**High Temperatures:**

**Use the Opportunity to Tell our customers about DEPP**

When discussing high bills, consideration should be given to the likelihood that higher kWh consumption this time of the year is likely related to air conditioning demands due to hot weather.  That also means the air conditioner is working more frequently and harder and may not be working at its best.  When talking to these customers, remember to talk about fixed rates and a plan that best fit their lifestyle (Terrific 12 or BE In Control 24)

It is also important to discuss the following:

* Age and efficiency of customers cooling equipment
* Maintenance scheduling
* Equipment malfunction

**Call Handling:**

* Does the customer notice anything different about the air conditioner functionality?
* Is the air conditioner unit running more often than the customer thinks it should?
* Is the unit becoming louder?
* Is the unit set at a consistent temperature?
* Does the thermostat reflect the temperature?

Any of these questions can help you introduce and promote the Cooling Maintenance Plans.  Energy and Protection Plans on one bill!  Please transition the customers into the Protection Plans.

**Right First Time:**

When a customer calls in requesting to have the DNP Notice fee, or late fees waived.  Please be sure to check and see if the customer has received a waiver in the last 12 months.  If they have not offer them the credit, educate the customer on why they received the fees and advise the customer the credit is a one-time courtesy.  As always, go through the self-serve options to educate the customer how to make payments on time in the future. (website - bounceenergy.com/myaccount)

**Back Office News:**

**Message added to Prepaid**

There is now a link in the Pre-Paid message that *triggers at a $0 or less* *balance* and is a follow up to the current 3 day low balance text.  The message includes the one-time payment link and provides another reminder to avoid disconnection.

Below is an example text the customer will receive:

*Direct Energy Warning:  As of 7/25 – 7:54pm you have -$8.48 in your account.  Your power may be interrupted unless you make a payment. Use* [*http://tinyurl.com/jdsynw9*](http://tinyurl.com/jdsynw9) *to pay.*

* Prepaid customer:
* Always confirm with the customer that the number associated with their account is the number they will be receiving usage text messages.
* Educate customers about the increase in energy usage
* *Strongly suggest a* $20 minimum payment to begin service and greater, less frequent payment to avoid the disconnect.

Please let me know if you have any questions.

Russ