



## Navigate Power DOs and DON'Ts

### DO:

- Clearly identify yourself as working “on behalf of Navigate Power.”
- Display your badge clearly *outside* your clothing at all times.
- Direct customers to <http://www.navigatepower.com> to establish credibility and/or use Navigate marketing literature if needed.
- Explain that Navigate Power is a national energy brokerage licensed to do business in all deregulated states including your state.
- Call your manager and ask for help if you don't know something before responding to a customer inquiry.
- Make sure you are speaking to the Authorized Decision Maker at each business before getting a signature by asking “Are you the person that handles the utility contracts here?”.
- Direct customers to call our offices to identify you as an authorized representative of Navigate Power on the call-in line verification number provided on your badge. The customer may speak to us directly and should give your agent code so we can identify you.
- Leave the business **immediately** upon being requested to do so without saying anything to the customer.

### DON'T:

- Identify yourself, under any circumstances, as a representative of any of the following entities:
  - A representative of the local utility company
  - Any governmental entity
  - A representative of an energy supplier
- Do business with anyone who is clearly unable to understand English, the products and services, or is clearly intoxicated or otherwise not of sound mental state.
- Speak to anyone about Navigate Power products in any language except English
- Sign a customer without verifying that they are the authorized signer using the protocol above.
- Misrepresent Navigate Power products in any way to prospective or actual customers.
- Use any material in the field other than that which is approved by Navigate Power and given to your manager.
- Guarantee a specific dollar amount or % of savings – all savings projections are ESTIMATES ONLY!