

**SUNSEA ENERGY DC OUTBOUND SCRIPT ONLY**

Hello -----??????????.

My name is \_\_\_\_\_ (**REPRESENTATIVE'S NAME**) I am an Energy Consultant calling on behalf of SUNSEA ENERGY, How are you doing today?**{Yes or No}**.

Great. Thank you so much"""". Please Note: I do not work or represent your local utility or any consumer group.

Our conversation is been recorded for quality control and training purposes only!! Ok.

Recently you may have seen or heard information about deregulation in the energy market,

Which means you have the ability to choose an alternative electricity or gas supplier for the supply portion of your electric and gas bills.

Do you recall reading or seeing this information? (YES/NO)

Great! That is the reason for my call today. Sunsea Energy can provide you with both electricity and natural gas.

Are you at list 18 year old and authorize to make decision on your electric bill? **{Yes or No}** Ok Great: I can see Sunsea energy can provide you with our

month to month 100 percent green variable rate with an initial rate of

\$ 0.XXX cents per kwh and \$ 0.XXX cent per therm, **there is no signup fee and no cancellation fee.**

On you utility bill, there was information that was listed on your Pepco and Washington gas choice option, letting you know that you are entitled to shop around for an alternative energy supplier, **SUNSEA Energy is an approved Energy Supplier in the District of Columbia.**

**The reason you are able to choose a supplier is because the District Of Columbia has started the deregulation program for the residence in your state and that simply allows you to choose who you want as your electric and gas supplier.**

**Nothing will change with your reliable service from Pepco or your bill.**

**The only difference is that Sunsea energy will show on the generation portion of your **ENTER Utility** bill as your new supplier by the price to compare. If you have**

**any type of power outages, billing or service issues, you will still call Pepco just like you do now.**

**To get the rate activated, I have to put you through a quick TPV call.**

**Please answer all the questions with a clear yes or no answer.**

**They will need you to verify your phone number, account number, your full name and address including city, state and zip code.**

**I have the name on the bill as \_\_\_\_\_, is that correct.**

**I have the address on the bill as \_\_\_\_\_, is that correct.**

**Kindly locate a copy of your gas and electric bill, I know you were not expecting my call, I will stay on the line while you do so. Once you get the bill slowly read me your 22 digit service reference number: \_\_\_\_\_?.**

**What is your gas account numbers: \_\_\_\_\_?.**

**Lastly you do understand that I represent Sunsea Energy and not your local utility? {Yes or No}.**

**Within 3 to 7 business days you will receive a welcome letter from SunSea energy and your local utility company welcoming you to the energy choice**

**program. The letter you get from your utility company will show you the effective date SunSea energy rate will appear on the supply portion your gas and electric bill. The letter you get from SunSea energy, will contain your terms and condition and contract summary and SunSea energy rewards info.**

**Kindly keep it for your record. If you have any further question, kindly**

**call SunSea energy @ 1-844-277-7517 or email customer service:**

**customercare@sunseaenergy.com**

**I will connect you to the third party verification, please answer all question with a clear yes or no answer. The automated verification will need you to verify your name, full address and phone number.**

**Lastly do you have any question before we get connected?**

**PREP FOR TPV.**

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