources that can be found at srp.net/heretohelp.

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.

In fiscal year 2024, our Residential & Commercial Energy Efficiency programs provided customers with 603,751 MWh of energy savings.

Name: Donald Dicklich

Record Number: 960374c9
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

What is the basis for determination of the Monthly Service Charge for residential units? As a fixed charge, it seems to be disproportionately large compared to the monthly utilization charges.

Response Subject: SRP Corporate Pricing Response to Public Comment #960374c9

Response:

Donald,

The Monthly Service Charge (MSC) for residential customers is based on a portion of the fixed costs SRP incurs, 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 depending on the residence, these costs vary between \$35 and \$49 per month so only part of these costs is recovered through the MSC, with the rest covered by per-kWh energy charges.

To better adhere to the pricing principles of Cost Relation and Equity and balancing Gradualism, Management's Proposal includes tiering the MSC for all residential and residential solar price plans based on the type of dwelling and the amperage level of their service:

- **Tier 1: \$20** for single units in multi-family houses, apartments, condos, townhouses, or patio homes with a service entrance of 225 amps or less.
- **Tier 2: \$30** for other dwellings with a service entrance of 225 amps or less.
- **Tier 3: \$40** for residences with a service entrance of more than 225 amps.

This structure aims to improve cost recovery and adhere to pricing principles of Cost Relation, Equity, and Gradualism.

Name: Roger Olson**Record Number:** 3949c3e6**Delivery Method:** Digital Submission**Received Date:** 12/2/2024**Comment:**

I am just wondering if I am understanding this correctly. SRP is raising my rates, imposing a monthly fee, and then changing my price plan, all at the same time. I am currently on the easy 3 from 3-6 PM and budget billing. I understand it is important to upgrade everything to keep the power reliable but it feels like a triple hit to the gut because this does not seem like a small gradual increase but a big one. How much of an increase to my electric bill should I be expecting to see once this goes into effect? Will the proposed price changes affect the budget billing plan?

Response Subject: SRP Corporate Pricing Response to Public Comment
#3949c3e6**Response:**

Hi Roger,

SRP is proposing to increase average residential bills by 3.5% (\$5.64 per month), though actual impacts will vary by price plan and usage. This proposed change to the MSC is factored into the average residential bill increase of \$5.64. The MSC is not new, SRP EZ-3 Price Plan™ customers currently pay \$20 a month ([SRP EZ-3 Price Plan | SRP](#)).

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 the 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 single units in multi-family houses, apartments, condos, townhouses, or patio homes with a service entrance of 225 amps or less.
- Tier 2: \$30 for other dwellings with a service entrance of 225 amps or less.
- Tier 3: \$40 for residences with a service entrance of more than 225 amps.

SRP is freezing certain residential plans from new customer participation, which does include the SRP EZ-3 Price Plan™ (E-21 and E-22). In place of the frozen price plans, SRP is introducing two new time-of-use (TOU) plans, available to all residential customers, with 8 AM – 3 PM super off-peak prices that are more than 50% lower than basic plan prices and designed to offer savings to customers who can shift energy usage. We encourage customers to try out one of our new price plan offerings, with the reassurance you can move back to your original frozen price plan if aren't satisfied and will be able to remain on it until it's eliminated no later than November 2029.

There are no changes proposed for the Budget Billing program at this time. For more information on how your electric bill may change based on the proposed change in your price plan, please call SRP's Customer Service department at (602) 236-8888. For more details on the pricing proposal, please visit [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle](#).

Name: Kenneth R Bucy**Record Number:** f1e770f4**Delivery Method:** Digital Submission**Received Date:** 12/2/2024**Comment:**

Your notice says "by publicly elected board." The last I heard, the election is by water users only, no members of the board come from the 1000s of people on power side of the Valley. When will SRP stop using power rates to subsidize the water users?

Response Subject: SRP Corporate Pricing Response to Public Comment
#f1e770f4**Response:**

Kenneth,

The Salt River Reclamation Project (the "Project") was one of the first five reclamation projects authorized by the Department of the Interior. The Salt River Valley Water Users Association (the "Association") was created in 1903, with the landowners within the Association boundaries pledging their land as collateral for the loan to the federal government that enabled the construction of Roosevelt Dam and related facilities.

The Salt River Project Agricultural Improvement District (the "District") is an agricultural improvement district organized and governed by Chapter 17 of Title 48 of the Arizona Revised Statutes. The District, a political subdivision of the State of Arizona, was formed in 1937 for the purpose of continuing the operations of the Association and the Project. As a political subdivision, the District brought certain financing and tax advantages to the Project. The development and sale of electrical power in connection with the Project was done to support the water storage and delivery function by supplying power for reclamation uses and by producing revenues which could be applied to reduce the cost of water to Association subscribed lands.

Under a 1937 contract between the District and the Association (as amended in 1949), the Association transferred title to its assets and control of the Project, including the power system, to the District, and the District undertook the Association's obligations to its shareholders. The 1937 contract, which is still operational today, obligates the District, consistent with its statutory purposes and reclamation law, to use electric revenues to support water storage and delivery obligations.

By statute, individuals entitled to vote in District elections are those who own property within District boundaries, as established in 1937. Such landowners are subject to, among other things, liens being placed on their lands for certain indebtedness of the District or tax assessments in the event the District were unable to meet its ongoing obligations.

Of the various permitted powers and authorities of the District, one is to sell electricity outside its boundaries. While not all electric customers are able to vote in District elections, all electric customers of the District are entitled to participate in the price-setting process by attending open houses and public Board meetings, submitting questions and comments, interviewing SRP personnel and consultants, and, at designated special Board meetings, addressing the Board in person.

It is important to point out that, when setting prices, the Board does not distinguish between electric customers within and outside of the District boundaries. It is the objective of the Board to set fair electric prices for all customers.

Thank you for your interest in SRP.

Name: William Vuong

Record Number: 6c123360
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

What is the reason behind the price hike? Does this benefit all the customers in the long term, to improve the infrastructure?

Response Subject: SRP Corporate Pricing Response to Public Comment #6c123360

Response:

William,

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.

Thank you for your interest in SRP.

Name: Belinda Hodder

Record Number: f594006c
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

As solar is clean energy and reduces the burden on SRP why do the solar customers get such a poor rebate when returning unused energy back into the grid?

Response Subject: SRP Corporate Pricing Response to Public Comment #f594006c

Response:

Belinda Hodder,

SRP needs to cover the costs of providing reliable electric service. As an analogy, picture running a business that leases batteries to customers to complement their solar. Even if your customers only withdraw as much energy as they store, you'd still have fixed costs for purchasing and maintaining the batteries. You could cover these costs with a separate charge or by charging a higher per kWh price for withdrawals from the battery than you credit for storage. Similarly, SRP has fixed grid costs that solar customers continue to use, and so we must use one of these approaches to ensure those costs are met.

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.

Thank you for your interest in SRP.

Name: Richard Tyo**Record Number:** 357a9afc**Delivery Method:** Digital Submission**Received Date:** 12/2/2024**Comment:**

I am trying to digest the proposed changes from the article posted here, but it uses acronyms and industry jargon that are unintelligible to the average citizen (e.g., what is a FPPAM?) What does it mean to "freeze" a plan? Does that mean the plan will not change? Does it mean it will no longer exist? Does it mean that it will accept no new accounts? Public transparency is not enhanced and distrust is raised when information is presented in such an opaque manner.

Response Subject: SRP Corporate Pricing Response to Public Comment
#357a9afc**Response:**

Hi Richard,

FPPAM stands for Fuel and Purchased Power Adjustment Mechanism. SRP recovers the costs of fuel and purchased power (including natural gas; solar, wind, and storage purchase agreements; and market purchases used to help maintain energy reliability) through a separate component of a customer's monthly bill based on energy usage, allowing for a direct pass through of those costs. Because fuel and purchased power costs fluctuate often, the Fuel and Purchased Power Adjustment Mechanism (FPPAM) allows for periodic price adjustments to ensure timely recovery of those costs.

Freezing a price plan means that it will no longer be offered to new customers. Under this proposal, to simplify pricing, current time-of-use (TOU) price plans will be frozen as of November 2025 and will be eliminated by November 2029. If you are currently on one of those plans, you can stay on that plan until it's eliminated, or you can sooner switch to a different plan, including one of the two proposed new options starting in November 2025. Under the proposal, SRP will continue to offer the Basic plan (E-23) and M-Power plan (E-24).

For more details on the pricing proposal, please visit [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle](#).

Thank you for your interest in SRP.

Name: Sherrie Lyons

Record Number: 31e46573

Delivery Method: Digital Submission

Received Date: 12/2/2024

Comment:

The least you could do would be to explain service entrance amps. How is the average customer supposed to know whether they're in Tier 2 or 3?

Response Subject: SRP Corporate Pricing Response to Public Comment
#31e46573

Response:

Sherrie,

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

Among residential customers, there are a variety of dwellings with differences in the cost to serve. In recognition of these differences and to better align prices with costs, Management is proposing three tiers of monthly service charge (MSC) that will apply to all residential and residential solar 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.

The easiest way for you to determine if tier 3 applies to you on your own is to look 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 you'd be in tier 3.

• Form (FM)	Class (CL)	MSC Tier
• 2S (or 2SE)	320	Tier 3
• 4S	20	Tier 3
• 5S	20	Tier 3
• 9S	20	Tier 3

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

Name: Carl Geis

Record Number: 68c85a89
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

This is just one more bite out of our budget and there's so much tightening of the belt for us seniors. What can we do to support SRP - what do you need? Our AC is a SEER 17, but our income is fixed. We are tapped out.

Response Subject: SRP Corporate Pricing Response to Public Comment #68c85a89

Response:

Carl,

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

SRP offers a variety of solutions to help you lower your energy costs and manage your bill. For customers with limited incomes, we currently offer a monthly discount for those that qualify. Please visit [Economy Price Plan for limited-income customers | SRP](#) or call our Customer Service department at (602) 236-8888 to see if you are eligible to be enrolled. SRP management is proposing an expansion to, and increase of, our limited income discount, making an estimated 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. Those proposed new price plans are the Conserve 6-9 p.m. and Save plan (E-28) and the Manage Demand 5-10 p.m. and Save plan (E-16).

Name: Kathy Barnes

Record Number: a299eda1

Delivery Method: Digital Submission

Received Date: 12/2/2024

Comment:

Are 'single family homes' in Tier 2? What does "a service entrance of 225 amps or less." mean?

Response Subject: SRP Corporate Pricing Response to Public Comment
#a299eda1

Response:

Kathy,

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

Among residential customers, there are a variety of dwellings with differences in the cost to serve. In recognition of these differences and to better align prices with costs, Management is proposing three tiers of monthly service charge (MSC) that will apply to all residential and residential solar price plans based on the type of dwelling and the amperage level of the service:

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The easiest way for you to determine if tier 3 applies to you on your own is to look 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 you'd be in tier 3.

• Form (FM)	Class (CL)	MSC Tier
• 2S (or 2SE)	320	Tier 3
• 4S	20	Tier 3
• 5S	20	Tier 3
• 9S	20	Tier 3

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

Name: Shilo Weight

Record Number: 97462511
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

According to www.chooseenergy.com, Arizona's average electricity rate increased by 7.4% in the last year alone. How can you justify another large increase in energy rates when our rates have already been increased so much?

Response Subject: SRP Corporate Pricing Response to Public Comment #97462511

Response:

Shilo,

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

SRP has been investing in the grid at historic levels to ensure reliability, increase sustainability, and keep up with increasing electricity demand. Costs for materials remain elevated and lead times remain longer compared to the pre-pandemic period. Additionally, SRP has incurred heightened costs in an effort to enhance the customer experience. This 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 approved as proposed, SRP customers would still pay among the lowest electricity prices in the southwestern U.S and the lowest rates of any major electric utility in the state.

For more details on the pricing proposal, please visit [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle](#).

Name: Lorraine Gloria

Record Number: 00220a5f
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

Who can afford these days to get a brand new air conditioning unit??? This is why my bill is always so high. I'm trying to retire due to health conditions and I have a chance of my electricity going g even higher because too many people are moving here??????? That's the bottom line no matter how pretty you want to word it.

Response Subject: SRP Corporate Pricing Response to Public Comment #00220a5f

Response:

Lorraine,

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

SRP offers rebates on new qualifying AC units- please see information below:

[Air conditioner \(AC\) rebates | SRP](#)

SRP offers a variety of solutions to help you lower your energy costs and manage your bill. For customers with limited incomes, we currently offer a monthly discount for those that qualify. Please visit [Economy Price Plan for limited-income customers | SRP](#) or call our Customer Service department at (602) 236-8888 to see if you are eligible to be enrolled. SRP management is proposing an expansion to, and increase of, our limited income discount, making an estimated 100,000 + more customers eligible for a \$25 per month credit to their bills.

SRP has been investing in the grid at historic levels to ensure reliability, increase sustainability and keep up with increasing electricity demand. Costs for materials remain elevated and lead times remain longer compared to the pre-pandemic period. Additionally, SRP has incurred heightened costs in an effort to enhance the customer experience.

Name: Geneva Miller

Record Number: fe70884d
Delivery Method: Digital Submission
Received Date: 12/2/2024
Comment:

I'm a widow and on limited income, any discounts

Response Subject: SRP Corporate Pricing Response to Public Comment
#fe70884d

Response:

Geneva,

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

SRP offers a variety of solutions to help you lower your energy costs and manage your bill. The proposal includes an increase of the Economy Price Plan discount for customers with limited income from \$23 to \$25 a month. The proposal also makes it easier to qualify for that discount by changing the eligibility threshold from 150% of the federal poverty level to 200%. By expanding eligibility, SRP management estimates that more than 100,000 additional customers would qualify to receive the discount.

Please visit [Economy Price Plan for limited-income customers | SRP](#) or call our Customer Service department at (602) 236-8888 to see if you are eligible to be enrolled.

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. Those proposed new rates are the Conserve 6-9 p.m. and Save plan (E-28) and the Manage Demand 5-10 p.m. and Save plan (E-16).

Name: Jessica

Record Number: f69d712e
Delivery Method: Digital Submission
Received Date: 12/3/2024

Comment:

Is the power generation infrastructure prepared for when the approximately 18% of residential accounts currently on E-21 and E-22 stop making any effort to conserve energy during the peak hours of 3-7pm when they eventually forced to switch to E-23?

Response Subject: SRP Corporate Pricing Response to Public Comment #f69d712e

Response:

Jessica,

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

A key finding from SRP's Integrated System Plan was that SRP should evolve its programs and price plans to encourage shifts in consumer behavior and further educate customers on when to consume and when to conserve energy. SRP's existing time-of-use (TOU) programs work well in terms of demand management on the traditional grid. However, as increasing amounts of solar are added to the system, the net load that is served by dispatchable resources begins to peak later in the day. As a result, higher system costs are shifting to later in the evening, between 6 p.m. and midnight, and the lower-cost hours are shifting to early- and mid-day periods. As high-cost hours are shifting to later in the evening, it is prudent to likewise adopt later on-peak hours in SRP's price plans. Additionally, the emergence of low-cost, low-emissions hours supports the adoption of off-peak and super off-peak periods in the middle of the day. This approach encourages customer usage at times when solar energy is abundant, thereby lowering emissions and lowering infrastructure costs to the extent load is shifted from hours requiring capacity investment to solar production hours. Given these changing grid dynamics, Management is proposing two new TOU rates (E-16 and E-28). To learn more about our proposal for modernizing SRP's price plan portfolio, please visit [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle](#).

Name: Stephanie Mousseau

Record Number: 927ec641
Delivery Method: Digital Submission
Received Date: 12/3/2024

Comment:

There is literally no reason to increase pricing. None. What is the reason to increase pricing?? There are thousands of customers that this would affect, and lining your pockets shouldn't be their concern or burden.

Response Subject: SRP Corporate Pricing Response to Public Comment #927ec641

Response:

Stephanie,

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 offers a variety of solutions to help customers lower their energy costs and manage their bills. The proposal includes an increase of the Economy Price Plan discount for eligible customers with limited income from \$23 to \$25 a month. The proposal also makes it easier to qualify for that discount by changing the eligibility threshold from 150% of the federal poverty level to 200%. By expanding eligibility, SRP management estimates that more than 100,000 additional customers would qualify to receive the discount.

Name: Barry Scott

Record Number: d6c8bde6
Delivery Method: Digital Submission
Received Date: 12/3/2024

Comment:

I have longed to place solar on my roof but will not due to the lack of incentive from SRP. When the electricity feedback from my rooftop solar benefits both the consumer and SRP I fail to understand why this is the case. Perhaps you can explain. One day if this does not change I will do my best to separate myself from the grid.

Response Subject: SRP Corporate Pricing Response to Public Comment #d6c8bde6

Response:

Barry,

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

In general, we don't provide incentives for specific technologies in our Price Plans because we price based on our costs. When a technology aligns with SRP objectives and we do offer incentive programs, we prefer to do so through Customer Program such as our energy efficiency rebates, smart thermostat program, EV charger rebates, etc. Although it is not part of the pricing proposal, 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 (RECs), 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.

SRP Public Price Process Responses from: 12/9/2024

Name: Melissa Belmont

Record Number: a6a515fd
Delivery Method: Digital Submission
Received Date: 12/3/2024

Comment:

You will increase my bill because I have solar? All low income families in the valley get their bills paid by grants and government assistance and they have a lower fee? I feel this increase is solely for corporate greed. My power bill was well around 400 because I was on solar with this increase I would have a surcharge of 200+ Is there a way to make a standard charge included from the taxes I already pay to you?

Response Subject: SRP Corporate Pricing Response to Public Comment
#a6a515fd

Response:

Melissa,

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

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: Eric

Record Number: c16a8999

Delivery Method: Digital Submission

Received Date: 12/3/2024

Comment:

The cost of everything is going up, but my wife and I have not received an meager wage increase in 2 years. Can you please speak to our employers so we can afford to pay you more money for electricity as well as gas to get to work, food to stay alive? Not to mention the price of replacing my vehicle that some lady decided to run into twice... How are we supposed to pay all these additional costs when employers decided not to give raises? The raises they used to give did not come close to the increases we are facing. Thank you!

Response Subject: SRP Corporate Pricing Response to Public Comment
#c16a8999

Response:

Eric,

Thank you for reaching out and sharing your concerns with us.

For customers with limited incomes, we currently offer a monthly discount for those that qualify. Please visit [Economy Price Plan for limited-income customers | SRP](#) or call our Customer Service department at (602) 236-8888 to see if you are eligible to be enrolled. One feature of the pricing proposal is to raise the eligibility threshold of our Economy Price Plan (EPP) from 150% to 200% of the federal poverty level and to increase the discount from \$23 to \$25 per month.

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 details on the pricing proposal, please visit [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle](#).

We also offer Budget billing, a program designed to make your monthly energy bills more predictable and manageable. Instead of having high bills in the summer and low bills in the winter, Budget Billing averages out your energy cost over the year. This means you pay about the same amount each month, making it easier to budget. For more details on this program, please visit [Budget Billing for residential customers | SRP](#). For more information on how your electric bill may change based on the proposed change in your price plan, please call SRP's Customer Service department at (602) 236-8888.

Name: Andrew Allen

Record Number: 1e053a84
Delivery Method: Digital Submission
Received Date: 12/3/2024

Comment:

All of the solar plans are terrible. They are confusing, especially the demand plans. The peak times don't even line up with solar production times. They just don't make sense.

Response Subject: SRP Corporate Pricing Response to Public Comment #1e053a84

Response:

Andrew,

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

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: Daryl Daniels

Record Number: e461c72f
Delivery Method: Digital Submission
Received Date: 12/4/2024

Comment:

On both new proposed plans: E28 3 hrs between 3-6PM On or Off peak? E16 2 hrs between 3-5PM On or Off peak? Am I missing something?

Response Subject: SRP Corporate Pricing Response to Public Comment #e461c72f

Response:

Daryl,

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

All hours on E-28 and E16 that aren't super off-peak or on-peak are considered off-peak. This proposal includes two new plans that will be open to all types of residential customers, both customers with solar and customers without solar, and includes an 8 a.m. - 3 p.m. super off-peak period where energy is more than 50% lower than our basic plan prices. Both include on-peak hours where energy is more expensive; the E-28 Price Plan for Residential Time-of-Day Service with Super Off-Peak Hours has an on-peak period from 6 – 9 p.m. with no demand charge, and the E-16 Demand Price Plan for Residential Time-of-Use Service has an on-peak period from 5 – 10 p.m., with an average demand charge.

Name: Michael & Debora McNeill

Record Number: c2064aaa
Delivery Method: Digital Submission
Received Date: 12/4/2024

Comment:

What happens to the Electric Vehicle plan that we currently have?

Response Subject: SRP Corporate Pricing Response to Public Comment
#c2064aaa

Response:

Hello Michael & Debora,

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

SRP's management is proposing to freeze a number of plans, including the Electric Vehicle Export and Electric Vehicle price plan (E-14 and E-29). To clarify, freezing means that certain price plans will no longer accept new customers and will be eliminated by November 2029. Existing customers can remain on it until it is eliminated, or they can switch to another applicable, non-frozen price plan of their choice, including one of our two new Time-of-Use (TOU) options starting in November 2025. If no selection is made by the time a frozen rate is eliminated, customers on EV price plans will be automatically moved to the Conserve 6-9 p.m. and Save plan (E-28).

The low-cost, super off-peak period EV customers currently experience overnight is moving to morning and early afternoon which reflect costs of the evolving grid; therefore, SRP management is proposing new price plans that include an 8 a.m. – 3 p.m. super off-peak period every day.

Name: Lawrence H Hearn

Record Number: 84514041
Delivery Method: Digital Submission
Received Date: 12/4/2024

Comment:

Will any consideration be given to us seniors living on Social Security fixed income?

Response Subject: SRP Corporate Pricing Response to Public Comment #84514041

Response:

Hi Lawrence,

Thank you for submitting 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 customers with limited incomes. SRP management is proposing an expansion to, and increase of, our 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: Christopher George

Record Number: 6e40e33d
Delivery Method: Digital Submission
Received Date: 12/4/2024

Comment:

I am concerned that a price increase will negatively affect retired people, or those on a fixed income. Can the plan include discounts for these individuals?

Response Subject: SRP Corporate Pricing Response to Public Comment #6e40e33d

Response:

Hello Christopher,

Although SRP does not offer a specific discount for retired customers, 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 customers with limited incomes. SRP management is proposing an expansion to, and increase of, our 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.

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Name: Christina Pace

Record Number: b032cee6
Delivery Method: Digital Submission
Received Date: 12/4/2024

Comment:

Being a senior on a fixed income this seems unaffordable. I would like to be on a plan that does not go up.

Response Subject: SRP Corporate Pricing Response to Public Comment #b032cee6

Response:

Hi Christina,

Thank you for submitting 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 customers with limited incomes. SRP management is proposing an expansion to, and increase of, our 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: Eileen Woods-Caballero

Record Number: acc1271d
Delivery Method: Digital Submission
Received Date: 12/4/2024

Comment:

I am a senior citizen and on a set income. With prices going up everywhere and on just about everything what can be done for folks like me to be able to afford the cost of my electricity going up?

Response Subject: SRP Corporate Pricing Response to Public Comment
#acc1271d

Response:

Hi Eileen,

Thank you for your response and voicing your concerns.

SRP offers various options available to help customers save on their bill. One such option is the Economy Price Plan, which provides a discount for customers with limited incomes. SRP management is proposing an expansion to, and increase of, our 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: Jo Gambosi**Record Number:** 88a9cdd1**Delivery Method:** Digital Submission**Received Date:** 12/4/2024**Comment:**

Are those of us in Gold Canyon going to tapping into the grid for a reduction in rate. I've been on time of use and budget billing and I don't believe it saves much. In this economy, how can homeowners afford an increase and how much will the monthly increase be? Why can't seniors get a discount?

Response Subject: SRP Corporate Pricing Response to Public Comment
#88a9cdd1**Response:**

Hi Jo,

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

This proposal increases average residential bills by 3.5% (\$5.64 per month) regardless of location, though actual impacts will vary by price plan and usage.

- 3.4% average increase (\$5.51 per month) for residential customers without solar
- 5.9% average increase (\$7.93 per month) for residential customers with solar

For more information on how your electric bill may change based on the proposed change in your price plan, please call SRP's Customer Service department at (602) 236-8888. For more details on the pricing proposal, please visit [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle](#).

Although SRP does not offer a specific discount for seniors, there are various options available to help customers save on their bill. The Economy Price Plan, 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.

Name: Rand Foster

Record Number: 23ac0548
Delivery Method: Digital Submission
Received Date: 12/4/2024

Comment:

What is done with the excess charges above normal rates during peak time?

Response Subject: SRP Corporate Pricing Response to Public Comment
#23ac0548

Response:

Hi Rand,

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

On-peak prices in our price plans are reflective of SRP's higher costs to provide energy during the times of the day with the most demand. Electricity demand varies throughout the day. During peak hours, when many people are using electricity (like in the evening when people are home from work), the demand is high. To manage this, SRP charges higher rates to encourage people to use less electricity during these times.

SRP must contract with or build power plants or energy storage to be used during periods of high demand. Higher on-peak energy prices during these times help cover the cost of fuel and building/maintaining or contracting for these plants and energy storage projects.

Name: Joe DeRosier

Record Number: 4147599b
Delivery Method: Digital Submission
Received Date: 12/5/2024

Comment:

Need to some how build into the pricing structure an allowance for supporting Senior Citizens. We fall into this classification and are in the boat where we have to watch every penny that goes out. Having a limited income stream and having to meet our bills is a monthly journey. So, allowing for a Senior Discount is a big deal for us!!! Is there any way that a Senior Discount program could built into SRP's program? Thank You for your consideration!

Response Subject: SRP Corporate Pricing Response to Public Comment #4147599b

Response:

Hi Joe,

Thank you for submitting 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: John Hansen

Record Number: 756cf756
Delivery Method: Digital Submission
Received Date: 12/5/2024

Comment:

Is it possible for consideration for Senior Citizens on a fixed income. We budget as much as possible but every little bit helps. Some families are being forced out of the homes, due to every thing going up.

Response Subject: SRP Corporate Pricing Response to Public Comment #756cf756

Response:

Hi John,

Thank you for submitting 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 customers with limited incomes. SRP management is proposing an expansion to, and increase of, our 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: Dean Martinez

Record Number: a0bc8f73
Delivery Method: Digital Submission
Received Date: 12/5/2024

Comment:

I thought this needed to be voted on first? I do not know how you can gaff the customer another 3% to 4% we have had the two hottest summers back to back which has raised my bill \$61-\$50 dollars more a month to range of \$261-250 a month it was \$150 to \$180 until weather and wrong administration was in officego talk to the new Trump Team this can't be justified with the summer heat herepretty brutal thanks, Resident since 2004 Dean Martinez

Response Subject: SRP Corporate Pricing Response to Public Comment #a0bc8f73

Response:

Hello Dean,

Thank you for your question regarding the pricing process.

SRP's Board of Directors consider pricing changes through a public pricing process. During this process, SRP welcomes feedback from the public through the online form or participation at one of our public meetings (see the *How to Get Involved* section of [SRP power pricing and rates process | SRP](#)). The proposal was announced to the public on December 2, 2024 and SRP's Board of Directors are scheduled to make a final decision on the proposed pricing changes on February 27, 2025. No decisions have been made yet.

Name: DAVID DEKEYSER

Record Number: 0500b0bb
Delivery Method: Digital Submission
Received Date: 12/5/2024

Comment:

What effect will this have on snowbirds. I keep my home thermostat set at 88 degrees during the months I'm away.

Response Subject: SRP Corporate Pricing Response to Public Comment #0500b0bb

Response:

David,

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

For more information on how your electric bill may change based on the proposed change in your price plan, please call SRP's Customer Service department at (602) 236-8888. For more details on the pricing proposal, please visit [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle](#).

Name: Jenny Jones

Record Number: 276b3269
Delivery Method: Digital Submission
Received Date: 12/5/2024

Comment:

Families can't afford a price increase. I can not afford a price increase. Have you explored ways to make improvements by working with what SRP is making in revenue already without having to increase prices? Families can not afford this.

Response Subject: SRP Corporate Pricing Response to Public Comment #276b3269

Response:

Jenny,

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

If approved by SRP's publicly elected Board of Directors, the average residential customer using 1,117 kilowatt-hours (kWh) a month will see a monthly bill increase of 3.5 percent, or \$5.64, effective with the November 2025 billing cycle. Actual bill impacts will vary based on customer usage and price plan. If approved as proposed, SRP customers would still pay among the lowest electricity prices in the southwestern U.S. and the lowest rates of any major utility in the state.

SRP last conducted a pricing process in 2019. On March 25, 2019, the SRP Board of Directors approved an overall average annual price decrease of 2.2% that took effect on the May 2019 billing cycle. Unrelated to a pricing process, SRP's publicly elected Board of Directors recently approved an adjustment to the Fuel and Purchased Power Adjustment Mechanism (FPPAM) rate that resulted in an overall 3.9% increase, effective Nov. 1, 2024. The FPPAM process was to update the component of prices that adjusts more frequently in response to changes in costs of fuel and power purchased via contract or on the market.

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: Christine

Record Number: 9e1bcc2a
Delivery Method: Digital Submission
Received Date: 12/8/2024

Comment:

Is the public pricing process information going to be made available online or is it only available for customers to review at offices in Tempe? Based on what you shared about the Information Room, it does not sound very convenient for your customers. Thanks.

Response Subject: SRP Corporate Pricing Response to Public Comment
#9e1bcc2a

Response:

Hi Christine,

Thank you for your interest in SRP's Price Process.

All the documents physically located in the Info Room at our main administrative building are also available online under the "documents" tab:

[Pricing process documents and materials | SRP](#)

Thank you,

SRP Corporate Secretary's Office

SRP Public Price Process Responses from: 12/11/2024

Name: Marilyn Roggenkamp

Record Number: faaee97a
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

I do not know why my electric bill is so high when I have solar. Other electric companies offer plans that keep the electric bill low after someone invests in solar. I thought it would be the same with SRP but it is not. My costs for the solar and electricity are \$800 more a year than when I did not have solar. My understanding is that SRP and the state of AZ have set this. I do not know the reason for this, but it sure disincentivizes consumers from getting solar. Please explain why.

Response Subject: SRP Corporate Pricing Response to Public Comment
#faaee97a

Response:

Marilyn Roggenkamp,

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: Richard Alan Zelhart

Record Number: d13dc107
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

Completely unhappy with this increase. Why more for solar users than regular residence??? You already punish us enough for trying to be electri conscious. I bought solar so it would be more affordable for me. I am retired now and due to greed by businesses such as yours, I struggle more and more. I hate SRP!!!

Response Subject: SRP Corporate Pricing Response to Public Comment #d13dc107

Response:

Hi Richard,

Thank you for reaching out.

As a community-based, not-for-profit utility, SRP aims to bill each customer for the cost to serve electricity for that customer. In a price process, changes are made to each plan to get closer to that goal. In this proposal, this means that price plans designed for solar customers have a larger percentage increase than some other residential plans. Similarly, commercial plans have a different change than residential plans.

The proposal includes two new plans that will be open to all types of residential customers (both customers with solar and customers without solar), each of which includes an 8 a.m. - 3 p.m. super off-peak period where energy is more than 50% lower than SRP's basic plan prices. Both include on-peak hours where energy is more expensive; one plan has an on-peak period from 6 – 9 p.m. and the other has an on-peak period from 5 – 10 p.m., with an average demand charge. Each of these proposed price plans provides the rate at which SRP will credit the customer for energy exported to SRP. You may find that one of these new price plans gives you more opportunities to save on your bill.

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.

[Here is the link to the dates and times for those meetings](#)

Name: Nick Adamakis

Record Number: 5706a64e

Delivery Method: Digital Submission

Received Date: 12/2/2024

Comment:

Why not make the pricing proposals available online?Its a barrier to travel for many given their work schedules.

Response Subject: SRP Corporate Pricing Response to Public Comment #5706a64e

Response:

Hi Nick,

All of the information regarding our pricing process can be found here [SRP power pricing and rates process | SRP](#). For more details on our proposal, please visit [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle](#).

Name: Michael Lembo**Record Number:** 04973840**Delivery Method:** Digital Submission**Received Date:** 12/2/2024**Comment:**

I am writing to express my strong opposition to the proposed rate changes for single-family residences. Based on the details provided, SRP is suggesting the addition of a \$40 flat monthly service charge (MSC) alongside a 4.2% increase in the total bill. For customers like me, whose average monthly bill is \$80 in the winter months, the \$40 MSC alone represents a staggering 50% increase. Adding the 4.2% rate hike on top of this compounds the financial burden and feels unjustifiable, especially for households striving to manage rising living costs. Unfortunately, we would not qualify for any discounts or special programs due to our income level. Can you please clarify how customers can formally oppose these proposed changes? I strongly urge SRP to reconsider this plan and explore more equitable alternatives that do not impose such drastic increases on your residential customers. Thank you for addressing this issue. I look forward to your response. Regards, Mike Lembo

Response Subject: SRP Corporate Pricing Response to Public Comment
#04973840**Response:**

Hi Mike,

Your monthly service charge (MSC), which helps cover costs of customer service, billing, and your connection to the grid, is \$20.00 today (or perhaps \$32.44 or \$45.44 if you're a solar customer). This proposal includes a tiered MSC for all price plans:

- If you're in a multi-family home (apartment, condo, townhome), it stays at \$20.00
- If you're in a typical single-family home, it is \$30.00
- If you're in a home with a very large electric service entrance, it is \$40.00. About 3% of SRP residential customers fall into this category.

This proposed change to the MSC is factored into the average residential bill increase of \$5.64.

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.

Name: John Tayeh**Record Number:** 003ba081**Delivery Method:** Digital Submission**Received Date:** 12/2/2024**Comment:**

Hello, I moved from a 2 bedroom apartment to a 1 bedroom apartment and I still receive a high electric bill. I don't use much electricity at all during the day, and at night the AC runs after midnight at 70 degrees warm just for a few hours till i wake up at 7 AM, and the bill is still high. I went over my electric bill and also called SRP to go over the details of my bill and was surprised when i was told that my monthly usage cost me \$68.83 for last month usage but \$28.04 were monthly service charges and taxes! I understand the tax part, however, I disagree with it since what constitutes paying taxes on a service that i am paying for! On the other hand, this monthly service charges, is that something new? Or electricity prices went up? Because I don't recall that i had to pay this much at all just a couple of years ago. And why am i paying monthly charges on a top of a service i am currently paying for? If any, i already paid \$45 just to establish the service, which was totally unnecessary for a current customer like myself who was transferring the service from one unit to another within the same apartment complex! Please review these unnecessary and extra charges because SRP started to feel like a car dealership, they post the price of a car, then once signed the contract you see all these additional taxes, licensing, dealer fees, and additional dealership package added. Thank you.

Response Subject: SRP Corporate Pricing Response to Public Comment #003ba081**Response:**

Your monthly service charge (MSC), which helps cover costs of customer service, billing, and your connection to the grid, is \$20.00 today (or perhaps \$32.44 or \$45.44 if you're a solar customer). This proposal includes a tiered MSC for all price plans:

- If you're in a multi-family home (apartment, condo, townhome), it stays at \$20.00
- If you're in a typical single-family home, it is \$30.00
- If you're in a home with a very large electric service entrance, it is \$40.00. About 3% of SRP residential customers fall into this category.

This proposed change to the MSC is factored into the average residential bill increase of \$5.64.

Per SRP's Rules and Regulations, SRP will assess a Customer a service fee each time SRP is requested to establish or re-establish Distribution service to that Customer. As necessary, SRP will redetermine the service fee from time to time to reasonably compensate SRP for associated costs.

[Salt River Project rules and regulations | SRP](#)

Name: Caroline Carney**Record Number:** 2f981672**Delivery Method:** Digital Submission**Received Date:** 12/4/2024**Comment:**

We invested heavily into solar and batteries at our home. The new E16 plan penalizes homeowners who invested in sustainable energy with solar and batteries. Why? The new E16 plan will cost us an additional \$800 by drastically slashing and apparently eliminating net metering. This will disincentivize making an investment with solar and batteries. In fact, we had planned on adding solar to our home at [REDACTED] But by reducing and eliminating net metering it just does not make financial sense as this plan unfairly punishes solar homeowners. Moreover, the energy we return to the grid you sell at 16 cents per kilowatt hour while paying only 3 cents per kilowatt is outright theft! Restore net metering and grandfather the demand plans!

Response Subject: SRP Corporate Pricing Response to Public Comment #2f981672**Response:**

Hi Caroline,

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

As a community-based, not-for-profit utility, SRP aims to bill each customer for the cost to serve electricity for that customer. In a price process, changes are made to each plan to get closer to that goal. In this proposal, this means that price plans designed for solar customers have a larger percentage increase than some other residential plans. In this proposal, SRP management proposes that all classes have revenue increases between 1.3% and 5.9%.

The proposal includes two new price plans (E-16 and E-28) that will be open to all types of residential customers (both customers with solar and customers without solar), each of which includes an 8 a.m. - 3 p.m. super off-peak period where energy is more than 50% lower than SRP's basic plan prices. Both include on-peak hours where energy is more expensive; one plan has an on-peak period from 6 – 9 p.m. and the other has an on-peak period from 5 – 10 p.m., with an average demand charge.

As proposed, both the E-16 and E-28 price plans provide the rate at which SRP will credit the customer for energy exported to SRP. That export rate is based on a three-year average of the real-time market price of exported energy. That rate differs from the retail price because SRP must cover the costs of providing reliable electric service. 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.

Name: Joe Simmons

Record Number: 25c35b2c
Delivery Method: Digital Submission
Received Date: 12/4/2024

Comment:

I am currently 82, in relatively good health, however, my wife is 69 and is pretty much house bound for the past 8 years since retiring. Since we are both seniors on a fixed income, I was wondering if there would be any stipulation in the new pricing process that would make some sort of rate adjustment for seniors in our situation.

Response Subject: SRP Corporate Pricing Response to Public Comment #25c35b2c

Response:

Hi Joe,

Thank you for your comment 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. The proposal includes an increase of the Economy Price Plan discount for eligible customers with limited income from \$23 to \$25 a month. The proposal also makes it easier to qualify for that discount by changing the eligibility threshold from 150% of the federal poverty level to 200%. By expanding eligibility, SRP management estimates that more than 100,000 additional customers would qualify to receive the discount.

Please visit [Economy Price Plan for limited-income customers | SRP](#) or call our Customer Service department at (602) 236-8888 to see if you are eligible to be enrolled.

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: Justine Millenbah

Record Number: 14ed215c
Delivery Method: Digital Submission
Received Date: 12/5/2024

Comment:

I have solar when I built my house in 2013 why would I have an increase on my bill? It is very upsetting that my bills are so high For investing in solar already . I should have a zero bill for the price we the people pay for solar .

Response Subject: SRP Corporate Pricing Response to Public Comment #14ed215c

Response:

Justine Millenbah,

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: Alex Firdman

Record Number: 61f0ee82
Delivery Method: Digital Submission
Received Date: 12/6/2024

Comment:

Hello, my name is Alex Firdman. I am concerned with the pricing changing process, due to my situation as a retired person living on the fixed income. I would like to find out, whether there is an available program for retirees in order to help them out this particular case. Thank you for your understanding and assistance. Sincerely, Alex.

Response Subject: SRP Corporate Pricing Response to Public Comment #61f0ee82

Response:

Hi Alex,

Thank you for your comment 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. The proposal includes an increase of the Economy Price Plan discount for eligible customers with limited income from \$23 to \$25 a month. The proposal also makes it easier to qualify for that discount by changing the eligibility threshold from 150% of the federal poverty level to 200%. By expanding eligibility, SRP management estimates that more than 100,000 additional customers would qualify to receive the discount.

Please visit [Economy Price Plan for limited-income customers | SRP](#) or call our Customer Service department at (602) 236-8888 to see if you are eligible to be enrolled.

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: Jo Summers

Record Number: 20b300fe
Delivery Method: Digital Submission
Received Date: 12/9/2024

Comment:

I just received a notice of impending changes to standard electric rates and it suggested I could comment! I am amazed and pleased that you have at least offered up the opportunity to comment on the price increase. These days prices just go up and no one asks or offers an opportunity for input of any kind. So, it may merely result in venting without any results, but it feels better than doing nothing at all. That said, I would like to comment that I am 94 years old living on a fixed income. I can appreciate that SRP needs to make money, but at what cost to its service area people? You pay \$43k for workers to \$256K for directors and your CEO makes about \$1.2M per year. 1.2M just to run the company. Its a big responsibility, but it aint that big! I make approximately \$32k per year!!! Yet, you are raising my household SRP usage prices!! It's all dollars and cents and just business for you. But I am forced to choose between medications and electricity to simply eat my hot dog!! I do not have a solution, per se, but potentially, you could raise rates based on household income simply to help out the poor and fixed income persons who are seeking out their mere existence! Please let me know at your earliest, what actions you will take that will benefit me! These golden years are being more diminished every year! Most sincerely, I hope you can do something!

Response Subject: SRP Corporate Pricing Response to Public Comment #20b300fe

Response:

Hi Jo,

Thank you for your comment.

SRP offers a variety of solutions to help you lower your energy costs and manage your bill. For customers with limited incomes, we currently offer a monthly discount for those that qualify. Please visit [Economy Price Plan for limited-income customers | SRP](#) or call SRP's Customer Service department at (602) 236-8888 to see if you are eligible to be enrolled. SRP management is proposing an expansion to, and increase of, the limited income discount, which is estimated to make more than 100,000 additional customers eligible for a \$25 per month credit to their bills.

Name: Nancy Damone**Record Number:** 5e627a3c**Delivery Method:** Digital Submission**Received Date:** 12/10/2024**Comment:**

We live in a 55 plus community and we pay a lot rent. Each month we pay our fees for our electric as part of that bill. What kind of increases will we get in our 55 plus communities as we already paying a great deal of money every month and would like the price to be as minimal as possible.....we are all older and on set incomes.

Response Subject: SRP Corporate Pricing Response to Public Comment
#5e627a3c**Response:**

Hello Nancy,

Thank you for your question.

This proposal increases average residential bills by 3.5% (\$5.64 per month), though actual impacts will vary by price plan and usage.

- 3.4% average increase (\$5.51 per month) for residential customers without solar
- 5.9% average increase (\$7.93 per month) for residential customers with solar

For more details on the pricing proposal, please visit [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle](#).

Although SRP does not offer a specific discount for our older customers, there are various options available to help customers save on their bill. The Economy Price Plan, 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.

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) 236-888

SRP Public Price Process Responses from: 12/13/2024

Name: Patrick Whalen

Record Number: f0e2a9b3
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:
Didn't we just increase the rates? The dates and amount of each increase for the past ten years would be beneficial information

Response Subject: SRP Corporate Pricing Response to Public Comment #f0e2a9b3

Response Attachments: 10 Year Revenue Change History.pdf;

**To receive a copy of Attachments please contact the Corporate Secretary's Office and Reference Record #f0e2a9b3*

Response:

Hi Patrick,
See the attached document for a list of price changes over the past ten years.
Thank you for your questions.

Name: Cheryl Buser

Record Number: d845eb5c
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

Will adding solar on individual homes help keep prices down?

Response Subject: SRP Corporate Pricing Response to Public Comment #d845eb5c

Response:

Hello Cheryl,

For individual customers, installing a rooftop solar system can help reduce monthly utility costs by reducing the amount of power consumed from the grid. When considering if rooftop solar is a good financial option for you, it's important to evaluate your energy usage patterns, the amount of energy a solar system can provide, and the timing of solar generation. Maximizing the use of solar energy at home, rather than sending it to the grid, is most beneficial.

SRP recognizes that customers have unique values, desires, and sustainability goals, which may include adopting solar technologies. To support customers, SRP has adopted a 2035 Sustainability goal to enable the interconnection of all customer-sided resources without technical constraints, while maintaining current levels of grid integrity and customer satisfaction. To assist SRP customers on their solar journey, SRP has developed online content and programs. Additional information can be found online at [Rooftop Solar for Homeowners | SRP](#).

For all customers, SRP considers various factors when making future generation resource investments, including the cost competitiveness of power generation options. Currently, large-scale solar projects, known as utility-scale, offer economies of scale and use tracking devices to maximize carbon-free output by following the sun's path across the sky. This results in lower energy costs compared to smaller-scale applications fixed on business or residential rooftops. For power generation purposes, SRP focuses on utility-scale projects to achieve the greatest carbon reduction benefit at the lowest cost. However, this may change over time, as SRP continuously studies and plans future generation resource needs to meet growing customer demand and secures generation through a competitive process with qualified, experienced developers.

Thank you,

Name: Kelly Bernabei

Record Number: b99cd673
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

How would this affect customers like myself on a solar contract pricing plan?

Response Subject: SRP Corporate Pricing Response to Public Comment
#b99cd673

Response:

Hello Kelly,

In this price process, SRP management is not proposing any changes to interconnection agreements or other contracts governing a customer's integration of solar or battery storage technologies with the grid.

The proposal includes two new price plans that will be open to all types of residential customers (both customers with solar and customers without solar), each of which includes an 8 a.m. - 3 p.m. super off-peak period where energy is more than 50% lower than SRP's basic plan prices. Both include on-peak hours where energy is more expensive; one plan has an on-peak period from 6 – 9 p.m. and the other has an on-peak period from 5 – 10 p.m., with an average demand charge. Each of these proposed price plans provides the rate at which SRP will credit the customer for energy exported to SRP.

If you are currently on a price plan that will be eliminated under this proposal, 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 plans described above.

If you are a party to any contract with an entity other than SRP with respect to the procurement, lease, financing, installation, or operation of a solar system, we encourage you to review the terms of any such agreements and direct any questions to those businesses as needed.

Thank you,

Name: Mike Fuller

Record Number: 4f576b94
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

Prices are already too high. What is SRP going to do for sustainable energy and how will that result in a savings to the consumer? I'd rather see that than constantly reaching into our pockets. SRP is the only option in my area and it holds the consumer against the wall. Please handle the funds better and look at cutting costs.

Response Subject: SRP Corporate Pricing Response to Public Comment #4f576b94

Response:

Hi Mike,

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

SRP's average rates are among the lowest in the Southwest, and the lowest of any major utility in the state. This is a result of SRP's careful planning and consideration with respect to the future power system. SRP serves its customers using an intentionally diverse mix of resources, including solar, biomass, geothermal, hydroelectric, wind, nuclear, coal, and natural gas. SRP considers many factors when making generation resource investments for the future. SRP is a not-for-profit utility, and all our costs are ultimately funded by our customers. Therefore, we keep our diverse customer base in mind with all our decisions, and we strive to minimize our costs while ensuring we continue to deliver reliable and increasingly sustainable power.

SRP recently performed an industry leading and rigorous scenario planning analysis and a two-year community stakeholder engagement process to identify strategies to plan future power system investments at the best customer value. Those efforts produced SRP's Integrated System Plan (ISP). The results of the ISP 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.

Solar resources are a strategic focus of SRP's path to a lower carbon grid. In the

past year, SRP added 500 MW of solar into our power generation portfolio, bringing the total to more than 1,400 MW of solar serving our customers. That number is expected to grow to over 10,000 MW of solar by 2035.

Wind generating resources are also an important part of diversifying SRP's renewable generation portfolio, as they can provide renewable output to the grid when there is critical capacity need, particularly as the sun is setting and during overnight hours. By gradually adding wind and testing for quality performance, SRP can thoughtfully build a wind portfolio that capitalizes on technological maturity and innovations that drive lower cost wind generation investments.

SRP was the first utility in Arizona to add wind power to its energy resource mix and still receives all energy output from the 127 MW Dry Lake Wind Power Project, the first large-scale wind power facility built in the state. SRP recently added to this portfolio by energizing the 161 MW Babbitt Ranch Wind Project, which began delivering energy to SRP's grid earlier this year.

In addition to these two points of focus for future power generation, SRP is also planning to invest in a diverse mix of battery storage, pump hydro storage, and natural gas resources, ensuring electricity is delivered even when solar and wind aren't producing.

SRP must add these new power generation and storage facilities to reliably serve increasing customer demand and meet carbon reduction goals. Adding new infrastructure generally increases cost, regardless of generation technology type. Rising material and labor costs, inflationary pressures, and increased operating expenses contribute to added cost. For example, while adding solar is an important part of SRP's strategy to achieving our carbon reduction goals, the purchase and construction of panels, inverters, trackers, and other materials that make up solar power plants contribute to the overall cost to produce electricity.

To evaluate responsible power generation investments, SRP's Resource Planning department annually identifies the future generating resource need from growing customer demand and fulfills that need by utilizing competitive procurement processes to ensure the generating resources are constructed by quality, experienced developers at a competitive price.

While overall long-term investments will increase to meet SRP's growing needs, the abundant solar supply during the day will result in daily periods of low-cost and low emissions hours. SRP's proposal to modify and modernize the price plan portfolio includes introducing a super off-peak period to encourage customers to use energy at times when solar energy is abundant, thereby potentially driving to lower emissions and lower costs to the extent customers can shift electricity usage from periods of high demand and lower supply to daytime solar production hours.

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: Janet Tully

Record Number: 07136222
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

Will the residents with Solar be given an opportunity to pay less on their SRP bill? I had solar installed for environmental reasons. I expect to pay a monthly bill and contribute to the success of SRP. Currently my bill does not reflect the savings I expected. A demand charge, plus an on Peak charge and an off peak charge is too much!

Response Subject: SRP Corporate Pricing Response to Public Comment #07136222

Response:

Hi Janet,

Thank you for reaching out.

SRP has offered plans for solar customers without a demand charge since 2019. Plans with a demand charge offer more opportunities to have lower bills, but SRP also offers non-demand rates to give customers choice. Today, SRP offers E-13 and, for those with an electric vehicle, SRP offers E-14.

SRP management's proposal includes two new plans that will be open to all types of residential customers, both customers with solar and customers without solar, each of which includes an 8 a.m. - 3 p.m. super off-peak period where energy is more than 50% lower than our basic plan prices. Both include on-peak hours where energy is more expensive; one plan has an on-peak period from 6 – 9 p.m. and the other has an on-peak period from 5 – 10 p.m., with an average demand charge. Each of these proposed price plans provides the rate at which SRP will credit the customer for energy exported to SRP.

You may find that one of these new price plans provides savings opportunities, though any impacts on your bill will depend on many factors, including the size of your generating system, whether you have on-site storage, and the extent to which you can shift your energy usage to off-peak and super off-peak hours. If you are on a price plan limited to solar customers, and want to stay on your current plan, you can do so until that plan is eliminated, no later than November 2029.

Name: David Danforth**Record Number:** 39ee4a49**Delivery Method:** Digital Submission**Received Date:** 12/2/2024**Comment:**

How many dollars(?Tax payer money) did you receive from the administration for grid modifications? Wouldn't more beneficial to charge AI data centers a usage fee do to the high demand they will require? Why hasn't SRP been upgrading their equipment (grid) over the years and decreased stock holder dividends? Would SRP be interested in looking into the Singapore model of turning trash into steam which charges trash haulers a disposal fee and the steam is used to generate electricity. A win for the environment with a 90 % reduction in land fill and an extremely low cost fuel? Wind and solar are a trend. Expensive with diminishing return. Trash is a never ending problem and as Arizona grows so does the so does the need for more land fills. Turn that trash problem into a resource. Win win!

Response Subject: SRP Corporate Pricing Response to Public Comment #39ee4a49**Response:**

Hi David,

Thank you for your questions and your interest in SRP's operations and future plans.

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 continuously upgrades our systems and equipment to ensure reliability and meet growing demand. Since May 2019, SRP has invested approximately \$2.6 billion in support of transmission and distribution systems. Of that, approximately \$1.7 billion was spent on substation additions, equipment upgrades, and general system expansion to support growth and new customers. These capital expenditures support new infrastructure for residential, commercial, and industrial customer expansions. SRP has not received federal taxpayer funding for grid modifications.

As you noted, very large-load customers, including data centers, place a high demand on the grid. SRP's standard price plans for large commercial and industrial customers (E-61, E-63, E-65, E-66, and E-67) include a demand charge to help ensure that SRP collects its fixed costs of providing electric service to those customers.

SRP expects significant load growth driven by various very large-load customers. In an effort to shield other customers from having to pay for costs incurred to serve customer load that may not materialize, the pricing proposal includes modifications to the E-67 price

plan (the price plan under which a large data center would typically take service) 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 that price plan and will pay a demand charge based on the greater of their actual demand or 80% of their forecasted load.

Singapore's model has proven effective in reducing landfill use and generating low-cost energy. The idea of converting trash into steam to generate electricity is intriguing and aligns with SRP's sustainability goals. However, research and other materials on innovative and developing power generation opportunities (such as research by universities and the Electric Power Research Institute, and publicly available data sets, such as the National Renewable Energy Laboratory's Annual Technology Baseline) indicates that the costs of waste-to-energy facilities (including capital and operating costs) are typically much higher than other options for producing electricity, which means large-scale adoption of this technology would not be the most cost-effective means of lowering carbon or providing reliable electricity.

While SRP does not currently have a municipal solid waste generator in our resource portfolio, SRP does strategically utilize waste-to-energy technology to complement a small part of our power generation portfolio, while helping to support healthy Arizona forests. Specifically, SRP receives 14 MW of output from a Snowflake, Arizona biomass plant, which uses wood chips from strategic forest thinning efforts in the SRP watersheds. The plant provides reliable, renewable baseload power while helping to cut the risk of devastating forest wildfires in northern Arizona. The SRP capacity output of the plant will support approximately 80,000 acres of strategic forest thinning through 2033 while providing renewable power for more than 3,000 SRP customers.

SRP is always open to exploring innovative solutions that can benefit our community and the environment. SRP customarily utilizes an "all-source" request for proposals (RFP) approach when considering new generating resources. This process is intentionally technology agnostic, which means that any power generation technology can be proposed to help meet SRP's capacity and energy needs. While SRP did not receive any proposals for municipal solid waste generators in the three RFPs conducted between 2021 and 2024, SRP management intends to continue the "all-source" approach in future RFPs, which would allow the submission of proposals for municipal solid waste generation.

Name: Michael W Leroy**Record Number:** 4a386016**Delivery Method:** Digital Submission**Received Date:** 12/2/2024**Comment:**

I know of no other company or industry that has managed to make it through the advances in technology and data science and experienced no way to save money to invest in the changes you must know you would have to make. I know of no other business that has had a positive effect of competition like offloading customers to solar and using their excess production for yourself. The only possible explanation for needing to raise rates is incompetence, stupidity or greed. How much money do you spend on marketing sponsorships throughout Arizona? What is the justification for that? How can you continue to increase your own salaries while being this poor at managing a company? These are the explanations you need to provide to justify this price increase. The entire way you manage is pathetic and corrupt.

Response Subject: SRP Corporate Pricing Response to Public Comment
#4a386016**Response:**

Hi Michael,

Thank you for submitting questions 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.

In fiscal year 2024, SRP's total marketing sponsorships amounted to approximately \$4 million (amounting to less than \$3 per customer). SRP supports various organizations aimed at enhancing the community and delivering value to SRP customers. For instance, SRP's support for the Phoenix Zoo allows SRP customers and local nonprofit organizations to access discounted tickets, which also aids the Zoo in developing community programs. Additionally, SRP's work with the Arizona Cardinals facilitates grants for teachers through the Touchdowns for Teachers initiative. Other sponsorships are focused on educating SRP customers about water and electric safety, energy efficiency, and water conservation.

Concerning salaries, SRP wage growth since Fiscal Year 2019 has averaged 3.95% per year. The Greater Phoenix area has experienced a significant influx of new residents and new businesses. Notably, the passage of the Creating Helpful Incentives to Produce Semiconductors (CHIPS) and Science Act created financial incentives for semiconductor manufacturers to conduct production within the United States, and Arizona has been selected by several large semiconductor manufacturers and suppliers. This has driven demand for highly skilled labor, which in turn has elevated wages. SRP must account for prevailing market wages to attract, develop, and retain employees to achieve SRP's 2035 Workforce Objective and also the Customer, Reliability and Sustainability Objectives.

To learn more about the pricing proposal, please see [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle](#).

Thank you for your interest in SRP.

Name: Michelle Bohonko

Record Number: 74c8eb16
Delivery Method: Digital Submission
Received Date: 12/3/2024

Comment:

Why the rate increase? My paycheck doesn't go up 3% , is this to cover all the people that have solar?

Response Subject: SRP Corporate Pricing Response to Public Comment #74c8eb16

Response:

Michelle Bohonko,

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.

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; those 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.

Name: David Anthony Heistuman

Record Number: b8f96dd2
Delivery Method: Digital Submission
Received Date: 12/3/2024

Comment:

I understand your need to increase prices as infrastructure needs to expand and be maintained. What I don't understand is how you have made rooftop solar so unappealing with confusing price plans, ridiculous peak demand charges, overpriced service charges, etc. My utility prices keep going up little by little yet my income does not. I am disabled on a fixed income and my wife is an educator. We need a reasonable and fair option to help offset your price increases.

Response Subject: SRP Corporate Pricing Response to Public Comment #b8f96dd2

Response:

Hi David,

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

SRP management's proposal includes many changes intended to modernize and simplify price plans for all residential customers, including those with rooftop solar. The proposal modifies 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-16 and E-28) that will be available to customers with and without solar. Compared to existing price plans, E-16 and E-28 offer more ways to save through super off-peak periods and shorter on-peak windows throughout the entire year. Each includes an 8 a.m. - 3 p.m. super off-peak period where energy is more than 50% lower than SRP's basic plan prices. Both include on-peak hours where energy is more expensive; one plan has an on-peak period from 6 – 9 p.m. and the other has an on-peak period from 5 – 10 p.m., with an average demand charge. Solar customers on those new plans will have the same Monthly Service Charge (MSC), time-of-use hours, and delivered energy charges as customers without solar, with no additional grid access fees. The proposal aims to improve the experience for solar customers without shifting costs to others.

The proposal introduces a tiered MSC structure, which is applicable to all residential price plans. Customers currently on a price plan designed exclusively for solar customers, who choose to stay on that price plan, will see a reduction to the MSC from \$32.44 to \$30.00 (or from \$45.44 to \$40.00, for customers with larger homes).

Name: David Carlson**Record Number:** 20ea6cea**Delivery Method:** Digital Submission**Received Date:** 12/3/2024**Comment:**

1. E-16 will have a demand charge based on average daily in-peak maximum demand. This appears to be different from the existing E-27 plan demand charge which is based on highest half hour. Is that true? Please explain the difference. 2. In general I am opposed to all demand changes as they are surprise adds to the bill and currently in E-27 you can get hit with a big charge because one half hour of one day of the month is high. I believe demand charges therefore are hard for most people to understand and control and should be done away with. People are going to minimize their usage in the peak times in any case so just bill the demand charge as part of the peak rates. This will make the rates a bit higher but that is good as it clearly shows the need to cut usage in that period. How much would that increase rates? 3. Overall, the new plans downgrade solar without battery by eliminating any plan with export-import rates being equal, like California. Is my understanding correct? Is it saying buy your own battery if you are getting solar so you can move the power during the day to the 5-10 pm peak period? For me, that means I will need 15-20 kWh to cover that period in summer, or about \$20K for batteries, equal to the cost of the solar system itself.

Response Subject: SRP Corporate Pricing Response to Public Comment #20ea6cea**Response:**

David Carlson,

The Demand Price Plan for Residential Time-of-Use Service (E-16) is a proposed new TOU price plan, featuring a demand charge based on an average of the daily on-peak maximum demand. It has a super off-peak period from 8 a.m. to 3 p.m., intended to encourage customers to move marginal load, such as EV charging or heat pumps, into this period. If approved by SRP's board, E-16 will be open to customers with and without solar.

The Price Plan for Residential Time-of-Day Service with Super Off-Peak Hours (E-28) is a two-part rate for residential customers with a year-round 6 p.m. to 9 p.m. on-peak period and an 8 a.m. to 3 p.m. super off-peak period. The plan does not include a demand charge and, if approved by SRP's board, will be open to customers with and without solar.

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.

Name: Tom R

Record Number: 0343da52
Delivery Method: Digital Submission
Received Date: 12/3/2024

Comment:

Why are you charging people with solar more? That is ridiculous.

Response Subject: SRP Corporate Pricing Response to Public Comment #0343da52

Response:

Tom,

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; those 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. At the same time, the 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: BEVERLEY J HERGERT

Record Number: e585929c
Delivery Method: Digital Submission
Received Date: 12/3/2024

Comment:

Why the higher charges for customers with solar?

Response Subject: SRP Corporate Pricing Response to Public Comment #e585929c

Response:

Beverly Hergert,

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; those 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.

At the same time, the 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: Sean Frusher

Record Number: c8cfc775
Delivery Method: Digital Submission
Received Date: 12/3/2024

Comment:

On the subject of raising prices for solar customers. We currently pay about \$50 less than before we installed them. We put up 20 panels for a 2000 sq. ft home. Our usage has not gone up much if at all. We still stick to the time of use. How is it possible you need more money out of people that are generating electricity?

Response Subject: SRP Corporate Pricing Response to Public Comment
#c8cfc775

Response:

Sean Frusher,

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.

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; those 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. At the same time, the 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: Louis Boehm

Record Number: b34cfa36
Delivery Method: Digital Submission
Received Date: 12/7/2024

Comment:

Not sure why solar customers are taking a big hit. We as a consumer made this change to help ease the grid in the summer months. Can you answer why that is?

Response Subject: SRP Corporate Pricing Response to Public Comment
#b34cfa36

Response:

Louis Boehm,

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; those 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.

At the same time, the 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: Madison Reynolds

Record Number: caa943ff
Delivery Method: Digital Submission
Received Date: 12/10/2024

Comment:

Dear SRP, I hope this message finds you well. As a valued customer, I appreciate the services you provide and understand the challenges faced in maintaining and improving energy infrastructure. However, I am concerned about the potential price increases. I believe there might be opportunities to enhance operational efficiency internally before passing costs onto consumers. Exploring such measures could potentially mitigate the need for price hikes and foster greater customer satisfaction. Thank you for considering this perspective. I look forward to your response and any insights you can share on this matter. Best regards,
Madison Reynolds

Response Subject: SRP Corporate Pricing Response to Public Comment
#caa943ff

Response:

Thank you for your questions and your interest in SRP.

SRP last conducted a pricing process in 2019. On March 25, 2019, the SRP Board of Directors (the "Board") approved an overall average annual price decrease of 2.2% that took effect on the May 2019 billing cycle. In a separate process, the Board recently approved an adjustment to the Fuel and Purchased Power Adjustment Mechanism (FPPAM) rate that resulted in an overall 3.9% increase, effective Nov. 1, 2024. The FPPAM process was to update the component of prices that adjusts more frequently in response to changes in costs of fuel and power purchased via contract or on the market.

This proposal increases average residential bills by 3.5% (\$5.64 per month), effective with the November 2025 billing cycle, though actual impacts will vary by price plan and usage. The proposed price changes are 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.

In response to your comment on operational efficiency, 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 while meeting our 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 Public Price Process Responses from: 12/14/2024

Name: Christina Petro

Record Number: 274e4141
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

I think I've been hearing nothing but noises made by the "majority " in Arizona that they voted for a change to BRING DOWN PRICES! I have been made to understand that the "mandate" means lower prices not increases. I would like full disclosure about any and all forms of payments, bonuses made to your employees. And, I would like to know why solar isn't used by you to bring down costs, not increase them. And, how you are or plan to use wind energy to bring down costs. In fact, I would like to know what, if any, measures you are making to bring down costs, not raise them?

Response Subject: SRP Corporate Pricing Response to Public Comment #274e4141

Response:

Hi Christina,

Please see responses to your questions below.

1. I would like full disclosure about any and all forms of payments, bonuses made to your employees.

SRP Response: SRP is made up of two organizations, the Salt River Project Agricultural Improvement District (the "District") and the Salt River Valley Water Users' Association ("Association"). As of the end of the most recent fiscal year, ending April 30th, 2024 (FY24), the District and the Association together had approximately 5,400 regular employees.

Total labor cost for FY24 was \$721.3 million, itemized as set forth below:

In millions

Salaries & Wages – Executives*

\$ 7.3

Salaries & Wages – President's Office

\$ 0.4

Salaries & Wages – All Other Employees

\$ 677.4

Bonus – Executives*

\$ 0.6

Bonus – All Other Employees

\$ 27.3

Employee Tuition Reimbursement

\$ 1.6

Employee Special Recognition Awards

\$ 2.8

Dependent Tuition Reimbursement

\$ 0.7

Deferred Comp/Healthcare Reimbursement – Executives*

\$ 1.2

Deferred Comp/Healthcare Reimbursement – President's Office

\$ 0.6

Deferred Comp/Healthcare Reimbursement – Other High-level Leaders

\$ 1.4

Total

\$ 721.3

*The SRP executive management team currently consists of the General Manager & Chief Executive Officer and nine Associate General Managers. Transition efforts associated with retirements in FY24 led to a temporary increase in the number of SRP executives; there are 14 executives included in this figure.

2. I would like to know why solar isn't used by you to bring down costs, not increase them.

SRP Response: Solar resources are a strategic focus of SRP's path to a lower carbon grid. In the past year, SRP added 500 MW of solar into our power generation portfolio, bringing the total to more than 1,400 MW of solar serving our customers. That number is expected to grow to over 10,000 MW of solar by 2035. SRP considers many factors when making generation resource investments for the future.

SRP performed a 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 (ISP). The results of the ISP indicated that a mix of generation technologies is necessary to provide reliable and affordable electricity on the path to lower carbon. In addition to the solar resources anticipated by 2035, SRP is planning to at least double the generating resources on the power system by investing in a diverse mix of wind, battery and pumped hydro storage, and natural gas resources, ensuring electricity is delivered even when the sun isn't shining.

SRP must add these new power generation and storage facilities to reliably serve increasing customer demand and meet carbon reduction goals. Adding new infrastructure generally increases cost, regardless of generation technology type. Rising material and labor costs, inflationary pressures, and increased operating expenses contribute to added cost. While adding solar is an important part of SRP's strategy to achieving our carbon reduction goals, the purchase and construction of panels, inverters, trackers, and other materials that make up the power plants contribute to the overall cost to produce electricity.

To evaluate responsible power generation investments, SRP's Resource Planning department annually identifies the future generating resource need from growing customer demand and fulfills that need by utilizing competitive processes to ensure the generating resources are constructed by quality, experienced developers at a competitive price.

While overall long-term investments will increase to meet SRP's growing needs, the abundant solar supply during the day will result in daily periods of low-cost and low emissions hours. SRP's proposal to modify and modernize the price plan portfolio includes offering a super off-peak period to encourage customers to use energy at times when solar energy is abundant, thereby potentially driving to lower emissions and lower costs to the extent customers can shift electricity usage from periods of high demand and lower supply to daytime solar production hours.

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>

3. How you are or plan to use wind energy to bring down costs.

SRP Response: Wind generating resources are an important part of diversifying SRP's renewable generation portfolio, as they can provide renewable output to the grid when there is critical capacity need - as the sun is setting and during overnight hours. Renewable resource diversity helps to supply reliable energy on the path to lower carbon, and by gradually adding wind and testing for quality performance, we can thoughtfully build a wind portfolio that capitalizes on technological maturity and innovations that drive lower cost wind generation investments.

SRP was the first utility in Arizona to add wind power to its energy resource mix and still receives all energy output from the 127 MW Dry Lake Wind Power Project, the first large-scale wind power facility built in the state. SRP recently added to this portfolio by energizing the 161 MW Babbitt Ranch Wind Project, which began delivering energy to SRP's grid earlier this year.

As part of SRP's ISP process, SRP identified the need to add hundreds more MW of wind to SRP's portfolio by 2035. While technological advancements have increased the output from Arizona wind projects, some of the highest quality wind is located in New Mexico and Wyoming, though delivering energy from those areas to SRP's customers would require additional transmission and other infrastructure.

Both wind and transmission delivery are long term strategic infrastructure investments designed to keep costs comparatively low while adding power generation to meet growing customer demand and retiring generation. In most cases, additional infrastructure will result in increased costs due to rising cost of materials from supply chain disruption, inflationary pressure, and increased operating expenses. Like other infrastructure additions, adding wind is not expected to reduce costs, but it will be an important component of a larger diversified portfolio to manage cost in the transition to a reliable, affordable, and low carbon future.

4. I would like to know what, if any, measures you are making to bring down costs, not raise them?

SRP Response: SRP focuses on controlling costs in the areas of financing, operations & maintenance, 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 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.

Thank you for your interest in SRP.

Name: Ron Gatza**Record Number:** 63970844**Delivery Method:** Digital Submission**Received Date:** 12/2/2024**Comment:**

It was announced on KTAR today (12-02-24): PHOENIX, Four leading Arizona utility companies have agreed to join a new regional energy market called Markets + in a move expected to create savings for customers and improve grid resilience. Arizona Public Service, Salt River Project, Tucson Electric Power and UniSource Energy Services announced their commitment to the consortium last week. Why the increase when this new energy market approach is expected to offer savings for customers? Why not see what the outcome is first? I am both a residential customer as well as owning 2 businesses in Mesa, AZ that have high energy bills.

Response Subject: SRP Corporate Pricing Response to Public Comment #63970844**Response:**

Hello Ron,

Thank you for your question.

It is correct that Arizona Public Service (APS), Salt River Project (SRP), Tucson Electric Power (TEP) and UniSource Energy Services announced plans to join Southwest Power Pool's (SPP) [Markets+](#), a day-ahead and real-time energy market that is anticipated to span through the northwest, southwest and mountain west regions of the U.S. The new market is expected to bring enhanced reliability and savings of nearly \$100 million above current market participation, passed back across the electric companies' customers. It will also support the addition of more renewable resources to the energy grid, as Arizona continues to experience residential and business growth and record-breaking energy demand.

After several years of strategic planning and development, APS, SRP, TEP and UniSource expect to participate in the new market as early as 2027. Nevertheless, SRP has been investing in the grid at historic levels to ensure reliability, increase sustainability, and keep up with increasing electricity demand. Costs for materials remain elevated and lead times remain longer compared to the pre-pandemic period. Additionally, SRP has incurred heightened costs in an effort to enhance the customer experience.

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.

For more information on how your electric bill may change based on the proposed change in your price plan, please call SRP's Customer Service department at (602) 236-8888. For more details on the pricing proposal, please visit [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle](#).

Name: Brian Rodricks

Record Number: 4e6a1759
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

Completely opposed to the proposed changes. The new residential price plan is just a huge open ended price gouge for customers, allowing future increases that are much more impactful. The new price plan hours are a huge change, and will only hurt SRP customers. The hours don't make sense and won't cause a shift in usage. It's just a play to make it more difficult for customers, and increase revenue. Where is the plan by the board to reduce SRP operating costs? Where is the investment in the cheapest generation? Where are the staff and executive compensation cuts?

Response Subject: SRP Corporate Pricing Response to Public Comment #4e6a1759

Response:

Hi Brian,

Thank you for reaching out and sharing your concerns with us.

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.

We also offer Budget billing, a program designed to make your monthly energy bills more predictable and manageable. Instead of having high bills in the summer and low bills in the winter, Budget Billing averages out your energy cost over the year. This means you pay about the same amount each month, making it easier to budget. For more details on this program, please visit [Budget Billing for residential customers | SRP](#). For more information on how your electric bill may change based on the proposed change in your price plan, please call SRP's Customer Service department at (602) 236-8888.

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.
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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.

Name: Sheila Thomas

Record Number: 3752a6cc

Delivery Method: Digital Submission

Received Date: 12/2/2024

Comment:

Who can understand this, other than yourselves? Are prices going up or down? Why do they need to go up? You not making enough money off US already aren't ya? I barely use electricity and I use more than 225 a month, so what is the \$20 you mentioned? Do I have to pay an extra \$20 on top of what I pay? If so FOR WHAT??? Seems wrong already. And why would the board vote against themselves from making more money lol. To place people like me in the masses just so you can say it is even or grab more bucks from us is shameful!

Response Subject: SRP Corporate Pricing Response to Public Comment
#3752a6cc

Response:

Hi Sheila,

The average residential bill will increase about 3.5% or \$5.64. For more information on how your electric bill may change based on the proposed change in your price plan, please call our Customer Service department at (602) 236-8888.

Among residential customers, there are a variety of dwellings with differences in the cost to serve. In recognition of these differences and to better align prices with costs, Management is proposing three tiers of monthly service charge (MSC) that will apply to all residential and residential solar price plans based on the type of dwelling and the amperage level of the service:

- Tier 1: \$20 for single units in multi-family houses, apartments, condos, townhouses, or patio homes with a service entrance of 225 amps or less.
- Tier 2: \$30 for other dwellings with a service entrance of 225 amps or less.
- Tier 3: \$40 for residences with a service entrance of more than 225 amps.

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, so only part of these costs is recovered through the MSC, with the rest recovered through per-kWh energy charges.

Name: Mike and Kay Cummins

Record Number: 76edcf5e
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

How does this affect Solar Panel Customers that upload? Right now the credits only apply to off peak hours. Which is questionable during summer when we generate mostly during on peak hours but get offsets on off peak. Since everything is tracked by the min or hour it should be fair to do and help with Summer bills. The fees for Solar users are high, sometimes fees are the whole bill for us and seems to be higher based on some minute when the highest on peak usage is. Regardless of how long you stay at that highest number. I'm just saying that for a customer that supports SRPs electric needs we are penalized for doing it with high fees. I know this is a bit off topic but maybe someone can answer it for us. Solar really should benefit both of us. I feel like the high fees put the advantage in your court.

Response Subject: SRP Corporate Pricing Response to Public Comment #76edcf5e

Response:

Mike and Kay Cummins,

On the existing E-13 and E-14 price plans, any solar energy generated and used on-site offsets the full retail price, whether during on-peak or off-peak hours. Energy exported to SRP is credited to customers at the export credit, which is reflective of the market price that SRP is able to obtain new utility scale solar generation and adjusted upward for line and transformation losses to reflect the local nature of the generation. This export credit is applicable to energy sent to SRP during both on-peak and off-peak periods.

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: Christina Guajardo

Record Number: e8b107ec
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

I just saw this on the new that next year in November you will be increasing our SRP bill again by 5 plus dollars. So, I'm not sure why you are pretending to ask or want feed back on this. When it has already been decided and announced to the public.

Response Subject: SRP Corporate Pricing Response to Public Comment
#e8b107ec

Response:

Hello Christina,

Thank you for your question regarding the pricing process.

SRP's Board of Directors consider pricing changes through a public pricing process. During this process, SRP welcomes feedback from the public through the online form or participation at one of our public meetings (see the *How to Get Involved* section of [SRP power pricing and rates process | SRP](#)). The proposal was announced to the public on December 2, 2024, and SRP's Board of Directors is scheduled to make a final decision on the proposed pricing changes on February 27, 2025. No decisions have been made yet.

Name: Crystal Borges

Record Number: a683497e
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

Its listed that you want to use part of the revenue to improve the infrastructure. Does this mean only in new construction areas or also older areas where the power lines are still above ground? It would be nice to have our power consistent if the lines were relocated underground in the older areas.

Response Subject: SRP Corporate Pricing Response to Public Comment #a683497e

Response:

Hi Crystal,

Thank you for your question and your interest in SRP's operations and future plans. Infrastructure improvements are a regular part of business activities for SRP. Improvements are conducted across the entire SRP service territory. SRP prioritizes infrastructure improvements for safety and reliability. Moving overhead power lines underground is an infrastructure improvement consideration. Customers also have a variety of options for moving power lines underground. Learn about the processes and costs of relocating power lines on our website here: [Moving powerlines underground | SRP](#).

Name: Courtney Barnett

Record Number: 36927238
Delivery Method: Digital Submission
Received Date: 12/2/2024

Comment:

I do have solar but seems as if I am not saving much. What can I do?

Response Subject: SRP Corporate Pricing Response to Public Comment #36927238

Response:

Hi Courtney,

Thank you for your question regarding the pricing process.

Under current Price Plans you can reduce your SRP bill by shifting energy usage outside of on-peak hours, currently weekdays 2-8 p.m. May to October and weekdays 5-9 a.m. & p.m. November to April for most solar customers but please see the details of your current Price Plan. Please login to [MyAccount](#) or call Customer Service at (602) 236-8888 for information about your account and price plan.

Management's Proposal aims to improve the experience for solar customers without shifting costs to others. Starting in November 2025, the proposal is to simplify the current portfolio of six residential time-of-use plans and four solar price plans down to two time-of-use plans (E-28 and E-16) that work for customers with and without solar. Solar customers will be on the same plans, with the same Monthly Service Charge (MSC), 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: Justin Walker**Record Number:** 25d01505**Delivery Method:** Digital Submission**Received Date:** 12/3/2024**Comment:**

So you are going to increase the minimum service charge on every single family dwelling. That is ridiculous. So every single family dwelling has to pay an extra \$120 per year with no additional benefit. Why not increase the kwh rate? You are penalizing every customer including those who use less energy and households that cannot afford this increase. This is just pure greed to bring in more revenue overnight.

Response Subject: SRP Corporate Pricing Response to Public Comment
#25d01505**Response:**

Hello Justin,

Thank you for your question regarding the pricing process.

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:

The proposed average increase of 3.5% (\$5.64 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 \$8.80
- Tier 3 (\$40 MSC): Average monthly bill increase of \$15.40

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.

For more information on how your electric bill may change based on the proposed change in your price plan, please call SRP's Customer Service department at (602) 236-8888. For more details on the pricing proposal, please visit [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle](#).

Name: Heidi Bonfante

Record Number: c30bc527
Delivery Method: Digital Submission
Received Date: 12/3/2024

Comment:

Another raise? Why? Keep up with the economy. We're broke and yet SRP is having record profits. Bad form.

Response Subject: SRP Corporate Pricing Response to Public Comment
#c30bc527

Response:

Hello Heidi,

Thank you for your question regarding the pricing process.

As a community-based, not-for-profit utility, SRP aims to have bills match the cost to serve electricity for that customer. SRP has been investing in the grid at historic levels to ensure reliability, increase sustainability, and keep up with increasing electricity demand. Costs for materials remain elevated and lead times remain longer compared to the pre-pandemic period. Additionally, SRP has incurred heightened costs in an effort to enhance the customer experience.

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: Steve Pedroza

Record Number: 24ebdee5
Delivery Method: Digital Submission
Received Date: 12/3/2024

Comment:

SRP prices are already at a high level I disagree with price increase. I believe SRP is increasing due to New construction as seen by many apartments being build in Mesa so we are being hit with higher increase. SRP should inform SRP customer why the increase???

Response Subject: SRP Corporate Pricing Response to Public Comment #24ebdee5

Response:

Hello Steve,

Thank you for your feedback. 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.

For more information on how your electric bill may change based on the proposed change in your price plan, please call SRP's Customer Service department at (602) 236-8888. For more details on the pricing proposal, please visit [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle](#).

Name: Nick Adamakis**Record Number:** a3b017e6**Delivery Method:** Digital Submission**Received Date:** 12/4/2024**Comment:**

We invested heavily into solar and batteries at our home. The new E16 plan penalizes homeowners who invested in sustainable energy with solar and batteries. Why? The new E16 plan will cost us an additional \$800 by drastically slashing and apparently eliminating net metering. This will disincentivize making an investment with solar and batteries. This is unacceptable as this plan unfairly punishes solar homeowners. Moreover, the energy we return to the grid you sell at 16 cents per kilowatt hour while paying only 3 cents per kilowatt is outright theft! Restore net metering and grandfather the demand plans!

Response Subject: SRP Corporate Pricing Response to Public Comment
#a3b017e6**Response:**

Hi Nick,

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

As a community-based, not-for-profit utility, SRP aims to bill each customer for the cost to serve electricity for that customer. In a price process, changes are made to each plan to get closer to that goal. In this proposal, this means that price plans designed for solar customers have a larger percentage increase than some other residential plans. SRP management proposes that all classes have revenue increases between 1.3% and 5.9%.

This proposal includes two new plans that will be open to all types of residential customers (both customers with solar and customers without solar), each of which includes an 8 a.m. - 3 p.m. super off-peak period where energy is more than 50% lower than SRP's basic plan prices. Both include on-peak hours where energy is more expensive; the E-28 Price Plan for Residential Time-of-Day Service with Super Off-Peak Hours has an on-peak period from 6 – 9 p.m. with no demand charge, and the E-16 Demand Price Plan for Residential Time-of-Use Service has an on-peak period from 5 – 10 p.m., with an average demand charge.

Each of these proposed new price plans provides the rate at which SRP will credit the customer for energy exported to SRP. That amount is less than the retail price because, as customers who produce some of their own energy still rely on the SRP grid, SRP must recover from those customers the costs of providing them with 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).

Name: Kelly Harris**Record Number:** 8694ac91**Delivery Method:** Digital Submission**Received Date:** 12/4/2024**Comment:**

We have had increases to the overall bill for the past few years. From the sounds of this, at the very MINIMUM, our price will go up \$10 a month (so yet another \$120 a year... at one point, \$120 was higher than a month's electric bill). How do any of these increases actually benefit us, the customer? What would the POSITIVES be to being charged more, yet again?

Response Subject: SRP Corporate Pricing Response to Public Comment
#8694ac91**Response:**

Hi Kelly,

Thank you for your question regarding the pricing process.

This proposal would increase average residential bills by 3.5% (\$5.64 per month), though actual impacts will vary by price plan and usage. 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.

Your monthly service charge (MSC), which helps cover costs of customer service, billing, and your connection to the grid, is \$20.00 today (or perhaps \$32.44 or \$45.44 if you're a solar customer). This proposal includes a tiered MSC for all price plans:

- If you're in a multi-family home (apartment, condo, townhome), it stays at \$20.00
- If you're in a typical single-family home, it is \$30.00
- If you're in a home with a very large electric service entrance, it is \$40.00. About 3% of SRP residential customers fall into this category.

The proposed average increase of 3.5% (\$5.64 per month) for residential customers is an average across all residential customers and reflects all proposed price changes. The average impact for each proposed MSC tier is:

- Tier 1 (\$20 MSC): Average monthly bill decrease of \$0.35
- Tier 2 (\$30 MSC): Average monthly bill increase of \$8.80
- Tier 3 (\$40 MSC): Average monthly bill increase of \$15.40

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.

For more details on the pricing proposal, please visit [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle](#).

Name: K Losey

Record Number: 3a4317ca
Delivery Method: Digital Submission
Received Date: 12/4/2024

Comment:

If the Monthly Service Charge (MSC) increases for us as a single-family unit, from \$20 to \$30, how is that an "average monthly increase" to our bill of \$5.64? (It's BS and means that can only be accomplished by charging US more while apartment-dwellers remain at the same MSC?) That IS NOT FAIR to the majority of your customers! It's also NOT FAIR that SRP promoted solar and then charges those customers MORE to be hooked up, in addition to short-changing them for their power input. Rational answers should be expected, but we won't hold our breath!

Response Subject: SRP Corporate Pricing Response to Public Comment
#3a4317ca

Response:

Hi K Losey,

Thank you for your question regarding the pricing process.

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:

The proposed average increase of 3.5% (\$5.64 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 \$8.80
- Tier 3 (\$40 MSC): Average monthly bill increase of \$15.40

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.

For more information on how your electric bill may change based on the proposed change in your price plan, please call SRP's Customer Service department at (602) 236-8888. For more details on the pricing proposal, please visit [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle](#).

Name: Ruth Allen

Record Number: 5f8d7d7b
Delivery Method: Digital Submission
Received Date: 12/5/2024

Comment:

It looks like the SRP manage demand is for solar users. Is this a change just for winter months? Will the demand price stay the same? Will the monthly service charge remain the same? The cost of super off peak is not mentioned. How does it compare to regular off peak for winter? Will the off peak kWt cost remain the same after 10 pm? No more 5 am - 9 am peak hours for winter pricing??? You have left A LOT OF INFORMATION OUT that needs to be considered before comments can be made.

Response Subject: SRP Corporate Pricing Response to Public Comment #5f8d7d7b

Response:

Hi Ruth,

Thank you for your question regarding the pricing process.

You can see management's complete proposal at [this link](#) including all proposed changes to any Price Plan. Management proposes freezing existing residential time-of-use plans from new participation as of the November 2025 billing cycle. The frozen price plans will be eliminated no later than the November 2029 billing cycle. The current on-peak hours (including weekday 5-9 a.m./ p.m. during the winter) will not change during that time.

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.

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. Under the proposal, SRP's two residential time-of-use plans going forward would each include 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 from 6 – 9 p.m. or 5 – 10 p.m., depending on the Price Plan.

Name: Shawn Hoffman**Record Number:** b1b0987e**Delivery Method:** Digital Submission**Received Date:** 12/5/2024**Comment:**

Haven't the residential rates increased three times since July 2021? Now another proposed rate change? What are people on a fixed income supposed to do? I sure wish someone could answer that question. Not much we can do since the US is turning into Venezuela with corrupt corporations paying their CEOs 1000 times what everyone else is getting and corrupt government printing money like there is no tomorrow. When the system collapses I am hoping that the shareholders and board members finally realize, you can't eat money.

Response Subject: SRP Corporate Pricing Response to Public Comment
#b1b0987e**Response:**

Hello Shawn,

Thank you for your response regarding the pricing process.

There have been four price increases since July 2021: occurring in November of 2021, 2022, 2023, and 2024. These were unrelated to a pricing process as they were to recover the costs of fuel and purchased power (including natural gas; solar, wind, and energy storage purchase agreements; and power purchased on the market to help maintain energy reliability) that had all increased during the pandemic. Because fuel and purchased power costs can be volatile, this portion of SRP's prices, called the Fuel and Purchased Power Adjustment Mechanism (FPPAM), can be adjusted by the SRP Board of Directors periodically to ensure timely recovery of these costs. SRP last conducted a pricing process, like the one currently underway, in 2019, when the SRP Board of Directors approved an overall average annual price decrease that was effective May 2019.

For those customers on a fixed income, SRP offers 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.

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: Robert Carness

Record Number: c12920d2
Delivery Method: Digital Submission
Received Date: 12/6/2024

Comment:

How does SRP define an AVERAGE residential customer? What metrics are involved and are they spread across Winter, Summer, and Summer Peak or is it an aggregate of all billing periods? Thanks !

Response Subject: SRP Corporate Pricing Response to Public Comment
#c12920d2

Response:

Hi Robert,

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

The average residential customer's usage is calculated as the sum of all residential usage, divided by the number of total customers. For example, if the total residential usage for the year was 12,000,000 MWh, and we have 1,000,000 customers, then the average customer used 12 MWh for the year.

To answer your question regarding seasonal billing periods, bill impacts are estimated using a full year of usage. In other words, if your bill went up \$8 during summer and summer peak, and it went up \$4 during winter, then your average bill impact would be \$6.

Name: Rebecca Ghena

Record Number: 898fafea
Delivery Method: Digital Submission
Received Date: 12/8/2024

Comment:

I am a current TOU customer. Will the proposed 3.5% increase apply to the demand charge only or will the increase be imposed on the KW hour price AND the demand charge?

Response Subject: SRP Corporate Pricing Response to Public Comment #898fafea

Response:

Hello Rebecca,

Thank you for your question regarding the pricing process.

The proposed average increase of 3.5% (\$5.64 per month) for residential customers is an average across all residential customers and reflects all proposed price changes. It depends on the rate at which the increase is coming from. This increase may come from different part of your bill, such as the monthly service charge, demand charges, energy charges, or a combination of these components.

For more information on how your electric bill may change based on the proposed change in your price plan, please call SRP's Customer Service department at (602) 236-8888. For more details on the pricing proposal, please visit [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle](#).

Name: Carmen Entzel

Record Number: 0957ba0d
Delivery Method: Digital Submission
Received Date: 12/8/2024

Comment:

I am a retired widow on a fixed income. I have had to go to budget billing because I cannot manage the high power bills in the summers. I hope you will consider some kind of rate allowance, exemption or freeze on those of us who struggle to pay our monthly bills. Maricopa County does that on property taxes. Might you consider such a plan for power rates? Thank you.

Response Subject: SRP Corporate Pricing Response to Public Comment #0957ba0d

Response:

Hi Carmen,

Thank you for your question regarding the pricing process.

Anytime the NWS issues an Excessive Heat Warning, SRP will not disconnect power, regardless of payment status. See more information here: [Excessive Heat Warnings explained](#)

SRP offers a variety of solutions to help you lower your energy costs and manage your bill. For customers with limited incomes, we currently offer a monthly discount for those that qualify. Please visit [Economy Price Plan for limited-income customers | SRP](#) or call SRP's Customer Service department at (602) 236-8888 to see if you are eligible to be enrolled. SRP management is proposing an expansion to, and increase of, the limited income discount, which is estimated to make more than 100,000 additional customers eligible for a \$25 per month credit to their bills.

Name: DEBRA CASTRO

Record Number: d12479b8
Delivery Method: Digital Submission
Received Date: 12/9/2024

Comment:

Customer called into RCC and stated that she cannot fill out form online or go to public forum meetings and would like to pass along her perspective. She is very upset about price increase proposal and said that it is not okay. Customer said that it needs to stop. She would like to know exactly what the increase is going towards and said that the letter that went out was too vague and needs to be much more specific. She would like to know what happened to Tesla's free energy. She would like the board to know that the people can't afford it. She stated that she will be on the streets and will stop eating so that her children can afford food. She wants to know if SRP is going to help or harm humanity.

Response Subject: SRP Corporate Pricing Response to Public Comment #d12479b8

Response:

Hi Debra,

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 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.

[Click here](#) for the complete Management's Proposal

SRP offers a variety of solutions to help you lower your energy costs and manage your bill. For customers with limited incomes, we currently offer a monthly discount for those that qualify. Please visit [Economy Price Plan for limited-income customers | SRP](#) or call our Customer Service department at (602) 236-8888 to see if you are eligible to be enrolled. SRP management is proposing an expansion to, and increase of, our limited income discount, making an estimated 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. Those proposed new price plans are the Conserve 6-9 p.m. and Save plan (E-28) and the Manage Demand 5-10 p.m. and Save plan (E-16).

Name: Larry Snitzer

Record Number: 0c185a5e

Delivery Method: Digital Submission

Received Date: 12/9/2024

Comment:

how will this rate increase effect each srp customer and can solar reduce the srp bill.

Response Subject: SRP Corporate Pricing Response to Public Comment
#0c185a5e

Response:

Hi Larry,

Thank you for your question regarding the pricing process.

This proposal increases average residential bills by 3.5% (\$5.64 per month), though actual impacts will vary by price plan and usage.

3.4% average increase (\$5.51 per month) for residential customers without solar

5.9% average increase (\$7.93 per month) for residential customers with solar

For more information on how your electric bill may change based on the proposed change in your price plan, please call SRP's Customer Service department at (602) 236-8888. For more details on the pricing proposal, please visit [Proposed Adjustments to SRP's Standard Electric Price Plans Effective with the November 2025 Billing Cycle](#).

Your SRP bill will be lower with solar generation than it would be without, and the remaining SRP bill amount is 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 from solar are based on the cost reduction SRP experiences when you install solar, not on the cost you paid for the solar panels. Whether your SRP bill savings exceed the cost of your solar panels will depend on a variety of factors including how they perform and what you paid for them.

Although it is not part of the pricing proposal, 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 (RECs), 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: Kurt Parratore

Record Number: d7de509d
Delivery Method: Digital Submission
Received Date: 12/10/2024

Comment:

Is there a way to support public education and supply teacher discounts? Many of us don't receive raises yearly.

Response Subject: SRP Corporate Pricing Response to Public Comment #d7de509d

Response:

Hello Kurt,

Thank you for your question regarding the pricing process.

Although SRP does not offer a specific discount for teachers, there are various options available to help customers save on their bill.

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.
