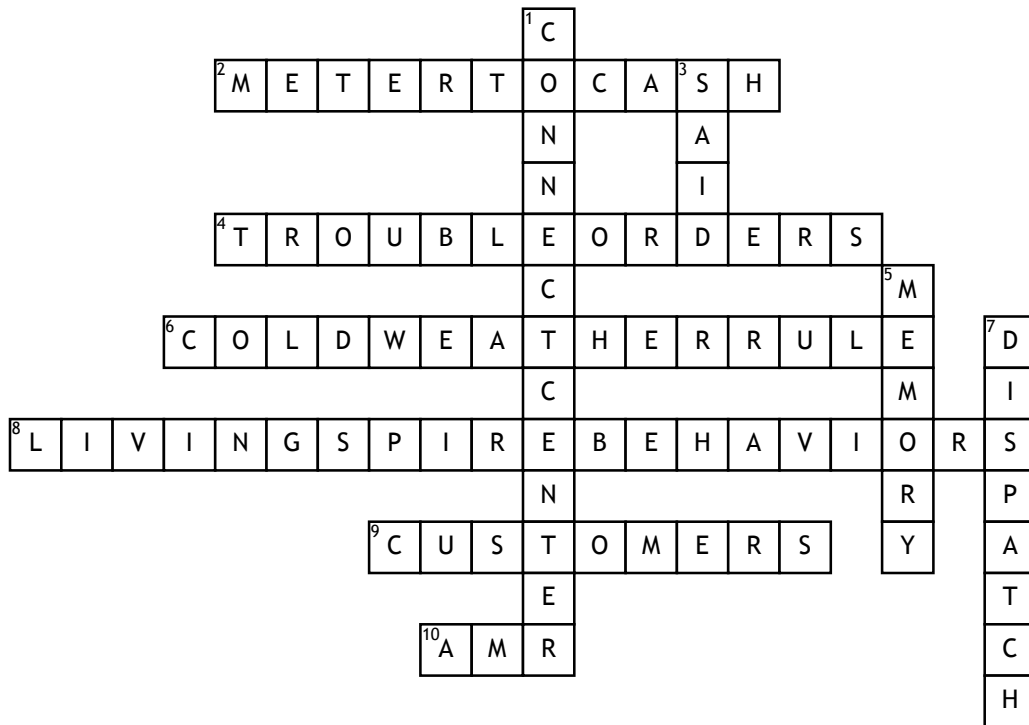


# Quiz for Bingo



## Across

2. Department that corrects bills, calculates diversion and resolves fix it cases
4. This order type is used when customers call in odors of gas
6. November 1 through March 31
8. The behaviors that we exhibit daily at work.
9. We serve them every day!
10. Device that is on most residential gas meters

## Word Bank

COncectcenter  
Livingspirebehaviors  
Customers  
coldweatherrule

Memory  
Dispatch  
AMR

TROUBLEORDERS  
METERTOCASH  
SAID

## Down

1. Formerly contact center
3. Department that responds to emergencies, service work, and start/stop gas service.
5. What we leave each customer with; hallmark cards are a great example.
7. This department ensures that emergencies are responded to in a timely manner!