



Pocket Power Referral Information Sheet

A) What is Pocket Power?

- Pocket Power is a free phone service for your residents that helps them save on their household bills (water, internet, phone, energy, banking, car insurance etc.).
- Residents who are referred will receive a 30 minute phone call with someone from the Pocket Power team, who help them apply for discounts and switch to cheaper household bills.
- People have saved an average of £250 through the service, and some have saved over £1000.

B) Script for referrals

“We are currently offering a service to help residents save money on their household bills and get onto the cheapest deals. Other residents have saved on average £250. Are you interested?”

....

“Great. Pocket Power will call you for around a 30 minute call within a 2 hour window. When would be a good time?”

...

“All done. You should receive a confirmation text. For the appointment, please make sure you have any recent water, phone, TV, internet and energy bills and any record of income or benefits to hand. **You will be called from 02033869799 (a London number), please save this number in your phone now.**”

“If you need to change your appointment time, please click the link in the confirmation text you will be sent then click ‘change’”

If asked...how does it work?

“They will see if you are eligible for discounts and if you could be on cheaper deals for phone, and internet and then help you switch to those cheaper deals if you like. If you have debt on bills, they will also try and get that removed”

DON'T FORGET TO REMIND CUSTOMERS: A) to save our number, B) to get their bills ready before the call, C) to change the time via the text link if they can't make it.

C) How to book people in

Book customers in using Pocket Power's website - pocket-power.co.uk/booking

- Booking an appointment takes less than a minute.
- If no slots are available, click forward arrows to see the next week's availability.
- Customers get a 2 hour window. We will call them and complete the call within that window.
- Fill out the booking slot with the customer's details: **Name, Email Address and Phone number.**
If the customer does not have an email address, leave this blank so that you can proceed with the booking
- Please include the name of your Housing Association and your own name as the referrer (full name).
- The customer will receive a confirmation text and email, and a reminder ahead of their appointment

The image shows a booking form with the following fields and text:

- Full Name**: Enter full name
- Email**: Enter email address
- Contact Number**: Enter phone number (with a dropdown arrow on the left)
- Which housing association (or housing provider)?**: [Empty text box]
- Name of staff member referring (if self referring leave blank)**: [Empty text box]
- Cancellation Policy**: Please try to be available at your chosen time. If you can no longer make an appointment please let us know as soon as possible.
- Permission to use your information to contact you about your bookings and

D) Who should I refer?

- Residents who are the bill payer and are eager to save money or need help setting up their bills when they move into a new property.
- We can help anyone, including people who are:
 - on a low income
 - not so tech savvy
 - have low financial literacy

NB: We also offer 3-way conference calls, allowing a third party to be on the line with the tenant during the call. If a resident would prefer a friend, family member or housing association representative to be present, when booking, under the "Name of Staff Member referring" section please enter the phone number & name of the third party. Alternatively you can email us at info@pocket-power.co.uk with the details.

E) Who should I speak to with any questions?

Please email info@pocket-power.co.uk if you are having any difficulties booking in a customer through the website, or have any questions about the referral process.

F) Privacy Statement - to be read out to the resident by a member of staff making referral

“We will share your name, telephone number and email address with Pocket Power so they can contact you for a savings call. Do you give consent for us to share this information with Pocket Power, and for Pocket Power to share information back to us?” (If the answer is no, then unfortunately you cannot send the referral)

G) Rescheduling

The process for rescheduling an appointment is shown below (in case you need to explain this to customers). It is much better if the customer rebooks rather than ‘no shows’. It starts by the customer clicking the link in the confirmation text they receive.

