

In reference to Schedule “B”, page 75 of 82, Operations Support System, project cost \$383,000:

Q. In reference to customer service requirements, please advise as to what customer service requirements are in reference to this project.

A. The completion of this project will improve the Company’s response to customer service requirements for new services, streetlights, disconnection or reconnection of electrical service, and vegetation management requirements identified by customers such as the trimming of trees in close proximity to power lines.