Communication and Resources

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May 8, 2018
Overview

Call and Email Volume

Application Clean-Up & Cancellations

Helpful Tips & Resources
Customer Technology Support (CTS) Call Volume – 2016 vs 2017

<table>
<thead>
<tr>
<th></th>
<th>Jan</th>
<th>Feb</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>8163</td>
<td>7172</td>
<td>7831</td>
<td>7508</td>
<td>7339</td>
<td>8466</td>
<td>8525</td>
<td>9833</td>
<td>8235</td>
<td>6742</td>
<td>6144</td>
<td>5190</td>
</tr>
<tr>
<td>2017</td>
<td>5397</td>
<td>4550</td>
<td>4726</td>
<td>4368</td>
<td>5509</td>
<td>7510</td>
<td>8718</td>
<td>23,385</td>
<td>12,658</td>
<td>7632</td>
<td>5117</td>
<td>5191</td>
</tr>
</tbody>
</table>
Email

February 2017 - Implemented a new email system

<table>
<thead>
<tr>
<th>Track and store emails</th>
<th>Quickly respond and research previous emails</th>
<th>Monitor response time</th>
<th>Goal is to respond in less than 72 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>-average in 2017 was about 24 hours</td>
</tr>
</tbody>
</table>
Customer Technology Support (CTS) Email Volume

- Net Metering - Rate Changes
- Other

May
June
July
August
September
October
November
December
Total
Renewables Residential Email Volume
Total ~ 11500
Emails by Contact Reason – Renewables Team

- Battery: 1%
- Net Metering / Rates: 5%
- Add Equipment: 6%
- Interconnection Agreement: 2%
- Technical Support / Administrative: 1%
- Automatic Replies / Other: 6%
- Renewables Programs: 12%
- IA Resubmittal: 7%
- Final Review / Meter Set / Field Related: 28%
- Application Status: 24%
- CA / IA: 1%
# Top Email Contact Reasons

<table>
<thead>
<tr>
<th>Customer Application / Installer Application (28% of emails)</th>
<th>Application Status (24% of emails)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Corrections to diagrams</td>
<td>• View application status online</td>
</tr>
<tr>
<td>• Don’t need to email us if corrected diagrams have been uploaded</td>
<td>• Review notes</td>
</tr>
<tr>
<td>• Corrections to application</td>
<td>• Use resources to determine status</td>
</tr>
<tr>
<td>• Email us so we can correct the application</td>
<td>• <a href="#">Residential Renewable Energy Program Overview</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Residential Renewable Energy Program Guide</a></td>
</tr>
</tbody>
</table>

**Important reminder:** Upload documents under the correct document type
## Top Email Contact Reasons (Continued)

<table>
<thead>
<tr>
<th>IA Resubmittals (12% of emails)</th>
<th>Final Review (8% of emails)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Show up on a report</td>
<td>• Inspections / Meter Set</td>
</tr>
<tr>
<td>• Don’t need to email us</td>
<td>• Meter installations are not</td>
</tr>
<tr>
<td>• Email notification</td>
<td>scheduled (timeframe is</td>
</tr>
<tr>
<td>• Installer Application -</td>
<td>dependent on volume)</td>
</tr>
<tr>
<td>Resubmitted After Approval</td>
<td>• Inspection / Meter Set</td>
</tr>
<tr>
<td></td>
<td>Deficient – Log in online</td>
</tr>
<tr>
<td></td>
<td>to review the notes on the</td>
</tr>
<tr>
<td></td>
<td>application</td>
</tr>
<tr>
<td></td>
<td>• Access Issues – Meter</td>
</tr>
<tr>
<td></td>
<td>Access Team</td>
</tr>
</tbody>
</table>

**Important reminder:** Upload documents under the correct document type
Application Clean-Up & Cancellations

Incomplete and Deficient Applications

- Incomplete - Canceled after 60 days
- Deficient – Canceled after 45 days
  - A new application would need to be submitted if the customer still intends to connect to the APS grid

Review Notes:

- Renewables team will note the application with reason for cancellation
- No note on a canceled application
  - Canceled by customer
Helpful Tips - Using aps.com to manage applications

View application review date online

Check application history to view dates
(History is no longer available once an application has been canceled.)
Helpful Tips - Using aps.com to manage applications

Search for applications

Export list of applications into Excel

use the form below to filter your inbox results.

- application number
- customer name
- site address
- type
- reservation status
- interconnection status
- certification status

search reset
DEMO: Managing applications using Excel
Helpful Resources

[aps.com/gosolar](http://aps.com/gosolar) – always use the documents / templates from the website
[aps.com/dg](http://aps.com/dg)
[aps.com/plans](http://aps.com/plans)

Customer Technology Support Team (Green Team)
(602) 216-0318
[greenchoice@aps.com](mailto:greenchoice@aps.com) – for rate and billing questions

Construction Helpline
(602) 371-6140

Meter Access Team
(602) 371-7061

Stakeholder Communications – If you want to be on our communication list, email us at [renewables@aps.com](mailto:renewables@aps.com)