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| **Across****3.** New Area Service Program is referred to as this to our customers**4.** these codes enable us to advise the IC why we placed an order**11.** Is able to assist our customers with Cable, Internet and Phone Service Set up**13.** Mailed to customers every 3 years to remind customers to reselect their opt- out request**16.** A way for customers to pay their gas bill over the phone or internet**17.** guidelines followed by agents in the CCC when placing orders**18.** Where Columbia Gas can submit complaints or concerns about Choice Suppliers**19.** The governing agency for all pubic utility companies**20.** This is required any time a customer is starting or restarting service**21.** Income basis for payment plans offered to PA customers | **Down****1.** PA call closure**2.** The method in which a customers gas is measured**5.** a list of words used to identify letters**6.** a letter required in nursing homes and other health care facilities**7.** The order in which a customers payment is distributed**8.** Enables a user to pause recording of voice and or screen while on a call**9.** number used to determine the amount of gas used by a customer**10.** Gives certain customers the option to purchase gas from a different supplier**12.** The guidlines set forth when multiple customers are suddently without gas service at the same time **14.** the system that allows agents to view a customers bill**15.** This allows agents to offer opt services like ebill and auto pay |