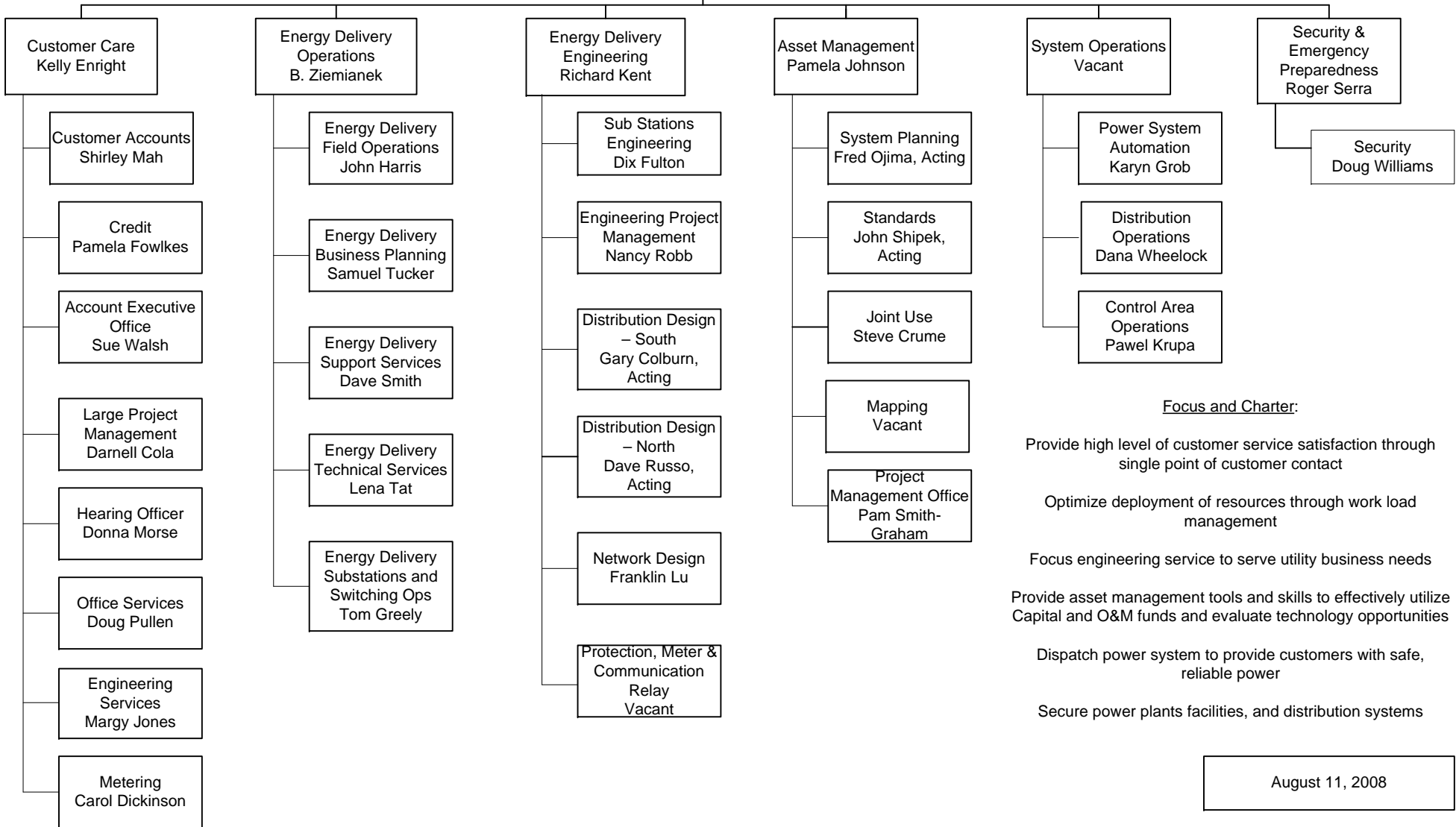




CUSTOMER SERVICE & ENERGY DELIVERY

Customer Service & Energy Delivery Officer
Chris Heimgartner



Focus and Charter:

Provide high level of customer service satisfaction through single point of customer contact

Optimize deployment of resources through work load management

Focus engineering service to serve utility business needs

Provide asset management tools and skills to effectively utilize Capital and O&M funds and evaluate technology opportunities

Dispatch power system to provide customers with safe, reliable power

Secure power plants facilities, and distribution systems

August 11, 2008