Tribal and Utility Partnerships: Success Stories How-To’s

Bonnie Temme
Community Relations Program Manager
Salt River Project
Communication
Available to Serve You

Customer Resource Counselors
10 Counselors
Goal answer 90% of calls within 90 seconds

7:30 am - 8:00 am executively for you
Agency Priority Line

8:00 am - 5:00pm
Agency Partners and Customers
Provide Data Timely

• Dot the \( i' \)'s

• Cross the \( t' \)'s
Options for Guarantees

• Email: SRPEAG@srpnet.com

• FAX: (602) 914-8732
SRP Processes Guarantees

• Counselors process guarantees continuously, daily

• When received:
  • Before 4:00 pm
    • Processed same day
  • At or after 4:00 pm
    • Processed same day or next business day depending on volume
SRP Processes Guarantees

• Award amount posted to community members immediately
  • It appears on the community members account as if payment has been received
  • Promotes continued service delivered

• SRP will reach out if we have a question
SRP Processes Guarantees

• SRP Counselor processes guarantees continuously, daily
• When received:
  • Before 4:00 pm
    • Processed same day
  • At or after 4:00 pm
    • Processed same day or next business day depending on volume
Payment of Guarantee to SRP

- Payment sent directly to our Customer Accounting Dept.
- Goal is to receive payment within 30 days of providing SRP the award information
Utility Assistance

- Call SRP as soon as possible if unable to pay
- Extend time to pay bill
- Arrangements to pay bill over number of months
- Explore options
- Community Partners call SRP and we can protect the account
SRP Presentations and Partnerships

• Provide free brochures/information
• Increase awareness how to lower energy costs
  • Monthly Discount
  • Energy savings, programs and services
• SRP Participate at Community Events
Communication
Questions?
Contact

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