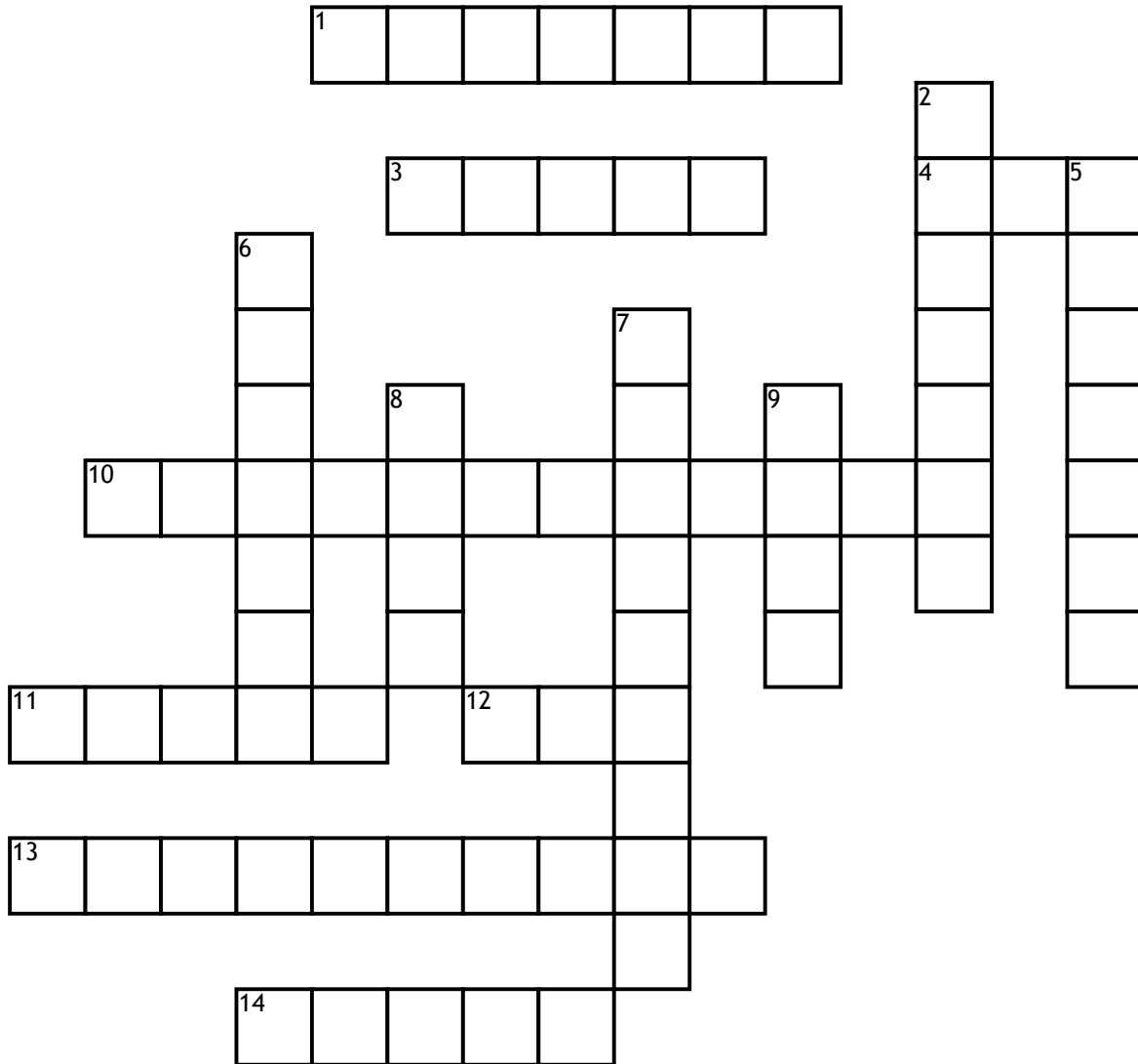


Name: _____

Customer Self Service Crossword



Across

1. Customers can sign up for alerts and notifications by going to their My Bill & Usage or My _____
3. An easy way for a customer to sign up for a MyAccount is for you to enter their _____ in the Wrapper. After the call, the customer will receive an email with instructions for creating an MyAccount.
4. Convenience fees DO NOT apply for customers who are signed into their MyAccount and pay with a bank account on the web or through the _____
10. A great option to provide if a customer doesn't want to call back in or wants to do it on their own is to start, stop or move service by going online. They even get a _____ email.

11. For a customer to receive emails summarizing their daily electricity use & bill projection, they should sign up for the Weekly _____ Report
12. Customers don't have to wait for their first bill to create a MyAccount; they can sign up after _____ days after their start service
13. Budget Billing Review alert sends the customer a notification when there is an _____ made to their budget bill plan.
14. A customer can receive an alert up to 7 days before their payment due date by text or _____
- Down
2. If customer calls to verify if payment was received, verify balance after payment or about a past due balance, suggest enrolling in _____ alerts.

5. There are 3 things needed to open an online account: active account number, last 4-digits of SSN or Tax ID (can also use the PIN tool instead) and the _____ phone number on the account
6. Payment Posted alert is sent to customers via email, text, or push notification through the mobile app on the _____ that the customer's payment is applied to their account
7. If a customer didn't receive or misplaced their bill, they can access their bill all times in their _____
8. If customer calls about high bill and is questioning usage, provide bill explanation and also suggest signing up for _____ Usage Alert and Weekly Usage Report
9. A customer will no longer receive a paper bill through the mail when they enroll in the _____ is ready alert.