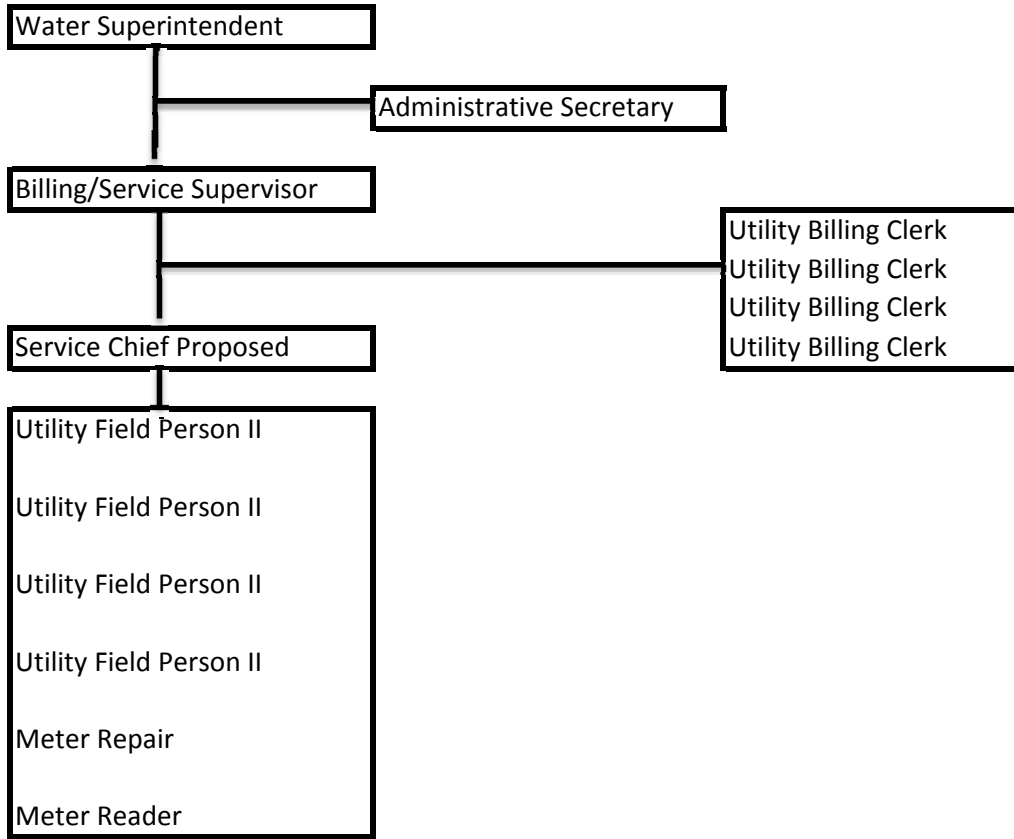


Utility Billing Group Proposed Flow Chart

Effective 2/6/2012



Billing and Service total FTE (with supervisor) = 12