



Utilities On-Hold Sample Scripts

NEW ACCOUNT:

If you've heard good things about (INSERT BUSINESS NAME HERE), and would like to sign up for service, we'd be happy to assist you today. Please have your name, address and social security number available. We can get you into our system right away, and have you connected in 48 hours. At (INSERT BUSINESS NAME HERE), good ideas are always "on".

CANCELLATIONS:

At (INSERT BUSINESS NAME HERE), we're always sorry to see neighbors leave. If you're calling to cancel your service, we can handle that directly over the phone. If you would be so kind, please inform us of the reason for your service termination request. We pride ourselves on delivering exceptional water service, power service and customer service. We appreciate any comments you'd like to leave that may help us to improve on our commitment. Thank you.

NEW HOURS:

In an effort to serve you better, we're expanding our customer service hours. Starting this month, our customer service center will be open from (INSERT HOURS HERE), Monday through Friday, and (INSERT HOURS HERE) on Saturday. These new hours will not affect (INSERT NAME HERE)'s emergency response, which continues to be staffed 24 hours a day, every day. We'll be right with you.

EMERGENCY

Thank you for calling. If this is a (INSERT UTILITY HERE) emergency, please dial zero for a customer service representative. Doing so will immediately log your address into our system, and we can then schedule a service technician to come out to your location. We appreciate your call, and we know that YOU appreciate our prompt response.

EQUAL PAYMENT PLAN:

Thank you for your patience while on the line. (INSERT NAME HERE) has an equal payment plan that can make it easier for you to budget your monthly payments. Our equal payment plan spreads your (INSERT SERVICE PLAN NAME HERE) costs over an entire year. It's easy, and you'll pay the same amount each month. We'll be glad to sign you up or answer any of your questions in just a moment, so please stay on the line.

WEB MESSAGE - SURVEY:

Have you visited (INSERT NAME HERE)'s Web site recently? We're conducting a Web site survey of our residential customers and we'd really like to hear from you. Just log on to (INSERT WEBSITE ADDRESS HERE) dot com, take the survey and let us know how we can better serve you. Thank you for holding. Someone will be with you shortly.

MAKE THE MOST OF YOUR ON-HOLD OPPORTUNITY.

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