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SRP customer service center in Pinal County could employ 400

By Ed Taylor
Tribune

Salt River Project will break ground Thursday on a 61,000-square-foot customer call center and business office in northern Pinal County to serve customers in a rapidly growing portion of SRP's electricity service territory. **GRAPHIC: New SRP call center location**

The center will also provide redundancy for SRP's existing customer service center in north Tempe, said Dave Olsen, manager of facilities and transportation services.

"If we had a problem with one, the other call center could handle all of the incoming calls," he said. "It gives us more flexibility."

Construction is expected to be completed in December 2008, when a small staff will occupy the building.

By May 2009, about 150 call agents are expected to be employed in the facility, and it will eventually accommodate up to 400 employees as they are needed.

Initially, about 38,000 square feet will be furnished, and the remainder will be shelled in to provide expansion space as needed, Olsen said. Some employees in Tempe will be relocated to the new center, and other jobs will be filled by hiring from the local community, he said.

The building will be equipped with 12,000 square feet of solar panels on the roof to provide a portion of the building's electricity needs, SRP said.

The center will be located on Combs Road east of Schnepf Road, east of Queen Creek.

SRP is becoming one of the largest electricity suppliers in Pinal County because the SRP electric service area includes growing Apache Junction, Gold Canyon and Johnson Ranch.

In addition to the call center, the complex will provide more convenient customer service through its business offices and a conference room that will be available to the public, SRP said. Also, the center will provide a materials storage area for SRP crews working on power line, substation and other construction projects in the area. "We needed a presence there," Olsen said.

SRP President John Williams and Pinal County Supervisor Sandie Smith will speak at the groundbreaking ceremony, which will begin at 3 p.m. Thursday.



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