**Holiday:**

Please do **NOT** use 7/4/16 as a change date for customer accounts.  If a change request goes in for that date it will be pushed by the TDU to 7/6/16.  So please enter in 7/5/16 if you need to do a date change.

**Additional Information:**

* No Same day enrollment on Monday July 4th
* No Move Outs
* Reconnects will be processed as normal for AMSR only!
* All TDUs are closed
* Customer care centers are closed
* Banks are closed

**Higher Temperatures Will Lead to Higher Bills!**

Higher Bills mean Higher TDU Charges.  Remember some of the TDU charges are based on consumption.  The more energy used, the higher the TDU charges for that area.

**Right First Time!**

**Call Handling Electric Essentials with Surge Protection**

When you enroll a plan and sign a customer up for DEPP you **MUST:**

* Explain the price of the DEPP.  It is not a part of their electricity rate.
* Obtain consent for both the DEPP and electric service
* Always advise the customer of the per month charge for the DEPP.

Info for Electric Essentials with Surge Protection:

Electric Essentials Talking Points:

* Electric Repair $4.99
* Electrical systems are one of the most intricate and expensive systems in your home and problems can typically arise, such as loose connections, bad parts in outlets, switches and boxes or faulty wiring.
* It often takes a lot of time and expense to uncover and fix these problems.
* That is why I recommend our Electric Repair plan.  With this program, you will get:
* Coverage up to $500 per incident when you need a repair and $2000 per year in total coverage, after the standard 30-day waiting period.
* What’s great is there are not service charges or deductibles with this plan.
* Plus, you will get 24/7 emergency service when you need work performed.

Surge Essentials Talking Points:

* I am able to offer you a plan that best meets your needs for $4.99 per month!
* Surge Essentials $4.99
* An electric surge could ruin your valuable electronics and cost you thousands of dollars to repair or replace them.
* That is why I recommend our Surge Protection plan:
* You will get reimbursed up to $2000 annually for repairing or replacing any of your electronics you own inside your home if damaged by an electric surge.
* This includes things like TVs, Desktop Computers, Gaming Systems, and Small Appliances plus Laptops, Smartphones, and Tablets, when charging.

Let me know if you have any questions.

Russ