The following has been prepared for AMP members to use as a template when developing phone scripts to use in anticipation of and during peak demand response times, otherwise referred to as “Community Energy Savings Day.” *It is important to review and fill in the highlighted areas with the appropriate information for the specific event.*

Phone script: For incoming calls and on-hold message

**X utility has issued a Community Energy Savings Day**

High electricity demand is expected as [temperatures fall] [temperatures and humidity rise].

**You can help by using less electricity** between 1 p.m. to 6 p.m. in the summer, or between 7 a.m. to 9 a.m. and 6 p.m. to 8 p.m. in the winter. 🡨state only which applies per the season

state only which applies per the season🡪 Please, consider lowering your thermostat to 68 degrees and avoid using space heaters.

state only which applies per the season🡪 Please, raise your thermostat to 78 degrees or higher. Closing your window blinds or drapes to block the sun’s heat will help keep your home cool.

Shift household chores, like doing laundry or using the dishwasher, to avoid these hours.

To stay updated, sign up for email alerts on our website at www.XXXXX.gov and follow us on Twitter and Facebook.