

## Energy Ambassador Program: Mock Visit

### Introduction

“Hi My name is [NAME] and I am an Energy Ambassador with PG&E and Net Impact. Can I speak with the business owner (or the person in charge of managing the utilities for the business)? I’d love to get [5] minutes of your time today. I’m here to let you know how you can SAVE MONEY on energy costs by better managing your energy use.

PG&E has contracted with Net Impact, a local nonprofit, and people like me who are passionate about helping small businesses and the environment. In 5 minutes, I can show you how you can monitor your energy use and prevent your monthly energy bill from costing you more money.

**NOTE: Use the Google Form to record responses. This is how we track visits; if you do not use the form, your visit will not be recorded.**

### Purpose of Visit

“My first question is about your energy-related priorities as the owner of \_\_\_\_\_. I’m going to show you a list – which would you say is your top priority to address in the next 12 months?”

This list options appears in the Google form. They are:

- (a) Understanding my bill
- (b) Understanding when and how my business uses energy
- (c) Managing my account online
- (d) Identifying ways the business can save energy and lower your bill
- (e) Preventing outages
- (f) Learning about “green” or renewable energy sources
- (g) Finding out about rebates
- (h) Other (please specify)

“I am happy to help you with [energy-related priority].” [Sentence of validation – that is really important]. “I can help you address that concern through logging into PG&E’s YourAccount Website.”

Next, walk the business owner through the relevant area of YourAccount that addresses their energy-related priority:

“Have you used YourAccount before?”

If customer answers YES, then probe on their level of knowledge so you aren’t repeating information they are already familiar with.

If they answer NO you can say something like:

“Ok, no problem! I can help you create an account and show you how you can use it to manage your energy use.”

There are three possible ways to show them the YourAccount website:

1. Hand them your tablet for them to log into the account (they will need to know their login and password)
2. Help them create a new account
3. Use your tablet to show them PDFs of the online features

In addition, be sure to show them these features to help them manage their bill and energy costs:

- Billing & Payments: paperless billing, recurring payments & payment arrangements
- My Usage
- Profile Alerts

If the customer WILL NOT create account:

“After I leave, I encourage you to create an account and log in. A lot of business customers also find it particularly useful to save paper, save time with alerts, and stay on top of their bills.”

Hand them a YourAccount Pamphlet so they can go over the information at a later time

## **Time of Use and Monitoring Energy Use with YourAccount**

“I also wanted to tell you about something new that could end up costing your business money if you are not aware of it. The Public Utilities Commission in Sacramento has introduced new “time of use” rates for energy use, and PG&E wants to be sure you know how this will affect your energy bill. There are a number of different options for you to stay efficient and keep costs down.”

“The best way to monitor your energy use is through PG&E’s YourAccount website that I’ve just shown you, where you can track your energy use by hour. This will enable you to understand if there are specific adjustments you can make to help prevent your energy costs from going up. “

## **Energy Efficiency Improvements**

“To ensure you are aware of the time-of-use rates that the California Public Utilities Commission has introduced, PG&E has contracted with people like me, who are passionate about the environment, to let you know how you might lower your energy use and cut down on costs. As someone who cares a lot about energy efficiency, I can tell you some other ways you might be able to lower your energy usage. Can we do a quick walk around your space?”

Provide any obvious tips you see and use the **Micro Product Chart** to determine potential rebates for energy efficient appliances or products.

## **Wrap-up**

“That about wraps it up. Thanks so much again for your time. If you wouldn’t mind, I’d like to ask you to check-off a couple survey questions here so that my supervisor can ensure that you received this information from me today.”

Make sure to fill out the end-of-visit-survey questions.

“Otherwise, I’m happy to answer any other questions that arise. You can contact me here: *[Write name on business card and give to customer]*”

“Again, I really encourage you to start using the monitoring tools on PG&E’s YourAccount site so that we can all lower the energy demands we’re making and cut down on energy expenses for your business. Thanks a ton, and have a great day!”

### **Post-visit**

Finish filling out any information needed and write any important comments or notes on the Google form. Submit. You are done!