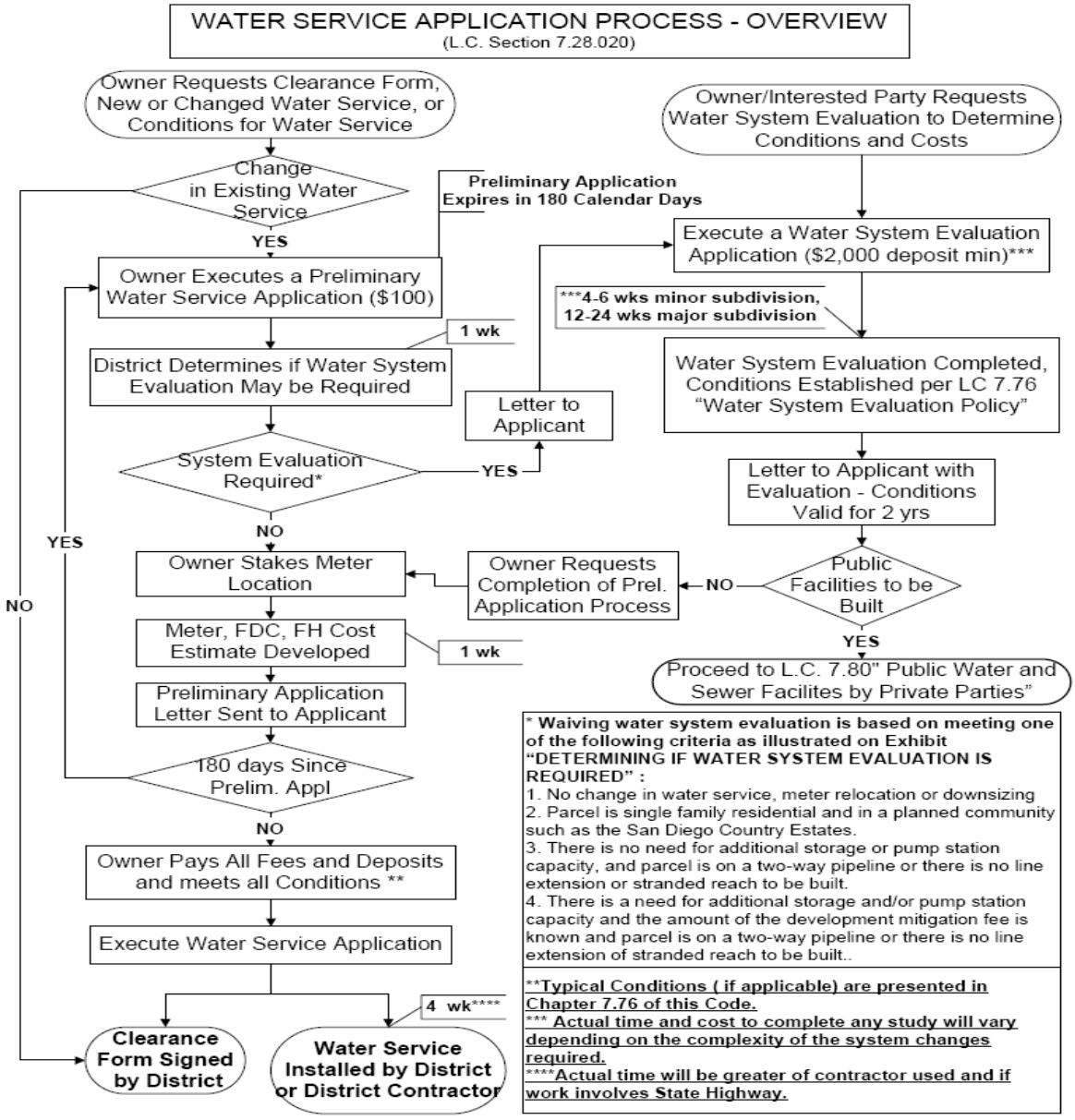EXHIBIT "WATER SERVICE APPLICATION PROCESS - OVERVIEW"