

B	I	N	G	O
Sent email to elec meter data	Case management IBC enquiry	Closed case	Made OBC to customer	Helped another Case Manager
Closed case	Sent email to billing	Helped another case manager	Case management IBC enquiry	Made OBC to customer
Power response enquiry	Sent email to gas meter data	FREE	Case management enquiry	Closed case within 10 days
Closed case within 10 days	Power response IBC enquiry	Contacted DB via PH or E-Mail	Closed case within 10 days	Helped another case manager
Closed case	Closed case	Made OBC to customer	Sent email update to customer	Closed case

B	I	N	G	O
Sent email to gas meter data	Case management IBC enquiry	Made OBC to customer	Closed case	Helped another case manager
Closed case	Sent email update to customer	Helped another Case Manager	Closed case	Made OBC to customer
Closed case within 10 days	Case management enquiry	FREE	Closed case within 10 days	Case management IBC enquiry
Closed case within 10 days	Made OBC to customer	Sent email to elec meter data	Closed case	Power response IBC enquiry
Contacted DB via PH or E-Mail	Helped another case manager	Power response enquiry	Sent email to billing	Closed case

B	I	N	G	O
Closed case	Made OBC to customer	Case management IBC enquiry	Helped another case manager	Case management enquiry
Sent email to elec meter data	Closed case within 10 days	Contacted DB via PH or E-Mail	Sent email to billing	Helped another Case Manager
Power response enquiry	Closed case	FREE	Power response IBC enquiry	Closed case within 10 days
Sent email to gas meter data	Made OBC to customer	Made OBC to customer	Sent email update to customer	Closed case
Closed case within 10 days	Case management IBC enquiry	Helped another case manager	Closed case	Closed case