

Navajo Tribal Utility Authority

An Enterprise of the Navajo Nation

Utilities:
Electric
Natural Gas
Water
Wastewater
Solar

Regions Served:
Northern Arizona
Northwestern New Mexico
Southeastern Utah

Service Area:
26,000 plus square miles



2008 PROGRESS REPORT



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NTUA: 50 Years of Helping to Build A Brighter future for the Great Navajo Nation

Established in 1959 by the Navajo Nation Council first as a tribal department, then later as a self-sustaining tribal enterprise, the Navajo Tribal Utility Authority continues to address the multi-utility needs of the Navajo Nation.

NTUA supplies electricity, water, natural gas, wastewater treatment, and solar power services to homes and businesses throughout the 26,000 square mile Navajo Nation and neighboring Indian lands and communities.

NTUA purchases electrical power from off the Navajo Nation and transmits that power throughout northwestern New Mexico, northern Arizona, and southeastern Utah.

Even as NTUA works hard to meet the basic utility needs of the Navajo Nation, an estimated 18,000 families are without access to electricity, and many more do not have access to basic infrastructure, such as water, wastewater, and natural gas services.

As a non-profit enterprise, NTUA receives federal loans and grants to extend electrical power to rural communities. NTUA also provides assistance to tribal agencies and tribal communities to obtain state and federal grants to help address utility needs. What money NTUA generates is returned to maintain, operate, and upgrade the multi-utility infrastructure.

With each project, NTUA seeks to strengthen the partnership with the Navajo Nation, the federal government, and other outside governments and agencies to create a team dedicated to continue providing reliable utility services. NTUA knows the territory and will pledge to continue *Helping to Build A Brighter Future for the Great Navajo Nation*.

Navajo Electrification Demonstration Project

Since 2001, NTUA has received about \$10 million dollars in federal grants to extend electrical power lines to homes that are without electricity. Since then, the Navajo Electrification Demonstration Project (NEDP) continues as funding allows each year to hook up more homes to the electrical grid. The ultimate goal is to serve the 18,000 families currently without access to electrical power. To date, 1,168 homes have been connected through the NEDP program.

The NEDP-5 (5th year) program budget is \$4.3 million. The program year runs from October 2008 to September 2009, based on the federal funding year. The federal government is funding \$1.968 million, and local chapters, the states of Utah and New Mexico, and the Navajo Nation combined are funding approximately \$2.0 million. NTUA is contributing \$355,000.



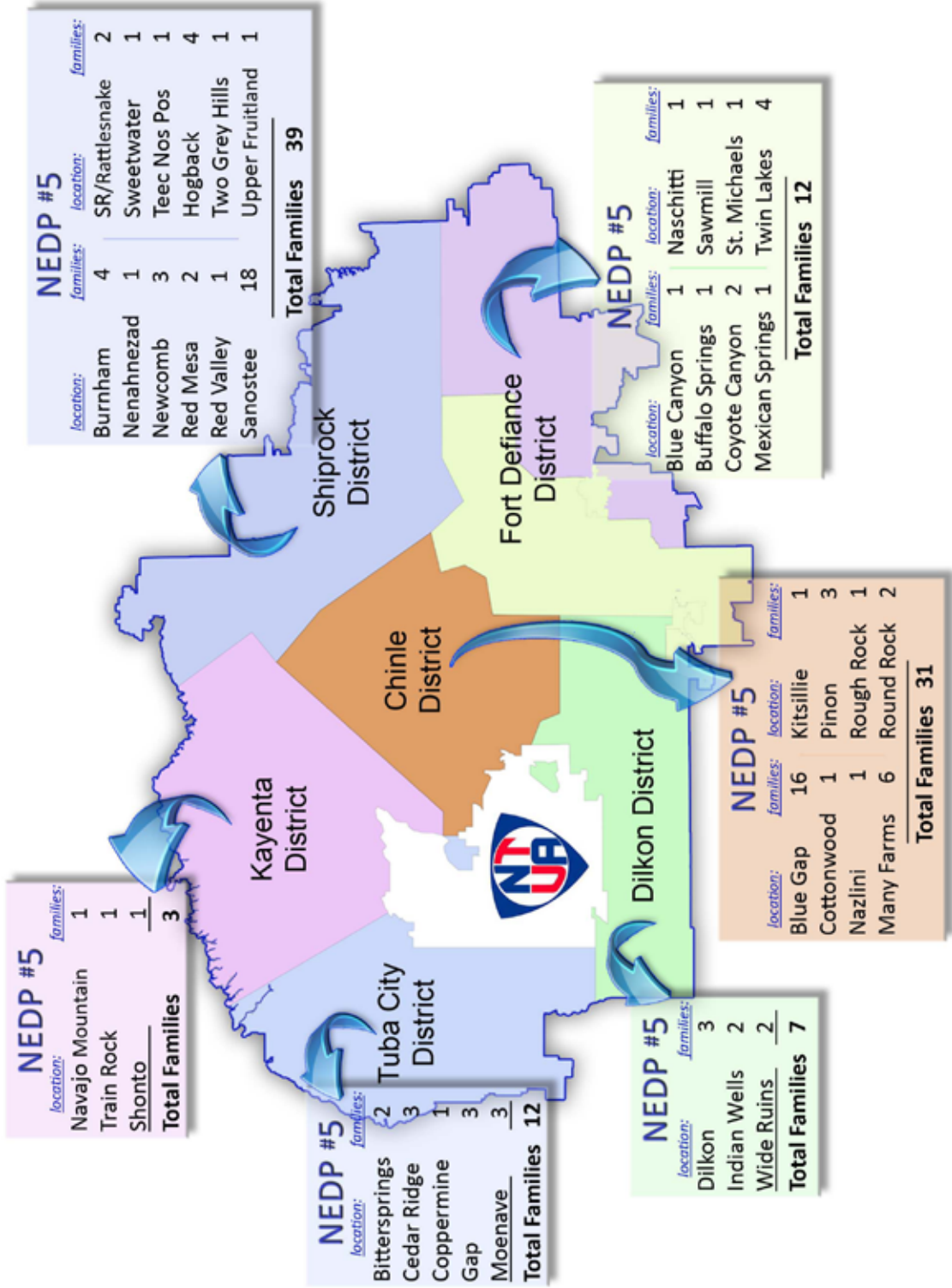
With the NEDP-5 funding, we hope to provide electrical service to about 340 families. In 2008, through NEDP-5, we were able to bring electric service to 104 families at a cost of about \$1 million. In 2009, with NEDP-5, we expect to connect the remaining 236 families at an approximate cost of \$3.3 million.

At this point in time, it looks like the funding for the NEDP-6 program will be at the same level as NEDP-5. The NEDP-6 program will run through October 2009 to September 2010. The NEDP-6 funding will be about \$4.3 million and will allow us to bring electricity to about another 340 homes.

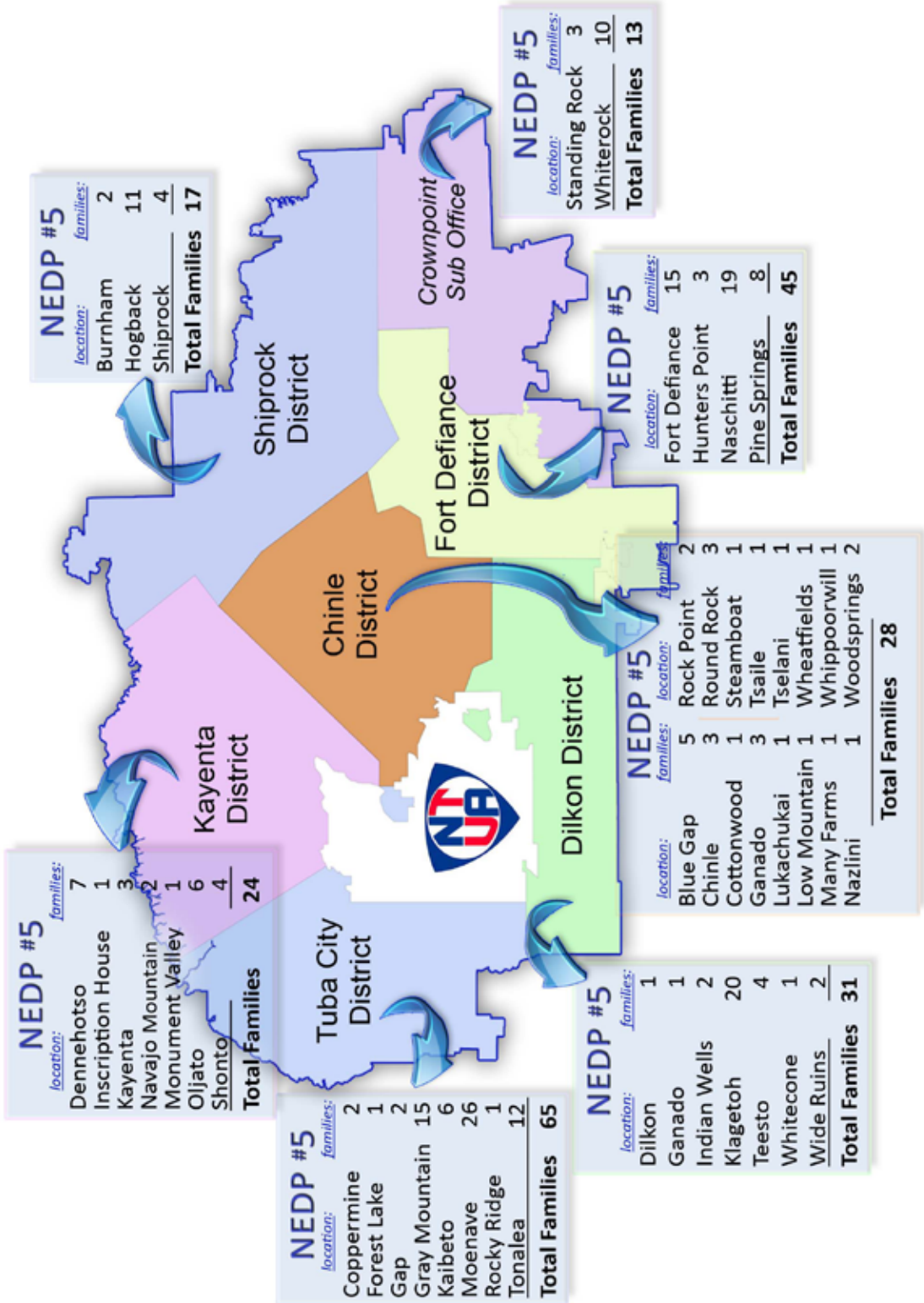
Last year, a Navajo elder spoke before a group of NTUA employees, explaining how life is easier with electricity. He said in Navajo, "A'he'hee' Ni'tsaa'go'Ta'a'yii'si' (thank-you - a huge thank-you - beyond thank-you) at least five times during his speech at a NEDP appreciation gathering. He was joined by another grateful customer. Her short talk was emotional, yet powerful, leading one NTUA manager to say, "When you see the emotion, you feel the sincerity. For many of us here - those thoughts make us feel that our jobs are meaningful because we are helping our own people."



Navajo Electrification Demonstration Project #5 COMPLETED IN 2008 - 104 FAMILIES SERVED



Navajo Electrification Demonstration Project #5 IN PROGRESS - 223 FAMILIES TO BE SERVED



Community Development Block Grant

The Community Development Block Grant program is another valuable resource for NTUA. It provides additional funds so we can provide electric service to more families of the Great Navajo Nation.

In 2008, NTUA electric construction crews connected 98 homes from 15 separate power line projects. A total of 84 miles of power lines were constructed, some across rocky terrain and heavily forested areas, which include the Tsaile/Wheatfields, Coppermine, and Indian Wells communities. In total, the 2008 CDBG projects combined cost was \$3.5 million, the funds were from a combination of sources, such as federal, tribal, state, and NTUA.

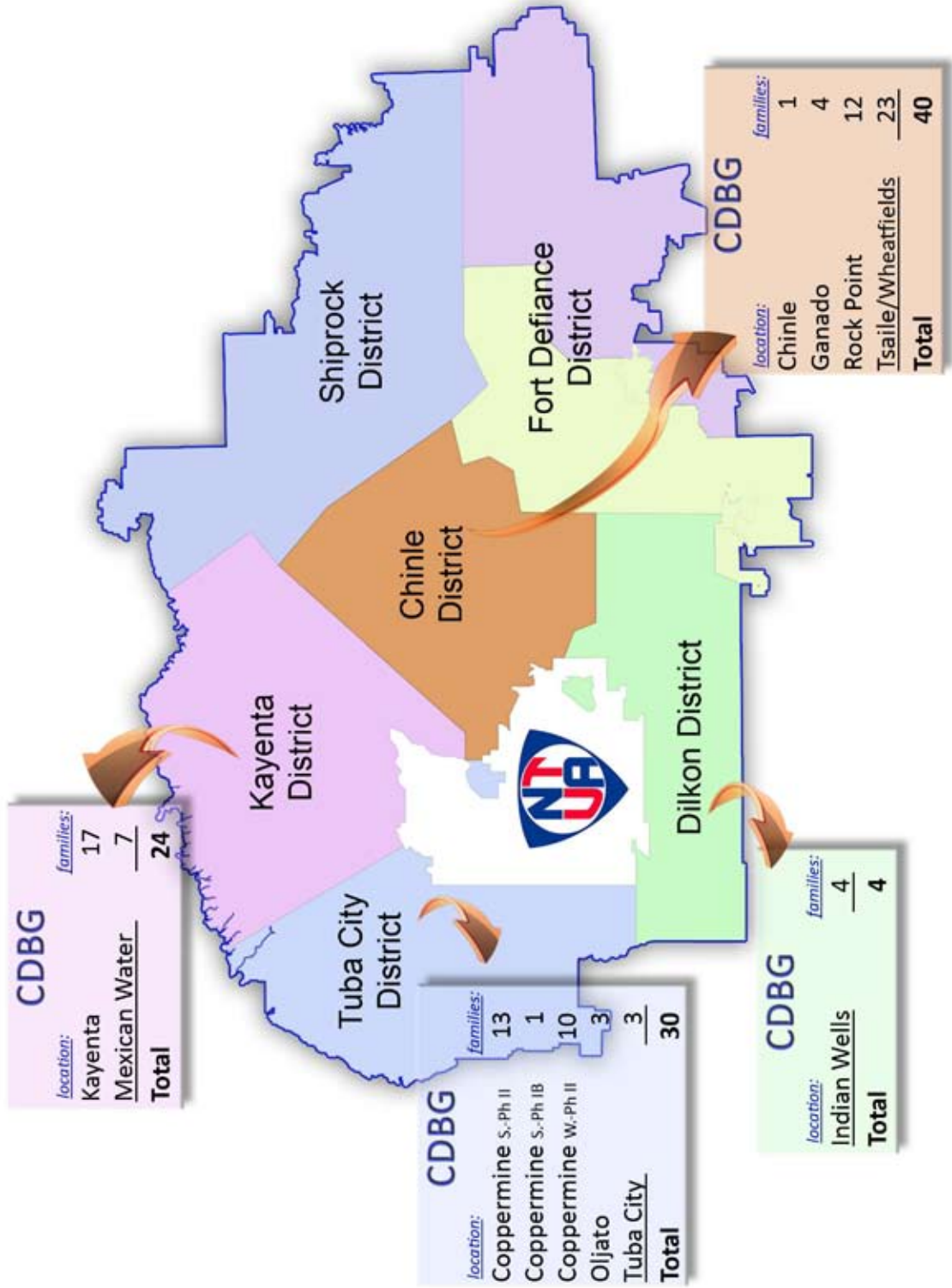
Projected for construction in 2009 are 19 power line projects that will eventually connect about 304 families to the electrical grid. These projects will add up to 173 miles. In total, the cost is estimated to be \$9.961 million.

These projects are in various stages of development. Some are currently under construction or in the Right of Way process. Among these projects includes a 22-mile power line extension at a projected cost of \$1.1 million in the Steamboat Sunrise Mesa area that will serve 47 families. On January 19, 2009, NTUA was notified by the Navajo Nation CDBG office that 11 more power line projects were selected for federal funding. Chapters and communities include: Chinle, Kinlichee, Inscription House, Rock Point, Dennehotso, Oljato, Tsaile/Wheatfields, Tolani Lake/Leupp, Indian Wells, Kaibeto, and Shonto.

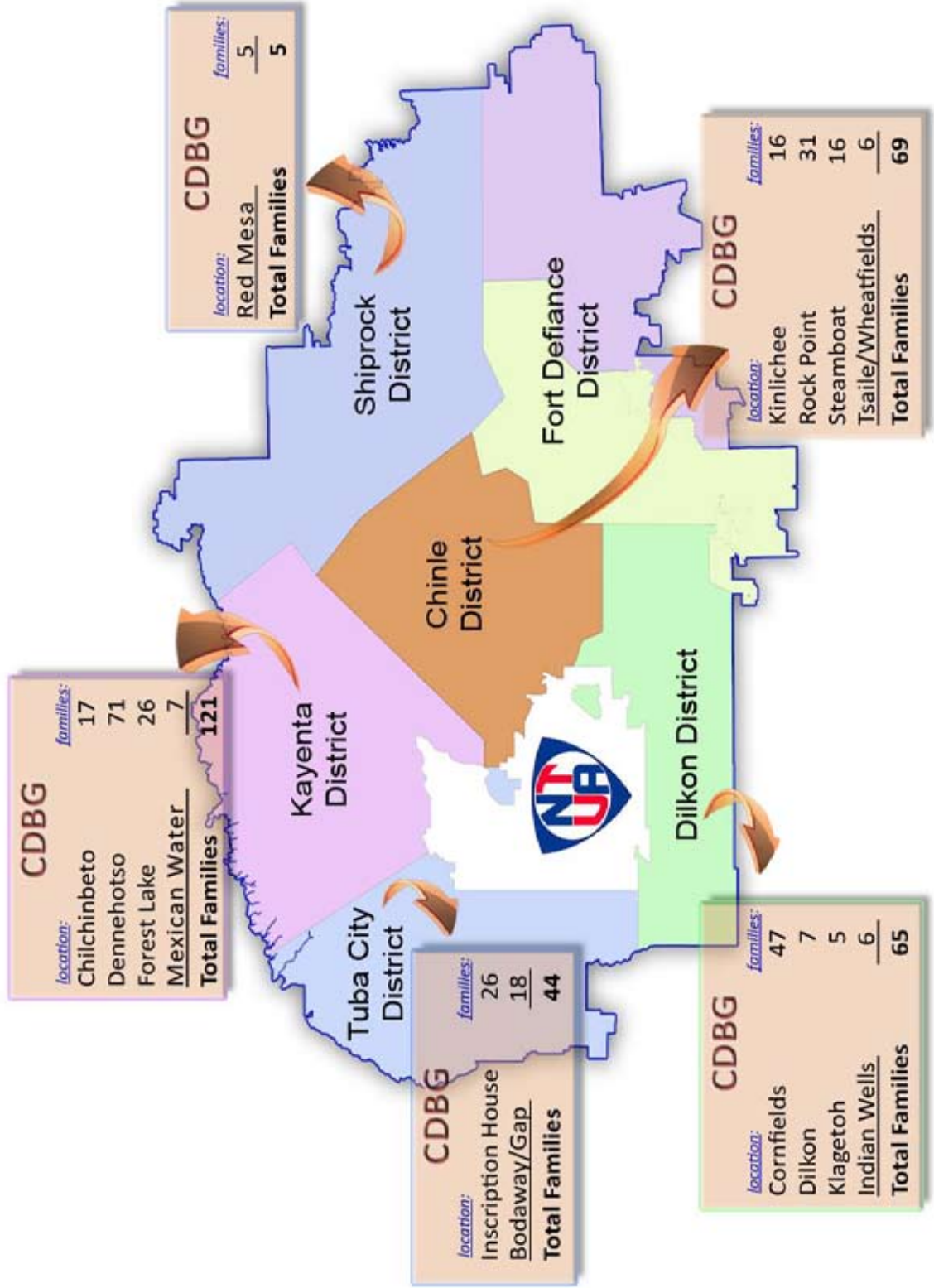
These 11 power lines construction cost is estimated to be at \$6.1 million, which includes the CDBG, federal, tribal, state, and NTUA contributions. The total mileage of line construction is 119 miles. Actual construction will be within a 24-month period, effective January 2009 to January 2011. In total, these projects will connect about 241 families to the electrical grid.



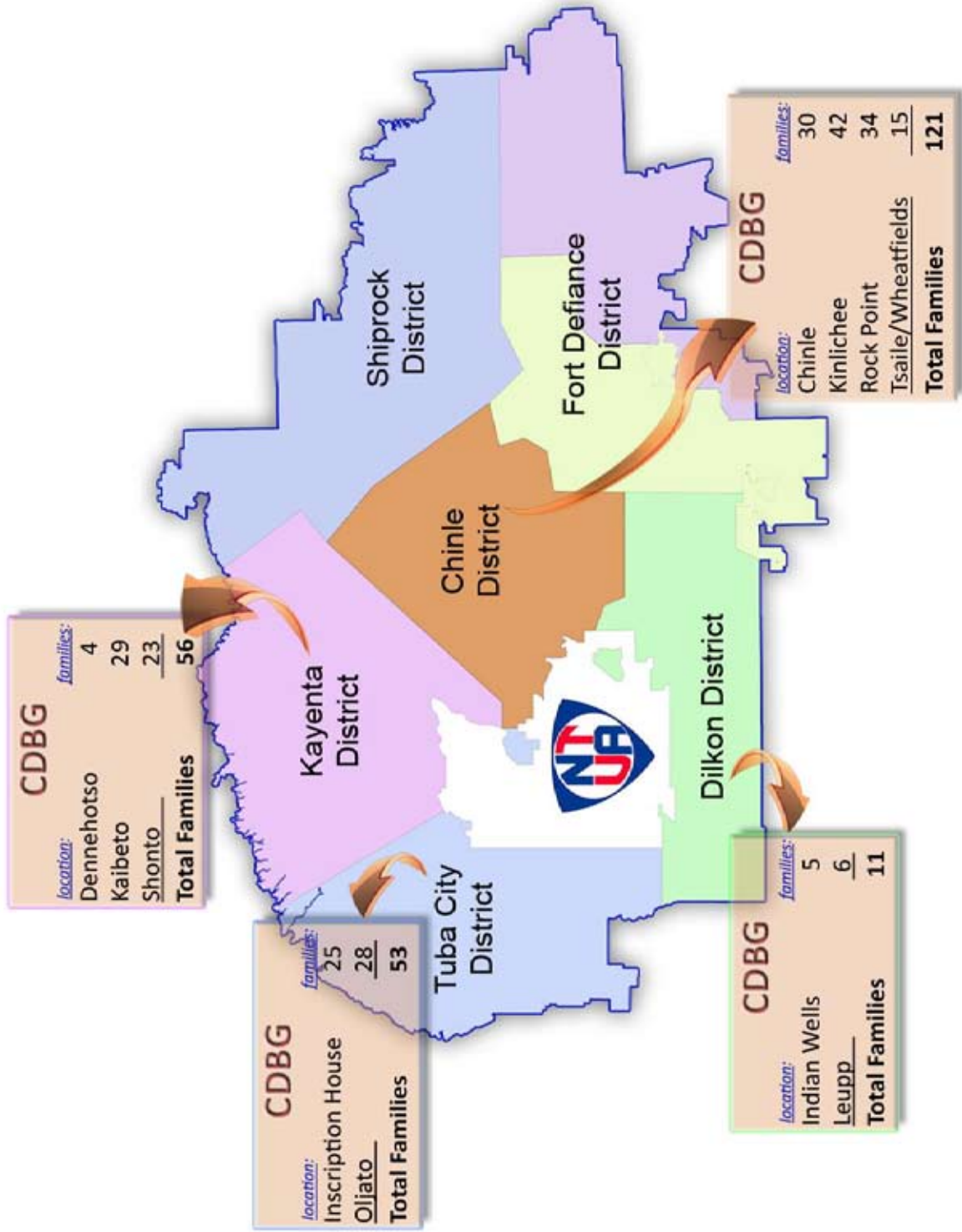
2008 Community Development Block Grant



Community Development Block Grant BUDGET FOR 2009



Community Development Block Grant ANNOUNCED IN JANUARY 2009



Extensive Multi-Million Project Strengthens NTUA Electrical Backbone

Burnside Substation

The new Burnside Substation was constructed and energized in October 2008. This new substation will dramatically improve the reliability and quality of electric service available in the central Navajo area. The substation will also add power capacity to the region, allowing us to keep up with the growing demand over the next 10 to 15 years. The total project cost for the Burnside Substation was \$3.7 million.



Pine Canyon Transmission Line Upgrade

A major electric transmission line upgrade was needed that would greatly benefit NTUA customers. In October 2008, that necessity became a reality. NTUA negotiated with the Public Service Company of New Mexico and a deal was reached that allowed NTUA to transmit additional electric power to the Fort Defiance and Chinle agencies.

This transmission line upgrade enables NTUA to add more customers in the region and significantly improve the reliability and the quality of the electric service for thousands of families within the Window Rock, Tohatchi, Burnside, and Chinle regions. The project cost was \$700,000.

Coalmine Substation Upgrade

The existing Coalmine Substation and Kayenta Substation had reached maximum capacity. To increase the power capacity and relieve the burden on the system and improve the quality and reliability of power delivered to the Chinle valley area, NTUA upgraded the existing Coalmine Substation. The project was completed in September 2008 at a cost \$2.2 million.



Pine Canyon Switch Yard

This facility was built to serve the new Transmission Line for the Transwestern Pipeline Compressor Station, and to provide added protection for the new Burnside Substation. This project was completed in December 2008. The project construction cost was \$2.2 million.

Transwestern Pipeline Compressor Station No. 4

This extensive project opened doors for adding a large commercial customer. NTUA negotiated with Transwestern Pipeline to replace the existing natural gas powered compressors with electric compressors at their existing compressor station near Klage-toh Chapter. In October 2008, the conversion of the existing compressor station from natural gas to electric was complete. The Compressor Station is operational and NTUA's system load has increased by about 12 percent.

Major 2008 NTUA Electrical Power Lines Projects

Kayenta District:

In the Kayenta district, 3.73 miles of a three-phase underground electrical line to the new Monument Valley View Hotel and Resort was built. The underground line provides electrical power while not obstructing the magnificent landscape. The underground line was energized mid-October 2008. An additional 896 ft. of underground line was also added to feed the Monument Valley Pump Station, Toll Booth, Visitor Center, and the Waste Water Treatment Plant. The project was completed in October 2008.



Chinle District:

The Chinle District completed a new six-mile power line extension for the new Chinle Airport, which is part of the overall improvement for the region. The project was completed in June 2008.

Other 2008 projects within the Chinle District include: an 11-mile power line in the Rock Point area completed in September 2008 that serves 12 new customers; and a 1.5-mile extension north of Ganado Lake, completed in June 2008 and serves four customers. Combined the projects totaled \$915,554.



Meanwhile, the Chinle Valley and the Kayenta region, including Kayenta proper, Black Mesa, and the Chilchibeto regions continue to benefit from a project that was completed in late 2007 which redistributed electrical power from the same source and on the same power line. The sharing of the power source and the power line often caused power fluctuations, and tested the reliability of the system. NTUA developed a plan to separate the load by building a new power line to directly supply the Chinle region, dramatically improving the quality of power, reliability, and decreasing the amount of power interruptions our customers had experienced in both regions.

Tuba City District:

In 2008, Tuba City Sub-Office was elevated to a District, based on increasing customer growth. The office was formerly operating as a Sub-office to the Kayenta District. Through reorganization, Tuba City has increased its electric line crew, and is preparing to increase the numbers of natural gas customers.

Construction was completed on the major Coppermine electric line, connecting 24 new customers to the recently upgraded Coppermine Substation. The work was difficult, as electric line crews had to toil through rough terrain, often across rocky and impassable areas. The work was completed in three phases, two in June 2008 and the last in September 2008. Combined the projects costs equaled a little over \$1 million.



Shiprock District:

Shiprock electric line crews completed rough terrain work on the 5-mile extension in Mexican Water. The project was completed in September 2008. Throughout the construction, seven families patiently waited to flip the switch and turn on the lights for the very first time. The project cost was \$213,693.

Dilkon District:

In Dilkon District, improvements and power line extensions continued following the upgrade at the Bitahochee Substation. The Bitahochee Substation/Transformer upgrade project was developed to address the power overload due to a new elementary school, and other community development projects proposed for the area. In November 2008, a six-mile power line was constructed in the Indian Wells area. The project cost \$266,092.



Renewable Energy Program Summary

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In 2008, NTUA renewed a solid commitment to build upon the residential solar and wind energy as part of the electricity supply for the Navajo Nation. The foundation for NTUA renewable energy program is to provide a source of electricity for families who live in remote locations where it is not feasible to extend power lines due to high costs.

NTUA currently has a little less than 200 photovoltaic (PV) customers and anticipates adding about 100 solar energy systems in 2009. NTUA will be addressing customer requested specific need for providing refrigeration of PV systems.

NTUA is also in the preliminary stages of developing a Net Metering policy which will encourage and support residential and commercial customers who think “green” and want to include renewable energy in their electrical land line services. Net metering allows NTUA customers to install alternative energy power sources and to be credited for energy generated by this system against energy consumed. There is extreme interest in net metering on the reservation, especially among new commercial buildings on the reservation.

NTUA is engaged in exploratory activities to develop wind and solar projects which will permit NTUA to generate power for the people and businesses of the Navajo reservation. NTUA will be concluding the DOE-funded Navajo Wind Feasibility Study in the summer of 2009, which will assess large scale wind potential at multiple locations on Navajo tribal lands. These efforts will shape a long-term energy strategy for the NTUA and ensure increased energy for the future of the Navajo Nation.



Major 2008 Water/Wastewater Projects Summary

Window Rock Wastewater Treatment Plant

The Window Rock Wastewater Treatment Plant has been overhauled to bring it to compliance with the new EPA National Pollutant Discharge Elimination System (NPDES) Permit to improve effluent quality. The treatment plant serves the Window Rock, Fort Defiance, Tse Bonito and St. Michael's communities. NTUA has been working with the Navajo Nation EPA, United States EPA and Indian Health Services to meet the Administrative Order of Consent (AOC) issued by the US EPA. Before the AOC can be lifted, a compliance plan with timelines was required and initiated.

Other work planned is to replace the synthetic baffles in the first lagoon. The baffles are in poor condition and are sinking below the water surface, allowing short-circuiting to occur. The new baffles will help to increase the detention time so that all the microbial processes of the treatment will occur consistently throughout before it is discharged from the plant. The old system was built during the late 1960s and early 1970s, and the most of the original equipment installed is outdated. A majority of the project was completed in February 2008.



Dechlorination for Wastewater Treatment Plants

On January 2005, NTUA was issued a new National Pollutant Discharge Elimination System (NPDES) Permit. The new permit required a stringent Total Residual Chlorine (TRC) limit. This presented a challenge as NTUA has to maintain a new instantaneous TRC limit and at the same time maintain proper disinfection. The wastewater is treated with chlorine to reduce the E. coli count to the EPA required level. After treatment with chlorine for disinfection, excess chlorine is removed with sulfur dioxide treatment to meet the new NPDES permit level before the effluent is discharged into the stream.

The NTUA Chinle District is working to install a dechlorination system at the Chinle Wastewater Treatment Plant and the Pinon Wastewater Treatment Plant to remove excess chlorine to meet the new total residual chlorine (TRC) limitations before the treated wastewater is released. The project also includes for both facilities, a two-room house the gas sulphonator systems and sulfur dioxide containers. The projects will be completed in 2009. The Chinle Plant serves the communities of Chinle proper only, with an estimated population of 10,000, and the Pinon Plant serves the communities of Pinon proper only, with an estimated population of 5,000. The work began in 2008 and is slated to be completed in the Summer of 2009.

Aerators for Pinon Wastewater Treatment Plant

The NTUA Chinle District has purchased new surface mechanical aerators for mixing, circulating and aerating the wastewater in the lagoon to increase the microbial process to breakdown the sludge and to reduce odor. The aerators provide oxygen into the wastewater, which increases the microbial activity or contact between microbes and solids. The work is ongoing from 2008.

New Mexico Highway 491 Utility Crossing Relocations

The New Mexico Department of Transportation (NM DOT) is widening the highway between Twin lakes to the Red Valley turnoff, south of Shiprock. The highway widening project will be constructed in nine segments. Segment Nine is under construction from the north. Segment eight construction should commence in spring 2009. NTUA has approximately 42 water lines and 3 sewer lines crossing the 491 Highway project. The NM DOT requires that the pipelines be encased in steel casings so that any loadings during construction will not damage the pipelines. NTUA has been successful in negotiating with the NM DOT to include the new water and sewer lines crossings and relocations into their road contracts so that they are constructed concurrently with the highway. The work is expected to be completed in 2009.

Relocations Improvements at BIA Highway Utility Crossing

NTUA has worked diligently with the Bureau of Indian Affairs, Department of Transportation to relocate water lines and sewer lines crossing their highways to meet the BIA construction schedule. The BIA requires that the pipelines be encased in steel casings before construction commences to eliminate damages to pipelines due to the heavy equipment loads. NTUA has been successful in negotiating with the BIA to include the water and sewer lines crossings relocations into their road contracts. This requires NTUA to provide all the necessary permits applications, designs, cost estimates and bid documents for BIA approval. The BIA has funded the utility relocations per an agreement with NTUA. The work started in 2008 is ongoing.



Replacement of Waterlines

NTUA has replaced broken PVC water lines crossing washes at two locations in 2008. Replacement was completed south of Rock Point and across Red Wash in Beclabito, NM. These pipeline breaks were caused by storm water flows in the wash which put pressures on the main water line causing the water line to break resulting in outages. NTUA Districts repaired the water line a few times before it was decided to replace the existing water line. The new pipe material allows for more deflection and the fused joints are much stronger than the PVC joints or couplings. Also the new pipes are installed at least ten feet below the stream bed to minimize the effects of the "underground river" beneath the wash. The work is ongoing.



NTUA Water Loss/leak Survey

NTUA was successful in receiving a \$35,000 grant from Arizona Water Infrastructure Finance Authority (WIFA) for engineering services to conduct a water loss and leak detection survey of our water system in Arizona. The water system survey will be conducted in Chinle, including Many Farms, Del Muerto and Chinle South in 2009. Sophisticated equipment will be used to detect and pinpoint the leak and estimate the amount of leakage. After the leakages are found, NTUA will repair the pipes and valves. Also, the grant consultant will submit "deliverables" to the NTUA, which will include recommendations for alleviating water loss or leaks within our systems.

Major 2008 Natural Gas Lines Projects Summary

After years of planning, the northern NTUA natural gas line extension project has reached the Navajo Nation's northwest and western boundaries. The project dates back to 1989 when the Four Corners Pipeline completed the conversion of the crude oil pipeline to natural gas. Once the conversion was finished, NTUA purchased taps into the pipeline that is now owned by Questar. Plans were then initiated to extend the natural gas pipeline to the Tuba City, Kayenta, Red Mesa, and Dennehotso communities. Tapping into the system means that residents along the pipeline corridor now have the option of natural gas.

The Red Mesa Natural Gas Line Project serves the Red Mesa Community, Red Mesa Schools, the new Indian Health Service Facility, local homes, and the Navajo Housing Authority subdivision. Once Red Mesa was complete, the natural gas line extension work continued west. Within months, the combined NTUA gas line team finished the primary work on bringing natural gas for the first time to Tuba City. Once that portion was done, the team focused on the community of Kayenta. The Kayenta Monument Valley Unified School District is receiving NTUA natural gas. As 2009 progresses, 45 more gas commercial customers are expected to be connected to the natural gas line.



The Kayenta project has been 10 years in the planning, including an extensive and comprehensive right-of-way acquisition.

In Tuba City, the Tuba City BIA School became NTUA's first customer in the Fall of 2008. There are nine meters at the school. In 2009, NTUA is projecting 25 more commercial customers as the natural gas pipelines are extended within community limits.

Utility Rates Help Maintain NTUA Systems

In 2008, NTUA did not increase utility rates. We have strived very hard to keep utility rates at the lowest cost possible. We will continue to work hard to control internal costs, yet the cost of conducting business is continually affected by high cost of fuel, materials, equipment and human resources. Even as we work hard to meet this demand, inflation and rising costs continue to impact our operations.

This year, NTUA will be exploring the possibility of adjusting the rates for the water and wastewater utilities. The costs of maintaining and upgrading our water and wastewater systems have been staggering. We understand that paying more is difficult for everyone; however, the Navajo Nation is developing in many ways and families are expanding; therefore, the need for utility services continues to grow. In order to maintain and upgrade our aging utility systems, we may seek rates adjustments so that we may continue to provide safe and reliable utility services that our customers, expect and deserve.



NTUA Community Service throughout Navajo Nation

NTUA Scholarships

The Navajo Tribal Utility Authority offers \$100,000 in college scholarships to students interested in pursuing studies related to the utility industry, such as engineering, business management, and information technology. To be eligible, the student must be an enrolled Navajo, and who is a non-employee of NTUA. Other requirements include: having graduated in the upper 1/3 of a high school graduating class, and attending an accredited college or university on a full-time basis. Interested students may obtain an application through our web-site www.ntua.com.

Recognizing and Promoting Sportsmanship

NTUA districts continue to spell out the meaning of Sportsmanship by honoring regional athletes during the district and regional basketball playoffs. The goal of the NTUA Sportsmanship Award is to enrich athletes, encouraging them to place academics high and be a role model on and off the court. Selections are based on teacher/coach nominations. Students must maintain a 3.0 GPA and must demonstrate integrity in their schools and communities. The awards are presented at regional and district playoffs before thousands of basketball fans.



Providing Aid during Disasters

NTUA answers the call for assistance during seasonal wild fires and floods. NTUA has been asked to help with the water tankers and bulldozers. The calls are referred to the closest NTUA district. NTUA employees assist while monitoring the disaster, and making sure preparations are in order should power lines and water lines be threatened. In 2008, NTUA was asked to drive the Snowcat to transport a Community Health Representative to isolated homes to deliver medical supplies.



Tackling West Nile Virus

NTUA starts by scattering BTI at NTUA sewer lagoons before and during the mosquito infestation months. BTI is a non-chemical, non-toxic, non-hazardous larvicide, which specifically attacks the guts of the mosquito larvae and kills it. During the height of the Navajo Nation West Nile Virus alert season, NTUA participates in a working group, including the Indian Health Service, Navajo Nation Health Education Program, Navajo Nation Veterinary & Livestock Program, Navajo Nation Environmental Protection Agency, Navajo Occupational Safety & Health Administration, Bureau of Indian Affairs, and Navajo Nation Emergency Management Services. Some of these programs looked to NTUA for direction, asking for information relating to BTI application.



Community Blood Drives

Working in conjunction with the United Blood Service, NTUA also became a host site for regional Blood Drives several times a year. Employees and area residents are invited to participate.

Spreading Holiday Cheer

During the Thanksgiving and Christmas seasons, NTUA divisions and departments always partner with various public service agencies to make the holidays a little bit merry for various families. In most recent years, NTUA employees donated money, gifts, and household goods to programs, agencies, and groups.

NTUA employees have also volunteered their off-work hours to chop and haul firewood to elderly residents in various districts.

In addition, during the annual NTUA Santa Keshmish Visits, photos with Santa have raised more than \$500 each year and the money is given to a charitable organization.

Each year, NTUA Human Resources Division organizes the Holiday "Until They All Come Home" project which results in care packages being sent to military personnel stationed overseas in places like Iraq, Germany, Japan, Korea, and Bagdad. The HR Military Care Package project accepts donations and involvement from schools and businesses. Dozens of local elementary school students have added letters and drawings to the care packages. Some of the letters were written entirely in the Navajo language, and thanked the military personal for serving our country. Businesses have also donated non-perishable items, including copies of the Navajo Times.

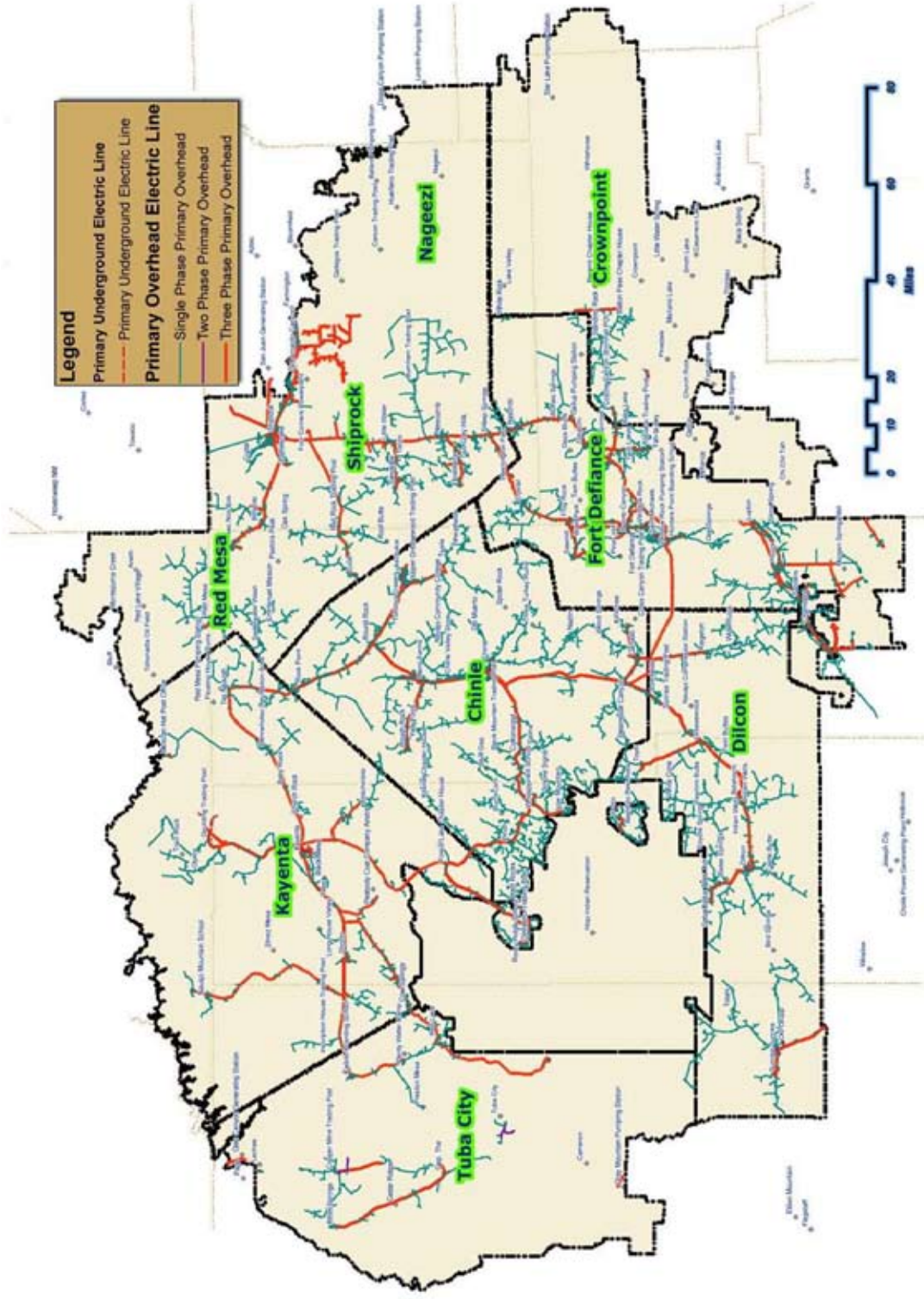
Division of Finance employees also organized a gift giving campaign for children at Hogan Hozhoni. The employees asked for employee donations and received enough to give more than 30 children gifts to open. Human Resources employees also put together a coat drive to donate to families in need.



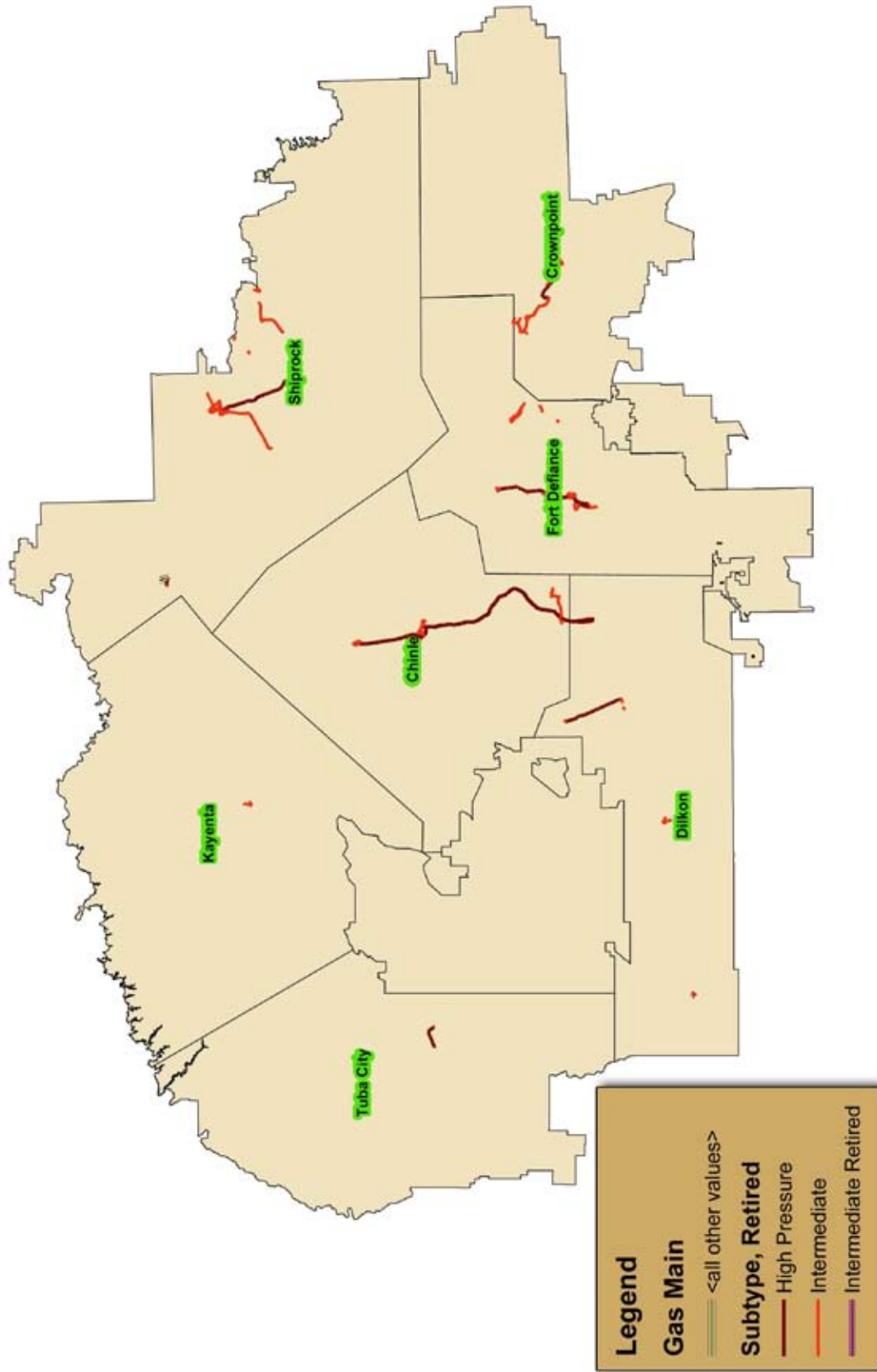


NTUA Utility Distribution Lines

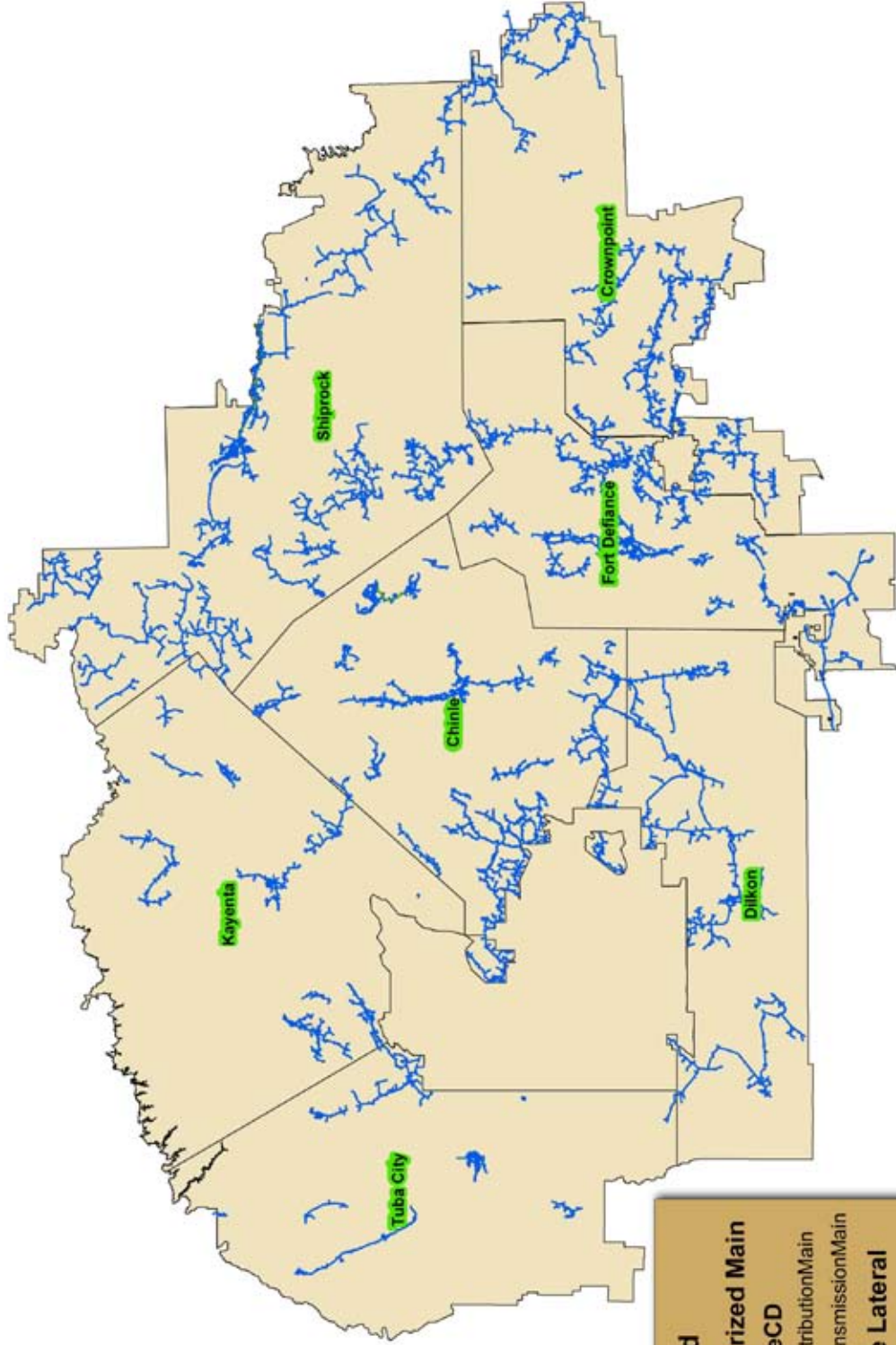
NTUA Electric Lines



NTUA Natural Gas Lines



NTUA Water Lines



Legend

Pressurized Main

SubtypeCD

- DistributionMain
- TransmissionMain

Service Lateral

SubtypeCD

- Commercial
- Domestic

Navajo Tribal Utility Authority

Headquarters

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www.ntua.com

- General Manager *Walter W. Haase, PE*
- Deputy General Manager *Rex Kontz*
- Chief Financial Officer *Dennis R. Carter*
- Human Resources Manager *Paul Bemore, Sr.*
- Information Technology Manager *Monroe Keedo*
- Engineering & Technical Services Manager *Wally Chief*

Chinle District Office

P.O. Box 549, Chinle, Arizona 86503

Telephone number: 928-674-5470

Fax number: 928-729-6293

- District Manager *Daniel Wauneka*
- Office Supervisor *Velena Tsosie*
- Field Superintendent *Alfred Dugi*
- Customer Service Supervisor *Alfred Guy*

Dilkon District Office

HC 63 Box D, Winslow, Arizona 86047

Telephone number: 928-657-3258

Fax number: 928-729-6298

- Dilkon District Manager *Justin Paul, Jr.*
- Office Supervisor *Elizabeth Yazzie*
- Field Superintendent *Anthony Lee*
- Customer Service Supervisor *Isabelle Begay*

Fort Defiance District Office

P.O. Box 587, Fort Defiance, Arizona 86504

Telephone number: 928-729-5727

Fax number: 928-729-6291

- Acting District Manager *Philemon Allison*
- Office Supervisor *Eunice George*
- Acting Field Superintendent *David Litso*
- Customer Service Supervisor *Kee Y. Gee*

Crownpoint Sub Office

P.O. Box 1825, Crownpoint, New Mexico 87313

Telephone number: 505-786-5566

Fax number: 928-729-6295

- Acting District Manager *Philemon Allison*
- Office Supervisor *Lucy Cayatineto*
- Customer Service Supervisor *Mitchell Capitan*

Kayenta District Office

P.O. Box 37, Kayenta, Arizona 86033

Telephone number: 928-697-3574

Fax number: 928-729-6296

- Acting District Manager *Raymond Laughter*
- Office Supervisor *Sadie Crank*
- Acting Field Superintendent *Patricia Watchman*
- Acting Customer Service Supervisor *Harve Holiday*

Shiprock District Office

P.O. Box 1749, Shiprock, New Mexico 87420

Telephone number: 505-368-4634

Fax number: 928-6292

- District Manager *Eugene John*
- Office Supervisor *Rubianne Dugi*
- Field Superintendent *Herbert Beyale, Jr.*
- Customer Service Supervisor *Reevis Begay*

Red Mesa Sub Office

P.O. Box 1749, Shiprock, New Mexico 87420

Telephone number: 928-656-3212

Fax number: 928-656-3403

- District Manager *Eugene John*
- Customer Service Supervisor *Reevis Begay*

Nageezi Sub Office

P.O. Box 1749, Shiprock, New Mexico 87420

Telephone number: 505-632-8022

- District Manager *Eugene John*
- Customer Service Supervisor *Reevis Begay*

Tuba City District Office

P.O. Box 398, Tuba City, Arizona 86045

Telephone number: 928-283-5421

Fax number: 928-729-6294

- Dilkon District Manager *Dale Luna*
- Office Supervisor *Fannie George*
- Customer Service Supervisor *Delaine M. Billy*



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