

Edited sample of entire script

Note:

Interviews in blue

Narration VO: in black

Font (on-screen print) in green

Please review all titles for accuracy and spelling.

Font title:

Payment Kiosk Project

Note: :56 seconds

b-roll:

1:00:00- 1:03:53

Anthony Moffett at kiosk

1:05:21 Sherry Lindsey at kiosk

NARRATION VO:

FINDING NEW AND INNOVATIVE WAYS TO SERVE DTE ENERGY CUSTOMERS IS THE IDEA BEHIND THE PAYMENT KIOSK PROJECT. THIS SARAH SHERIDAN AWARE WINNER MAKES PAYING MONTHLY ENERGY BILLS A SELF-SERVICE OPERATION.

Font:

Sherry Lindsey

DTE Energy Customer

Sot: (Lindsey), t.c.: 1:11:55, time: 13 seconds

And it worked perfectly. And I said "Oh, I will be back and I will tell everyone, if you're going to MGM, just come over and pay your DTE bill.

NARRATION VO:

THE KIOSK IS A CONVENIENT AND SAFE WAY FOR CUSTOMERS TO PAY THEIR BILL BY CHECK, CREDIT CARD, OR CASH. IT PROVIDES AN OPPORTUNITY TO AVOID LATE FEES AND MISSED PAYMENTS.

Font:

Gail Fielder

Principal Analyst

System Controls

DTE Energy

Sot: (Fielder), t.c.: 1:19:11, time: 12 seconds

We find that most of our customers if they use the kiosk one time, they don't have any problems with that and their payments are posted timely and everything were fine, they'll be a repeat customer.

NARRATION VO:

PLANS ARE IN THE WORKS TO PLACE KIOSKS IN
MORE LOCATIONS, INCLUDING GROCERY
STORES AND SHOPPING MALLS.