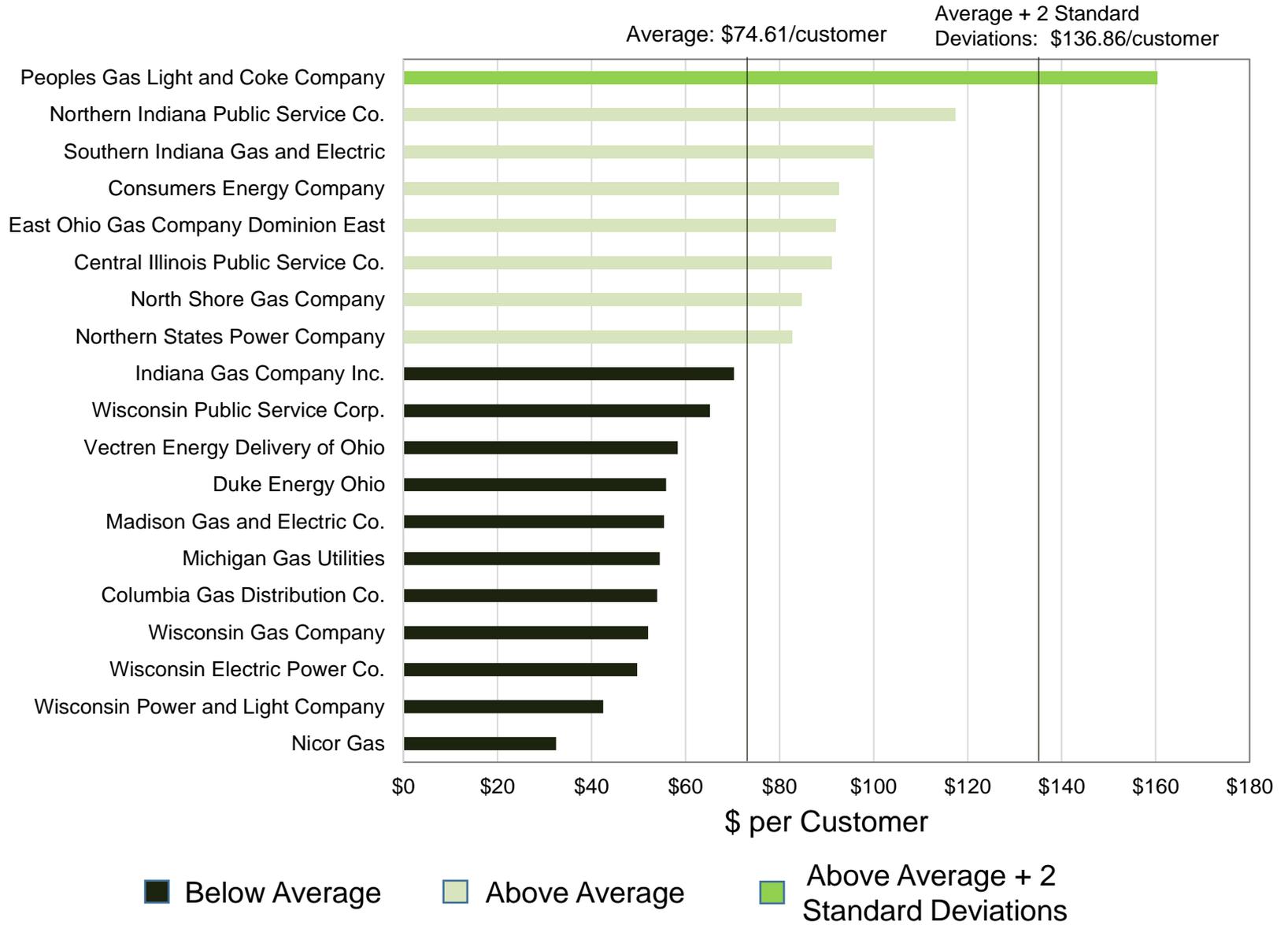
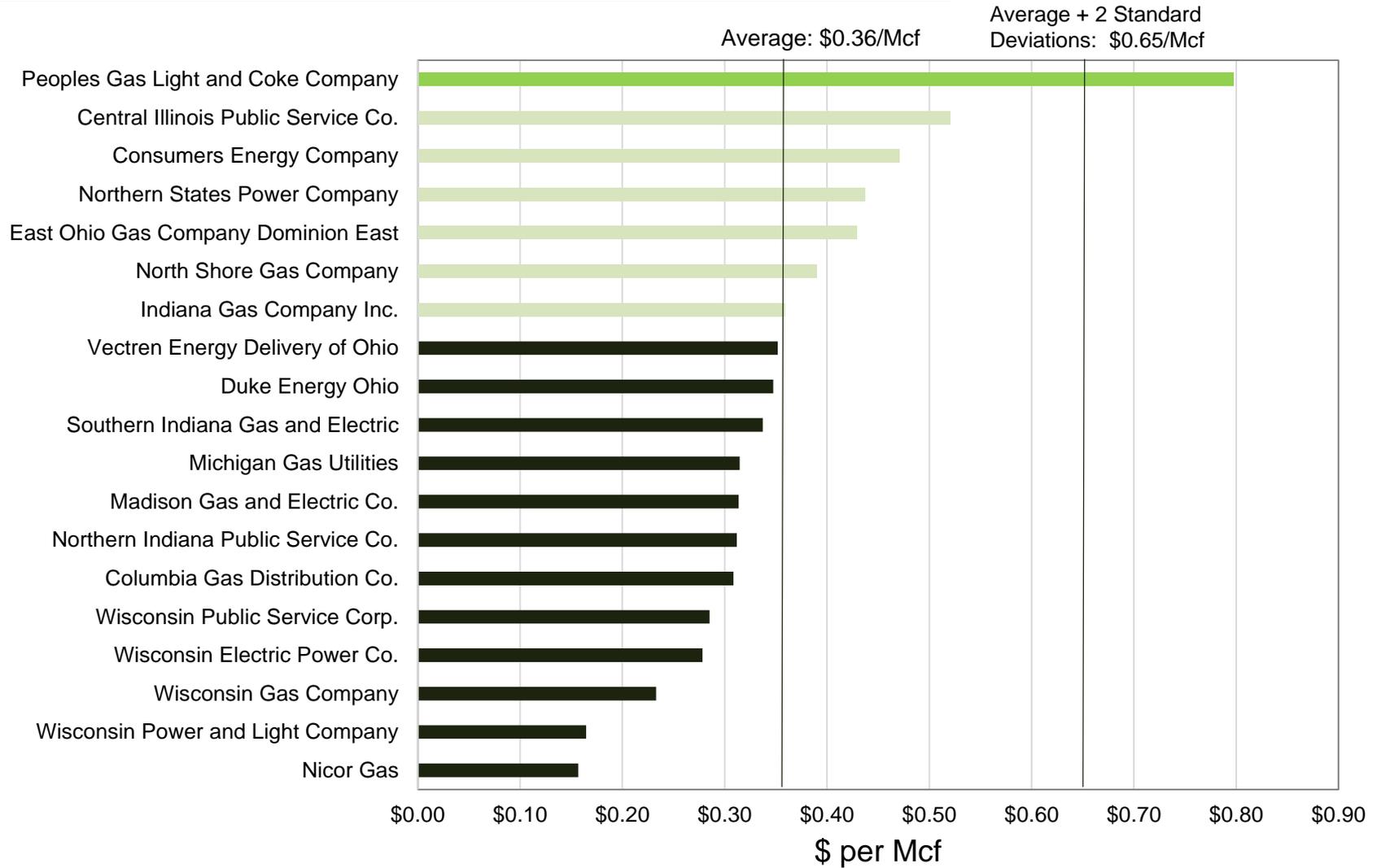


O&M Cost Per Customer Efficiency Adjustment Derivation

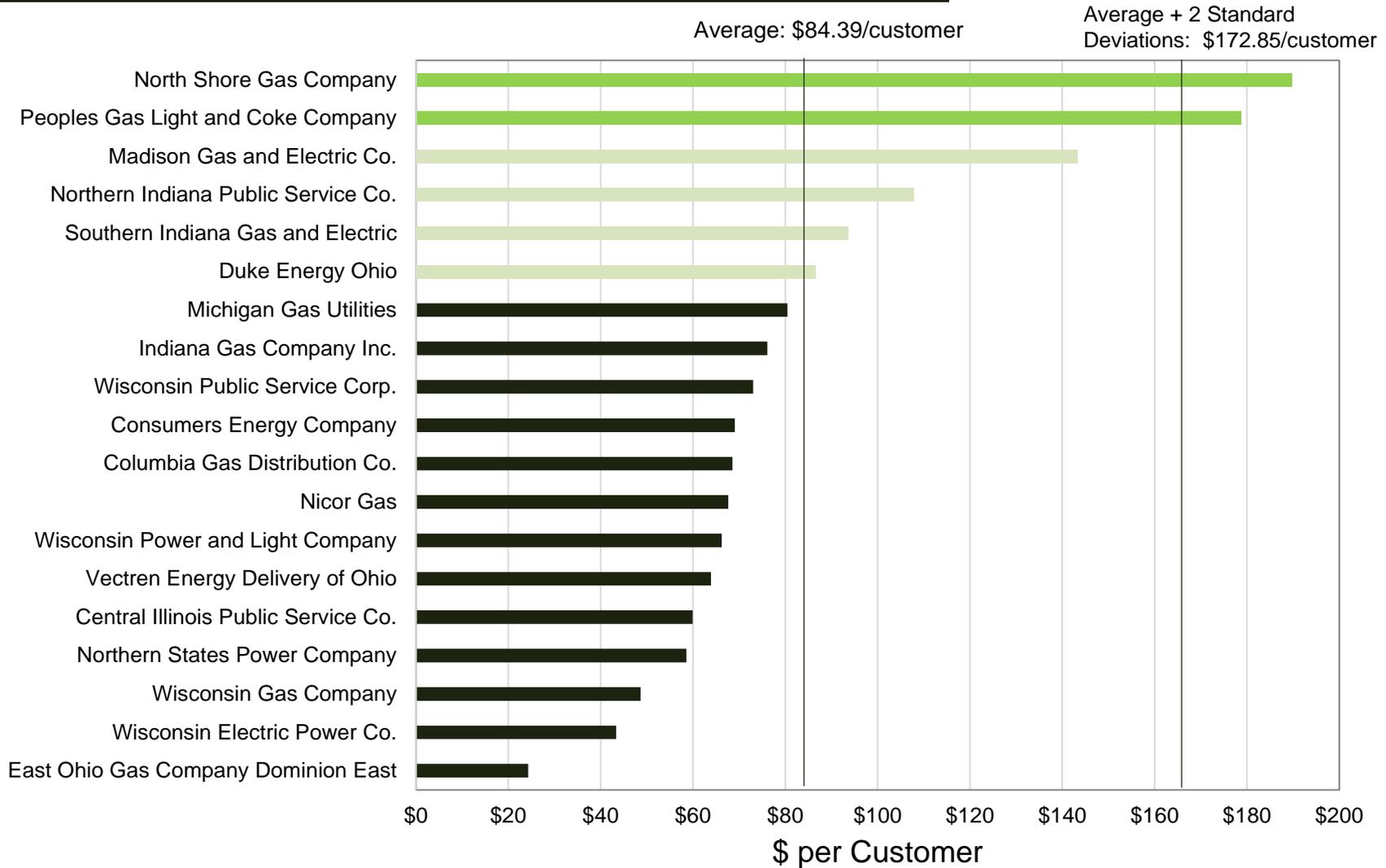


O&M Cost Per Volume Efficiency Adjustment Derivation



Below Average
 Above Average
 Above Average + 2 Standard Deviations

A&G Cost Per Customer Efficiency Adjustment Derivation



■ Below Average

■ Above Average

■ Above Average + 2 Standard Deviations

A&G Cost Per Volume Efficiency Adjustment Derivation

