

Lexington Power & Light: Electron TPV Verification Script (585) 433-3317

Prompt Name	English Prompt
999	Thank you for calling TrustedTPV for Lexington Power & Light.
custom_repID	Enter your rep ID, then press # {4 digits}
btn	Enter the customer's phone number, then press #
1099	You entered:
1098	Press 1 if that is correct, or press 2 to re-enter.
A_acctnum	Enter the customer's account number, then press #
S_acctnum	Enter the customer's service number, then press #.
C_acctnum	Enter the customer's customer number, then press #.
1099	You entered:
1098	Press 1 if that is correct, or press 2 to re-enter.
1090	Press 1 if the customer has other accounts, press 2 if they do not.
<i>{Note: Current utility is ConEd}</i>	
2000	Please bring the customer on now, and drop off the line.
SILENCE-3	<i>(3 second pause)</i>
1097	Thank you for calling Lexington Power & Light. This call is to confirm your decision to enroll with Lexington as your energy supplier. Today's date and time are <<System Plays Date and Time>>
record	Customer, Do you understand that this call will be recorded and your oral acceptance of Lexington Power & Light's offer is an agreement to initiate service and begin enrollment? After the beep please answer with a clear Yes or No
authorized	Are you over the age of 18 and the customer of record on the utility account or a person authorized to enroll this account with Lexington Power & Light? After the beep, please answer with a clear YES or NO.

Prompt Name	English Prompt
not_utility	Do you understand that the agent represents Lexington Power and Light and that Lexington Power and Light is not the distribution utility? After the beep please answer with a clear Yes or No
fullname	Great, after the beep please state your full name, after the beep.
billname	Please state the name as it appears on the bill, after the beep.
email	Please provide your email address for the rewards program after the beep. (optional)
Will repeat if multiple accounts	
A_acctnum_w_pb1	Your Utility Account Number is << Plays back Account Number >>
S_acctnum_w_pb1	Your Utility Service Number is << Plays back Account Number >>
C_acctnum_w_pb1	Your Utility Customer Number is << Plays back Account Number >>
acctnum_w_pb2	After the beep, please say yes to confirm.
End "acctnum"	
2020	Your new rate will be a competitive 30% Green variable rate on a month to month basis.
rescind1	Your service with Lexington Power & Light will be effective as early as your next billing cycle. Additionally, you may rescind this agreement within << System Plays Rescission Period >>.
rescind2	There are no cancellation fees with this agreement. Do you understand? After the beep, please say yes to confirm.
bill_of_rights	Please confirm that the agent disclosed that you would receive in the mail or via email a copy of the ESCO Consumer Bill of Rights or that the agent instructed you how to find the ESCO Consumer Bill of Rights online please say Yes or No after the beep.
not_utility_supplier	By choosing Lexington Power & Light as your supplier, you will remain a customer of your utility for delivery services and your utility will still read your meter, bill you, and should be contacted in case of an emergency. You understand that Lexington Power & Light is not your utility or an affiliate of your utility, but is a participating supplier in your utility's alternative energy program, after the beep please answer with a clear YES or NO.
release	Do you authorize the release of the following information from your distribution utility ConEd and do you understand that you may rescind this authorization at any time by calling 1-888-674-6768 or by e-mailing info@lexpl.com After the beep please answer with a clear Yes or No.

	Prompt Name	English Prompt	
	2010	Thank you for choosing Lexington Power & Light as your electricity supplier. If you have any questions, please call us at (888) 674-6768.	
	1091	Your confirmation number is:	
	1092	Press * to hear that again, or press # to continue.	
	1093	Thank you and have a nice day.	
Rescission Periods			
	business_day	business days	
	calendar_day	calendar days	

Utilities	
Utility	Rescission Period
ConEd	3 business days