



3 Way Call Script

Homeowners

You:

Hey (homeowner), as you know, I just started working with Sustainable Solar and as you know I'm really excited. I know there's a lot of savings and incentives, but I don't know everything yet. I do know my manager has been working in the solar industry for 8 years and he's helping clients all over the city maximize their savings and maximize their incentives. I don't know too much about it but let me get my manager on the phone to tell you more about it. He's probably in an appointment right now but let me see if I can get him/her on the phone real quick.

Success Coach:

Hey (homeowner). How are you? As you know, (consultant) just got started with us and I really like their excitement. I'm sure they're going to do a great job and have a lot of success. I know (New Consultant) has told me you had interest in Solar. Is that right? (let them answer) Perfect. Have you had a consultation before? (Let them answer) I'm not sure if you're aware. Solar can help you save 20-40% on your monthly bill, you can qualify for \$5-10,000 back in government incentives and there's no money out of pocket. (...)

Let me ask, what type of roof do you have? Is It pitched or flat? (Let them answer) Perfect, what's your address so I can look up your roof. (Homeowner gives address, manager looks up roof) Wow your roof looks perfect for solar. When would be best to set up a virtual consultation to go over exactly how much money we'll be able to help you save?... What days' work best, weekdays or weekends? (Let them answer) perfect, (give them the option of two days) do you prefer mornings or afternoons? (Let them answer, then give them two time slot options). Perfect, (confirm appt date and time) All we'll need is a copy of your bill and for you to be in front of your computer and we will be able to go through everything. Definitely look forward to speaking to you on (Appt Date and Time) Take care. Have a great day!