

# Communication and Resources

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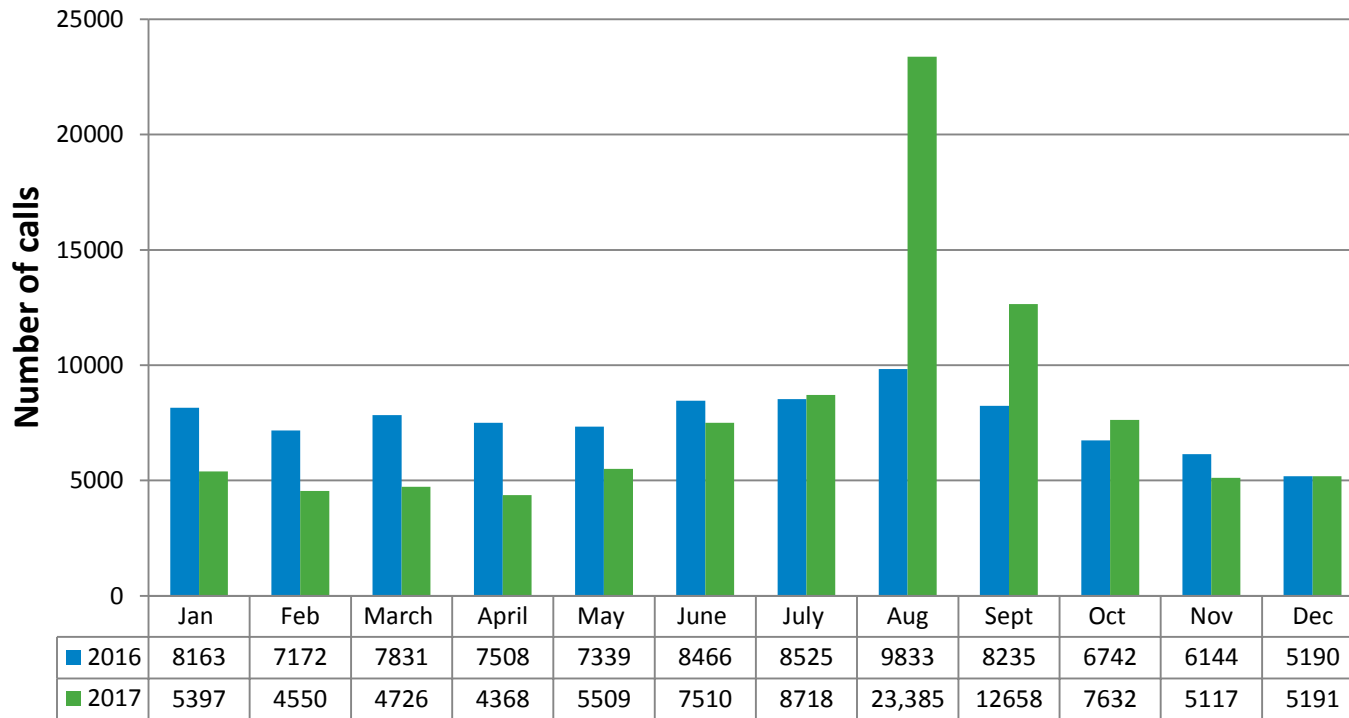
# Overview

Call and Email  
Volume

Application  
Clean-Up &  
Cancellations

Helpful Tips &  
Resources

## Customer Technology Support (CTS) Call Volume – 2016 vs 2017



# Email

February 2017 - Implemented a new email system

Track and store emails

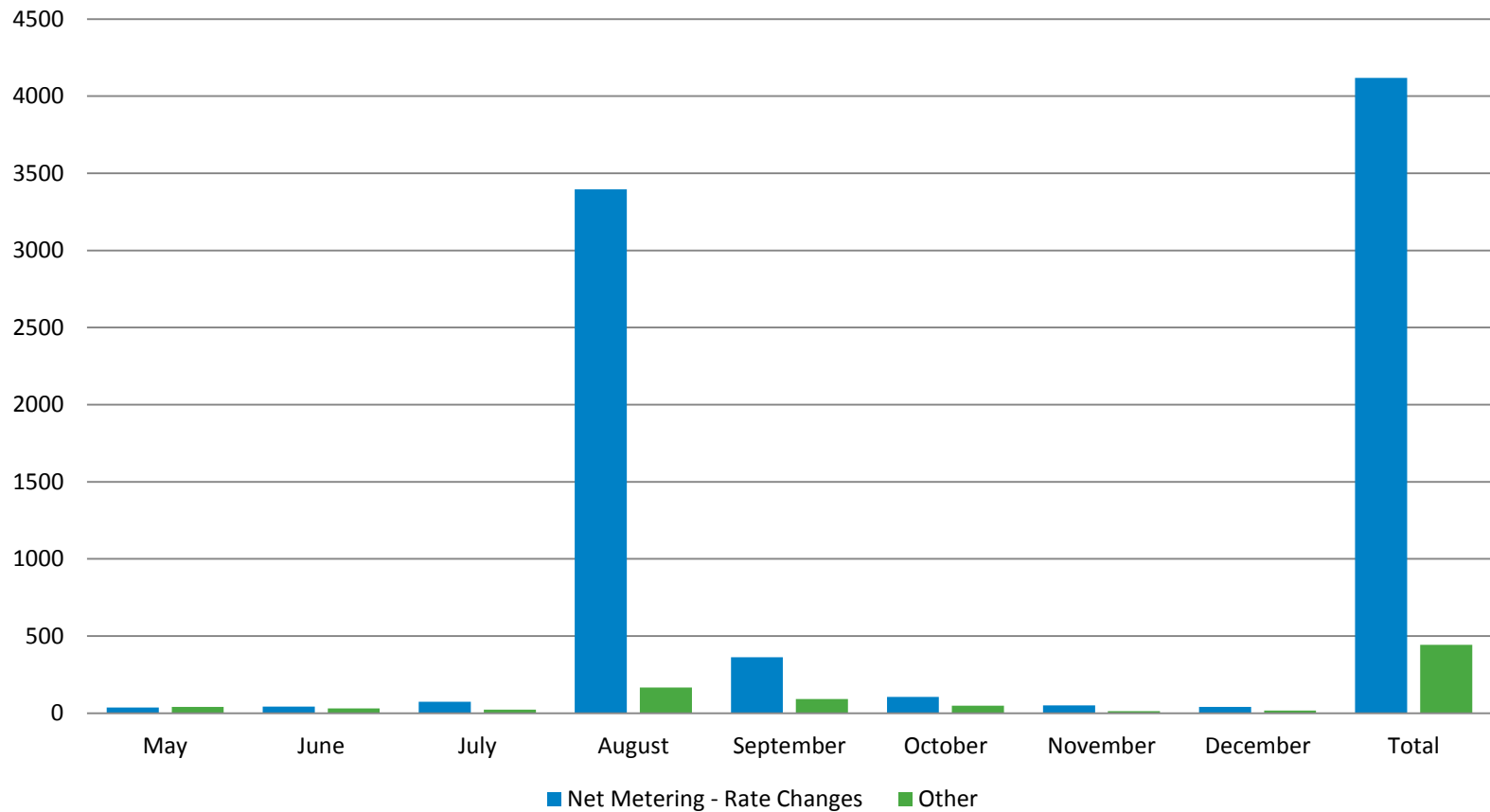
Quickly respond and research previous emails

Monitor response time



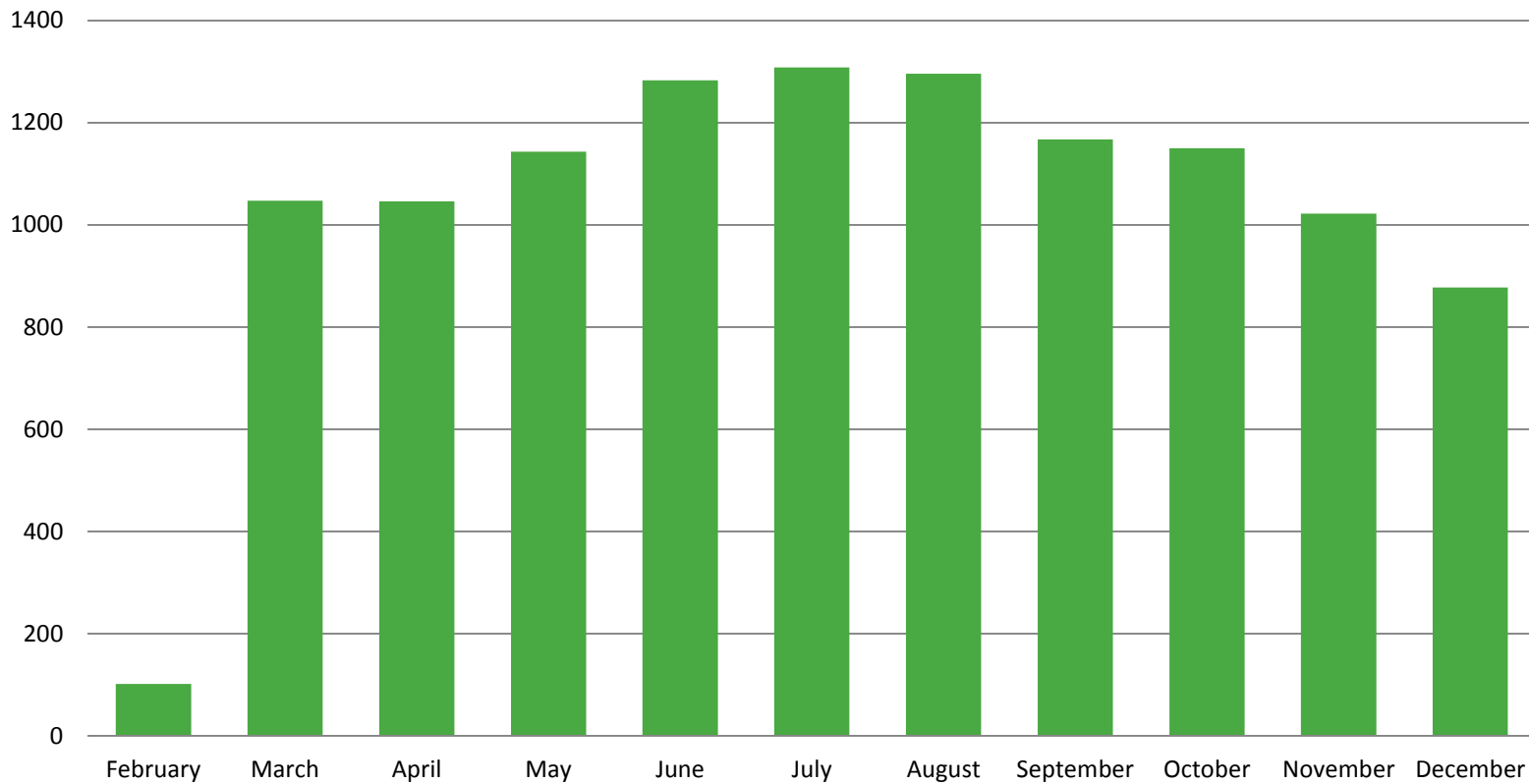
Goal is to respond in less than 72 hours  
-average in 2017 was about 24 hours

# Customer Technology Support (CTS) Email Volume

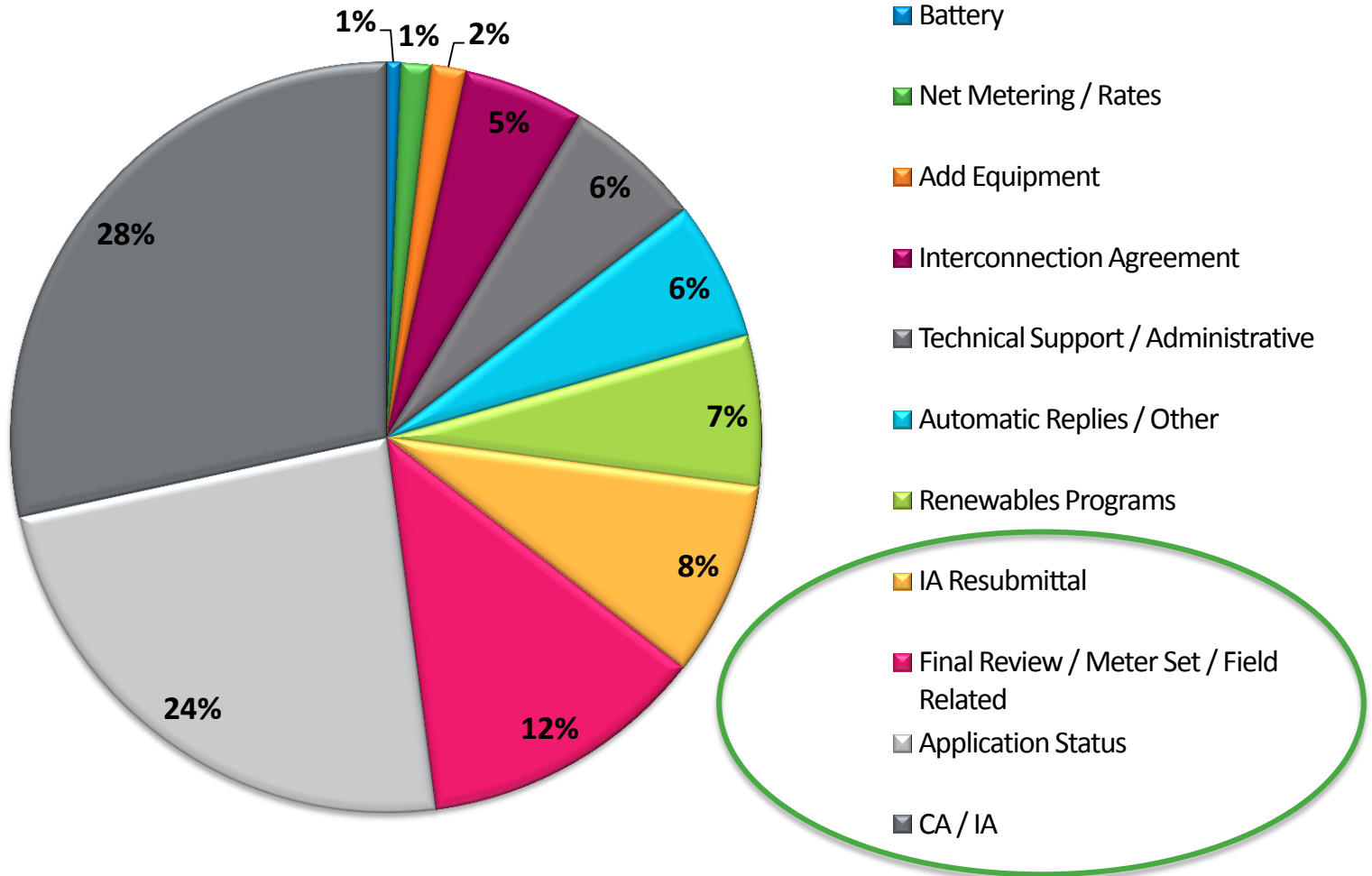


# Renewables Residential Email Volume

Total ~ 11500



# Emails by Contact Reason – Renewables Team



# Top Email Contact Reasons

## Customer Application / Installer Application (28% of emails)

- Corrections to diagrams
  - Don't need to email us if corrected diagrams have been uploaded
- Corrections to application
  - Email us so we can correct the application

## Application Status (24% of emails)

- View application status online
- Review notes
  - Use resources to determine status
    - [Residential Renewable Energy Program Overview](#)
    - [Residential Renewable Energy Program Guide](#)

**Important reminder:** Upload documents under the correct document type



## Top Email Contact Reasons (Continued)

### IA Resubmittals (12% of emails)

- Show up on a report
  - Don't need to email us
- Email notification
  - Installer Application - Resubmitted After Approval

### Final Review (8% of emails)

- Inspections / Meter Set
  - Meter installations are not scheduled (timeframe is dependent on volume)
  - Inspection / Meter Set Deficient – Log in online to review the notes on the application
  - Access Issues – Meter Access Team

**Important reminder:** Upload documents under the correct document type

# Application Clean-Up & Cancellations

## Incomplete and Deficient Applications

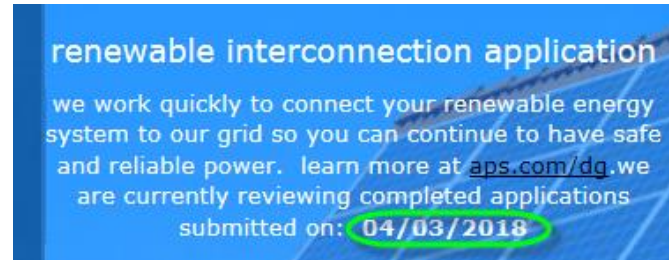
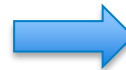
- Incomplete - Canceled after 60 days
- Deficient – Canceled after 45 days
  - A new application would need to be submitted if the customer still intends to connect to the APS grid

## 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.)



home

Application History

Application ID : 192090

Action	Date	Comments
Reservation Submitted	3/7/2018	Reservation submitted by user
Customer Owned PV Customer Application Submitted	3/7/2018	Customer Owned PV Customer Application submitted by user
Reservation Submitted	3/7/2018	Reservation Status is changed to Submitted

cancel

# Helpful Tips - Using aps.com to manage applications

Search for applications 

Export list of applications into Excel




**export to excel**


use the form below to filter your inbox results.


**application number**


**customer name**

**site address**

**type**  

**reservation status**  

**interconnection status**  

**certification status**  

**search**

# **DEMO:** Managing applications using Excel

# Helpful Resources

[aps.com/gosolar](https://aps.com/gosolar)

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

[aps.com/plans](https://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)