

Commercial TPV

COMMERCIAL

1-844-815-6761
9AM EST - 10PM EST

The Toll Free Number to call is **1-844-815-6761**.
The hours are 9AM EST to 10PM EST.

Wait times vary from day to day, but the goal is to keep them below 20 seconds on average.

The first step is telling the TPV agent the Contract ID's. There is a chance that you will have two. Simply give them a heads up at the beginning that there are two.

The items that the TPV company will be confirming are:

- 1.** Do you understand that this conversation is recorded, and the purpose of this call is to confirm the details of your agreement with [ESCO]?
- 2.** Is it [specific date].
- 3.** Do you understand that the marketing representative is representing you the customer, not the supplier or the utility and that they are merely representing you the customer for the purposes of this agreement?
- 4.** Please state your full name.
- 5.** Please state your company's name.
- 6.** Please state your company's business address.
- 7.** Please state your email address.
- 8.** Please confirm you are enrolling [number of accounts] accounts.
- 9.** Are you the primary account holder or do you have authority to make changes to this account?
- 10.** Did the sales representative provide you with the sales agreement, his/her business card or contact information and leave a copy of the appropriate disclosures?
- 11.** Please confirm that you are signing up for a rate of [rate], for a term of [number of months], starting [month/year].
- 12.** Do you understand the early termination of this agreement or any other current agreement you may be subject to early termination fees that are outlined in your agreement?



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The below is what the TPV company will be seeing from MSC. The information will be pulled directly from our portal. Once they have received all "YES", the status will change . If they received 1 or more "NO", the TPV status will be rejected.

TPV Verification

Call Reference Id : 13056-346f4ef

Contract #13056(call reference id 13056-346f4ef) loaded

Prompt	Value	Verified	
		Yes	No
First and Last Name	4353453 3453434wqw	<input type="radio"/>	<input type="radio"/>
Position	Partner	<input type="radio"/>	<input type="radio"/>
Business Name	test	<input type="radio"/>	<input type="radio"/>
Rate	0.08174	<input type="radio"/>	<input type="radio"/>
Supplier	Direct Energy*	<input type="radio"/>	<input type="radio"/>
Term	24 Month	<input type="radio"/>	<input type="radio"/>
Number of Accounts	1	<input type="radio"/>	<input type="radio"/>
Start date	2019-05-01	<input type="radio"/>	<input type="radio"/>
Is Customer Eligible To Make Decision?		<input type="radio"/>	<input type="radio"/>
Did Customer Acknowledge That They Understand the Sales Agent Is Not Affiliated With The Utility And Is Representing An Electricity And/Or Natural Gas Supplier?		<input type="radio"/>	<input type="radio"/>

REQUIREMENTS

- The person listed on agreement is the one verifying the call.
- Customers job title must match the info in MSC.
- Customer must verbally agree that they have sole authority to make decision –
MUST BE YES (none of the following are eligible. not yah, yep, uhun....)
- Customer must verbally agree to the supplier, term and rate listed on **each** contract.
MUST BE YES (none of the following are eligible. not yah, yep, uhun....)
- Customer must verbally agree to the number of accounts going into each contract.
MUST BE YES (none of the following are eligible. not yah, yep, uhun....)
- Acknowledge that they understand the sales agent is not affiliated with the utility, rather representing an electricity and/or natural gas supplier.
MUST BE YES (none of the following are eligible. not yah, yep, uhun....)