

# Need Help with Utility Bills?



**SRP customers** – Visit [blog.srpnet.com/utility-bill-relief/](http://blog.srpnet.com/utility-bill-relief/) or call SRP Customer Service at call **(602) 236-8888** (English) or **(602) 236-1111** (Español) at any time. For specialized assistance, call between 8 a.m. and 5 p.m. on weekdays and ask for a Customer Resource Counselor who can connect you with community agencies that may be able to help.

**APS customers** – APS offers a variety of programs to help customers pay their bills. Visit [aps.com/en/Residential/Account/Assistance-Programs](http://aps.com/en/Residential/Account/Assistance-Programs) for details. Examples include Crisis Bill Assistance (up to \$1000/year to help cover energy bills), the Energy Support Program (monthly discounts based on household income) and Project SHARE (up to \$500 in temporary bill assistance through a partnership with Salvation Army).

**TEP** – TEP works with community agencies in Tucson to provide emergency bill payment assistance. Visit [tep.com](http://tep.com), click on “Residential” and look for “Assistance Programs.” Examples include payment assistance, low-income assistance, or weatherization assistance (which works in concert with the federal Weatherization Assistance and Low-Income Home Energy Assistance Programs).

**Navopache Electric Cooperative** – This utility services the White Mountain area and Gila County. Their website at [navopache.org/short-term-assistance/](http://navopache.org/short-term-assistance/) includes a list of contacts and websites where you can obtain emergency bill assistance.

**Southwest Gas** – Check out their website at [swgas.com/en/az-special-programs](http://swgas.com/en/az-special-programs) to learn about bill assistance and low-income ratepayer discounts.

**Low-Income Housing Energy Assistance Program (LIHEAP)** – This federally funded program helps low-income households pay cooling/heating bills. It includes emergency assistance and help with overdue utility bills or utility deposits. LIHEAP can be used with rebates from utility companies. To find out what’s available to Arizona residents, visit [des.az.gov/liheap](http://des.az.gov/liheap).

## In Arizona:

Ask your utility if they offer a **home energy audit** (often available for free).

**Saving water saves money!** Check out the ideas at [azwater.gov/conservation](http://azwater.gov/conservation).

**Dial 2-1-1 to get connected to local resources** in your community throughout the state. Help is available from 9 a.m. to 7 p.m. daily in English and Spanish.

Or visit Arizona Community Action Assoc. at [wildfireaz.org/find-help/energy-assistance/](http://wildfireaz.org/find-help/energy-assistance/). Then select your county to **find local agencies that can help**.