

B	I	N	G	O
Take payment from the customer	10 calls	5 calls	Say Hello! to Graeme	Make tea/coffee for someone else
30 calls	Spoken to/Responded to Piotr (Peter)	Raise a complaint	10 emails	Say 'Have an amazing day' on the call/email
Set up Payment Arrangement	Take/add meter reading	FREE	20 calls	Book a smart meter appointment
Close a complaint	Send Paylink referral link	Explained the consequence of not paying the debt	A customer said: Have a nice day	Offered smart meter
5 emails	20 emails	Responded to an email	Taken a call	30 emails

B	I	N	G	O
Take/add meter reading	10 emails	Say Hello! to Graeme	30 calls	Raise a complaint
5 calls	Taken a call	Make tea/coffee for someone else	20 emails	Say 'Have an amazing day' on the call/email
Close a complaint	20 calls	FREE	Book a smart meter appointment	10 calls
A customer said: Have a nice day	Responded to an email	Take payment from the customer	30 emails	Send Paylink referral link
Explained the consequence of not paying the debt	Offered smart meter	Set up Payment Arrangement	Spoken to/Responded to Piotr (Peter)	5 emails

B	I	N	G	O
20 emails	Responded to an email	10 emails	Offered smart meter	20 calls
Take payment from the customer	Close a complaint	Explained the consequence of not paying the debt	Spoken to/Responded to Piotr (Peter)	Make tea/coffee for someone else
Set up Payment Arrangement	30 emails	FREE	Send Paylink referral link	A customer said: Have a nice day
Take/add meter reading	Say 'Have an amazing day' on the call/email	Say Hello! to Graeme	Taken a call	5 calls
Book a smart meter appointment	10 calls	Raise a complaint	30 calls	5 emails