

WATTSMART[®] HOMES

TRADE ALLY OUTREACH

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Wattsmart Homes Trade Ally Support

Need tools and resources when working with customers? Wondering what's new with the program? Find it all here. Rocky Mountain Power has you covered.



How Customer Service Builds Trust and Improves Your Business

Customer service is a key factor that influences how customers rate you in online reviews and through word of mouth. Your customers are your best asset when growing your business. Understanding how to provide a great experience for them is essential.

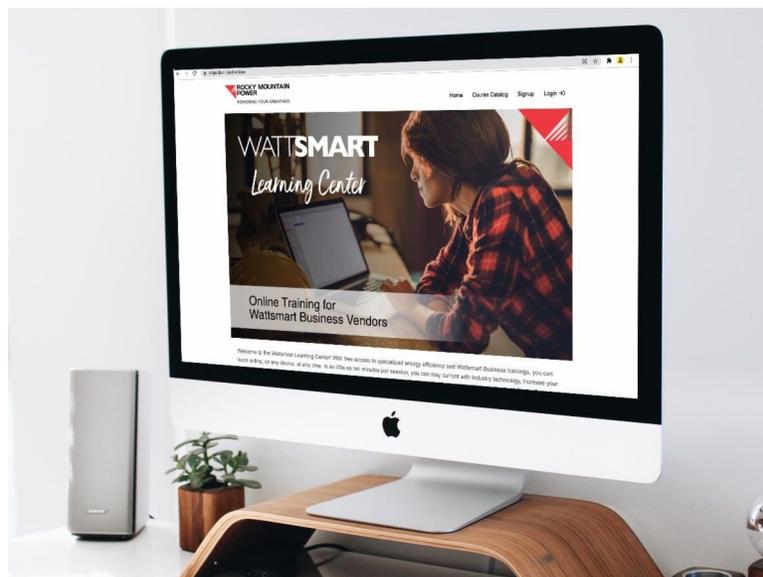
Here are a few quick tips.

- Build trust with your customers by listening and communicating
- Confirm project goals and set expectations
- Be available to answer questions and provide timely responses
- Offer insight for additional or alternative opportunities based on their needs
- Confirm customer satisfaction by following up and addressing any concerns

Together with Rocky Mountain Power, set the standard for what customer service should be. Check out the video below for a closer look at what customer service means as a Wattsmart Homes trade ally.

[Watch the Video](#)

New Trade Ally Resources Added to the Marketing Toolkit



Marketing Toolkit

The Marketing Toolkit is designed to inform you of the Wattsmart Homes Program rebates and highlight the newest offerings. Each marketing piece can be downloaded for easy reference when you're working in the field and meeting with customers.

Wattsmart Rebate Checklist

Make sure you have everything you need to successfully submit your Wattsmart rebate applications. Save time and avoid additional follow-up by supplying the required information prior to applying.

[Marketing Toolkit](#)

Training Opportunities



Schedule a Training Session

Interested in training for yourself or your team? Schedule a Wattsmart Homes one-on-one or Lunch and Learn training session today. Contact your Field Specialist to discuss your interest and we'll work with you to provide a training that meets your needs. The more you know about energy efficiency and savings, the better you can serve your customers!

[Schedule a Training](#)



NEW Heat Pump Water Heater Training

A new heat pump water heater training is available on the Wattsmart Learning Center. This course will help you explain the advantages heat pump water heaters have over traditional water heaters to your customers. You'll learn about this efficient technology and its benefits.

Also available, check out the other HVAC courses available for self-paced learning in the **Wattsmart Learning Center**. Keeping up with the best HVAC technology will benefit you, your customers, and the environment.

[Wattsmart Learning Center](#)

CONTACT YOUR FIELD SPECIALIST



Meet Our New Field Specialist David Murillo

[510-776-8446](tel:510-776-8446)

[Email This Field Specialist](#)

David has joined the Wattsmart Homes team and is excited to engage trade allies as your resource for answering questions about rebates, applications, or providing trainings. No stranger to Wattsmart Programs, he has a background in supporting Rocky Mountain Power as a field specialist. David is now serving accounts that were previously handled by former field specialist, Shelly Bouvang.

For all questions, training efforts, or to get to know David, please reach out to him directly. He is excited to work with you to support your business and help you find success as a Wattsmart Homes trade ally.



Brandon Shingleton

801-822-2402

[Email This Field Specialist](#)



WATTSMART® EXISTING HOMES

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