Hi! How are you! Good. (Ice breaker). All kidding aside, I’m just doing the Net Billing

Updates. Is this NAME? (Answer) Ok, do you know about the Net Metering updates

yet? (No) That’s okay, it was just passed a year ago and began last April so it’s still

fairly new/most people haven’t heard yet. But it’s about the public purpose program

you pay for on your edison bill. Do you handle the edison bills or pay attention to it?

(Not really) That’s okay. It’s about how you pay for your energy through edison why

it’s so high. Basically California has an energy problem. They shut down all the

power plants and get your energy from out of state from states like UT, NV and AZ

and it comes through these power lines to your house. But this grid system is

outdated and they have to pay for the upkeep of the system. And then you get

charged for it right here. These transmission and distribution fees. (show trans /

dist fees on bill). And that’s why your bills are so high.

So this whole system of transporting that energy is outdated and unsustainable

which is why the state has the state energy mandates, im not sure if you’ve heard

about there are state mandates in place? By 2035 the state needs to be 100%

renewable energy? (Sure/Yes/No) Okay and that’s what we’re doing here that’s

what this public purpose program is for. So with the updates, you no longer have to

buy a solar system through cash or loan, you can have your home run on 100%

renewable and they give you a discounted rate in return for helping with the

renewable energy mandates. The majority of the qualified savings are 40-50% on

the bill.

But unfortunately not everyone can qualify yet. They’re currently just doing it for

homes that use a lot of energy. So we’re just in the neighborhood talking to some of

them. Do you know if you are one of the higher users in your neighborhood? (Yes /

Not sure). How much was your bill last month? (Answer) Okay, is that high for you?

(Answer) Is that a comfortable payment for you? (answer) Would a lower amount

help you? (Answer) How so? (Answer) I only ask because while my job is to inform

you of the Net Metering updates like I have so far, I also have to ask if the savings

would actually help since they can only allow so many at this time.

So for you everything checks out so the last thing I have to do is verify your usage on

your SDGE/Edison bill. Do you do paper billing or online billing? (Answer) Even

better, go ahead and pull that up on your phone / go ahead and grab that and we’ll

take a look at it just to verify it, it’ll take about 1 minute I’ll wait right here (take a

step back and look at your notes/ipad/phone pretend like you’re busy now but

waiting on him/her to get the bill).

(Brings physical bill or phone – if phone, say Okay go ahead and text/email that to

me so I can pull it up here) (whether it’s on a physical bill or they texted or emailed

to you, use it as your presentation item now)

Okay, so here’s your transmission and distribution fees I was telling you about. As

you can see it totals 50% of this months bill. And here’s the public purpose program

you are being charged for even though you aren’t even taking advantage of the

program. So that’s why we’re here. Okay, so I’m just going to take a quick snap of

this and send to my approval advisor okay! (Take full clear pics of all pages). Okay,

and do you have a small corner of a table I can use? (Gesture with your hands a

small corner of a table).

(if yes, go in home and text me “Standby” and make small talk until a good moment

comes up) Okay, and as i’m looking over this I’m just going to call my approval

advisor to double check my work (call Closer, give address). Okay, he’s going to

come by to double check everything is that alright? (Answer) (small talk until Closer

arrives and introduce Closer and let him take over).

(If no, doesn’t let you in home) No worries. I’m going to check my approval advisors

calendar to see when he can go over this. Looks like we’re pretty booked out…looks

like one just opened up in 20 minutes, does that work? (Yes). Perfect, we’ll back in

20 minutes then. (No). Okay, do you prefer mornings, afternoons or evenings?

(Answer) How’s DAY/TIME? (Answer). Okay, I’m putting you down for DAY/TIME

now. Perfect, and one other question are you married or have a significant other? (If

yes) okay, is he/she going to be available then too? (If no, reschedule to another

time). (If yes). Okay perfect, and again although this is for a rate reduction to your

bill they use renewable energies like solar to do it so is there any reason he/she

would be so against renewable energy he/she wouldn’t want to hear it? (Answer)

okay great, just make sure you explain that’s what it’s for and we just need the time

to review it but just be open to it because it will all make sense once we do, okay?

Okay, and I’m going to send you a text right now to make sure you have my number,

what’s your number? (Answer) okay, just sent that text and I’ll send you another

one to remind you of the appointment. Okay great well it was a pleasure speaking to

you and we’ll see you on DAY/TIME.