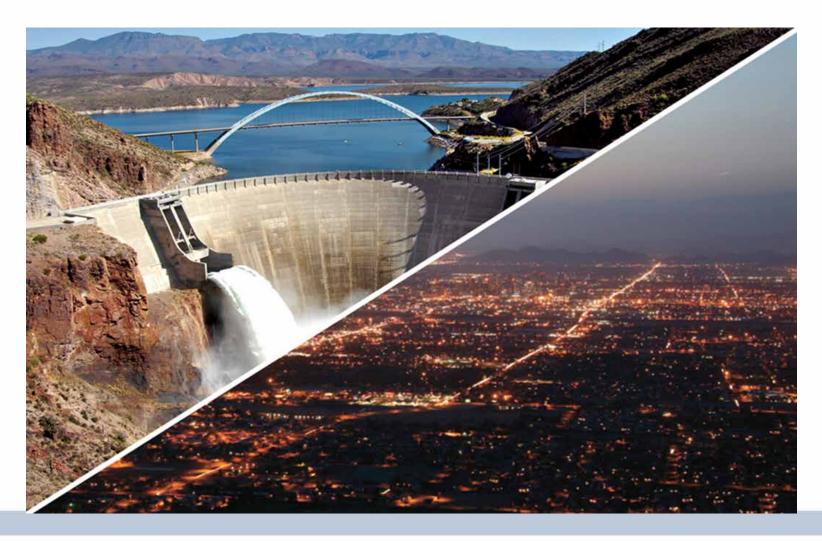


Tribal and Utility Partnerships: Success Stories How-To's



Bonnie Temme Community Relations Program Manager Salt River Project

Communication



NEUAC 20180626

Available to Serve You





Provide Data Timely

Dot the '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



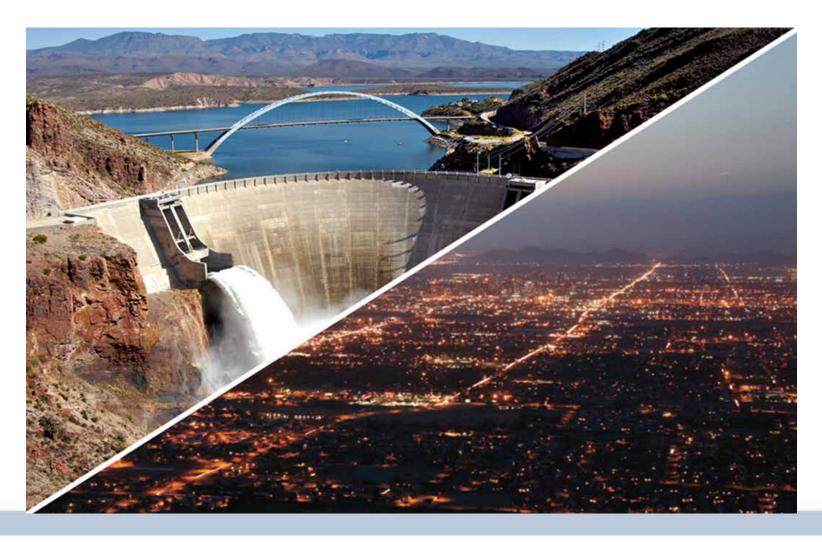
SRP Presentations and Partnerships

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



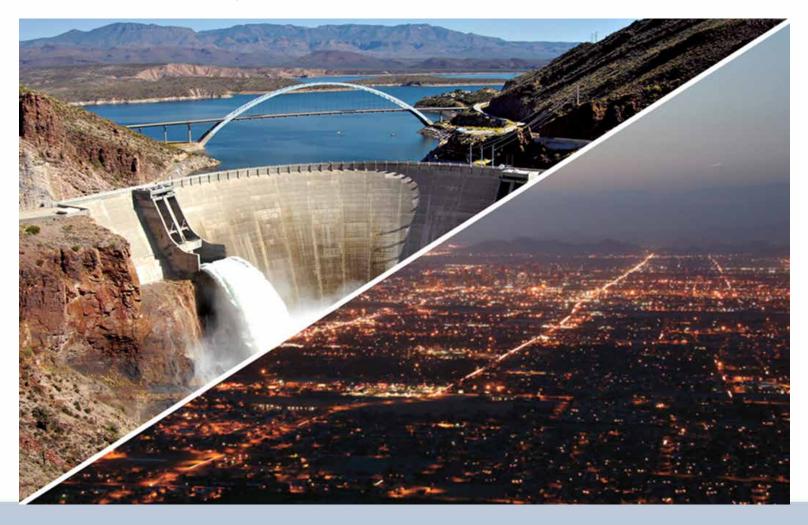
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Communication



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Questions?



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Contact

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