

- Q. Provide a copy of the report by McKinsey and Co referred to at p. 17 line 16 of the Evidence to C.D. Bowman.
- A. **Mr. Bowman does not have a copy of this report. His Pre-filed Evidence refers to an article in the August 4, 2003 edition of Electric Utility Week (page 19) that summarizes an article in the third-quarter issue of *The McKinsey Quarterly* entitled *What Customers Want*.**