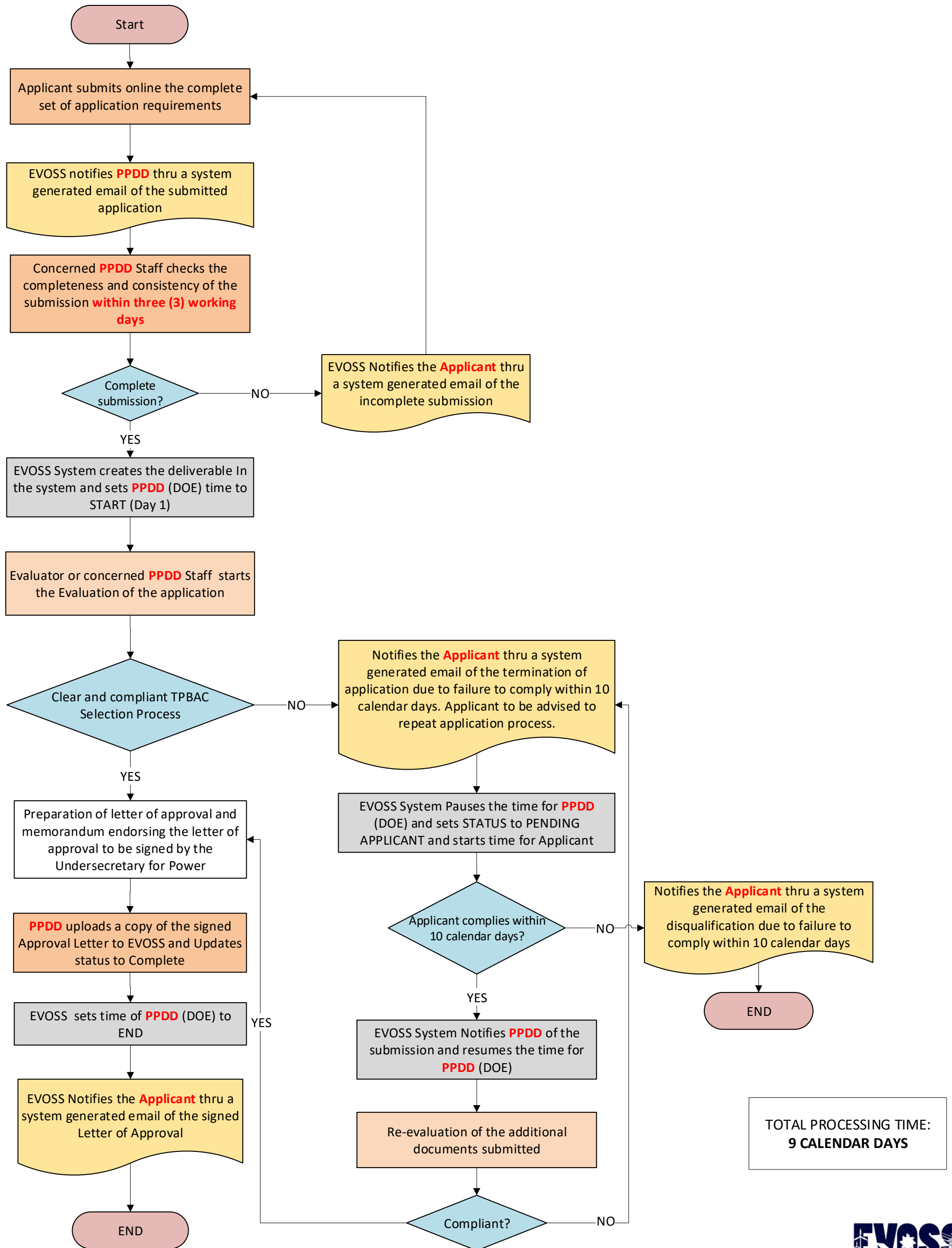


PROCESS FLOW DIAGRAM

APPROVAL OF THE SELECTION PROCESS OF TWO CAPTIVE CUSTOMER REPRESENTATIVES TO THE DISTRIBUTION UTILITY THIRD PARTY BIDS AND AWARDS COMMITTEE (TPBAC)



TOTAL PROCESSING TIME:
9 CALENDAR DAYS