Module: **Credit Reconnects**

This module covers the disconnection process, security deposits, and reconnection actions.

05. Credit Disconnections

05.01 Pending Shut Off for Non-Payment

Relevant Knowledgebase Entries

- Shut Off for Non Payment (SONP) General Information - CTE WMA NH
- Launch FOP: Cancel/Reverse Reconnection/Disconnection Steps (EC86)
- Launch FOP: Change Disconnection Document (EGMA, WMA & EMA)
- Avoid Disconnection (SONP) – Residential MA - Omni Cloud
- Avoid Disconnection (SONP) – Commercial EGMA Omni Cloud

05.01.01 Identifying Accounts Pending Shut Off (15 min.)

C2:

- Profiles:
  - SONP
  - SI Pend Ord
  - CU Pend Ord
- SA# will include "PENDING SHUT-OFF" in line
- Orders Screen: Credit Disconnect order in Scheduled status

CACS:

- H66
- H77
- H88

Omni

- Customer Tab > Customer Overview > Highlights
- Premise Tab > Highlights
- Premise Tab > Disconnection Documents

05.01.02 Avoiding Shut-Off (10 min.)

SHOW Avoid Disconnection (SONP) – Residential EGMA Omni Cloud

A customer can call in attempting to avoid shut-off. There are factors that will impact whether or not the shut off will be avoided:

- Payment: Payments must meet the minimum required for reconnection
- Claim Protection: financial hardship, medical, infant, or elderly; follow the guidelines for that state

When canceling disconnect orders, pay attention to whether the customer has multiple accounts. Ensure the order is for the service you are discussing with the customer.

For commercial customers, full past due and security deposit is required to be paid for TONP.

06. Credit Reconnections

06.01 Credit Reconnections

Related Knowledgebase Entries:

- Credit Reconnect General Information
- Create Credit Reconnect Order - C2
- Launch FOP: Cancel/Reverse Reconnection/Disconnection Steps (EC86)
- Launch FOP: Create Reconnection Order (EC86)

06.01.01 Credit Reconnection Overview (10 min.)

Credit reconnect orders are scheduled as next business day orders except:

- Customer first time claim or a protection
  - No payment/deposit
  - With payment of required reconnect amount on CT serious illness (outside moratorium)
- SD$OK – CTE Only
  - Not actively offered
  - Requires higher reconnect fee ($107)

NOTE for New Hampshire: The order is created on the same day but a same day reconnect cannot be guaranteed.

- There is a possibility the order will be prioritized for the following business day.

- Orders placed before 4pm have a higher likelihood of being reconnected same day, but regardless of what time an order comes in, there is still a chance it will be reconnected that day.

06.01.02 Create Credit Reconnect Orders (30 min.)

Activity Objectives: Create a reconnect order for the next business day after disconnect amount has been paid.

Credit Reconnect Customer Paid Mini Scenario

DEMONSTRATE: Facilitator will follow the steps to reconnect a customer's service in the role of a CSR. Walk through the steps using the appropriate Knowledgebase entry, sharing your screen and talking with the customer.

- Create Credit Reconnect Order - C2
- Create a Credit Reconnection Service Order - EMA Gas
- Launch FOP: Create Reconnection Order (EC86)
- Turn On for Non Payment Steps (TONP) MA

PRACTICE: Facilitator will play the customer for the next scenario, while learners submit a credit reconnect order.

ASK learners to submit the credit reconnect order, then take a screen shot, and place it in the chat.

06.01.03 Create Same Day Reconnect Orders (15 min.)

ASK what are the requirements customers must meet for same day credit reconnect orders?

- Initial medical protection claim or certified Life Threatening/Life Support medical protection.
- SD$OK – CTE Only

Activity Objectives: Create same day credit reconnect orders.

Same Day Credit Reconnect Mini Scenario

DEMONSTRATE: Facilitator will follow the steps to reconnect a customer's service same day in the role of a CSR. Walk through the steps using the appropriate Knowledgebase entry, sharing your screen and talking with the customer.

Training Tip: Model the conversation required for same day including setting customer expectations for timing.

- Create Credit Reconnect Order - C2
- Create a Credit Reconnection Service Order - EMA Gas

- Launch FOP: Create Reconnection Order (EC86)
- Turn On for Non Payment Steps (TONP) MA



PRACTICE: Facilitator will play the customer for the next scenario, while learners submit a same day credit reconnect order.

ASK learners to submit the same day credit reconnect order, then take a screen shot, and place it in the chat.