

[0:00:00] null:

[0:00:01] spk_1: Oh yes. Hello.

[0:00:03] spk_0: Hello.

[0:00:04] spk_1: Oh yes, hi, good morning. I would like to speak to [REDACTED]

[0:00:09] spk_0: speaking.

[0:00:10] spk_1: Oh yes, hi uh we're calling from [REDACTED] and my name is [REDACTED] and we're now here we turn out to you and all other homeowners to see if you can qualify into a suitable solar energy programs that may help reduce your **electric** costs. And for now sir, let me know are you currently paying for more than \$100 on electricity

[0:00:38] spk_0: from month,

[0:00:40] spk_1: some months? So what do you think can be your average **bill** every month, perhaps between the highest and lowest, sir,

[0:00:49] spk_0: anywhere from \$60 a month to maybe \$130 a month.

[0:00:57] spk_1: I see. Let me just take a note on that. Hold on please, Let's say \$75 Or \$80 monthly. Right, that can be the average. Thank you.

And for now um what's the name of the utility **provider** for your home?

[0:01:23] spk_0: Pennsylvania Power in life?

[0:01:26] spk_1: I see. Pennsylvania hold on please let me pull that up Pennsylvania Talent. Thank you. And are they giving you any **discounts** any **time** of the year?

[0:01:39] spk_0: Oh, I don't know, I my wife better than I

[0:01:44] spk_1: do. That's okay. I'll take that for the meantime, as you know. And by the way we are now speaking on a **recorded** line for quality purposes And for now sir, your **property** is located at [REDACTED] Right,

[0:02:03] spk_0: okay.

[0:02:04] spk_1: And this is a **single** family home, not an apartment just something for you and your family,

[0:02:12] spk_0: **single** family but it's it's it's uh do play,

[0:02:17] spk_1: oh it's a duplex. So in other words you may not have full rights to the **roof** of the house, right?

[0:02:26] spk_0: The roofs are connected

[0:02:28] spk_1: Indeed. But uh I would certainly think that the entire **property** isn't fully yours, right? Because you share it with non family members. Am I right?

[0:02:40] spk_0: No it's a simple, it's a simple **property**. It's just a a party wall dividing the house.

[0:02:49] spk_1: Mhm. Indeed indeed. Hold on, let me see. And by the way uh with the look of the map to 2 10 by the way there are roads houses. Hold on 204, By the way, where is your house? uh between I'm looking at a map, it's between 208 and 212. I presume that your house would be in the middle.

[0:03:27] spk_0: It's connected to 208.

[0:03:30] spk_1: It's connected to 208. So that's the house. Alright. Hm And and there are there are no trees or obstructions that may keep this one from shining on your roof.

[0:03:46] spk_0: No,

[0:03:48] spk_1: thank you. And uh hold on. So no shame. Which is great by the way. And uh I'd like to know for **credit** score information as our partners may require a **credit** score of 6 15 above to place you in the correct incentive program, what do you think you're within that range of a **credit** score 6 15 above

[0:04:17] spk_0: the last **time** I knew something about my **credit** score, It was about that

[0:04:24] spk_1: I see that's great. So meaning you haven't had any **late** payments on any **bill** for the last 12 months? Right.

[0:04:34] spk_0: No, I I could be a **late** payment here and there, but I don't think it's

[0:04:39] spk_1: I see. So that's a yes there has been Okay and no worries sir, there are a lot of prospects did, especially during the pandemic. Indeed there were and for bankruptcies or foreclosures, you did not declare any for the past three years? Right.

[0:04:58] spk_0: No, no, no, no

[0:04:59] spk_1: I see. And finally um are you currently **retired** or currently working?

[0:05:07] spk_0: I'm employed right now.

[0:05:09] spk_1: Uh and what is our yearly household **income**? Just just a ballpark,

[0:05:19] spk_0: that is higher than that,

[0:05:21] spk_1: Higher than 14. Right, thank you. Let's see. Conservative estimate. I'm alright.

[0:05:32] spk_0: No it's it's tired.

[0:05:34] spk_1: Hello? Okay. Conservative estimate will be

[0:05:42] spk_0: oh

[0:05:42] spk_1: yes. Uh our partners will place in the correct incentive program

[0:05:50] spk_0: in their incentive program Well what's the deal here? What's the what what what are you gonna do for me that lets you put solar

panels one my **roof** and guarantee my shingle will not leak.

[0:06:05] spk_1: Uh for that a soldier specialist can just answer, I can only generically answer that uh it should be insured by the **time** that they install the panels, they make sure that it would not **late**. Okay. And there's a warranty towards the panels and specialist can just answer how they can put

[0:06:29] spk_0: the

[0:06:29] spk_1: panels on the road for my apologies. I have very limited knowledge on the installation itself.

[0:06:35] spk_0: Don't stand that the warranty on the panel. That's wonderful. What about my group? I just put the **roof** on this past summer and you guys are gonna drill holes through it and attach it to my my trust is under my **roof** if they can hold the weight of the of the material Right?

[0:06:57] spk_1: Oh yes indeed and yes uh which brings me to ask your **roof** is made of based off the picture, is it made of **shingles**, what is made sir? Alright alright and that is basically I asked that question so that the solar specialist can technically answer that question, would that be great, wouldn't that be great? Okay and I encourage that sir, thank you so much so for now let's qualified for silver. Mhm and oh yes we do have a solar partner uh that we can connect you to right now, would you have 10 minutes ahead of you sir?

[0:07:36] spk_0: Yeah I'll talk to them.

[0:07:38] spk_1: Alright that's great and just to be clear we're not signing you up into anything, we're just going to answer your questions for today so for now you will hear a link and then some music yes and I encourage you to ask questions that's a great thing to do and just uh don't worry, I'll stay on the line with you, I'll introduce you to our solar partner uh please hold.

[0:08:04] spk_0: Mhm.

[0:08:07] spk_1: Alright, and you'll be hearing. Thank you for calling. Please remain on the line while we connect you to the next available agent.

[0:08:14] spk_0: Thank you.

[0:08:17] spk_1: There we go with the music.

[0:08:19] spk_0: Mhm.

[0:08:22] spk_1: Your call may be monitored and **recorded** for quality assurance. Good morning. Thank you for calling [REDACTED]. And my name is [REDACTED]

phone number? [REDACTED] And I presume you can answer his question is as well. Right. Yes, ma'am I can and thank you so much. And have a great day, everyone. Good bye bye. You as well. Good morning. Mr Michael.

[0:09:01] spk_0: Hello.

client	[REDACTED]
zip_code	19565
state	PA
bill	80
provider	Pennsylvania Power and Light
property_type	townhouse
bk	0
lates	1
credit	650-674
shade	No Shade
comments	
phone_number	[REDACTED]
income	45k