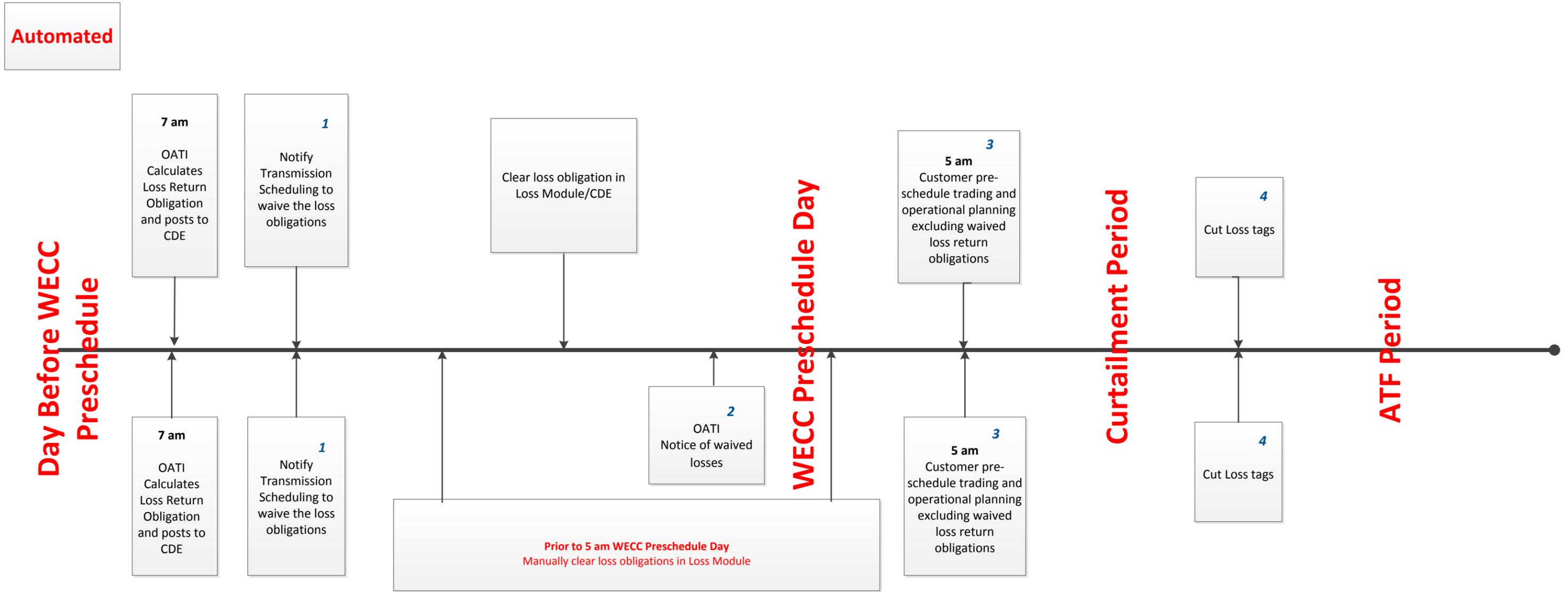


OMP Loss Waiver Process

Slide 6



Manual

- 1)** Loss obligations are waived for the full amount for one or more hours.
- 2)** Notice includes date and hours losses are waived, plus instructions not to schedule losses for these hours. Any scheduled losses will be cut.
- 3)** Requests for volunteers can be sent or taken at any time prior to close of scheduling. If accepted:
 - Customer directed to reduce tags reflecting losses volunteered/waived
- 4)** Losses scheduled during waived hours are subject to real-time loss waiver via tag cuts.