



**InterWeave**  
Your People...Our Passion™

## Handle High Bills Calls With Success

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Would you like to make the handling of HIGH BILL calls easier and more efficient? During HIGH BILL season, does your center experience:

- Higher representative frustration
- Greater number of call escalations
- Higher cost per call
- Lower customer satisfaction

If so, here are the specific behaviors to help you raise your morale, maintain your handle times and satisfy your customers:

### **DO:**

#### **Acknowledge and Empathize**

*"Mrs. Smith, I can imagine that you were surprised to receive a bill that was higher than normal. Let's work together to identify the reason why your bill was higher and how we can lower it in the future."*

#### **Probe to Guide the Conversation**

*"As I am researching your energy usage for last month, what specific concerns do you have?"*

*"Are you comparing this bill to last month's bill or to this time last year?"*

*"Has your family or lifestyle changed in any way to result in this higher consumption?"*

#### **Provide Complete Information**

Compare usage to this time period last year and with the previous month's usage. Be prepared to educate every customer and to offer solutions.

#### **Choose Positive Words and Phrases**

*"Mrs. Smith, you are a valuable customer to us. My goal is to make sure that you feel comfortable with the accuracy of your bill and understand ways to manage your energy consumption."*

#### **Offer Options and Alternatives to Focus on Solutions**

*"May I offer several options that will help you lower your monthly bills?"* Options include Smart Thermostat, energy audit and other auxiliary products.

### **DON'T:**

#### **Minimize the Problem**

*"Everyone is experiencing the same problems."*

#### **Prolong the Conversation**

*"I know it's colder/warmer than usual. The temperatures are supposed to get even lower/higher by next week."*

#### **Imply Irritation**

- Sighing that implies impatience
- Monotone that conveys boredom
- Fast pace that expresses the desire to rush the conversation

Further elevate representative performance by holding supervisors accountable for defining desired performance behaviors, modeling the desired process, role-playing to reinforce your expectations and mentoring consistently to ensure performance excellence.

**Contact InterWeave for more strategies to move your organization to WOW!**