



Special Edition: July 15, 2011

The Contractor Connection E-Newsletter

This *special edition* of the Contractor Connection E-Newsletter brings you an important update on the application processing systems transition.

Application Processing Systems Update

As you may have already heard, on June 20, 2011, SCE's Energy Efficiency Business Portfolio transitioned to a new application processing system--Customer Relationship Management (CRM)--to better serve our customers.

Below are new updates since our [June 29 Contractor Info Session Webinar](#) :

- We are continuing to target application processing cycle times as follows:

Type	Business Days
Small Express Solutions projects	35
Large Express Solutions projects	55
Customized Solutions applications	35
Customized Solutions Installation Reports	35

- All new applications received through Friday, July 8, 2011 have been entered into CRM and acknowledgement letters have been sent.
- We are in the process of issuing letters to customers who submitted applications before June 7, 2011 (or "in-flight" projects); these letters will advise of updated Project Numbers (previously known as Universal Project Numbers).
- Since in-flight projects are validated and verified on a case-by-case basis once they are migrated to CRM, we anticipate slight delays for select existing projects.
- As we continue to work within CRM, we expect some delays around inspections and incentive payments; be assured we're doing our best to implement resolutions and mitigate these delays.

As a reminder, if you have a project inquiry, call the Energy Efficiency Call Center Operation (EECCO) at 1-800-736-4777, or send an email to IDSMQuestions@sce.com.

Again, thank you for your patience as we go through this transition. We are committed to working diligently with our Authorized Agents and customers to ensure minimal impact on application processing.

Look for more updates in future Contractor Connection E-Newsletters.

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