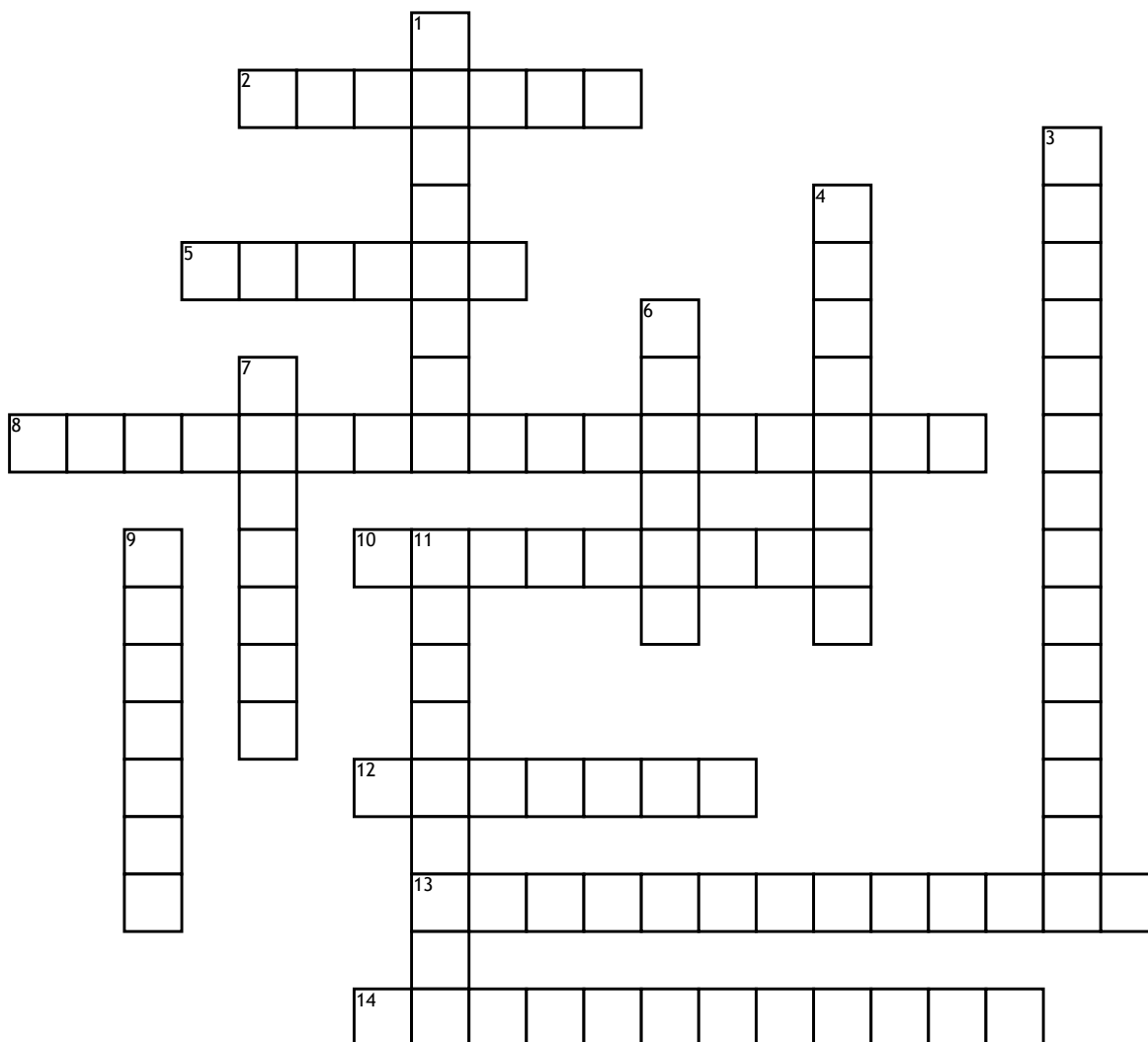


Name: _____ Date: _____

Customer Care Basics



Across

2. Financial record that keepstrack of the balance of a customer's invoices and payments.

5. An input that provides additional information necessary to complete the service order

8. Permanent record that provides additional confidential information about the customer's account.

10. A business partner with a Gas Choice Agreement has made the decision to purchase gas from an alternative supplier; however, DTE Energy delivers the gas, reads the meter and administers billing.

12. A customer profile provides special information about the customer.

13. Used to associate agreements for products and services delivered to a site with an individual responsible for payment.

14. An order for a service or investigation describing an activity that is associated with a customer, account, service or site.

Down

1. Outlines the terms and conditions between a customer and DTE Energy for delivery and payment of a product or service

3. A customer who has an Electric Choice Agreement has made the decision to purchase electricity from an alternative supplier.

4. A business partner is a person, business, or organization that requests and receives products or services from DTE Energy.

6. Any individual whose name, identification and mailing address is entered in the CSB application

7. Physical location where DTE Energy delivers products or services to a customer

9. Primary responsible party whose social security number has been properly validated

11. This person is able to conduct transactions on the account.