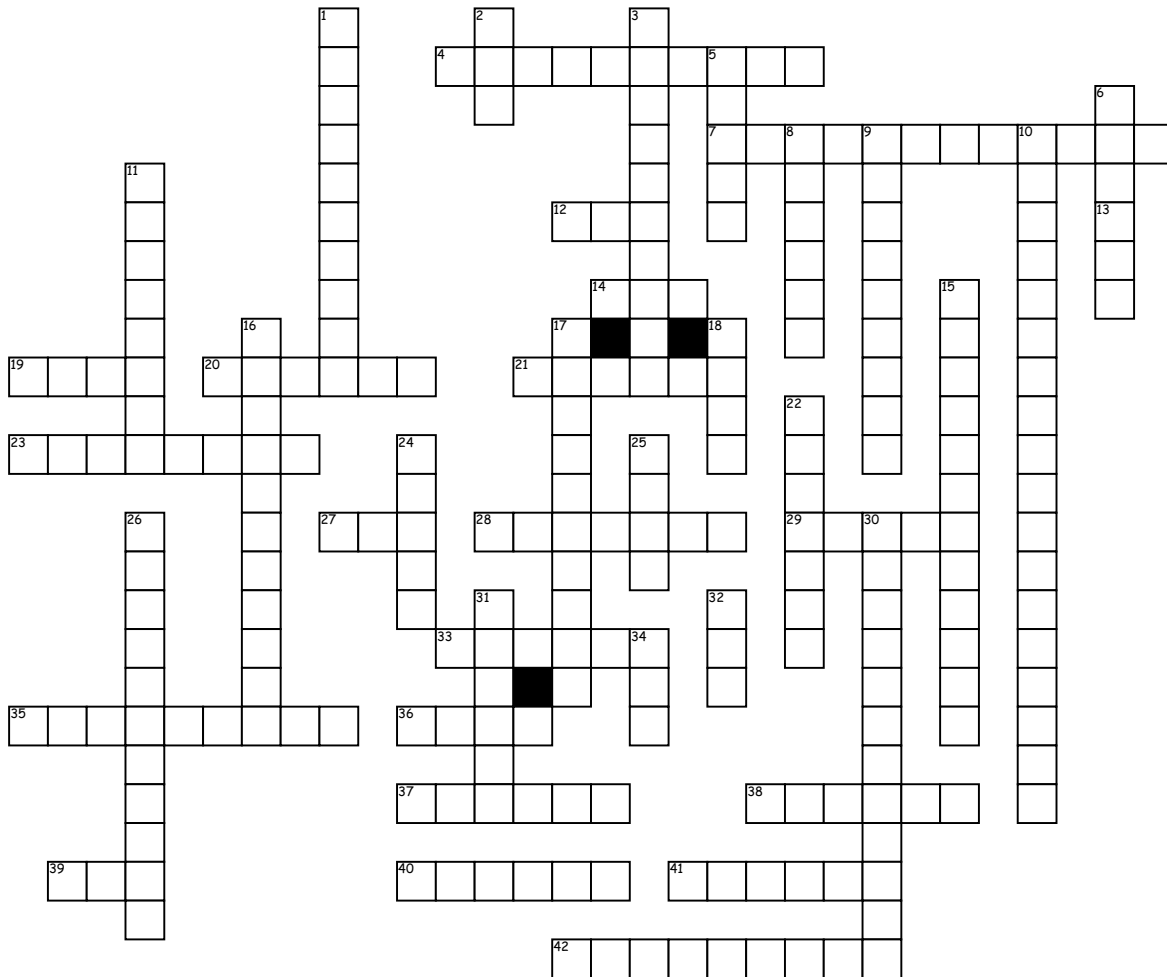


Name: _____ Date: _____

Sales Support Knowledge



Across

- 4. An indicator of how steady an electric load is over time
- 7. Host of American Idol
- 12. Commodity Master Agreement ABR
- 13. Interoffice communication
- 14. Business Development Mgr ABR
- 19. Load Following Block & Index ABR
- 20. Where we find deals expiring reports
- 21. What system is Discrete Gas hedged in
- 23. What does LL mean
- 27. Client Development Manager ABR
- 28. Food on a stick
- 29. _____ O'Neil
- 33. December, January February Season
- 35. Wine Down W _____
- 36. Interoffice communication
- 37. _____ Nacht
- 38. Purple Rain singer

Down

- 39. Legal Request in Salesforce
- 40. Electric "catalog" pricing for brokers so they may price small (under 1,000 MWh) accts on their own
- 41. June, July August Season
- 42. Where are Small Business accounts located D _____
- 1. Assignment & A _____
- 2. Document that your client signs in order to grant exclusive rights to their gas and or electric information with their current providers
- 3. Head of Sales East
- 5. Months left of a gas contract before a B&E can be done
- 6. DE moved from Woodbridge to _____
- 8. A _____ Agreement
- 9. S _____ Sustainability
- 10. The Retail Credit approval process is governed by what policy

Across

- 11. You are my S _____ S _____
- 15. Request gas usage
- 16. Any product or markets not contemplated in the DEB sales product catalog
- 17. DE U _____
- 18. Broker portal
- 22. B _____ Summary
- 24. Gas transportation only contract
- 25. Salesforce.com ABR
- 26. Where we find electric customers
- 30. D _____ E _____ Business
- 31. Counter _____
- 32. Fabricated Statement
- 34. Request for Price ABR