
Talking Points

Reopening of lobby

Key Message 1: GVP's top priority is the safety and well-being of our employees and the general public.

Key Message 2: GVP is complying with recommendations made by Mesa County Public Health and the Centers for Disease Control and Prevention (CDC).

Key Message 3: There are a number of ways we can assist you without ever having to come to our office location.

In Office

If a person is requesting to speak with someone pertaining to their bill or engineering:

Ask: Do you have an appointment with someone?

If no:

A: *What can we help you with?*

- Likely it is billing or account questions.

For new service, transfer of service, stop service, member service issues:

A: *While many of us are working in the office, some of our member service representatives continue to work from home and we ask that you call us for account services, especially since many requests ask for confidential information. We can best serve you over the phone versus meeting in the lobby for your request.*

- [Phone in lobby may be used – phone has list of extensions to call direct].

Q: Why are they not here to assist?

A: *We're complying with recommendations from the public health department on continuing to work from home when possible. Our top priority is the safety and well-being of our members and our employees and our conference rooms are currently closed until further notice.*

For engineering:

A: *Are you paying on a contract or have signed documents that you need to give us?*

- [Take payment or contract documents for engineering.]

A: *Let me ask our engineering department if they can assist you.*

- [Engineer staff will use tables indoors (out in lobby) or outside to meet with individuals.]

If yes: [Call the extension and ensure the employee has an appointment with the person.]

On the Phone

If a person is requesting to speak with someone pertaining to their bill or engineering:

A: *Hold on while I connect you.* [Forward to extension]

Notes:

If a member persists or becomes angry, please call Pat or Derek for assistance.

Remember, if you meet with a person in the lobby or assist them, wear your mask and gloves.