

Lexington Power & Light Residential & Small Comm OBT Script

Green Energy Rewards Program

Hello, my name is (Agent Name/ID) I am calling on behalf of Lexington Power & Light, an independent energy services company aka ESCO in the State of New York.

*****This call may be recorded for quality assurance purposes.*****

We do not represent the utility, but we are an approved supplier in your area. The reason for the call is to give you the opportunity to take advantage of the **Green Energy Rewards Program**. Under energy deregulation, you may choose to purchase energy supply from an independent third party like Lexington, instead of taking supply from the Utility. This information is on your electric bill.

Are you the person who handles your electric bill? (If the person responds no ask to speak to the authorized individual)

Are you currently receiving any public assistance or are you behind on your energy bill?

(If Yes) I'm sorry but you do not qualify for this program. Thank you for your time & Have a great day!

(If no) Perfect! And just so we get better acquainted, what is your first name? OK, (Customer Name) Just to let you know, with our offer today, Lexington Power & Light is providing you with a **Green Energy Rewards Program** whereby **30% of your electricity will be coming from clean renewable energy resources!** This is a month to month agreement with a variable rate and you have the right to cancel this service at any time without a cancelation fee. Your local utility will still read your meter, bill you each month, and provide emergency customer service, just like they always have.

Lexington's variable electric rates give you flexibility because Lexington does not lock you in with a fixed rate. Unlike some fixed-rate electric products that come with a long-term commitment and penalties for cancelling, the Lexington electric plan has no fees to enroll, no monthly administration fees and no cancellation fees!

Also as part of the **Green Energy Rewards Program** you will receive a **\$500 Pick Your Own Rewards gift for signing up for service today!** Just enter the gift code that we will provide you upon enrollment and choose your gift, it's that simple! In addition for every month you are on service you will be eligible for our unbeatable **Lex Power Perks**. Just shop for your everyday items at one of our 800 Online Merchants, and you can **earn up to \$50 per month, for each month you are a Lexington Power & Light customer!**

So just to recap

1. Your electric service will be a variable rate which changes monthly depending upon market conditions
2. 30% of the electricity provided will come from clean renewable energy sources
3. There are no fees to enroll and you can cancel at anytime with no termination fee
4. For signing up today you will receive a \$500 Pick Your Own Rewards Gift upon enrollment
5. As a Lexington Power & Light customer every month you will receive up to \$50 through our Lex Power Perks Program

Do you understand this offer? (Allow customer to respond).

{Customer Name} Please grab a copy of your electric bill so we can confirm some basic information to get your incentive package started now. It does not have to be the most recent bill, just one that you received over the past several months will be fine.

Please note that oral acceptance of this offer is an agreement to initiate service and begin enrollment with Lexington Power & Light once a Third Party Verification is completed.

Do you authorize the release of this information to Lexington Power & Light?

(If NO), (There is no sale and the call ends), Thank you for your time & have a great day!

[If YES, Continue)

******* (Agent Verifies Account Details) *******

Do you have any other electricity accounts that you would like to add to this program?

You may rescind this authorization at any time by calling us at 888-674-6768. If cancelled we will provide a cancellation number.

After our call is verified by a Third Party Verification System, you will receive a Welcome Letter along with a written copy of the Energy Agreement which includes the Customer Disclosure Statement, ESCO Bill of Rights & the Terms & Conditions of your supply agreement. In addition you will receive the \$500 Gift Code along with the terms & conditions of your Pick Your Own Rewards & Lex Power Perks Program. In order to receive the monthly benefits of the Lex Power

Perks we will need your email address. Would you like to receive this enrollment package via email? (If yes, get email address & repeat so customer can verify).

(If no) Not to worry (Customer Name) you will still receive the \$500 Pick Your Own Rewards gift with today's enrollment but you will not receive the \$50 per month Lex Power Perks: In order to lock those in we'll need an email...

(If No, Explain the need for the email address in order to take advantage of the perks program)

(Still No) Like I said not to worry, you will still have the benefit of our clean energy product and the \$500 reward as I mentioned earlier

(If Yes) Great!

The enrollment package will explain that your Utility will still deliver your energy, read your meter, send your bill, and provide emergency service if you ever need it. It will also explain that you can cancel any time with no penalties of any kind. Your enrollment will become effective three days after you receive the package. If you cancel within three days after you receive the package, your account will not be enrolled.

Please write down our phone number and my name. My name is (Agent Name/ID). The customer service number for Lexington Power & Light is 888-674-6768.

Great! We're just about finished here. If you don't have any questions for me, the only thing left for me to do is just confirm that you understand everything that I explained to you. This is for your protection. In order to do this, I'll bring a Third Party Verification System onto this call for about 3 minutes. This recorded system will start out by asking you to confirm things such as your name, account information and phone number.

At the end, the system will give a confirmation number. Please write down this number for your records. I will be on the line during the process in case you have any questions. I will be pressing the pound key after each of your answers to move the system along to the next question, and the whole process will only take about 3 minutes.

So, if you don't have any questions for me, I will now connect us to the Third Party Verification process. Do you have any questions before I connect us?

Okay, thank you.

Okay, I'm going to place you on hold for about 20 seconds...here we go... one moment.

(AGENT DIALS THE LEXINGTON POWER & LIGHT TPV #: XXXXXXXXXXXX)

(After TPV process is over):

Thank you for enrolling today. Have a great day.