

**SAMPLE SALES SCRIPT for Energy Consulting Operations, LLC  
Residential Electric/GAS Variable/Fixed**

Hi my name is \_\_\_\_\_ and I am calling you from **Energy Consulting Operations, LLC**, a qualified energy services company, or ESCO, to provide energy supply as a participant in your utility company's (name the utility company - O&R, Con Edison, Central Hudson, National Fuel, National Grid, NYSG, RG&E) retail access program.

You may choose to get natural gas and or electric service from a competitive supplier, or ESCO, such as *Energy Consulting Operations, LLC*, instead of your utility. If you decide to choose an ESCO for natural gas and or electric service, your utility will continue to deliver that natural gas and or electric to you and will bill you for delivery service.

As a participant in the retail access program you have protections under the ESCO Consumer Bill of Rights (ECBR). The ECBR can be found on the NY State Department of Public Service's website and will also be included in any materials mailed to you.

This call may be recorded for quality assurance purposes.

**IF FIXED RATE** - When you enroll with *Energy Consulting Operations, LLC*, *Energy Consulting Operations, LLC* will lock in the price you pay for your electricity for 12 months, until **(INSERT DATE)**, the price will be **(\$\$.00) cents per KWH**.

Our Residential Fixed Rate program is simple and easy. There are no fees to enroll and no termination fees (or the early termination will only be \$100) if this agreement is cancelled before the end of the initial term.

Other than this account, do you have any other electric or natural gas accounts at this or any other location?

**\*\*If declined fixed, offer variable rate**

*If a fixed rate product is not for you, we also have a variable rate program*

**IF VARIABLE RATE** -Enrolling your gas and/or electricity account in our Variable rate month-to-month program, you will receive a competitively priced monthly variable rate as long as you choose to participate. There are no enrollment or cancellation fees.

**(INSERT UTILITY NAME)** will still be your utility company. They will still deliver your energy, read the meter, provide your emergency customer service and bill you – just as they do now.

My records show that your meter location is at \_\_\_\_\_ (verify full address). In order to enroll in our program, I need to obtain the 15 digit account number from the top of your bill, please. (Stay quiet and get account/pod number).

Are you the person of record, or their spouse, authorized to enroll your account(s) with

*Energy Consulting Operations, LLC?* (Must get a Yes)

Your full name is?

And the exact name as it appears on your bill is?

Do you have a pen handy? Please write this on your bill: My name is (Give your first and last name) and you can reach me, toll free, at *Energy Consulting Operations, LLC* if you have any questions. Additionally, the NY Consumer Bill of Rights can be found on our website, [eco.us.com](http://eco.us.com). Also, you can visit our website to learn more about our company and the energy efficient products we offer online.

Lastly, write down *Energy Consulting Operations, LLC*. We will be supplying all the natural gas and/or electricity for your account(s). Just remember that with this program, you understand that you're enrolling with *Energy Consulting Operations, LLC*, an authorized third party supplier in New York's Energy Choice program. OK? Please remember that *Energy Consulting Operations, LLC* is not affiliated with **the utility**.

I will be transferring you to a verifier who will ask you a series of questions to complete your enrollment into this program. Please answer all questions with a clear YES or NO answer. The verifier will not be able to answer any questions during the verification process. If a question should come up please hold on until the end and I will be on the line to answer you at that time. Otherwise, we will have to start the verification over. Do you have any questions before I transfer you?

Great, please hold while I connect you.

#### **SAMPLE VERIFICATION SCRIPT**

**(must be done by an independent 3<sup>rd</sup> party verifier, not sales agent)**

Welcome to *Energy Consulting Operations, LLC* third party telephone verification. We will ask you some questions so that we can sign you up with *Energy Consulting Operations, LLC* to supply gas and/or electric to you as part of New York's Energy Choice Program. Before we start I want to inform you that call is being recorded for quality assurance purposes. Do you understand? **MUST STATE YES.**

We want you to know that enrolling your electric/gas account with *Energy Consulting Operations, LLC*, there is no termination fee (or state termination fee if applicable) and savings are not guaranteed every month. [2 second Pause] Customer please say "yes" if you understand. **MUST STATE YES**

Today's date is: **(STATE TODAY'S DATE)**

Customer, please say yes if this is correct: MUST STATE YES

Customer, please state your full name: Customer must state first & last name

Customer, please verify you are the customer of record or the spouse of the customer of record, are 18 years of age or older and authorized to make changes for the gas and/or electric supply for this account from the utility to *Energy Consulting Operations, LLC*. THE SIGNER MUST BE THE ACCOUNT HOLDER OR SPOUSE

**(IF GAS)** Customer, please state whether you wish to enroll with *Energy Consulting Operations, LLC* for gas supply service? MUST STATE YES

**(IF GAS)** Customer, please state the name of your gas utility. MUST STATE THE NAME OF THE UTILITY

**(IF GAS)** Customer, please state your gas utility account number as it appears on your bill. MUST STATE ACCOUNT NUMBER

**(IF GAS)** Customer, please state the account holder's name as it appears on your bill. MUST STATE NAME ON GAS ACCOUNT

**(IF ELECTRIC)** Customer, please state whether you wish to enroll with *Energy Consulting Operations, LLC* for electric supply service? MUST STATE YES

**(IF ELECTRIC)** Customer, please state the name of your electric utility. MUST STATE THE NAME OF THE UTILITY

**(IF ELECTRIC)** Customer, please state your electric utility account number as it appears on your electric bill. MUST STATE ACCOUNT NUMBER

**(IF ELECTRIC)** Customer, please state the account holder's name as it appears on your electric bill. MUST STATE NAME ON ELECTRIC ACCOUNT

Customer, please state the **service address** for the each account as it appears on your utility bill. MUST AT LEAST STATE THE SERVICE ADDRESS NUMBER AND STREET NAME FOR EACH ACCOUNT TO BE SERVED BY ESCO NAME

Please state your **billing address if different than the service address** as it appears on the gas and/or electric utility bill. If the addresses are the same, please state that they are the same. MUST AT LEAST STATE EACH BILLING ADDRESS THAT IS DIFFERENT FROM A SERVICE ADDRESS SERVED BY ESCO NAME , INCLUDING THE NUMBER AND STREET NAME FOR SUCH BILLING ADDRESS, OR SAY "IT'S THE SAME"

Customer, please state account holder's phone number.

Customer, please state your e-mail address, if you have one. CUSTOMER MAY OR MAY NOT GIVE EMAIL ADDRESS

Customer, please confirm that you are voluntarily participating in the New York's Energy Choice Program and choosing *Energy Consulting Operations, LLC* as your gas and/or electric service provider. MUST STATE YES, OR SOMETHING TO THAT EXTENT

To provide you service, *Energy Consulting Operations, LLC* may need to contact your utility to obtain energy consumption and other information about your gas and/or electric service. Do you authorize *Energy Consulting Operations, LLC* to obtain this information from your utility starting today and for as long as you are an *Energy Consulting Operations, LLC* customer? You have a right to rescind this authorization at any time by calling us at 1-888-688-2448. Please say YES to authorize. **[Wait for Customer Response]** CUSTOMER MUST SAY YES OR GIVE OTHER AFFIRMATIVE ANSWER

We want you to understand the key terms and conditions of your agreement with us. *Energy Consulting Operations, LLC* will be selling you gas and/or electricity at:

**(IF SPECIAL RATE)** – state terms

**(IF VARIABLE)** a price that will vary from month to month, based on prevailing market conditions.

**(IF FIXED)** \$\$ per/kwh or \$\$ per Therm.

You are agreeing to buy gas and/or electricity from *Energy Consulting Operations, LLC* for an initial XX month period. Our service to you will automatically continue after the initial term unless either of us provides 30 day written notice that they want the service to end after the initial term. **[Wait for Customer Response]** OK? CUSTOMER MUST SAY YES OR GIVE OTHER AFFIRMATIVE ANSWER

Alright, you understand that your oral acceptance of our offer means you are agreeing to initiate service and begin the enrollment process with *Energy Consulting Operations, LLC*. You understand that *Energy Consulting Operations, LLC* is not an affiliate of any utility, but an approved third party supplier in your utility's Energy Choice program *Energy Consulting Operations, LLC* will sell you gas and/or electricity and charge you for that service and your utility will continue to deliver your gas and/or electricity to your premises and bill you for the delivery service. You will continue to receive ONE bill every month from your utility, just like you always have. The bill will include both *Energy Consulting Operations, LLC* supply charges and your utility's Delivery charges. If you do not pay your bill on time you will be charged a late payment fee of 1.5% per month. Do you agree to these terms and conditions? **[Wait for Customer Response]** CUSTOMER MUST SAY YES OR GIVE OTHER AFFIRMATIVE ANSWER

So just to make sure everything is crystal clear, you understand that *Energy Consulting Operations, LLC* will be providing you with all the natural gas and/or electricity for your accounts. Your utility will still read your meter, bill you, deliver gas and electricity to your premises, and respond to leaks and emergencies just like they always have in the past. OK? **[Wait for Customer Response]** CUSTOMER MUST SAY YES OR GIVE OTHER AFFIRMATIVE ANSWER

OK. You will receive a welcome letter and a complete copy of your sales agreement containing all the terms and conditions of service, and a copy of the ESCO Consumers Bill of Rights in the mail within the next few days. The ESCO customer bill of rights can also be found on our website at [eco.us.com](http://eco.us.com). If you are a residential customer, you may cancel your agreement with *Energy Consulting Operations, LLC* any time before midnight of the third business day after you receive a copy of the written agreement by calling us toll free at 1-888-688-2448. If you cancel, we will provide you a cancellation number. If you do not cancel, an enforceable agreement between you and *Energy Consulting Operations, LLC* will be created. Do you understand? **[Wait for Customer Response]** CUSTOMER MUST SAY YES.

If you have any questions, please feel free to call *Energy Consulting Operations, LLC* toll free number, 1-888-688-2448. Your verification is complete and you will now receive your enrollment confirmation number. Please write it down and keep it for your records.

Your enrollment confirmation number is XXXXXX.

Thank you for choosing *Energy Consulting Operations, LLC*. Have a nice day.