

In the past, our power supplier, WVPA, has provided a call center for COOL participants to use during the program. Details for 2009 are:

- The program will run from June 1 through September 30<sup>th</sup>.
- Call center hours are 8:00 a.m. to 9:00 p.m. ET.
- The staff has a basic script about the program to use in answering questions from customers.
- Additionally, they will take requests for “removal” that are forwarded daily to WVPA.
- Most of the staff have worked this program the last several years and are very familiar with it.
- The toll-free number to reach the COOL call center is 1-877-462-6652 (1-877-IM COOL 2).

If you need information about the program in general, please call the Member Services department at 765-564-2056 (local) or 800-506-7362 (toll-free) so we may assist you.

