



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

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Salt River Project



# Communication



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# Available to Serve You

## Customer Resource Counselors

10 Counselors

Goal answer 90% of calls within 90 seconds

**7:30 am -8:00 am exclusively for you**

Agency Priority Line

**8:00 am – 5:00pm**

Agency Partners and Customers



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# Provide Data Timely

- Dot the **i's**
- Cross the **t's**



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# Options for Guarantees

- Email: [SRPEAG@srpnet.com](mailto: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

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# 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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# Questions?



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# Contact

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