

Affordability Fund – End to End Call Flow

INTRODUCTION

CSR: *Thank you for calling or Welcome to the Affordability Fund Program. My name is _____. How may I assist you today?*

CUSTOMER: Requests information on the program or wants to enroll

CSR: *I can certainly help you with that. Who am I speaking with today?*

CSR: *Ask permission to use first name if only the first name is provided. Thank you (Insert Customer's Name)*

I'd like to provide you with a brief overview of the Affordability Fund Program

- *This program is the next phase of the Fair Hydro Plan initiative. It's for everyone in Ontario who pays an electricity bill, and feels their electricity bill is a burden.*
- *It helps lower electricity use and costs over the long term, easing the burden of electricity bills. The program provides products and upgrades at no cost to eligible customers who might otherwise not be able to afford such upgrades.*
- *For example LED light bulbs, power bars, programmable thermostat and for those who qualify, energy saving appliances and even home insulation.*

Would you be interested in applying to participate in the program?

Yes - *Great, we can get started right away. I'll just ask you a few questions. (go to question 1)*

No - *Is there any other information I can provide you about the program. Thank you for contacting us today (customer's Name_____.) Have a great day.*

IN TAKE CUSTOMER QUESTIONS

- | | |
|--|---|
| <p>1) <i>Are you finding your bills unmanageable?</i></p> <p>If customer responds with "No" but shares information that they are struggling (not turning on lights/heat etc.), ask the following question:</p> <p><i>I'm sure that this must be very difficult for you. It sounds to me like your hydro bills are unmanageable. Would that be the case?</i></p> <p>If customer agrees select "Yes"</p> | <ul style="list-style-type: none"> • Yes • No • Sometimes |
| <p>2) <i>Have you recently fallen behind on your electricity bills?</i></p> | <ul style="list-style-type: none"> • Yes, I'm currently behind • No, I'm not right now, but was in the past • No, I pay my bills on time |
| <p>3) <i>Are you currently enrolled in any financial assistance programs to help with your electricity bills?</i></p> | <ul style="list-style-type: none"> • Yes ** this response will open a drop down option to select which program • No |

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TRUSTED CONVERSATION	
4) <i>How much is your monthly electricity bill on average</i>	Enter amount in the CRM tool
5) <i>Do you have an outstanding balance on your account with your electricity provider?</i> **Do not ask this question if customer answered “No” to question #2**	Yes – Enter the amount in the CRM tool No – Proceed with next question
6) <i>What is your monthly household income after taxes?</i>	Enter amount in the CRM tool
7) <i>Our new Affordability fund provides you with options to become more energy efficient and help reduce the cost of your hydro bill.</i> <i>Which of the following products would you be unable to install without any financial assistance?</i>	LED Light Bulbs Kitchen Appliances Wall or Attic Insulation None
<i>Thank you for this information (customer’s name)</i>	
If Electricity Affordability Fund (EAB) <3% <i>Based on the information you have provided to me, you are eligible to receive a Home Energy Kit.</i> <i>The kit may include ENERGY Star* light bulbs, a power bar and or faucet aerator along with energy saving tips.</i> <i>Do we have your consent to send this request to your utility company who will be providing the kits?</i> Yes - • <i>May I please have the name of your electricity company?</i> • <i>Your hydro account number?</i> • <i>Your name, as it appears on your electricity bill?</i> • <i>Your Service Address</i> • <i>Your Phone Number</i> • <i>Your Email Address (optional)</i> • <i>Best Time to Contact, should they need to speak to you</i> No - <i>Thank you for contacting us today.</i>	If Electricity Affordability Fund 3% or greater <i>In order to determine exactly what your home qualifies for, the next step is to gather some information so that your utility company can contact you to schedule an in-home visit.</i> <i>During a home visit, an energy audit is conducted to confirm the products you will qualify for. Your utility company will also verify the information that you have provided me today.</i> <i>Do I have your consent to share your contact information with your utility company?</i> Yes - • <i>May I please have the name of your electricity company?</i> • <i>Your hydro account number?</i> • <i>Your name, as it appears on your electricity bill?</i> • <i>Your Service Address</i> • <i>Your Phone Number</i> • <i>Your Email Address (optional)</i> • <i>Best Time to Contact, should they need to speak to you</i> No - <i>Thank you for contacting us today.</i>