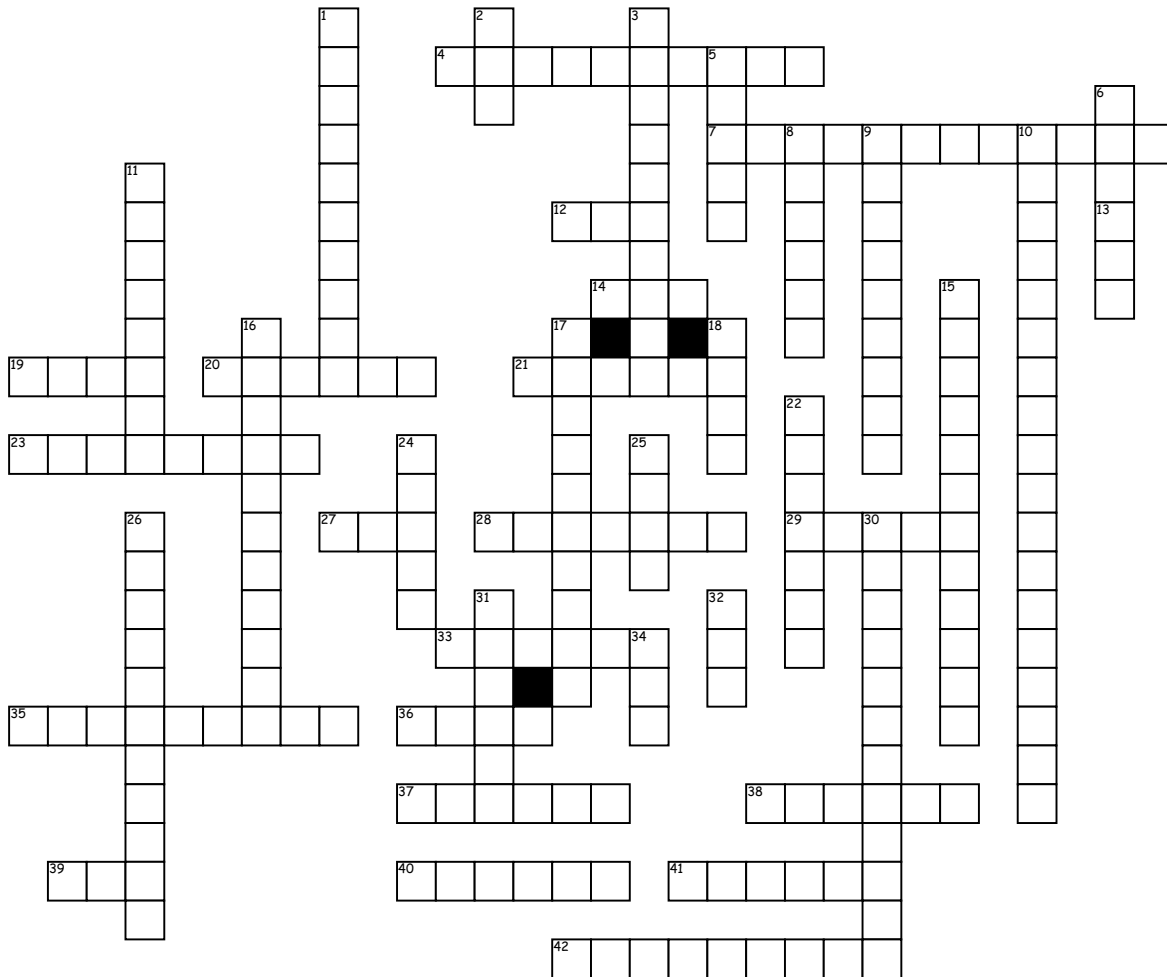


Name: _____ Date: _____

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

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 _____

Down

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

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