

## Chapter 2 Challenge

**Ready to write?** Here's an email from Sarah Greer. In the role of customer service agent for **KinetEco Alternative Energy**, you will write a reply that

- Explains your process to her
- Acknowledges her feelings
- Paraphrases her situation

To make this challenge easier for you, I have provided two items:

- **Fact Sheet**, which will give you enough information to answer Sarah Greer
- **Planning Sheet**, which prompt you to think about explaining your process, acknowledging her feelings, and paraphrasing her situation

Here are the steps in this challenge:

1. **Read Sarah's email to KinetEco Alternative Energy.**
2. **Read the Fact Sheet.**
3. **Complete the Planning Sheet.** This should only take you about two minutes.
4. **Write your response to Sarah.**

## Customer's Email to KinetEco Alternative Energy

From: Sarah Greer

To: customerservice@KinetEco, Inc

Subject: My Payment

I just got off the phone with one of your fine service people to handle an issue regarding my account. Apparently, my July payment is late. I did not receive a July bill from you, but I am very sure that I owe you money for July as I obviously used electricity. You need to get your billing system in order.

I tried to pay my balance online by the broken-down joke known as your "automated service," but I found out that you do not accept American Express online. AmEx is the only credit card I use. I learned that I could pay by American Express over the phone, but I would be charged \$2.95 extra to do this. That's ridiculous. I do not intend to pay extra for the "privilege" of paying by phone, so I request that you please resend a bill to my home located at 6410 Via Real, Carpinteria, CA 93013.

As soon as I receive the bill, I will pay it immediately. Or, you can have someone call me at my home and I will gladly pay by American Express—assuming that you will waive the \$2.95 fee.

Sarah Greer

## Fact Sheet

Use the facts, as needed, when you write your response to Sarah.

1. **KinetEco Alternative Energy does not accept American Express online.** They only accept Visa or MasterCard for online payment.
2. **KinetEco Alternative Energy accepts American Express payments by phone only.**
3. **Customers do have to pay an extra \$2.95 to make an American Express payment (or any other credit card payment) by phone.**
4. **Customers can mail a check or stop by any of the walk-in billing centers. KinetEco Alternative Energy provides a link to the locator on their website so customers can find a center that is convenient for them.**
5. **You have resent the July bill to her.**
6. **Customers can always see their monthly bills online.**

## Planning Sheet

Spend a few minutes preparing to answer Sarah's email. Jot down some notes about how you can demonstrate you've read her email.

Explain your process	Acknowledge her feelings	Paraphrase her situation