

PAYCENTER PROBLEMS

MESSAGE	CAUSE	SOLUTIONS
Card Not Written	<ul style="list-style-type: none">• Credit purchase was not added to Smart Card.	<ul style="list-style-type: none">• Call SRP Customer Service at (602) 236-8855 for assistance.
Meter Not Installed	<ul style="list-style-type: none">• Meter not installed or not activated.	<ul style="list-style-type: none">• Call SRP Customer Service at (602) 236-8855 for assistance.
Transaction Cancelled Or Unable to Process Transaction	<ul style="list-style-type: none">• SRP PayCenter or SRP PayCenter network not working.• Meter not installed.	<ul style="list-style-type: none">• Wait 10 minutes and retry purchase.• If unable to make purchase, call SRP Customer Service at (602) 236-8855 for assistance.



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