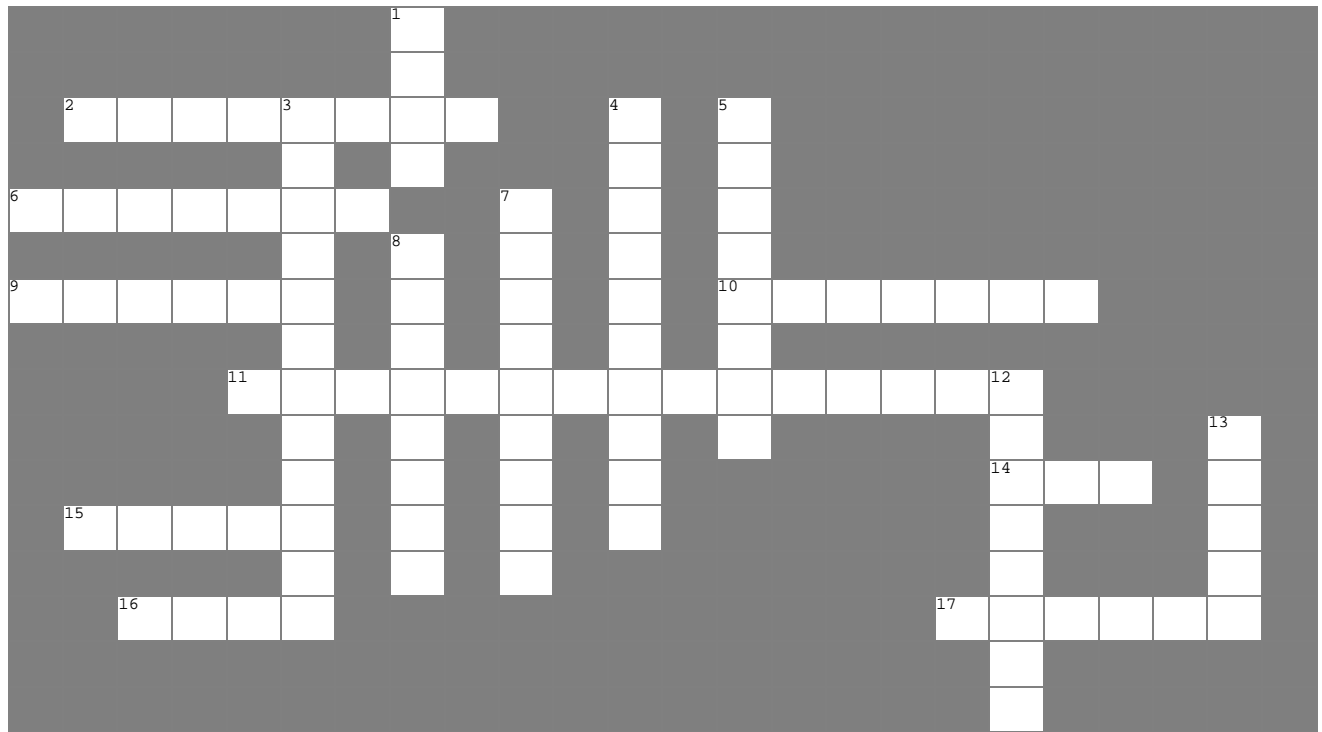


## Crossword Puzzle Exercise



### Across

2. Holds customer address, rates/riders, and building information
6. Screen location for handy buttons
9. Holds information about electrical usage measurement devices
10. Holds information about problems with electricity supply
11. Holds information about agreements with customers
14. Request for Technical Assistance
15. Holds information about amount of electricity consumed
16. Customer Relationship Management System
17. Contains lots of information-holding places

### Down

1. Click on this for quick action
3. Holds information about energy conversion devices
4. Holds information about do-it-yourself capabilities
5. Also known as "site"
7. Describes organization of records in the Customer Relationship Management System
8. Holds information about people
12. Holds information about plans, goals, and decisions
13. Holds a single piece of information

## Crossword Puzzle Exercise Solution

