

COMMONWEALTH OF MASSACHUSETTS

DEPARTMENT OF PUBLIC UTILITIES

DPU 09-01-A

CONTINUED PUBLIC EVIDENTIARY HEARING,  
held at the Department of Public Utilities, One  
South Station, Boston, Massachusetts, on Friday, May  
15, 2009, commencing at 9:02 a.m., concerning:

FITCHBURG GAS AND ELECTRIC LIGHT COMPANY

SITTING: Laura Koepnick, Hearing Officer  
Joan Foster Evans, Hearing Officer  
Barry Perlmutter, Director, Electric  
Power Division  
Ghebre Daniel, Assistant Director,  
Electric Power Division  
Shashi Parekh, Analyst  
Donald Nelson, Analyst

-----Reporter: Alan H. Brock, RDR, CRR-----

Farmer Arsenault Brock LLC

50 Congress Street, Boston, Massachusetts 02109

617.728.4404

## 1 APPEARANCES:

2 Dewey & LeBoeuf LLP  
3 Scott J. Mueller, Esq.  
4 Meabh Purcell, Esq.  
5 260 Franklin Street  
6 Boston, Massachusetts 02110-3173  
7 617.748.6843 fax: 617.897.9043  
8 smueller@dl.com  
9 mpurcell@dl.com  
10 for Fitchburg Gas and Electric Light Company

11  
12 Gary Epler, Esq.  
13 Unitil Service Corporation  
14 6 Liberty Lane West  
15 Hampton, New Hampshire 03842  
16 603.773.6440 fax: 603.773.6605  
17 epler@unitil.com  
18 for Fitchburg Gas and Electric Light Company

19  
20 Office of the Attorney General  
21 James Stetson, Esq.  
22 Sandra Callahan Merrick, Esq.  
23 Tackey Chan, Esq.  
24 Assistant Attorneys General  
One Ashburton Place  
Boston, Massachusetts 02108  
james.stetson@state.ma.us  
sandra.callahan@state.ma.us  
tackey.chan@state.ma.us  
617.727.2200 fax: 617.727.1047

1 May 15, 2009 9:02 a.m.

2 P R O C E E D I N G S

3 MS. KOEPNICK: Let's go on the record.

4 Good morning. This is day five of the evidentiary  
5 hearing in the matter captioned DPU 09-01-A, an  
6 investigation by the Department on its own motion  
7 into the preparation and response of Fitchburg Gas  
8 and Electric Light Company, doing business as  
9 Unitil, to the December 12th, 2008 winter storm,  
10 pursuant to General Laws Chapter 164, Sections 76  
11 and 1E.

12 I'm Laura Koepnick. I'm one of the  
13 hearing officers assigned to this case. With me on  
14 the bench are Joan Foster Evans, also a hearing  
15 officer in this case; Barry Perlmutter, director of  
16 Electric Power; Don Nelson, analyst with Electric  
17 Power; Ghebre Daniel, assistant director of Electric  
18 Power; and Shashi Parekh, analyst with Electric  
19 Power.

20 Would counsel for the company please  
21 note their appearance for the record.

22 MR. MUELLER: Good morning. On behalf  
23 of Fitchburg Gas and Electric Light Company, Scott  
24 Mueller and Meabh Purcell, of Dewey & LeBoeuf. With

1 us is Gary Epler, chief regulatory counsel for  
2 Unitil.

3 MS. KOEPNICK: Would counsel for the  
4 Attorney General introduce themselves.

5 MR. STETSON: On behalf of the Attorney  
6 General, Martha Coakley, my name is James W.  
7 Stetson. With me today are Assistant Attorney  
8 Generals Tackey Chan and Sandra Callahan Merrick,  
9 and also analyst Fred Plett is at the table with us  
10 as well.

11 MS. KOEPNICK: Thank you.

12 MR. STETSON: Do you mind if I continue  
13 without my jacket on?

14 MS. KOEPNICK: I'm fine with that.

15 MR. MUELLER: Objection.

16 MS. KOEPNICK: We're continuing today  
17 with the Attorney General's cross-examination of  
18 Mr. Bob Yardley. I remind the witness that he is  
19 under oath.

20 Is the Attorney General ready to  
21 proceed?

22 MR. STETSON: She is.

23 MS. KOEPNICK: Let's continue, then.

24 ROBERT C. YARDLEY, JR., Previously Sworn

1 CONTINUED CROSS-EXAMINATION

2 BY MR. STETSON:

3 Q. Good morning, Mr. Yardley.

4 A. Good morning.

5 Q. We left off yesterday and we had a  
6 colorized version of an attachment spreadsheet  
7 denoted as the Action Plan Summary, that I asked you  
8 to take a look at. Did you have a chance to review  
9 that?

10 A. I did.

11 Q. In the far left-hand column, it sets out  
12 items under the term Recommendation. Do you  
13 recognize these recommendations?

14 A. Yes, I do.

15 Q. And do they essentially follow the  
16 recommendations that you set out in your self-  
17 assessment report?

18 A. In general, they do.

19 Q. Could you tell me what you mean by "in  
20 general"?

21 A. I think for spreadsheet purposes they've  
22 been reduced in some cases to bulleted items. I'm  
23 assuming that the plan will be developed to capture  
24 the essence of the recommendation and everything

1 that went into it.

2 Q. To the left of the column that says  
3 Recommendation there's a P column and then an  
4 R-with-a-number column. Do you see those as the  
5 numbers of the recommendations that we're dealing  
6 with?

7 A. The recommendation number appears to  
8 follow -- I didn't check, but I believe it follows  
9 the orders and numbers of the recommendations.

10 Q. Do you recognize what that first column  
11 might be?

12 A. I did try to decipher that last evening. I  
13 do not know what that refers to.

14 Q. We'll save that for the sponsoring witness.

15 What I'm looking to use this for is to  
16 get, in a little bit of a shorthand way, an idea of  
17 what your expectations were with respect to the  
18 company taking steps to achieve your  
19 recommendations. So I'd like to go down this sheet  
20 and maybe look to glean from you those steps and  
21 kind of the end game for the company that  
22 accompanied your -- or that was the background for  
23 your establishing certain recommendations.

24 A. Certainly, with respect to the background I

1 can comment. I haven't prepared or I'm not involved  
2 in the implementation. So, you know, that would be  
3 more opinion, really.

4 Q. But you did have expectations as to what  
5 the company should do to respond to your  
6 recommendations. Is that fair to say?

7 A. I think the report is pretty clear. That's  
8 true.

9 Q. Just before we do go down that road: This  
10 exhibit does have columns that indicate status, and  
11 that seems to be some indication of where the  
12 company is on responding to the recommendations that  
13 you've made. The executive, or EXEC, sponsor, do  
14 you recognize those individuals as ones that would  
15 have responsibility for overseeing the  
16 implementation of your recommendation, of that  
17 particular recommendation?

18 A. I didn't go through this recommendation by  
19 recommendation. But in general these are executives  
20 at Unitil. Typically, when you're engaging in an  
21 effort like this, you would designate an executive  
22 to keep track of individual work plans.

23 Q. Beside the status there's a COMP date.  
24 Does that appear to be the company's -- some

1 indication of at least an estimated completion date?

2 A. Yes, and it seems to correspond with the  
3 timeline that appears to the right. But that would  
4 be my interpretation.

5 Q. We see in the blue vertical cells,  
6 particularly the third one from the left -- there's  
7 general categories under which the recommendations  
8 are then set forth. Are these the general areas  
9 that are also found in your assessment report,  
10 particularly as you get, not to the executive  
11 summary, but you get into the report itself?

12 A. Right, although --

13 Q. If you look at the table of contents,  
14 there's similar general topics under which the  
15 recommendations fall.

16 A. Yes, with the exception of the final topic,  
17 which is expressed as general, it seems to  
18 correspond with the chapter --

19 Q. And you would call these chapters in your  
20 self-assessment report?

21 A. I use "chapters" and "sections"  
22 interchangeably. But that last one seems to  
23 correspond to storm readiness.

24 Q. Let me ask you: With regard to the first

1 topic or chapter there, preparation and crew  
2 mobilization: Could you tell me what your  
3 expectation was for the company for them to achieve  
4 your recommendations? I believe here it's  
5 combined -- there are two recommendations: No. 1,  
6 recruitment of crews; and No. 2, storm rooms.

7 A. I'm not sure of your question. What are  
8 you asking me?

9 Q. What do you expect the company to do to  
10 fulfill and to respond to your Recommendations Nos.  
11 1 and 2?

12 A. I expect them to develop a work plan that  
13 addresses not only what's in the recommendation but  
14 the background that's provided. You know, a typical  
15 work plan -- and as I think I said yesterday, it  
16 takes a while to put one together. Teams will be  
17 formed. I would assume there are teams that have  
18 been assigned one or both of these recommendations.  
19 That team would look at the report, reflect on their  
20 recommendations, look outside the company for  
21 experience -- in this case, we know Mr. Francazio  
22 has considerable experience at Grid -- and anything  
23 else that I think might not have been included in  
24 the recommendation. And then we work backwards

1 from, okay, here is where we want to be -- how I  
2 like to approach projects -- but start with where  
3 you want to end up and work backwards to develop a  
4 work plan that you're confident will get you there.

5 Q. Where is it you want to be as regards  
6 Recommendations 1 and 2?

7 A. I want to be able to walk into the CEO's  
8 office, and if he asks me, "Are we going to be  
9 prepared to get the crews we need when the next  
10 storm hits of this magnitude," I want to be able to  
11 say yes. And when he asks me the follow-up  
12 questions, I want to be prepared and show him  
13 exactly how that objective will be met.

14 Q. What about the storm room?

15 A. What's the question? I'm sorry.

16 Q. What's the end, where we want to be with  
17 respect to responding to your storm rooms?

18 A. In this case, this is based on my visit to  
19 the storm room after the storm. And just looking at  
20 the environment -- it was in an open area -- I'd  
21 like to see the people that are working in the storm  
22 room have more security, more of a closed  
23 environment. They've got, I think, an ideal room in  
24 the facility that could be used as a storm room. It

1 has lots of walls, lots of space. It's quite a  
2 large room and could accommodate easily 15 to 20  
3 people working under those conditions.

4 Q. You sat through the testimony so far in  
5 this case. Does it appear that the company has  
6 actually achieved some part of the -- I guess  
7 they've identified the Column 5, subprocesses. Have  
8 you heard that the company's achieved some of those  
9 items that are set out in subprocesses?

10 A. In listening to testimony and what I've  
11 heard, I know they've made progress on several of  
12 these.

13 Q. You're looking for them to achieve -- to  
14 evaluate the value of joining EEI and their mutual  
15 aid, and we've learned that they've actually joined  
16 EEI's mutual-aid group. Is that an accurate  
17 statement?

18 A. That's my understanding from listening to  
19 Mr. Francazio.

20 Q. So they've achieved that part of that  
21 recommendation, would you say?

22 A. Yes.

23 Q. And securing standby services, I believe  
24 there was testimony that they have signed

1 contracts --

2 A. I did hear that as well.

3 Q. -- with additional contractors for standby  
4 services?

5 A. That's my understanding.

6 Q. I don't recall hearing any testimony with  
7 regard to storm rooms. Do you?

8 A. I do not recall.

9 Q. Moving on to the second kind of over --  
10 chapter or topic. Damage Assessment: Do you see  
11 that as the second section set out?

12 A. I do.

13 Q. And there's two recommendations there:  
14 Damage Assessment Staff and Training, No. 3; and  
15 No. 4, Damage Assessment Forms and Compilations.  
16 Again, I ask you: With regard to damage assessment,  
17 where did you want the company to be once they've  
18 responded to your recommendations under those two  
19 items?

20 A. With respect to staffing and training --  
21 and I think at least the staffing aspect seems to be  
22 underway -- I would expect them to start internally,  
23 identify potential people that are capable of  
24 performing damage assessment; recognize that some of

1 these same individuals might be more productively  
2 applied to another part of the restoration effort,  
3 sort of subtract them if they're really not going to  
4 be available for damage assessment; and then  
5 determine at the end of that, you know, "Do we have  
6 enough trained damage assessors?" I think using  
7 this past storm is a good benchmark, hopefully.

8           And then I would expect them to, if it  
9 is not, then they need to come up with a way to get  
10 secure resources from outside the company to perform  
11 damage assessment. I think there was some  
12 discussion of that yesterday.

13           Q. So the thrust of that recommendation is the  
14 company should be prepared to put more people in the  
15 field to do damage assessment when it's called upon?

16           A. And adequately trained people.

17           Q. Now, as to No. 2, Damage-Assessment Forms  
18 and Compilations: Could you give me your thoughts  
19 on where the company should go to satisfy that  
20 recommendation?

21           A. Yes. This is the first of several  
22 recommendations that touch on systems and  
23 information flows.

24                   Let me tell you what I know has occurred

1 so far. In January, when they were looking st the  
2 status of their system, they performed damage  
3 assessment at that time. And it's my understanding  
4 that they adopted some of the forms that they had  
5 seen that Grid use and tested them in the field for  
6 that exercise. So there's a sort of very basic, you  
7 know, "Does this form really capture the information  
8 we need?"

9 As you can imagine, that's not a big  
10 project, to sort of look at the form: "Wait, wait,  
11 this other form is better than the one we're using.  
12 Let's try it and see how it works on our system."  
13 So that process is underway.

14 Converting all of the damage assessment  
15 into intelligence requires a much more thoughtful  
16 approach from the people that are performing the  
17 damage assessment, the people that are relying on  
18 the damage assessment to perform their tasks, people  
19 that are communicating the results of that damage  
20 assessment, making sure that they're getting the  
21 information that they think customers and public  
22 officials will want.

23 You know, that's a more challenging  
24 aspect, so I would imagine that would take more time

1 to really address.

2 Q. But the end point of that is that they have  
3 a form that they can utilize and then draw up  
4 compilations that eventually becomes the damage  
5 assessment?

6 A. Yes. It results in better information, and  
7 in a form that you don't have to have people working  
8 all night long. I mean, they probably will be  
9 working all night long even in future storms -- but  
10 so that when they are working all night long, they  
11 have got the information that's in as good a form,  
12 it's sortable in different ways. However they  
13 anticipate they might use that information, they've  
14 got the tool to make their work as efficient as  
15 possible.

16 Q. Now, Mr. Yardley, moving on: I like  
17 dealing with these chapters. There's only eight of  
18 them, as opposed to 28.

19 But Power Restoration, you've got three  
20 recommendations under that topic area. Again, I'm  
21 going to ask you, with regard to No. 5, Storm Room  
22 Staffing, maybe referring to the subprocesses as a  
23 bit of an outline, to use as a bit of a guide:  
24 Could you tell me where you expect the company to be

1 once it's responded to your recommendation?

2 A. I guess I would expect that the company  
3 would have thought through -- and there's been  
4 certainly plenty of debriefing within the company --  
5 what happened in the storm room, what worked, what  
6 didn't work. I think as a general principle -- and  
7 maybe a personal bias -- sort of pushing work down,  
8 getting people engaged as much as possible, so that  
9 the person and people at the top are really focusing  
10 on what they should be focusing on -- you know,  
11 what's best for the overall effort.

12 So I think it's appropriate, after  
13 having gone through the storm, to sit back and look  
14 at that and really come up with a more strategic  
15 sort of approach: "What's our organizational  
16 response?" This applies to any organization. But  
17 that would be what I expect.

18 Q. Is this group, these three recommendations,  
19 are these in a sense looking for the company to  
20 reevaluate its emergency response plan?

21 A. In the column -- I took note last night of  
22 these three columns that are highlighted in -- I  
23 don't know if that's chartreuse, lime, and -- I  
24 think you can identify the three columns I'm

1 referring to. One is titled IT, one Training, and  
2 one ERP. So you can see appropriately that these  
3 would have an impact on the ERP.

4 Q. Now, with respect to No. 6 in particular  
5 right now, Restoration Processes and Reporting:  
6 Where do you see the company being when it responds  
7 adequately to that recommendation?

8 A. I would expect them to address this from  
9 both an operational standpoint and a communications  
10 standpoint, so that --

11 You have to make sure the operational  
12 people have what they need. That's No. 1. To the  
13 extent you can use some of that data to serve as a  
14 dual purpose of communication, that's a positive,  
15 and it should be generated sort of automatically  
16 based on reliable information at that time, so  
17 everybody is working from the same data set, and  
18 then you're able to communicate information that's  
19 also of interest and of legitimate concern to people  
20 you're communicating with, whatever group that might  
21 be.

22 Q. So, in effect, you're urging the company to  
23 improve its data-collection and-reporting processes,  
24 with the emphasis on reducing reliance on

1 paper-based information flows?

2 A. I would like to see everybody that's  
3 working on the storm -- and they're working 16 hours  
4 a day at least -- I'd like to see them be able to  
5 have the information they need at their hands, so  
6 that they can really focus on what they're very good  
7 at.

8 Q. To achieve your goal in this  
9 recommendation, would it be necessary for the  
10 company to invest in an outage-management system?

11 A. That's a separate recommendation. But I  
12 believe the outage-management system will help with  
13 some of the efficiencies in this area.

14 Q. Now, No. 7 is Field Communications. Could  
15 you elaborate on your recommendation there?

16 A. Well, there was an issue that came up  
17 because of the loss of electric power that radio and  
18 cell towers had in 24 hours a backup at the  
19 facility. So, you know, you would -- so if there is  
20 a problem and you can't communicate, there needs to  
21 be some process in place either to modify the backup  
22 provisions or make sure they're refueled constantly  
23 or a couple of times a day, and the company may have  
24 done that, actually.

1           So in this case they were relying on  
2 cell phones. In many cases the cell phones weren't  
3 working, personal cell phones. So I just think it's  
4 an area the company should look at and say, "Okay,  
5 let's just ask everything we can. Is there anything  
6 else that we could do in case we have this event  
7 which knocks out communications and the electric  
8 system?" I just think it's a prudent thing to do.

9           Q. Do you have an opinion as to what they  
10 should do to implement this recommendation that  
11 broadens their communications options?

12          A. No. This is where the consultant stops at  
13 the water.

14          Q. But you're asking them to look into it and  
15 consider it and do what they feel is reasonably  
16 prudent to make it work better the next time?

17          A. Yes, if there are things that can be done,  
18 they should certainly look at them.

19          Q. The next topic is outage tracking. Again,  
20 I ask you: Where do you see the company being once  
21 they've responded to your recommendation here?

22          A. As you can tell by the timeline, this is  
23 kind of a staged effort. The first thing is, this  
24 is a system that will be required from the outside.

1 You have to define your requirements, issue the RFP,  
2 evaluate the RFP, finalize the contract.

3 The OMS works because it integrates with  
4 existing systems. The GIS in particular is  
5 particularly important. The vendor is going to need  
6 to work with Unutil's GIS folks to integrate that  
7 system, and that process would be repeated for any  
8 other system that OMS interties with.

9 So I would see -- I really am not  
10 familiar at all with the implementation plan here.  
11 But I would imagine that they would sort of look at  
12 this phased effort and prioritize, you know: "This  
13 is what we'd like to get done by November." They're  
14 not going to get everything done, but they will be  
15 much better prepared by taking certain actions  
16 earlier, rather than saying, "No, we're not going to  
17 roll out anything until the whole thing is perfect."  
18 I don't think that's the appropriate approach in  
19 these circumstances.

20 Q. You somewhat refer to the far-right  
21 columns, with the title at the top being Time Line.  
22 The yellow bars seem to indicate and correspond to  
23 the completion date of July 2010. Is that what  
24 you're referring to, the yellow sections that kind

1 of go out until July of 2010?

2 A. Yes. This actually looks like it might be  
3 June of 2010. But that's my interpretation of the  
4 yellow.

5 Q. I think you may be right. Maybe it's the  
6 end of June. Anyway, I just wanted to note that for  
7 the record, that there is a section called Time  
8 Line.

9 One of the processes is Train Resources  
10 to operate and Maintain The System, as well as to  
11 Develop a Project Team for OMS Implementation. Do  
12 you see that recommendation as suggesting the  
13 company obtain and implement an OMS system?

14 A. I'm sorry, could you repeat the question?

15 Q. Do you see the recommendation as strongly  
16 suggesting the company implement an OMS system?

17 A. Combined with the balance of the report, I  
18 would expect them to implement an OMS system.

19 Q. Do you know if there's been any steps taken  
20 in that direction at this point?

21 A. I believe they've issued an RFP. I don't  
22 know what the status of responses is or time lines  
23 or anything.

24 Q. I understand. Moving on to Logistics

1 Support, which is the next area, and there's two  
2 recommendations under Logistics Support. Again,  
3 could you tell me where you expect the company to be  
4 once they've responded to your recommendations,  
5 particularly as regards to No. 9, Logistics Support,  
6 and No. 10, Inventory Management and Stockrooms?

7 A. With respect to No. 9, I would expect that  
8 the company will be able to manage and support a  
9 very large number of crews, that they won't have to  
10 rely on -- they won't have to rely on another  
11 utility. But they will be relying on vendors.  
12 There are vendors that provide a lot of these  
13 services. I think Base Logistics is one. I don't  
14 know if that's come up in the record yet.

15 So they need to -- they're not going to  
16 hire 500 people to sit around and wait for the  
17 storm. I shouldn't use 500. I should say 50 or  
18 something; that's more reasonable. So this is a  
19 case where outsourcing to meet the peak probably  
20 would make sense.

21 So, from that perspective, if that's  
22 correct, then you go back and say, "Does anybody  
23 provide this? What are their capabilities? Do they  
24 do it for other utilities? Who do they do it for?"

1 What type of storms have they worked on? What do  
2 those utilities think of their performance?" You  
3 know, due diligence to make sure that you've  
4 identified the best people and have the contracts in  
5 place.

6 Q. Now, you reference the fact that logistics  
7 support is something that vendors do provide?

8 A. Certain aspects of it. So I'm thinking in  
9 particular of setting up another staging area. You  
10 mean, you need a supply. You need to be able to  
11 distribute supplies to crews at that staging area.  
12 You need to be able to fuel trucks. You need to be  
13 able to feed people, provide them with food when  
14 they come in. There's a whole series of things that  
15 will require, as I understand -- you know, setting  
16 up tents -- to make it a professional work  
17 environment under potentially hazardous working  
18 conditions.

19 Q. I believe the record indicates -- there's  
20 an indication that at one point there were as many  
21 as 290 crews working within their service territory.  
22 Does your recommendation go to that extent, that  
23 they should prepare to accommodate and perform the  
24 logistics for a crew range in the 200 to 300 range?

1           A.    The recommendation reads, "Develop an  
2 approach that will enable Unitil to manage the  
3 number of crews that were required to respond to the  
4 2008 ice storm." I assume that's at least 300. I  
5 would expect that it's a scalable approach. I would  
6 expect the company not to design a system for 300.  
7 I would expect them to design a scalable approach,  
8 so in fact there's no absolute limit on the number  
9 of crews -- I mean, within reason -- in terms of  
10 from a management perspective; and then a safety  
11 perspective, 1,000 crews driving around at the same  
12 time.

13           Q.    And that would also apply to inventory  
14 management and stockroom support?

15           A.    I don't know that they would rely on  
16 outside contractors for this. This may be possible  
17 to achieve through the second-job approach.

18           Q.    Could you give me a little bit of  
19 background: Install a Backup Generator in  
20 Stockrooms?

21           A.    I believe at least one of the facilities --  
22 I don't recall which one -- and the company can  
23 correct me; obviously they know for certain -- that  
24 one of them was not, at least at the beginning of

1 the storm, when it first hit, attached to a backup  
2 generator.

3 So each of the facilities has backup  
4 generation capability, but the backup generation is  
5 intended for emergency purposes. I'm not certain  
6 that -- I know, for example, in Hampton, it doesn't  
7 light up the whole building, but it lights up the  
8 important areas that are needed to keep the company  
9 functioning during an outage.

10 Q. And that didn't include the stockroom?

11 A. I believe in one of the cases it didn't  
12 include the stockroom, but I'm going from memory  
13 here.

14 Q. Thank you. Moving on: We've got a  
15 significant number here under Customer  
16 Communications, Recommendations 11, 12, 13, 14, 15,  
17 and 16. Could you at least summarize what you  
18 expect the company to be once it responds to the  
19 recommendations that you set out here under the  
20 topic Customer Communication?

21 A. This covers a wide range of subtasks, so  
22 I'm just taking a moment to summarize in a way --

23 Q. Take your time. This is a very important  
24 area --

1 A. -- to move things along.

2 Q. -- that we would appreciate your insight  
3 into.

4 (Pause.)

5 A. These recommendations cover sort of the  
6 gamut from -- I'm going to work backwards -- making  
7 sure you have enough capacity to handle the call  
8 volume, making sure that you have people that are  
9 trained and able to respond to customers as well as  
10 they can and that they have appropriate screens in  
11 front of them, to the messaging -- you know,  
12 consistent messaging based on current information.  
13 I think there's been plenty on the record that  
14 indicates that the information can be improved in  
15 terms of what the call-center representatives have.  
16 And the outage-management system has the potential  
17 to address some of these areas.

18 So it's making sure people have the  
19 information they need and want and making sure the  
20 capacity is there and the adequate training and  
21 staffing is available. But even that -- I know  
22 we're focusing on recommendation by recommendation.  
23 But this recommendation is tied to really -- there's  
24 another key aspect, which is demand-side management.

1           You know, more effective communications  
2 on the public communications will help decrease the  
3 call volume and help decrease the length of the  
4 calls. So sort of in the abstract, looking at the  
5 call center and doing a study of how many lines do I  
6 need and how many CSRs do I need is really missing a  
7 big part of the equation.

8           Q. And that would be what?

9           A. That would be -- well, if you think about  
10 the type of questions people had when they got  
11 through to a call-center representative. You know,  
12 "I live on Salem Street. When do you think you're  
13 going to get to my area? I know it's a big storm,  
14 but it's been six days. What are your plans?"  
15 People want to know --

16           As it lengthens, they want to know more.  
17 They just want more information. I'm not suggesting  
18 these are unreasonable questions at all. So some of  
19 that may be accomplished through more broadcast  
20 messaging by the company, to say, "Look, here is  
21 what we're doing. Here's our approach. Here's how  
22 we do restoration." I think one of the  
23 recommendations at some point, maybe in the public  
24 communications, talks about communicating with

1 customers about what restoration -- sort of how it  
2 works, so a layman can understand. It's not rocket  
3 science. There are certainly many technical terms  
4 we've heard in the hearing. But the customers --  
5 people are reasonably intelligent, and they can  
6 understand messaging from the company that describes  
7 the process.

8 Q. The final recommendation deals with  
9 estimated billing. Could you give us what you  
10 perceive as the end game for an estimated-billing  
11 recommendation? Where do you expect the company to  
12 be once it's responded to your recommendation?

13 A. This really isn't a technical  
14 recommendation. I mean, we've all dealt with  
15 estimated billing for many years. There's no  
16 perfect solution. It's complicated. You cannot  
17 explain estimated billing to a customer and expect  
18 them to understand how it's done, I don't think.

19 This is more, you know, take a timeout  
20 before you send out the estimated bill and say,  
21 "Okay, you know, forget the technical aspects of it.  
22 But just from a customer needs and expectations, how  
23 are we going to communicate that?" -- without  
24 getting into well, it's based on three months from

1 last year and we assume the average weather. Half  
2 of us can barely understand that.

3 Q. Before we leave the customer communication,  
4 is it fair to say we've heard a fair amount of  
5 comment from the company regarding its response to  
6 these recommendations in the testimony at these  
7 hearings? They seem to have increased lines, which  
8 is one of the subtopics. They seem to be  
9 evaluating, you know, call-center staffing and  
10 training.

11 A. Right. And the overflow is critical. I  
12 mean, that takes some of the pressure off coming up  
13 with the right number of lines and the right number  
14 of staff available at all times. Obviously you want  
15 to do those things, but, you know, for reliability  
16 purposes, the overflow takes some of the pressure  
17 off having decided that 137 lines, whatever, is  
18 enough and it should have been 142. You don't  
19 really know until you're into an event. That's why  
20 I mentioned the demand-side aspect of it as well.

21 Q. You're talking about the overflow is  
22 something that they could get a vendor to be there  
23 in case they needed such support. Is that indeed  
24 the case?

1           A.    Right.  I think Mr. Lambert testified that  
2 they may already have executed a contract with an  
3 overflow provider.  There was a question about,  
4 "Well, how much did it cost?"  And he said, "Well,  
5 nothing until they answer the first phone call," I  
6 think, or something to that effect.  So there are  
7 vendors that provide this service.

8           Q.    Now, in the timeline, opposite the No. 15,  
9 which is the subprocess that's identified as  
10 Increase Lines, there's a green dot -- cell filled  
11 in with green.  Does that seem to indicate in your  
12 mind that that subprocess has been responded to, or  
13 that part of the recommendation's been responded to?

14          A.    I suppose it does.  It might be better to  
15 ask the person that colored in that particular box.

16          Q.    That colored in that dot.

17                    The next topic is Public Communication.  
18 That starts on the bottom of Page 1 of 2 and carries  
19 over to Page 2 of 2.  Do you see that?

20          A.    I do.

21          Q.    Again, this has a multitude of  
22 recommendations that relate to it:  17, 18, 19, 20,  
23 21, and 22.  Might you be able to summarize what  
24 your recommendations are with respect to this topic?

1 And could you include in there what you see as where  
2 the company is once it responds to your  
3 recommendations?

4 A. I'm trying to think of the best way to  
5 capture this information. I guess what I would say  
6 is that the public communications, or communications  
7 in general -- not just at a utility, but at any  
8 organization -- they are really challenging. You've  
9 got a lot of people interacting, for example, with  
10 people on the outside. You don't want to dictate,  
11 "This is the message, this is what we want to  
12 communicate," but you want to make sure everybody  
13 has the information they need to express themselves  
14 in an intelligent and informed way, in their own  
15 words and with their own style. So there's an  
16 informational aspect of it in terms of reliable --  
17 one of the recommendations is reliable, consistent  
18 recommendations.

19 And then you need an effective way to  
20 identify what the best media are and how to  
21 communicate with those media efficiently. So when  
22 you think of, in the case of a storm -- many of the  
23 people you might interact with have the leverage to  
24 then help bring a consistent message to their

1 constituents. So a public official, for example:  
2 As a leader of the community, they want to be in a  
3 position where they have enough intelligence -- and  
4 even if it's not the specific answer to "When's my  
5 power on Salem Street," because I don't know if it  
6 ever will be that -- but they have enough  
7 intelligence to sort of say, "Okay, I understand  
8 what the company is doing. Here's what they're  
9 doing. I understand you may not like the answer" --  
10 similar to what our call-center representatives  
11 might have said -- not "ours," but Unitil's.

12 So there's that aspect of it. That's  
13 why it lists traditional and nontraditional  
14 communications. Personally, I don't Twitter, but I  
15 understand many people do.

16 And then even before those  
17 communications take place in the heat of a storm,  
18 you would conduct, as I mentioned previously, you  
19 know, customer education on the restoration process.  
20 It could be bill inserts. I think it should be at  
21 least a link on the Web page that does that.

22 And then sort of organizing this effort,  
23 which is really challenging, because you've got so  
24 many people. The communications needs in this storm

1 and any storm that will be like this are going to be  
2 vast. It's not just the media. It's from all  
3 directions at all times, and I think the company  
4 described its response as being reactive.

5           So the thrust of these -- it will always  
6 be reactive in the heat of the storm, but if there  
7 are some proactive things that it can do as the  
8 storm advances, so throughout the year, to sort of  
9 set that up, then it will be as proactive as it can  
10 be during the storm itself.

11           Q. Now, the first item under 17 is Develop a  
12 Methodology Whereas All Communications Emanate From  
13 a Single Operations Source. Could you elaborate on  
14 that as a recommendation, whether or not the company  
15 seems to be, from the testimony you've heard, moving  
16 in that direction?

17           A. Are you relying on the table or the  
18 recommendation itself?

19           Q. I'm actually reading from the Subprocesses  
20 column, for No. 17. Is that a fair description --

21           MR. NELSON: The bottom of Page 1, if I  
22 might interrupt. This is the bottom of Page 1?

23           MR. STETSON: Yes, it is. Thank you.  
24 Sorry about that.

1           A.    Yes, I've read what this says.  What's your  
2 question?

3           Q.    Is that a fair representation of your  
4 Recommendation 17?  And if so, have you heard from  
5 the testimony in this proceeding whether or not the  
6 company seems to be moving in that direction?

7           A.    This is a case where I would say, you know,  
8 putting things down on this sort of chart without  
9 repeating the entire recommendation, I'm not sure it  
10 really captures the recommendation.

11          Q.    Could I ask you, then, what your  
12 Recommendation 17 -- what you see as the crux of  
13 your Recommendation 17?  If you might just summarize  
14 it for us.

15          A.    I think the company will have more sources  
16 of information at the end of this.  It will have the  
17 OMS, other sources of information.  I wasn't  
18 referring to a specific individual.  But until as  
19 an organization should have an integrated sort of  
20 database decision-support system and communications  
21 system that supports decisions and helps satisfy  
22 communications objectives.  I'm not thinking of it  
23 as a single operations source.  I think the data  
24 will come from many places and that it's the system

1 supports all the needs that the operational and  
2 communications people have.

3 Q. No. 18, just again quickly: The  
4 subprocesses are identified, and 18 is on the second  
5 Page of 2: Define a Communication Protocol For Each  
6 of Unitil's Constituencies. Does that accurately  
7 describe the crux of at least part of Recommendation  
8 18? And if so, what would you mean by  
9 "communication protocol" and what are the  
10 constituencies that they're referring to there?

11 A. I think this does accurately represent the  
12 recommendation.

13 A protocol is a sort of, an  
14 understanding -- when there's more than one person  
15 involved in performing a task, what a protocol does  
16 is, it sort of establishes the boundaries and who's  
17 responsible for what, so that if I'm Person X, I  
18 know my role, and I also know what I'm expecting to  
19 receive from Person Y and what I'm expected to  
20 deliver to Person Z. So the protocol lays that out.  
21 In this case, it's not all people within the  
22 company; it's constituencies beyond the company.

23 So if there's a protocol, just using  
24 public officials as an example: Public officials

1 want the ability to learn what's going on. So one  
2 approach to that is having prescheduled conference  
3 calls, so that the public officials know when the  
4 call is going to be held, they know the agenda.  
5 There would be, I assume, a generic agenda --  
6 status, what's next, how do things look, what  
7 concerns are we hearing from the community -- and  
8 that the public officials would have had an  
9 opportunity to present their insights from working  
10 with the communities they serve and that there would  
11 be some expected outcome, so that everybody knows,  
12 "This is how it's going to have to work. I don't  
13 have to call the company. There's a call at 4:00  
14 o'clock this afternoon. This can wait. It's not a  
15 public-safety issue. I'll raise it on the  
16 conference call." Then you get the benefit of  
17 everyone hearing it.

18 Q. As an aside, would you expect that this  
19 kind of exercise might be part of a live drill at  
20 some point?

21 A. Yes, this would be part of a drill.

22 Q. Or the subject of a drill at some point, in  
23 advance of the actual need to perform these in the  
24 aftermath of a storm that shut off power to that

1 area?

2 A. I'm sorry, when you said "aftermath," I got  
3 distracted.

4 Q. Would you expect that these kind of  
5 exercises should be part of a drill that would be in  
6 advance of any actual episode where they need to  
7 play out?

8 A. Yeah, I mean, I think you conduct a drill.  
9 You have the event. After the event you go back and  
10 say, "How did it work for you? Was this a good  
11 process? What do we need to change?" I think it's  
12 a process, and you do that storm after storm and you  
13 figure it out.

14 Q. I'm going to jump down a little bit to  
15 Recommendation 21, Customer Education on Restoration  
16 Process. What were you anticipating with respect to  
17 the subprocess here, Develop Customer Education  
18 Material on Unitil's Restoration Process. What  
19 would you expect that to be and in what form?

20 A. I would expect the company to take certain  
21 aspects of the plan that appear to be the most  
22 confusing to customers, or ones that would be  
23 helpful for customers to understand -- so I'll just  
24 use one example, and that would be the

1 prioritization of repairs.

2           You know, most of us are not familiar  
3 with how the distribution system works. It's not  
4 organized by town boundaries or streets, even. And  
5 the notion of primary lines and secondary lines,  
6 these are all concepts that are not familiar to the  
7 average consumer.

8           So in communicating to them, I would  
9 expect that some plain language be used, some  
10 diagrams -- again, you know, treating customers as  
11 reasonably intelligent people. And that it may go  
12 into the prioritization issue: "This is how we  
13 prioritize. This is why we do it this way. This is  
14 why you may see a truck on your street and then  
15 leave before your service is restored." I know  
16 there were at least a couple of examples in another  
17 state where people were trying to block the trucks  
18 in on their street and not let them leave. There's  
19 no need for that to happen.

20           So I think the company can do some  
21 things proactively. How they communicate it -- you  
22 know, bill inserts could be part of it. Not  
23 everybody reads their bill inserts, so there could  
24 be other public ways to communicate this type of

1 information.

2 Q. Moving on to the final, general topic:  
3 Would you feel this is better described as Storm  
4 Readiness?

5 A. That's how I've titled that section.

6 Q. Again, there's six recommendations under  
7 this topic heading. Could you give us a brief  
8 description of what your recommendations are and  
9 where you expect the company to be once it's  
10 responded to your recommendation?

11 A. I think there's actually quite a bit more  
12 detail, particularly in the -- as related to the  
13 plan itself, in the report, the self-assessment  
14 report on Page vii. This really clearly defines, I  
15 believe, what I would expect them to do. You know, I  
16 would expect that there would be some conversations  
17 between the company and the municipal officials,  
18 particularly the emergency first responders, the  
19 police and fire departments, so that they're  
20 comfortable in terms of how they will interact with  
21 the plan. So that's in general what I would say  
22 with respect to that one.

23 In terms of the updates, again, I think,  
24 irrespective of this regulatory proceeding, there

1 would have been, if this proceeding had never been  
2 held, significant revisions to the plan to respond  
3 to the experience during the storm. There may be  
4 other experiences like that in the future. I would  
5 expect them to continually look at the plan and  
6 implement any changes that needed to be made.

7 Mock drills I think we've discussed  
8 previously.

9 Q. Could I just draw your attention to what is  
10 the subprocess Conduct Drills Annually. Could those  
11 be described as fully active drills, as opposed to  
12 tabletop drills? Are you recommending that they do  
13 actual live drills annually, as opposed to tabletop  
14 drills?

15 A. That may be better directed at  
16 Mr. Francazio, because -- my understanding of, when  
17 he was describing the tabletop, was it was as close  
18 to a simulation of an actual event -- you're not  
19 going to have an actual event. You're not going to  
20 take one of your substations down and see how  
21 everybody responds.

22 My interpretation of what he said was  
23 that it's going to involve people outside the  
24 company, it's going to be as active -- I think he

1 said at one point that the people involved in the  
2 drill don't even know what the scenario is when the  
3 drill begins. I'm not even sure if they know a  
4 drill is being conducted that day. So I interpreted  
5 that to be pretty comprehensive.

6 Q. In regard to what you're recommending as  
7 annual drills, is that the type of annual drills  
8 that you're recommending to the company that they  
9 perform?

10 A. Yes, and it also, I would expect it to  
11 include -- I think a lot more interaction with the  
12 communities is appropriate around the plan in  
13 general. So the drill is not in isolation. We  
14 don't talk to the communities and then show up and  
15 say, "Oh, we're having a drill in an hour. Do you  
16 think you can participate?" I would expect there's  
17 a lot of communication well in advance of the drill,  
18 so we're not really testing things for the first  
19 time, the company has already reflected feedback  
20 from the municipals before they get to the drill,  
21 the actual drill.

22 Q. And the final item, Tree-Trimming Policy:  
23 Could you describe to us what you mean by Revisit  
24 the Trim Cycle? And is that a fair description of

1 your recommendation under No. 28?

2 A. No.

3 Q. Could you tell me what would be a fair  
4 representation of your recommendation?

5 A. Okay, tree-trimming: Tree-trimming, it  
6 sounds simple: Tree-trimming. We have to do tree-  
7 trimming every four years on this, every three years  
8 on this, and off we go.

9 Tree-trimming is one of the most  
10 complicated things that a company does on behalf of  
11 its customers. It really involves -- they're making  
12 a judgment with respect to several objectives on  
13 behalf of the customer. They're making judgments  
14 about rate impacts, how important is reliability,  
15 that next increment of reliability improvement  
16 relative to the cost to achieve that next increment.  
17 They're reflecting esthetics, what the customers  
18 want. Storm hardening would be another objective.

19 So there are many objectives. And it's  
20 not that the -- the company may have perfect cycles,  
21 and I know they've underspent in terms of being able  
22 to meet those cycles, but they've also been able to  
23 achieve their reliability. I'm not convinced one  
24 way or another, and I didn't spend months, which is

1 really almost what's required in this area, to sort  
2 of try to figure all of that out.

3 But what I do think is, at the end of  
4 the day, that customers -- and this is what the  
5 recommendation really goes to -- is that communities  
6 and customers have a window into how those various  
7 objectives contributed to the tree-trimming policy.  
8 The customer's not really I don't think, interested  
9 in whether it should be six years or seven years,  
10 because it's as much art as science.

11 But I think that it's important that  
12 customers have an understanding of, okay, this is  
13 the background policy, these are the objectives, and  
14 this is how the company has weighed those various  
15 objectives, and that's a reasonable thing to do. I  
16 wouldn't expect that you'd be explaining to each  
17 customer, but certainly the groups that represent  
18 customers -- the Attorney General, the Department,  
19 public officials, certainly the tree wardens would  
20 be involved. But I would expect that the company  
21 would work with them to have a discussion about  
22 tree-trimming.

23 Tree-trimming is not an us-versus-you  
24 issue. It's, you know, how can we incorporate your

1 objectives as well and come up with a policy that  
2 makes sense? But I'm not suggesting the current  
3 policy doesn't make sense. The recommendation goes  
4 to communication of the policy to the communities  
5 and customers.

6 Q. Drawing your attention to the timeline as  
7 it relates to the Storm Readiness section, Public  
8 Communications section, and the Customer  
9 Communications section: All three of those  
10 sections, the timeline seems to indicate that those  
11 recommendations will be responded to and implemented  
12 on or before November of 2009. Is that your reading  
13 of the spreadsheet?

14 A. That's my interpretation, yes.

15 Q. Would that be consistent with your -- with  
16 the timeline that you had in mind when you made  
17 these recommendations?

18 A. I think actually the response may get to  
19 some of this. There was a data-request response  
20 that went to this, sponsored by Mr. Francazio.

21 Q. I'm asking if you had a timeline with  
22 respect to your -- when you made your  
23 recommendations, as to where they should be, you  
24 know, by a time certain.

1           A. I would expect the company to be as ready  
2 as possible for an event, first. That would be my  
3 first priority. That would not be --

4           Q. Are you talking about tomorrow or next  
5 week?

6           A. I think if there was an event tomorrow,  
7 they'd be a lot -- I think you'd be hopefully  
8 surprised by how ready they may be.

9                   I would want them to focus on those  
10 aspects, and if there were other aspects that are  
11 sort of "We have to have them sometime but we're  
12 still able to respond" -- so, for example, I know  
13 they've done some work on the damage-assessment  
14 process. You know, they could roll out a new  
15 process now on damage assessment. Obviously, the  
16 training they would be behind on; but I think they'd  
17 be quickly ready for that. That's just my sense.

18                   I would not want them to get everything  
19 perfect.

20           Q. You wouldn't want them or you wouldn't  
21 expect them?

22           A. I wouldn't want them to get everything  
23 perfect if it meant or in any way impeded their  
24 ability to be ready for a storm quickly. So that

1 would be my -- if asked, that would be -- if  
2 somebody came to me and said, "We've got these  
3 conflicting priorities. How should we resolve  
4 them?" that would be how I would respond. I think  
5 that's consistent with what Mr. Francazio said.

6 Q. And that's consistent with your  
7 expectations when you developed the recommendations  
8 in this report?

9 A. Yeah, I mean, I'm not the expectations-  
10 setter, so I'm not that authoritative figure that  
11 that implies. So I can't really --

12 Q. Who should be the expectations-setter?

13 A. The CEO should be the expectations-setter.  
14 This is a major impact, potentially impacting on the  
15 company.

16 Q. So with respect to the -- that should fall  
17 as well to, say, the COO as well?

18 A. I think it starts with the CEO.

19 Q. CEO.

20 A. Yes. They may delegate certain aspects of  
21 it to the COO, the CIO, to Mr. Francazio. But at  
22 the end of the day, you know, it can't be a three-  
23 headed committee. Somebody's got to be there  
24 pushing each of them -- "What are we doing? Are we

1 on schedule? What's scheduled next?" -- in a fairly  
2 aggressive manner.

3 Q. When you take all of your recommendations  
4 as a group, what are your expectations with respect  
5 to the company and where it should be once they've  
6 implemented -- and I use that term because that's  
7 the term the company has stated it would do -- once  
8 the company has implemented your recommendations?  
9 I'd just ask you to focus on storm restoration.  
10 Where should they be?

11 A. I would expect that they would work just as  
12 hard as they did in this prior storm, that they  
13 would have the resources that they need to perform  
14 the job, that they would have the tools and  
15 information that they need to be as efficient as  
16 they possibly can be.

17 I would expect that there will continue  
18 to be issues, individual issues that come up,  
19 because, you know, as a massive logistical exercise,  
20 it's not going to go perfectly, so there will  
21 continue to be those.

22 I would expect that they will proceed  
23 along the path that other utilities have: first  
24 storm, wake-up call; second storm, much better,

1 still some things to work on; third storm, made  
2 progress on all of those. And then from that point  
3 on it would be sort of more minor tweaks, unless  
4 there was some event that they really hadn't  
5 contemplated in the plan.

6 So that's what I would expect to see.

7 Q. So your expectations in part, probably the  
8 greatest part, is that we should -- the customers  
9 should see an improvement, an overall improvement in  
10 their storm restoration time, a reduction in time?

11 A. I can't conclude that. I can it will be  
12 much more efficient. I think communications will be  
13 much better. To me, expected restoration time --  
14 you know, the company didn't have accurate  
15 information. They were providing the best  
16 information that they had, but it wasn't good  
17 enough.

18 So, to me, the disconnect wasn't so much  
19 it should have been 12 days instead of 14 days or  
20 whatever. To me the issue was more how they  
21 communicated the expectations.

22 Q. So the expectation would be improved  
23 efficiencies in the restoration process and  
24 communications?

1           A.    You know, I think the recommendations cover  
2 the range of just about everything that could  
3 contribute to -- there may be others -- that can  
4 contribute to a much better overall effort. But  
5 ultimately, as it states in the report, you know,  
6 the time required -- and I know Mr. Francazio said  
7 they tried to sort of sense what it might be -- it  
8 really depends on the extent of the damage and the  
9 resources you can bring to bear.

10           Q.    But as a result of those efficiencies or  
11 increase in efficiencies and increase in  
12 communications, would it be reasonable to expect  
13 faster restoration times?

14           A.    The restoration times will be different for  
15 every storm. There might be --

16           Q.    I'll give you that.

17           A.    Thank you. There might be a storm where,  
18 you know, 21 days would be pretty good, if I'm in  
19 Kentucky. You know, it's different for every storm.

20                   All things being equal, as economists  
21 like to say, I would expect that it will be more  
22 efficient and there might be some time savings that  
23 result from that. All I'm saying -- and I wouldn't  
24 conceive the Department or anyone else would do

1 this. But to say, "We've decided we'd like every  
2 storm restored in seven days," you know, it doesn't  
3 reflect the reality on the ground. That wouldn't be  
4 an appropriate standard.

5 But based on what happened, the company  
6 should be expected to perform efficiently,  
7 communicate effectively, get the resources it needs,  
8 many things having been done before the storm hits,  
9 and that would certainly increase -- or decrease the  
10 restoration time. How much, I think it's impossible  
11 to say. Ultimately it comes down to the damage and  
12 what's occurred on the system.

13 Q. Did you include in your report any  
14 suggested means of oversight of the implementation  
15 of these recommendations?

16 A. No, I didn't consider that to be within my  
17 purview.

18 Q. Do you have any opinion as to how these  
19 might be overseen and how they might be monitored?

20 A. With respect to the company itself, their  
21 internal oversight, I think I indicated the CEO  
22 should be, and I believe is, personally involved.  
23 The board of directors has also been involved. So I  
24 know that it has attention internally. I don't know

1 if you were referring to external oversight as well.

2 Q. Either or both, really. As a former  
3 regulator, would you have any view, if you were back  
4 in the position as Chairman of the Department, how  
5 you might look to see that these recommendations  
6 were implemented going forward?

7 A. If I were back at the Department, which I  
8 don't expect to happen anytime soon, I would like to  
9 see some --

10 I want to be, since I'm the chairman and  
11 I'm getting the phone calls from legislators and  
12 from government officials and from the Governor,  
13 saying, "What is going on?" and I'm giving my best  
14 response, that's not a great position to be in.

15 So what I would do is I want to make  
16 sure -- you know, I'm not the one implementing the  
17 plan, but I do want to know what progress is being  
18 made, how quickly is it being made, are they going  
19 to get there, and I want to be in a position --  
20 because people expect me to comment intelligently, I  
21 want to be in a position to do so. So that's how I  
22 would approach it.

23 Q. Might you consider an auditing approach as  
24 well, going in and looking at where the company is

1 with respect to the various recommendations, either  
2 maybe participating or overseeing that drill?

3 (Discussion off the record.)

4 Q. Participate in a drill as part of an  
5 auditing function?

6 A. Can we start over?

7 Q. Yes. Would you consider as part of a  
8 regulatory oversight performing an audit relative to  
9 what recommendations have been carried through on,  
10 and maybe even to the point of participating or  
11 overseeing the conduct of a drill?

12 A. As the Department, I would expect that they  
13 would be a participant in the drill, because, as we  
14 know, they were part of the restoration process. I  
15 would not expect the Department to oversee the drill  
16 unless for some reason it believes it has specific  
17 capability in that area.

18 I would expect the company to  
19 communicate not only with formal means but informal  
20 communications, meetings with the Department, other  
21 interested parties, to report on their progress, so  
22 it's more of a conversation. I get a little nervous  
23 when I hear "audit," only because it creates a  
24 structure, it extends the timeline. You know, it

1 just sort of creates this other regulatory  
2 proceeding.

3 I think where we're at right now, my  
4 opinion is the company has a lot of work to do. All  
5 the planning isn't done today. The Department and  
6 other parties care a great deal about that planning.  
7 I would think it would be more productive to have  
8 more conversational-type meetings: "Here's where  
9 we're at. What questions do you have? Is this  
10 satisfactory from your perspective? What do we need  
11 to do?" I would encourage that approach, as opposed  
12 to doing nothing and then six months from now having  
13 an audit: "What was done" and so forth. I think  
14 it's much more productive for it to be an ongoing  
15 dialogue.

16 Q. If we don't have a storm for the next  
17 three, four years, a severe storm, we really  
18 wouldn't know what the company has done to respond  
19 to these recommendations. Or would we?

20 A. We would. I mean, you would.

21 Q. How would that be?

22 A. That's because you're kind of in the  
23 position -- sometimes the Department -- I felt it  
24 was in the position of being the board of directors.

1 There are some issues that are kind of like that.  
2 You're not implementing. You don't supervise people  
3 directly. But you're an agency, the Attorney  
4 General as well, that's in a position of, okay, or  
5 of representing the public, "We're going to serve in  
6 this role, and here's what we expect from you."

7 You would expect, the approach I'm  
8 suggesting sort of on the fly here, is more  
9 meetings, specific progress demonstrated at each  
10 meeting. You could transcribe them if you wanted,  
11 but more an informal --

12 Because I think what the Department and  
13 what the chairman would want to know is -- there's a  
14 comfort level. It's not just was Recommendation 12  
15 implemented as contemplated? But overall, it's a  
16 comfort level of will the company be ready for the  
17 next storm.

18 MR. STETSON: May I have just a minute  
19 to consult?

20 MS. KOEPNICK: Sure. Let's go off the  
21 record.

22 (Discussion off the record.)

23 MS. KOEPNICK: Let's go back on the  
24 record.

1           Q.    Mr. Yardley, tell me if I've gone over  
2 this.  If we did, it was yesterday, anyway.  You've  
3 been in consultation with the CEO while you  
4 progressed through the research and background work  
5 that you did to develop your self-assessment and  
6 report.  Is it your observation that the CEO has  
7 committed to implement these recommendations that  
8 you set forth in the self-assessment and that he has  
9 the backing of his board as well as his management  
10 team?

11          A.    Yes.  I don't think there's any question in  
12 my mind that that's the case.  He's got a very good  
13 board of directors, or the company has a very good  
14 board of directors, in my opinion.  They're very  
15 engaged.  They're experienced people.  They ask the  
16 right questions -- just basing it on my personal  
17 experience, having met with them twice on this  
18 matter.

19          Q.    And when you met with them, was that after  
20 the report was concluded or written?

21          A.    I met with them twice.  I met with them in  
22 January, as I think I mentioned yesterday, to set  
23 forth the objectives and the scope of the effort to  
24 be undertaken.  And then I met with them the day

1 after the report was finalized, the day after it was  
2 filed with the Department. And I reviewed the key  
3 lessons learned and recommendations.

4 Q. And it was your sense that they were  
5 supportive of the CEO's commitment to implement  
6 these recommendations?

7 A. Unquestionably.

8 Q. We talked a little bit about how you might  
9 oversee the implementation. We talked about  
10 internally and externally from a regulatory  
11 standpoint. What would your opinion be of a  
12 direction to perform a similar self-assessment a  
13 year to 18 months from now? Would you think that  
14 might -- with the same focus as the current report?  
15 Would you feel that might assist implementing?

16 A. Certainly after the next event, if one  
17 occurs within the next 18 months, there should be a  
18 self-assessment. There should be a self-assessment  
19 after every event. I think, you know, that's  
20 appropriate.

21 Q. Would you do a self-assessment -- you  
22 know, call something a self-assessment in 18 months?  
23 I would say no. You know, the key question, you  
24 know, outside of storm events is: Are we ready? I

1 would expect that that's a more ongoing, continuous  
2 conversation. It's not something you put down and  
3 then pick up 18 months from now.

4 Q. Or it could be something in the way of an  
5 event analysis as well.

6 A. If an event were to occur.

7 Q. Yes.

8 A. A real event, not a mock event. A self-  
9 assessment is appropriate at this point and would  
10 continue to be. I'm fairly certain FPL does self-  
11 assessments after every hurricane. There's a  
12 company that's had many hurricanes. I think they  
13 had three in one month once. So that's a good  
14 practice.

15 MR. STETSON: We have no further  
16 questions of the witness at this time.

17 MS. KOEPNICK: Thank you. Let's take a  
18 ten-minute break.

19 (Recess taken.)

20 MS. KOEPNICK: Back on the record.

21 We're going to continue with cross-examination from  
22 the Bench. Does staff have questions at this time?

23 BENCH EXAMINATION

24 BY MR. NELSON:

1 Q. Mr. Yardley, relative to the communication  
2 portion of your report, that deals with  
3 communication, do you believe that the company  
4 should have had PSAs already developed and preplaced  
5 with the communication, like television stations,  
6 radio stations, newspapers in that area -- prior to  
7 the storm, that they could have just called and said  
8 "Run this ad" or "Run this statement"?

9 A. I believe the PSA that was issued on  
10 December 11th before the storm is a template that's  
11 used frequently by the company, modified for the  
12 potential forecast for the storm. That's a pretty  
13 standard issuance, that's issued relatively  
14 frequently. I'm not sure that really answered your  
15 question, though.

16 Q. No. Were there other ones, in order to get  
17 the communication out there for restoration and  
18 responsibilities, of what the customer's responsible  
19 for relative to their service and what the utility's  
20 responsible for repairing relative to their service?

21 A. I think it would help -- certainly the  
22 electrician example is a very confusing one,  
23 prioritization. I think a lot more communication  
24 can take place with customers before an event, and

1 with the media who is reporting, so that they're  
2 better informed as well, so that they have a better  
3 understanding. That should all take place before  
4 the event.

5 Q. Relative to tree-trimming, you mentioned  
6 that there should be more proactive communication in  
7 the process of allowing both the citizens and Town  
8 officials to understand the intricacies of what goes  
9 into setting a tree-trimming policy.

10 A. The tree wardens are met with regularly.  
11 Certainly if there's work that's going to take place  
12 in their towns, they're met with before that takes  
13 place. But I don't think it's fair to expect the  
14 tree warden to carry the communications ball with  
15 the rest of the town. Tree wardens tend to be very  
16 focused on their area of responsibility. So I think  
17 something beyond that would be appropriate, so that  
18 the community has an understanding of what the  
19 practices are.

20 Q. Just to make sure I'm clear: When you  
21 speak about the communication with the tree warden,  
22 that's very specific. What you're talking about is  
23 more communication as a separate outreach with Town  
24 officials and maybe some of the citizen groups.

1           A.    Yeah, I'm imagining that the conversation  
2 with the tree warden is a fairly technical  
3 conversation. The issue I see is more of a  
4 community-understanding issue. So I wouldn't rely  
5 on the tree warden to sort of interpret that and  
6 come up with what it all means and then communicate  
7 it to the Town officials or even the community. I  
8 would say the company would be better served to do  
9 that on their own.

10          Q.    Relative to your recommendations and the  
11 implementation of the recommendations, the  
12 implementation process that you were briefly getting  
13 into with Mr. Stetson: You suggested that the  
14 Department should be more involved with the  
15 development of the final -- the implementation, or  
16 are you talking about we should be more involved in  
17 discussing the completion of that recommendation?

18          A.    I tried to convey it through the sort of  
19 board-of-directors-type approach. I would like to  
20 see -- and I think counsel for Attorney General  
21 asked me, you know, if I were the chairman, what  
22 type of information would I be looking at.

23                       I'd like to be more involved in an  
24 understanding perspective, without being burdened by

1 a lot of new administrative procedures. So I would  
2 want to meet with the company on some regular  
3 basis -- every other month, whatever it happened to  
4 be -- and I would expect them to come in and tell me  
5 what they've accomplished, what they have planned  
6 between now and the next meeting, and where they  
7 were with respect to their overall goals, as well as  
8 their current state of readiness for an event.

9 That would be the type information I  
10 would be looking for. I would not want to wait six  
11 months -- let me just stop at six months. I would  
12 not want to wait until somebody was hired to review  
13 it, went in and interviewed the company. Who knows  
14 what you get after all that. You get a lot of  
15 words. You get a document. Maybe it satisfies some  
16 objective. It wouldn't be what I would be looking  
17 for.

18 Q. Would it be fair to say that you would be  
19 looking for the information on how they're going to  
20 carry out each one of those recommendations and  
21 maybe an overview as to some of the things that were  
22 considered to implement that recommendation, without  
23 all the very minute minutiae?

24 A. If I were the Department staff, I would be

1 interested in seeing -- I would want some confidence  
2 that Recommendation X was underway and that there  
3 was a reasonable plan. You know, you're not able to  
4 put yourself kind of in the decisions that were made  
5 going into the plan. But I think the plan should be  
6 explainable, understandable, so that you would sit  
7 back after a meeting and say, "Do they have enough  
8 detail? Am I confident that I don't need to worry  
9 about this recommendation?" And in other cases you  
10 may decide, based on the conversation, which is why  
11 I think conversations are better, "I'm not quite as  
12 confident on this one, so I'm going to peel back the  
13 onion one or two layers and keep going until I'm  
14 confident." And the company will learn from that  
15 dialogue and be prepared to respond.

16 Q. You mentioned that after an event they  
17 should do a self-assessment and we should be aware  
18 there is an event -- could be a small event, where  
19 we don't even get into an emergency, very localized  
20 for any one of the four major utilities. Do you  
21 think there's a cutoff point where they should or  
22 shouldn't bring that self-assessment forward, and  
23 what would you consider the requirements of that  
24 self-assessment that would have to be reported?

1 What would you -- to be included in that?

2 A. Let me answer it this way: If I am at the  
3 company and it's my responsibility to inform the  
4 Department of events, no matter what size, I would  
5 not be looking to the order in this proceeding to  
6 figure out what my obligations are. I wouldn't be  
7 waiting for the Department to call me. I would  
8 know, this is something the Department needs to know  
9 about, and I would come forth and say, "We've had  
10 this event. It turned out to be a minor event, but  
11 we lined up 50 crews." I would think it would be  
12 appropriate for the company to be more proactive in  
13 communicating with the Department.

14 Q. In your experience relative to speaking  
15 with different utilities, different corporations, do  
16 you find both smaller companies, such as Unitil,  
17 being a small geographic area, to be able to  
18 implement recommendations such as these in a more  
19 expeditious manner? Or do you find bigger companies  
20 or utilities to be able to implement these type  
21 recommendations?

22 A. You know, I can't speak in general terms.  
23 I can speak with respect to Unitil, my  
24 impressions -- not just on this engagement, but I

1 was involved in a prior engagement, when I was  
2 exposed to a large number of people in the  
3 organization.

4 My impression is that they have --  
5 they're not as burdened by some of the bureaucratic  
6 decision-making elements that you see in larger  
7 organizations. With larger organizations, you go to  
8 the executive floor and everybody's got their own  
9 sort of fancy office and their own personal  
10 assistant. They're all lined up outside the  
11 offices. I don't think that happens quite as much  
12 as it used to, in the old days. But they tend to be  
13 more bureaucratic, more turf battles: "I want to do  
14 this." "Wait, this is in my area." All of those  
15 things really detracting from your objective.

16 My exposure to Unitil has been that  
17 there's a relatively large cadre of what I would  
18 call managers with significant responsibility that  
19 have the ability to act on their own, obviously  
20 informing the people that they work for, but there's  
21 an appropriate delegation of authority in many  
22 respects. And they're young professionals that have  
23 considerable experience, but they're ready to be in  
24 the role that they're in. They just get things

1 done. They don't wait for lots of meetings and so  
2 forth. Obviously, in some areas you're going to  
3 need lots of coordination with respect to this plan.

4 But that they're attracted to work at  
5 Unitil because -- and I think the company has had no  
6 trouble attracting people to work there, because the  
7 alternative for them, working in a large  
8 organization, is that they are sort of stuck in this  
9 relatively small, defined role, with not a lot of  
10 breadth. Here there's more opportunity for them to  
11 develop as managers, because of that.

12 Q. Thank you, Mr. Yardley.

13 BY MS. EVANS:

14 Q. Mr. Yardley, I have a couple of quick  
15 questions. Could you turn your attention to your  
16 self-assessment at Page 93. That's titled  
17 Post-Storm Activities. It's an area we really  
18 haven't talked much about in these hearings.

19 In this section you talk about some  
20 various activities that the company is taking after  
21 the storm, and I think, from my impression, maybe  
22 activities that a company would take after any  
23 storm, not just a storm of this magnitude. Could  
24 you elaborate on the appropriate activities for a

1 company to take after a major, a significant storm?  
2 And I notice there's no recommendations section on  
3 this at all. Can you comment also: In your  
4 experience, are these the appropriate activities to  
5 be taking? Is the company taking them in an  
6 appropriate time frame? You talked a little bit  
7 about what the company is doing.

8 So could you elaborate a little bit on  
9 the company's post-storm activities and what would  
10 be appropriate for this company to take.

11 A. For anything that's not a minor event --  
12 the company has had many minor events. They've been  
13 able to respond to them. But for anything that  
14 rises to the level of, "This was a significant  
15 event" -- centralized services were called into  
16 play; a lot of coordination both within the company  
17 and outside the company -- there should be a fairly  
18 rigorous process they go through to make sure they  
19 capture from the different people within the  
20 organization, and perhaps outside the organization  
21 if it's relevant, what their -- not just lessons  
22 learned, what they want to change, but, you know,  
23 "How could we make this work better?"

24 I don't think it's one meeting in the

1 big conference room: "Hey, how did it go?" I think  
2 it's a more organized review, designed to make sure  
3 that all the relevant information is captured and  
4 that the value provided by the information is  
5 realized and implemented -- similar in many roles to  
6 what's done in this report, but more of an  
7 expectation that "This is what's going to happen."

8 I wouldn't expect, and I would hope  
9 that -- the focus should remain on getting power  
10 restored and should ignore completely any regulatory  
11 review, because what we don't want to happen is  
12 people that are making decisions in the storm room  
13 or throughout the company to be thinking, "I need to  
14 document this. I need to document that. I need to  
15 hire staff to keep track of every time I call a  
16 municipal official."

17 You know, I would hope and I would  
18 expect that the focus of that review would be how  
19 did we perform, what lessons did we learn, how can  
20 we do better?

21 Q. And with your engagement in review of the  
22 company, do you feel the company is achieving that  
23 goal?

24 A. Well, I was called on December 19th, in the

1 middle of the storm. As I responded this morning, I  
2 know the company is committed. I don't see this as  
3 an issue that sort of goes away: "It came up. We  
4 got through the hearings. I don't want to do that  
5 again." I don't think that the company itself  
6 appreciates how transformative this event will be.  
7 I think they have a sense, "Boy, this is going to  
8 change our company," but I don't think they really  
9 realize yet just how the organization will change  
10 and the benefits for everything they do.

11 Q. To get down at a little lower level here  
12 about the types of cleanup activities that a company  
13 typically does at the end of a major event: You've  
14 talked about patrolling the system. You talked  
15 about making permanent repairs. You talked about  
16 fly-over of the subtransmission system -- these type  
17 of particular activities that a company would take  
18 after a major event.

19 Do you have any recommendations that the  
20 company should do any additional of those types of  
21 activities after a major event? Or do you view this  
22 as adequate, these activities which are listed here?

23 A. They seemed appropriate. I don't know if  
24 someone with more experience might have more to

1 offer than I do in this particular area. But it's  
2 certainly knowing that more repairs could not be  
3 permanent at the time, the fact that the company had  
4 identified work orders, a process for assessing what  
5 needed to be done, estimating the number of crew  
6 hours that would be required to complete and a  
7 schedule, it seemed appropriate to me.

8 Q. You said that someone with more information  
9 or knowledge about these types of activities might  
10 be able to elaborate on that; is that correct?

11 A. I think they could be more specific than I  
12 could be this morning.

13 Q. So is that why you did not include any  
14 recommendations in this area? It wasn't really an  
15 area within your specific expertise?

16 A. I felt like I hadn't spent enough time on  
17 post-storm activities, so I wasn't comfortable  
18 coming up with recommendations. Had I spent  
19 considerably more time on post-storm restorations,  
20 I'm confident that I would have had a greater  
21 understanding and may have had more to offer, or the  
22 company and its self-assessment report may have had  
23 more to offer in this area. And also, it's the type  
24 of thing you might want to wait a few months and do,

1 with a greater gap between the end of the storm and  
2 the assessment.

3 BY MR. PAREKH:

4 Q. Mr. Yardley, I have a couple of questions  
5 for my own satisfaction and clarification. I have  
6 seen Hurricane Bob damage to infrastructure in the  
7 Commonwealth Electric area, and I was also in Maine  
8 when there was an ice storm, so I have seen all the  
9 infrastructure damage done in Maine.

10 Out of all these recommendations, I  
11 haven't seen any recommendations regarding the  
12 infrastructure: how old they are, whether they are  
13 old and aging, and it should be looked at on a  
14 regular basis, and so forth. What is your opinion  
15 on that?

16 A. I had a brief discussion of that. That is  
17 sort of a project that deserves its own scope. I  
18 didn't feel, when I was looking at how to scope this  
19 particular project, if there was an element that  
20 required, you know, much more time to really do  
21 adequately -- I felt it was important to really  
22 address the organizational issues and accomplish as  
23 much as possible that would be helpful immediately  
24 to restoring power, is how I prioritized things.

1           The state of the equipment, there's been  
2 tremendous research done on this area. It is  
3 certainly appropriate for the Department -- and I  
4 think there's a proceeding right now, or I recall  
5 there was some proceeding in December, that sort of  
6 looked at all the standards and policies and  
7 practices of companies in many areas.

8           But I don't have an opinion one way or  
9 the other whether -- I can't render an informed  
10 opinion, other than what I've already stated on Page  
11 94. If I can adjust quickly here.

12           Our counselor is pointing me to a  
13 section on Page 94 that talks about retaining an  
14 engineering firm to conduct a condition assessment  
15 on the subtransmission system. I think your  
16 question is broader than that and goes to the  
17 distribution system as well. But I don't have an  
18 opinion on that.

19           Q. I only ask you the question because you  
20 have attended all the town-hall meetings in  
21 Lunenburg and Fitchburg, and so did we. There were  
22 a lot of complaints from a lot of the public and the  
23 officials and the fire chief and so forth that all  
24 the stuff which came down was such an old

1 infrastructure that Fitchburg Gas and Electric  
2 Company probably had not refurbished or improved it  
3 for years and years and years.

4 A. Right.

5 Q. You said the other day you hear what you  
6 want to hear as a consultant.

7 A. Right.

8 Q. But I would like to hear as an engineer  
9 what the common public is saying in the street about  
10 that.

11 A. And I would say that's probably a  
12 conversation that has to take place among engineers  
13 and that should be shared with the public. I'm not  
14 saying I didn't give great weight to the comments of  
15 the public or that that was their impression. I  
16 respect that that was their impression.

17 You know, is it reality, based on public  
18 input? I don't think that's particularly  
19 informative. But are there people that can look at  
20 that underlying issue and ask that question and  
21 respond? Yes, there are. Most distribution  
22 systems, particularly in urban areas, that are  
23 aging -- I mean, this is a common problem throughout  
24 the industry. Many facilities are 50 and 60 years

1 old. I can tell from you my experience, looking at  
2 some capital budgeting processes, you know, there's  
3 always the question in the mind of the planner, "Do  
4 I replace this device before it fails, or is it more  
5 efficient, because the consequences of failure are  
6 relatively minor, to wait until it does fail?" So  
7 those types of conversations are fairly common among  
8 planning engineers. So that's the level of dialogue  
9 that I would expect would be --

10 Q. I'm just talking about a lot of line crews  
11 who were there, they were reporting aging, old  
12 infrastructure to the other people and the public  
13 and so forth.

14 A. I understand there was some anecdotal  
15 evidence. I would characterize it as that. As I  
16 stated yesterday, I believe, I didn't talk to any  
17 line crews. You know, it deserves what weight it  
18 should be given. But I'm not in any way not  
19 giving -- double negative here. I think the  
20 respect -- that that's the opinion of a person who  
21 may have talked to a line crew while bringing them a  
22 cup of coffee -- I respect that that's their opinion  
23 and that impression. I don't think it's sufficient  
24 to really move forward on.

1 BY MR. PERLMUTTER:

2 Q. I have a few questions for you, Mr.  
3 Yardley. First I'm going to start with a very broad  
4 question, and that is: Is it fair to characterize  
5 the self-assessment report as forward-looking, that  
6 is, identifying steps the company should take in the  
7 future to better prepare itself for emergency  
8 situations in order to improve its response and  
9 restoration performance, versus backward-looking,  
10 identifying steps the company should have taken  
11 prior to the storm to ensure that it would be better  
12 prepared?

13 A. That's correct. I provided some facts to  
14 provide a context for the forward-looking review.

15 Q. And notwithstanding the forward-looking  
16 focus of the report, did you in the preparation of  
17 the report reach any conclusions whether the company  
18 should have taken steps -- should have implemented  
19 any of the recommendations previously, in order to  
20 ensure that it could have been better prepared to  
21 respond to the storm?

22 A. I formed a general opinion. I don't know  
23 if I can answer that with respect to each  
24 recommendation.

1 Q. Maybe your general opinion would be  
2 helpful.

3 A. My general opinion is that, you know, this  
4 is a competent company. It did not plan for a storm  
5 of this magnitude. The ERP did not reflect that.  
6 You know, Standard & Poor's didn't anticipate the  
7 mortgage crisis, although they certainly -- you  
8 could argue, in hindsight, why didn't they?

9 But my general impression was, from  
10 looking at the other companies, where is Unitil on  
11 the learning curve? And not having had the three or  
12 four or five significant storms that some of the  
13 other companies have had, they're lower on the  
14 learning curve.

15 But this is a significant event, and  
16 they're going to make now considerable progress.  
17 They're not going to get to FP&L or National Grid  
18 after their next storm, but they will be  
19 substantially on their way after this storm. That  
20 was my general opinion.

21 Q. One more question along these lines: Based  
22 on your experience and expertise in the electric  
23 industry, do you believe the Department should have  
24 expected the company to be better prepared to

1 respond to a storm of this magnitude?

2 A. I think the Department's perspective -- you  
3 know, you sat through the hearings five days.  
4 You've done a tremendous amount of work on this  
5 proceeding. I think, applying hindsight, I think  
6 that's a fair question to ask. The Department  
7 always hopes, when some event happens, it touches  
8 the public, that they get directly involved in --  
9 they're relying on the company to be prepared. You  
10 know, I could understand maybe why the company  
11 wasn't as prepared, but I would think the Department  
12 would expect them to be more prepared. I think  
13 that's reasonable.

14 Q. I'm going to move to a little different  
15 issue. This first one might be stating the obvious,  
16 but maybe not: But based on the company's review of  
17 its performance during the recent storm, do you  
18 conclude that the company was unprepared from a  
19 resource and process standpoint to respond to a  
20 storm as severe the as one in '08 and one that  
21 caused so much damage?

22 A. No. I was really looking forward to what  
23 changes could be made. I did not perform a thorough  
24 diagnostic of every process. I didn't pursue that

1 line of inquiry.

2 Q. So you didn't reach a conclusion whether  
3 the company was or was not prepared to respond to  
4 this kind of storm?

5 A. I reached a conclusion, which is in the  
6 report, that the ERP was not adequate to respond to  
7 a storm of this magnitude.

8 Q. I'll follow along these lines, using your  
9 words: Did you reach any conclusion about whether  
10 the inadequacy of the ERP was the primary if not the  
11 sole reason that it took so long for the company to  
12 restore service after the storm hit?

13 A. I'm not sure I agree with your premise, "so  
14 long." I understand it took a long time. But I'm  
15 not sure I want to apply the pejorative manner of  
16 that term.

17 Q. Did you reach any conclusion about whether  
18 the inadequacy was one of the if not the primary  
19 reason that it took approximately two weeks for the  
20 company to restore service after the storm?

21 A. I think the phrasing of the question  
22 suggests that it should have been 12 days or 10  
23 days, and I don't know the answer to that. I can  
24 state that, obviously, after an event you look back

1 and say, "Why didn't we do more planning for this?  
2 Why didn't we run this scenario?" and so forth.

3 And that's valid. I'm still convinced  
4 that planning in the abstract, never having gone  
5 through an event like this, has value, but not as  
6 much value as it has now. I think there's no  
7 substitute for experience, painful as it might be,  
8 to be prepared for the next storm.

9 Q. Continuing on: Based on your review of the  
10 company's performance during the storm, do you  
11 conclude that the company was aware at an early  
12 stage of the restoration process that, because of  
13 what you termed inadequacy of the ERP, that it was  
14 unprepared to respond to the storm in a timely  
15 manner?

16 A. I certainly didn't conclude that. You  
17 know, I didn't -- I haven't performed that -- I  
18 haven't focused my mind on that particular question.

19 Q. Then you spent a bit of time this morning  
20 talking about communication with local officials.

21 A. Yes.

22 Q. And based on your review of the company's  
23 performance during the storm, do you conclude that  
24 the company was sufficiently forthcoming to local

1 officials regarding its ability to respond to the  
2 storm and the status of its restoration effort? And  
3 I should say, to local officials and the public in  
4 general.

5 A. I think this is discussed in the report.  
6 But I believe that the public-communications  
7 function in the company itself didn't have all the  
8 information that they might need to respond to some  
9 of the questions, particularly during the second  
10 week of the storm. So, for example, customers have  
11 sort of one type of question the first few days, and  
12 then over time they sort of get more detailed, sort  
13 of putting themselves in the place of the company  
14 and asking operationally, "What's going on in my  
15 neighborhood?" The company didn't have systems to  
16 support that answer.

17 But at no time -- I mean, I didn't  
18 conclude that there was any misleading going on, any  
19 sort of, "Let's try to do this favorably." I went  
20 into great detail on the estimated restoration  
21 times, including a table that I tried to be as  
22 complete as possible, which I think tells the story  
23 that the company didn't appreciate, didn't have the  
24 intelligence and almost became reticent later in the

1 storm to provide estimated restoration times. It  
2 wasn't an effort to mislead. Maybe some of the  
3 words could have been better. I mean, the  
4 "primaries," I don't know what that means if I'm a  
5 customer -- that type of thing; more plain language.

6 But I think there's been a number of  
7 recommendations that go to this point.

8 Q. And one final group of questions: Based on  
9 your review of the company's performance, have you  
10 reached any conclusions regarding which part of the  
11 ERP was most inadequate to prepare the company for  
12 the storm? For example, was the big problem that  
13 the company didn't have enough resources at its  
14 disposal to respond to the storm?

15 A. The ERP had the basic elements, the basic  
16 structure. It was implemented by people that had  
17 used it many times. It wasn't a document they sort  
18 of called down and looked at: "What do I do now?"  
19 They'd done it many times on relatively minor  
20 events, relative to this storm, that were  
21 concentrated in their own service area, in their own  
22 scope of responsibility. So for that purpose, it  
23 was adequate and has been adequate. But for a storm  
24 of this magnitude, it didn't take me long to

1 conclude that it really wasn't adequate for  
2 something like this.

3 Q. Let me ask it more directly: Do you  
4 conclude that the biggest impediment the company  
5 faced in its effort to restore service was  
6 insufficient resources for damage assessment,  
7 restoration, and other support-type services?

8 A. I'm not sure I would say that was the  
9 biggest. I think it all fits together. It's tools.  
10 It's --

11 That's why the recommendations, even  
12 though we might go through them one by one, they're  
13 really sort of all-encompassing. So resources is  
14 certainly one area. Fortunately, resources are not  
15 that difficult to address in a future storm. The  
16 implementation of solutions isn't that complex or  
17 time-consuming. Some of the other ones may be more  
18 challenging.

19 Q. Let me push forward a little on this.  
20 Based on your review, why do you think in the  
21 December 19th-21st time frame, when National Grid  
22 had its crews, it was able to move the effort  
23 forward more quickly than had occurred over the  
24 previous week to ten days?

1           A.    I don't know that National Grid crews  
2 repaired lines any faster than Unitil or its  
3 contractor crews. I suspect not. They brought in a  
4 number of resources. Those resources were freed up  
5 in the region, if you will. Unitil had been in  
6 contact with them throughout the storm. There was  
7 some potential that they might have crews available  
8 on the 16th, but they were not able to provide crews  
9 at that time because NSTAR's crews were called back  
10 to NSTAR.

11                   I don't want to wander from the thrust  
12 of your question. But I do know that when Unitil  
13 contacted National Grid, they were interested not  
14 only in crews but in some more support functions to  
15 manage those crews, and that was a service that  
16 National Grid was able to provide as well.

17           Q.    And what are those support functions?

18           A.    Some of the logistics support, the ability  
19 to set up a separate staging area. So one of the  
20 recommendations in this area are, okay, maybe  
21 National Grid can't help out in the next storm.  
22 Unitil needs to be prepared to set up logistics,  
23 separate staging areas, on its own. To me, that's  
24 just common sense.

1 Q. Is that primarily a resource issue, having  
2 the resources to do that?

3 A. It's primarily an organizational issue,  
4 having lined up in advance contracts with vendors so  
5 you're not on the phone with a vendor trying to  
6 figure out what services they're going to provide  
7 and how fast they can get there and that sort of  
8 thing. It's a lot of work that can be done in  
9 advance, and then the execution should be  
10 straightforward.

11 Q. Let me just ask you about a couple of  
12 recommendations. I'm looking at your summary of  
13 recommendations in the executive-summary part of the  
14 self-assessment report. I just want to ask for some  
15 of these whether these should be considered sort of  
16 low-cost, quote-unquote, fixes, or less costly. I'm  
17 going look at some having to do with resources.

18 Recommendation 1 is the recruitment of  
19 crews. Would you say that, based on your experience  
20 in the industry, this is a -- you would characterize  
21 this as a relatively low-cost recommendation to  
22 implement?

23 A. Yes.

24 Q. And moving to Recommendation 3, damage-

1 assessment staffing and training: Again, would you  
2 characterize this as a low-cost recommendation to  
3 implement?

4 A. I'm hesitating only because of the training  
5 aspect. That could be a fairly substantial cost. I  
6 know we haven't defined "low cost" and "significant  
7 cost." But that may not be trivial.

8 Q. What about Recommendation 5, storm-room  
9 staffing?

10 A. I would characterize that as a low cost,  
11 but not necessarily quick to implement, only because  
12 some thought needs to be given to responsibilities  
13 and off-loading responsibilities of the managers.  
14 That's not a sort of half-day meeting.

15 Q. And Recommendation 9, crew logistics  
16 support?

17 A. I can't speak to the cost of implementing.  
18 I don't think it's a difficult issue to address.  
19 The company may already have taken steps toward  
20 this, toward addressing this. I can't speak to the  
21 cost, though. I don't know if there are reservation  
22 fees or if it's just sort of pay as you go. That  
23 type of contractual matter I can't speak to.

24 Q. Recommendation 12, call-center training and

1 staffing?

2 A. Again, the training, I can't comment on the  
3 cost of the training. But in terms of organizing  
4 the effort, identifying people that can serve in  
5 that function, that's some work, but I didn't see it  
6 as a costly exercise.

7 Q. And finally, Recommendation 27, staffing  
8 and training.

9 A. Again, I don't see this as necessarily a  
10 high-cost item; but, you know, some thought will  
11 need to go into it.

12 Q. Thank you.

13 MS. KOEPNICK: That completes the  
14 Department's cross-examination of Mr. Yardley. Does  
15 the company have any redirect?

16 MR. MUELLER: Could I have a minute with  
17 the witness, please?

18 MS. KOEPNICK: Sure. Let's go off the  
19 record for a minute.

20 (Recess taken.)

21 MS. KOEPNICK: Let's go back on the  
22 record. Does the company have redirect?

23 MR. MUELLER: Yes, we do.

24 MS. KOEPNICK: Please continue.

1 MR. MUELLER: Thank you.

2 REDIRECT EXAMINATION

3 BY MR. MUELLER:

4 Q. Good morning, Mr. Yardley.

5 A. Good morning.

6 Q. You indicated in one response that you  
7 thought that the winter storm of 2008 and lessons  
8 learned by the company were a transformative event.  
9 Can you elaborate on that, please?

10 A. Yes. This is kind of my personal opinion  
11 based on experience. What I meant by that -- I  
12 guess I could address what I didn't mean and what I  
13 meant.

14 The company understands the situation  
15 and what they need to do. It has the attention of  
16 everybody it needs to have the attention of. It has  
17 the resources devoted. It has the commitment. It  
18 has the support of the board; I think that came up  
19 this morning. So the company has an appreciation of  
20 what needs to be done. And they also understand, my  
21 opinion is, that a lot of other people care about  
22 what they do and that they need to communicate with  
23 others that may have a contribution to make -- the  
24 Department, municipals -- as well that may have some

1 of their own views as to what needs to be done and  
2 that that should be incorporated.

3           When I veered off into sort of the  
4 philosophy of this being a transformative event,  
5 what I tried to convey was that I think that three  
6 or four or five years from now, when you have that  
7 perspective and you look back at how your  
8 organization is functioning, you realize, "Wow, this  
9 particular event really changed the company." And I  
10 think right now the company has a sense that that  
11 may happen.

12           But I'm looking at it as an outsider and  
13 seeing events, how they -- what impact they had  
14 several years later. You can look back and say,  
15 "That event -- we didn't appreciate it at the time,  
16 but that event really had a significant impact on  
17 the company." When I said the word  
18 "transformative," I was thinking of that. I wasn't  
19 commenting at all on the company's commitment, does  
20 it understand what it needs to do, is it committed  
21 to executing and what needs to be done. I have no  
22 reservations in that respect.

23           MR. MUELLER: That's all we have.

24           MS. KOEPNICK: Thank you.

1 I think we should take a five-minute  
2 break and then continue with the company's panel of  
3 witnesses.

4 (Recess taken.)

5 MS. KOEPNICK: Let's go back on the  
6 record. We're going to continue with the  
7 Department's cross-examination of the company's  
8 panel of witnesses. I first remind you all that you  
9 are under oath. I'd ask that we just go down the  
10 line, that each witness would state his name for the  
11 record.

12 WITNESS LETOURNEAU: I'm Raymond A.  
13 Letourneau, Jr.

14 WITNESS FRAPPIER: Mark Frappier.

15 WITNESS DUBE: Chris Dube.

16 WITNESS SPRAGUE: Kevin Sprague.

17 WITNESS MEISSNER: Tom Meissner.

18 WITNESS FRANCAZIO: Richard Francazio.

19 WITNESS GANTZ: George Gantz.

20 WITNESS LAMBERT: Mark Lambert.

21 THOMAS P. MEISSNER, JR., GEORGE R.

22 GANTZ, MARK LAMBERT, RAYMOND LETOURNEAU,

23 RICHARD FRANCAZIO, MARK FRAPPIER,

24 CHRISTOPHER DUBE, and KEVIN SPRAGUE,

1 Previously Sworn

2 CONTINUED BENCH EXAMINATION

3 BY MR. PERLMUTTER:

4 Q. Good morning. I'm going to try to start us  
5 walking through the storm again. I started  
6 yesterday. I'm not sure how successful we were. I  
7 want to make sure we understand what happened at the  
8 company and what the company's perception was of the  
9 status of the system.

10 I'm going to first ask a general  
11 question, which is: For each 24-hour cycle, for  
12 each day, did the company begin the day with an  
13 estimate or projection of the time it would take to  
14 assess the damage to its T&D system and then to  
15 restore service? Is this something that if I had  
16 called you at 7:00 o'clock and spoken to each one of  
17 you, you could have said, "Based on where we are  
18 now, we think damage assessment will take this long,  
19 and based on the information we have, we think  
20 restoration of service will take this long"?

21 I'll jump in: If that's just not the  
22 way you were looking at it, please tell me, because  
23 then I can ask my question in a way that is  
24 consistent with the way you were looking at it.

1           A.   [SPRAGUE] I would say generally that's not  
2 the way we were looking at it. You know, I don't  
3 think -- it's not really a fair representation to  
4 say every morning we were resetting where we were  
5 going -- where we were trying to finish the storm or  
6 finish the damage assessment.

7                   I would say that damage assessment  
8 probably did take longer than we would have  
9 otherwise expected. You know, from that, from the  
10 information from that damage assessment, you know,  
11 at that time we still had -- or I'll speak for  
12 myself. Based on my experience, I still had the  
13 impression that it was a large storm and we had a  
14 lot of troubles, but at that point I don't think  
15 that -- I was considering it to still be normal type  
16 of troubles.

17                   And what I mean by "normal type of  
18 trouble," I think you talked about a lateral, either  
19 yesterday or the day before, that you go to the  
20 lateral, there's one trouble, you fix that, and you  
21 pick up a bunch of customers. Once we got to the  
22 point where we understood that it wasn't like that  
23 is, I think, when we realized that the estimates out  
24 of our damage assessment weren't appropriate.

1 Q. So is it fair to say that on Friday the  
2 12th that was your beginning assumption, that it was  
3 more like a typical storm, to which you could  
4 respond in a relatively typical way?

5 A. [SPRAGUE] I would characterize the  
6 troubles as typical, not necessarily the scale of it  
7 as typical.

8 Q. Oh, you understood the scale was greater.

9 A. [SPRAGUE] I would say by the 12th, yeah,  
10 we understood that it was a large-scale event.

11 Q. So is it fair or accurate to say that you  
12 expected maybe more trouble spots but that at the  
13 trouble spots -- is that where the typical part of  
14 the repair comes in?

15 A. [SPRAGUE] Yes.

16 Q. So on the 12th, when you first sent out the  
17 damage assessors -- and we've talked about, I think,  
18 there were 26 within Fitchburg -- did you have an  
19 estimate or projection of -- and I understand that  
20 you were first focusing on transmission and primary  
21 distribution facilities. Did you have an estimate  
22 of what portion of that system these damage  
23 assessors would be able to get through that first  
24 day?

1           A.    [SPRAGUE] I would say, based upon my  
2 assumption -- and I was one of the ones that was  
3 running the damage assessment from the office --  
4 that, with the people that we had, it would have  
5 taken us on the order of 48 hours to complete that  
6 damage assessment.

7           Q.    So that was your initial assessment based  
8 on what we spoke about before.

9           A.    [SPRAGUE] Yes.

10          Q.    And when those assessors returned at the  
11 end of the day -- and now I'm speaking  
12 simplistically, but assuming that most of the work  
13 was done during daylight hours -- --

14                    Let me back up. When you say 48 hours,  
15 do you mean that sending out your team of damage  
16 assessors for two days would have completed the job?

17          A.    [SPRAGUE] Correct.

18          Q.    So when the damage assessors came back  
19 after the first day, I assume that you were  
20 anticipating that they would have been able to scope  
21 out approximately half of the transmission and  
22 primary distribution systems?

23          A.    [SPRAGUE] Yes. Damage assessment usually  
24 starts out a little bit slower, just getting, you

1 know, the people, you know, assigned to the circuits  
2 and areas that they're going to respond to, so  
3 usually the first portion of the first day isn't,  
4 you know, as productive as, say, towards the middle  
5 or the end of the damage assessment.

6 Q. After the damage assessors came back in the  
7 evening of December 12th, what was your impression?  
8 Did they get through as much of the T and primary D  
9 system as you expected?

10 A. [SPRAGUE] I would say no, they hadn't.

11 Q. Was it by a significant amount that they  
12 hadn't gotten through?

13 A. [SPRAGUE] I wouldn't call it a significant  
14 amount. I can't recall exactly. But, you know, it  
15 might have been, say, a third, as opposed to a half.  
16 You know, it wasn't necessarily like they got  
17 through 10 percent and they were supposed to get  
18 through half.

19 Q. Did you reassess your 48-hour projection at  
20 that point?

21 A. [SPRAGUE] I think at that point we knew,  
22 or at least I knew, that the damage assessment  
23 wasn't going to be done by the end of the second  
24 day.

1 Q. And this is just for the transmission and  
2 primary distribution.

3 A. [SPRAGUE] Correct.

4 Q. You didn't at that point consider secondary  
5 distribution facilities?

6 A. [SPRAGUE] Maybe to clarify that: One of  
7 the reasons why the damage assessment probably was  
8 delayed a little bit, are some of the damage  
9 assessors were just taking it upon themselves as  
10 they were out there to kind of go above and beyond,  
11 go further. You know, they were out there anyway.  
12 Even though they were told that "This is the area  
13 that we want you to concentrate on" -- I'm not  
14 saying they did a real detailed assessment of the  
15 rest of it, but they were providing information back  
16 on some of the rest of it.

17 Q. So is it fair to say that, based on the  
18 visual observations of systems other than the  
19 primary distribution, they were bringing back  
20 information about damage to secondary distribution  
21 facilities?

22 A. [SPRAGUE] Yes, I would say that.

23 Q. So again, when they brought back this  
24 information at the end of the first day, you

1 understood that this was likely not to be just a  
2 two-day job?

3 A. [SPRAGUE] Yes.

4 A. [FRAPPIER] If I can expand: We would  
5 assign the damage assessors a circuit and say,  
6 "Here, begin at this substation. Work your way out  
7 along the primary lines." Travel time to get to the  
8 subs took longer than expected. They'd begin their  
9 patrols. They're running into downed trees crossing  
10 roadways. So they have to find another way around  
11 and then work their way back to the point where they  
12 left off.

13 So that would take them onto side roads,  
14 laterals. So while they're there, they're going to  
15 collect the data. They're in the vicinity. They're  
16 on the same circuit. Let's get what we can get,  
17 valuable information. And then they may get stuck  
18 or have to, again, go back around, back up.

19 But they were calling in and saying,  
20 "We've got a down pole here. Do we have a tree crew  
21 available? There are trees down here. I can't go  
22 any further. Where would you like me to go now?"  
23 We knew the delay was there, it was going to take  
24 longer.

1 Q. At that point did you start thinking it  
2 could be a 96-hour job, or just unsure?

3 A. [FRAPPIER] At that point I was just  
4 unsure. We hadn't gotten very far.

5 Q. What about the restoration part of it? Is  
6 it fair to say that because the damage assessment  
7 was so incomplete it was very difficult, if not  
8 impossible, to project restoration times?

9 A. [SPRAGUE] At that point in time, I don't  
10 think we had enough information to accurately  
11 predict.

12 Q. And that's even, you know, entering the  
13 evening of that first day, just not enough  
14 information.

15 A. [SPRAGUE] Correct.

16 Q. I'm going to keep switching between the  
17 sort of physical and the communication side, so I'm  
18 going to ask Mr. Gantz: In your communications in  
19 the evening of the 12th did public officials ask you  
20 what was the status of the damage assessment and  
21 restoration? I don't know if they'd get to that  
22 level of detail.

23 A. [GANTZ] I don't think we were getting very  
24 many calls the first day or so. We were issuing the

1 public service announcements. We were getting those  
2 out. We were providing that information to  
3 customer-service reps. The level of the demand for  
4 information was, given the scale of the event, at a  
5 moderate level. It was well known that governors  
6 were declaring emergencies in most states; lots of  
7 media coverage about the storm and the damage. Very  
8 broad, general knowledge about the state of affairs  
9 on that first day. I don't think we really had any  
10 calls from public officials or, you know, inquiring  
11 about the status of our efforts to any great  
12 detail -- none that I was aware of.

13 Q. So now let's move to the next day, the  
14 13th, Saturday. Again, I assume you sent out  
15 approximately the same team of damage assessors,  
16 approximately 26?

17 A. [SPRAGUE] Approximately, yes.

18 Q. I assume they did the same type of thing,  
19 starting at substations, working their way out, and  
20 as they had to move around because of the physical  
21 impediments, getting a sense of what was out there.

22 When they came back in Saturday evening,  
23 did you then reassess how long damage assessment  
24 would take?

1           A.   [SPRAGUE] I think it was Saturday evening  
2 when we finally, you know, kind of sat around the  
3 table, the individuals that were responsible for  
4 running the restoration -- I think Mr. Meissner was  
5 there, myself, Mr. Dube. I'm not sure if  
6 Mr. Frappier was there or if he was still in the  
7 storm room. And there may have been one or two  
8 other individuals there.

9                     And it was at that point that, you know,  
10 I believe we had the realization that we had a large  
11 event on our hands.

12           Q.   And is that because -- those were the  
13 observations of the damage assessors primarily.

14           A.   Yeah.

15           Q.   Saturday when they had come back, if I had  
16 called you at that point and said, "When do you  
17 think your assessment of the damage on the  
18 transmission and primary distribution lines" -- if  
19 you can remember, what would your response have been  
20 at the end of Saturday?

21           A.   [SPRAGUE] I believe at the end of  
22 Saturday, I probably would have told you another  
23 full day of damage assessment at that point.

24           Q.   So at that point you thought the damage

1 assessment on the transmission and primary  
2 distribution would be done by the end of the day  
3 Sunday.

4 A. [SPRAGUE] Yes.

5 BY MS. EVANS:

6 Q. At the end of the day Saturday,  
7 approximately what percentage, ballpark, of this  
8 damage assessment had been completed?

9 A. [SPRAGUE] I'm not sure I remember off the  
10 top of my head. But I would say we were probably  
11 thinking, if it was another day that, you know, it  
12 would be reasonable that two thirds of it was  
13 complete.

14 BY MS. KOEPNICK:

15 Q. We're just talking initial damage  
16 assessment; right?

17 A. [SPRAGUE] Yes.

18 A. [MEISSNER] As an observation: I think on  
19 Saturday much management attention was still focused  
20 on the transmission. It was really after the  
21 transmission was restored that I think people's  
22 focus shifted into more of the distribution  
23 restoration. By that time there were many crews  
24 arriving as well.

1                   But just from my observation Saturday,  
2 my sense of what they were doing, much of the focus  
3 was on transmission.

4 BY MR. PERLMUTTER:

5           Q.    On the 69-kV lines we discussed earlier.

6           A.    [MEISSNER] Yes.

7           A.    [SPRAGUE] And I think it was around that  
8 same point, as we were restoring the 69 kV, a  
9 typical event, you would have a trouble on the 69-kV  
10 system and you'd fix it, you'd reenergize it, and  
11 everything would come back with it. You know, I  
12 think we realized as we were bringing -- you know,  
13 reenergizing the 69-kV system that that wasn't  
14 happening the way it would typically.

15          Q.    Well, was it made clear to you that that  
16 was going to happen based on reports, that  
17 Mr. Frappier talked about, that the damage assessors  
18 brought back about the secondary facilities, that it  
19 was unlikely?

20          A.    [SPRAGUE] I think it was on Saturday that  
21 we realized that.

22          Q.    That you realized that. So, again, at the  
23 end of Saturday, if I was to call and ask  
24 anticipated restoration, would it still have been

1 too early to tell?

2 A. [SPRAGUE] I would say yes.

3 Q. And then again, I'm going to ask Mr. Gantz:  
4 On the communications side, were public officials  
5 beginning to get in touch with you on Saturday about  
6 what was happening with storm restoration efforts?

7 A. [GANTZ] I know specifically I attended the  
8 Fitchburg EOC briefing and the mayor's press  
9 conference. The messaging that we were providing  
10 was that this was an event that would take days,  
11 encouraging people to be prepared for that event,  
12 and also describing, trying to describe, the  
13 sequential restoration process, beginning with  
14 transmission and subtransmission, explaining that we  
15 were working on the subtransmission system --

16 Q. Could I jump back, because I want to ask  
17 specific questions about this. Did you tell them  
18 that damage assessment was not complete and that  
19 until damage assessment was complete it really would  
20 be very difficult to project when service would be  
21 restored?

22 A. [GANTZ] I would have to say that I never  
23 had a question from a public official that I can  
24 recall that asked about damage assessment.

1 Q. But as you were describing the status of  
2 the restoration, did you offer to them that as a  
3 two- or three-step process: You assess the damage,  
4 you figure out what you have to do and fix it, and  
5 then you go out and fix it? Did you let them know  
6 at that point that, for a variety of reasons, mostly  
7 the severity of the storm, you had not completed  
8 that first step?

9 A. [GANTZ] Probably not. I don't believe  
10 that we had thought through the messaging about  
11 damage assessment, compiling results, preparation of  
12 estimated restoration times. So I don't believe we  
13 had those conversations -- and we should have.

14 A. [MEISSNER] Can I add one thing?

15 Q. Yes.

16 A. [MEISSNER] The term "damage assessment"  
17 has been used a lot since the storm. But at the  
18 time of the storm, that's not really terminology  
19 that I think anybody used outside the company. I  
20 mean, inside the company, yes, people did. But  
21 municipal officials and people like that didn't  
22 really talk about damage assessment. I don't even  
23 think it was really in the vocabulary that people  
24 were using to talk about the event.

1           So when we talked to them, we were  
2 really talking about stages of restoration in terms  
3 of the status of our transmission system, crew  
4 arrivals, status of distribution, so forth. And we  
5 may have talked about damage, but we didn't  
6 specifically talk about damage assessment or the  
7 process of damage assessment. I don't think it was  
8 really a term that people had really used in  
9 communication at that point.

10           Q.    Let's move to Sunday.

11 BY MS. EVANS:

12           Q.    Another question on Saturday: The damage  
13 assessors were bringing their information back on  
14 the primary system but also some information back on  
15 the secondary system as they were trying to do their  
16 damage assessment. If you folks spoke -- you talked  
17 about a meeting on Saturday evening to talk about  
18 the status and a realization that this was a major  
19 event. Did you ever have the conversation, what if  
20 the whole distribution system looks like the pieces  
21 that the damage assessors were telling you were in  
22 pretty bad shape, what if the whole system looked  
23 like what you had seen, the few pieces of it that  
24 you had seen?

1           A.    [SPRAGUE] I'm not sure if we had that  
2 particular conversation. I recall the conversation  
3 was more along the lines of, "This is where we have  
4 patrolled, where we have done damage assessment, and  
5 this is what the damage is looking like" and kind of  
6 the severity of the damage in those areas.

7           Q.    But did you take and project what if  
8 everything else looks like what you were seeing in  
9 the particular areas that you had looked at?

10          A.    [SPRAGUE] I don't think at that point we  
11 had gone through the effort of like trying to  
12 extrapolate that damage out to the rest of the  
13 territory.

14          Q.    When approximately did you possibly take  
15 that step?

16          A.    That was during the day and into the  
17 evening Monday.

18 BY MR. PERLMUTTER:

19          Q.    Now we're going to turn to Sunday. At this  
20 point you were anticipating hopefully the damage  
21 assessment would be done by the end of the day. We  
22 spoke about that.

23          A.    [SPRAGUE] Yes.

24          Q.    And then the assessors came back at the end

1 of the day and you realized they were unable to get  
2 through all the transmission and primary  
3 distribution facilities?

4 A. [SPRAGUE] Right. I think at that point  
5 there were just a few straggler areas that we had  
6 not gotten to at that point.

7 Q. So is it fair that by the end of Sunday it  
8 was almost complete?

9 A. [SPRAGUE] It was almost complete on  
10 Saturday -- I mean Sunday.

11 BY MR. NELSON:

12 Q. I just wanted to have a clarification  
13 question: When you talk about secondaries and we're  
14 talking about secondaries, I want to make sure we're  
15 talking about the same thing here. The secondaries  
16 are the laterals off your three-phase primary?

17 A. [SPRAGUE] No. When you say "secondary,"  
18 to me, I'm thinking 120-volt secondaries along the  
19 street --

20 Q. Exactly, and they're talking about the  
21 laterals, I think. I want to make sure we're clear  
22 here, because it's going to have a dramatic effect  
23 on how you figured your estimates.

24 BY MR. PERLMUTTER:

1 Q. I'm just going with -- you said the initial  
2 assessment focused on transmission and primary  
3 distribution facilities.

4 A. [SPRAGUE] Correct.

5 Q. So we'll just use the definition you  
6 provided for that.

7 MR. NELSON: Okay. Just to make sure we  
8 stay clear.

9 Q. So by Sunday the damage assessment was  
10 almost complete. Let me just finish this through:  
11 So then Monday you sent the damage assessors out to  
12 finish what had to be done.

13 A. [SPRAGUE] Correct.

14 Q. By the end of the day Monday the assessment  
15 of damage on the transmission and primary  
16 distribution facilities was complete.

17 A. [SPRAGUE] Correct.

18 Q. And did you have to wait until the damage  
19 assessment -- I'm sorry, I'll back up.

20 Again on Sunday, when it was almost  
21 complete, was it able to give you a better idea, a  
22 better projection of restoration times?

23 A. [SPRAGUE] I think we tabulated the results  
24 on Monday.

1 Q. On Monday. So after it was all complete,  
2 then it was time for you to sit back and say, "We  
3 now know the status of the damage on our  
4 transmission and primary distribution. We have some  
5 if not a good idea about secondary distribution" --  
6 and by that I just mean all distribution that you  
7 don't categorize as primary. You had a relatively  
8 good idea because of reports coming back from damage  
9 assessors? Is that fair to say?

10 A. [SPRAGUE] I would say Monday we thought we  
11 had a good estimate of the restoration.

12 Q. And then on Monday the estimated time of  
13 restoration was what?

14 A. [SPRAGUE] I believe at that point in  
15 time -- I can't remember if it was, you know, Monday  
16 evening or early Tuesday morning, but I think at  
17 that point in time I recall that I think it was in  
18 Fitchburg on Thursday, Lunenburg and Townsend  
19 Friday, and Ashby over the weekend, if I remember  
20 right.

21 A. [MEISSNER] My recollection of what  
22 happened is that on Monday I met with the people  
23 that were involved in damage assessment and  
24 talked -- we had a discussion about translating that

1 information into crew repair times and estimated  
2 restoration times, that that had to be completed.

3 I believe that that was done -- it may  
4 have been started Monday. I wasn't involved in it.  
5 But I don't think it was completed until the  
6 overnight hours of Monday night, and I think we had  
7 a follow-up conversation the next morning on  
8 methodology: you know, what did you come up with,  
9 how did you arrive at that, and so forth.

10 So I think that conversation took place  
11 on Tuesday, and that was really, you know, in  
12 anticipation of providing public information on  
13 ETRs. So they would not have provided ETRs before  
14 Tuesday; I know that.

15 Q. And just to help me out: When you said you  
16 had discussions on methodologies, who were you  
17 talking to and what methodologies were you talking  
18 about?

19 A. [MEISSNER] It was some of the people at  
20 the table here that were directly involved in the  
21 damage assessment. And I was just trying to  
22 understand how they arrived at their estimates of  
23 crew hours and then also estimated restoration  
24 times.

1 Q. And I'm trying to find the first public  
2 service announcement. The first one I could see  
3 would maybe be Tuesday, December 16th, at 10:10  
4 p.m., which seems to follow your chronology.

5 A. [MEISSNER] There was another step, I  
6 think, that happened, and maybe the reason why that  
7 didn't happen until 10:00 o'clock at night, because  
8 on Tuesday we also again were trying to get more  
9 crews to see if we could shorten it up. So  
10 obviously we knew what the crew hours were. We knew  
11 what we had for crews. But we were still trying to  
12 get more crews. We were still trying to move up the  
13 estimated restoration times.

14 Q. You've stated that after the initial damage  
15 assessment was done, you did not continue with on  
16 the detailed damage assessment but focused on  
17 restoration. Is that fair to say?

18 A. [SPRAGUE] Yes.

19 Q. I apologize if this is sort of a simplistic  
20 question, but how do you predict restoration time  
21 when you don't know fully -- when you don't know to  
22 a certain degree the extent of damage on your  
23 secondary distribution system? Do you just make  
24 assumptions based on what's been reported to you?

1           A.   [SPRAGUE] One of the challenges that we  
2 were up against -- and, you know, this isn't an  
3 excuse. But by this point in time the damage  
4 assessors were now becoming crew guides, they're  
5 becoming -- you know, they're focused on wire-downs.  
6 You know, they're being dispersed to other  
7 functions. The individuals in the office are then  
8 focused on translating the information they have up  
9 to this point into work for the subsequent days.

10          A.   [MEISSNER] By now there would have been  
11 more and more crews arriving, so more and more  
12 people were essentially deployed supervising or  
13 guiding crews -- although I think it's fair to say  
14 that the people were still doing damage assessment  
15 in the course of their jobs and still reporting  
16 damage in.

17          A.   [SPRAGUE] Yes.

18          Q.   But my question was -- and again, I'm not  
19 sure if it's simplistic -- how do you calculate a  
20 restoration time when you haven't done much of an  
21 assessment of the damage on the secondary facilities  
22 that bring electricity to people's homes and  
23 premises?

24          A.   [SPRAGUE] I think at that point we were

1 trying to use our past experience to try to estimate  
2 what that might look like.

3 Q. Is it fair to say that damage assessors  
4 come back at the end of the day, and they provide  
5 you with information about trouble-spot locations  
6 and the extent of damage, and that over the evening  
7 hours people would work to produce work orders for  
8 each trouble spot?

9 A. [SPRAGUE] We started talking about work  
10 orders -- I forgot if it was yesterday or the day  
11 before. What we were providing out to the crews  
12 were essentially the marked-up maps that came in,  
13 and then we would assign crews to circuits, areas of  
14 circuits, and essentially hand them that information  
15 back and say, "This is the -- you know, this is the  
16 information. This is the area that we would like  
17 you to go to."

18 So there wasn't necessarily a piece of  
19 paper that says "work order" on it for each  
20 individual location.

21 A. [DUBE] The crews wouldn't need to be told  
22 each individual device or trouble area, because they  
23 were starting right at the very beginning of the  
24 source and working right up from the general area.

1 They had to stop at just about every pole and  
2 section.

3 A. [MEISSNER] They were essentially returning  
4 each day to where they left off the day before. And  
5 in the case of some crews, we had some crews that  
6 spent the entire duration of the storm working down  
7 the same circuit, every day returning back to where  
8 they left off, continuing on for 16 hours.

9 So in that regard, it was a different  
10 situation than you'd have crews finish up one spot,  
11 be dispatched to another spot. There was relatively  
12 little crew movement during the course of it.

13 BY MR. DANIEL:

14 Q. I want to ask a question for Mr. Sprague.  
15 Beginning Friday you had approximately 26 assessors,  
16 damage assessors, and they kept working on until  
17 Tuesday. And then you said some of this crew ended  
18 up working there. Some of them were repair crews?

19 A. [SPRAGUE] No, they became crew guides, so  
20 that crews that were coming in from external  
21 contractors, we would assign them one of these  
22 individuals who knew the area and knew the streets,  
23 could escort them to the area, and then would start  
24 working ahead of the crews to kind of set up the

1 next step for them on that circuit.

2 Q. So none of the assessors were repair crew  
3 or tree crew.

4 A. [SPRAGUE] At that point --

5 Q. In general.

6 A. [SPRAGUE] Of the 26 that we identified,  
7 no, we didn't count line crews in that.

8 A. [DUBE] We were also getting more and more  
9 calls from the local officials asking us for  
10 assistance in wire-down, because the National Guard  
11 was not coming in, and they needed assistance to  
12 clear the roads. So these folks would act in that  
13 respect as well.

14 BY MR. PERLMUTTER:

15 Q. Just to make sure I understand: The  
16 company was able to take all the information  
17 provided by the damage assessors and provide that,  
18 in my simplistic model, the next morning to repair  
19 crews, so they could go out and do the work?

20 A. [SPRAGUE] Correct.

21 Q. That wasn't sort of a constraint in the  
22 system, the ability to produce work orders.

23 A. [DUBE] No.

24 Q. Because it seems to me you were pretty much

1 handing over marked-up circuits --

2 A. [SPRAGUE] Correct.

3 Q. -- and sending people out.

4 A. [DUBE] Exactly. In every instance that I  
5 can remember, we had work waiting for the crews.

6 A. [FRAPPIER] There were also -- where there  
7 were bucket crews, "Here's your marked-up map." We  
8 also supplied a list of pole replacements, for  
9 broken-poles damage, where we would supply a list of  
10 poles that "We called in these Dig Safes during the  
11 night. These are prepared for pole sets. This is  
12 your location." We supplied that.

13 Then the tree crews was pretty much the  
14 same way: We would put tree crews ahead of line  
15 crews, start clearing the way for the folks so they  
16 could put the wires up.

17 Q. We talked about this: Crews typically  
18 started a shift at 7:00 a.m.? Is that fair to say?

19 A. [DUBE] I believe 6:00 to 10:00 was the  
20 day.

21 Q. And they're arriving at the Unitil EOC in  
22 Fitchburg's service territory?

23 A. [DUBE] Sometimes what would happen is the  
24 supervisor would show up at the office, the

1 Fitchburg office, in the morning to get an update,  
2 give us a briefing, but they would send the bucket  
3 crews and line crews directly to the site where they  
4 left off the day before.

5 Q. And so did the company experience any  
6 difficulty in making sure that the crews had, not so  
7 much the information they need -- we said that --  
8 but the equipment, all the support a crew needs to  
9 go out and do the work? Did Unitil have sufficient  
10 resources in the Fitchburg service territory to  
11 support the work of the repair crews?

12 A. [DUBE] As far as bringing material --

13 Q. All the stuff they needed so that when they  
14 get to the job they can do the work they need to  
15 perform.

16 A. [SPRAGUE] Correct.

17 A. [DUBE] That's correct. We also had people  
18 assigned to each crew -- as we call them, bird  
19 dogs -- and they could run material back and forth  
20 or get the crews wherever they needed, assist them  
21 with getting meals. Oftentimes, rather than go to  
22 the a restaurant, the bird dog would go pick up  
23 pizzas and go bring them back to them.

24 A. [SPRAGUE] And generally what was

1 happening -- Mr. Dube described, the supervisor  
2 would come in to meet with the individuals in the  
3 EOC to get the work for the day or to make sure that  
4 the work hasn't changed or their location hasn't  
5 changed.

6           Also during that time the rest of that  
7 crew was out in the stockroom stocking up for the  
8 day for what they knew that they were going to be  
9 using, if they hadn't done so the night before, when  
10 they came in.

11           Q. And then is it fair to say that each day  
12 for a repair crew you projected, estimated the  
13 amount of trouble spots it would be able to fix the  
14 damage?

15           A. [SPRAGUE] I think at this point what we  
16 were -- the way we were handling it was, we knew --  
17 we had an estimate for the amount of work on that  
18 given circuit, and then we were estimating that,  
19 say, they had five crews out there and we were  
20 estimating that there were, you know, ten productive  
21 hours -- those were just the estimates that we were  
22 using -- that we would take --

23           You know, if there was 100 hours that  
24 was set for a given circuit and we had five crews

1 out there for ten hours each, that's 50; we would  
2 subtract that off. So we'd say, "We're now  
3 estimating that this given area has essentially one  
4 more day's worth of work," given the crew complement  
5 that was there the day before.

6 BY MR. NELSON:

7 Q. Was there any point in time of that ten  
8 hours for your amount of work for each location that  
9 the time allowed for that given amount of area to be  
10 restored changed? Did you increase it from, like,  
11 say, two days to like three days or two and a half  
12 days, because you found that things were slowing  
13 down?

14 A. [SPRAGUE] I don't think we ever made a  
15 conscious decision to say that a productive crew day  
16 was any more or less than ten hours.

17 Q. No, I don't mean the time that the crews  
18 were actually working. I mean the actual time to  
19 fix what you had estimated it would take to repair  
20 that circuit. Say it took 100 hours. Was there  
21 some point in the week that you figured that that  
22 100 hours should have been 150 or 200?

23 A. [SPRAGUE] I believe as we got later in the  
24 week, we realized that the amount of work being

1 accomplished was -- it was requiring more work than  
2 what we had estimated.

3 Q. So there was more damage in that area to be  
4 repaired than what you had figured in the morning.

5 A. [SPRAGUE] Right.

6 A. [MEISSNER] Or it took longer than we  
7 thought.

8 I know from personal experience, I  
9 remember some crews in Ashby during one of the early  
10 days, and there were ten crews out there. They were  
11 setting -- there were objectives set by day, where  
12 you hoped to be at the end of the day, the end of a  
13 shift. I know the very first day they were out  
14 there they had an objective of getting the main line  
15 on out to I believe the fire station or the police  
16 station, whatever was important to the town to use  
17 as an EOC.

18 Then by, I think, afternoon they had  
19 already realized that that wasn't going to be able  
20 to happen, and they had a different objective, of  
21 getting to a certain street crossing. And then I  
22 think by the end of the final shift they didn't even  
23 get that far.

24 So, you know, it just, for whatever

1 reason, it was taking longer than anybody thought it  
2 was going to take.

3 BY MR. PERLMUTTER:

4 Q. But the question is, did the company take  
5 that into account sufficiently early, when it  
6 calculated its restoration times? You had repair  
7 crews out -- we talked about this -- Friday night,  
8 early Saturday morning. But certainly all Saturday,  
9 all Sunday, all Monday they were out there. And at  
10 that point did the company get information that  
11 could have led it to believe, maybe should have led  
12 it to believe that per trouble spot the number of  
13 hours was higher than you may have anticipated and  
14 maybe higher than you've ever experienced before?

15 A. [SPRAGUE] I would say it's reasonable in  
16 hindsight to say, yeah, we should have realized.

17 BY MS. EVANS:

18 Q. In a situation like the Ashby situation,  
19 that you were just talking about, when those crews  
20 came back in at the end of the day and didn't even  
21 get to the modified objective, did you then change  
22 their objective for the next day and take into  
23 account how fast things were going and modify where  
24 they should have ended up at the end of that next

1 day?

2 A. [MEISSNER] Well, I don't think we were  
3 setting the objectives for those crews. I mean,  
4 those crews basically stayed on that circuit for the  
5 duration of the event. So the next day they went  
6 back out and continued. So I think the question  
7 you're asking is did we modify the estimated times  
8 and the damage assessment, which would be a  
9 different thing.

10 A. [SPRAGUE] I would say that we didn't  
11 modify our estimates from the damage assessment  
12 until probably Thursday or Friday of that week, of  
13 that first week.

14 A. [DUBE] Those crews Tom was talking about,  
15 their first whole day was Sunday, and then we did  
16 our damage-assessment analysis Monday night. And  
17 then, as it progressed, we took another look at  
18 it --

19 A. [MEISSNER] That's right.

20 A. [DUBE] -- Thursday, which was only two  
21 days from when we gave our first analysis.

22 BY MR. PERLMUTTER:

23 Q. To make sure I understand this: Your  
24 initial restoration effort focused on transmission

1 and primary distribution; correct?

2 A. [DUBE] Correct.

3 Q. And you talked about the damage assessment  
4 was almost complete by the end of the day Sunday and  
5 completely sometime Monday. Is that what we  
6 discussed earlier?

7 A. [SPRAGUE] That's correct.

8 Q. When were those lines fully energized? Was  
9 that done by the end of the day Monday?

10 MR. NELSON: Which ones?

11 Q. The transmission and primary distribution.

12 A. [SPRAGUE] Well, the transmission -- the  
13 69-kV system, all of the substations were energized  
14 by late in the day Saturday -- late in the day  
15 Saturday, early in the day Sunday. It was right  
16 around midnight. But the primary distribution  
17 lines, those were still being repaired. I don't  
18 think that those were -- all of the work that we  
19 thought that needed to get done for those primary --  
20 those three-phase primaries that we had done the  
21 damage assessment on, that work wasn't complete  
22 until late in the week -- later in the week.

23 Q. Just to help me understand; maybe I  
24 misunderstand this: Did the company start directing

1 crews towards secondary distribution facilities  
2 while still working on the primary, or was it  
3 following the priority of, "Let's get the primary  
4 distribution lines up and running before we divert  
5 resources to the secondary"?

6 A. [MEISSNER] I think we might be creating a  
7 confusion in terms of how the restoration proceeded,  
8 so I thought it would be important to clarify. The  
9 primary/secondary designation doesn't really have  
10 any meaning in terms of the restoration. I think  
11 what they were talking about is sort of their Phase  
12 1/Phase 2 approach to damage assessment, which is  
13 something else.

14 But the restoration always proceeded in  
15 the same order, which was to start at the  
16 substation, restore the main line of the circuits --  
17 which you have to -- you always have to proceed in a  
18 progression further and further out on the circuit.  
19 So in every case that was really the progression.

20 There was no ability to, you know, like  
21 redirect crews to certain priority areas until --  
22 you had to rebuild the circuit to get there first.  
23 For any given circuit, they started at the  
24 substation, they went down the main line, they

1 cleared off all the laterals, and they just kept  
2 working down in order from biggest to smallest,  
3 essentially.

4 I mean, that's how it proceeded, as  
5 opposed to like a primary/secondary designation.

6 Q. To make sure I understand this: The  
7 company, by limiting its damage-assessment  
8 activities to transmission and primary distribution,  
9 did limited assessment of the damage on the  
10 secondary distribution facilities?

11 A. [SPRAGUE] By the "secondary distribution  
12 facilities," I think you're saying -- I think what  
13 you mean is single-phase primary. When we were  
14 saying primary circuits, that's like all of our 13, 8  
15 and 4 kV. That's what we were assuming when we said  
16 "primaries."

17 The message that I believe we were  
18 trying to get across was -- to customers at that  
19 point was, by the end of that week, Thursday,  
20 Friday, and into the weekend, we were projecting  
21 that we would have power on the street, your  
22 neighbor may have power if they still have a  
23 connection to that, but if your connection from your  
24 house was down, that you may not at that point. I

1 think that's the message we were trying to get out  
2 to customers.

3 A. [MEISSNER] That's a good way to think of  
4 it: power restored on the street, but you'd still  
5 have customers without service due to individual  
6 service problems.

7 BY MR. NELSON:

8 Q. Is that all the three-phase streets, or are  
9 you talking about single-phase now again?

10 A. [MEISSNER] He's talking about primary  
11 voltage.

12 A. [SPRAGUE] I'm talking about primaries,  
13 three-phase and single-phase.

14 BY MR. PERLMUTTER:

15 Q. So that was the message you were trying to  
16 send to customers. I'm now looking at the Tuesday,  
17 December 6, at 10:00 p.m., PSA. It says,  
18 "Restoration of all primary circuits in  
19 Massachusetts is expected on Thursday in Fitchburg,  
20 Friday in Townsend," and so forth. I'm sorry,  
21 Tuesday, December 16th.

22 A. [MEISSNER] If I was to redo that now in a  
23 customer-friendly format, I would say it more along  
24 the lines of what I said: "Expect to have power

1 restored by all streets at that time." I think that  
2 was the intention.

3 Q. Thursday comes, and Thursday is the 18th.  
4 Let's jump ahead to that point, because that's where  
5 you made your initial projection. And what was the  
6 status of primary circuits, let's say, in Fitchburg?  
7 You expected those to be restored by Thursday. What  
8 was the status?

9 A. [SPRAGUE] They were not.

10 Q. And that's because the work just took  
11 longer than you expected?

12 A. [SPRAGUE] Yes.

13 BY MS. EVANS:

14 Q. A follow-up: I'm going to look for  
15 laymen's terms again for a second. The primary and  
16 single phase went out into the neighborhoods; is  
17 that correct?

18 A. [MEISSNER] Uh-huh.

19 MS. KOEPNICK: You need to answer.

20 A. [MEISSNER] Yes.

21 Q. Thank you. And you said those customers  
22 themselves still could be out because of problems at  
23 the customers' site, the customers' homes.

24 When you were restoring the primary and

1 single phase -- the primary circuits, did you also,  
2 if you were in the neighborhood, work on the  
3 distribution out to the customers' premises?

4 A. [SPRAGUE] I think this was one area that  
5 led to some frustration to customers early in the  
6 event, where we still had the focus of restoring the  
7 most amount of people at first, working our way out,  
8 until we get to those individual services.  
9 Customers would, you know -- at some points it was,  
10 you know, a few days into the event. We would send  
11 trucks to their street. They would spend perhaps a  
12 considerable amount of time on their street fixing  
13 the primary. And then the crews were then directed  
14 to move to the next location.

15 That led to the frustration with  
16 customers. We got the sense of that -- I can't  
17 remember which day it was, but it was late in the  
18 week. So at that point we made the conscious effort  
19 to say, "If you're in the area, fix the area."

20 Q. When you say you were restoring the most  
21 amount of customers -- and again, excuse my layman's  
22 terms. But by bringing up the primary, were you  
23 trying to bring up the primary circuits that, when  
24 those came up, as many customers as possible were

1 attached to those circuits?

2 A. [FRAPPIER] That's correct.

3 A. [MEISSNER] We were trying to restore whole  
4 streets and whole neighborhoods at that point, as  
5 opposed to fixing individual customer problems.

6 Q. So if the circuit coming into my  
7 neighborhood was repaired and turned on, whoever's  
8 homes in my neighborhood didn't have damage to the  
9 circuits from the primary to my house would come up  
10 at that point in time; is that correct?

11 A. [SPRAGUE] That is correct.

12 Q. But if I had damage from the street to my  
13 house, my lights would not come back on.

14 A. [SPRAGUE] Correct.

15 Q. And initially, in the damage restoration  
16 process, you didn't fix the line that came from the  
17 primary to my house. You drove away, and my lights  
18 are still out, although my next-door neighbor's  
19 lights might now be on.

20 A. [SPRAGUE] And the reason why we were doing  
21 that is -- a good for-instance is: Say it would  
22 take the crew a half an hour to make the repair to  
23 your house, to get you now connected to the system.  
24 That same crew could work a half an hour somewhere

1 else and potentially pick up 20 customers. So  
2 that's why we took the restoration steps that we  
3 took early in the storm.

4 Q. And at this point, on Thursday, are you now  
5 using the trouble-ticket system to identify the  
6 troubles that you're repairing? Or are you still  
7 using the damage assessment to identify the work  
8 you're going to do the next morning?

9 A. [SPRAGUE] We're still using the damage  
10 assessment at that point.

11 A. [MEISSNER] Maybe even more accurately: It  
12 was a combination of things.

13 Q. But what I saw was, there was this big wall  
14 map that you described before, that was on the wall,  
15 that had the entire territory and all of the  
16 circuitry on the wall map. And as restoration was  
17 completed, they were highlighting in the wall map.  
18 So I believe they were actually working off the wall  
19 map, because they knew what had been restored and  
20 what was still off. Is that accurate?

21 A. [SPRAGUE] (Nodding.)

22 Q. So what happens with my trouble ticket that  
23 I've called in at that point in time? Maybe I've  
24 called in four times, so I've generated four

1 different trouble tickets out of the IVR system.  
2 What happened with what I'm telling you as a  
3 customer, calling in, talking about my particular  
4 problem? What's happening with that information?

5 A. [SPRAGUE] We had an individual who was  
6 assigned to those trouble tickets for individual  
7 services, and they were tabulating those by street  
8 by circuit, so that when we got to the point where  
9 we were essentially ready to assign crews to single  
10 services, that that information would be ready.

11 Q. And that person also culled out the fact  
12 that I've called multiple times on the same problem?

13 A. [SPRAGUE] Correct.

14 BY MR. NELSON:

15 Q. Mr. Sprague, at what point in time did you  
16 swap from your initial method of restoration to  
17 including everything on the street as you did the  
18 street? Was that the 19th, 20th, 21st?

19 A. [SPRAGUE] I believe it was somewhere in  
20 that range. I'm not sure.

21 Q. Because that would have been -- Thursday  
22 was the 18th, when you said you would have  
23 everything up in Fitchburg. Then the 19th would  
24 have been Saturday, the 20th Sunday.

1           A.    [SPRAGUE]  It's in that time frame.  I'm  
2  not sure -- there wasn't necessarily a directive  
3  given to say, "From now on we're going to change the  
4  way we do it."  It was, you know, in discussions  
5  with Mr. Gantz and information he's getting back  
6  from the Towns, with Mr. Meissner and the  
7  individuals in our EOC, we realized that frustration  
8  for the customers had reached that point where we  
9  could no longer send a truck into an area to just  
10 repair the primary system and then leave.

11          A.    [MEISSNER]  I think it was also a situation  
12 where much of the large restoration had occurred by  
13 then.  You know, I don't know as a percentage, if  
14 the system was 75 or 80 percent restored.  But it  
15 means you're getting into now ever-smaller groups of  
16 customers that you're restoring.  You're no longer  
17 restoring 200 customers at a time, 500 customers at  
18 a time.  You're down to individual streets with 15,  
19 20 customers at that point.  So, you know, at that  
20 point in time they changed to a strategy of correct  
21 everything.

22          Q.    So if I might use the term "sweep" --  
23 familiar?

24          A.    [SPRAGUE]  Yes.

1 Q. So at this point in time you've gone to  
2 when you're in an area sweeping, fixing everything  
3 that's wrong in that area.

4 A. [SPRAGUE] Correct. That's actually the  
5 same term we were using.

6 BY MR. PERLMUTTER:

7 Q. I want to back up for a second. Did one of  
8 you say the other day that it was your expectation,  
9 maybe hopeful anticipation, that when the  
10 transmission and primary distribution -- I guess we  
11 mean the three-phase -- when those were energized,  
12 that the majority of customers would have service?

13 A. [SPRAGUE] That's our typical experience.

14 Q. I know that's your typical experience. But  
15 based on what you were seeing, what you were hearing  
16 back from the damage assessors, did you continue to  
17 rely on that anticipation?

18 A. [SPRAGUE] I think once we got into the  
19 Wednesday-Thursday time frame, we were no longer  
20 considering --

21 Q. So you didn't realize --

22 A. [MEISSNER] I think the expectation that  
23 everything was going to come back up, you're talking  
24 Friday and Saturday, the 12th and 13th.

1 Q. Yes. I'm wondering, did that expectation  
2 continue into Monday, after you had heard a lot from  
3 your damage assessors that "We have a lot of  
4 troubles on our nonprimary lines"?

5 A. [MEISSNER] I think by the time the  
6 transmission was energized and substations were  
7 energized and you saw what you were able to restore  
8 for main lines that had been cleared, at that point  
9 the rest of it was distribution restoration, no  
10 doubt about it. And the distribution restoration  
11 from that point forward proceeded.

12 Q. If I could move now to -- I think on  
13 Saturday, the 20th, there was a conversation -- I'm  
14 reading from the self-assessment report on Page 23  
15 and 24. But this has to do with the conference call  
16 that included the Governor, Lieutenant Governor, the  
17 chairman of the DPU, other public officials, and  
18 Unitil management. Were any of you on that call?

19 A. [MEISSNER] I was on that call.

20 A. [GANTZ] I was as well.

21 Q. At that point in time to what extent were  
22 you able to tell the others on the call the extent  
23 of the damage, the extent of the restoration process  
24 in the service territory?

1           Let me just -- you could tell them that  
2 the transmission wires were up and running, the  
3 primary distribution was up and running. Past that,  
4 what could you tell them?

5           A. [MEISSNER] Perhaps as a percentage of  
6 system restored in terms of number of customers and  
7 so forth. I don't recall what we did talk about on  
8 that call, specifically in terms of what you're  
9 asking.

10          A. [GANTZ] Perhaps I can just add a little  
11 bit about that call, because I do remember that part  
12 of the discussion on that initial call was a  
13 question about what resources that we could use.  
14 One of the points of discussion revolved around the  
15 fact that the subtransmission system was not in full  
16 redundancy at that point, that we still had one line  
17 out, and that that created a vulnerability to  
18 potential outage. As a matter of fact, I think that  
19 sole line had tripped once already on Thursday for a  
20 period of time, dropped some additional -- and I  
21 think it takes out something like 6,000 customers,  
22 so it was a pretty big event, I think, in that  
23 Thursday time frame.

24           So that was one of the areas that we did

1 talk about the vulnerability potentially in  
2 transmission and the need for additional  
3 resources -- you know, bucket trucks and utility  
4 crews. I think it was reported on that call that we  
5 had secured the night before the first contingent of  
6 crews from National Grid that were brought into and  
7 deployed in the field on that day, on Saturday.

8           And my recollection is at the end of the  
9 call we were given the assignment of identifying  
10 specific sets of resources that we would be able to  
11 use. I think the issue of a -- I think the issue of  
12 logistics supply line was also discussed on that  
13 call.

14           We were given the assignment of coming  
15 up with a list of resources that we could utilize,  
16 and I believe the chairman, Chairman Hibbard, was on  
17 the call, and I believe he was given the assignment  
18 to contact the other utilities in Massachusetts to  
19 see what additional resources might be available  
20 from them, so that they could then be in touch with  
21 the company to identify what resources were  
22 available and what our needs were and see if those  
23 could be matched up.

24           That's my recollection of that first

1 call.

2 A. [MEISSNER] If I may add, too: I believe  
3 there was actually a meeting that was a precursor to  
4 that call. Before that call took place, the  
5 Undersecretary of Public Safety and representative  
6 of NEMA had come out and visited. It was actually  
7 during that conversation where a lot of this was  
8 talked about.

9 We had just been through a snowstorm the  
10 day before, where we were Saturday, and there was  
11 another storm at that point anticipated for Sunday,  
12 I believe. So we had a conversation where we walked  
13 through. And in particular, I think there was  
14 concern about the Sunday storm and, you know, what  
15 was needed for support and resources to -- you know,  
16 what were the weaknesses in the system? That was  
17 one of the things we were asked about. What were  
18 our concerns in the face of the storm that was  
19 coming? And what were the resources and so forth  
20 that would address that?

21 So I think some of that really happened  
22 on that call. And then they went back and they --  
23 or that meeting, and then they went back and the  
24 State-level call occurred after that.

1 Q. Let me ask a question: Reading from the  
2 top of Page 24 of the self-assessment report, the  
3 first full sentence says, "At that time Unitil had  
4 restored power to 85 percent of its Massachusetts  
5 customers, but the remaining work to restore the  
6 last 4,000 customers was expected to be more time-  
7 intensive." At that point in time could you  
8 identify where those customers were located? Could  
9 you pinpoint if everyone had access to a map which  
10 part of the service territory was not receiving  
11 electricity?

12 A. [MEISSNER] We knew every street that  
13 remained, I would say was accurate, but we had a  
14 list of many services. Was that a comprehensive  
15 list? I can't answer.

16 Q. You had a list of?

17 A. [MEISSNER] Services, where, as Kevin  
18 described, somebody was keeping track of services.  
19 Whether that was a complete list of every individual  
20 customer-service problem? I would assume not.

21 A. [SPRAGUE] It would have been a list of  
22 everyone that had called in. So if somebody hadn't  
23 called in at that point, then they may not have been  
24 on the list.

1 Q. But certainly you could have provided a  
2 list of all the streets you had gone down, what you  
3 hadn't gone down -- you could have provided good  
4 information about the status of your restoration  
5 efforts to that point?

6 A. [SPRAGUE] Yes -- which I believe at that  
7 point in the storm we were providing that level of  
8 information to the City of Fitchburg -- maybe not to  
9 the same organized detail to Lunenberg as well,  
10 because the City of Fitchburg had a GIS individual  
11 that we were talking with, and they were taking the  
12 information. As we restored streets, we would tell  
13 them what streets were restored, and they were  
14 actually populating their GIS with that.

15 A. [MEISSNER] The City of Fitchburg was  
16 actually in themselves tracking street by street the  
17 restoration of power. So we were trying to provide  
18 street by street when power was restored so they  
19 could continue tracking.

20 Q. And before we move to sort of the next  
21 phase, which is when National Grid crews arrived and  
22 the number of resources available increased  
23 significantly: Did the companies have sufficient  
24 support staff to support all the external repair

1 crews that came into your service territory?

2 A. [MEISSNER] Up until that point, I would  
3 say yes. I think that that was the point where,  
4 without additional logistical management support and  
5 other support, we could not have accommodated the  
6 number of crews that came in with National Grid.

7 Q. But before that point you were able to make  
8 sure that those trucks, those crews could be out on  
9 the road early in the morning to get a full workday  
10 in.

11 A. [MEISSNER] Yes.

12 Q. And to respond to the anecdotal -- the  
13 stories we hear that have trucks were not on the  
14 road; at 11:00 o'clock, at 11:00 a.m. they weren't  
15 at sites, they were just being supplied. We heard  
16 that a lot, that Unitil was not managing its  
17 resources efficiently, and it gave people the  
18 impression, quite honestly, you didn't know what you  
19 were doing.

20 A. [MEISSNER] I can actually speak to some of  
21 that firsthand knowledge. I wish I would have been  
22 able to at the time correct it.

23 One of the stories in particular was --  
24 I had been in Lunenburg at their EOC on a couple of

1 occasions. On Saturday morning -- what I was doing  
2 was bringing over a map that we updated on a daily  
3 basis and then periodically throughout the day with  
4 a plan for the day.

5 Q. Is this Saturday the 13th or Saturday the  
6 20th?

7 A. [MEISSNER] The 20th. What we were trying  
8 to do was give them an idea of where crews were  
9 working, what streets. There were quite a few more  
10 crews that day because we had just received a  
11 contingent of 40 crews that were released the night  
12 before from Worcester. They were actually expected  
13 to start in certain areas in Lunenburg that day,  
14 including some particularly hard-hit areas. One of  
15 the streets that comes to mind was West Townsend  
16 Road. That's in Lunenburg.

17 So I had provided the plan for the day.  
18 When I arrived back at the office, after having this  
19 briefing with them, some of those crews that were  
20 supposed to be on West Townsend, crews were still at  
21 the office stocking. Because of the communication  
22 perception problems, obviously, I was concerned  
23 about I don't want to be perceived as lying or that  
24 we told them crews were going to be there and then

1 they weren't there.

2           So I immediately called back Lunenberg,  
3 asked to speak to the police chief. He was not  
4 available, and I spoke to the fire chief, and I let  
5 him know that, you know, what we had just discussed  
6 in terms of crew locations, that they hadn't yet  
7 left the office.

8           So I think that that was one of those  
9 perception issues you're talking about.

10           The other side of that is, those crews  
11 were arriving for the first time in Fitchburg that  
12 day. If you think about process, they had to check  
13 out of their hotel rooms where they were staying at  
14 another location, have breakfast, drive to  
15 Fitchburg.

16           A. [DUBE] Those crews were driving from  
17 Concord, I believe.

18           A. [MEISSNER] Upon arriving in Fitchburg,  
19 they have to be checked in. They have to get a  
20 safety briefing. They have to be assigned their  
21 work and supervision or crew guides. Then they have  
22 to stock their vehicles.

23           So when you have a large contingent of  
24 crews like that, it takes time, especially when they

1 first start. It was very similar to what happened  
2 at the beginning of the week, as we received crews  
3 from Philadelphia Electric and some of the other  
4 utilities. You have to go through that process to  
5 get them started.

6 So, unfortunately, I think that that  
7 left a bad perception, based on that phone call that  
8 involved me personally, and I didn't really have the  
9 opportunity to explain it, because it became an  
10 angry call at that point.

11 I think there were others -- there were  
12 times when I think there were trucks parked. That  
13 probably happened extensively, because, for example,  
14 after we were through the pole-setting phase, digger  
15 trucks and so forth often remained parked in the  
16 yard if they weren't needed. So there were  
17 situations like that.

18 I think there was a report, too, about  
19 there were 50 trucks parked along the side of the  
20 road at one point in Lunenburg. I guess my personal  
21 opinion is that must have been, again, when the  
22 contingent came in from National Grid on Sunday,  
23 because it was the only time that we had that many  
24 trucks. They would have gone, had to go through the

1 same process I described, in terms of getting  
2 started in a new area. When there's that many  
3 crews, it's a fairly impressive thing to see, and  
4 they do have to park all their trucks somewhere  
5 until they get rolling.

6 Q. Let's move to, I think it's Sunday the  
7 21st, when National Grid crews arrived. Is that  
8 accurate?

9 A. [SPRAGUE] Yes.

10 A. [GANTZ] That's the -- just to clarify, the  
11 first contingent of National Grid crews, I believe,  
12 arrived on Saturday?

13 A. [MEISSNER] No, that's not correct. The  
14 ones that arrived Saturday were contractors released  
15 by National Grid, but released under normal  
16 procedures. So the ones on Saturday were our crews.  
17 They had just been released to us from another  
18 utility.

19 Q. Those were all still being staged from the  
20 Fitchburg EOC.

21 A. [MEISSNER] Correct.

22 Q. So is it on Sunday the 21st that National  
23 Grid arrived in Lunenburg with approximately 50  
24 crews and support resources, including 28 damage

1 assessors and field supervisors? Reading from Page  
2 24 of the self-assessment.

3 A. [MEISSNER] Yes.

4 Q. And Mr. Francazio, that's when you arrived?

5 A. [FRANCAZIO] Actually, I arrived on  
6 Saturday afternoon and began an assessment of the  
7 situation. And that's when I determined what type  
8 of resources we were going to need.

9 Q. If you can help me out. Let's talk about  
10 Saturday the 20th a little bit. You arrived to  
11 discuss with Unitil personnel the status of the  
12 restoration effort on the 20th?

13 A. [FRANCAZIO] Correct.

14 Q. And what did they tell you?

15 A. [FRANCAZIO] They gave me an overview of  
16 what has been repaired, what they felt was still  
17 out, where they had some of the more significant  
18 damage, looking at that, and then, you know, trying  
19 to determine whether or not it was feasible or how  
20 much work was going to be required to have service  
21 back by Christmas. That was sort of the objective  
22 at that point.

23 I had a bit of a hard time ascertaining  
24 what type of damage it was -- they clearly had an

1 indication of where it was -- what type and how many  
2 hours it was going to take to restore that. We had  
3 to do some work in that area.

4 That's when we determined we needed to  
5 do another damage assessment. I had a conversation  
6 with Mr. Meissner, and we focused on Lunenburg  
7 initially. As we had more conversation, it became  
8 clear that there was quite a bit of work in some of  
9 the other towns, like Ashby, as well. So we just  
10 thought it prudent at that point to do another  
11 complete damage assessment.

12 At the same time, they had quite a few  
13 lists of services that had to be done, so we brought  
14 in service crews. At the same time, we knew the  
15 transmission system was in partial-restoration phase  
16 and knew we needed to bring in some transmission  
17 crews to support that activity. And logistics and  
18 again, materials, those types of pieces, needed to  
19 also be accommodated for the new crews. Obviously  
20 there's a lot of crews coming in, so some logistics  
21 were going to have to be associated with that from a  
22 material perspective. And we wanted to set up a  
23 staging site for the new crews in the proximity to  
24 the area that they're going to be working. So

1 myself and another young man came with me, and we  
2 began making the calls and started that process.

3           So that evening, I believe, the  
4 transmission crews arrived. The morning of the  
5 21st, which I believe is a Sunday, the damage  
6 assessors arrived, the additional crews arrived --  
7 or we knew that the crews were going to arrive that  
8 day, so it was coming in in phases. We had  
9 identified the staging locations.

10           I believe they had also talked to --  
11 their logistics person had spoken to National Grid's  
12 logistics person and had worked out some material  
13 issues. We also wanted to make sure that the folks  
14 that were coming had places to sleep, logistics. So  
15 I brought a logistics person who had just completed  
16 some work in Worcester, and that individual was  
17 going to continue to work with the team that  
18 remained in Worcester to align the logistics for the  
19 folks that were coming across.

20           Q. Could I interrupt for one second? I just  
21 want to go back: You said you did a full damage  
22 assessment when you arrived with your team on the  
23 21st?

24           A. [FRANCAZIO] We began in Lunenburg -- that

1 was the original objective -- and extended it  
2 through the rest of the system.

3 Q. And was this a damage assessment of what  
4 we've been talking about, the secondary distribution  
5 lines? Or did you go through the whole  
6 transmission, primary distribution --

7 A. [FRANCAZIO] We did not go through the  
8 transmission. We went through the rest of the  
9 primary and secondary as well.

10 Q. To make sure I understand: Up until that  
11 point, Unitil had decided not to do a damage  
12 assessment of the secondary. Instead, they decided  
13 just to put repair crews out there and work its way  
14 down and fix damage as it arose. Is that a fair  
15 characterization?

16 A. [DUBE] That sounds fair.

17 A. [SPRAGUE] Yes.

18 A. [FRAPPIER] The term "sweeping" was used  
19 earlier. We swept through the circuits and made the  
20 repairs.

21 Q. So you sort of did have the damage  
22 assessment and the repairs at the same time.

23 A. [SPRAGUE] Yes.

24 A. [FRAPPIER] Correct.

1           A.    [FRANCAZIO] Just to interject: It's not  
2 uncommon to go out and do the primary circuits  
3 first, and then, when you go back and do your  
4 laterals and you start picking up -- do the sweep  
5 piece at that point, do the secondaries, and do the  
6 laterals. It's pretty standard.

7           Q.    And why did you decide, instead of doing a  
8 sweep of the streets that Unitil had yet to get  
9 to -- which would have sort of been a continuation  
10 of their approach, but with many more crews -- why  
11 did you take this other approach of, "Let's do an  
12 initial damage assessment before we determine where  
13 to deploy crews"?

14          A.    [FRANCAZIO] Because National Grid was  
15 releasing a number of crews. I wanted to come back  
16 with an estimated number of manhours associated with  
17 meeting the objectives of having power on by  
18 Christmas. The only way to effectively do that was  
19 to have a very good feel of the amount of damage and  
20 the hours that it was going to take to do that  
21 repair.

22          A.    [MEISSNER] Just to clarify, too: It  
23 wasn't sequential, where damage assessment was done  
24 before crews started working. I mean, in fact,

1 damage assessment I believe occurred Sunday and  
2 Monday.

3 A. [FRANCAZIO] Correct.

4 A. [MEISSNER] But there were 50 crews working  
5 on Sunday and then an additional 80 or 100 crews  
6 working on Monday. So they were going in parallel.  
7 They were happening simultaneously.

8 Q. In retrospect, do you think you might have  
9 made an error in deciding to not do a damage  
10 assessment to get a sense of level of crews and  
11 restoration time?

12 A. [MEISSNER] I don't think it would be  
13 characterized as an error so much as a decision that  
14 had to be made based on the available resources. It  
15 was a resource decision that was made, in terms of  
16 how to deploy the resources that they had. Given  
17 the choice between continuing resources on damage  
18 assessment or continuing on the repairs themselves,  
19 they deployed those resources to the repairs.

20 MS. KOEPNICK: We're getting close to  
21 completing the cross-examination, but I think this  
22 is a good place for an hour break. I don't think  
23 we'll be too much longer when we come back. Then  
24 we'll address procedural issues.

1 (Recess for lunch.)

2 MS. KOEPNICK: Let's go back on the  
3 record. We're back on the record after a one-hour  
4 lunch break. We're continuing with the cross-  
5 examination of the company's panel. I again remind  
6 you that you are under oath.

7 Mr. Perlmutter?

8 Q. I have a couple of questions to finish off.  
9 I want to try to understand the difference between  
10 the damage assessment performed, I guess, under  
11 Mr. Francazio's leadership at National Grid and how  
12 the company would have done the damage assessment or  
13 participated in that damage assessment.

14 So my first question is: Was the  
15 company involved in the efforts of the National Grid  
16 crews starting on Sunday the 21st?

17 A. [SPRAGUE] I guess the way to characterize  
18 it is, the Unital staff was putting together  
19 drawings and maps that were the basis for the damage  
20 assessment that the National Grid folks did. And  
21 then it was actually the National Grid folks that  
22 went out into the field and drove the circuits to  
23 complete their damage assessment.

24 A. [FRANCAZIO] Just to add to that: We were

1 working under Unitil's direction, clearly.

2 Q. Well, once they provided you the maps --  
3 and were these similar to the maps that you were  
4 providing to your own repair crews and external  
5 crews previous to this?

6 A. [SPRAGUE] That is correct. And we had  
7 prioritized them based upon the amount of damage  
8 that was still left on those circuits. So we got  
9 them out into the areas that still had the most  
10 amount of damage.

11 Q. And how did you know which areas had the  
12 most amount of damage?

13 A. [SPRAGUE] Well, I should have probably  
14 phrased it differently. It wasn't necessarily the  
15 most amount of damage. It was the areas that had  
16 the most amount of customers still out. And we knew  
17 that by the map that Mr. Meissner was talking about,  
18 that was getting highlighted as the system was being  
19 restored.

20 Q. I don't want to get sidetracked, but did  
21 you know that, the parts of the service territory  
22 that had the most number of customers out, because  
23 you knew you hadn't been there yet to repair the  
24 distribution lines on that street, or --

1                   At this point in time was your AMI  
2 contributing to your outage-detection efforts?

3           A.    [MEISSNER] AMI, generally no.

4           A.    [SPRAGUE] AMI, generally no. I'm not sure  
5 if it was either this day or Sunday that we began  
6 trying to use the AMI system. But we found that we  
7 still had a lot of the communication structure that  
8 was down, the phone lines that essentially connect  
9 the -- there's information-gathering -- there's  
10 actually computers in the substations that then  
11 transmit the data back to the central office via  
12 phone lines. And we found that a good deal of those  
13 phone lines were still down, so it wasn't providing  
14 a complete picture.

15          Q.    I'm sorry, so repeat your answer. How did  
16 you know where to send National Grid's crews?

17          A.    [SPRAGUE] It was based upon the areas that  
18 we knew that were not energized and customer  
19 estimates for those areas.

20          Q.    This may be very simplistic, but you knew  
21 they weren't energized because you knew you hadn't  
22 repaired them?

23          A.    [SPRAGUE] Correct.

24          Q.    And once you gave the maps to National

1 Grid -- Mr. Francazio said they worked under your  
2 supervision -- did you supervise them further, or at  
3 that point was it up to the National Grid crews  
4 under Mr. Francazio's direction to just get the job  
5 done?

6 A. [SPRAGUE] At that point it was generally,  
7 after having kind of a safety briefing with those  
8 individuals, a description of the system, where they  
9 would be going, generally what they would be seeing.  
10 I believe that day was also a rather poor weather  
11 day, so we had some discussion around that.

12 But once they were out in the field  
13 beginning their portion of the damage assessment,  
14 then it was under Mr. Francazio's supervision.

15 Q. And do you know whether the damage  
16 assessment done under Mr. Francazio's supervision  
17 was much different than the assessment done under  
18 the company's direct supervision?

19 A. [SPRAGUE] Maybe I can compare the two.  
20 That might help. I think we discussed the damage  
21 assessment done with our crews early on, the initial  
22 damage assessment, as it's been termed, was  
23 essentially looking at primary main lines and some  
24 of the additional single-phase lines. The

1 information was documented, you know, by handwriting  
2 on circuit maps, and those circuit maps were brought  
3 back into the office.

4 In contrast, the approach that was used  
5 by National Grid, they had -- as they were  
6 patrolling a circuit, they had premade worksheets  
7 per se that they filled out for each location that  
8 had damage or that needed a repair, so each one of  
9 those. Then they would mark that there was a wire  
10 down or a service down. All of those for a given  
11 circuit or area that they were patrolling were then  
12 combined, brought back into the office. The  
13 National Grid individuals that were in the office  
14 would then summarize the information coming in from  
15 the damage assessment, and that's how they came up  
16 with their crew estimates.

17 A. [FRANCAZIO] There are crew hours  
18 associated -- there are crew hours associated with  
19 each of those activities at a specific location. So  
20 if you say that there's a pole replacement or a wire  
21 down, a cross-arm replacement, there is an estimate  
22 of the crew hours identified as that, and that's how  
23 the hours are compiled.

24 Q. I see. And your damage-assessment crew did

1 that as they were going along, or was it done once  
2 they went back to the office?

3 A. [FRANCAZI0] As they check it off, they  
4 bring that back. It is compiled there for that  
5 particular feeder, and it's rolled up into that  
6 envelope as I described earlier. So on a crew basis  
7 you know how many hours are associated with that.  
8 Then that gets rolled up as a total estimate of  
9 hours for the system.

10 Q. Help me by explaining how that's different  
11 than the way Unutil approached it.

12 A. [SPRAGUE] They are very similar. The way  
13 that we approached it was, we essentially had a  
14 circuit map laying in front of us with a lot of  
15 different marks. We had individuals in the office  
16 on Monday and into the evening Monday -- I forget  
17 what day; Monday's the 15th -- and essentially were  
18 tallying it up: "We had six broken poles. We had  
19 six wires." Then we would use similar criteria as  
20 to replacement of a broken pole is estimated at four  
21 hours. We have six of them. So to just repair  
22 broken poles, there's 24 crew hours.

23 Q. Looking back on it, do you think the way  
24 National Grid did damage assessment was a more

1 efficient way of approaching it?

2 A. [SPRAGUE] After seeing what National Grid  
3 did, I think the benefit of their system was that,  
4 at the end of a day, those crew packets would come  
5 back in and pages would essentially be split: "This  
6 is what we completed; this is what we still have  
7 outstanding." So at the end of the day they could  
8 retabulate what they still had to repair, and so  
9 they could then continue their estimates forward  
10 rather accurately for the remaining work that needed  
11 to be done.

12 Q. In your approach, you were working off more  
13 of a single circuit map and it was more difficult to  
14 tell what exactly had been complete?

15 A. [SPRAGUE] Correct.

16 Q. So you would say that impeded your ability  
17 to project restoration times?

18 A. [SPRAGUE] I would say that the estimates  
19 that we had as we progressed into it may not have  
20 been as accurate as they could have been.

21 A. [MEISSNER] I would say -- I'm sure there's  
22 multiple benefits. But I would say that a primary  
23 benefit of what National Grid's system did was  
24 translate damage directly into crew hours. And as

1 Kevin said, as things got completed, you could be  
2 always keep tallying and retallying damage in terms  
3 of crew hours -- which, again, factors into  
4 restoration times.

5 Q. But it's not clear to me -- I understand  
6 that because each maybe trouble spot or selected  
7 group of trouble spots was on a separate sheet, it's  
8 easier to manage "done/not done." It's not clear to  
9 me why one approach would be able to estimate crew  
10 hours.

11 A. [MEISSNER] The crew hours, just to be  
12 clear, were hard-coded on the sheets that they were  
13 filling out, in advance. It wasn't done during the  
14 storm. It was hard-coded from past storm  
15 experience, essentially.

16 A. [FRANCAZIO] There are checkboxes -- as you  
17 check off pieces of work that have to be done at  
18 that particular location, at the same time it has  
19 crew hours associated with that, whether it's tree  
20 damage as well as line damage. It gives you an  
21 estimate on that particular location how long that  
22 location is going to take to perform the work.

23 Q. And did you find that you were able to  
24 perform the repairs consistent with the projected

1 work hours?

2 A. [FRANCAZIO] I will say that I had to add a  
3 factor, and I had the advantage of just leaving  
4 National Grid's service territory, so I knew I had  
5 to add a factor of 30 percent to the overall  
6 number -- I mean, because of the weather conditions.  
7 It was snowing, and we still had the objective to be  
8 completed by Christmas. So I had to make sure that  
9 we had enough resources to do that.

10 So, yeah, I put a factor onto the  
11 number, and I think from there we were pretty close  
12 to what we needed to do.

13 Q. And was the number developed based on your  
14 recent experience at National Grid during the storm,  
15 or did it predate the storm?

16 A. [FRANCAZIO] No, we --

17 National Grid borrowed that same process  
18 from Florida Power & Light. The estimates on repair  
19 times was something that we went over -- National  
20 Grid went over a number of times with field  
21 personnel, to say, "Look it, in these weather  
22 conditions, does this hold true, does this hold  
23 true" -- knowing that at some point you have to  
24 either put a factor in for weather conditions or is

1 it a hurricane -- a major, can't-get-around type of  
2 thing.

3 So, again, it's experience. We worked  
4 through it, and we got it down to the point where we  
5 were pretty comfortable that those hours would get  
6 us into the right ballpark.

7 Q. You were saying that once you added the  
8 factor of an additional 30 percent, those estimated  
9 work hours turned out to be reasonably accurate?

10 A. [FRANCAZIO] Yes.

11 Q. And so one difference is that -- or I  
12 should ask you: Is one difference that until  
13 didn't try to project, predict work hours per  
14 trouble spot?

15 A. [SPRAGUE] We were predicting work hours  
16 per circuit, as opposed to per trouble location.

17 Q. And that could be problematic because  
18 you're then sort of assuming trouble spots per  
19 circuit? Is that a fair way of looking at it?

20 A. [SPRAGUE] Not necessarily. I think where  
21 it -- where it may not have been as efficient as  
22 National Grid's approach is, after a crew had been  
23 out there for a given day and repaired a certain  
24 amount, our ability to then go back and say, "Okay,

1 we had originally estimated, you know, these five  
2 streets were going to take, you know, five crews ten  
3 hours," and then essentially removed that from our  
4 estimate. I think we were taking more of a  
5 higher-level approach, where we would say, "Jeez, we  
6 had five crews out there for ten hours," so we were  
7 just removing 50 hours from that circuit's estimate.

8 A. [MEISSNER] One thing, just to clarify,  
9 too: The term "trouble spots" became almost  
10 irrelevant in this storm. I would say in the vast  
11 majority of storms, nine times out of ten, that's  
12 how we would manage, would be to trouble locations,  
13 and that's how we would do damage assessment.

14 But in this storm the damage was just so  
15 wide -- there were no distinct problem areas you  
16 could identify. So there weren't, in my view,  
17 particular trouble spots to be targeted. You just  
18 started at the substation on a circuit and figured  
19 out all the locations on the circuit that there was  
20 damage.

21 As I said, in a normal storm, you might  
22 send two or three crews out to a circuit for a day  
23 and they'd restore the whole circuit. We had  
24 instances where we had ten crews on a circuit for

1 ten straight days and then we had to send in a lot  
2 more at the end of the storm just to finish.

3 BY MR. DANIEL:

4 Q. If I could just ask: If National Grid's  
5 process was used for the transmission and for the  
6 primaries, let's say, would that have varied much  
7 from what they had done? Or at that stage would the  
8 process have been similar?

9 A. [FRANCAZIO] I don't understand the  
10 question.

11 Q. If, let's say, you were at Fitchburg doing  
12 the damage assessment day one.

13 A. [FRANCAZIO] Yes.

14 Q. Would your process be the same throughout,  
15 or your process would have varied at the beginning  
16 of the storm versus toward the end of the storm,  
17 your damage-assessment process?

18 A. [FRANCAZIO] The damage-assessment process,  
19 though it's an iterative process, usually --

20 The process that I would have employed  
21 in this particular case is a two-phase process.  
22 Phase 1 is done within the first 24 to 48 hours.  
23 You do a damage assessment on your main lines and  
24 get a good understanding about the amount of damage,

1 the type of damage, the type of resources you need,  
2 and a global estimated restoration time. And you  
3 have to extrapolate those numbers basically based on  
4 what you're seeing to your side taps.

5           Within the next, I want to say, 72 to 96  
6 hours, you do your detailed analysis, so then you  
7 can talk specifically to the communities about what  
8 they have out within the communities. So now you're  
9 getting down to the services in the laterals.

10           Then you roll all that up. Of course,  
11 you've already made your determination, "I need so  
12 many more resources. I need so many more resources  
13 in relation to this." That's all happening while  
14 you're doing your second phase. You tweak those  
15 numbers based on what you're seeing in your second  
16 phase. That's the process that I've always used.

17           Then typically -- you might even have to  
18 do -- and as they say, this particular storm, you  
19 might have to go out again and do it later on in the  
20 process because of the breaking branches, all this  
21 other stuff, the two more storms that hit. They all  
22 had a significant impact on the overall system  
23 integrity at that point. You may have to go out and  
24 do it again at some point.

1 Q. So just to ask it again: I understand what  
2 you just said. But you factored like 30 percent --

3 A. [FRANCAZIO] That was because I had to back  
4 in to Christmas.

5 Q. Exactly. So if you were doing the initial  
6 assessment, as Fitchburg has done for the 69 kV and  
7 the primaries, would the 30 percent underestimate  
8 have been known in your process versus what they  
9 didn't know in their process, in terms of  
10 estimating?

11 A. [FRANCAZIO] You don't have to add the 30  
12 percent -- okay? -- if you're okay with what the  
13 duration looks like, based on the number of manhours  
14 that you have and some of the conditions. You might  
15 say, "Look it, this is going to be a five-day  
16 restoration event. I've got 1,000 crews out there  
17 working. Is that okay?" Versus "I need to be done  
18 by Christmas and I have to make sure that I have  
19 enough resources to get that done." So if we wanted  
20 to go past Christmas with the numbers of crews that  
21 were available, we could have done that; but backing  
22 it up, we knew we needed another 30 percent, plus we  
23 had weather conditions, so we put a safety factor in  
24 there as well. Does that make sense?

1 Q. Right.

2 A. [FRANCAZIO] As far as transmission:

3 Transmission is a separate, ongoing initiative. So  
4 substations and transmission is a separate group of  
5 folks working almost independently, just focused on  
6 getting those services back -- just to take you  
7 through the process.

8 The first thing you have to do is a  
9 public-safety phase. During that public-safety  
10 phase you have wires down, which is a separate  
11 function; you have damage assessment, which is a  
12 separate function; and, of course, you're going out  
13 and you're cutting and clearing whatever you can.  
14 In parallel with that, you're running a transmission  
15 activity as well. Transmission and substation  
16 activities need to have its own separate focus, so  
17 that you're ensuring that you're getting the right  
18 resources and you're not trying to share those  
19 resources on the distribution side of the business.  
20 So that's got to get up and running. That's a  
21 different focus. That's one piece.

22 BY MR. PERLMUTTER:

23 Q. I want to just ask a couple of questions  
24 based on your experience at National Grid. Do you

1 have separate employees who are trained for damage  
2 assessment, versus those who are trained for wires  
3 down?

4 A. [FRANCAZIO] Again, if you're out doing  
5 damage assessment, you're also going to run into  
6 wires down. But yes, there are two separate groups.  
7 Wires down is one function; damage assessment is  
8 another function. Clearly, they need to be trained  
9 from a safety perspective, because they're going to  
10 encounter that situation.

11 Q. And similarly, you have a different  
12 group -- National Grid has a different group of  
13 folks trained for transmission and substation versus  
14 those trained to repair distribution facilities?

15 A. [FRANCAZIO] Well, National Grid is a  
16 transmission company. So, yes, they have separate  
17 transmission crews.

18 BY MR. DANIEL:

19 Q. I have a couple of questions. We haven't  
20 heard much about Verizon. I know Verizon is a joint  
21 owner in your service territory, in Fitchburg.

22 A. [MEISSNER] Uh-huh.

23 Q. Could you give us a little bit more of what  
24 went on, their coordination with your efforts? Or

1 how did it go? Was it independent? Was it  
2 coordinated? How much work did they do? We don't  
3 know how many poles they replaced. We just don't  
4 have much information on what Verizon did.

5 A. [MEISSNER] There was coordination with  
6 Verizon, which people here can speak to. I think  
7 the question about the poles is really an after-the-  
8 storm issue, in terms of where poles got set and  
9 joint-company billing, accounting, and so forth.  
10 But during the storm there was coordination with  
11 Verizon. I think either Mr. Frappier or  
12 Mr. Letourneau can speak to it.

13 A. [FRAPPIER] During the storm we were in  
14 communication with an engineer. I was emailing --  
15 as we were identifying broken poles on the system, I  
16 would email a list of those poles to them, just to  
17 identify what we had found in their service  
18 territory.

19 And then we also -- during the  
20 operations was -- if we ran into a broken pole, we  
21 would set it. We suspended the intercompany  
22 operating procedures, which details whose set  
23 territory it is, who's responsible for the pole  
24 sets. We had crews available. We just went ahead

1 and set poles, to continue the restoration process.  
2 But we did supply them with a list of locations that  
3 we found.

4 Q. So your feeling is that Verizon had enough  
5 crews during this whole process?

6 A. [FRAPPIER] I'm sorry?

7 Q. Do you think Verizon had enough crews in  
8 that whole process?

9 A. [FRAPPIER] I don't know what they had for  
10 resources.

11 Q. You don't know what resources they had.  
12 Okay.

13 BY MS. EVANS:

14 Q. I believe somewhere in this testimony --  
15 and I'm not exactly sure where -- there was an  
16 answer by the company that you did not know how many  
17 poles Verizon set during the storm. Is that  
18 correct?

19 A. [LETOURNEAU] That's correct.

20 Q. Do you now know how many poles Verizon set?

21 A. [FRAPPIER] Do not.

22 Q. Because those poles are being used to  
23 supply electric service, I would assume that you  
24 would want to know what poles Verizon set in your

1 service territory during the storm; is that correct?

2 A. [FRAPPIER] It's helpful.

3 A. [MEISSNER] The process is, they will have  
4 to bill us. It's called JO billing, joint-ownership  
5 billing. In doing so, they'll be identifying what  
6 they set and where. They have not done that yet.

7 Q. When will that process happen, is your  
8 understanding?

9 A. [MEISSNER] I don't know.

10 A. [FRAPPIER] I made a request to them for  
11 post-storm information, as to how many poles they  
12 set. They explained that they had crews from all  
13 over their region and outside the region, that they  
14 hadn't compiled the list of poles they set.

15 Q. But the company will eventually find out  
16 what poles were set by Verizon; is that correct?

17 A. [FRAPPIER] I hope. I'll follow up.

18 A. [MEISSNER] In order to bill us, they need  
19 to tell us what they set.

20 Q. And we know that they'll want to bill you.

21 A. [MEISSNER] Yes.

22 Q. Have you already billed them?

23 A. [MEISSNER] I don't know. We knew where we  
24 set poles, so....

1 BY MR. PERLMUTTER:

2 Q. Was it an estimated bill?

3 (Laughter.)

4 Q. Sorry.

5 BY MR. DANIEL:

6 Q. I guess my next question is: I understand  
7 that a communications company such as Verizon cannot  
8 touch your wires, but they have three crews in  
9 pole-setting. Where are they in the NEMAG process?  
10 Are they members?

11 A. [MEISSNER] They are not.

12 Q. Is that something that you would consider,  
13 just like you plan to join EEI -- is that something  
14 that you'd look into, the telecommunications  
15 companies as well, for assistance?

16 A. [FRANCAZIO] That's a very good point. We  
17 actually are hosting the July NEMAG group in  
18 Hampton, and we will put that on the agenda. Good  
19 thought.

20 Q. My next question is: I understand what  
21 happened, now. If I had given you 150 crews at the  
22 beginning, let's say December 12th, how would that  
23 have changed the whole restoration process?

24 A. [MEISSNER] I mean, I think as has been

1 mentioned during testimony, ultimately the  
2 restoration duration is determined by the number of  
3 crews and the amount of hours of repair time. So,  
4 you know, as a mechanical calculation, I think you  
5 could determine that.

6 Q. But is it practical to say, "I have this  
7 much damage, and I need a thousand crews," and you  
8 bring a thousand crews all at once? Or do you kind  
9 of build it up? I just want to have a feeling of  
10 how the restoration process logistically would be  
11 done?

12 A. [MEISSNER] Logistically, whatever number  
13 of crews you bring in in-house, you have to have the  
14 logistical support to manage those crews  
15 efficiently. Presuming you can do that and that  
16 they're engaged in repair activities all throughout,  
17 it should be just the number of crew hours of repair  
18 time, which is estimated through the damage-  
19 assessment process, divided by the number of crews  
20 will give you -- that's how the ETR is essentially  
21 determined.

22 Q. So if you didn't have a cancellation  
23 from --

24 Was it from PECO?

1 A. [MEISSNER] It was a contractor of Dayton.

2 Q. How long would the duration last, do you  
3 think, if that didn't happen?

4 A. [MEISSNER] Somewhere in the data responses  
5 I believe I saw a number on the order of 420 crew  
6 days. The term "crew days" is even kind of  
7 shorthand, I think, assuming that they work a  
8 certain number of days. But as a proportion of the  
9 restoration process, I think it was estimated at  
10 somewhere around 30 percent, or a third of our  
11 resources during the course of the week.

12 Q. So that that means you would have been done  
13 by the 19th, the 20th, the 21st? I'm just trying to  
14 have a sense.

15 A. [MEISSNER] Proportionally, it would have  
16 had that proportionate impact on the total duration.

17 Q. My last question: I guess, was it  
18 yesterday or this morning, the AG was asking about  
19 an audit, as well as Ms. Alexander stated that the  
20 recommendation failed to provide the DPU with an  
21 implementation plan that would allow the DPU to  
22 monitor and enforce. I think I took that to mean  
23 that the specifics are not known, the details of  
24 what will be the action plans on the

1 recommendations. When will you have that for this  
2 recommendation? I understand for some of them you  
3 have already done it. But when will that be  
4 complete? And is that something that could be  
5 available to the Department within a certain time  
6 frame?

7 A. [FRANCAZIO] I mean, the document that we  
8 supplied previously in 127 -- I had been in the  
9 company a week. I just tried to put some sort of --  
10 get some sort of perspective in relation to the  
11 self-assessment -- roughly, what were the items, how  
12 long it roughly took to complete those items, in  
13 relation to a bigger project plan.

14 The project plan is something we're  
15 still building out. It's going to be a regular  
16 project. It's going to be in Microsoft Project.  
17 It's going to be run like a project. There are lots  
18 of different pieces to this. We want to make sure  
19 that we incorporate all the recommendations that are  
20 in the self-assessment in some way, shape, or form  
21 as part of the processes that we're going to be  
22 institutionalizing within the organization. That  
23 includes the whole concept of ICS -- and we've had  
24 this discussion before. But it includes changes in

1 a lot of different areas throughout the  
2 organization. And I believe Mr. Yardley brought up  
3 the fact that this is, you know, a corporation-  
4 changing experience at the end of it, because  
5 there's going to be things touched in each and every  
6 area.

7           The whole governance structure is going  
8 to change moving forward. The whole concept of  
9 sustainability is going to be focused on. This is  
10 going to be a core competency for Unitil going  
11 forward, without a doubt. There's no -- believe me,  
12 there is executive commitment from the very top all  
13 the way through the organization to make this  
14 happen.

15           So as far as taking this forward, there  
16 is going to be a lot of oversight, internal as well  
17 as external.

18           I've already spoken to internal audit.  
19 There's a whole process that will make this  
20 transparent to the organization. As far as  
21 transparent to the Commission, I'm fine with that.  
22 If you want me to be here every couple of months to  
23 talk about what we're doing and how we're doing it,  
24 I don't have a problem with that concept at all.

1           I think we all have a very clear vision  
2 of how we want to take this forward and the things  
3 that have to be done. If you want, I can tell you  
4 everything that we've done to date and where we're  
5 going to take this. If you're interested -- I've  
6 listed everything out, folks. If you're interested  
7 in knowing what we've done and how we feel that  
8 we're better prepared today for an event tomorrow,  
9 we can talk about that as well.

10 BY MS. KOEPNICK:

11           Q. I have a follow-up to that. The company  
12 has done the self-assessment, and you're going to  
13 implement these steps that will increase, hopefully,  
14 the company's ability to prepare and respond to  
15 these storms. And Mr. Francazio describes this as a  
16 core competency, or what will become a core  
17 competency.

18                   My question is: How can this core  
19 competency address the issue of public confidence  
20 that's arisen because of this storm?

21           A. [FRANCAZIO] The only -- my opinion, the  
22 only way that's going to happen is it's going to  
23 have to be "Show me." It's going to be us  
24 demonstrating to the community, to the regulators,

1 to public officials, and of course to our customers  
2 that we can deliver on what we say we're going to  
3 deliver.

4 Q. How are you going to do that? I don't  
5 think that many of these steps are going to  
6 necessarily be transparent to customers. Do you  
7 have any plans for how you might go about doing  
8 that?

9 A. [GANTZ] I can speak to that. Probably one  
10 of the most difficult things from a communications  
11 standpoint is the lots of trust and confidence that  
12 this event has wrought. We recognize that it's  
13 going to need a significant effort over an extended  
14 period of time to rebuild relationships, rebuild  
15 confidence, and rebuild trust, so that we can get to  
16 the point where what we are able to deliver is  
17 consistent with what our customers' and public  
18 officials' perception of us is.

19 We recognize that this is going to take  
20 time. We could put as many advertisements in the  
21 paper or send as many letters as we want, and right  
22 now we don't have the trust or confidence to be  
23 believed.

24 So we think it's critically important

1 for us to do the right thing in terms of the crisis-  
2 response system that is going in place, the steps  
3 that we're putting in place now, to establish this  
4 as a core competency, the "Show me" piece of it.  
5 That involves a level of engagement with the  
6 community and with the public, as we sit down with  
7 each of the communities on the details of what we  
8 want to put in place, we integrate our plans with  
9 their plans, we begin to build those working  
10 relationships with the public officials in the  
11 community; and those working relationships are the  
12 basis on which we have to rebuild the trust and  
13 confidence with those folks.

14 That's a critical first step in a long-  
15 term process of building the company's reputation  
16 and confidence with its customer base, but it's only  
17 the initial step. Key parts of the implementation  
18 of this process from the strategic level down to the  
19 organization is going to involve focusing on  
20 customers, focusing on information to customers,  
21 focusing on emergency preparation so that, rather  
22 than trying to come up with messages during an event  
23 that meet those needs, we're going to have those  
24 prepared as part of our emergency-planning effort

1 ahead of time, information packets that would be  
2 available on the Web and to customers, also  
3 integrating that into our normal newsletter process,  
4 getting information out to customers in advance.

5 I will mention that we had planned a  
6 January bill newsletter, a whole bill insert in  
7 January of 2009, focusing on storm preparation for  
8 customers. We didn't put that in the bill for  
9 obvious reasons.

10 Along with sort of the detailed and  
11 face-to-face effort that we'll be doing in part with  
12 Mr. Francazio's leadership with the public officials  
13 on storm restoration and emergency planning and the  
14 effort to provide a better communication effort in  
15 terms of our customers, better information, a better  
16 relationship with our customers, you know, we are  
17 going to be reengaging with the community in terms  
18 of community and economic development, in terms of  
19 building relationships with key people in the  
20 community, because part of the lesson is, if you  
21 don't have those relationships and you get into a  
22 crisis, that's how you lose trust and confidence.

23 So that's a summary of what's going to  
24 be a very long-term process to rebuild that trust

1 and confidence.

2 Q. Is it accurate to say that all of this is  
3 right now at a very high, strategic level as these  
4 plans are implemented? Or do you have concrete  
5 plans at this point in terms of community outreach  
6 or outreach to public officials?

7 A. [GANTZ] We are doing outreach as we speak.  
8 We came out of the storm with a significant effort.  
9 Our CEO met with all of the key local officials  
10 after the storm. We have hired some outside  
11 resources to help us in this process.

12 Q. What do you mean by that?

13 A. [GANTZ] I mean consulting resources to  
14 help us stay in touch with public officials --  
15 recognizing that we didn't have enough resources to  
16 deal with all the conversations that needed to take  
17 place in the aftermath of the storm. So that's one  
18 of the issues that we're going to be addressing, is  
19 the resource issue.

20 We have increased our efforts right off  
21 the bat. But we think that leading with the  
22 grassroots, on-the-ground efforts in terms of  
23 emergency-response restoration, building the  
24 confidence at that level, is really the place to

1 start the full-scale reengagement.

2 A. [FRANCAZIO] Just to interject, I've  
3 already met with Townsend, Ashby, and Fitchburg, and  
4 Lunenberg is next week. We are committed to meet  
5 with them every month to go over, you know, the  
6 emergency-response activities as well as the  
7 appropriate protocols going forward.

8 For instance, embedding somebody in  
9 their EOC to me is not the most effective way to do  
10 that. I'll be honest with you. But, you know, we  
11 want their input on that. I think there are other  
12 mechanisms that we can provide them to make them  
13 feel comfortable that the communication and the  
14 information flow, true information flow, is  
15 appropriate, then they will be satisfied.

16 We've already talked about zoning off  
17 maps and letting them have our maps for our system  
18 so they can go out and see where we're working. We  
19 will put in place things like, after -- any event  
20 that's extended beyond 48 hours, there will be a  
21 daily conference call with the operations folks, not  
22 just what -- you know, the municipal folks that  
23 they'll have constant communication with. There's  
24 going to be a muni room set up within the divisional

1 EOC, that they are constantly talking to those  
2 people. And then besides that, there will be an  
3 operations call with them, talking specifically  
4 about what they're doing and how they're doing it.

5           So as far as specificity, there's plenty  
6 of specificity. We know exactly how it's going to  
7 look and how it's going to work. We just need time  
8 to execute.

9           I gave you the timeline. That's my best  
10 estimate at this point in time. I feel confident  
11 that we are going to have a good plan in place by  
12 August. Like I said, I want it here before the  
13 hurricane season. We'll be drilling it right after  
14 that, probably sometime into the September time  
15 frame. And, again, we still have to --

16           This is a big change throughout the  
17 organization. It has to be institutionalized, and  
18 there needs to be training and a lot of other pieces  
19 have to go with this, because we do want the  
20 municipal input. You have to have the municipal  
21 input. You have to work in concert.

22           That's the benefit of NIMS and ICS, is  
23 that you're talking the same language, the same  
24 processes. We know who's in charge. We know who

1 the commander is. We know how it's going to work.

2 I'm off on a tangent. I'll just stop.

3 Q. Thank you.

4 BY MS. EVANS:

5 Q. As far as feedback from the company on  
6 their implementation, you've given us a lot of  
7 details here, Mr. Francazio. I'd ask a record  
8 request: Your chart that you put together after you  
9 had been with the company a week, I'd like an update  
10 as of the date of the record request. If you have  
11 more detail to add into your implementation plan,  
12 that would be appreciated.

13 MS. KOEPNICK: This will be Record  
14 Request DPU-6, an update of Attachment 1 to the  
15 company's response to AG-5-127.

16 MS. EVANS: Which is the company's  
17 implementation plan.

18 MR. CHAN: Madam Hearing Officer, when  
19 we do that record request, can we get this-size  
20 paper again?

21 MS. EVANS: We would like it on big  
22 paper.

23 A. [FRANCAZIO] DPU-1 was to prioritize that.  
24 You said give me a priority list associated with

1 that. We'll update it and prioritize it in the same  
2 response.

3 Q. That would be fine. If it's clear from the  
4 response that it answers both those questions, that  
5 will be fine.

6 (Record Request DPU-6.)

7 MR. MUELLER: We can cross-reference.

8 MS. EVANS: That would be fine.

9 Q. This will serve the purposes of this  
10 particular investigation, which is obviously a  
11 finite investigation. For purposes of further  
12 feedback to the Department on the ongoing  
13 implementation, that's something that we need to  
14 confer with the Commission on, as to what they see  
15 would be the appropriate type of interaction between  
16 the company and ourselves for further feedback on  
17 that implementation. We appreciate the offer to  
18 give us regular feedback.

19 BY MR. NELSON:

20 Q. Mr. Francazio, when you were mentioning  
21 commitment a few minutes back, from the  
22 organization, all the way down through: Do you find  
23 this organization -- I won't say easier, but quicker  
24 to get results, so that things happen?

1           A.   [FRANCAZIO] Yes. Not only is there a  
2 commitment, but clearly there isn't the same hurdles  
3 that you have to overcome in a big organization.  
4 I'm not going to go through all the details of that.  
5 But yes, it's much easier to implement within this  
6 organization.

7                           And I have to also just state for the  
8 record that Mr. Schoenberger has asked me more than  
9 once to come to his office and talk specifically  
10 about this and how are we doing. On top of that, of  
11 course, I speak to Mr. Meissner daily on progress  
12 that's being made.

13                           So there's very much a commitment to  
14 take this forward, to move things quickly.

15 BY MR. PAREKH:

16           Q.   I have one question: Fitchburg at Flag  
17 Pond substation, you guys have two lines coming in  
18 from Pratt Junction and going to New Hampshire,  
19 called Bellows Falls, something like that. And you  
20 also have dual 115-kV-to-69-kV transformers at the  
21 ring bus.

22           A.   [SPRAGUE] Correct.

23           Q.   Fitchburg Gas and Electric owns the ring  
24 bus, 115-kV?

1 A. [SPRAGUE] Yes.

2 Q. But the line belongs to National Grid?

3 A. [SPRAGUE] Correct.

4 Q. Just before the storm started, one of the  
5 lines was taken out for maintenance because ISO  
6 wanted one line out?

7 A. [SPRAGUE] I believe that line was out of  
8 service to facilitate the Fitzwilliam project that's  
9 now occurring.

10 Q. So just before the storm, you had only  
11 three lines available at Flag Pond.

12 A. [SPRAGUE] Correct.

13 Q. These four lines are on the same towers,  
14 two lines on each tower? Are they double-circuit  
15 towers?

16 A. [SPRAGUE] I believe you are correct, yes.

17 Q. So the two lines coming in to Flag Pond  
18 substation, which is National Grid's line, is on a  
19 double-circuit tower.

20 A. [SPRAGUE] Correct.

21 Q. Two lines on the same tower.

22 A. [SPRAGUE] Correct.

23 Q. And the outgoing line to New Hampshire is  
24 also double-circuit tower.

1 A. [SPRAGUE] Correct.

2 Q. When you do your contingency planning, do  
3 you use only one line out of service or two lines  
4 out of service because they are on the same tower?

5 A. [SPRAGUE] When we do our planning, we  
6 review both scenarios -- essentially any one of the  
7 four lines out of service and also the complete loss  
8 of what I would consider the north lines and the  
9 south lines.

10 Q. So you lose, in your analysis, both lines  
11 out of service.

12 A. [SPRAGUE] Correct.

13 Q. And you call that an N-minus-1 contingency?

14 A. [SPRAGUE] We would recognize that tower  
15 failure per se as a single contingency that would  
16 take two lines out.

17 Q. So the two lines can go out, that's one  
18 contingency; correct? Simultaneously.

19 A. [SPRAGUE] Yes.

20 Q. Due to lightning or whatever.

21 A. [SPRAGUE] Correct.

22 Q. And then your system has to be prepared for  
23 the probable second contingency; correct?

24 A. [SPRAGUE] Correct.

1 Q. Which could be two lines going south to New  
2 Hampshire.

3 A. [SPRAGUE] Theoretically, yes.

4 Q. So your system has to be designed to lose  
5 both lines coming from north and going south, which  
6 is both of them becomes -- losing four lines becomes  
7 N-minus-1-minus-1 contingency; correct?

8 A. [SPRAGUE] Correct.

9 Q. That means you do not have any source.

10 A. [SPRAGUE] Correct. And we've had this  
11 discussion with National Grid in the past, and I  
12 believe there are plans to, as they are  
13 rebuilding -- I believe they're rebuilding the north  
14 lines -- I think it's the north lines -- I think  
15 they have in their plans to actually separate those  
16 lines off of the single tower.

17 Q. So National Grid has plans to separate  
18 those two lines on the same tower to each individual  
19 tower?

20 A. [SPRAGUE] I believe so.

21 Q. And when is that?

22 A. [SPRAGUE] I don't remember off the top of  
23 my head.

24 Q. So right now you are living with the

1 contingency which completely takes you out of any  
2 source available.

3 A. [SPRAGUE] I think the probability of  
4 having a tower failure on both the north lines and  
5 the south lines is very remote.

6 Q. Let's go to the 69-kV. You have Lines Nos.  
7 1, 2, and 3.

8 A. [SPRAGUE] Yes.

9 Q. Are they on the same towers?

10 A. [SPRAGUE] No, they are not.

11 Q. Each individual line on individual separate  
12 towers?

13 A. [SPRAGUE] Yes, they are.

14 Q. And doing the contingency analysis on your  
15 69-kV side, you take two lines out of service, one  
16 and the other one -- Line No. 1 and then Line No. 2?

17 A. [SPRAGUE] No, we -- on our 69-kV system,  
18 we would essentially do an N minus 1, so take one  
19 line out of service plus the internal generation.

20 Q. The internal generation you are talking  
21 about at Pine Street?

22 A. [SPRAGUE] At Pine Street, yes.

23 Q. Is still running and available?

24 A. [SPRAGUE] We assume that under fault

1 conditions that it initially trips off, so we assume  
2 that it's not available after a fault condition.

3 Q. So you design your system for one 69-kV  
4 line out, period.

5 A. [SPRAGUE] Correct.

6 Q. That you can survive with the rest of the  
7 other two.

8 A. [SPRAGUE] Correct.

9 Q. The ISO New England criteria says you have  
10 to design your system to live with N-minus-1-  
11 minus-1 contingency.

12 A. [SPRAGUE] I think we should be clear as to  
13 how the systems are classified. The Fitchburg Gas  
14 and Electric system, including Flag Pond, is not  
15 considered part of the bulk electric system and thus  
16 is not planned in conjunction with bulk electric  
17 system planning criteria. Most of the Fitchburg  
18 69-kV system is actually classified as distribution.  
19 So the fact that we use an N-minus-1 criterion on  
20 the distribution system is adequate, we would say,  
21 for our planning criteria.

22 Q. So the 69-kV subtransmission line is a part  
23 of your distribution assets?

24 A. [SPRAGUE] It's classified as distribution

1 assets.

2 Q. And only the 115-kV Flag Pond is a full  
3 transmission facility?

4 A. [SPRAGUE] Correct.

5 Q. And it's not a bulk power system facility?

6 A. [SPRAGUE] And it is not bulk power.

7 Q. Okay, we'll have to check ourselves.

8 If you have two transformers at Flag  
9 Pond, which feeds your entire system, if one  
10 transformer has a winding fault, takes it completely  
11 out of service, cannot fix it on the site, you have  
12 to send it out for repair, can you survive with one  
13 transformer?

14 A. [SPRAGUE] We actually have another spare  
15 transformer at Flag Pond substation to account for  
16 the loss of that one transformer. So now we're in a  
17 situation where we need to plan for the next one, so  
18 that -- because, as you know, a transformer repair  
19 would take up to a year to occur. So we actually  
20 have a second spare. So we actually at Flag Pond,  
21 we plan for the loss of two transformers, and then  
22 replacing them with two spares.

23 Q. So you have a spare transformer.

24 A. [SPRAGUE] We have two spare transformers.

1 Q. Finally, in the morning I had asked  
2 Mr. Yardley about infrastructure for distribution,  
3 and it said on Page No. 94 that Unitil intends to  
4 hire or is going to hire some engineering firm to  
5 evaluate aging structures.

6 A. [SPRAGUE] Yes.

7 Q. Have you?

8 A. [SPRAGUE] That's specific to the 69-kV  
9 system. We have just recently been working with a  
10 consultant to get a price on that, and we've just  
11 recently got the price. So I'm not sure that we've  
12 actually executed it yet, but we are down the road  
13 of hiring that consultant to do an independent  
14 survey.

15 Q. So it's going to be implemented as  
16 suggested in that --

17 A. [SPRAGUE] Correct.

18 Q. One final question, on tree-trimming: We  
19 have analyzed your answers on tree-trimming at  
20 various towns, and Ashby is the one town where you  
21 have not trimmed in the last four years, for 2004 to  
22 2008, not even a single foot of tree-trimming in  
23 Ashby. And that's the town where you have lost the  
24 maximum number of poles. Could you tell me, or

1 whoever is scheduling tree-trimming, why Ashby was  
2 not trimmed at all in the last four or five years?

3 A. [FRAPPIER] We've been continuing to  
4 perform cycle trimming. We're in the Town of  
5 Townsend. We've been looking at the number of  
6 outages, tree-related outages, as part of that  
7 planning. So on the cycle trimming, we're working  
8 in Townsend and Fitchburg.

9 We had spent 2003 and 2004 completing  
10 the entire Town of Ashby.

11 Q. You trimmed the entire town in 2003 and '4,  
12 you say?

13 A. [FRAPPIER] We began in 2003, and we  
14 completed --

15 Excuse me, 2002 was the beginning.

16 MS. EVANS: Mr. Sprague, if you would  
17 like to add to the answer, that would be fine.

18 A. [SPRAGUE] I think what Mark is trying to  
19 say is -- I think what Mr. Frappier is trying to say  
20 is that, you are correct that we have not trimmed in  
21 Ashby in the past four years. The two years right  
22 before that we had actually just finished spending  
23 two full years in the Town of Ashby trimming that  
24 area. So where we haven't been there for four

1 years, it's that we had kind of just -- we had just  
2 gotten out of that area. As the cycle comes back  
3 around, we will be going back to that area. We  
4 don't necessarily trim in every town every year.

5 Q. So you finished trimming in the Town of  
6 Ashby in one cycle, and you just said we'll wait  
7 four years, five years, whatever?

8 A. [SPRAGUE] I don't think that's necessarily  
9 the case. But for cycle trimming, yes. For hot-  
10 spot trimming, there are areas where we, you know,  
11 as a result of troubles that we would send crews  
12 back in to do hot-spot trimming.

13 A. [MEISSNER] The other thing worth noting is  
14 that Ashby had the most broken poles was because  
15 Ashby was where it was whole-tree damage, including  
16 hardwoods. It was really, I think, the two towns of  
17 Ashby and New Ipswich that experienced the greatest  
18 damage. We had 100-something poles in Ashby, and  
19 New Ipswich had over 200 broken poles. It was  
20 really those two towns that saw the brunt of the  
21 tree damage.

22 Q. One more clarification: In the process of  
23 installing the OMS system, with all the existing  
24 components, like IVR, GIS, and SCADA and AMI....

1           Are you going to use the existing all  
2 these components, or you will have some modification  
3 to it, knowing what happened, how did your AMI  
4 system work or didn't work, and so forth?

5           A. [SPRAGUE] I think the way to answer this  
6 would be that we're going to -- our OMS  
7 implementation, as the way it's designed right now,  
8 is a phased approach. The first phase is to  
9 integrate an OMS system with our GIS system and our  
10 IVR system, and our IVR system will be the system  
11 that we rely on for most of the data, which is  
12 consistent with the other utilities in  
13 Massachusetts. Then, as a second phase to that,  
14 then we'll work in SCADA and AMI and use that to  
15 continue to refine the prediction algorithm for  
16 outages.

17          Q. So your existing AMI and SCADA and GIS and  
18 all those components will be used as is, or there  
19 will be an improvement into those systems -- into  
20 those components, and then you're going to integrate  
21 all those things in?

22          A. [SPRAGUE] Well, take SCADA, for instance:  
23 We are continuously improving our SCADA, to install  
24 it in more substations, to continue to get more

1 information from the SCADA system. We're not going  
2 to necessarily wait for that to be completely built  
3 out before we integrate it with our OMS.

4 On the AMI side, I think if we're going  
5 to rely on AMI data for our OMS, that we are going  
6 to have to reinforce the communication  
7 infrastructure that goes along with it. You know,  
8 we've noticed that throughout this storm.

9 So I would say that -- like I said,  
10 we're not going to wait until all these other  
11 improvements are made before we put our OMS into  
12 place.

13 Q. I heard also the word KPI, key performance  
14 index or indices.

15 A. [FRANCAZIO] Key performance indicators.

16 Q. Are those key performance indicators will  
17 be a numeric value or a subjective value?

18 A. [FRANCAZIO] It's a combination. Some of  
19 them will be a very numeric value. Others are going  
20 to be subjective: Did you meet your emergency --  
21 your damage-assessment timelines? Did you come up  
22 with an ETR within X amount of time?

23 So a lot of it is going to be  
24 subjective. There might be some numeric. Like I

1 said, as we build out the plan, we'll quantify where  
2 those are going to go, which ones should be which.

3 Q. So something like highest number should get  
4 an indices that it performs well versus lower number  
5 performs poor?

6 A. [FRANCAZIO] It could be something to that  
7 effect, on a range of 1 to 5 we're a 4 in this  
8 category or a 3 in this category, yes. That's very  
9 common on scorecards.

10 Q. Thank you.

11 BY MS. EVANS:

12 Q. I'm not sure who to direct this to: My  
13 understanding is the company participated or had  
14 contacts with MEMA during the storm restoration. Is  
15 that correct?

16 A. [SPRAGUE] That is correct.

17 Q. My understanding is that MEMA publishes a  
18 report at the end of a storm event like this. Is  
19 that your understanding?

20 A. [SPRAGUE] I am not aware of that report.

21 Q. Mr. Francazio, would you be aware of a  
22 report that MEMA publishes at the end of a storm  
23 event?

24 A. [FRANCAZIO] I am not.

1           A.   [SPRAGUE] I would like to say that we  
2 entered into discussions with MEMA last summer, as  
3 did the other utilities, to develop outage reporting  
4 systems that weren't already in place. These outage  
5 reporting systems were meant to provide MEMA -- and  
6 also the Department has access to these as well --  
7 access on a -- kind of the guidelines that we're  
8 given are updating on an hourly basis by town  
9 certain outage statistics. That is something that  
10 we had in place during the storm, and a lot of the  
11 discussions back and forth with Mr. Nelson and  
12 others at MEMA was those numbers were -- or those  
13 statistics were the subject of a lot of those calls.

14 BY MR. PERLMUTTER:

15           Q.   I just have one line of questions, and it's  
16 about the AMI system. I'll just start with the  
17 broad question: What did the company learn about  
18 the performance of its AMI during the storm?

19           A.   [MEISSNER] I can probably speak to that.  
20 The AMI system, first of all, just to be clear, is  
21 not an outage-management system. The feature that  
22 it provides is outage detection. That was the  
23 feature that we were interested in in this regard  
24 when we purchased the system.

1                   What outage detection does is exactly  
2 what it sounds like. Normally the meters, when  
3 they're connected to the system, the AMI system  
4 knows that those meters are connected. I'm not  
5 actually sure of the technical mechanism behind  
6 that, but the system knows.

7                   When there's a power outage, the system  
8 actually detects that the meters are no longer  
9 there. So based on that, it assumes -- I believe  
10 the system has some diagnostic capability where it  
11 is able to distinguish why, you know, meters have no  
12 longer been detected.

13                   In terms of the storm, there were  
14 several things that came up that I think obviously  
15 we're going to have to take a hard look at. I think  
16 it really comes down to -- in much the same way that  
17 an OMS is helpful in probably nine out of ten events  
18 but there are some events that become so  
19 catastrophic that it's probably -- it may overwhelm  
20 an OMS system, I think AMI is similar. I think AMI  
21 will also be valuable in nine events out of ten.

22                   But in this particular event, some of  
23 the things that happened were we lost communication.  
24 The system still relies on communication from the

1 substation back to our central office, so if that  
2 communication is disrupted, that's a problem. In  
3 order to harden that, we may have to consider some  
4 kind of redundant communication, maybe a combination  
5 of land line and cellular or some other means. So  
6 communication was an issue.

7           Other problems that were experienced is  
8 that meters, when they report back, normally report  
9 back through a single substation processing unit.  
10 If you change the configuration of the system, the  
11 meters are configured to report back through a  
12 different substation.

13           So there's a time process. You can send  
14 out a signal, and they will redo whatever it is --  
15 refind themselves and report back through a  
16 different substation, but that takes time. It might  
17 take a couple of days. So you're in these time  
18 periods trying to make a judgment as to whether the  
19 abnormal configuration is going to be long enough  
20 that you should do that or if you expect to restore  
21 the system.

22           So there were circuits that essentially  
23 were no longer -- you know, the system essentially  
24 lost the circuits because they were not feeding back

1 through their normal pathway. That's something  
2 we're going to have to consider.

3           And then the last thing that I think  
4 happened is: The meters, when they are no longer  
5 detected, seem to report back their status  
6 periodically, every 10 to 20 minutes or so. But  
7 after three days, they stop doing that. I'm  
8 assuming they do that for a power-conservation  
9 feature.

10           So for outages of three days or less, as  
11 soon as you restore the system, the meters tend to  
12 come back up within 10 to 20 minutes, and they can  
13 clear out of the system. Once it went over three  
14 days, it took more like a 24-hour period before the  
15 meters restored themselves. I don't know if they're  
16 calling in or what they're doing. They don't  
17 restore as quickly.

18           So at the end of the storm, as  
19 communication was restored and as the circuits were  
20 restored, we were having to wait that day for the  
21 meters to slowly clear from the system. And we're  
22 going to have to evaluate that. But again, that  
23 would only be an issue in cases lasting longer than  
24 this time interval that we're talking about.

1                   But at the end of the storm, once  
2 circuits were back on and once the meters cleared  
3 and were reporting in reads again, we were able to  
4 clear the system and see at that point individual  
5 service problems where there was still a meter  
6 without service and in some cases it hadn't been  
7 picked up in damage assessment, hadn't been picked  
8 up in the prior process, but we did pick it up on  
9 AMI.

10           Q.    Was that before Christmas or after  
11 Christmas?

12           A.    [MEISSNER] Before.

13           Q.    Thank you.

14                   MS. KOEPNICK: That concludes the  
15 Department's cross-examination of the panel  
16 witnesses. I've been informed that the Attorney  
17 General has a few clarification questions. Does the  
18 company object?

19                   MR. MUELLER: We do not.

20                   MS. KOEPNICK: Mr. Stetson, are you  
21 ready to proceed?

22                   MR. STETSON: Yes. Thank you.

23                   FURTHER CROSS-EXAMINATION

24                   BY MR. STETSON:

1 Q. I just have a few questions in regard to  
2 the Attachment 1, the response to AG-5-127. Could  
3 you just go across the top and give us a description  
4 of the various columns that are set out there. The  
5 first one is just a plain P?

6 A. [FRANCAZIO] Actually, I was going to try  
7 and prioritize these initially, and then I stopped  
8 in the process.

9 Q. You got to No. 4 and you gave up?

10 A. [FRANCAZIO] No, because there were all the  
11 subprocesses, too. So then I was going to  
12 prioritize the subprocesses, which is the AP, and  
13 opted not to do that at that point in time, because,  
14 like I said previously, I need to incorporate other  
15 items as well as just the 28 that were -- for an  
16 overall project plan.

17 So it wasn't complete. Again, as I said  
18 previously, this was me getting my arms around the  
19 28 recommendations, what were the scope of those,  
20 did they fit into what I perceived to be the new  
21 emergency-response plans, the new procedures, and  
22 how would they fit into that, roughly how much work  
23 was this in relation to what I know I need to do  
24 going forward.

1                   So at the time they had this request, we  
2 put this into place, but it wasn't fully complete.

3           Q.    In respect to that, the timing: Was this  
4 created in advance of us -- of the Attorney General  
5 issuing that data request to you?

6           A.    [FRANCAZIO] Yes.

7           Q.    So you provided it because it was already  
8 there --

9           A.    [FRANCAZIO] Because I had it.

10          Q.    -- and you had it.

11                   The second column, REC number, I assume  
12 that's recommendation number?

13          A.    [FRANCAZIO] Recommendation number,  
14 correct -- the recommendation itself, the  
15 subprocesses under the recommendation, whether or  
16 not it had an IT --

17          Q.    Could I step you through it? The AP number  
18 after the Recommendation column.

19          A.    [FRANCAZIO] That was actually going to be  
20 the priority code for the subrecommendation.

21          Q.    I'm sorry to interrupt you. You were at  
22 IT.

23          A.    [FRANCAZIO] IT, which is whether or not I  
24 think there was going to be system impacts related

1 to the initiative.

2 Training, how much training was going --  
3 was the organization going to have to go through, to  
4 try and just get my arms around the duration of some  
5 of that type of training. Again, this was all done  
6 very subjectively in my head, and I have to build  
7 out a project plan; I fully recognize that.

8 Whether or not it has impact to -- and  
9 how would it fit into the new ERP going forward.

10 Internal and external touch points: Who  
11 do we need to talk to in relation to the initiative.  
12 Obviously there's going to be external agencies as  
13 well as internal-type activities.

14 The executive sponsor, I wanted to make  
15 sure I understood who owned it at the executive  
16 level, because clearly we want to make this  
17 transparent.

18 Q. These people signed off on their ownership?

19 A. [FRANCAZIO] We've had a meeting with folks  
20 at the last --

21 Actually, I've met with each one of  
22 them, yes. So the answer to the question is yes.

23 Then the next one is the status, which,  
24 again, this is very early in the process. The

1 status has changed.

2 Q. What would be the approximate date of the  
3 status here?

4 A. [FRANCAZIO] This was, I'm going to say,  
5 April --

6 Q. The data response was dated April 22nd.

7 A. [FRANCAZIO] So I would say this is  
8 probably in the April, you know -- late-April time  
9 frame.

10 Q. Now, the Department's asked for this to be  
11 updated, so that status would be updated as of the  
12 hearing time?

13 MS. EVANS: Or as of the date of the  
14 record-request response.

15 A. [FRANCAZIO] Since that time. Again, this  
16 was more or less a summary sheet. It's not the  
17 actual project plan.

18 Q. I understand.

19 A. [FRANCAZIO] There's also -- I've added  
20 other columns as well since then.

21 Q. And the COMP date is?

22 A. [FRANCAZIO] The completion date.

23 Q. Comments is obvious.

24 A. [FRANCAZIO] Comments is comments.

1 Q. And timeline?

2 A. [FRANCAZIO] The timeline is roughly when I  
3 think those particular activities are going to be  
4 complete.

5 Q. And the colored-in green dots?

6 A. [FRANCAZIO] The green means it is  
7 complete.

8 MR. STETSON: I'll turn this over to  
9 Sandy Merrick.

10 BY MS. MERRICK:

11 Q. I have two quick questions, to clarify some  
12 of the communications with municipal officials. Can  
13 somebody tell me when it was communicated to  
14 municipal officials that the wires down should have  
15 been dead because the system was deenergized?

16 MS. KOEPNICK: Can the witness who is  
17 most capable of answering, you may do so.

18 A. [SPRAGUE] I'm not sure exactly who  
19 provided that information. But the information --  
20 that information would have come very early in the  
21 storm, when the entire system was out of service.

22 Keeping in mind that, the way that we  
23 were restoring the system, we had a good handle on,  
24 you know -- first, the entire subtransmission system

1 was out of service. Before we restored that, we  
2 went and opened up all the substations, so we  
3 restored that. Then we restored the substations  
4 without the circuits.

5           So throughout that timeline we had a  
6 good handle on the circuit -- the circuit at the  
7 source isn't even energized, so thus the lines that  
8 are on the ground are not energized. The flip side  
9 of that is, I'm not sure we ever -- it was ever  
10 informed back to the communities that, yeah, we are  
11 starting to reenergize, so you shouldn't continue to  
12 treat anything on the ground as dead, you should  
13 always treat it as live.

14       A. [GANTZ] And I can just add to that: When  
15 I was in the Fitchburg EOC, at all times they were  
16 indicating that they were treating any line down on  
17 the ground as if it were live unless it had been  
18 verified as dead.

19       A. [FRAPPIER] We also continually received  
20 calls from the municipals through the storm room,  
21 through our dispatch room as well -- that we  
22 received the calls and we would send someone to  
23 respond to check the conditions on those areas. In  
24 areas where we knew they were back on, we would

1 continue to send someone to check them.

2 A. [DUBE] I believe I spoke to Lunenberg and  
3 possibly Townsend on the first day to tell them  
4 that -- and I did speak with them, the folks that  
5 were in the EOC there, and informed them that their  
6 substations to feed their towns were completely  
7 deenergized. I told them that I would call them  
8 before we reenergized, and we did that on the  
9 Saturday. We notified them that we are ready to  
10 heat up the transmission lines to those substations  
11 that feed their towns, so from that point on they  
12 should treat anything as live.

13 Q. The second question I had regarding  
14 communications with municipal officials has to do  
15 with a question the Attorney General asked earlier  
16 in the week about the dedicated phone line that the  
17 municipalities have to the EOC. We discussed that a  
18 little bit. I think Mr. Meissner and Mr. Gantz had  
19 answered one of my questions about that.

20 However, when the municipal officials  
21 for Lunenberg and Fitchburg testified on Wednesday  
22 morning, they did speak to having some trouble  
23 getting in touch with folks. Do you have a response  
24 to that?

1           A.   [SPRAGUE] I think I can answer this.  
2   Having been in the operations center the entire  
3   time, these first responders, emergency officials,  
4   they have direct lines into our dispatch, which is  
5   covered 24 hours a day. Normally those calls are  
6   handled by those and information is provided back.

7                    Because of this event and the level of  
8   information that these individuals were trying to  
9   obtain and their relationships now with Mr. Frappier  
10   and Mr. Dube before Mr. Frappier, they would call up  
11   and specifically ask, "May I speak to Mr. Dube? May  
12   I speak to Mr. Frappier?"

13                   At any given time those individuals  
14   might have already been talking with crews that were  
15   coming in, doing safety briefs. They might have  
16   been out of the office on rest time. They might  
17   have been engaged in just other work. So they  
18   weren't immediately available to respond to those  
19   individuals or take that call. And I believe that's  
20   what they're referring to, is that every time they  
21   called and asked for Mr. Frappier, Mr. Frappier  
22   wasn't right there to answer their --

23           Q.   And there wasn't another person that could  
24   have answered the question?

1 A. [SPRAGUE] There were.

2 Q. If they wanted to talk to, for example,  
3 Mr. Frappier.

4 A. [SPRAGUE] They were more adamant that they  
5 wanted to talk to them. When they couldn't directly  
6 talk to them, a message was generally taken, and  
7 Mr. Frappier or Mr. Dube would then return the call.

8 Q. I have one last question, leaving the topic  
9 of communications with municipal officials. There  
10 have been a lot of questions about life-support  
11 customers. Could you tell me where reaching out to  
12 life-support customers was on the priority list  
13 during the restoration?

14 A. [GANTZ] I think there are two levels of  
15 that. I kind of sat in the middle between them, so  
16 I can address it.

17 The first level is the responsibility  
18 from the customer-service center, and I think we've  
19 gone through that to some detail. And the call  
20 center did generate callbacks to life-support  
21 customers in response to their calls in reporting  
22 the outage.

23 There's another dimension to medical  
24 emergencies that were identified or brought to the

1 attention of the emergency operations center during  
2 the storm, and I know there were a number that --  
3 where I took those calls from municipal officials.  
4 There were others, a lot of that came into the storm  
5 room.

6 In some cases they were requests from  
7 officials to prioritize individual customers when  
8 they had a medical situation or, you know, children  
9 that were sick or, you know, hardship kinds of  
10 categories. That information was provided to the  
11 folks in the operations center, and there was an  
12 effort, particularly later in the restoration  
13 effort, when the company was at the point of  
14 starting to work on individual services, where those  
15 individuals or those requests identified during the  
16 course of the restoration were -- an effort was made  
17 to go out and get them restored.

18 Q. Can you tell me, was that before these  
19 sweeps or after the sweeps?

20 A. [GANTZ] Before and after, throughout the  
21 course of the week.

22 A. [SPRAGUE] I think I might be able to  
23 further clarify this. What Mr. Gantz was referring  
24 to is: The medical -- all of the medical requests

1 were coming into the EOC. Some were coming in  
2 through the IVR system. Others were coming in  
3 through phone conversations, either with emergency  
4 first responders or Town officials through our  
5 municipal coordinators.

6           Whenever there was the ability to get a  
7 medical customer energized, meaning that the primary  
8 system in their vicinity was energized, we would  
9 immediately dispatch crews to those areas. If we  
10 got an emergency call that was in an area that  
11 wasn't energized and there was a lot of work to get  
12 it energized, that would then be responded back to  
13 that customer or through the channels that it came  
14 in that that customer should seek other means,  
15 because of just the amount of time that it would  
16 take, you know, before they would be restored.

17       Q.    Could you tell me if the operations folks  
18 working on the ground had the critical-care list?

19       A.    [FRAPPIER] On the trucks?

20       Q.    Yes.

21       A.    [FRAPPIER] No, they did not.

22       A.    [LAMBERT] The critical-care list of life-  
23 support customers is maintained by the customer-  
24 service representatives. What was sent and

1 communicated down to the operating centers was an  
2 indication on the tickets themselves that this  
3 customer was a life-support customer. Then they  
4 talked about the prioritization of restoration  
5 there. But that's who maintains the list.

6 A. [FRAPPIER] The customer-service center  
7 would provide operations with a work order. In the  
8 header it would say "medical," and we put that on  
9 the top priority as we energized the main lines.  
10 Later in the storm we were able to provide a trouble  
11 truck just to respond to those medical reconnect  
12 service orders.

13 Q. And again, is this before the sweeps or  
14 after the sweeps?

15 A. [FRAPPIER] During -- well, before as well,  
16 throughout the -- once we had the main lines of the  
17 primary system, as we got those up --

18 As we reenergized the main lines of the  
19 distribution system, we would take those work orders  
20 and prioritize them.

21 BY MR. CHAN:

22 Q. Continuing with the life-support question  
23 here, and this is really to Mr. Lambert: When you  
24 get your customer information to operations, you

1 have life-support customers, obviously not all life-  
2 support customers are the same, meaning, for  
3 example, we have someone with kids versus someone on  
4 a respirator, there's a priority here. Is the  
5 customer-call center in charge of determining the  
6 priority to operations?

7 A. [LAMBERT] No, I think it goes back further  
8 than that, to identify -- when we identify customers  
9 and to classify them up in our billing system, in  
10 our computer system, whether they're medical  
11 customers or, you know, for reasons -- to avoid a  
12 disconnection under the rules for nonpayment, versus  
13 a life-support customer, that determination is made  
14 well in advance. Then that indication is put on the  
15 record for the customer.

16 So if a customer's ticket or work order  
17 was generated, it would clearly state "life  
18 support." I provided for the record, during the  
19 storm it had a comment, it had a field that said  
20 "life support," and it made that indication that it  
21 was, yes, a life support.

22 Since the storm, actually, we've made an  
23 alteration to that, put in bold type at the very top  
24 "life support." It actually says "life support" on

1 the top now. We felt that that was a lessons-  
2 learned that we haven't talked about. We just took  
3 that upon ourselves that this needed to happen after  
4 the storm.

5 So those tickets are then compiled by  
6 the operating center. But that's how they're  
7 identified.

8 A. [SPRAGUE] I think the impression to leave  
9 you with is that, once we could energize these  
10 medical customers, we did. It wasn't delayed, once  
11 the primary system in the area was reconnected.

12 Q. Thank you. Mr. Francazio, earlier in the  
13 week we had talked about emergency drills and  
14 tabletop drills that the DPU discussed with you.  
15 I'm looking for a clarification of a term. You used  
16 the word "pandemic" exercise. Could you elaborate  
17 further what a pandemic drill exercise would be  
18 like?

19 A. [FRANCAZIO] Pandemic events are usually a  
20 situation where you have lost staffing and your plan  
21 addresses a reduction of anywhere between 20 and 40  
22 percent of your work force.

23 Pandemic planning is in line with  
24 business-continuity planning. It's different than

1 emergency restoration. Those plans look a little  
2 bit different. The drill itself is just a little  
3 different, where you would simulate a situation  
4 where 40 percent of your work force would not be  
5 available: How would the customer-service center  
6 operate? How would different functions who have  
7 critical processes --

8           And we have templates already built out  
9 for those critical processes. So each function  
10 knows what process would have to continue if indeed  
11 there was a situation where 40 percent of your work  
12 force couldn't be there.

13           So quite often the impact is on the IS  
14 side, because we want people to work from home. So  
15 can your system support multiple staff working from  
16 home because it's either in the -- usually under the  
17 40 percent number. Let's say 20 percent of that is  
18 actually people staying home for care, just caring  
19 for their family. That's what happens.

20           There's a whole set of planning  
21 criteria. It goes back to the World Health  
22 Organization, the six criteria associated with that,  
23 and all the planning that goes with that. There's  
24 whole guidelines that are out on the Web. It's

1 pretty straightforward. You've just got to make  
2 sure that your business-continuity plan and your  
3 pandemic plan addresses all the possible scenarios  
4 in relation to staff reductions and your critical  
5 processes.

6 So what a corporation has to do is  
7 define those critical processes and how would it  
8 continue those critical processes with that  
9 reduction of staffing. That's what our plan does.

10 Q. Thank you. Mr. Francazio, in Mr. Yardley's  
11 report, there's a reference regarding training, and  
12 you also have a reference to training in your  
13 response to AG-5-127 attachment. What level of  
14 training are you thinking or envisioning you don't  
15 know till it's going to be doing? Is it going from  
16 upper management all the way down to administrative  
17 staff?

18 A. [FRANCAZIO] Yes. It's already started  
19 with the senior-level team. My process is to ensure  
20 that the seniors within the organization have a  
21 clear understanding of their role in any major  
22 corporate event. The crisis-response-plan plan  
23 addresses that. We've drilled that with them.  
24 We've been over that with them. They understand

1 their responsibilities associated with that. And  
2 the more we drill them on that, clearly the more --  
3 and the more different types of events that we drill  
4 them with, they'll become more familiar with the  
5 plan, obviously.

6 The next step is the tactical side,  
7 which is how to get down to that next level within  
8 the organization to ensure that everyone understands  
9 the concepts associated with NIMS and ICS and they  
10 understand their roles and responsibilities within  
11 the new revised ERP, and if there is additional --  
12 and there will be additional -- folks that we've  
13 identified as available to perform other functions  
14 that we've identified as gaps within the plan, so we  
15 need to fill those. So they're going to need  
16 special training for a lot of those -- damage  
17 assessment being a good example of that.

18 So we have options, and for an event  
19 such as this, I would outsource most of the damage  
20 assessment. There are still going to be other, the  
21 more prevalent type of events, which are lesser than  
22 the ones we just saw, that still you're going to  
23 need damage assessors. So clearly that's a piece.

24 So there is the technical training

1 that's going to go on with people with new functions  
2 as well as the broader training about what is ICS,  
3 what is this new ERP, how is it going to actually  
4 work, and make sure that people understand their  
5 roles and responsibilities.

6 To help them with that, there are  
7 specific checklists. You asked the question.  
8 Everybody is looking at me. But the bottom line is,  
9 you asked for it.

10 (Laughter.)

11 MS. EVANS: Excuse me: He asked for it.

12 (Laughter.)

13 A. [FRANCAZIO] There's specific checklists to  
14 help everybody go through their roles and  
15 responsibilities and understand what they need to  
16 do, and clearly, the drills are a primary component  
17 of that. I'll stop right there.

18 Q. This is what I get for not asking a  
19 yes-or-no question.

20 Under this chart attachment, again,  
21 under AG-5-127, there is a provision here for staff  
22 training. There are some yellow parts filled in.  
23 Can I work under the assumption that this will be an  
24 object of ongoing continuous education?

1           A.    [FRANCAZIO] Yes. It's also done on an  
2 annual basis.

3           Q.    This next question is kind of a past,  
4 present, and future question. Under the previous  
5 ERP -- directing this to anybody who wants this  
6 question -- was there a process for the company to  
7 have a storm report after an event? You have a  
8 storm event, the ERP is activated, and there will be  
9 a report issued within a time frame after  
10 restoration is complete.

11          A.    [FRANCAZIO] I cannot answer the present.

12          A.    [SPRAGUE] I believe that the present ERP  
13 does not specifically state that there will be. But  
14 during many of our larger storm events, we do  
15 convene groups of individuals to do kind of a storm  
16 debrief and come up with some lessons learned and  
17 some action items that we need to take out of that  
18 to prepare for the next event.

19          Q.    And approximately how long is that from the  
20 end of the restoration process?

21          A.    [SPRAGUE] We try to get the group together  
22 as soon as feasible after the event so memories are  
23 still sharp.

24          Q.    And is that material used in the August

1 annual review of the ERP?

2 A. [SPRAGUE] It does not appear so.

3 A. [MEISSNER] I don't think it would wait  
4 until August, is the reason why. I don't think  
5 materials like that are just kept and then revisited  
6 in August.

7 Q. You can help with the future now,  
8 Mr. Francazio.

9 A. [FRANCAZIO] Going forward, every event has  
10 a critique. Those critiques are obviously lessons  
11 learned. They get incorporated into the document.  
12 In addition, every drill has a critique. That  
13 information is also put into the document. It's  
14 usually just prior to hurricane season. The  
15 document is then reviewed --

16 Just so we're talking about governance a  
17 little bit here: There's a single point of  
18 accountability going forward on this document, and  
19 that is emergency management. They own it. They  
20 make the changes. That's it.

21 As far as signing off, Mr. Letourneau  
22 and Mr. Meissner have to sign off on what those  
23 changes are to the document itself. Then that  
24 document lives within the risk register within the

1 organization. So it goes to the very senior level  
2 within the organization, to make sure that it is an  
3 ongoing and sustainable view of that document.

4 Q. I'm going to step back to the present just  
5 for one moment.

6 MS. KOEPNICK: Mr. Chan, can I ask how  
7 many more questions you think?

8 MR. CHAN: We'll be done before 4:00, I  
9 promise.

10 Q. Is there a copy of the debriefing in paper  
11 format from this most recent form? Or has that not  
12 occurred yet?

13 A. [MEISSNER] In terms of the most recent  
14 one, we actually hired Mr. Yardley to do the  
15 company's self-assessment. So his report really is  
16 the debriefing from that event.

17 Q. I want to turn back to the helicopter for a  
18 little bit. In the Yardley report on Page 94 it  
19 states that the company had used a fly-over, a  
20 helicopter, to look at the subtransmission station.  
21 Did anybody here actually ride in the helicopter?

22 A. [SPRAGUE] Is the question has any one of  
23 us ever done an aerial patrol?

24 Q. Yes.

1 A. [FRAPPIER] I have.

2 A. [SPRAGUE] I have.

3 Q. The next question I had: From the air,  
4 you've gone through your whole service territory at  
5 one time; is that right?

6 A. [SPRAGUE] Correct.

7 A. [LETOURNEAU] I'd like to clarify that: We  
8 don't go through the whole service territory in the  
9 air, no. We fly our transmission system.

10 Q. So it's just the transmission system.

11 A. [SPRAGUE] Correct.

12 Q. So from the air, can you actually see  
13 roadways from the air?

14 A. [SPRAGUE] You can generally see major road  
15 crossings, but you cannot see continuous roads,  
16 especially as you move away from the more populated  
17 areas.

18 A. [MEISSNER] I think what he's saying is, it  
19 would depend on the tree canopy and the size of the  
20 road. The canopy of the trees could cover the  
21 roads.

22 Q. What I'm asking next is that if you could  
23 see some of the roads from the air in the helicopter  
24 and immediately after, let's say, this past storm

1 event you were able to see downed trees in the road,  
2 would that be extremely helpful in terms of your  
3 analysis and review of storm assessment as well as  
4 indicating for assistance of tree removal, road  
5 clearance?

6 A. [SPRAGUE] I believe this same question has  
7 been asked. I believe the response at the time was:  
8 It depends. It may provide some information, but by  
9 all means, it's not going to give enough information  
10 to put together any accurate level of damage  
11 assessment.

12 Q. How about we go away from the damage  
13 assessment. How about in terms of just getting  
14 assistance on road clearance?

15 A. [MEISSNER] Maybe I could say it this way:  
16 I believe that there's merit to putting up a  
17 helicopter early on in doing the level of assessment  
18 that I believe you're asking about. I think what  
19 they're saying is, it's not a substitute for  
20 detailed damage assessment, but there is merit in  
21 doing a fly-over and getting a quick assessment at  
22 the outset of the storm.

23 MR. STETSON: Thank you very much.  
24 Sorry to drag it out there.

1 I'd also like to note for the record  
2 that, to the extent that the company seeks to be  
3 proactive in communicating its implementation of the  
4 Yardley report recommendations, the Attorney  
5 General's office would be happy to participate there  
6 as well.

7 MS. KOEPNICK: Thank you. I suggest a  
8 ten-minute break before redirect.

9 (Recess taken.)

10 MS. KOEPNICK: Let's go on the record.  
11 Is the company prepared to do redirect of its  
12 witnesses?

13 MR. MUELLER: Yes, Madam Hearing  
14 Officer, we are.

15 MS. KOEPNICK: Please proceed.

16 MR. MUELLER: Thank you.

17 THOMAS P. MEISSNER, JR., GEORGE R.  
18 GANTZ, MARK LAMBERT, RAYMOND LETOURNEAU,  
19 and RICHARD FRANCAZIO, Previously Sworn  
20 RE-CROSS-EXAMINATION

21 BY MR. MUELLER:

22 Q. Mr. Letourneau, do you recall a line of  
23 questioning regarding tree-trimming and Fitchburg's  
24 budget for tree-trimming?

1 A. [LETOURNEAU] I do.

2 Q. Can you tell us why the company's spending  
3 on tree-trimming was down in 2008?

4 A. [LETOURNEAU] It would appear that the  
5 tree-trimming in 2008 was down relative to the  
6 previous two years primarily as a result of the ice  
7 storm. The month of December, or the last quarter  
8 of trimming for Fitchburg Gas and Electric, a lot of  
9 trimming is performed. It's very efficient to do  
10 trimming in the fall. There's not a lot of leaves  
11 on the trees.

12 So as the ice storm came in, we didn't  
13 perform any maintenance trimming, very little  
14 maintenance trimming, in the month of December. So  
15 we lost approximately four weeks of trimming.  
16 Therefore, it would have reflected that in the  
17 budget, in the expenditures.

18 Q. Mr. Lambert, do you recall a line of  
19 questioning from the Town of Lunenburg regarding a  
20 particular customer who stated that they had  
21 received a \$1700 bill following the ice storm?

22 A. [LAMBERT] I do.

23 Q. Have you been able to confirm that, and can  
24 you provide any additional information, without

1 identifying the customer?

2 A. [LAMBERT] I can. That was a \$1700 bill to  
3 a customer that included four months of unpaid  
4 arrearages, and the usage was based on an actual  
5 reading.

6 Q. And Mr. Lambert, do you recall several  
7 lines of questioning regarding critical-care  
8 customers?

9 A. [LAMBERT] I do.

10 Q. Do you agree that Unitil should have  
11 contacted customers on the critical-care list once  
12 you were aware of the impending storm?

13 A. [LAMBERT] I do agree. Unitil should have  
14 called all of the critical-care customers during and  
15 before the storm. We have a procedure that's  
16 comprehensive to do this going forward, and this  
17 will not happen again.

18 Q. Mr. Meissner, as chief operating officer of  
19 Unitil, do you have any final observations in  
20 response to the cross-examination that's occurred  
21 over the past five days?

22 A. [MEISSNER] I'd like to start by just  
23 thanking everybody for your patience with us. It's  
24 been a long week. It seems to me there were times

1 during the week when maybe we didn't get to answers  
2 as directly as we could have. You know, sometimes  
3 the discussion labored on more than I think it  
4 should have.

5 I'd also like to say, in providing our  
6 responses, sometimes I think there's a fine line  
7 between trying to explain our decisions and trying  
8 to justify our decisions. I think we kind of went  
9 back and forth on that during the course of the  
10 week.

11 I hope we've been able to provide you  
12 with explanations that answered all your questions  
13 in sufficient detail, but without leaving you an  
14 impression that we were excusing the issues that you  
15 were raising the questions about. That was our  
16 intention. I hope we succeeded in that. I think  
17 sometimes it was difficult.

18 As a company, we've heard, the last  
19 couple of days in particular, talk about this is  
20 going to be a transformational event for the company  
21 or the company is going to change. I think that's  
22 true, but I think it kind of misses, in a way, the  
23 mark, because I think the real issue is, for the  
24 people involved in the storm, including the people

1 here, but many others -- I really think this is  
2 going to end up being a life-changing event  
3 personally. For the people that were involved in  
4 the storm, this was something that nobody is going  
5 to forget, ever. This is not comparable to anything  
6 else people have experienced.

7 I think it's been personalized. I think  
8 it's become deeply personal for a lot of people.  
9 It's as a result of that that the company is going  
10 to change, because for the people involved, I think  
11 their self-image in terms of a professional and what  
12 they do is now wrapped up in how they respond to  
13 this and how we as a company respond to this.

14 As a company, we've always been a very  
15 proud company. By that I mean we've been a company  
16 with a lot of proud employees. The people we have  
17 working for us have always been proud of what they  
18 do, who they work for, what our company stands for.  
19 It's been very difficult to be in the position that  
20 we're in -- and I don't mean this hearing or this  
21 proceeding. I'm talking about the perceptions  
22 outside of our company, in terms of customers and  
23 communities and just the general perception of who  
24 we are now.

1           I can tell you that, knowing the people  
2 in our company, as we emerge from this, they are  
3 going to be driven to turn that around, because I  
4 don't think anybody -- there's too much pride in the  
5 people that I know in our company to do anything  
6 less.

7           So in terms of adopting all these  
8 recommendations, I know that's going to happen. In  
9 terms of action steps we're going to take after  
10 this, I can say that that's going to happen. But I  
11 believe, truly, that we're going to go far beyond  
12 that, because people are going to be driven to do  
13 that for their own reasons, because I think they've  
14 personalized their experience through this storm.

15           So the company is going to change  
16 dramatically, but for all of the people here and for  
17 all of the people that experienced that storm,  
18 they're going to remember that for the rest of their  
19 lives.

20           Mr. Francazio agreed to join our company  
21 after the storm. I guess I don't really know  
22 exactly what his decision process was in doing that.  
23 But I would have to say that part of that must have  
24 been the fact that he experienced the last week of

1 that storm with us, and so he was there, he  
2 experienced it with us, and he had his own reasons  
3 for deciding to come to our company.

4 Just to summarize: I would like to say  
5 that, in addition to the relationships that we're  
6 going to have to rebuild with customers and with the  
7 communities and with others, we fully recognize that  
8 we're going to have to rebuild the relationship with  
9 the Department and with the Attorney General and  
10 with other parties. So this is going to be an  
11 ongoing effort for us, and we need to regain your  
12 trust and your respect, and that's going to be an  
13 important part of what comes out of this as well.

14 With that, I'd just like to thank you.

15 MR. MUELLER: The company has nothing  
16 further.

17 MS. KOEPNICK: Thank you very much for  
18 everybody's testimony, and thank you for your  
19 endurance during this week.

20 Let's move on to a few procedural  
21 matters. Is there anything else we need to address  
22 before that?

23 First of all, as to the Department's  
24 proposed incorporation by reference of Dockets

1 09-01-B, C, and D, the other storm-related  
2 investigations into the other three utilities: We  
3 have received, obviously, the company's objection.  
4 We've also received NSTAR's petition to intervene as  
5 a full party in that matter, and we've received  
6 NSTAR's filing in support of the company's  
7 opposition.

8 Does the Attorney General want to make a  
9 statement on the record at this point in response to  
10 that issue, or will you just do a written filing?

11 MR. STETSON: I understand we've been  
12 granted until midday on Monday to file a written  
13 comment. I would appreciate that time, to be able  
14 to review what's been filed recently with respect to  
15 NSTAR's position as well. So I appreciate the  
16 company agreeing to extra time and the Department  
17 granting it. Thank you.

18 MR. MUELLER: I would just note that the  
19 company supports NSTAR's petition for full  
20 intervention on a limited basis.

21 MS. KOEPNICK: Thank you.

22 Moving on: Record requests: The  
23 parties have agreed that all record requests will be  
24 provided by the close of business on Friday, May

1 22nd.

2 At this point, do I have a joint motion  
3 to move the exhibits marked for identification into  
4 the record?

5 MR. MUELLER: Yes, Madam Hearing  
6 Officer. The company and the Attorney General would  
7 jointly move to move all of the exhibits in evidence  
8 that have been offered in the past five days into  
9 the record.

10 MS. KOEPNICK: Thank you.

11 MR. STETSON: We join in that motion.

12 MS. KOEPNICK: Any objections? We  
13 hereby accept all the premarked exhibits into the  
14 record. The company has noted that it will provide  
15 us an updated exhibit list.

16 MS. PURCELL: Yes.

17 MS. KOEPNICK: Finally, as for a  
18 briefing schedule: The parties have agreed that  
19 initial briefs will be due on Friday, June 5th, and  
20 simultaneous reply briefs will be due on Friday,  
21 June 19th.

22 Are there any other procedural matters  
23 to address before we adjourn this proceeding?

24 If there are no objections from parties,

1 I will adjourn this proceeding. Hearing no  
2 objections, we are adjourned.

3 (4:13 p.m.)

4 REPORTER'S CERTIFICATE

5 I, Alan H. Brock, the officer before  
6 whom the foregoing proceedings were taken, do  
7 certify that this transcript is a true record of the  
8 proceedings on May 15, 2009.

9  
10  
11 -----  
12 Alan H. Brock, RDR, CRR.

13  
14 I N D E X

15  
16 EXAMINATIONS

17 ROBERT C. YARDLEY, JR.

18	MR. STETSON	863
19	MR. NELSON	915
20	MS. EVANS	923
21	MR. PAREKH	928
22	MR. PERLMUTTER	932
23	MR. MUELLER	944

1	THOMAS P. MEISSNER, JR. , GEORGE R. GANTZ, MARK	
2	LAMBERT, RAYMOND LETOURNEAU, RICHARD	
3	FRANCAZIO, MARK FRAPPIER, CHRISTOPHER DUBE,	
4	and KEVIN SPRAGUE	
5	MR. PERLMUTTER	947
6	MS. EVANS	957
7	MS. KOEPNICK	957
8	MR. PERLMUTTER	958
9	MS. EVANS	961
10	MR. PERLMUTTER	962
11	MR. NELSON	963
12	MR. PERLMUTTER	963
13	MR. DANIEL	970
14	MR. PERLMUTTER	971
15	MR. NELSON	975
16	MR. PERLMUTTER	977
17	MS. EVANS	977
18	MR. PERLMUTTER	978
19	MR. NELSON	982
20	MR. PERLMUTTER	982
21	MS. EVANS	983
22	MR. NELSON	987
23	MR. PERLMUTTER	989
24	MR. DANIEL	1018

1	MR. PERLMUTTER	1021
2	MR. DANIEL	1022
3	MS. EVANS	1024
4	MR. PERLMUTTER	1026
5	MR. DANIEL	1026
6	MS. KOEPNICK	1031
7	MS. EVANS	1038
8	MR. NELSON	1039
9	MR. PAREKH	1040
10	MS. EVANS	1052
11	MR. PERLMUTTER	1053
12	MR. STETSON	1057
13	MS. MERRICK	1062
14	MR. CHAN	1069
15		
16	THOMAS P. MEISSNER, JR. , GEORGE R. GANTZ, MARK	
17	LAMBERT, RAYMOND LETOURNEAU, and RICHARD	
18	FRANCAZIO	
19	MR. MUELLER	1081
20		
21	RECORD REQUESTS	
22	Record Request DPU-6	1039
23		
24		

<b>\$</b>	949:2, 949:9, 949:16, 951:7, 954:19, 989:24, 1026:22 <b>13</b> [1] - 883:16 <b>13,8</b> [1] - 981:14 <b>137</b> [1] - 887:17 <b>13th</b> [3] - 955:14, 989:24, 997:5 <b>14</b> [2] - 883:16, 906:19 <b>142</b> [1] - 887:18 <b>15</b> [7] - 859:9, 861:1, 869:2, 883:16, 888:8, 988:18, 1090:8 <b>150</b> [2] - 975:22, 1026:21 <b>15th</b> [1] - 1012:17 <b>16</b> [3] - 876:3, 883:17, 970:8 <b>164</b> [1] - 861:10 <b>16th</b> [3] - 940:8, 967:3, 982:21 <b>17</b> [6] - 888:22, 891:11, 891:20, 892:4, 892:12, 892:13 <b>18</b> [8] - 888:22, 893:3, 893:4, 893:8, 914:13, 914:17, 914:22, 915:3 <b>18th</b> [2] - 983:3, 987:22 <b>19</b> [1] - 888:22 <b>19th</b> [5] - 925:24, 987:18, 987:23, 1028:13, 1089:21 <b>19th-21st</b> [1] - 939:21 <b>1E</b> [1] - 861:11	1048:11, 1048:13 <b>2004</b> [2] - 1047:21, 1048:9 <b>2008</b> [6] - 861:9, 882:4, 944:7, 1047:22, 1082:3, 1082:5 <b>2009</b> [5] - 859:9, 861:1, 902:12, 1034:7, 1090:8 <b>2010</b> [3] - 878:23, 879:1, 879:3 <b>20th</b> [8] - 987:18, 987:24, 990:13, 997:6, 997:7, 1001:10, 1001:12, 1028:13 <b>21</b> [3] - 888:23, 895:15, 907:18 <b>21st</b> [7] - 987:18, 1000:7, 1000:22, 1003:5, 1003:23, 1007:16, 1028:13 <b>22</b> [1] - 888:23 <b>22nd</b> [2] - 1061:6, 1089:1 <b>23</b> [1] - 990:14 <b>24</b> [7] - 876:18, 990:15, 994:2, 1001:2, 1012:22, 1018:22, 1065:5 <b>24-hour</b> [2] - 947:11, 1056:14 <b>26</b> [4] - 949:18, 955:16, 970:15, 971:6 <b>260</b> [1] - 860:3 <b>27</b> [1] - 943:7 <b>28</b> [5] - 873:18, 900:1, 1000:24, 1058:15, 1058:19 <b>290</b> [1] - 881:21	1052:7, 1058:9 <b>4,000</b> [1] - 994:6 <b>40</b> [5] - 997:11, 1071:21, 1072:4, 1072:11, 1072:17 <b>420</b> [1] - 1028:5 <b>48</b> [4] - 950:5, 950:14, 1018:22, 1036:20 <b>48-hour</b> [1] - 951:19 <b>4:00</b> [2] - 894:13, 1078:8 <b>4:13</b> [1] - 1090:3	<b>7</b>
<b>\$1700</b> [2] - 1082:21, 1083:2			<b>7</b> [1] - 876:14 <b>72</b> [1] - 1019:5 <b>75</b> [1] - 988:14 <b>76</b> [1] - 861:10 <b>7:00</b> [2] - 947:16, 972:18	
<b>'</b>			<b>8</b>	
<b>'08</b> [1] - 934:20			<b>80</b> [2] - 988:14, 1006:5 <b>85</b> [1] - 994:4 <b>859-1092</b> [1] - 859:1 <b>863</b> [1] - 1090:18	
<b>0</b>			<b>9</b>	
<b>02108</b> [1] - 860:15 <b>02109</b> [1] - 859:23 <b>02110-3173</b> [1] - 860:4 <b>03842</b> [1] - 860:9 <b>09-01-A</b> [2] - 859:4, 861:5 <b>09-01-B</b> [1] - 1088:1			<b>9</b> [3] - 880:5, 880:7, 942:15 <b>915</b> [1] - 1090:19 <b>923</b> [1] - 1090:20 <b>928</b> [1] - 1090:21 <b>93</b> [1] - 923:16 <b>932</b> [1] - 1090:22 <b>94</b> [4] - 929:11, 929:13, 1047:3, 1078:18 <b>944</b> [1] - 1090:23 <b>947</b> [1] - 1091:5 <b>957</b> [2] - 1091:6, 1091:7 <b>958</b> [1] - 1091:8 <b>96</b> [1] - 1019:5 <b>96-hour</b> [1] - 954:2 <b>961</b> [1] - 1091:9 <b>962</b> [1] - 1091:10 <b>963</b> [2] - 1091:11, 1091:12 <b>970</b> [1] - 1091:13 <b>971</b> [1] - 1091:14 <b>975</b> [1] - 1091:15 <b>977</b> [2] - 1091:16, 1091:17 <b>978</b> [1] - 1091:18 <b>982</b> [2] - 1091:19, 1091:20 <b>983</b> [1] - 1091:21 <b>987</b> [1] - 1091:22 <b>989</b> [1] - 1091:23 <b>9:02</b> [2] - 859:9, 861:1	
<b>1</b>				
<b>1</b> [15] - 867:5, 867:11, 868:6, 875:12, 888:18, 891:21, 891:22, 941:18, 1018:22, 1038:14, 1044:7, 1044:16, 1044:18, 1052:7, 1058:2 <b>1,000</b> [2] - 882:11, 1020:16 <b>1/Phase</b> [1] - 980:12 <b>10</b> [5] - 880:6, 935:22, 951:17, 1056:6, 1056:12 <b>100</b> [4] - 974:23, 975:20, 975:22, 1006:5 <b>100-something</b> [1] - 1049:18 <b>1018</b> [1] - 1091:24 <b>10:00</b> [3] - 967:7, 972:19, 982:17 <b>10:10</b> [1] - 967:3 <b>11</b> [1] - 883:16 <b>115-kV</b> [2] - 1040:24, 1046:2 <b>115-kV-to-69-kV</b> [1] - 1040:20 <b>11:00</b> [2] - 996:14 <b>11th</b> [1] - 916:10 <b>12</b> [5] - 883:16, 906:19, 912:14, 935:22, 942:24 <b>120-volt</b> [1] - 963:18 <b>127</b> [1] - 1029:8 <b>12th</b> [8] - 861:9	<b>2</b>			
	<b>2</b> [11] - 867:6, 867:11, 868:6, 871:17, 888:18, 888:19, 893:5, 980:12, 1044:7, 1044:16 <b>20</b> [8] - 869:2, 888:22, 986:1, 988:19, 1056:6, 1056:12, 1071:21, 1072:17 <b>200</b> [4] - 881:24, 975:22, 988:17, 1049:19 <b>2002</b> [1] - 1048:15 <b>2003</b> [3] - 1048:9,	<b>3</b>		
		<b>3</b> [4] - 870:14, 941:24, 1044:7, 1052:8 <b>30</b> [7] - 1015:5, 1016:8, 1020:2, 1020:7, 1020:11, 1020:22, 1028:10 <b>300</b> [3] - 881:24, 882:4, 882:6		
		<b>4</b>		
		<b>4</b> [5] - 870:15, 981:15, 1048:11,		
			<b>5</b>	
		<b>5</b> [5] - 859:1, 869:7, 873:21, 942:8, 1052:7 <b>50</b> [9] - 859:23, 880:17, 921:11, 930:24, 975:1, 999:19, 1000:23, 1006:4, 1017:7 <b>500</b> [3] - 880:16, 880:17, 988:17 <b>5th</b> [1] - 1089:19		
			<b>6</b>	
		<b>6</b> [3] - 860:8, 875:4, 982:17 <b>6,000</b> [1] - 991:21 <b>60</b> [1] - 930:24 <b>603.773.6440</b> [1] - 860:9 <b>603.773.6605</b> [1] - 860:9 <b>617.727.1047</b> [1] - 860:17 <b>617.727.2200</b> [1] - 860:17 <b>617.728.4404</b> [1] - 859:24 <b>617.748.6843</b> [1] - 860:4 <b>617.897.9043</b> [1] - 860:4 <b>69</b> [2] - 958:8, 1020:6 <b>69-kV</b> [11] - 958:5, 958:9, 958:13, 979:13, 1044:6, 1044:15, 1044:17, 1045:3, 1045:18, 1045:22, 1047:8 <b>6:00</b> [1] - 972:19		
			<b>A</b>	
			<b>a</b> [739] - 861:14,	

863:5, 863:8, 864:3, 864:4, 864:16, 865:23, 867:12, 867:14, 867:16, 868:3, 868:22, 868:24, 869:1, 871:7, 871:9, 872:6, 872:9, 872:15, 872:23, 873:3, 873:7, 873:11, 873:22, 873:23, 874:6, 874:7, 874:14, 874:19, 875:9, 875:13, 875:14, 876:4, 876:11, 876:18, 876:20, 876:23, 877:8, 877:23, 877:24, 879:7, 879:11, 880:8, 880:12, 880:18, 881:10, 881:14, 881:16, 881:24, 882:5, 882:6, 882:7, 882:10, 882:18, 882:19, 883:1, 883:14, 883:21, 883:22, 883:23, 885:5, 885:6, 885:11, 885:13, 886:2, 886:13, 886:17, 886:19, 886:22, 887:4, 887:22, 888:2, 888:3, 888:10, 888:21, 889:7, 889:9, 889:22, 889:24, 890:1, 890:2, 890:17, 890:21, 891:11, 891:13, 891:14, 891:20, 892:3, 892:7, 892:18, 892:23, 893:5, 893:13, 893:15, 893:23, 894:5, 894:13, 894:14, 894:19, 894:21, 894:22, 894:24, 895:5, 895:8, 895:10, 895:12, 895:14, 896:14, 896:16, 897:7, 897:11, 898:18, 899:3, 899:11, 899:15, 899:17, 899:24, 900:3, 900:10, 900:12, 901:6, 901:15, 901:21, 902:1, 902:19, 902:21, 902:24, 903:7, 903:14, 903:24,	904:14, 904:22, 905:1, 905:4, 905:19, 906:10, 907:4, 907:10, 907:17, 909:2, 909:14, 909:19, 909:21, 910:4, 910:7, 910:11, 910:13, 910:22, 910:23, 911:4, 911:6, 911:16, 911:17, 912:4, 912:13, 912:15, 912:18, 913:12, 913:13, 914:8, 914:10, 914:11, 914:12, 914:17, 914:18, 914:21, 914:22, 915:1, 915:8, 915:11, 915:13, 915:17, 916:10, 916:12, 916:22, 916:23, 917:2, 917:9, 917:23, 918:2, 918:3, 919:1, 919:14, 919:15, 920:3, 920:7, 920:17, 920:18, 920:21, 921:10, 921:17, 921:18, 922:1, 922:2, 922:17, 923:7, 923:9, 923:14, 923:22, 923:23, 923:24, 924:1, 924:6, 924:8, 924:11, 924:14, 924:16, 924:17, 925:2, 925:15, 926:7, 926:11, 926:12, 926:13, 926:17, 926:18, 926:21, 927:4, 927:6, 927:20, 927:24, 928:1, 928:4, 928:13, 928:16, 928:17, 929:4, 929:12, 929:14, 929:22, 930:6, 930:11, 930:23, 931:10, 931:20, 931:21, 932:2, 932:3, 932:14, 932:22, 933:4, 933:15, 934:1, 934:4, 934:6, 934:14, 934:18, 934:19, 934:23, 935:2, 935:5, 935:7, 935:14, 936:14, 936:19, 937:21, 938:4, 938:6, 938:17, 938:23, 939:15, 939:19, 940:3, 940:15,	940:19, 941:1, 941:5, 941:8, 941:11, 941:20, 941:21, 942:2, 942:5, 942:10, 942:14, 942:18, 943:6, 943:9, 943:16, 943:19, 944:8, 944:21, 944:23, 945:4, 945:10, 945:16, 946:1, 947:10, 947:23, 948:3, 948:13, 948:18, 948:21, 949:3, 949:4, 949:10, 950:24, 951:11, 951:13, 951:15, 952:8, 952:14, 953:1, 953:5, 953:20, 954:2, 955:4, 955:21, 956:10, 958:8, 958:9, 959:23, 960:2, 960:6, 960:17, 961:8, 961:17, 961:18, 963:5, 963:12, 963:22, 964:21, 965:5, 965:7, 965:11, 965:24, 966:7, 967:19, 967:22, 968:19, 969:18, 970:9, 970:14, 971:21, 972:8, 972:9, 972:18, 973:2, 973:8, 973:22, 974:12, 974:24, 975:11, 975:14, 975:15, 976:12, 976:20, 976:21, 977:18, 978:8, 980:6, 980:17, 981:5, 981:22, 982:3, 982:22, 983:15, 984:10, 984:11, 985:21, 985:22, 985:24, 986:12, 987:2, 988:2, 988:9, 988:11, 988:13, 988:17, 988:18, 988:20, 989:7, 990:2, 990:3, 990:13, 991:5, 991:10, 991:12, 991:17, 991:18, 991:19, 991:22, 992:11, 992:15, 993:3, 993:7, 993:9, 993:12, 994:1, 994:9, 994:13, 994:14, 994:16, 994:19, 994:21, 995:1, 995:10, 996:9,	996:16, 996:24, 997:2, 997:4, 997:9, 997:10, 998:19, 998:23, 999:7, 999:18, 1000:2, 1000:3, 1001:10, 1001:23, 1002:5, 1002:8, 1002:12, 1002:20, 1002:21, 1002:22, 1003:5, 1003:15, 1003:21, 1004:3, 1004:11, 1004:14, 1005:7, 1005:9, 1005:15, 1005:19, 1006:9, 1006:10, 1006:13, 1006:15, 1006:22, 1007:3, 1007:8, 1009:7, 1009:12, 1009:14, 1010:7, 1010:8, 1010:10, 1011:6, 1011:8, 1011:9, 1011:10, 1011:19, 1011:20, 1011:21, 1012:6, 1012:8, 1012:13, 1012:14, 1012:20, 1012:24, 1013:4, 1013:13, 1013:22, 1014:7, 1015:2, 1015:5, 1015:10, 1015:20, 1015:24, 1016:1, 1016:19, 1016:22, 1016:23, 1017:4, 1017:18, 1017:21, 1017:22, 1017:24, 1018:1, 1018:21, 1018:23, 1018:24, 1019:2, 1019:22, 1020:15, 1020:23, 1021:3, 1021:4, 1021:8, 1021:10, 1021:11, 1021:14, 1021:20, 1021:23, 1022:9, 1022:11, 1022:12, 1022:15, 1022:19, 1022:20, 1022:23, 1023:16, 1023:20, 1024:2, 1025:10, 1026:7, 1026:16, 1027:4, 1027:7, 1027:8, 1027:9, 1027:22, 1028:1, 1028:5, 1028:7, 1028:8, 1028:10, 1028:14, 1029:5, 1029:9, 1029:13,	1029:15, 1029:17, 1030:1, 1030:3, 1030:10, 1030:11, 1030:16, 1030:19, 1030:24, 1031:1, 1031:11, 1031:15, 1031:16, 1032:10, 1032:13, 1033:4, 1033:5, 1033:14, 1034:5, 1034:6, 1034:14, 1034:15, 1034:21, 1034:23, 1034:24, 1035:3, 1035:8, 1036:20, 1036:24, 1037:11, 1037:16, 1037:18, 1038:2, 1038:6, 1038:7, 1038:9, 1038:24, 1039:10, 1039:21, 1040:1, 1040:3, 1040:13, 1041:18, 1042:15, 1044:4, 1045:2, 1045:22, 1046:2, 1046:5, 1046:10, 1046:16, 1046:18, 1046:19, 1046:20, 1046:23, 1047:9, 1047:10, 1047:22, 1049:11, 1050:8, 1050:13, 1051:17, 1051:18, 1051:19, 1051:23, 1052:7, 1052:8, 1052:17, 1052:18, 1052:21, 1052:22, 1053:7, 1053:10, 1053:13, 1054:7, 1054:15, 1055:2, 1055:4, 1055:9, 1055:11, 1055:13, 1055:14, 1055:15, 1055:17, 1055:18, 1056:8, 1056:14, 1057:5, 1057:17, 1058:1, 1058:3, 1058:5, 1060:7, 1060:19, 1061:16, 1062:23, 1063:5, 1064:15, 1064:17, 1064:23, 1065:5, 1066:6, 1066:10, 1067:2, 1067:4, 1067:8, 1068:6, 1068:11, 1069:3, 1069:7, 1069:10, 1070:4, 1070:11, 1070:13, 1070:16, 1070:19,
---	--	--	--	--

<p>1070:21, 1071:1, 1071:15, 1071:17, 1071:19, 1071:21, 1072:1, 1072:2, 1072:3, 1072:11, 1072:20, 1073:6, 1073:11, 1073:12, 1073:20, 1074:16, 1074:17, 1074:23, 1075:16, 1075:18, 1075:21, 1076:3, 1076:6, 1076:7, 1076:9, 1076:15, 1077:10, 1077:12, 1077:16, 1077:17, 1078:10, 1078:17, 1078:19, 1080:16, 1080:19, 1080:21, 1081:7, 1081:22, 1082:6, 1082:8, 1082:10, 1082:18, 1082:19, 1082:21, 1083:2, 1083:3, 1083:15, 1083:24, 1084:6, 1084:18, 1084:20, 1084:22, 1085:2, 1085:8, 1085:9, 1085:11, 1085:13, 1085:14, 1085:15, 1085:16, 1087:20, 1088:5, 1088:8, 1088:10, 1088:12, 1088:20, 1089:2, 1089:17, 1090:7</p> <p><b>A</b> [5] - 893:13, 915:8, 946:12, 983:14</p> <p><b>a.m</b> [4] - 859:9, 861:1, 972:18, 996:14</p> <p><b>ability</b> [11] - 894:1, 903:24, 922:19, 937:1, 940:18, 971:22, 980:20, 1013:16, 1016:24, 1031:14, 1068:6</p> <p><b>able</b> [43] - 868:7, 868:10, 875:18, 876:4, 880:8, 881:10, 881:12, 881:13, 884:9, 888:23, 900:21, 900:22, 903:12, 920:3, 921:17, 921:20, 924:13, 927:10, 939:22, 940:8, 940:16, 949:23, 950:20, 964:21, 971:16, 974:13,</p>	<p>976:19, 990:7, 990:22, 992:10, 996:7, 996:22, 1014:9, 1014:23, 1032:16, 1054:11, 1057:3, 1067:22, 1069:10, 1080:1, 1082:23, 1084:11, 1088:13</p> <p><b>abnormal</b> [1] - 1055:19</p> <p><b>about</b> [124] - 868:14, 885:9, 885:24, 886:1, 887:21, 888:3, 891:24, 900:14, 901:21, 903:4, 907:2, 911:6, 914:8, 914:9, 917:21, 917:22, 918:16, 920:9, 921:9, 923:18, 923:19, 924:7, 926:12, 926:14, 926:15, 927:9, 929:13, 930:9, 931:10, 935:9, 935:17, 936:20, 941:11, 942:8, 944:21, 948:18, 949:17, 950:8, 952:20, 954:5, 955:7, 955:8, 955:11, 958:17, 958:18, 959:5, 959:17, 959:24, 960:10, 960:22, 960:24, 961:2, 961:5, 961:6, 961:17, 962:22, 963:13, 963:14, 963:15, 963:20, 965:5, 965:24, 966:18, 969:5, 969:9, 970:1, 972:17, 977:7, 977:19, 978:14, 979:3, 980:11, 982:9, 982:10, 982:12, 987:3, 990:10, 991:7, 991:11, 991:13, 992:1, 993:8, 993:14, 993:17, 995:4, 997:23, 998:9, 998:12, 999:18, 1001:9, 1004:4, 1008:17, 1018:24, 1019:7, 1022:20, 1023:7, 1028:18, 1030:23, 1031:9, 1032:7, 1036:16, 1037:4, 1040:10, 1044:21, 1047:2,</p>	<p>1053:16, 1053:17, 1056:24, 1064:16, 1064:19, 1066:10, 1069:4, 1071:2, 1071:13, 1075:2, 1077:16, 1080:12, 1080:13, 1080:18, 1084:15, 1084:19, 1085:21</p> <p><b>above</b> [1] - 952:10</p> <p><b>absolute</b> [1] - 882:8</p> <p><b>abstract</b> [2] - 885:4, 936:4</p> <p><b>accept</b> [1] - 1089:13</p> <p><b>access</b> [3] - 994:9, 1053:6, 1053:7</p> <p><b>accommodate</b> [2] - 869:2, 881:23</p> <p><b>accommodated</b> [2] - 996:5, 1002:19</p> <p><b>accompanied</b> [1] - 864:22</p> <p><b>accomplish</b> [1] - 928:22</p> <p><b>accomplished</b> [3] - 885:19, 919:5, 976:1</p> <p><b>account</b> [3] - 977:5, 977:23, 1046:15</p> <p><b>accountability</b> [1] - 1077:18</p> <p><b>accounting</b> [1] - 1023:9</p> <p><b>accurate</b> [10] - 869:16, 906:14, 949:11, 986:20, 994:13, 1000:8, 1013:20, 1016:9, 1035:2, 1080:10</p> <p><b>accurately</b> [5] - 893:6, 893:11, 954:10, 986:11, 1013:10</p> <p><b>achieve</b> [7] - 864:18, 867:3, 869:13, 876:8, 882:17, 900:16, 900:23</p> <p><b>achieved</b> [3] - 869:6, 869:8, 869:20</p> <p><b>achieving</b> [1] - 925:22</p> <p><b>across</b> [3] - 981:18, 1003:19, 1058:3</p> <p><b>act</b> [2] - 922:19, 971:12</p> <p><b>Action</b> [1] - 863:7</p> <p><b>action</b> [3] - 1028:24, 1076:17, 1086:9</p>	<p><b>actions</b> [1] - 878:15</p> <p><b>activated</b> [1] - 1076:8</p> <p><b>active</b> [2] - 898:11, 898:24</p> <p><b>Activities</b> [1] - 923:17</p> <p><b>activities</b> [18] - 923:20, 923:22, 923:24, 924:4, 924:9, 926:12, 926:17, 926:21, 926:22, 927:9, 927:17, 981:8, 1011:19, 1021:16, 1027:16, 1036:6, 1060:13, 1062:3</p> <p><b>activity</b> [2] - 1002:17, 1021:15</p> <p><b>actual</b> [9] - 894:23, 895:6, 898:13, 898:18, 898:19, 899:21, 975:18, 1061:17, 1083:4</p> <p><b>Actually</b> [3] - 1001:5, 1058:6, 1060:21</p> <p><b>actually</b> [36] - 869:6, 869:15, 876:24, 879:2, 891:19, 897:11, 902:18, 975:18, 986:18, 989:4, 993:3, 993:6, 995:14, 995:16, 996:20, 997:12, 1007:21, 1009:10, 1026:17, 1043:15, 1045:18, 1046:14, 1046:19, 1046:20, 1047:12, 1048:22, 1054:5, 1054:8, 1059:19, 1070:22, 1070:24, 1072:18, 1075:3, 1078:14, 1078:21, 1079:12</p> <p><b>ad</b> [1] - 916:8</p> <p><b>adamant</b> [1] - 1066:4</p> <p><b>add</b> [10] - 960:14, 991:10, 993:2, 1007:24, 1015:2, 1015:5, 1020:11, 1038:11, 1048:17, 1063:14</p> <p><b>added</b> [2] - 1016:7, 1061:19</p> <p><b>addition</b> [2] - 1077:12, 1087:5</p> <p><b>additional</b> [13] - 870:3, 926:20,</p>	<p>991:20, 992:2, 992:19, 996:4, 1003:6, 1006:5, 1010:24, 1016:8, 1074:11, 1074:12, 1082:24</p> <p><b>address</b> [13] - 873:1, 875:8, 884:17, 928:22, 939:15, 942:18, 944:12, 993:20, 1006:24, 1031:19, 1066:16, 1087:21, 1089:23</p> <p><b>addresses</b> [4] - 867:13, 1071:21, 1073:3, 1073:23</p> <p><b>addressing</b> [2] - 942:20, 1035:18</p> <p><b>adequate</b> [7] - 884:20, 926:22, 935:6, 938:23, 939:1, 1045:20</p> <p><b>adequately</b> [3] - 871:16, 875:7, 928:21</p> <p><b>adjourn</b> [2] - 1089:23, 1090:1</p> <p><b>adjourned</b> [1] - 1090:2</p> <p><b>adjust</b> [1] - 929:11</p> <p><b>administrative</b> [2] - 919:1, 1073:16</p> <p><b>adopted</b> [1] - 872:4</p> <p><b>adopting</b> [1] - 1086:7</p> <p><b>advancing</b> [9] - 894:23, 895:6, 899:17, 941:4, 941:9, 1014:13, 1034:4, 1059:4, 1070:14</p> <p><b>advances</b> [1] - 891:8</p> <p><b>advantage</b> [1] - 1015:3</p> <p><b>advertisements</b> [1] - 1032:20</p> <p><b>aerial</b> [1] - 1078:23</p> <p><b>affairs</b> [1] - 955:8</p> <p><b>After</b> [3] - 895:9, 951:6, 1013:2</p> <p><b>after</b> [52] - 868:19, 874:12, 895:12, 913:19, 914:1, 914:16, 914:19, 915:11, 919:14, 920:7, 920:16, 923:20, 923:22, 924:1, 926:18, 926:21, 933:18, 933:19, 935:12,</p>
--	--	--	--	--

935:20, 935:24,  
950:19, 957:20,  
965:1, 967:14, 990:2,  
993:24, 997:18,  
999:14, 1007:3,  
1010:7, 1016:22,  
1023:7, 1035:10,  
1036:19, 1037:13,  
1038:8, 1045:2,  
1056:7, 1057:10,  
1059:18, 1067:19,  
1067:20, 1069:14,  
1071:3, 1076:7,  
1076:9, 1076:22,  
1079:24, 1086:9,  
1086:21  
**after-the** [1] - 1023:7  
**aftermath** [3] -  
894:24, 895:2,  
1035:17  
**afternoon** [3] -  
894:14, 976:18,  
1001:6  
**AG** [1] - 1028:18  
**AG-5-127** [4] -  
1038:15, 1058:2,  
1073:13, 1075:21  
**again** [30] - 893:3,  
896:10, 897:23,  
926:5, 947:5, 952:23,  
953:18, 958:22,  
959:3, 967:8, 968:18,  
982:9, 983:15,  
984:21, 999:21,  
1002:18, 1007:5,  
1014:3, 1016:3,  
1019:19, 1019:24,  
1020:1, 1037:15,  
1038:20, 1056:22,  
1057:3, 1060:24,  
1069:13, 1075:20,  
1083:17  
**Again** [15] - 870:16,  
873:20, 877:19,  
880:2, 888:21, 897:6,  
942:1, 943:2, 943:9,  
955:14, 964:20,  
1022:4, 1058:17,  
1060:5, 1061:15  
**against** [1] - 968:2  
**agencies** [1] -  
1060:12  
**agency** [1] - 912:3  
**agenda** [3] - 894:4,  
894:5, 1026:18  
**aggressive** [1] -  
905:2  
**aging** [4] - 928:13,

930:23, 931:11,  
1047:5  
**agree** [3] - 935:13,  
1083:10, 1083:13  
**agreed** [3] - 1086:20,  
1088:23, 1089:18  
**agreeing** [1] -  
1088:16  
**ahead** [5] - 970:24,  
972:14, 983:4,  
1023:24, 1034:1  
**aid** [2] - 869:15,  
869:16  
**air** [5] - 1079:3,  
1079:9, 1079:12,  
1079:13, 1079:23  
**Alan** [3] - 859:21,  
1090:5, 1090:12  
**Alexander** [1] -  
1028:19  
**algorithm** [1] -  
1050:15  
**align** [1] - 1003:18  
**all** [97] - 872:14,  
873:8, 873:9, 873:10,  
878:10, 885:18,  
886:14, 887:14,  
891:2, 891:3, 893:1,  
893:21, 896:6, 901:2,  
905:3, 906:2, 917:3,  
918:6, 919:14,  
919:23, 922:10,  
924:3, 925:3, 928:8,  
928:10, 929:6,  
929:20, 929:23,  
937:7, 939:9, 939:13,  
945:19, 945:23,  
946:8, 963:2, 965:1,  
965:6, 971:16, 973:8,  
977:8, 977:9, 979:13,  
979:18, 981:1,  
981:14, 982:8,  
982:18, 983:1,  
986:15, 995:2,  
995:24, 1000:4,  
1000:19, 1017:19,  
1019:10, 1019:13,  
1019:20, 1019:21,  
1025:12, 1027:8,  
1027:16, 1029:19,  
1030:12, 1030:24,  
1031:1, 1035:2,  
1035:9, 1035:16,  
1039:22, 1040:4,  
1048:2, 1049:23,  
1050:1, 1050:18,  
1050:21, 1051:10,  
1053:20, 1058:10,

1060:5, 1063:2,  
1063:15, 1067:24,  
1070:1, 1072:23,  
1073:3, 1073:16,  
1080:9, 1083:14,  
1084:12, 1086:7,  
1086:16, 1086:17,  
1087:23, 1088:23,  
1089:7, 1089:13  
**All** [8] - 891:12,  
902:9, 907:20,  
907:23, 911:4,  
922:14, 973:13,  
1011:10  
**all-encompassing**  
[1] - 939:13  
**allow** [1] - 1028:21  
**allowed** [1] - 975:9  
**allowing** [1] - 917:7  
**almost** [9] - 901:1,  
937:24, 963:8, 963:9,  
964:10, 964:20,  
979:4, 1017:9, 1021:5  
**along** [11] - 884:1,  
905:23, 933:21,  
935:8, 953:7, 962:3,  
963:18, 982:23,  
999:19, 1012:1,  
1051:7  
**Along** [1] - 1034:10  
**already** [18] - 888:2,  
899:19, 916:4,  
929:10, 942:19,  
976:19, 991:19,  
1019:11, 1025:22,  
1029:3, 1030:18,  
1036:3, 1036:16,  
1053:4, 1059:7,  
1065:14, 1072:8,  
1073:18  
**also** [47] - 861:14,  
862:9, 866:9, 875:19,  
882:13, 893:18,  
899:10, 900:22,  
908:23, 924:3,  
927:23, 928:7,  
944:20, 959:12,  
961:14, 966:23,  
967:8, 971:8, 972:6,  
972:8, 973:17, 984:1,  
987:11, 988:11,  
992:12, 1002:19,  
1003:10, 1003:13,  
1010:10, 1022:5,  
1023:19, 1034:2,  
1040:7, 1040:20,  
1041:24, 1042:7,  
1051:13, 1053:6,

1054:21, 1061:19,  
1063:19, 1073:12,  
1076:1, 1077:13,  
1081:1, 1084:5,  
1088:4  
**Also** [1] - 974:6  
**alteration** [1] -  
1070:23  
**alternative** [1] -  
923:7  
**although** [4] -  
866:12, 933:7,  
968:13, 985:18  
**always** [10] - 891:5,  
931:3, 934:7, 980:14,  
980:17, 1014:2,  
1019:16, 1063:13,  
1085:14, 1085:17  
**am** [4] - 878:9, 921:2,  
1052:20, 1052:24  
**Am** [1] - 920:8  
**AMI** [16] - 1009:1,  
1009:3, 1009:4,  
1009:6, 1050:3,  
1050:14, 1050:17,  
1051:4, 1051:5,  
1053:16, 1053:18,  
1053:20, 1054:3,  
1054:20, 1057:9  
**AMI...** [1] - 1049:24  
**among** [2] - 930:12,  
931:7  
**amount** [23] - 887:4,  
934:4, 951:11,  
951:14, 974:13,  
974:17, 975:8, 975:9,  
975:24, 984:7,  
984:12, 984:21,  
1005:19, 1008:7,  
1008:10, 1008:12,  
1008:15, 1008:16,  
1016:24, 1018:24,  
1027:3, 1051:22,  
1068:15  
**an** [160] - 861:5,  
863:6, 864:3, 864:16,  
865:20, 865:21,  
866:1, 868:20,  
868:23, 869:16,  
873:23, 875:3, 875:9,  
876:10, 876:16,  
877:4, 877:9, 879:13,  
879:16, 879:18,  
879:21, 881:20,  
882:1, 883:9, 886:10,  
887:19, 888:2,  
889:14, 889:15,  
889:19, 892:19,

893:13, 893:24,  
894:8, 894:18,  
898:18, 898:19,  
899:15, 901:12,  
901:23, 903:2, 903:6,  
906:9, 908:4, 909:23,  
910:4, 910:8, 911:13,  
911:14, 912:3,  
912:11, 915:4, 915:6,  
916:24, 917:18,  
918:23, 919:8,  
919:21, 920:16,  
920:18, 920:19,  
922:21, 923:17,  
924:5, 925:6, 926:3,  
927:14, 928:8,  
928:19, 929:8, 929:9,  
929:13, 929:17,  
929:24, 930:8,  
935:24, 936:5,  
936:11, 938:2, 941:3,  
944:19, 945:12,  
947:12, 949:18,  
949:21, 957:18,  
959:10, 968:2,  
968:20, 973:1,  
974:17, 976:14,  
976:17, 985:22,  
985:24, 987:5, 988:9,  
989:2, 997:8, 999:9,  
1001:6, 1001:15,  
1001:24, 1005:11,  
1005:16, 1006:5,  
1006:9, 1006:13,  
1006:22, 1011:21,  
1014:20, 1016:8,  
1018:19, 1023:7,  
1023:14, 1024:15,  
1026:2, 1028:19,  
1028:20, 1031:8,  
1032:13, 1033:22,  
1037:2, 1038:9,  
1038:14, 1042:13,  
1044:18, 1045:19,  
1047:13, 1050:9,  
1050:19, 1051:22,  
1052:4, 1053:8,  
1053:21, 1054:17,  
1054:20, 1055:6,  
1056:23, 1058:15,  
1059:16, 1067:11,  
1067:16, 1068:10,  
1069:1, 1070:22,  
1074:18, 1075:23,  
1076:1, 1076:7,  
1078:2, 1078:23,  
1083:4, 1084:13,  
1087:10, 1087:12,

<p>1089:15  <b>analysis</b> [7] - 915:5,  978:16, 978:21,  1019:6, 1042:10,  1044:14, 1080:3  <b>Analyst</b> [2] - 859:18,  859:19  <b>analyst</b> [3] - 861:16,  861:18, 862:9  <b>analyzed</b> [1] -  1047:19  <b>AND</b> [1] - 859:10  <b>And</b> [151] - 863:15,  866:19, 867:24,  868:11, 868:19,  869:23, 870:13,  871:8, 871:16, 872:3,  882:13, 883:10,  884:16, 885:8,  887:11, 888:4, 889:1,  889:19, 890:16,  890:22, 892:4, 893:8,  896:4, 896:11,  899:22, 899:24,  900:19, 904:6, 906:2,  913:19, 913:24,  914:2, 914:4, 920:9,  920:14, 922:22,  924:2, 925:21,  927:23, 930:11,  932:15, 933:11,  936:3, 936:22, 937:2,  938:8, 940:17,  941:24, 942:15,  943:7, 944:20, 945:9,  948:17, 950:10,  952:1, 953:17,  954:12, 956:7, 956:9,  956:12, 958:7, 959:3,  961:4, 962:24,  964:18, 965:12,  966:15, 966:21,  967:1, 970:4, 970:17,  972:21, 973:5,  973:24, 974:11,  976:21, 977:9,  978:16, 979:3, 983:5,  983:10, 983:21,  984:13, 985:15,  985:20, 986:4,  986:16, 987:11,  990:10, 992:8,  993:13, 993:19,  993:22, 995:20,  996:12, 1001:4,  1001:7, 1001:14,  1002:17, 1002:22,  1004:3, 1005:7,</p>	<p>1007:20, 1008:6,  1008:11, 1008:16,  1009:12, 1009:24,  1010:15, 1011:24,  1013:24, 1014:23,  1015:13, 1016:11,  1016:17, 1019:2,  1022:11, 1023:19,  1025:20, 1029:4,  1030:2, 1031:15,  1037:2, 1037:15,  1040:7, 1040:19,  1041:23, 1042:13,  1042:22, 1043:10,  1043:21, 1044:14,  1046:2, 1046:5,  1046:6, 1047:23,  1056:3, 1056:21,  1061:21, 1062:1,  1062:5, 1063:14,  1065:19, 1065:23,  1066:19, 1069:13,  1072:8, 1074:1,  1076:19, 1076:24,  1083:6  <b>and</b> [734] - 860:6,  860:10, 861:7, 861:8,  861:11, 861:18,  861:23, 861:24,  862:8, 862:9, 863:5,  863:24, 864:3, 864:9,  864:20, 865:10,  866:2, 866:21, 867:1,  867:6, 867:10,  867:11, 867:15,  867:22, 868:3, 868:6,  868:8, 868:12, 869:2,  869:10, 869:14,  869:15, 870:14,  870:15, 870:20,  870:21, 871:4,  871:18, 871:22,  872:5, 872:12,  872:21, 873:3, 873:6,  874:3, 874:6, 874:9,  874:13, 874:14,  874:23, 875:1, 875:5,  875:9, 875:15,  875:17, 875:19,  875:23, 876:3,  876:17, 876:20,  876:23, 877:4, 877:7,  877:14, 877:15,  878:7, 878:12,  878:22, 879:10,  879:13, 880:1, 880:6,  880:8, 880:16,  880:22, 881:4,</p>	<p>881:23, 882:10,  882:14, 882:22,  883:17, 884:9,  884:10, 884:19,  884:20, 885:3, 885:5,  885:6, 886:5, 886:17,  886:20, 886:22,  887:1, 887:9, 887:13,  887:18, 888:18,  888:23, 889:14,  889:15, 889:20,  890:3, 890:13, 891:1,  891:3, 892:20,  892:21, 892:24,  893:1, 893:4, 893:9,  893:16, 893:18,  893:19, 894:7,  894:10, 895:9,  895:12, 895:19,  895:24, 896:5,  896:14, 896:18,  897:8, 897:17,  897:19, 898:5,  898:20, 899:10,  899:14, 900:8,  900:21, 900:24,  901:4, 901:6, 901:13,  901:15, 902:1, 902:5,  902:8, 902:11,  903:10, 904:2, 905:5,  905:6, 905:14,  906:23, 907:6, 907:8,  907:11, 907:22,  907:23, 908:9,  908:11, 908:19,  908:22, 909:10,  909:11, 909:12,  909:13, 909:19,  909:24, 910:10,  911:5, 911:12,  911:13, 912:6,  912:12, 913:4, 913:5,  913:8, 913:23, 914:3,  914:10, 915:2, 915:9,  916:4, 916:7, 916:17,  916:19, 916:24,  917:7, 917:24, 918:5,  918:6, 918:10,  918:20, 919:4, 919:6,  919:13, 919:20,  920:2, 920:7, 920:13,  920:15, 920:17,  920:22, 921:3, 921:9,  922:8, 922:9, 923:1,  923:5, 923:21, 924:9,  924:17, 924:20,  925:3, 925:5, 925:8,  925:10, 925:17,</p>	<p>926:10, 927:6,  927:21, 927:22,  927:24, 928:1, 928:5,  928:7, 928:13,  928:14, 928:22,  929:3, 929:6, 929:16,  929:21, 929:22,  929:23, 930:1, 930:3,  930:13, 930:20,  930:24, 931:12,  931:13, 931:23,  932:4, 932:8, 933:15,  933:22, 934:19,  934:20, 935:23,  936:1, 936:2, 937:2,  937:3, 937:11,  937:14, 937:24,  938:18, 938:23,  939:7, 940:15, 941:7,  941:9, 942:1, 942:6,  942:13, 942:24,  943:8, 944:7, 944:12,  944:15, 944:22,  945:1, 945:7, 945:12,  945:14, 945:21,  946:2, 946:24, 947:8,  947:14, 947:16,  947:19, 948:13,  948:20, 949:17,  949:19, 949:20,  950:2, 950:11,  950:21, 951:2, 951:8,  951:17, 952:1,  952:10, 953:5,  953:11, 953:19,  954:17, 954:20,  955:7, 955:19,  956:16, 956:18,  957:1, 958:10,  958:23, 959:8,  959:12, 959:14,  959:18, 960:4, 960:5,  960:13, 960:21,  961:18, 962:4, 962:5,  962:7, 962:16, 963:1,  963:2, 963:13,  963:20, 964:2,  964:15, 965:2, 965:4,  965:6, 965:18,  965:19, 965:23,  966:1, 966:6, 966:9,  966:11, 966:17,  966:23, 967:6, 968:2,  968:11, 968:15,  968:18, 968:22,  969:4, 969:6, 969:13,  969:14, 969:15,  969:24, 970:1,</p>	<p>970:16, 970:22,  970:23, 971:8,  971:11, 971:17,  971:19, 972:3, 973:3,  973:9, 973:19,  973:23, 974:18,  974:19, 974:24,  975:11, 976:10,  976:20, 977:13,  977:20, 977:22,  977:23, 978:6, 978:8,  978:15, 979:1, 979:4,  979:11, 980:4,  980:18, 981:1, 981:8,  981:15, 981:20,  982:13, 982:20,  983:3, 983:15,  983:24, 984:21,  985:4, 985:7, 985:17,  986:1, 986:15,  986:19, 987:7, 988:5,  988:6, 988:10,  989:10, 989:24,  990:6, 990:7, 990:15,  990:17, 991:2, 991:3,  991:6, 991:17,  991:20, 992:2, 992:3,  992:6, 992:16,  992:17, 992:22,  993:5, 993:6, 993:10,  993:14, 993:15,  993:19, 993:22,  993:23, 995:11,  995:13, 995:21,  996:4, 996:17, 997:3,  997:24, 998:4,  998:21, 999:3, 999:8,  999:15, 1000:3,  1000:24, 1001:1,  1001:6, 1001:18,  1002:1, 1002:6,  1002:16, 1002:17,  1003:1, 1003:2,  1003:12, 1003:16,  1004:1, 1004:9,  1004:13, 1004:14,  1004:19, 1004:22,  1005:2, 1005:3,  1005:4, 1005:5,  1005:19, 1006:1,  1006:5, 1006:10,  1007:11, 1007:19,  1007:22, 1008:3,  1008:4, 1009:18,  1010:23, 1011:2,  1011:15, 1011:22,  1012:5, 1012:16,  1012:17, 1013:5,</p>
---	--	--	---	---

<p>1013:8, 1013:13, 1014:2, 1015:3, 1015:7, 1015:11, 1016:4, 1016:23, 1016:24, 1017:3, 1017:13, 1017:18, 1017:23, 1018:1, 1018:5, 1018:23, 1019:2, 1019:18, 1019:19, 1019:23, 1020:6, 1020:14, 1020:18, 1021:4, 1021:12, 1021:13, 1021:15, 1021:18, 1021:20, 1022:13, 1023:8, 1023:9, 1024:1, 1024:15, 1025:6, 1025:13, 1026:18, 1027:3, 1027:7, 1027:15, 1028:22, 1029:23, 1030:5, 1030:23, 1031:2, 1031:4, 1031:7, 1031:12, 1031:14, 1032:1, 1032:11, 1032:15, 1032:17, 1032:21, 1033:6, 1033:11, 1033:12, 1033:16, 1034:2, 1034:10, 1034:13, 1034:18, 1034:21, 1034:22, 1035:1, 1036:3, 1036:13, 1036:17, 1036:18, 1037:4, 1037:7, 1037:17, 1037:18, 1037:22, 1039:1, 1039:16, 1040:9, 1040:10, 1040:18, 1040:23, 1042:7, 1042:8, 1043:5, 1043:11, 1044:4, 1044:7, 1044:16, 1044:23, 1045:14, 1045:15, 1046:21, 1047:3, 1047:10, 1047:20, 1048:8, 1048:9, 1048:11, 1048:13, 1049:6, 1049:17, 1049:18, 1049:24, 1050:4, 1050:9, 1050:10, 1050:14, 1050:17, 1050:20, 1053:5, 1053:10, 1053:11, 1053:15, 1055:5, 1055:14, 1055:15, 1056:12,</p>	<p>1056:19, 1057:2, 1057:3, 1057:4, 1057:6, 1058:3, 1058:7, 1058:9, 1058:12, 1058:21, 1059:10, 1060:4, 1060:6, 1060:8, 1060:10, 1063:2, 1063:22, 1064:2, 1064:4, 1064:5, 1064:8, 1064:18, 1064:21, 1065:6, 1065:7, 1065:9, 1065:10, 1065:11, 1065:21, 1066:6, 1066:18, 1067:2, 1067:11, 1067:17, 1067:20, 1068:11, 1068:24, 1069:8, 1069:20, 1069:23, 1070:9, 1070:20, 1071:13, 1071:20, 1071:21, 1072:23, 1073:2, 1073:4, 1073:7, 1073:11, 1074:3, 1074:9, 1074:10, 1074:11, 1074:12, 1074:18, 1075:4, 1075:5, 1075:14, 1075:15, 1075:16, 1076:4, 1076:8, 1076:16, 1077:5, 1077:18, 1077:22, 1078:3, 1079:19, 1079:24, 1080:3, 1080:21, 1081:19, 1081:23, 1082:8, 1082:23, 1083:4, 1083:14, 1083:16, 1084:7, 1084:9, 1085:11, 1085:13, 1085:20, 1085:22, 1085:23, 1086:16, 1087:1, 1087:2, 1087:6, 1087:7, 1087:9, 1087:11, 1087:12, 1087:18, 1088:1, 1088:5, 1088:16, 1089:6, 1089:19, 1091:4 <b>and-reporting</b> [1] - 875:23 <b>anecdotal</b> [2] - 931:14, 996:12 <b>angry</b> [1] - 999:10 <b>announcement</b> [1] - 967:2</p>	<p><b>announcements</b> [1] - 955:1 <b>annual</b> [4] - 899:7, 1076:2, 1077:1 <b>Annually</b> [1] - 898:10 <b>annually</b> [1] - 898:13 <b>Another</b> [1] - 961:12 <b>another</b> [24] - 871:2, 880:10, 881:9, 884:24, 896:16, 900:18, 900:24, 953:10, 956:22, 957:11, 967:5, 970:11, 978:17, 993:11, 998:14, 1000:17, 1002:5, 1002:10, 1003:1, 1020:22, 1022:8, 1046:14, 1065:23, 1066:23 <b>answer</b> [17] - 888:5, 890:4, 890:9, 921:2, 932:23, 935:23, 937:16, 983:19, 994:15, 1009:15, 1024:16, 1048:17, 1050:5, 1060:22, 1065:1, 1065:22, 1076:11 <b>answered</b> [4] - 916:14, 1064:19, 1065:24, 1084:12 <b>answering</b> [1] - 1062:17 <b>answers</b> [3] - 1039:4, 1047:19, 1084:1 <b>anticipate</b> [2] - 873:13, 933:6 <b>anticipated</b> [3] - 958:24, 977:13, 993:11 <b>anticipating</b> [3] - 895:16, 950:20, 962:20 <b>anticipation</b> [3] - 966:12, 989:9, 989:17 <b>Any</b> [1] - 1089:12 <b>any</b> [54] - 870:6, 874:16, 878:7, 879:19, 889:7, 891:1, 895:6, 898:6, 903:23, 908:13, 908:18, 909:3, 913:11, 920:20, 923:22, 925:10, 926:19, 926:20, 927:13,</p>	<p>928:11, 931:16, 931:18, 932:17, 932:19, 935:9, 935:17, 937:18, 938:10, 940:2, 943:15, 953:22, 955:9, 955:11, 973:5, 975:7, 975:16, 980:10, 980:23, 990:18, 1032:7, 1036:19, 1042:6, 1043:9, 1044:1, 1063:16, 1065:13, 1073:21, 1078:22, 1080:10, 1082:13, 1082:24, 1083:19, 1089:22 <b>anybody</b> [6] - 880:22, 960:19, 977:1, 1076:5, 1078:21, 1086:4 <b>anyone</b> [1] - 907:24 <b>anything</b> [11] - 867:22, 877:5, 878:17, 879:23, 924:11, 924:13, 1063:12, 1064:12, 1085:5, 1086:5, 1087:21 <b>anytime</b> [1] - 909:8 <b>Anyway</b> [1] - 879:6 <b>anyway</b> [2] - 913:2, 952:11 <b>anywhere</b> [1] - 1071:21 <b>AP</b> [2] - 1058:12, 1059:17 <b>apologize</b> [1] - 967:19 <b>appear</b> [5] - 865:24, 869:5, 895:21, 1077:2, 1082:4 <b>appearance</b> [1] - 861:21 <b>APPEARANCES</b> [1] - 860:1 <b>appears</b> [2] - 864:7, 866:3 <b>applied</b> [1] - 871:2 <b>applies</b> [1] - 874:16 <b>apply</b> [2] - 882:13, 935:15 <b>applying</b> [1] - 934:5 <b>appreciate</b> [6] - 884:2, 937:23, 945:15, 1039:17, 1088:13, 1088:15</p>	<p><b>appreciated</b> [1] - 1038:12 <b>appreciates</b> [1] - 926:6 <b>appreciation</b> [1] - 944:19 <b>approach</b> [24] - 868:2, 872:16, 874:15, 878:18, 882:2, 882:5, 882:7, 882:17, 885:21, 894:2, 909:22, 909:23, 911:11, 912:7, 918:19, 980:12, 1005:10, 1005:11, 1011:4, 1013:12, 1014:9, 1016:22, 1017:5, 1050:8 <b>approached</b> [2] - 1012:11, 1012:13 <b>approaching</b> [1] - 1013:1 <b>appropriate</b> [21] - 874:12, 878:18, 884:10, 899:12, 908:4, 914:20, 915:9, 917:17, 921:12, 922:21, 923:24, 924:4, 924:6, 924:10, 926:23, 927:7, 929:3, 948:24, 1036:7, 1036:15, 1039:15 <b>appropriately</b> [1] - 875:2 <b>approximate</b> [1] - 1061:2 <b>Approximately</b> [1] - 955:17 <b>approximately</b> [10] - 935:19, 950:21, 955:15, 955:16, 957:7, 962:14, 970:15, 1000:23, 1076:19, 1082:15 <b>April</b> [4] - 1061:5, 1061:6, 1061:8 <b>are</b> [163] - 861:14, 862:7, 865:19, 866:8, 866:9, 867:5, 867:7, 867:17, 868:21, 869:9, 870:23, 872:16, 872:17, 872:19, 873:10, 874:9, 874:19, 874:22, 877:17, 880:12, 880:23, 883:8, 884:8, 885:14,</p>
---	---	--	---	---

<p>885:18, 886:3, 886:5, 886:23, 888:6, 888:24, 889:8, 889:20, 891:1, 891:7, 893:4, 893:9, 894:7, 896:2, 896:6, 897:8, 900:19, 901:13, 903:10, 904:24, 905:4, 909:18, 912:1, 917:10, 917:19, 918:16, 920:11, 921:6, 923:8, 924:4, 925:12, 926:22, 928:12, 930:19, 930:21, 930:22, 930:24, 931:5, 931:7, 939:14, 940:17, 940:20, 942:21, 946:9, 947:17, 952:8, 953:21, 963:16, 968:7, 972:11, 982:8, 985:18, 986:4, 986:6, 1007:6, 1011:17, 1011:18, 1011:23, 1012:7, 1012:12, 1014:16, 1022:1, 1022:2, 1022:6, 1024:22, 1026:9, 1026:11, 1026:17, 1028:23, 1029:17, 1029:19, 1032:4, 1032:5, 1032:16, 1033:11, 1034:16, 1035:4, 1035:7, 1036:4, 1036:11, 1037:1, 1037:11, 1040:10, 1041:13, 1041:16, 1042:4, 1043:12, 1043:24, 1044:10, 1044:13, 1044:20, 1045:13, 1047:12, 1048:20, 1049:10, 1050:23, 1051:5, 1051:11, 1051:19, 1052:2, 1053:8, 1054:4, 1054:8, 1054:18, 1055:11, 1056:4, 1057:20, 1058:4, 1062:3, 1063:8, 1063:10, 1064:9, 1065:5, 1066:14, 1070:2, 1071:5, 1071:19, 1072:24, 1073:14, 1074:20, 1074:21, 1075:6, 1075:16, 1075:22, 1076:22, 1077:5,</p>	<p>1077:10, 1077:23, 1081:14, 1085:24, 1086:2, 1086:12, 1089:24, 1090:2  <b>Are</b> [13] - 866:8, 868:8, 891:17, 898:12, 903:4, 904:24, 914:24, 1026:10, 1041:14, 1044:9, 1050:1, 1051:16, 1089:22  <b>area</b> [52] - 868:20, 873:20, 876:13, 877:4, 880:1, 881:9, 881:11, 883:24, 885:13, 895:1, 901:1, 910:17, 916:6, 917:16, 921:17, 922:14, 923:17, 927:1, 927:14, 927:15, 927:23, 928:7, 929:2, 938:21, 939:14, 940:19, 940:20, 952:12, 969:16, 969:22, 969:24, 970:22, 970:23, 975:3, 975:9, 976:3, 984:4, 984:19, 988:9, 989:2, 989:3, 1000:2, 1002:3, 1002:24, 1011:11, 1030:6, 1048:24, 1049:2, 1049:3, 1068:10, 1071:11  <b>areas</b> [28] - 866:8, 883:8, 884:17, 923:2, 929:7, 930:22, 940:23, 951:2, 962:6, 962:9, 963:5, 969:13, 997:13, 997:14, 1008:9, 1008:11, 1008:15, 1009:17, 1009:19, 1017:15, 1030:1, 1049:10, 1063:23, 1063:24, 1068:9, 1079:17  <b>argue</b> [1] - 933:8  <b>arisen</b> [1] - 1031:20  <b>arm</b> [1] - 1011:21  <b>arms</b> [2] - 1058:18, 1060:4  <b>arose</b> [1] - 1004:14  <b>around</b> [17] - 880:16, 882:11, 899:12, 953:10, 953:18, 955:20, 956:2, 958:7, 979:16, 991:14,</p>	<p>1010:11, 1016:1, 1028:10, 1049:3, 1058:18, 1060:4, 1086:3  <b>arrearages</b> [1] - 1083:4  <b>arrivals</b> [1] - 961:4  <b>arrive</b> [2] - 966:9, 1003:7  <b>arrived</b> [14] - 966:22, 995:21, 997:18, 1000:7, 1000:12, 1000:14, 1000:23, 1001:4, 1001:5, 1001:10, 1003:4, 1003:6, 1003:22  <b>arriving</b> [5] - 957:24, 968:11, 972:21, 998:11, 998:18  <b>Arsenault</b> [1] - 859:22  <b>art</b> [1] - 901:10  <b>as</b> [290] - 861:8, 862:10, 863:7, 864:4, 865:4, 865:14, 866:10, 866:17, 867:15, 868:5, 868:24, 870:2, 870:11, 871:17, 873:11, 873:14, 873:18, 873:22, 873:23, 874:6, 874:8, 875:13, 877:9, 879:10, 879:12, 879:15, 880:5, 881:15, 881:20, 881:21, 884:9, 886:10, 887:20, 888:9, 889:1, 890:18, 891:4, 891:7, 891:9, 891:14, 892:12, 892:18, 892:23, 893:24, 896:10, 897:3, 897:12, 898:11, 898:13, 898:17, 898:24, 899:6, 901:10, 902:1, 902:6, 902:23, 903:1, 903:2, 904:17, 905:4, 905:11, 905:12, 905:15, 905:19, 907:5, 907:10, 907:20, 908:18, 909:1, 909:4, 909:23, 910:4, 910:7, 910:13, 911:11, 912:4, 912:15, 913:9, 913:22, 914:14,</p>	<p>915:5, 917:2, 917:23, 919:7, 919:21, 920:11, 921:16, 921:18, 922:5, 922:11, 922:12, 923:11, 926:2, 926:22, 928:22, 928:23, 929:17, 930:6, 930:8, 931:15, 932:5, 934:11, 934:20, 936:5, 936:6, 936:7, 937:21, 937:22, 940:16, 941:21, 942:2, 942:10, 942:22, 943:6, 943:9, 944:24, 945:1, 945:12, 949:6, 949:7, 951:4, 951:8, 951:9, 951:15, 952:9, 955:20, 957:24, 958:8, 958:12, 960:1, 960:2, 961:15, 965:7, 971:13, 973:12, 973:18, 975:23, 976:17, 978:17, 981:4, 984:24, 985:4, 986:16, 987:2, 987:17, 988:13, 990:20, 991:5, 994:17, 995:9, 997:23, 999:2, 1002:9, 1004:9, 1004:14, 1006:13, 1008:18, 1010:22, 1011:5, 1011:22, 1012:1, 1012:6, 1012:8, 1012:19, 1013:19, 1013:20, 1013:24, 1014:1, 1014:16, 1014:20, 1016:16, 1016:21, 1019:18, 1020:6, 1020:24, 1021:2, 1021:15, 1023:15, 1025:11, 1026:7, 1026:15, 1026:24, 1027:4, 1028:8, 1028:19, 1029:21, 1030:15, 1030:16, 1030:17, 1030:20, 1031:9, 1031:15, 1032:20, 1032:21, 1033:4, 1033:6, 1033:24, 1035:3, 1035:7, 1036:6, 1037:5, 1038:5, 1038:10, 1039:14, 1042:15, 1043:12,</p>	<p>1045:12, 1045:18, 1045:24, 1046:18, 1047:15, 1048:6, 1049:11, 1050:7, 1050:13, 1050:18, 1052:1, 1053:2, 1053:6, 1055:18, 1056:10, 1056:11, 1056:17, 1056:18, 1056:19, 1058:15, 1058:17, 1060:12, 1060:13, 1061:11, 1061:13, 1061:20, 1063:12, 1063:13, 1063:17, 1063:18, 1063:21, 1064:12, 1069:9, 1069:15, 1069:17, 1074:13, 1074:14, 1074:19, 1075:2, 1076:22, 1077:21, 1079:16, 1080:3, 1081:6, 1082:6, 1082:12, 1083:18, 1084:2, 1085:9, 1085:13, 1086:2, 1087:13, 1087:23, 1088:4, 1088:15, 1089:17  <b>As</b> [24] - 872:9, 877:22, 885:16, 890:2, 894:18, 909:2, 910:12, 926:1, 931:15, 957:18, 973:12, 991:18, 995:12, 1002:7, 1012:3, 1017:21, 1021:2, 1030:20, 1038:5, 1049:2, 1069:18, 1077:21, 1084:18, 1085:14  <b>ascertaining</b> [1] - 1001:23  <b>Ashburton</b> [1] - 860:14  <b>Ashby</b> [16] - 965:19, 976:9, 977:18, 1002:9, 1036:3, 1047:20, 1047:23, 1048:1, 1048:10, 1048:21, 1048:23, 1049:6, 1049:14, 1049:15, 1049:17, 1049:18  <b>aside</b> [1] - 894:18  <b>ask</b> [32] - 866:24, 870:16, 873:21, 877:5, 877:20, 888:15, 892:11,</p>
---	---	--	---	---

<p>905:9, 913:15, 929:19, 930:20, 934:6, 939:3, 941:11, 941:14, 946:9, 947:10, 947:23, 954:18, 954:19, 958:23, 959:3, 959:16, 970:14, 994:1, 1016:12, 1018:4, 1020:1, 1021:23, 1038:7, 1065:11, 1078:6 <b>asked</b> [15] - 863:7, 904:1, 918:21, 959:24, 993:17, 998:3, 1040:8, 1047:1, 1061:10, 1064:15, 1065:21, 1075:7, 1075:9, 1075:11, 1080:7 <b>asking</b> [11] - 867:8, 877:14, 902:21, 937:14, 971:9, 978:7, 991:9, 1028:18, 1075:18, 1079:22, 1080:18 <b>asks</b> [2] - 868:8, 868:11 <b>aspect</b> [7] - 870:21, 872:24, 884:24, 887:20, 889:16, 890:12, 942:5 <b>aspects</b> [6] - 881:8, 886:21, 895:21, 903:10, 904:20 <b>assess</b> [2] - 947:14, 960:3 <b>assessing</b> [1] - 927:4 <b>assessment</b> [141] - 863:17, 866:9, 866:20, 870:16, 870:24, 871:4, 871:11, 871:15, 872:3, 872:14, 872:17, 872:18, 872:20, 873:5, 897:13, 903:13, 903:15, 913:5, 913:8, 914:12, 914:18, 914:21, 914:22, 915:9, 920:17, 920:22, 920:24, 923:16, 927:22, 928:2, 929:14, 932:5, 939:6, 941:14, 942:1, 947:18, 948:6, 948:7, 948:10, 948:24,</p>	<p>950:3, 950:6, 950:7, 950:23, 951:5, 951:22, 952:7, 952:14, 954:6, 954:20, 955:23, 956:17, 956:23, 957:1, 957:8, 957:16, 959:18, 959:19, 959:24, 960:11, 960:16, 960:22, 961:6, 961:7, 961:16, 962:4, 962:21, 964:2, 964:9, 964:14, 964:19, 965:23, 966:21, 967:15, 967:16, 968:14, 968:21, 978:8, 978:11, 978:16, 979:3, 979:21, 980:12, 981:7, 981:9, 986:7, 986:10, 990:14, 994:2, 1001:2, 1001:6, 1002:5, 1002:11, 1003:22, 1004:3, 1004:12, 1004:22, 1005:12, 1005:23, 1006:1, 1006:10, 1006:18, 1007:10, 1007:12, 1007:13, 1007:20, 1007:23, 1010:13, 1010:16, 1010:17, 1010:21, 1010:22, 1011:15, 1011:24, 1012:24, 1017:13, 1018:12, 1018:17, 1018:18, 1018:23, 1020:6, 1021:11, 1022:2, 1022:5, 1022:7, 1027:19, 1029:11, 1029:20, 1031:12, 1051:21, 1057:7, 1074:17, 1074:20, 1078:15, 1080:3, 1080:11, 1080:13, 1080:17, 1080:20, 1080:21 <b>Assessment</b> [4] - 870:10, 870:14, 870:15, 871:17 <b>assessments</b> [1] - 915:11 <b>assessors</b> [28] - 871:6, 949:17, 949:23, 950:10, 950:16, 950:18, 951:6, 952:9, 953:5,</p>	<p>955:15, 956:13, 958:17, 961:13, 961:21, 962:24, 964:11, 965:9, 968:4, 969:3, 970:15, 970:16, 971:2, 971:17, 989:16, 990:3, 1001:1, 1003:6, 1074:23 <b>assets</b> [2] - 1045:23, 1046:1 <b>assign</b> [4] - 953:5, 969:13, 970:21, 987:9 <b>assigned</b> [6] - 861:13, 867:18, 951:1, 973:18, 987:6, 998:20 <b>assignment</b> [3] - 992:9, 992:14, 992:17 <b>assist</b> [2] - 914:15, 973:20 <b>assistance</b> [5] - 971:10, 971:11, 1026:15, 1080:4, 1080:14 <b>assistant</b> [2] - 861:17, 922:10 <b>Assistant</b> [3] - 859:16, 860:14, 862:7 <b>associated</b> [10] - 1002:21, 1005:16, 1011:18, 1012:7, 1014:19, 1038:24, 1072:22, 1074:1, 1074:9 <b>assume</b> [12] - 867:17, 882:4, 887:1, 894:5, 950:19, 955:14, 955:18, 994:20, 1024:23, 1044:24, 1045:1, 1059:11 <b>assumes</b> [1] - 1054:9 <b>assuming</b> [6] - 863:23, 950:12, 981:15, 1016:18, 1028:7, 1056:8 <b>assumption</b> [3] - 949:2, 950:2, 1075:23 <b>assumptions</b> [1] - 967:24 <b>At</b> [16] - 954:1, 954:3, 954:9, 957:6, 962:19, 971:4, 990:21, 994:3, 994:7, 1002:12, 1002:14, 1009:1,</p>	<p>1010:6, 1044:22, 1065:13, 1089:2 <b>at</b> [247] - 859:7, 859:9, 862:9, 863:8, 865:20, 866:1, 866:13, 867:19, 867:22, 868:19, 870:21, 871:5, 872:3, 872:10, 874:9, 874:14, 875:16, 876:4, 876:5, 876:7, 876:18, 877:4, 877:12, 877:18, 878:10, 878:11, 878:21, 879:20, 881:11, 881:20, 882:4, 882:11, 882:21, 882:24, 883:17, 885:4, 885:18, 885:23, 887:6, 887:14, 889:7, 890:20, 891:3, 892:16, 893:7, 894:13, 894:19, 894:22, 896:16, 898:5, 898:15, 899:1, 901:3, 904:21, 909:7, 909:24, 911:3, 911:9, 912:9, 915:9, 915:16, 915:22, 918:22, 919:11, 921:2, 923:4, 923:16, 924:3, 926:11, 926:13, 927:3, 928:13, 928:18, 929:6, 930:19, 931:1, 933:10, 936:11, 937:17, 938:13, 938:18, 940:9, 941:12, 941:17, 945:7, 945:12, 945:15, 945:19, 947:7, 947:16, 947:22, 947:24, 948:2, 948:11, 948:14, 949:12, 950:10, 951:19, 951:21, 951:22, 952:4, 952:24, 953:6, 955:4, 955:19, 956:9, 956:16, 956:20, 956:21, 956:23, 956:24, 958:22, 960:6, 960:17, 961:9, 962:9, 962:10, 962:24, 963:4, 963:6, 965:14, 965:16, 966:9, 966:19,</p>	<p>966:22, 967:3, 967:7, 968:24, 969:4, 969:23, 970:1, 972:18, 972:21, 972:24, 974:15, 976:12, 977:9, 977:20, 977:24, 978:17, 980:15, 980:23, 981:18, 981:24, 982:16, 982:17, 983:1, 983:22, 984:7, 984:9, 984:18, 985:4, 985:10, 986:4, 986:10, 986:23, 987:15, 988:17, 988:19, 989:1, 990:8, 991:16, 992:8, 993:11, 994:23, 995:6, 996:14, 996:15, 996:22, 996:24, 997:18, 997:20, 998:13, 999:2, 999:10, 999:20, 1001:18, 1001:22, 1002:10, 1004:22, 1005:5, 1007:11, 1010:2, 1010:23, 1011:19, 1012:20, 1013:4, 1013:7, 1014:17, 1014:18, 1015:14, 1015:23, 1016:19, 1017:18, 1018:2, 1018:7, 1018:11, 1018:15, 1019:23, 1019:24, 1021:24, 1026:21, 1027:8, 1028:9, 1030:4, 1030:24, 1035:3, 1035:5, 1035:24, 1037:10, 1040:16, 1040:20, 1041:11, 1044:21, 1046:8, 1046:15, 1046:20, 1047:19, 1048:2, 1048:5, 1052:18, 1052:22, 1053:12, 1054:15, 1056:18, 1057:1, 1057:4, 1058:13, 1059:1, 1059:21, 1060:15, 1060:20, 1063:6, 1063:15, 1067:13, 1070:23, 1075:8, 1078:20, 1079:4, 1080:7, 1080:21, 1088:9</p>
---	---	--	---	--

<p><b>attached</b> [2] - 883:1, 985:1</p> <p><b>Attachment</b> [2] - 1038:14, 1058:2</p> <p><b>attachment</b> [3] - 863:6, 1073:13, 1075:20</p> <p><b>attended</b> [2] - 929:20, 959:7</p> <p><b>attention</b> [8] - 898:9, 902:6, 908:24, 923:15, 944:15, 944:16, 957:19, 1067:1</p> <p><b>Attorney</b> [16] - 860:12, 862:4, 862:5, 862:7, 862:17, 862:20, 901:18, 912:3, 918:20, 1057:16, 1059:4, 1064:15, 1081:4, 1087:9, 1088:8, 1089:6</p> <p><b>Attorneys</b> [1] - 860:14</p> <p><b>attracted</b> [1] - 923:4</p> <p><b>attracting</b> [1] - 923:6</p> <p><b>audit</b> [5] - 910:8, 910:23, 911:13, 1028:19, 1030:18</p> <p><b>auditing</b> [2] - 909:23, 910:5</p> <p><b>August</b> [4] - 1037:12, 1076:24, 1077:4, 1077:6</p> <p><b>authoritative</b> [1] - 904:10</p> <p><b>authority</b> [1] - 922:21</p> <p><b>automatically</b> [1] - 875:15</p> <p><b>available</b> [21] - 871:4, 884:21, 887:14, 940:7, 953:21, 992:19, 992:22, 995:22, 998:4, 1006:14, 1020:21, 1023:24, 1029:5, 1034:2, 1041:11, 1044:2, 1044:23, 1045:2, 1065:18, 1072:5, 1074:13</p> <p><b>average</b> [2] - 887:1, 896:7</p> <p><b>avoid</b> [1] - 1070:11</p> <p><b>aware</b> [6] - 920:17,</p>	<p>936:11, 955:12, 1052:20, 1052:21, 1083:12</p> <p><b>away</b> [4] - 926:3, 985:17, 1079:16, 1080:12</p> <p style="text-align: center;"><b>B</b></p> <p><b>Back</b> [1] - 915:20</p> <p><b>back</b> [90] - 874:13, 880:22, 895:9, 909:3, 909:7, 912:23, 920:7, 920:12, 935:24, 940:9, 943:21, 945:7, 945:14, 946:5, 950:14, 950:18, 951:6, 952:15, 952:19, 952:23, 953:11, 953:18, 955:22, 956:15, 958:11, 958:18, 959:16, 961:13, 961:14, 962:24, 964:19, 965:2, 965:8, 969:4, 969:15, 970:7, 973:19, 973:23, 977:20, 978:6, 985:13, 988:5, 989:7, 989:16, 989:23, 993:22, 993:23, 997:18, 998:2, 1001:21, 1003:21, 1005:3, 1005:15, 1006:23, 1007:2, 1007:3, 1009:11, 1011:3, 1011:12, 1012:2, 1012:4, 1012:23, 1013:5, 1016:24, 1020:3, 1021:6, 1039:21, 1049:2, 1049:3, 1049:12, 1053:11, 1055:1, 1055:8, 1055:9, 1055:11, 1055:15, 1055:24, 1056:5, 1056:12, 1057:2, 1063:10, 1063:24, 1065:6, 1068:12, 1070:7, 1072:21, 1078:4, 1078:17, 1084:9</p> <p><b>background</b> [6] - 864:22, 864:24, 867:14, 882:19, 901:13, 913:4</p> <p><b>backing</b> [2] - 913:9, 1020:21</p>	<p><b>backup</b> [5] - 876:18, 876:21, 883:1, 883:3, 883:4</p> <p><b>Backup</b> [1] - 882:19</p> <p><b>backward</b> [1] - 932:9</p> <p><b>backward-looking</b> [1] - 932:9</p> <p><b>backwards</b> [3] - 867:24, 868:3, 884:6</p> <p><b>bad</b> [2] - 961:22, 999:7</p> <p><b>balance</b> [1] - 879:17</p> <p><b>ball</b> [1] - 917:14</p> <p><b>ballpark</b> [2] - 957:7, 1016:6</p> <p><b>barely</b> [1] - 887:2</p> <p><b>Barry</b> [2] - 859:14, 861:15</p> <p><b>bars</b> [1] - 878:22</p> <p><b>Base</b> [1] - 880:13</p> <p><b>base</b> [1] - 1033:16</p> <p><b>based</b> [30] - 868:18, 875:16, 876:1, 884:12, 886:24, 908:5, 920:10, 930:17, 934:16, 936:22, 941:19, 944:11, 947:19, 950:1, 950:7, 952:17, 958:16, 967:24, 989:15, 999:7, 1006:14, 1008:7, 1009:17, 1015:13, 1019:3, 1019:15, 1020:13, 1021:24, 1054:9, 1083:4</p> <p><b>Based</b> [6] - 933:21, 936:9, 938:8, 939:20, 947:17, 948:12</p> <p><b>basic</b> [3] - 872:6, 938:15</p> <p><b>basically</b> [2] - 978:4, 1019:3</p> <p><b>basing</b> [1] - 913:16</p> <p><b>basis</b> [9] - 919:3, 928:14, 997:3, 1007:19, 1012:6, 1033:12, 1053:8, 1076:2, 1088:20</p> <p><b>bat</b> [1] - 1035:21</p> <p><b>battles</b> [1] - 922:13</p> <p><b>be</b> [384] - 863:23, 864:11, 865:2, 865:11, 865:24, 866:4, 867:16, 868:1, 868:5, 868:7, 868:8, 868:10, 868:12,</p>	<p>868:13, 868:16, 868:24, 870:17, 870:21, 871:1, 871:4, 871:14, 873:8, 873:24, 874:10, 874:17, 875:15, 875:21, 876:4, 876:9, 876:21, 877:17, 877:24, 878:7, 878:14, 879:2, 879:5, 880:3, 880:8, 880:11, 881:10, 881:12, 882:16, 883:18, 884:14, 885:8, 885:9, 885:19, 886:12, 887:8, 887:22, 888:14, 888:23, 890:2, 890:6, 890:20, 891:1, 891:6, 891:9, 891:10, 891:15, 892:6, 894:4, 894:5, 894:11, 894:19, 894:21, 895:5, 895:19, 895:21, 895:22, 895:24, 896:9, 896:22, 896:24, 897:9, 897:16, 898:3, 898:6, 898:11, 898:15, 898:24, 899:5, 900:3, 900:18, 901:9, 901:16, 901:20, 902:11, 902:15, 902:23, 903:1, 903:2, 903:3, 903:7, 903:8, 903:16, 903:17, 903:24, 904:1, 904:4, 904:12, 904:13, 904:22, 904:23, 905:5, 905:10, 905:15, 905:16, 905:18, 905:21, 906:3, 906:11, 906:12, 906:22, 907:3, 907:7, 907:12, 907:14, 907:15, 907:17, 907:18, 907:21, 907:22, 908:3, 908:6, 908:16, 908:19, 908:22, 909:10, 909:14, 909:19, 909:21, 910:13, 911:7, 911:14, 911:21, 912:16, 913:24, 914:11, 914:17, 914:18, 915:4, 915:10, 917:6,</p>	<p>917:15, 917:17, 918:8, 918:14, 918:16, 918:22, 918:23, 919:4, 919:9, 919:10, 919:16, 919:18, 919:24, 920:5, 920:15, 920:17, 920:18, 920:24, 921:1, 921:5, 921:6, 921:10, 921:11, 921:12, 921:17, 921:20, 922:12, 922:23, 924:5, 924:10, 924:17, 925:13, 925:18, 926:6, 927:2, 927:5, 927:6, 927:10, 927:11, 927:12, 928:13, 928:23, 930:13, 931:9, 931:18, 932:11, 933:1, 933:18, 933:24, 934:9, 934:12, 934:15, 934:23, 936:7, 936:8, 937:21, 939:17, 940:22, 941:8, 941:9, 941:15, 942:5, 942:7, 942:12, 944:20, 945:1, 945:2, 945:21, 948:15, 949:23, 951:23, 953:1, 954:2, 957:2, 957:12, 959:11, 959:20, 962:21, 964:12, 966:2, 967:3, 969:21, 970:11, 974:8, 974:13, 975:9, 976:3, 976:12, 976:19, 978:8, 980:6, 980:8, 983:7, 983:22, 985:19, 987:10, 992:10, 992:19, 992:20, 992:23, 994:6, 996:8, 997:20, 997:23, 997:24, 998:19, 998:20, 1001:20, 1002:13, 1002:19, 1002:21, 1002:24, 1006:12, 1006:14, 1006:23, 1009:20, 1010:9, 1013:5, 1013:11, 1014:1, 1014:9, 1014:11, 1014:17, 1015:7, 1016:9, 1016:17, 1017:12, 1017:17, 1018:14,</p>
---	--	--	---	---

<p>1020:15, 1020:17, 1022:8, 1025:5, 1027:10, 1027:17, 1028:24, 1029:3, 1029:4, 1029:15, 1029:16, 1029:17, 1029:21, 1030:5, 1030:9, 1030:10, 1030:16, 1030:22, 1031:3, 1031:23, 1032:6, 1032:22, 1034:1, 1034:11, 1034:17, 1034:24, 1035:18, 1036:10, 1036:15, 1036:20, 1036:24, 1037:2, 1037:13, 1037:17, 1037:18, 1038:12, 1038:13, 1039:3, 1039:5, 1039:8, 1039:15, 1042:22, 1043:1, 1043:4, 1045:12, 1047:15, 1048:17, 1049:3, 1050:6, 1050:10, 1050:18, 1050:19, 1051:2, 1051:17, 1051:19, 1051:20, 1051:23, 1051:24, 1052:2, 1052:6, 1052:21, 1053:20, 1054:21, 1055:19, 1056:23, 1058:20, 1059:19, 1059:24, 1060:12, 1061:2, 1061:10, 1061:11, 1062:3, 1067:22, 1068:12, 1068:16, 1071:17, 1072:4, 1072:12, 1073:15, 1074:12, 1074:20, 1075:23, 1076:8, 1076:13, 1078:8, 1080:2, 1081:2, 1081:5, 1084:20, 1085:19, 1086:3, 1086:12, 1087:10, 1088:13, 1088:23, 1089:19, 1089:20</p> <p><b>bear</b> [1] - 907:9</p> <p><b>became</b> [5] - 937:24, 970:19, 999:9, 1002:7, 1017:9</p> <p><b>because</b> [73] - 876:17, 878:3, 890:5, 890:23, 898:16, 901:10, 905:6,</p>	<p>905:19, 909:20, 910:13, 910:23, 911:22, 923:5, 923:6, 923:11, 925:11, 929:19, 931:5, 936:12, 940:9, 942:4, 942:11, 947:22, 954:6, 955:20, 956:12, 959:16, 963:22, 965:8, 967:7, 969:22, 971:10, 975:12, 983:4, 983:10, 983:22, 986:19, 991:11, 995:10, 997:10, 999:9, 999:13, 999:23, 1008:22, 1009:21, 1014:6, 1015:6, 1016:17, 1019:20, 1020:3, 1022:9, 1030:4, 1031:20, 1034:20, 1037:19, 1041:5, 1042:4, 1046:18, 1049:14, 1055:24, 1058:10, 1058:13, 1059:7, 1060:16, 1062:15, 1068:15, 1072:14, 1072:16, 1084:23, 1085:10, 1086:3, 1086:12, 1086:13</p> <p><b>Because</b> [8] - 912:12, 971:24, 987:21, 997:21, 1005:14, 1024:22, 1059:9, 1065:7</p> <p><b>become</b> [4] - 1031:16, 1054:18, 1074:4, 1085:8</p> <p><b>becomes</b> [3] - 873:4, 1043:6</p> <p><b>becoming</b> [2] - 968:4, 968:5</p> <p><b>been</b> [94] - 863:22, 867:18, 867:23, 874:3, 879:19, 884:13, 885:14, 887:18, 888:12, 888:13, 898:1, 900:22, 906:19, 908:8, 908:23, 910:9, 913:3, 922:16, 924:12, 929:1, 932:20, 935:22, 938:3, 938:6, 938:23, 940:5, 950:20, 951:15, 956:7,</p>	<p>956:19, 957:8, 958:24, 960:17, 966:4, 967:24, 968:10, 975:22, 986:19, 987:21, 987:24, 990:8, 993:9, 994:21, 994:23, 996:21, 996:24, 999:21, 1000:17, 1001:16, 1004:4, 1005:9, 1008:23, 1010:22, 1013:14, 1013:20, 1016:21, 1016:22, 1018:8, 1020:8, 1026:24, 1028:12, 1029:8, 1038:9, 1047:9, 1048:3, 1048:5, 1048:24, 1054:12, 1057:6, 1057:7, 1057:16, 1062:15, 1063:17, 1065:2, 1065:14, 1065:16, 1065:17, 1066:10, 1073:24, 1080:7, 1082:23, 1083:24, 1084:11, 1085:7, 1085:14, 1085:15, 1085:17, 1085:19, 1086:24, 1088:11, 1088:14, 1089:8</p> <p><b>before</b> [51] - 865:9, 886:20, 890:16, 896:15, 899:20, 902:12, 908:8, 916:10, 916:24, 917:3, 917:12, 931:4, 948:19, 950:8, 966:13, 969:11, 970:4, 973:4, 974:9, 975:5, 977:14, 980:4, 986:14, 992:5, 993:10, 995:20, 996:7, 997:12, 1005:12, 1005:24, 1029:24, 1037:12, 1041:4, 1041:10, 1048:22, 1051:3, 1051:11, 1056:14, 1057:10, 1064:8, 1065:10, 1067:18, 1068:16, 1069:13, 1069:15, 1078:8, 1081:8, 1083:15, 1087:22, 1089:23, 1090:5</p> <p><b>Before</b> [5] - 887:3, 993:4, 1057:12,</p>	<p>1063:1, 1067:20</p> <p><b>began</b> [5] - 1001:6, 1003:2, 1003:24, 1009:5, 1048:13</p> <p><b>begin</b> [4] - 947:12, 953:6, 953:8, 1033:9</p> <p><b>beginning</b> [10] - 882:24, 949:2, 959:5, 959:13, 969:23, 999:2, 1010:13, 1018:15, 1026:22, 1048:15</p> <p><b>Beginning</b> [1] - 970:15</p> <p><b>begins</b> [1] - 899:3</p> <p><b>behalf</b> [4] - 861:22, 862:5, 900:10, 900:13</p> <p><b>behind</b> [2] - 903:16, 1054:5</p> <p><b>being</b> [23] - 875:6, 877:20, 878:21, 891:4, 899:4, 900:21, 907:20, 909:17, 909:18, 911:24, 918:24, 921:17, 945:4, 968:6, 975:24, 979:17, 996:15, 1000:19, 1008:18, 1024:22, 1040:12, 1074:17, 1085:2</p> <p><b>believe</b> [59] - 864:8, 867:4, 869:23, 876:12, 879:21, 881:19, 882:21, 883:11, 897:15, 908:22, 916:3, 916:9, 931:16, 933:23, 937:6, 956:10, 956:21, 960:9, 960:12, 965:14, 966:3, 972:19, 975:23, 976:15, 977:11, 977:12, 981:17, 986:18, 987:19, 992:16, 992:17, 993:2, 993:12, 995:6, 998:17, 1000:11, 1003:3, 1003:5, 1003:10, 1006:1, 1010:10, 1024:14, 1028:5, 1030:2, 1030:11, 1041:7, 1041:16, 1043:12, 1043:13, 1043:20, 1054:9, 1064:2, 1065:19, 1076:12, 1080:6, 1080:7,</p>	<p>1080:16, 1080:18, 1086:11</p> <p><b>believed</b> [1] - 1032:23</p> <p><b>believes</b> [1] - 910:16</p> <p><b>Bellows</b> [1] - 1040:19</p> <p><b>belongs</b> [1] - 1041:2</p> <p><b>Bench</b> [1] - 915:22</p> <p><b>bench</b> [1] - 861:14</p> <p><b>BENCH</b> [2] - 915:23, 947:2</p> <p><b>benchmark</b> [1] - 871:7</p> <p><b>benefit</b> [4] - 894:16, 1013:3, 1013:23, 1037:22</p> <p><b>benefits</b> [2] - 926:10, 1013:22</p> <p><b>Beside</b> [1] - 865:23</p> <p><b>besides</b> [1] - 1037:2</p> <p><b>best</b> [7] - 874:11, 881:4, 889:4, 889:20, 906:15, 909:13, 1037:9</p> <p><b>better</b> [27] - 872:11, 873:6, 877:16, 878:15, 888:14, 897:3, 898:15, 905:24, 906:13, 907:4, 917:2, 918:8, 920:11, 924:23, 925:20, 932:7, 932:11, 932:20, 933:24, 938:3, 964:21, 964:22, 1031:8, 1034:14, 1034:15</p> <p><b>between</b> [10] - 897:17, 919:6, 928:1, 954:16, 1006:17, 1007:9, 1039:15, 1066:15, 1071:21, 1084:7</p> <p><b>beyond</b> [5] - 893:22, 917:17, 952:10, 1036:20, 1086:11</p> <p><b>bias</b> [1] - 874:7</p> <p><b>big</b> [10] - 872:9, 885:7, 885:13, 925:1, 938:12, 986:13, 991:22, 1037:16, 1038:21, 1040:3</p> <p><b>bigger</b> [2] - 921:19, 1029:13</p> <p><b>biggest</b> [3] - 939:4, 939:9, 981:2</p>
--	---	---	---	--

<p><b>bill</b> [13] - 886:20, 890:20, 896:22, 896:23, 1025:4, 1025:18, 1025:20, 1026:2, 1034:6, 1034:8, 1082:21, 1083:2</p> <p><b>billed</b> [1] - 1025:22</p> <p><b>billing</b> [8] - 886:9, 886:10, 886:15, 886:17, 1023:9, 1025:4, 1025:5, 1070:9</p> <p><b>bird</b> [2] - 973:18, 973:22</p> <p><b>bit</b> [21] - 864:16, 873:23, 882:18, 895:14, 897:11, 914:8, 924:6, 924:8, 936:19, 950:24, 952:8, 991:11, 1001:10, 1001:23, 1002:8, 1022:23, 1064:18, 1072:2, 1077:17, 1078:18</p> <p><b>block</b> [1] - 896:17</p> <p><b>blue</b> [1] - 866:5</p> <p><b>board</b> [7] - 908:23, 911:24, 913:9, 913:13, 913:14, 918:19, 944:18</p> <p><b>board-of-directors-type</b> [1] - 918:19</p> <p><b>Bob</b> [2] - 862:18, 928:6</p> <p><b>bold</b> [1] - 1070:23</p> <p><b>borrowed</b> [1] - 1015:17</p> <p><b>Boston</b> [4] - 859:8, 859:23, 860:4, 860:15</p> <p><b>both</b> [12] - 867:18, 875:9, 909:2, 917:7, 921:16, 924:16, 1039:4, 1042:6, 1042:10, 1043:5, 1043:6, 1044:4</p> <p><b>bottom</b> [4] - 888:18, 891:21, 891:22, 1075:8</p> <p><b>boundaries</b> [2] - 893:16, 896:4</p> <p><b>box</b> [1] - 888:15</p> <p><b>Boy</b> [1] - 926:7</p> <p><b>branches</b> [1] - 1019:20</p> <p><b>breadth</b> [1] - 923:10</p> <p><b>break</b> [5] - 915:18,</p>	<p>946:2, 1006:22, 1007:4, 1081:8</p> <p><b>breakfast</b> [1] - 998:14</p> <p><b>breaking</b> [1] - 1019:20</p> <p><b>brief</b> [2] - 897:7, 928:16</p> <p><b>briefing</b> [6] - 959:8, 973:2, 997:19, 998:20, 1010:7, 1089:18</p> <p><b>briefly</b> [1] - 918:12</p> <p><b>briefs</b> [3] - 1065:15, 1089:19, 1089:20</p> <p><b>bring</b> [10] - 889:24, 907:9, 920:22, 968:22, 973:23, 984:23, 1002:16, 1012:4, 1027:8, 1027:13</p> <p><b>bringing</b> [7] - 931:21, 952:19, 958:12, 961:13, 973:12, 984:22, 997:2</p> <p><b>broad</b> [3] - 932:3, 955:8, 1053:17</p> <p><b>broadcast</b> [1] - 885:19</p> <p><b>broadens</b> [1] - 877:11</p> <p><b>broader</b> [2] - 929:16, 1075:2</p> <p><b>Brock</b> [4] - 859:21, 859:22, 1090:5, 1090:12</p> <p><b>broken</b> [8] - 972:9, 1012:18, 1012:20, 1012:22, 1023:15, 1023:20, 1049:14, 1049:19</p> <p><b>broken-poles</b> [1] - 972:9</p> <p><b>brought</b> [10] - 940:3, 952:23, 958:18, 992:6, 1002:13, 1003:15, 1011:2, 1011:12, 1030:2, 1066:24</p> <p><b>brunt</b> [1] - 1049:20</p> <p><b>bucket</b> [3] - 972:7, 973:2, 992:3</p> <p><b>budget</b> [2] - 1081:24, 1082:17</p> <p><b>budgeting</b> [1] - 931:2</p> <p><b>build</b> [4] - 1027:9,</p>	<p>1033:9, 1052:1, 1060:6</p> <p><b>building</b> [5] - 883:7, 1029:15, 1033:15, 1034:19, 1035:23</p> <p><b>built</b> [2] - 1051:2, 1072:8</p> <p><b>bulk</b> [4] - 1045:15, 1045:16, 1046:5, 1046:6</p> <p><b>bulleted</b> [1] - 863:22</p> <p><b>bunch</b> [1] - 948:21</p> <p><b>burdened</b> [2] - 918:24, 922:5</p> <p><b>bureaucratic</b> [2] - 922:5, 922:13</p> <p><b>bus</b> [2] - 1040:21, 1040:24</p> <p><b>business</b> [5] - 861:8, 1021:19, 1071:24, 1073:2, 1088:24</p> <p><b>business-continuity</b> [2] - 1071:24, 1073:2</p> <p><b>but</b> [81] - 864:8, 866:11, 867:13, 868:2, 873:9, 878:14, 883:4, 883:7, 883:12, 885:14, 887:15, 889:7, 889:12, 890:6, 890:11, 890:14, 891:6, 900:22, 901:17, 903:11, 903:16, 906:16, 909:17, 910:19, 912:11, 921:10, 921:24, 922:20, 922:23, 924:22, 925:6, 926:8, 933:18, 934:11, 934:16, 936:5, 940:8, 940:14, 942:11, 943:5, 943:10, 945:16, 948:14, 949:12, 950:12, 952:15, 961:5, 961:14, 965:16, 967:16, 967:20, 973:2, 973:8, 981:23, 982:4, 984:17, 994:5, 994:13, 1000:15, 1005:10, 1006:21, 1008:20, 1009:20, 1020:21, 1026:8, 1033:16, 1039:23, 1040:2, 1047:12, 1054:6, 1054:18, 1055:16, 1057:8,</p>	<p>1059:2, 1079:15, 1080:8, 1080:20, 1084:13, 1084:22, 1085:1, 1086:16</p> <p><b>But</b> [106] - 865:4, 865:19, 866:3, 866:22, 873:2, 873:19, 874:16, 876:11, 877:14, 878:11, 879:3, 880:11, 884:21, 884:23, 886:4, 886:22, 892:18, 901:3, 901:11, 901:20, 902:2, 904:21, 907:4, 907:10, 908:1, 908:5, 912:3, 912:15, 917:13, 920:5, 922:12, 923:4, 924:13, 927:1, 929:8, 929:17, 930:8, 930:19, 931:18, 933:9, 933:15, 934:16, 935:14, 937:6, 937:17, 938:6, 938:23, 940:12, 942:7, 943:3, 945:12, 951:14, 953:19, 957:10, 958:1, 960:1, 960:17, 960:20, 962:7, 966:5, 967:11, 968:3, 968:18, 977:4, 977:8, 979:16, 980:14, 984:22, 985:12, 986:13, 988:14, 989:14, 990:15, 995:1, 996:7, 1006:4, 1009:6, 1010:12, 1013:22, 1014:5, 1017:14, 1020:2, 1022:6, 1023:10, 1024:2, 1025:15, 1027:6, 1028:8, 1029:3, 1029:24, 1035:21, 1036:10, 1040:5, 1041:2, 1049:9, 1054:22, 1056:6, 1056:22, 1057:1, 1062:19, 1069:5, 1071:6, 1075:8, 1076:13, 1086:10, 1086:23</p> <p><b>By</b> [5] - 957:23, 964:14, 968:10, 981:11, 1085:15</p> <p><b>BY</b> [41] - 863:2,</p>	<p>915:24, 923:13, 928:3, 932:1, 944:3, 947:3, 957:5, 957:14, 958:4, 961:11, 962:18, 963:11, 963:24, 970:13, 971:14, 975:6, 977:3, 977:17, 978:22, 982:7, 982:14, 983:13, 987:14, 989:6, 1018:3, 1021:22, 1022:18, 1024:13, 1026:1, 1026:5, 1031:10, 1038:4, 1039:19, 1040:15, 1052:11, 1053:14, 1057:24, 1062:10, 1069:21, 1081:21</p> <p><b>by</b> [74] - 861:6, 863:19, 865:18, 877:22, 878:13, 878:15, 884:22, 885:20, 893:8, 896:4, 899:23, 902:20, 902:24, 903:8, 916:11, 918:24, 922:5, 925:4, 938:16, 939:12, 944:8, 944:11, 948:17, 949:9, 951:11, 951:23, 957:2, 962:21, 963:7, 964:9, 965:6, 968:3, 971:17, 976:11, 976:18, 976:22, 979:4, 979:9, 979:14, 981:7, 981:19, 983:1, 983:7, 984:22, 987:7, 987:8, 988:12, 990:5, 995:16, 995:18, 1000:15, 1001:21, 1005:17, 1008:17, 1011:1, 1011:5, 1012:10, 1015:8, 1020:18, 1024:16, 1025:16, 1027:2, 1027:19, 1028:13, 1035:12, 1037:11, 1053:8, 1065:6, 1068:23, 1071:5, 1080:8, 1083:22, 1087:24, 1088:24</p>
				<b>C</b>
				<b>C</b> [4] - 861:2, 862:24, 1088:1, 1090:17

<p><b>cadre</b> [1] - 922:17</p> <p><b>calculate</b> [1] - 968:19</p> <p><b>calculated</b> [1] - 977:6</p> <p><b>calculation</b> [1] - 1027:4</p> <p><b>call</b> [50] - 866:19, 884:7, 884:15, 885:3, 885:5, 885:11, 887:9, 888:5, 890:10, 894:4, 894:13, 894:16, 905:24, 914:22, 921:7, 922:18, 925:15, 942:24, 951:13, 958:23, 973:18, 990:15, 990:18, 990:19, 990:22, 991:8, 991:11, 991:12, 992:4, 992:9, 992:13, 992:17, 993:1, 993:4, 993:22, 993:24, 999:7, 999:10, 1036:21, 1037:3, 1042:13, 1064:7, 1065:10, 1065:19, 1066:7, 1066:19, 1068:10, 1070:5</p> <p><b>call-center</b> [5] - 884:15, 885:11, 887:9, 890:10, 942:24</p> <p><b>Callahan</b> [2] - 860:13, 862:8</p> <p><b>callbacks</b> [1] - 1066:20</p> <p><b>called</b> [20] - 871:15, 879:7, 916:7, 924:15, 925:24, 938:18, 940:9, 947:16, 956:16, 972:10, 986:23, 986:24, 987:12, 994:22, 994:23, 998:2, 1025:4, 1040:19, 1065:21, 1083:14</p> <p><b>calling</b> [3] - 953:19, 987:3, 1056:16</p> <p><b>calls</b> [13] - 885:4, 894:3, 909:11, 954:24, 955:10, 971:9, 1003:2, 1053:13, 1063:20, 1063:22, 1065:5, 1066:21, 1067:3</p> <p><b>came</b> [24] - 876:16, 904:2, 926:3, 929:24, 944:18, 950:18,</p>	<p>951:6, 955:22, 962:24, 969:12, 974:10, 977:20, 984:24, 985:16, 996:1, 996:6, 999:22, 1003:1, 1011:15, 1035:8, 1054:14, 1067:4, 1068:13, 1082:12</p> <p><b>can</b> [82] - 865:1, 872:9, 873:3, 874:24, 875:2, 875:13, 876:6, 877:5, 877:17, 877:22, 882:22, 884:10, 884:14, 886:2, 886:5, 887:2, 891:7, 891:9, 894:14, 896:20, 899:16, 901:24, 905:16, 906:11, 907:3, 907:9, 916:24, 921:23, 925:19, 929:11, 930:19, 931:1, 932:23, 935:23, 941:7, 941:8, 943:4, 945:14, 947:23, 953:4, 953:16, 956:19, 959:23, 972:5, 973:14, 991:10, 996:20, 1001:9, 1010:19, 1019:7, 1021:13, 1023:6, 1023:12, 1027:15, 1031:3, 1031:9, 1031:18, 1032:2, 1032:9, 1032:15, 1036:12, 1036:18, 1038:19, 1039:7, 1042:17, 1045:6, 1046:12, 1053:19, 1055:13, 1056:12, 1063:14, 1065:1, 1066:16, 1072:15, 1077:7, 1078:6, 1079:12, 1079:14, 1082:23, 1083:2, 1086:1, 1086:10</p> <p><b>Can</b> [9] - 910:6, 924:3, 944:9, 960:14, 1062:12, 1062:16, 1067:18, 1075:23, 1082:2</p> <p><b>can't</b> [17] - 876:20, 904:11, 904:22, 906:11, 921:22, 929:9, 940:21, 942:17, 942:20,</p>	<p>942:23, 943:2, 951:14, 953:21, 965:15, 984:16, 994:15, 1016:1</p> <p><b>can't-get-around</b> [1] - 1016:1</p> <p><b>cancellation</b> [1] - 1027:22</p> <p><b>cannot</b> [5] - 886:16, 1026:7, 1046:11, 1076:11, 1079:15</p> <p><b>canopy</b> [2] - 1079:19, 1079:20</p> <p><b>capabilities</b> [1] - 880:23</p> <p><b>capability</b> [3] - 883:4, 910:17, 1054:10</p> <p><b>capable</b> [2] - 870:23, 1062:17</p> <p><b>capacity</b> [2] - 884:7, 884:20</p> <p><b>capital</b> [1] - 931:2</p> <p><b>captioned</b> [1] - 861:5</p> <p><b>capture</b> [4] - 863:23, 872:7, 889:5, 924:19</p> <p><b>captured</b> [1] - 925:3</p> <p><b>captures</b> [1] - 892:10</p> <p><b>care</b> [8] - 911:6, 944:21, 1068:18, 1068:22, 1072:18, 1083:7, 1083:11, 1083:14</p> <p><b>caring</b> [1] - 1072:18</p> <p><b>carried</b> [1] - 910:9</p> <p><b>carries</b> [1] - 888:18</p> <p><b>carry</b> [2] - 917:14, 919:20</p> <p><b>case</b> [18] - 861:13, 861:15, 867:21, 868:18, 869:5, 877:1, 877:6, 880:19, 887:23, 887:24, 889:22, 892:7, 893:21, 913:12, 970:5, 980:19, 1018:21, 1049:9</p> <p><b>cases</b> [7] - 863:22, 877:2, 883:11, 920:9, 1056:23, 1057:6, 1067:6</p> <p><b>catastrophic</b> [1] - 1054:19</p> <p><b>categories</b> [2] - 866:7, 1067:10</p> <p><b>categorize</b> [1] - 965:7</p>	<p><b>category</b> [2] - 1052:8</p> <p><b>caused</b> [1] - 934:21</p> <p><b>cell</b> [5] - 876:18, 877:2, 877:3, 888:10</p> <p><b>cells</b> [1] - 866:5</p> <p><b>cellular</b> [1] - 1055:5</p> <p><b>center</b> [15] - 884:15, 885:5, 885:11, 887:9, 890:10, 942:24, 1065:2, 1066:18, 1066:20, 1067:1, 1067:11, 1069:6, 1070:5, 1071:6, 1072:5</p> <p><b>centers</b> [1] - 1069:1</p> <p><b>central</b> [2] - 1009:11, 1055:1</p> <p><b>centralized</b> [1] - 924:15</p> <p><b>CEO</b> [7] - 904:13, 904:18, 904:19, 908:21, 913:3, 913:6, 1035:9</p> <p><b>CEO's</b> [2] - 868:7, 914:5</p> <p><b>Certain</b> [1] - 881:8</p> <p><b>certain</b> [16] - 864:23, 878:15, 882:23, 883:5, 895:20, 902:24, 904:20, 915:10, 967:22, 976:21, 980:21, 997:13, 1016:23, 1028:8, 1029:5, 1053:9</p> <p><b>certainly</b> [14] - 874:4, 877:18, 886:3, 901:17, 901:19, 908:9, 916:21, 927:2, 929:3, 933:7, 936:16, 939:14, 977:8, 995:1</p> <p><b>Certainly</b> [3] - 864:24, 914:16, 917:11</p> <p><b>CERTIFICATE</b> [1] - 1090:4</p> <p><b>certify</b> [1] - 1090:7</p> <p><b>chairman</b> [5] - 909:10, 912:13, 918:21, 990:17, 992:16</p> <p><b>Chairman</b> [2] - 909:4, 992:16</p> <p><b>challenges</b> [1] - 968:1</p> <p><b>challenging</b> [4] - 872:23, 889:8,</p>	<p>890:23, 939:18</p> <p><b>CHAN</b> [3] - 1038:18, 1069:21, 1078:8</p> <p><b>Chan</b> [3] - 860:13, 862:8, 1078:6</p> <p><b>chance</b> [1] - 863:8</p> <p><b>change</b> [12] - 895:11, 924:22, 926:8, 926:9, 977:21, 988:3, 1030:8, 1037:16, 1055:10, 1084:21, 1085:10, 1086:15</p> <p><b>changed</b> [7] - 945:9, 974:4, 974:5, 975:10, 988:20, 1026:23, 1061:1</p> <p><b>changes</b> [5] - 898:6, 934:23, 1029:24, 1077:20, 1077:23</p> <p><b>changing</b> [2] - 1030:4, 1085:2</p> <p><b>channels</b> [1] - 1068:13</p> <p><b>chapter</b> [3] - 866:18, 867:1, 870:10</p> <p><b>Chapter</b> [1] - 861:10</p> <p><b>chapters</b> [3] - 866:19, 866:21, 873:17</p> <p><b>characterization</b> [1] - 1004:15</p> <p><b>characterize</b> [7] - 931:15, 932:4, 941:20, 942:2, 942:10, 949:5, 1007:17</p> <p><b>characterized</b> [1] - 1006:13</p> <p><b>charge</b> [2] - 1037:24, 1070:5</p> <p><b>chart</b> [3] - 892:8, 1038:8, 1075:20</p> <p><b>chartreuse</b> [1] - 874:23</p> <p><b>check</b> [7] - 864:8, 998:12, 1012:3, 1014:17, 1046:7, 1063:23, 1064:1</p> <p><b>checkboxes</b> [1] - 1014:16</p> <p><b>checked</b> [1] - 998:19</p> <p><b>checklists</b> [2] - 1075:7, 1075:13</p> <p><b>chief</b> [5] - 862:1, 929:23, 998:3, 998:4, 1083:18</p> <p><b>children</b> [1] - 1067:8</p>
--	--	---	---	---

<p><b>choice</b> [1] - 1006:17</p> <p><b>Chris</b> [1] - 946:15</p> <p><b>Christmas</b> [8] - 1001:21, 1005:18, 1015:8, 1020:4, 1020:18, 1020:20, 1057:10, 1057:11</p> <p><b>CHRISTOPHER</b> [2] - 946:24, 1091:3</p> <p><b>chronology</b> [1] - 967:4</p> <p><b>CIO</b> [1] - 904:21</p> <p><b>circuit</b> [31] - 953:5, 953:16, 970:7, 971:1, 974:18, 974:24, 975:20, 978:4, 980:18, 980:22, 980:23, 985:6, 987:8, 1011:2, 1011:6, 1011:11, 1012:14, 1013:13, 1016:16, 1016:19, 1017:18, 1017:19, 1017:22, 1017:23, 1017:24, 1041:14, 1041:19, 1041:24, 1063:6</p> <p><b>circuit's</b> [1] - 1017:7</p> <p><b>circuitry</b> [1] - 986:16</p> <p><b>circuits</b> [21] - 951:1, 969:13, 969:14, 972:1, 980:16, 981:14, 982:18, 983:6, 984:1, 984:23, 985:1, 985:9, 1004:19, 1005:2, 1007:22, 1008:8, 1055:22, 1055:24, 1056:19, 1057:2, 1063:4</p> <p><b>circumstances</b> [1] - 878:19</p> <p><b>citizen</b> [1] - 917:24</p> <p><b>citizens</b> [1] - 917:7</p> <p><b>City</b> [3] - 995:8, 995:10, 995:15</p> <p><b>clarification</b> [5] - 928:5, 963:12, 1049:22, 1057:17, 1071:15</p> <p><b>clarify</b> [8] - 952:6, 980:8, 1000:10, 1005:22, 1017:8, 1062:11, 1067:23, 1079:7</p> <p><b>classified</b> [3] - 1045:13, 1045:18, 1045:24</p>	<p><b>classify</b> [1] - 1070:9</p> <p><b>cleanup</b> [1] - 926:12</p> <p><b>clear</b> [18] - 865:7, 917:20, 958:15, 963:21, 964:8, 971:12, 1002:8, 1014:5, 1014:8, 1014:12, 1031:1, 1039:3, 1045:12, 1053:20, 1056:13, 1056:21, 1057:4, 1073:21</p> <p><b>clearance</b> [2] - 1080:5, 1080:14</p> <p><b>cleared</b> [3] - 981:1, 990:8, 1057:2</p> <p><b>clearing</b> [2] - 972:15, 1021:13</p> <p><b>Clearly</b> [1] - 1022:8</p> <p><b>clearly</b> [9] - 897:14, 1001:24, 1008:1, 1040:2, 1060:16, 1070:17, 1074:2, 1074:23, 1075:16</p> <p><b>close</b> [4] - 898:17, 1006:20, 1015:11, 1088:24</p> <p><b>closed</b> [1] - 868:22</p> <p><b>Coakley</b> [1] - 862:6</p> <p><b>code</b> [1] - 1059:20</p> <p><b>coded</b> [2] - 1014:12, 1014:14</p> <p><b>coffee</b> [1] - 931:22</p> <p><b>collect</b> [1] - 953:15</p> <p><b>collection</b> [1] - 875:23</p> <p><b>colored</b> [3] - 888:15, 888:16, 1062:5</p> <p><b>colored-in</b> [1] - 1062:5</p> <p><b>colorized</b> [1] - 863:6</p> <p><b>Column</b> [1] - 869:7</p> <p><b>column</b> [9] - 863:11, 864:2, 864:3, 864:4, 864:10, 874:21, 891:20, 1059:11, 1059:18</p> <p><b>columns</b> [6] - 865:10, 874:22, 874:24, 878:21, 1058:4, 1061:20</p> <p><b>combination</b> [3] - 986:12, 1051:18, 1055:4</p> <p><b>combined</b> [2] - 867:5, 1011:12</p> <p><b>Combined</b> [1] -</p>	<p>879:17</p> <p><b>come</b> [29] - 871:9, 874:14, 880:14, 881:14, 892:24, 902:1, 905:18, 918:6, 919:4, 921:9, 956:15, 958:11, 966:8, 969:4, 974:2, 985:9, 985:13, 989:23, 993:6, 1005:15, 1006:23, 1013:4, 1033:22, 1040:9, 1051:21, 1056:12, 1062:20, 1076:16, 1087:3</p> <p><b>comes</b> [7] - 908:11, 949:14, 983:3, 997:15, 1049:2, 1054:16, 1087:13</p> <p><b>comfort</b> [2] - 912:14, 912:16</p> <p><b>comfortable</b> [4] - 897:20, 927:17, 1016:5, 1036:13</p> <p><b>coming</b> [20] - 887:12, 927:18, 965:8, 970:20, 971:11, 985:6, 992:14, 993:19, 1002:20, 1003:8, 1003:14, 1003:19, 1011:14, 1040:17, 1041:17, 1043:5, 1065:15, 1068:1, 1068:2</p> <p><b>commander</b> [1] - 1038:1</p> <p><b>commencing</b> [1] - 859:9</p> <p><b>comment</b> [7] - 865:1, 887:5, 909:20, 924:3, 943:2, 1070:19, 1088:13</p> <p><b>commenting</b> [1] - 945:19</p> <p><b>comments</b> [2] - 930:14, 1061:24</p> <p><b>Comments</b> [2] - 1061:23, 1061:24</p> <p><b>Commission</b> [2] - 1030:21, 1039:14</p> <p><b>commitment</b> [7] - 914:5, 944:17, 945:19, 1030:12, 1039:21, 1040:2, 1040:13</p> <p><b>committed</b> [4] - 913:7, 926:2, 945:20, 1036:4</p>	<p><b>committee</b> [1] - 904:23</p> <p><b>common</b> [5] - 930:9, 930:23, 931:7, 940:24, 1052:9</p> <p><b>Commonwealth</b> [1] - 928:7</p> <p><b>COMMONWEALTH</b> [1] - 859:2</p> <p><b>communicate</b> [11] - 875:18, 876:20, 886:23, 889:12, 889:21, 896:21, 896:24, 908:7, 910:19, 918:6, 944:22</p> <p><b>communicated</b> [3] - 906:21, 1062:13, 1069:1</p> <p><b>communicating</b> [6] - 872:19, 875:20, 885:24, 896:8, 921:13, 1081:3</p> <p><b>Communication</b> [3] - 883:20, 888:17, 893:5</p> <p><b>communication</b> [29] - 875:14, 887:3, 893:9, 899:17, 902:4, 916:1, 916:3, 916:5, 916:17, 916:23, 917:6, 917:21, 917:23, 936:20, 954:17, 961:9, 997:21, 1009:7, 1023:14, 1034:14, 1036:13, 1036:23, 1051:6, 1054:23, 1054:24, 1055:2, 1055:4, 1055:6, 1056:19</p> <p><b>communications</b> [27] - 875:9, 877:7, 877:11, 885:1, 885:2, 885:24, 889:6, 890:14, 890:17, 890:24, 892:20, 892:22, 893:2, 906:12, 906:24, 907:12, 910:20, 917:14, 937:6, 954:18, 959:4, 1026:7, 1032:10, 1062:12, 1064:14, 1066:9</p> <p><b>Communications</b> [5] - 876:14, 883:16, 891:12, 902:8, 902:9</p> <p><b>communities</b> [11] - 894:10, 899:12,</p>	<p>899:14, 901:5, 902:4, 1019:7, 1019:8, 1033:7, 1063:10, 1085:23, 1087:7</p> <p><b>community</b> [12] - 890:2, 894:7, 917:18, 918:4, 918:7, 1031:24, 1033:6, 1033:11, 1034:17, 1034:18, 1034:20, 1035:5</p> <p><b>community- understanding</b> [1] - 918:4</p> <p><b>COMP</b> [2] - 865:23, 1061:21</p> <p><b>companies</b> [7] - 921:16, 921:19, 929:7, 933:10, 933:13, 995:23, 1026:15</p> <p><b>COMPANY</b> [1] - 859:10</p> <p><b>company</b> [179] - 861:20, 864:18, 864:21, 865:5, 865:12, 867:3, 867:9, 867:20, 869:5, 870:17, 871:10, 871:14, 871:19, 873:24, 874:2, 874:4, 874:19, 875:6, 875:22, 876:10, 876:23, 877:4, 877:20, 879:13, 879:16, 880:3, 880:8, 882:6, 882:22, 883:8, 883:18, 885:20, 886:6, 886:11, 887:5, 889:2, 890:8, 891:3, 891:14, 892:6, 892:15, 893:22, 894:13, 895:20, 896:20, 897:9, 897:17, 898:24, 899:8, 899:19, 900:10, 900:20, 901:14, 901:20, 903:1, 904:15, 905:5, 905:7, 905:8, 906:14, 908:5, 908:20, 909:24, 910:18, 911:4, 911:18, 912:16, 913:13, 915:12, 916:3, 916:11, 918:8, 919:2, 919:13, 920:14, 921:3, 921:12, 923:5,</p>
---	--	---	---	---

<p>923:20, 923:22, 924:1, 924:5, 924:7, 924:10, 924:12, 924:16, 924:17, 925:13, 925:22, 926:2, 926:5, 926:8, 926:12, 926:17, 926:20, 927:3, 927:22, 932:6, 932:10, 932:17, 933:4, 933:24, 934:9, 934:10, 934:18, 935:3, 935:11, 935:20, 936:11, 936:24, 937:7, 937:13, 937:15, 937:23, 938:11, 938:13, 939:4, 942:19, 943:15, 943:22, 944:8, 944:14, 944:19, 945:9, 945:10, 945:17, 947:8, 947:12, 960:19, 960:20, 971:16, 973:5, 977:4, 977:10, 979:24, 981:7, 992:21, 1007:12, 1007:15, 1022:16, 1023:9, 1024:16, 1025:15, 1026:7, 1029:9, 1031:11, 1038:5, 1038:9, 1039:16, 1052:13, 1053:17, 1057:18, 1067:13, 1076:6, 1078:19, 1081:2, 1081:11, 1084:18, 1084:20, 1084:21, 1085:9, 1085:13, 1085:14, 1085:15, 1085:18, 1085:22, 1086:2, 1086:5, 1086:15, 1086:20, 1087:3, 1087:15, 1088:16, 1088:19, 1089:6, 1089:14</p> <p><b>Company</b> [5] - 860:6, 860:10, 861:8, 861:23, 930:2</p> <p><b>company's</b> [21] - 865:24, 869:8, 924:9, 934:16, 936:10, 936:22, 938:9, 945:19, 946:2, 946:7, 947:8, 1007:5, 1010:18, 1031:14, 1033:15, 1038:15,</p>	<p>1038:16, 1078:15, 1082:2, 1088:3, 1088:6</p> <p><b>comparable</b> [1] - 1085:5</p> <p><b>compare</b> [1] - 1010:19</p> <p><b>competency</b> [5] - 1030:10, 1031:16, 1031:17, 1031:19, 1033:4</p> <p><b>competent</b> [1] - 933:4</p> <p><b>Compilations</b> [2] - 870:15, 871:18</p> <p><b>compilations</b> [1] - 873:4</p> <p><b>compiled</b> [4] - 1011:23, 1012:4, 1025:14, 1071:5</p> <p><b>compiling</b> [1] - 960:11</p> <p><b>complaints</b> [1] - 929:22</p> <p><b>complement</b> [1] - 975:4</p> <p><b>complete</b> [27] - 927:6, 937:22, 950:5, 957:13, 959:18, 959:19, 963:8, 963:9, 964:10, 964:16, 964:21, 965:1, 979:4, 979:21, 994:19, 1002:11, 1007:23, 1009:14, 1013:14, 1029:4, 1029:12, 1042:7, 1058:17, 1059:2, 1062:4, 1062:7, 1076:10</p> <p><b>completed</b> [11] - 950:16, 957:8, 960:7, 966:2, 966:5, 986:17, 1003:15, 1013:6, 1014:1, 1015:8, 1048:14</p> <p><b>completely</b> [6] - 925:10, 979:5, 1044:1, 1046:10, 1051:2, 1064:6</p> <p><b>completes</b> [1] - 943:13</p> <p><b>completing</b> [2] - 1006:21, 1048:9</p> <p><b>completion</b> [4] - 866:1, 878:23, 918:17, 1061:22</p> <p><b>complex</b> [1] - 939:16</p>	<p><b>complicated</b> [2] - 886:16, 900:10</p> <p><b>component</b> [1] - 1075:16</p> <p><b>components</b> [4] - 1049:24, 1050:2, 1050:18, 1050:20</p> <p><b>comprehensive</b> [3] - 899:5, 994:14, 1083:16</p> <p><b>computer</b> [1] - 1070:10</p> <p><b>computers</b> [1] - 1009:10</p> <p><b>conceive</b> [1] - 907:24</p> <p><b>concentrate</b> [1] - 952:13</p> <p><b>concentrated</b> [1] - 938:21</p> <p><b>concept</b> [3] - 1029:23, 1030:8, 1030:24</p> <p><b>concepts</b> [2] - 896:6, 1074:9</p> <p><b>concern</b> [2] - 875:19, 993:14</p> <p><b>concerned</b> [1] - 997:22</p> <p><b>concerning</b> [1] - 859:9</p> <p><b>concerns</b> [2] - 894:7, 993:18</p> <p><b>concern</b> [1] - 1037:21</p> <p><b>conclude</b> [8] - 906:11, 934:18, 936:11, 936:16, 936:23, 937:18, 939:1, 939:4</p> <p><b>concluded</b> [1] - 913:20</p> <p><b>concludes</b> [1] - 1057:14</p> <p><b>conclusion</b> [4] - 935:2, 935:5, 935:9, 935:17</p> <p><b>conclusions</b> [2] - 932:17, 938:10</p> <p><b>Concord</b> [1] - 998:17</p> <p><b>concrete</b> [1] - 1035:4</p> <p><b>condition</b> [2] - 929:14, 1045:2</p> <p><b>conditions</b> [9] - 869:3, 881:18, 1015:6, 1015:22, 1015:24, 1020:14, 1020:23, 1045:1,</p>	<p>1063:23</p> <p><b>Conduct</b> [1] - 898:10</p> <p><b>conduct</b> [4] - 890:18, 895:8, 910:11, 929:14</p> <p><b>conducted</b> [1] - 899:4</p> <p><b>confer</b> [1] - 1039:14</p> <p><b>conference</b> [6] - 894:2, 894:16, 925:1, 959:9, 990:15, 1036:21</p> <p><b>confidence</b> [10] - 920:1, 1031:19, 1032:11, 1032:15, 1032:22, 1033:13, 1033:16, 1034:22, 1035:1, 1035:24</p> <p><b>confident</b> [6] - 868:4, 920:8, 920:12, 920:14, 927:20, 1037:10</p> <p><b>configuration</b> [2] - 1055:10, 1055:19</p> <p><b>configured</b> [1] - 1055:11</p> <p><b>confirm</b> [1] - 1082:23</p> <p><b>conflicting</b> [1] - 904:3</p> <p><b>confusing</b> [2] - 895:22, 916:22</p> <p><b>confusion</b> [1] - 980:7</p> <p><b>Congress</b> [1] - 859:23</p> <p><b>conjunction</b> [1] - 1045:16</p> <p><b>connect</b> [1] - 1009:8</p> <p><b>connected</b> [3] - 985:23, 1054:3, 1054:4</p> <p><b>connection</b> [2] - 981:23</p> <p><b>conscious</b> [2] - 975:15, 984:18</p> <p><b>consequences</b> [1] - 931:5</p> <p><b>conservation</b> [1] - 1056:8</p> <p><b>consider</b> [10] - 877:15, 908:16, 909:23, 910:7, 920:23, 952:4, 1026:12, 1042:8, 1055:3, 1056:2</p> <p><b>considerable</b> [4] - 867:22, 922:23, 933:16, 984:12</p> <p><b>considerably</b> [1] -</p>	<p>927:19</p> <p><b>considered</b> [3] - 919:22, 941:15, 1045:15</p> <p><b>considering</b> [2] - 948:15, 989:20</p> <p><b>consistent</b> [10] - 884:12, 889:17, 889:24, 902:15, 904:5, 904:6, 947:24, 1014:24, 1032:17, 1050:12</p> <p><b>constant</b> [1] - 1036:23</p> <p><b>constantly</b> [2] - 876:22, 1037:1</p> <p><b>Constituencies</b> [1] - 893:6</p> <p><b>constituencies</b> [2] - 893:10, 893:22</p> <p><b>constituents</b> [1] - 890:1</p> <p><b>constraint</b> [1] - 971:21</p> <p><b>consult</b> [1] - 912:19</p> <p><b>consultant</b> [4] - 877:12, 930:6, 1047:10, 1047:13</p> <p><b>consultation</b> [1] - 913:3</p> <p><b>consulting</b> [1] - 1035:13</p> <p><b>consumer</b> [1] - 896:7</p> <p><b>consuming</b> [1] - 939:17</p> <p><b>contact</b> [2] - 940:6, 992:18</p> <p><b>contacted</b> [2] - 940:13, 1083:11</p> <p><b>contacts</b> [1] - 1052:14</p> <p><b>contemplated</b> [2] - 906:5, 912:15</p> <p><b>contents</b> [1] - 866:13</p> <p><b>context</b> [1] - 932:14</p> <p><b>contingency</b> [9] - 1042:2, 1042:13, 1042:15, 1042:18, 1042:23, 1043:7, 1044:1, 1044:14, 1045:11</p> <p><b>contingent</b> [5] - 992:5, 997:11, 998:23, 999:22, 1000:11</p> <p><b>continually</b> [2] - 898:5, 1063:19</p>
--	---	---	--	---

<p><b>continuation</b> [1] - 1005:9</p> <p><b>continue</b> [22] - 862:12, 862:23, 905:17, 905:21, 915:10, 915:21, 943:24, 946:2, 946:6, 967:15, 989:16, 990:2, 995:19, 1003:17, 1013:9, 1024:1, 1050:15, 1050:24, 1063:11, 1064:1, 1072:10, 1073:8</p> <p><b>CONTINUED</b> [3] - 859:6, 863:1, 947:2</p> <p><b>continued</b> [1] - 978:6</p> <p><b>Continuing</b> [2] - 936:9, 1069:22</p> <p><b>continuing</b> [6] - 862:16, 970:8, 1006:17, 1006:18, 1007:4, 1048:3</p> <p><b>continuity</b> [2] - 1071:24, 1073:2</p> <p><b>continuous</b> [3] - 915:1, 1075:24, 1079:15</p> <p><b>continuously</b> [1] - 1050:23</p> <p><b>contract</b> [2] - 878:2, 888:2</p> <p><b>contractor</b> [2] - 940:3, 1028:1</p> <p><b>contractors</b> [4] - 870:3, 882:16, 970:21, 1000:14</p> <p><b>contracts</b> [3] - 870:1, 881:4, 941:4</p> <p><b>contractual</b> [1] - 942:23</p> <p><b>contrast</b> [1] - 1011:4</p> <p><b>contribute</b> [2] - 907:3, 907:4</p> <p><b>contributed</b> [1] - 901:7</p> <p><b>contributing</b> [1] - 1009:2</p> <p><b>contribution</b> [1] - 944:23</p> <p><b>convene</b> [1] - 1076:15</p> <p><b>conversation</b> [16] - 910:22, 915:2, 918:1, 918:3, 920:10, 930:12, 961:19, 962:2, 966:7, 966:10,</p>	<p>990:13, 993:7, 993:12, 1002:5, 1002:7</p> <p><b>conversational</b> [1] - 911:8</p> <p><b>conversational-type</b> [1] - 911:8</p> <p><b>conversations</b> [6] - 897:16, 920:11, 931:7, 960:13, 1035:16, 1068:3</p> <p><b>Converting</b> [1] - 872:14</p> <p><b>convey</b> [2] - 918:18, 945:5</p> <p><b>convinced</b> [2] - 900:23, 936:3</p> <p><b>COO</b> [2] - 904:17, 904:21</p> <p><b>coordinated</b> [1] - 1023:2</p> <p><b>coordination</b> [5] - 923:3, 924:16, 1022:24, 1023:5, 1023:10</p> <p><b>coordinators</b> [1] - 1068:5</p> <p><b>copy</b> [1] - 1078:10</p> <p><b>core</b> [5] - 1030:10, 1031:16, 1031:18, 1033:4</p> <p><b>corporate</b> [1] - 1073:22</p> <p><b>Corporation</b> [1] - 860:8</p> <p><b>corporation</b> [2] - 1030:3, 1073:6</p> <p><b>corporations</b> [1] - 921:15</p> <p><b>Correct</b> [36] - 950:17, 952:3, 954:15, 964:4, 964:13, 964:17, 971:20, 972:2, 973:16, 979:2, 985:14, 987:13, 989:4, 1000:21, 1001:13, 1004:24, 1006:3, 1009:23, 1013:15, 1040:22, 1041:3, 1041:12, 1041:20, 1041:22, 1042:1, 1042:12, 1042:21, 1042:24, 1043:8, 1043:10, 1045:5, 1045:8, 1046:4, 1047:17, 1079:6, 1079:11</p>	<p><b>correct</b> [27] - 880:22, 882:23, 927:10, 932:13, 973:17, 979:1, 979:7, 983:17, 985:2, 985:10, 985:11, 988:20, 996:22, 1000:13, 1008:6, 1024:18, 1024:19, 1025:1, 1025:16, 1041:16, 1042:18, 1042:23, 1043:7, 1048:20, 1052:15, 1052:16, 1059:14</p> <p><b>correspond</b> [4] - 866:2, 866:18, 866:23, 878:22</p> <p><b>cost</b> [13] - 888:4, 900:16, 941:16, 941:21, 942:2, 942:5, 942:6, 942:7, 942:10, 942:17, 942:21, 943:3, 943:10</p> <p><b>costly</b> [2] - 941:16, 943:6</p> <p><b>could</b> [73] - 868:24, 869:2, 877:6, 879:14, 880:3, 887:22, 889:1, 890:20, 896:22, 896:23, 903:14, 907:2, 912:10, 915:4, 916:7, 920:18, 924:8, 924:23, 927:2, 927:11, 927:12, 932:20, 933:8, 934:10, 934:23, 938:3, 942:5, 944:12, 947:17, 949:3, 954:2, 967:2, 967:9, 970:23, 971:19, 972:16, 973:19, 977:11, 983:22, 985:24, 988:9, 990:12, 991:1, 991:4, 991:13, 992:15, 992:20, 992:23, 994:7, 995:1, 995:3, 995:19, 996:5, 996:8, 1013:7, 1013:9, 1013:20, 1014:1, 1016:17, 1017:16, 1018:4, 1020:21, 1027:5, 1029:4, 1032:20, 1043:1, 1052:6, 1065:23, 1071:9, 1079:20, 1079:22, 1080:15, 1084:2</p> <p><b>Could</b> [28] - 863:19,</p>	<p>867:2, 871:18, 873:24, 876:14, 882:18, 883:17, 886:9, 891:13, 892:11, 897:7, 898:9, 898:10, 899:23, 900:3, 923:15, 923:23, 943:16, 959:16, 994:8, 1003:20, 1022:23, 1047:24, 1058:2, 1059:17, 1066:11, 1068:17, 1071:16</p> <p><b>couldn't</b> [2] - 1066:5, 1072:12</p> <p><b>counsel</b> [4] - 861:20, 862:1, 862:3, 918:20</p> <p><b>counselor</b> [1] - 929:12</p> <p><b>count</b> [1] - 971:7</p> <p><b>couple</b> [12] - 876:23, 896:16, 923:14, 928:4, 941:11, 996:24, 1007:8, 1021:23, 1022:19, 1030:22, 1055:17, 1084:19</p> <p><b>course</b> [10] - 968:15, 970:12, 1019:10, 1021:12, 1028:11, 1032:1, 1040:11, 1067:16, 1067:21, 1084:9</p> <p><b>cover</b> [3] - 884:5, 907:1, 1079:20</p> <p><b>coverage</b> [1] - 955:7</p> <p><b>covered</b> [1] - 1065:5</p> <p><b>covers</b> [1] - 883:21</p> <p><b>created</b> [2] - 991:17, 1059:4</p> <p><b>creates</b> [2] - 910:23, 911:1</p> <p><b>creating</b> [1] - 980:6</p> <p><b>crew</b> [43] - 867:1, 881:24, 927:5, 931:21, 942:15, 953:20, 961:3, 966:1, 966:23, 967:10, 968:4, 970:12, 970:17, 970:19, 971:2, 971:3, 973:8, 973:18, 974:7, 974:12, 975:4, 975:15, 985:22, 985:24, 998:6, 998:21, 1011:16, 1011:17, 1011:18, 1011:22, 1011:24,</p>	<p>1012:6, 1012:22, 1013:4, 1013:24, 1014:3, 1014:9, 1014:11, 1014:19, 1016:22, 1027:17, 1028:5, 1028:6</p> <p><b>Crews</b> [1] - 972:17</p> <p><b>crews</b> [126] - 867:6, 868:9, 880:9, 881:11, 881:21, 882:3, 882:9, 882:11, 921:11, 931:10, 931:17, 939:22, 940:1, 940:3, 940:7, 940:8, 940:9, 940:14, 940:15, 941:19, 957:23, 967:9, 967:11, 967:12, 968:11, 968:13, 969:11, 969:13, 969:21, 970:5, 970:10, 970:18, 970:20, 970:24, 971:7, 971:19, 972:5, 972:7, 972:13, 972:14, 972:15, 973:3, 973:6, 973:11, 973:20, 974:19, 974:24, 975:17, 976:9, 976:10, 977:7, 977:19, 978:3, 978:4, 978:14, 980:1, 980:21, 984:13, 987:9, 992:4, 992:6, 995:21, 996:1, 996:6, 996:8, 997:8, 997:10, 997:11, 997:19, 997:20, 997:24, 998:10, 998:16, 998:24, 999:2, 1000:3, 1000:7, 1000:11, 1000:16, 1000:24, 1002:14, 1002:17, 1002:19, 1002:20, 1002:23, 1003:4, 1003:6, 1003:7, 1004:13, 1005:10, 1005:13, 1005:15, 1005:24, 1006:4, 1006:5, 1006:10, 1007:16, 1008:4, 1008:5, 1009:16, 1010:3, 1010:21, 1017:2, 1017:6, 1017:22, 1017:24, 1020:16, 1020:20, 1022:17, 1023:24, 1024:5,</p>
--	---	--	---	---

<p>1024:7, 1025:12, 1026:8, 1026:21, 1027:3, 1027:7, 1027:8, 1027:13, 1027:14, 1027:19, 1049:11, 1065:14, 1068:9</p> <p><b>crisis</b> [4] - 933:7, 1033:1, 1034:22, 1073:22</p> <p><b>crisis-response-plan</b> [1] - 1073:22</p> <p><b>criteria</b> [6] - 1012:19, 1045:9, 1045:17, 1045:21, 1072:21, 1072:22</p> <p><b>criterion</b> [1] - 1045:19</p> <p><b>critical</b> [12] - 887:11, 1033:14, 1068:18, 1068:22, 1072:7, 1072:9, 1073:4, 1073:7, 1073:8, 1083:7, 1083:11, 1083:14</p> <p><b>critical-care</b> [5] - 1068:18, 1068:22, 1083:7, 1083:11, 1083:14</p> <p><b>critically</b> [1] - 1032:24</p> <p><b>critique</b> [2] - 1077:10, 1077:12</p> <p><b>critiques</b> [1] - 1077:10</p> <p><b>cross</b> [10] - 862:17, 915:21, 943:14, 946:7, 1006:21, 1007:4, 1011:21, 1039:7, 1057:15, 1083:20</p> <p><b>CROSS</b> [2] - 863:1, 1057:23</p> <p><b>cross-arm</b> [1] - 1011:21</p> <p><b>cross-examination</b> [7] - 862:17, 915:21, 943:14, 946:7, 1006:21, 1057:15, 1083:20</p> <p><b>CROSS-EXAMINATION</b> [2] - 863:1, 1057:23</p> <p><b>cross-reference</b> [1] - 1039:7</p> <p><b>crossing</b> [2] - 953:9, 976:21</p>	<p><b>crossings</b> [1] - 1079:15</p> <p><b>CRR</b> [2] - 859:21, 1090:12</p> <p><b>crux</b> [2] - 892:12, 893:7</p> <p><b>CSRs</b> [1] - 885:6</p> <p><b>culled</b> [1] - 987:11</p> <p><b>cup</b> [1] - 931:22</p> <p><b>current</b> [4] - 884:12, 902:2, 914:14, 919:8</p> <p><b>curve</b> [2] - 933:11, 933:14</p> <p><b>customer</b> [30] - 886:17, 886:22, 887:3, 890:19, 900:13, 901:17, 938:5, 955:3, 982:23, 985:5, 987:3, 994:20, 1009:18, 1033:16, 1066:18, 1068:7, 1068:13, 1068:14, 1068:23, 1069:3, 1069:6, 1069:24, 1070:5, 1070:13, 1070:15, 1072:5, 1082:20, 1083:1, 1083:3</p> <p><b>Customer</b> [5] - 883:15, 883:20, 895:15, 895:17, 902:8</p> <p><b>customer's</b> [3] - 901:8, 916:18, 1070:16</p> <p><b>customer-call</b> [1] - 1070:5</p> <p><b>customer-friendly</b> [1] - 982:23</p> <p><b>customer-service</b> [5] - 955:3, 994:20, 1066:18, 1069:6, 1072:5</p> <p><b>customers</b> [65] - 872:21, 884:9, 886:1, 886:4, 895:22, 895:23, 896:10, 900:11, 900:17, 901:4, 901:6, 901:12, 901:18, 902:5, 906:8, 916:24, 937:10, 948:21, 981:18, 982:2, 982:5, 982:16, 983:21, 984:5, 984:16, 984:21, 984:24, 986:1, 988:8, 988:16, 988:17, 988:19, 989:12,</p>	<p>991:6, 991:21, 994:5, 994:6, 994:8, 1008:16, 1008:22, 1032:1, 1032:6, 1033:20, 1034:2, 1034:4, 1034:8, 1034:15, 1034:16, 1066:11, 1066:12, 1066:21, 1067:7, 1068:23, 1070:1, 1070:2, 1070:8, 1070:11, 1071:10, 1083:8, 1083:11, 1083:14, 1085:22, 1087:6</p> <p><b>Customers</b> [1] - 984:9</p> <p><b>customers'</b> [4] - 983:23, 984:3, 1032:17</p> <p><b>cutoff</b> [1] - 920:21</p> <p><b>cutting</b> [1] - 1021:13</p> <p><b>Cycle</b> [1] - 899:24</p> <p><b>cycle</b> [6] - 947:11, 1048:4, 1048:7, 1049:2, 1049:6, 1049:9</p> <p><b>cycles</b> [2] - 900:20, 900:22</p>	<p>955:15, 955:23, 956:13, 956:17, 956:23, 956:24, 957:8, 957:15, 958:17, 959:18, 959:19, 959:24, 960:3, 960:11, 960:16, 960:22, 961:5, 961:6, 961:7, 961:12, 961:16, 961:21, 962:4, 962:5, 962:6, 962:12, 962:20, 964:9, 964:11, 964:15, 964:18, 965:3, 965:8, 965:23, 966:21, 967:14, 967:16, 967:22, 968:3, 968:14, 968:16, 968:21, 969:3, 969:6, 970:16, 971:17, 972:9, 974:14, 976:3, 978:8, 978:11, 978:16, 979:3, 979:21, 980:12, 981:7, 981:9, 985:8, 985:12, 985:15, 986:7, 986:9, 989:16, 990:3, 990:23, 1000:24, 1001:18, 1001:24, 1002:5, 1002:11, 1003:5, 1003:21, 1004:3, 1004:11, 1004:14, 1004:21, 1005:12, 1005:19, 1005:23, 1006:1, 1006:9, 1006:17, 1007:10, 1007:12, 1007:13, 1007:19, 1007:23, 1008:7, 1008:10, 1008:12, 1008:15, 1010:13, 1010:15, 1010:20, 1010:22, 1011:8, 1011:15, 1011:24, 1012:24, 1013:24, 1014:2, 1014:20, 1017:13, 1017:14, 1017:20, 1018:12, 1018:17, 1018:18, 1018:23, 1018:24, 1019:1, 1021:11, 1022:1, 1022:5, 1022:7, 1027:7, 1027:18, 1049:15, 1049:18, 1049:21, 1051:21, 1057:7, 1074:16,</p>	<p>1074:19, 1074:23, 1080:10, 1080:12, 1080:20</p> <p><b>Damage-Assessment</b> [1] - 871:17</p> <p><b>damage-assessment</b> [7] - 903:13, 978:16, 981:7, 1011:24, 1018:17, 1018:18, 1051:21</p> <p><b>DANIEL</b> [6] - 970:13, 1018:3, 1022:18, 1026:5, 1091:13, 1091:24</p> <p><b>Daniel</b> [2] - 859:16, 861:17</p> <p><b>data</b> [12] - 875:13, 875:17, 875:23, 892:23, 902:19, 953:15, 1009:11, 1028:4, 1050:11, 1051:5, 1059:5, 1061:6</p> <p><b>data-collection</b> [1] - 875:23</p> <p><b>data-request</b> [1] - 902:19</p> <p><b>database</b> [1] - 892:20</p> <p><b>date</b> [9] - 865:23, 866:1, 878:23, 1031:4, 1038:10, 1061:2, 1061:13, 1061:21, 1061:22</p> <p><b>dated</b> [1] - 1061:6</p> <p><b>day</b> [81] - 861:4, 876:4, 876:23, 899:4, 901:4, 904:22, 913:24, 914:1, 930:5, 942:14, 947:12, 948:19, 949:24, 950:11, 950:19, 951:3, 951:24, 952:24, 953:2, 954:13, 954:24, 955:9, 955:13, 956:23, 957:2, 957:6, 957:11, 962:16, 962:21, 963:1, 964:14, 969:4, 969:10, 970:4, 970:7, 972:20, 973:4, 974:3, 974:8, 974:11, 975:5, 975:15, 976:11, 976:12, 976:13, 977:20, 977:22,</p>
<b>D</b>				
<p><b>D</b> [4] - 861:2, 951:8, 1088:1, 1090:14</p> <p><b>daily</b> [3] - 997:2, 1036:21, 1040:11</p> <p><b>Damage</b> [5] - 870:10, 870:14, 870:15, 871:17, 950:23</p> <p><b>damage</b> [172] - 870:16, 870:24, 871:4, 871:6, 871:11, 871:15, 872:2, 872:14, 872:17, 872:18, 872:19, 873:4, 903:13, 903:15, 907:8, 908:11, 928:6, 928:9, 934:21, 939:6, 941:24, 947:14, 947:18, 948:6, 948:7, 948:10, 948:24, 949:17, 949:22, 950:3, 950:6, 950:15, 950:18, 951:5, 951:6, 951:22, 952:7, 952:8, 952:20, 953:5, 954:6, 954:20, 955:7,</p>				

<p>978:1, 978:5, 978:15, 979:4, 979:9, 979:14, 979:15, 984:17, 989:8, 992:7, 993:10, 997:3, 997:4, 997:10, 997:13, 997:17, 998:12, 1003:8, 1009:5, 1010:10, 1010:11, 1012:17, 1013:4, 1013:7, 1016:23, 1017:22, 1018:12, 1020:15, 1056:20, 1064:3, 1065:5</p> <p><b>day's</b> [1] - 975:4 <b>daylight</b> [1] - 950:13 <b>days</b> [31] - 885:14, 906:19, 907:18, 908:2, 922:12, 934:3, 935:22, 935:23, 937:11, 939:24, 950:16, 959:10, 968:9, 975:11, 975:12, 976:10, 978:21, 984:10, 1018:1, 1028:6, 1028:8, 1055:17, 1056:7, 1056:10, 1056:14, 1083:21, 1084:19, 1089:8</p> <p><b>Dayton</b> [1] - 1028:1 <b>dead</b> [3] - 1062:15, 1063:12, 1063:18 <b>deal</b> [3] - 911:6, 1009:12, 1035:16 <b>dealing</b> [2] - 864:5, 873:17 <b>deals</b> [2] - 886:8, 916:2 <b>dealt</b> [1] - 886:14 <b>debrief</b> [1] - 1076:16 <b>debriefing</b> [3] - 874:4, 1078:10, 1078:16 <b>December</b> [12] - 861:9, 916:10, 925:24, 929:5, 939:21, 951:7, 967:3, 982:17, 982:21, 1026:22, 1082:7, 1082:14 <b>decide</b> [2] - 920:10, 1005:7 <b>decided</b> [4] - 887:17, 908:1, 1004:11, 1004:12 <b>deciding</b> [2] -</p>	<p>1006:9, 1087:3 <b>decipher</b> [1] - 864:12 <b>decision</b> [6] - 892:20, 922:6, 975:15, 1006:13, 1006:15, 1086:22 <b>decision-making</b> [1] - 922:6 <b>decision-support</b> [1] - 892:20 <b>decisions</b> [5] - 892:21, 920:4, 925:12, 1084:7, 1084:8 <b>declaring</b> [1] - 955:6 <b>decrease</b> [3] - 885:2, 885:3, 908:9 <b>dedicated</b> [1] - 1064:16 <b>deenergized</b> [2] - 1062:15, 1064:7 <b>deeply</b> [1] - 1085:8 <b>Define</b> [1] - 893:5 <b>define</b> [2] - 878:1, 1073:7 <b>defined</b> [2] - 923:9, 942:6 <b>defines</b> [1] - 897:14 <b>definition</b> [1] - 964:5 <b>degree</b> [1] - 967:22 <b>delay</b> [1] - 953:23 <b>delayed</b> [2] - 952:8, 1071:10 <b>delegate</b> [1] - 904:20 <b>delegation</b> [1] - 922:21 <b>deliver</b> [4] - 893:20, 1032:2, 1032:3, 1032:16 <b>demand</b> [3] - 884:24, 887:20, 955:3 <b>demand-side</b> [2] - 884:24, 887:20 <b>demonstrated</b> [1] - 912:9 <b>demonstrating</b> [1] - 1031:24 <b>denoted</b> [1] - 863:7 <b>DEPARTMENT</b> [1] - 859:3 <b>Department</b> [29] - 859:7, 861:6, 901:18, 907:24, 909:4, 909:7, 910:12, 910:15, 910:20, 911:5, 911:23, 912:12, 914:2, 918:14,</p>	<p>919:24, 921:4, 921:7, 921:8, 921:13, 929:3, 933:23, 934:6, 934:11, 944:24, 1029:5, 1039:12, 1053:6, 1087:9, 1088:16 <b>Department's</b> [6] - 934:2, 943:14, 946:7, 1057:15, 1061:10, 1087:23 <b>departments</b> [1] - 897:19 <b>depend</b> [1] - 1079:19 <b>depends</b> [2] - 907:8, 1080:8 <b>deploy</b> [2] - 1005:13, 1006:16 <b>deployed</b> [3] - 968:12, 992:7, 1006:19 <b>describe</b> [3] - 893:7, 899:23, 959:12 <b>described</b> [8] - 891:4, 897:3, 898:11, 974:1, 986:14, 994:18, 1000:1, 1012:6 <b>describes</b> [2] - 886:6, 1031:15 <b>describing</b> [3] - 898:17, 959:12, 960:1 <b>description</b> [5] - 891:20, 897:8, 899:24, 1010:8, 1058:3 <b>deserves</b> [2] - 928:17, 931:17 <b>design</b> [4] - 882:6, 882:7, 1045:3, 1045:10 <b>designate</b> [1] - 865:21 <b>designation</b> [2] - 980:9, 981:5 <b>designed</b> [3] - 925:2, 1043:4, 1050:7 <b>detail</b> [9] - 897:12, 920:8, 937:20, 954:22, 955:12, 995:9, 1038:11, 1066:19, 1084:13 <b>detailed</b> [6] - 937:12, 952:14, 967:16, 1019:6, 1034:10, 1080:20 <b>details</b> [5] - 1023:22,</p>	<p>1028:23, 1033:7, 1038:7, 1040:4 <b>detected</b> [2] - 1054:12, 1056:5 <b>detection</b> [3] - 1009:2, 1053:22, 1054:1 <b>detects</b> [1] - 1054:8 <b>determination</b> [2] - 1019:11, 1070:13 <b>determine</b> [4] - 871:5, 1001:19, 1005:12, 1027:5 <b>determined</b> [4] - 1001:7, 1002:4, 1027:2, 1027:21 <b>determining</b> [1] - 1070:5 <b>detracting</b> [1] - 922:15 <b>develop</b> [5] - 867:12, 868:3, 913:5, 923:11, 1053:3 <b>Develop</b> [4] - 879:11, 882:1, 891:11, 895:17 <b>developed</b> [4] - 863:23, 904:7, 916:4, 1015:13 <b>development</b> [2] - 918:15, 1034:18 <b>device</b> [2] - 931:4, 969:22 <b>devoted</b> [1] - 944:17 <b>Dewey</b> [2] - 860:2, 861:24 <b>diagnostic</b> [2] - 934:24, 1054:10 <b>diagrams</b> [1] - 896:10 <b>dialogue</b> [3] - 911:15, 920:15, 931:8 <b>dictate</b> [1] - 889:10 <b>Did</b> [18] - 863:8, 908:13, 935:9, 935:17, 949:21, 951:8, 951:19, 959:17, 960:5, 961:19, 973:9, 975:10, 979:24, 989:7, 995:23, 1051:20, 1051:21, 1078:21 <b>did</b> [83] - 863:10, 864:12, 865:4, 870:2, 870:17, 888:4, 895:10, 905:12, 913:2, 913:5, 925:1,</p>	<p>925:19, 927:13, 929:21, 932:16, 933:4, 933:5, 934:23, 947:12, 948:8, 949:18, 952:14, 954:1, 954:19, 955:18, 955:23, 960:2, 960:20, 962:7, 962:14, 964:18, 966:8, 966:9, 967:15, 973:5, 977:4, 977:10, 977:21, 978:7, 978:15, 981:9, 984:1, 987:15, 987:17, 989:16, 990:1, 991:7, 991:24, 1001:14, 1003:21, 1004:5, 1004:7, 1004:21, 1005:7, 1005:11, 1007:20, 1008:11, 1008:20, 1009:15, 1010:2, 1011:24, 1012:24, 1013:3, 1013:23, 1014:23, 1015:15, 1023:1, 1023:2, 1023:4, 1024:2, 1024:16, 1050:3, 1053:3, 1053:17, 1057:8, 1058:20, 1064:4, 1064:8, 1064:22, 1066:20, 1068:21, 1071:10 <b>didn't</b> [51] - 864:8, 865:18, 874:6, 883:10, 883:11, 900:24, 906:14, 908:16, 928:18, 930:14, 931:16, 933:6, 933:8, 934:24, 935:2, 936:1, 936:2, 936:16, 936:17, 937:7, 937:15, 937:17, 937:23, 938:13, 938:24, 943:5, 944:12, 945:15, 952:4, 960:21, 961:5, 967:7, 971:7, 976:22, 977:20, 978:10, 985:8, 985:16, 989:21, 996:18, 999:8, 1016:13, 1020:9, 1027:22, 1028:3, 1034:8, 1035:15, 1050:4, 1082:12, 1084:1 <b>difference</b> [3] -</p>
--	---	---	--	---

<p>1007:9, 1016:11, 1016:12</p> <p><b>different</b> [26] - 873:12, 907:14, 907:19, 921:15, 924:19, 934:14, 970:9, 976:20, 978:9, 987:1, 1010:17, 1012:10, 1012:15, 1021:21, 1022:11, 1022:12, 1029:18, 1030:1, 1055:12, 1055:16, 1071:24, 1072:2, 1072:3, 1072:6, 1074:3</p> <p><b>differently</b> [1] - 1008:14</p> <p><b>difficult</b> [8] - 939:15, 942:18, 954:7, 959:20, 1013:13, 1032:10, 1084:17, 1085:19</p> <p><b>difficulty</b> [1] - 973:6</p> <p><b>Dig</b> [1] - 972:10</p> <p><b>digger</b> [1] - 999:14</p> <p><b>diligence</b> [1] - 881:3</p> <p><b>dimension</b> [1] - 1066:23</p> <p><b>direct</b> [3] - 1010:18, 1052:12, 1065:4</p> <p><b>directed</b> [2] - 898:15, 984:13</p> <p><b>directing</b> [2] - 979:24, 1076:5</p> <p><b>direction</b> [6] - 879:20, 891:16, 892:6, 914:12, 1008:1, 1010:4</p> <p><b>directions</b> [1] - 891:3</p> <p><b>directive</b> [1] - 988:2</p> <p><b>directly</b> [8] - 912:3, 934:8, 939:3, 966:20, 973:3, 1013:24, 1066:5, 1084:2</p> <p><b>Director</b> [2] - 859:14, 859:16</p> <p><b>director</b> [2] - 861:15, 861:17</p> <p><b>directors</b> [5] - 908:23, 911:24, 913:13, 913:14, 918:19</p> <p><b>disconnect</b> [1] - 906:18</p> <p><b>disconnection</b> [1] - 1070:12</p> <p><b>discuss</b> [1] -</p>	<p>1001:11</p> <p><b>discussed</b> [9] - 898:7, 937:5, 958:5, 979:6, 992:12, 998:5, 1010:20, 1064:17, 1071:14</p> <p><b>discussing</b> [1] - 918:17</p> <p><b>Discussion</b> [2] - 910:3, 912:22</p> <p><b>discussion</b> [10] - 871:12, 901:21, 928:16, 965:24, 991:12, 991:14, 1010:11, 1029:24, 1043:11, 1084:3</p> <p><b>discussions</b> [4] - 966:16, 988:4, 1053:2, 1053:11</p> <p><b>dispatch</b> [3] - 1063:21, 1065:4, 1068:9</p> <p><b>dispatched</b> [1] - 970:11</p> <p><b>dispersed</b> [1] - 968:6</p> <p><b>disposal</b> [1] - 938:14</p> <p><b>disrupted</b> [1] - 1055:2</p> <p><b>distinct</b> [1] - 1017:15</p> <p><b>distinguish</b> [1] - 1054:11</p> <p><b>distracted</b> [1] - 895:3</p> <p><b>distribute</b> [1] - 881:11</p> <p><b>distribution</b> [45] - 896:3, 929:17, 930:21, 949:21, 950:22, 952:2, 952:5, 952:19, 952:20, 956:18, 957:2, 957:22, 961:4, 961:20, 963:3, 964:3, 964:16, 965:4, 965:5, 965:6, 967:23, 979:1, 979:11, 979:16, 980:1, 980:4, 981:8, 981:10, 981:11, 984:3, 989:10, 990:9, 990:10, 991:3, 1004:4, 1004:6, 1008:24, 1021:19, 1022:14, 1045:18, 1045:20, 1045:23, 1045:24, 1047:2, 1069:19</p> <p><b>divert</b> [1] - 980:4</p> <p><b>divided</b> [1] - 1027:19</p>	<p><b>Division</b> [2] - 859:15, 859:17</p> <p><b>divisional</b> [1] - 1036:24</p> <p><b>Do</b> [30] - 862:12, 863:12, 864:4, 864:10, 870:7, 870:10, 871:5, 877:9, 879:11, 879:15, 879:19, 880:23, 888:19, 899:15, 908:18, 920:7, 920:20, 926:19, 931:3, 939:3, 953:20, 967:23, 1021:24, 1024:7, 1024:20, 1024:21, 1032:6, 1039:22, 1064:23, 1083:10</p> <p><b>do</b> [172] - 863:14, 863:15, 863:18, 864:13, 865:5, 865:9, 865:13, 867:9, 870:8, 870:12, 871:15, 875:6, 877:6, 877:8, 877:10, 877:15, 877:20, 880:24, 881:1, 881:7, 885:5, 885:6, 885:12, 885:22, 886:11, 887:15, 888:20, 890:15, 891:7, 894:6, 895:11, 895:12, 896:13, 896:20, 897:15, 898:12, 900:6, 901:3, 901:15, 905:7, 907:24, 909:15, 909:17, 909:21, 911:4, 911:9, 911:10, 911:11, 914:21, 916:3, 918:8, 920:17, 921:15, 921:19, 922:13, 925:20, 925:22, 926:4, 926:10, 926:20, 926:21, 927:1, 927:24, 928:20, 933:23, 934:17, 936:1, 936:10, 936:23, 937:19, 938:18, 939:20, 940:12, 941:2, 941:17, 943:23, 944:15, 944:22, 945:20, 950:15, 956:16, 960:4, 961:15, 967:20, 968:19,</p>	<p>971:19, 973:9, 973:14, 986:8, 988:4, 990:15, 991:11, 997:8, 1000:4, 1002:3, 1002:5, 1002:10, 1004:11, 1005:2, 1005:3, 1005:4, 1005:5, 1005:11, 1005:18, 1005:20, 1006:8, 1006:9, 1010:15, 1012:23, 1015:9, 1015:12, 1017:13, 1018:23, 1019:6, 1019:18, 1019:19, 1019:24, 1021:8, 1023:2, 1027:8, 1027:15, 1028:2, 1032:4, 1033:1, 1035:4, 1035:12, 1036:9, 1037:19, 1038:19, 1042:2, 1042:5, 1043:9, 1044:18, 1047:13, 1049:12, 1055:20, 1056:8, 1057:19, 1058:13, 1058:23, 1060:11, 1062:17, 1064:14, 1073:6, 1075:16, 1076:14, 1076:15, 1078:14, 1081:11, 1081:22, 1082:1, 1082:9, 1082:18, 1082:22, 1083:6, 1083:9, 1083:13, 1083:16, 1083:19, 1085:12, 1085:18, 1086:5, 1086:12, 1088:10, 1089:2, 1090:6</p> <p><b>Dockets</b> [1] - 1087:24</p> <p><b>document</b> [12] - 919:15, 925:14, 938:17, 1029:7, 1077:11, 1077:13, 1077:15, 1077:18, 1077:23, 1077:24, 1078:3</p> <p><b>documented</b> [1] - 1011:1</p> <p><b>does</b> [16] - 865:10, 888:14, 890:21, 893:11, 893:15, 900:10, 915:10, 926:13, 931:6, 945:19, 1015:22, 1054:1, 1073:9,</p>	<p>1076:13, 1077:2</p> <p><b>Does</b> [13] - 865:24, 869:5, 872:7, 880:22, 881:22, 888:11, 893:6, 915:22, 943:14, 943:22, 1020:24, 1057:17, 1088:8</p> <p><b>doesn't</b> [4] - 883:6, 902:3, 908:2, 980:9</p> <p><b>dog</b> [1] - 973:22</p> <p><b>dogs</b> [1] - 973:19</p> <p><b>doing</b> [35] - 861:8, 885:5, 885:21, 890:8, 890:9, 904:24, 911:12, 924:7, 958:2, 968:14, 985:20, 996:19, 997:1, 1005:7, 1018:11, 1019:14, 1020:5, 1022:4, 1025:5, 1030:23, 1032:7, 1034:11, 1035:7, 1037:4, 1040:10, 1044:14, 1056:7, 1056:16, 1065:15, 1073:15, 1080:17, 1080:21, 1086:22</p> <p><b>Don</b> [1] - 861:16</p> <p><b>don't</b> [95] - 870:6, 873:7, 874:23, 878:18, 879:21, 880:13, 882:15, 882:22, 886:18, 887:18, 889:10, 890:5, 890:14, 894:12, 899:2, 899:14, 901:8, 908:24, 909:8, 911:16, 912:2, 913:11, 917:13, 920:8, 920:19, 922:11, 923:1, 924:24, 925:11, 926:2, 926:4, 926:5, 926:8, 926:23, 929:8, 929:17, 930:18, 931:23, 932:22, 935:23, 938:4, 940:1, 940:11, 942:18, 942:21, 943:9, 948:2, 948:14, 954:9, 954:21, 954:23, 955:9, 960:9, 960:12, 960:22, 961:7, 962:10, 965:7, 966:5, 967:21, 975:14, 975:17, 978:2,</p>
--	--	--	--	--

<p>979:17, 988:13, 991:7, 997:23, 1006:12, 1006:22, 1008:20, 1018:9, 1020:11, 1023:2, 1023:3, 1024:9, 1024:11, 1025:9, 1025:23, 1030:24, 1032:4, 1032:22, 1034:21, 1043:22, 1049:4, 1049:8, 1056:15, 1056:16, 1073:14, 1077:3, 1077:4, 1079:8, 1085:20, 1086:4, 1086:21</p> <p><b>Donald</b> [1] - 859:19</p> <p><b>done</b> [64] - 876:24, 877:17, 878:13, 878:14, 886:18, 903:13, 908:8, 911:5, 911:13, 911:18, 923:1, 925:6, 927:5, 928:9, 929:2, 934:4, 938:19, 941:8, 944:20, 945:1, 945:21, 950:13, 951:23, 957:2, 962:4, 962:21, 964:12, 966:3, 967:15, 968:20, 974:9, 979:9, 979:19, 979:20, 1002:13, 1005:23, 1007:12, 1010:5, 1010:16, 1010:17, 1010:21, 1012:1, 1013:11, 1014:8, 1014:13, 1014:17, 1018:7, 1018:22, 1020:6, 1020:17, 1020:19, 1020:21, 1025:6, 1027:11, 1028:12, 1029:3, 1031:3, 1031:4, 1031:7, 1031:12, 1060:5, 1076:1, 1078:8, 1078:23</p> <p><b>done/not</b> [1] - 1014:8</p> <p><b>door</b> [1] - 985:18</p> <p><b>dot</b> [2] - 888:10, 888:16</p> <p><b>dots</b> [1] - 1062:5</p> <p><b>double</b> [4] - 931:19, 1041:14, 1041:19, 1041:24</p> <p><b>double-circuit</b> [3] - 1041:14, 1041:19, 1041:24</p>	<p><b>doubt</b> [2] - 990:10, 1030:11</p> <p><b>down</b> [47] - 864:19, 865:9, 874:7, 892:8, 895:14, 898:20, 908:11, 915:2, 926:11, 929:24, 938:18, 946:9, 953:20, 953:21, 970:6, 971:10, 975:13, 980:24, 981:2, 981:24, 988:18, 995:2, 995:3, 1004:14, 1009:8, 1009:13, 1011:10, 1011:21, 1016:4, 1019:9, 1021:10, 1022:3, 1022:6, 1022:7, 1033:6, 1033:18, 1039:22, 1047:12, 1054:16, 1062:14, 1063:16, 1069:1, 1073:16, 1074:7, 1082:3, 1082:5</p> <p><b>downed</b> [2] - 953:9, 1080:1</p> <p><b>downs</b> [1] - 968:5</p> <p><b>DPU</b> [6] - 859:4, 861:5, 990:17, 1028:20, 1028:21, 1071:14</p> <p><b>DPU-1</b> [1] - 1038:23</p> <p><b>DPU-6</b> [2] - 1038:14, 1039:6</p> <p><b>drag</b> [1] - 1080:24</p> <p><b>dramatic</b> [1] - 963:22</p> <p><b>dramatically</b> [1] - 1086:16</p> <p><b>draw</b> [2] - 873:3, 898:9</p> <p><b>Drawing</b> [1] - 902:6</p> <p><b>drawings</b> [1] - 1007:19</p> <p><b>drill</b> [23] - 894:19, 894:21, 894:22, 895:5, 895:8, 899:2, 899:3, 899:4, 899:13, 899:15, 899:17, 899:20, 899:21, 910:2, 910:4, 910:11, 910:13, 910:15, 1071:17, 1072:2, 1074:2, 1074:3, 1077:12</p> <p><b>drilled</b> [1] - 1073:23</p> <p><b>drilling</b> [1] - 1037:13</p>	<p><b>drills</b> [10] - 898:7, 898:11, 898:12, 898:13, 898:14, 899:7, 1071:13, 1071:14, 1075:16</p> <p><b>Drills</b> [1] - 898:10</p> <p><b>drive</b> [1] - 998:14</p> <p><b>driven</b> [2] - 1086:3, 1086:12</p> <p><b>driving</b> [2] - 882:11, 998:16</p> <p><b>dropped</b> [1] - 991:20</p> <p><b>drove</b> [2] - 985:17, 1007:22</p> <p><b>dual</b> [2] - 875:14, 1040:20</p> <p><b>DUBE</b> [17] - 946:15, 946:24, 969:21, 971:8, 971:23, 972:4, 972:19, 972:23, 973:12, 973:17, 978:14, 978:20, 979:2, 998:16, 1004:16, 1064:2, 1091:3</p> <p><b>Dube</b> [6] - 946:15, 956:5, 974:1, 1065:10, 1065:11, 1066:7</p> <p><b>due</b> [4] - 881:3, 982:5, 1089:19, 1089:20</p> <p><b>Due</b> [1] - 1042:20</p> <p><b>duration</b> [7] - 970:6, 978:5, 1020:13, 1027:2, 1028:2, 1028:16, 1060:4</p> <p><b>During</b> [3] - 1021:9, 1023:13, 1069:15</p> <p><b>during</b> [36] - 883:9, 891:10, 898:3, 934:17, 936:10, 936:23, 937:9, 950:13, 962:16, 970:12, 972:10, 974:6, 976:9, 993:7, 1014:13, 1015:14, 1023:10, 1023:19, 1024:5, 1024:17, 1025:1, 1027:1, 1028:11, 1033:22, 1052:14, 1053:10, 1053:18, 1066:13, 1067:1, 1067:15, 1070:18, 1076:14, 1083:14, 1084:1, 1084:9, 1087:19</p>	<p style="text-align: center;"><b>E</b></p> <p><b>E</b> [3] - 861:2, 1090:14</p> <p><b>Each</b> [2] - 893:5, 1044:11</p> <p><b>each</b> [28] - 883:3, 901:16, 904:24, 912:9, 919:20, 932:23, 946:10, 947:11, 947:12, 947:16, 969:8, 969:19, 969:22, 970:4, 973:18, 974:11, 975:1, 975:8, 1011:7, 1011:8, 1011:19, 1014:6, 1030:5, 1033:7, 1041:14, 1043:18, 1060:21, 1072:9</p> <p><b>earlier</b> [7] - 878:16, 958:5, 979:6, 1004:19, 1012:6, 1064:15, 1071:12</p> <p><b>early</b> [14] - 936:11, 959:1, 965:16, 976:9, 977:5, 977:8, 979:15, 984:5, 986:3, 996:9, 1010:21, 1060:24, 1062:20, 1080:17</p> <p><b>easier</b> [3] - 1014:8, 1039:23, 1040:5</p> <p><b>easily</b> [1] - 869:2</p> <p><b>economic</b> [1] - 1034:18</p> <p><b>economists</b> [1] - 907:20</p> <p><b>education</b> [2] - 890:19, 1075:24</p> <p><b>Education</b> [2] - 895:15, 895:17</p> <p><b>EEL</b> [2] - 869:14, 1026:13</p> <p><b>EEL's</b> [1] - 869:16</p> <p><b>effect</b> [4] - 875:22, 888:6, 963:22, 1052:7</p> <p><b>effective</b> [3] - 885:1, 889:19, 1036:9</p> <p><b>effectively</b> [2] - 908:7, 1005:18</p> <p><b>efficiencies</b> [4] - 876:13, 906:23, 907:10, 907:11</p> <p><b>efficient</b> [8] - 873:14, 905:15, 906:12, 907:22, 931:5, 1013:1, 1016:21,</p>	<p>1082:9</p> <p><b>efficiently</b> [4] - 889:21, 908:6, 996:17, 1027:15</p> <p><b>effort</b> [27] - 865:21, 871:2, 874:11, 877:23, 878:12, 890:22, 907:4, 913:23, 937:2, 938:2, 939:5, 939:22, 943:4, 962:11, 978:24, 984:18, 1001:12, 1032:13, 1033:24, 1034:11, 1034:14, 1035:8, 1067:12, 1067:13, 1067:16, 1087:11</p> <p><b>efforts</b> [8] - 955:11, 959:6, 995:5, 1007:15, 1009:2, 1022:24, 1035:20, 1035:22</p> <p><b>eight</b> [1] - 873:17</p> <p><b>either</b> [8] - 876:21, 910:1, 948:18, 1009:5, 1015:24, 1023:11, 1068:3, 1072:16</p> <p><b>Either</b> [1] - 909:2</p> <p><b>elaborate</b> [7] - 876:15, 891:13, 923:24, 924:8, 927:10, 944:9, 1071:16</p> <p><b>ELECTRIC</b> [1] - 859:10</p> <p><b>electric</b> [6] - 876:17, 877:7, 933:22, 1024:23, 1045:15, 1045:16</p> <p><b>Electric</b> [16] - 859:14, 859:17, 860:6, 860:10, 861:8, 861:16, 861:17, 861:18, 861:23, 928:7, 930:1, 999:3, 1040:23, 1045:14, 1082:8</p> <p><b>electrician</b> [1] - 916:22</p> <p><b>electricity</b> [2] - 968:22, 994:11</p> <p><b>element</b> [1] - 928:19</p> <p><b>elements</b> [2] - 922:6, 938:15</p> <p><b>else</b> [8] - 867:23, 877:6, 907:24, 962:8,</p>
---	---	---	---	--

<p>980:13, 986:1, 1085:6, 1087:21 <b>email</b> [1] - 1023:16 <b>emailing</b> [1] - 1023:14 <b>Emanate</b> [1] - 891:12 <b>embedding</b> [1] - 1036:8 <b>emerge</b> [1] - 1086:2 <b>emergencies</b> [2] - 955:6, 1066:24 <b>emergency</b> [19] - 874:20, 883:5, 897:18, 920:19, 932:7, 1033:21, 1033:24, 1034:13, 1035:23, 1036:6, 1051:20, 1058:21, 1065:3, 1067:1, 1068:3, 1068:10, 1071:13, 1072:1, 1077:19 <b>emergency-</b> <b>planning</b> [1] - 1033:24 <b>emergency-</b> <b>response</b> [3] - 1035:23, 1036:6, 1058:21 <b>emphasis</b> [1] - 875:24 <b>employed</b> [1] - 1018:20 <b>employees</b> [2] - 1022:1, 1085:16 <b>enable</b> [1] - 882:2 <b>encompassing</b> [1] - 939:13 <b>encounter</b> [1] - 1022:10 <b>encourage</b> [1] - 911:11 <b>encouraging</b> [1] - 959:11 <b>end</b> [46] - 864:21, 868:3, 868:16, 871:5, 873:2, 879:6, 886:10, 892:16, 901:3, 904:22, 926:13, 928:1, 950:11, 951:5, 951:23, 952:24, 956:20, 956:21, 957:2, 957:6, 958:23, 962:21, 962:24, 963:7, 964:14, 969:4, 976:12, 976:22, 977:20, 977:24, 979:4, 979:9, 981:19,</p>	<p>992:8, 1013:4, 1013:7, 1018:2, 1018:16, 1030:4, 1052:18, 1052:22, 1056:18, 1057:1, 1076:20, 1085:2 <b>ended</b> [2] - 970:17, 977:24 <b>endurance</b> [1] - 1087:19 <b>energize</b> [1] - 1071:9 <b>energized</b> [14] - 979:8, 979:13, 989:11, 990:6, 990:7, 1009:18, 1009:21, 1063:7, 1063:8, 1068:7, 1068:8, 1068:11, 1068:12, 1069:9 <b>enforce</b> [1] - 1028:22 <b>engaged</b> [4] - 874:8, 913:15, 1027:16, 1065:17 <b>engagement</b> [4] - 921:24, 922:1, 925:21, 1033:5 <b>engaging</b> [1] - 865:20 <b>engineer</b> [2] - 930:8, 1023:14 <b>engineering</b> [2] - 929:14, 1047:4 <b>engineers</b> [2] - 930:12, 931:8 <b>England</b> [1] - 1045:9 <b>enough</b> [18] - 871:6, 884:7, 887:18, 890:3, 890:6, 906:17, 920:7, 927:16, 938:13, 954:10, 954:13, 1015:9, 1020:19, 1024:4, 1024:7, 1035:15, 1055:19, 1080:9 <b>ensure</b> [4] - 932:11, 932:20, 1073:19, 1074:8 <b>ensuring</b> [1] - 1021:17 <b>entered</b> [1] - 1053:2 <b>entering</b> [1] - 954:12 <b>entire</b> [9] - 892:9, 970:6, 986:15, 1046:9, 1048:10, 1048:11, 1062:21, 1062:24, 1065:2 <b>envelope</b> [1] -</p>	<p>1012:6 <b>environment</b> [3] - 868:20, 868:23, 881:17 <b>envisioning</b> [1] - 1073:14 <b>EOC</b> [13] - 959:8, 972:21, 974:3, 976:17, 988:7, 996:24, 1000:20, 1036:9, 1037:1, 1063:15, 1064:5, 1064:17, 1068:1 <b>episode</b> [1] - 895:6 <b>Epler</b> [2] - 860:7, 862:1 <b>epler@unitil.com</b> [1] - 860:10 <b>equal</b> [1] - 907:20 <b>equation</b> [1] - 885:7 <b>equipment</b> [2] - 929:1, 973:8 <b>ERP</b> [15] - 875:2, 875:3, 933:5, 935:6, 935:10, 936:13, 938:11, 938:15, 1060:9, 1074:11, 1075:3, 1076:5, 1076:8, 1076:12, 1077:1 <b>error</b> [2] - 1006:9, 1006:13 <b>escort</b> [1] - 970:23 <b>especially</b> [2] - 998:24, 1079:16 <b>Esq</b> [6] - 860:2, 860:3, 860:7, 860:12, 860:13, 860:13 <b>essence</b> [1] - 863:24 <b>essentially</b> [20] - 863:15, 968:12, 969:12, 969:14, 970:3, 975:3, 981:3, 987:9, 1009:8, 1010:23, 1012:13, 1012:17, 1013:5, 1014:15, 1017:3, 1027:20, 1042:6, 1044:18, 1055:22, 1055:23 <b>establish</b> [1] - 1033:3 <b>establishes</b> [1] - 893:16 <b>establishing</b> [1] - 864:23 <b>aesthetics</b> [1] -</p>	<p>900:17 <b>estimate</b> [13] - 947:13, 949:19, 949:21, 965:11, 969:1, 974:17, 1011:21, 1012:8, 1014:9, 1014:21, 1017:4, 1017:7, 1037:10 <b>estimated</b> [25] - 866:1, 886:9, 886:10, 886:15, 886:17, 886:20, 937:20, 938:1, 960:12, 965:12, 966:1, 966:23, 967:13, 974:12, 975:19, 976:2, 978:7, 1005:16, 1012:20, 1016:8, 1017:1, 1019:2, 1026:2, 1027:18, 1028:9 <b>estimated-billing</b> [1] - 886:10 <b>estimates</b> [10] - 948:23, 963:23, 966:22, 974:21, 978:11, 1009:19, 1011:16, 1013:9, 1013:18, 1015:18 <b>estimating</b> [5] - 927:5, 974:18, 974:20, 975:3, 1020:10 <b>ETR</b> [2] - 1027:20, 1051:22 <b>ETRs</b> [2] - 966:13 <b>evaluate</b> [4] - 869:14, 878:2, 1047:5, 1056:22 <b>evaluating</b> [1] - 887:9 <b>Evans</b> [2] - 859:13, 861:14 <b>EVANS</b> [19] - 923:13, 957:5, 961:11, 977:17, 983:13, 1024:13, 1038:4, 1038:16, 1038:21, 1039:8, 1048:16, 1052:11, 1061:13, 1075:11, 1090:20, 1091:6, 1091:9, 1091:17, 1091:21 <b>even</b> [20] - 873:9, 884:21, 890:4, 890:16, 896:4, 899:2, 899:3, 910:10, 918:7,</p>	<p>920:19, 939:11, 954:12, 960:22, 976:22, 977:20, 986:11, 1019:17, 1028:6, 1047:22, 1063:7 <b>Even</b> [1] - 952:12 <b>evening</b> [12] - 864:12, 951:7, 954:13, 954:19, 955:22, 956:1, 961:17, 962:17, 965:16, 969:6, 1003:3, 1012:16 <b>event</b> [70] - 877:6, 887:19, 895:9, 898:18, 898:19, 903:2, 903:6, 906:4, 914:16, 914:19, 915:5, 915:6, 915:8, 916:24, 917:4, 919:8, 920:16, 920:18, 921:10, 924:11, 924:15, 926:6, 926:13, 926:18, 926:21, 933:15, 934:7, 935:24, 936:5, 944:8, 945:4, 945:9, 945:15, 945:16, 949:10, 955:4, 956:11, 958:9, 959:10, 959:11, 960:24, 961:19, 978:5, 984:6, 984:10, 991:22, 1020:16, 1031:8, 1032:12, 1033:22, 1036:19, 1052:18, 1052:23, 1054:22, 1065:7, 1073:22, 1074:18, 1076:7, 1076:8, 1076:18, 1076:22, 1077:9, 1078:16, 1080:1, 1084:20, 1085:2 <b>events</b> [12] - 914:24, 921:4, 924:12, 938:20, 945:13, 1054:17, 1054:18, 1054:21, 1071:19, 1074:3, 1074:21, 1076:14 <b>eventually</b> [2] - 873:4, 1025:15 <b>ever</b> [9] - 890:6, 961:19, 975:14, 977:14, 988:15, 1063:9, 1078:23,</p>
---	--	---	---	---

<p>1085:5  <b>ever-smaller</b> [1] - 988:15  <b>every</b> [26] - 900:7, 907:15, 907:19, 908:1, 914:19, 915:11, 919:3, 925:15, 934:24, 948:4, 970:1, 970:7, 972:4, 980:19, 994:12, 994:19, 1030:5, 1030:22, 1036:5, 1049:4, 1056:6, 1065:20, 1077:9, 1077:12  <b>Everybody</b> [1] - 1075:8  <b>everybody</b> [9] - 875:17, 876:2, 889:12, 894:11, 896:23, 898:21, 944:16, 1075:14, 1083:23  <b>everybody's</b> [2] - 922:8, 1087:18  <b>everyone</b> [4] - 894:17, 994:9, 994:22, 1074:8  <b>everything</b> [16] - 863:24, 877:5, 878:14, 903:18, 903:22, 907:2, 926:10, 958:11, 962:8, 987:17, 987:23, 988:21, 989:2, 989:23, 1031:4, 1031:6  <b>evidence</b> [2] - 931:15, 1089:7  <b>evidentiary</b> [1] - 861:4  <b>EVIDENTIARY</b> [1] - 859:6  <b>Exactly</b> [3] - 963:20, 972:4, 1020:5  <b>exactly</b> [8] - 868:13, 951:14, 1013:14, 1024:15, 1037:6, 1054:1, 1062:18, 1086:22  <b>examination</b> [8] - 862:17, 915:21, 943:14, 946:7, 1006:21, 1007:5, 1057:15, 1083:20  <b>EXAMINATION</b> [6] - 863:1, 915:23, 944:2, 947:2, 1057:23,</p>	<p>1081:20  <b>EXAMINATIONS</b> [1] - 1090:16  <b>example</b> [13] - 883:6, 889:9, 890:1, 893:24, 895:24, 903:12, 916:22, 937:10, 938:12, 999:13, 1066:2, 1070:3, 1074:17  <b>examples</b> [1] - 896:16  <b>exception</b> [1] - 866:16  <b>Excuse</b> [2] - 1048:15, 1075:11  <b>excuse</b> [2] - 968:3, 984:21  <b>excusing</b> [1] - 1084:14  <b>EXEC</b> [1] - 865:13  <b>execute</b> [1] - 1037:8  <b>executed</b> [2] - 888:2, 1047:12  <b>executing</b> [1] - 945:21  <b>execution</b> [1] - 941:9  <b>executive</b> [8] - 865:13, 865:21, 866:10, 922:8, 941:13, 1030:12, 1060:14, 1060:15  <b>executive-summary</b> [1] - 941:13  <b>executives</b> [1] - 865:19  <b>exercise</b> [6] - 872:6, 894:19, 905:19, 943:6, 1071:16, 1071:17  <b>exercises</b> [1] - 895:5  <b>exhibit</b> [2] - 865:10, 1089:15  <b>exhibits</b> [3] - 1089:3, 1089:7, 1089:13  <b>existing</b> [4] - 878:4, 1049:23, 1050:1, 1050:17  <b>expand</b> [1] - 953:4  <b>expect</b> [53] - 867:9, 867:12, 870:22, 871:8, 873:24, 874:2, 874:17, 875:8, 879:18, 880:3, 880:7, 882:5, 882:6, 882:7, 883:18, 886:11, 886:17, 894:18,</p>	<p>895:4, 895:19, 895:20, 896:9, 897:9, 897:15, 897:16, 898:5, 899:10, 899:16, 901:16, 901:20, 903:1, 903:21, 905:11, 905:17, 905:22, 906:6, 907:12, 907:21, 909:8, 909:20, 910:12, 910:15, 910:18, 912:6, 912:7, 915:1, 917:13, 919:4, 925:8, 925:18, 931:9, 934:12, 1055:20  <b>Expect</b> [1] - 982:24  <b>expectation</b> [6] - 867:3, 906:22, 925:7, 989:8, 989:22, 990:1  <b>expectations</b> [10] - 864:17, 865:4, 886:22, 904:7, 904:9, 904:12, 904:13, 905:4, 906:7, 906:21  <b>expectations-setter</b> [2] - 904:12, 904:13  <b>expected</b> [14] - 893:19, 894:11, 906:13, 908:6, 933:24, 948:9, 949:12, 951:9, 953:8, 982:19, 983:7, 983:11, 994:6, 997:12  <b>expecting</b> [1] - 893:18  <b>expeditious</b> [1] - 921:19  <b>expenditures</b> [1] - 1082:17  <b>experience</b> [25] - 867:21, 867:22, 898:3, 913:17, 921:14, 922:23, 924:4, 926:24, 931:1, 933:22, 936:7, 941:19, 944:11, 948:12, 969:1, 973:5, 976:8, 989:13, 989:14, 1014:15, 1015:14, 1016:3, 1021:24, 1030:4, 1086:14  <b>experienced</b> [8] - 913:15, 977:14, 1049:17, 1055:7, 1085:6, 1086:17, 1086:24, 1087:2</p>	<p><b>experiences</b> [1] - 898:4  <b>expertise</b> [2] - 927:15, 933:22  <b>explain</b> [3] - 886:17, 999:9, 1084:7  <b>explainable</b> [1] - 920:6  <b>explained</b> [1] - 1025:12  <b>explaining</b> [3] - 901:16, 959:14, 1012:10  <b>explanations</b> [1] - 1084:12  <b>exposed</b> [1] - 922:2  <b>exposure</b> [1] - 922:16  <b>express</b> [1] - 889:13  <b>expressed</b> [1] - 866:17  <b>extended</b> [3] - 1004:1, 1032:13, 1036:20  <b>extends</b> [1] - 910:24  <b>extensively</b> [1] - 999:13  <b>extent</b> [9] - 875:13, 881:22, 907:8, 967:22, 969:6, 990:21, 990:22, 990:23, 1081:2  <b>external</b> [7] - 909:1, 970:20, 995:24, 1008:4, 1030:17, 1060:10, 1060:12  <b>externally</b> [1] - 914:10  <b>extra</b> [1] - 1088:16  <b>extrapolate</b> [2] - 962:12, 1019:3  <b>extremely</b> [1] - 1080:2</p>	<p>964:16, 968:21, 980:1, 981:10, 981:12, 1022:14  <b>facility</b> [4] - 868:24, 876:19, 1046:3, 1046:5  <b>fact</b> [10] - 881:6, 882:8, 927:3, 987:11, 991:15, 991:18, 1005:24, 1030:3, 1045:19, 1086:24  <b>factor</b> [6] - 1015:3, 1015:5, 1015:10, 1015:24, 1016:8, 1020:23  <b>factored</b> [1] - 1020:2  <b>factors</b> [1] - 1014:3  <b>facts</b> [1] - 932:13  <b>fail</b> [1] - 931:6  <b>failed</b> [1] - 1028:20  <b>fails</b> [1] - 931:4  <b>failure</b> [3] - 931:5, 1042:15, 1044:4  <b>fair</b> [26] - 865:6, 887:4, 891:20, 892:3, 899:24, 900:3, 917:13, 919:18, 932:4, 934:6, 948:3, 949:1, 949:11, 952:17, 954:6, 963:7, 965:9, 967:17, 968:13, 969:3, 972:18, 974:11, 1004:14, 1004:16, 1016:19  <b>fairly</b> [7] - 905:1, 915:10, 918:2, 924:17, 931:7, 942:5, 1000:3  <b>fall</b> [3] - 866:15, 904:16, 1082:10  <b>Falls</b> [1] - 1040:19  <b>familiar</b> [5] - 878:10, 896:2, 896:6, 988:23, 1074:4  <b>family</b> [1] - 1072:19  <b>fancy</b> [1] - 922:9  <b>far</b> [14] - 863:11, 869:4, 872:1, 878:20, 954:4, 973:12, 976:23, 1021:2, 1030:15, 1030:20, 1037:5, 1038:5, 1077:21, 1086:11  <b>far-right</b> [1] - 878:20  <b>Farmer</b> [1] - 859:22  <b>fast</b> [2] - 941:7,</p>
<b>F</b>				
<p><b>face</b> [3] - 993:18, 1034:11  <b>face-to-face</b> [1] - 1034:11  <b>faced</b> [1] - 939:5  <b>facilitate</b> [1] - 1041:8  <b>facilities</b> [15] - 882:21, 883:3, 930:24, 949:21, 952:5, 952:21, 958:18, 963:3, 964:3,</p>				

<p>977:23  <b>faster</b> [2] - 907:13, 940:2  <b>fault</b> [3] - 1044:24, 1045:2, 1046:10  <b>favorably</b> [1] - 937:19  <b>fax</b> [3] - 860:4, 860:9, 860:17  <b>feasible</b> [2] - 1001:19, 1076:22  <b>feature</b> [3] - 1053:21, 1053:23, 1056:9  <b>feed</b> [3] - 881:13, 1064:6, 1064:11  <b>feedback</b> [5] - 899:19, 1038:5, 1039:12, 1039:16, 1039:18  <b>feeder</b> [1] - 1012:5  <b>feeding</b> [1] - 1055:24  <b>feeds</b> [1] - 1046:9  <b>feel</b> [9] - 877:15, 897:3, 914:15, 925:22, 928:18, 1005:19, 1031:7, 1036:13, 1037:10  <b>feeling</b> [2] - 1024:4, 1027:9  <b>fees</b> [1] - 942:22  <b>felt</b> [5] - 911:23, 927:16, 928:21, 1001:16, 1071:1  <b>few</b> [12] - 927:24, 932:2, 937:11, 961:23, 963:5, 984:10, 997:9, 1002:12, 1039:21, 1057:17, 1058:1, 1087:20  <b>Field</b> [1] - 876:14  <b>field</b> [8] - 871:15, 872:5, 992:7, 1001:1, 1007:22, 1010:12, 1015:20, 1070:19  <b>figure</b> [6] - 895:13, 901:2, 904:10, 921:6, 941:6, 960:4  <b>figured</b> [4] - 963:23, 975:21, 976:4, 1017:18  <b>file</b> [1] - 1088:12  <b>filed</b> [2] - 914:2, 1088:14  <b>filing</b> [2] - 1088:6, 1088:10  <b>fill</b> [1] - 1074:15</p>	<p><b>filled</b> [3] - 888:10, 1011:7, 1075:22  <b>filling</b> [1] - 1014:13  <b>final</b> [9] - 866:16, 886:8, 897:2, 899:22, 918:15, 938:8, 976:22, 1047:18, 1083:19  <b>finalize</b> [1] - 878:2  <b>finalized</b> [1] - 914:1  <b>finally</b> [2] - 943:7, 956:2  <b>Finally</b> [2] - 1047:1, 1089:17  <b>find</b> [7] - 921:16, 921:19, 953:10, 967:1, 1014:23, 1025:15, 1039:22  <b>fine</b> [7] - 862:14, 1030:21, 1039:3, 1039:5, 1039:8, 1048:17, 1084:6  <b>finish</b> [7] - 948:5, 948:6, 964:10, 964:12, 970:10, 1007:8, 1018:2  <b>finished</b> [2] - 1048:22, 1049:5  <b>finite</b> [1] - 1039:11  <b>fire</b> [4] - 897:19, 929:23, 976:15, 998:4  <b>firm</b> [2] - 929:14, 1047:4  <b>first</b> [54] - 864:10, 866:24, 871:21, 877:23, 883:1, 888:5, 891:11, 897:18, 899:18, 903:2, 903:3, 905:23, 934:15, 937:11, 946:8, 947:10, 949:16, 949:20, 949:23, 950:19, 951:3, 952:24, 954:13, 954:24, 955:9, 960:8, 967:1, 967:2, 976:13, 978:13, 978:15, 978:21, 980:22, 984:7, 992:5, 992:24, 994:3, 998:11, 999:1, 1000:11, 1005:3, 1007:14, 1018:22, 1021:8, 1033:14, 1050:8, 1053:20, 1058:5, 1062:24, 1064:3, 1065:3, 1066:17, 1068:4</p>	<p><b>First</b> [2] - 932:3, 1087:23  <b>firsthand</b> [1] - 996:21  <b>fit</b> [3] - 1058:20, 1058:22, 1060:9  <b>FITCHBURG</b> [1] - 859:10  <b>Fitchburg</b> [33] - 860:6, 860:10, 861:7, 861:23, 929:21, 930:1, 949:18, 959:8, 965:18, 973:1, 973:10, 982:19, 983:6, 987:23, 995:8, 995:10, 995:15, 998:11, 998:15, 998:18, 1000:20, 1018:11, 1020:6, 1022:21, 1036:3, 1040:16, 1040:23, 1045:13, 1045:17, 1048:8, 1063:15, 1064:21, 1082:8  <b>Fitchburg's</b> [2] - 972:22, 1081:23  <b>fits</b> [1] - 939:9  <b>Fitzwilliam</b> [1] - 1041:8  <b>five</b> [15] - 861:4, 933:12, 934:3, 945:6, 946:1, 974:19, 974:24, 1017:1, 1017:2, 1017:6, 1020:15, 1048:2, 1049:7, 1083:21, 1089:8  <b>five-day</b> [1] - 1020:15  <b>five-minute</b> [1] - 946:1  <b>fix</b> [10] - 948:20, 958:10, 960:4, 960:5, 974:13, 975:19, 984:19, 985:16, 1004:14, 1046:11  <b>fixes</b> [1] - 941:16  <b>fixing</b> [3] - 984:12, 985:5, 989:2  <b>Flag</b> [8] - 1040:16, 1041:11, 1041:17, 1045:14, 1046:2, 1046:8, 1046:15, 1046:20  <b>flip</b> [1] - 1063:8  <b>floor</b> [1] - 922:8  <b>Florida</b> [1] - 1015:18</p>	<p><b>flow</b> [2] - 1036:14  <b>flows</b> [2] - 871:23, 876:1  <b>fly</b> [5] - 912:8, 926:16, 1078:19, 1079:9, 1080:21  <b>fly-over</b> [3] - 926:16, 1078:19, 1080:21  <b>focus</b> [12] - 876:6, 903:9, 905:9, 914:14, 925:9, 925:18, 932:16, 957:22, 958:2, 984:6, 1021:16, 1021:21  <b>focused</b> [1] - 917:16, 936:18, 957:19, 964:2, 967:16, 968:5, 968:8, 978:24, 1002:6, 1021:5, 1030:9  <b>focusing</b> [8] - 874:9, 874:10, 884:22, 949:20, 1033:19, 1033:20, 1033:21, 1034:7  <b>folks</b> [20] - 878:6, 961:16, 971:12, 972:15, 1003:13, 1003:19, 1007:20, 1007:21, 1021:5, 1022:13, 1031:6, 1033:13, 1036:21, 1036:22, 1060:19, 1064:4, 1064:23, 1067:11, 1068:17, 1074:12  <b>follow</b> [9] - 863:15, 864:8, 868:11, 935:8, 966:7, 967:4, 983:14, 1025:17, 1031:11  <b>follow-up</b> [4] - 868:11, 966:7, 983:14, 1031:11  <b>following</b> [2] - 980:3, 1082:21  <b>follows</b> [1] - 864:8  <b>food</b> [1] - 881:13  <b>foot</b> [1] - 1047:22  <b>For</b> [9] - 893:5, 924:11, 938:12, 947:11, 980:23, 1036:8, 1039:11, 1049:9, 1085:3  <b>for</b> [259] - 860:6, 860:10, 861:20, 861:21, 862:1, 862:3, 863:21, 864:14,</p>	<p>864:15, 864:21, 864:22, 865:15, 867:3, 867:20, 869:13, 870:3, 871:4, 872:5, 874:11, 874:19, 876:9, 878:7, 879:6, 879:11, 880:16, 880:24, 881:24, 882:6, 882:16, 882:23, 883:5, 883:6, 886:10, 886:15, 887:15, 889:9, 890:1, 891:20, 892:14, 893:17, 895:10, 895:23, 896:19, 899:18, 903:2, 903:12, 903:17, 903:24, 907:14, 907:19, 910:16, 911:14, 911:16, 912:16, 916:11, 916:12, 916:17, 916:19, 916:20, 918:20, 919:8, 919:10, 919:17, 919:19, 920:20, 921:7, 921:12, 922:20, 923:1, 923:7, 923:10, 923:24, 924:10, 924:13, 926:10, 927:4, 928:5, 929:3, 930:3, 932:2, 932:7, 932:14, 933:4, 935:11, 935:19, 936:1, 936:7, 936:8, 937:10, 938:11, 938:22, 938:23, 939:1, 939:6, 941:14, 943:19, 946:10, 947:11, 948:11, 950:16, 952:1, 955:3, 956:3, 959:11, 960:6, 964:6, 965:2, 967:11, 968:9, 969:7, 969:19, 970:8, 970:14, 971:1, 971:9, 972:5, 972:8, 972:11, 972:15, 974:3, 974:7, 974:8, 974:12, 974:17, 974:24, 975:1, 975:8, 975:9, 976:24, 977:22, 978:3, 978:4, 979:19, 983:14, 983:15, 985:21, 987:6, 988:8, 989:7, 990:8, 991:19, 992:2, 993:11, 993:15,</p>
---	--	--	---	---

<p>997:4, 997:17, 998:11, 999:13, 1002:19, 1002:23, 1003:18, 1003:20, 1006:22, 1007:1, 1007:19, 1009:19, 1011:7, 1011:10, 1012:4, 1012:9, 1013:10, 1015:24, 1016:23, 1017:6, 1017:22, 1017:24, 1018:5, 1020:6, 1022:1, 1022:2, 1022:13, 1023:23, 1024:9, 1025:10, 1026:15, 1029:1, 1029:2, 1030:10, 1031:8, 1032:7, 1033:1, 1034:7, 1034:8, 1036:17, 1039:16, 1040:7, 1041:5, 1042:22, 1045:3, 1045:21, 1046:12, 1046:15, 1046:17, 1046:21, 1047:2, 1047:21, 1048:24, 1049:9, 1050:11, 1050:15, 1050:22, 1051:2, 1051:5, 1056:8, 1056:10, 1056:20, 1058:15, 1059:20, 1061:10, 1064:21, 1065:21, 1066:2, 1070:2, 1070:11, 1070:12, 1070:15, 1070:18, 1071:15, 1072:9, 1072:18, 1072:19, 1074:16, 1074:18, 1075:9, 1075:11, 1075:18, 1075:21, 1076:6, 1076:18, 1078:5, 1078:17, 1080:4, 1080:19, 1081:1, 1081:24, 1082:8, 1083:23, 1084:20, 1084:23, 1085:8, 1085:10, 1085:17, 1085:18, 1086:13, 1086:16, 1086:18, 1087:3, 1087:11, 1087:17, 1087:18, 1088:19, 1089:3, 1089:17 <b>for-instance</b> [1] - 985:21 <b>force</b> [3] - 1071:22,</p>	<p>1072:4, 1072:12 <b>forecast</b> [1] - 916:12 <b>foregoing</b> [1] - 1090:6 <b>forget</b> [3] - 886:21, 1012:16, 1085:5 <b>forgot</b> [1] - 969:10 <b>form</b> [9] - 872:7, 872:10, 872:11, 873:3, 873:7, 873:11, 895:19, 1029:20, 1078:11 <b>formal</b> [1] - 910:19 <b>format</b> [2] - 982:23, 1078:11 <b>formed</b> [2] - 867:17, 932:22 <b>former</b> [1] - 909:2 <b>forms</b> [1] - 872:4 <b>Forms</b> [2] - 870:15, 871:17 <b>forth</b> [21] - 866:8, 911:13, 913:8, 913:23, 921:9, 923:2, 928:14, 929:23, 931:13, 936:2, 961:4, 966:9, 973:19, 982:20, 991:7, 993:19, 999:15, 1023:9, 1050:4, 1053:11, 1084:9 <b>forthcoming</b> [1] - 936:24 <b>Fortunately</b> [1] - 939:14 <b>forward</b> [22] - 909:6, 920:22, 931:24, 932:5, 932:14, 932:15, 934:22, 939:19, 939:23, 990:11, 1013:9, 1030:8, 1030:11, 1030:15, 1031:2, 1036:7, 1040:14, 1058:24, 1060:9, 1077:9, 1077:18, 1083:16 <b>forward-looking</b> [3] - 932:5, 932:14, 932:15 <b>Foster</b> [2] - 859:13, 861:14 <b>found</b> [6] - 866:9, 975:12, 1009:6, 1009:12, 1023:17, 1024:3 <b>four</b> [18] - 900:7, 911:17, 920:20,</p>	<p>933:12, 945:6, 986:24, 1012:20, 1041:13, 1042:7, 1043:6, 1047:21, 1048:2, 1048:21, 1048:24, 1049:7, 1082:15, 1083:3 <b>FP&amp;L</b> [1] - 933:17 <b>FPL</b> [1] - 915:10 <b>frame</b> [9] - 924:6, 939:21, 988:1, 989:19, 991:23, 1029:6, 1037:15, 1061:9, 1076:9 <b>Francazio</b> [18] - 867:21, 869:19, 898:16, 902:20, 904:5, 904:21, 907:6, 946:18, 1001:4, 1010:1, 1031:15, 1038:7, 1039:20, 1052:21, 1071:12, 1073:10, 1077:8, 1086:20 <b>FRANCAZIO</b> [59] - 946:18, 946:23, 1001:5, 1001:13, 1001:15, 1003:24, 1004:7, 1005:1, 1005:14, 1006:3, 1007:24, 1011:17, 1012:3, 1014:16, 1015:2, 1015:16, 1016:10, 1018:9, 1018:13, 1018:18, 1020:3, 1020:11, 1021:2, 1022:4, 1022:15, 1026:16, 1029:7, 1031:21, 1036:2, 1038:23, 1040:1, 1051:15, 1051:18, 1052:6, 1052:24, 1058:6, 1058:10, 1059:6, 1059:9, 1059:13, 1059:19, 1059:23, 1060:19, 1061:4, 1061:7, 1061:15, 1061:19, 1061:22, 1061:24, 1062:2, 1062:6, 1071:19, 1073:18, 1075:13, 1076:1, 1076:11, 1077:9, 1081:19, 1091:3 <b>Francazio's</b> [5] - 1007:11, 1010:4, 1010:14, 1010:16,</p>	<p>1034:12 <b>Franklin</b> [1] - 860:3 <b>FRAPPIER</b> [24] - 946:14, 946:23, 953:4, 954:3, 972:6, 985:2, 1004:18, 1004:24, 1023:13, 1024:6, 1024:9, 1024:21, 1025:2, 1025:10, 1025:17, 1048:3, 1048:13, 1063:19, 1068:19, 1068:21, 1069:6, 1069:15, 1079:1, 1091:3 <b>Frappier</b> [12] - 946:14, 956:6, 958:17, 1023:11, 1048:19, 1065:9, 1065:10, 1065:12, 1065:21, 1066:3, 1066:7 <b>Fred</b> [1] - 862:9 <b>freed</b> [1] - 940:4 <b>frequently</b> [2] - 916:11, 916:14 <b>Friday</b> [12] - 859:8, 949:1, 965:19, 970:15, 977:7, 978:12, 981:20, 982:20, 989:24, 1088:24, 1089:19, 1089:20 <b>friendly</b> [1] - 982:23 <b>From</b> [3] - 891:12, 988:3, 1079:3 <b>from</b> [126] - 864:20, 866:6, 868:1, 869:18, 871:10, 872:16, 875:8, 875:17, 877:24, 880:21, 882:10, 883:12, 884:6, 886:6, 886:22, 886:24, 887:5, 891:2, 891:15, 891:19, 892:4, 892:24, 893:19, 894:7, 894:9, 899:20, 906:2, 907:23, 909:11, 909:12, 911:10, 911:12, 912:6, 914:10, 914:13, 915:3, 915:21, 920:14, 922:15, 923:21, 924:19, 929:22, 931:1, 933:9, 934:18, 940:11, 945:6, 948:9, 948:10,</p>	<p>950:3, 955:10, 958:1, 959:23, 965:8, 969:24, 970:20, 971:9, 975:10, 976:8, 978:11, 978:21, 981:2, 981:23, 985:9, 985:12, 985:16, 987:16, 988:6, 989:16, 990:2, 990:11, 990:14, 992:6, 992:20, 994:1, 997:12, 998:16, 999:3, 999:22, 1000:17, 1000:19, 1001:1, 1002:21, 1011:14, 1014:14, 1015:11, 1015:18, 1017:3, 1017:7, 1018:7, 1022:9, 1025:12, 1027:23, 1027:24, 1030:12, 1032:10, 1033:18, 1038:5, 1039:3, 1039:21, 1040:18, 1043:5, 1051:1, 1054:24, 1056:21, 1063:20, 1064:11, 1066:18, 1067:3, 1067:6, 1072:14, 1072:15, 1073:15, 1076:19, 1078:11, 1078:16, 1079:12, 1079:13, 1079:16, 1079:23, 1080:12, 1082:19, 1086:2, 1089:24 <b>front</b> [2] - 884:11, 1012:14 <b>frustration</b> [3] - 984:5, 984:15, 988:7 <b>fuel</b> [1] - 881:12 <b>fulfill</b> [1] - 867:10 <b>full</b> [10] - 956:23, 991:15, 994:3, 996:9, 1003:21, 1036:1, 1046:2, 1048:23, 1088:5, 1088:19 <b>full-scale</b> [1] - 1036:1 <b>fully</b> [6] - 898:11, 967:21, 979:8, 1059:2, 1060:7, 1087:7 <b>function</b> [8] - 910:5, 937:7, 943:5, 1021:11, 1021:12, 1022:7, 1022:8, 1072:9</p>
---	---	---	---	---

<p><b>functioning</b> [2] - 883:9, 945:8</p> <p><b>functions</b> [6] - 940:14, 940:17, 968:7, 1072:6, 1074:13, 1075:1</p> <p><b>FURTHER</b> [1] - 1057:23</p> <p><b>further</b> [12] - 915:15, 952:11, 953:22, 980:18, 1010:2, 1039:11, 1039:16, 1067:23, 1070:7, 1071:17, 1087:16</p> <p><b>future</b> [6] - 873:9, 898:4, 932:7, 939:15, 1076:4, 1077:7</p>	<p>932:22, 933:1, 933:3, 933:9, 933:20, 937:4, 947:10, 955:8, 969:24, 971:5, 1085:23</p> <p><b>General</b> [15] - 860:12, 860:14, 861:10, 862:4, 862:6, 862:20, 901:18, 912:4, 918:20, 1057:17, 1059:4, 1064:15, 1087:9, 1088:8, 1089:6</p> <p><b>General's</b> [2] - 862:17, 1081:5</p> <p><b>generally</b> [8] - 948:1, 973:24, 1009:3, 1009:4, 1010:6, 1010:9, 1066:6, 1079:14</p> <p><b>Generals</b> [1] - 862:8</p> <p><b>generate</b> [1] - 1066:20</p> <p><b>generated</b> [3] - 875:15, 986:24, 1070:17</p> <p><b>generation</b> [4] - 883:4, 1044:19, 1044:20</p> <p><b>Generator</b> [1] - 882:19</p> <p><b>generator</b> [1] - 883:2</p> <p><b>generic</b> [1] - 894:5</p> <p><b>geographic</b> [1] - 921:17</p> <p><b>George</b> [1] - 946:19</p> <p><b>GEORGE</b> [3] - 946:21, 1081:17, 1091:1</p> <p><b>get</b> [86] - 864:16, 866:10, 866:11, 868:4, 868:9, 871:9, 878:13, 878:14, 885:13, 887:22, 894:16, 899:20, 902:18, 903:18, 903:22, 908:7, 909:19, 910:22, 916:16, 919:14, 919:15, 920:19, 922:24, 926:11, 933:17, 934:8, 937:12, 941:7, 949:23, 951:8, 951:17, 953:7, 953:16, 953:17, 954:21, 959:5, 963:1, 967:8, 967:12, 973:1,</p>	<p>973:14, 973:20, 974:3, 976:23, 977:10, 977:21, 979:19, 980:3, 980:22, 981:18, 982:1, 984:8, 985:23, 996:9, 998:19, 999:5, 1000:5, 1005:8, 1006:10, 1008:20, 1010:4, 1016:1, 1016:5, 1018:24, 1020:19, 1021:20, 1029:10, 1032:15, 1034:21, 1038:19, 1039:24, 1047:10, 1050:24, 1052:3, 1060:4, 1067:17, 1068:6, 1068:11, 1069:24, 1074:7, 1075:18, 1076:21, 1077:11, 1084:1</p> <p><b>gets</b> [1] - 1012:8</p> <p><b>getting</b> [27] - 872:20, 874:8, 886:24, 909:11, 918:12, 925:9, 950:24, 954:23, 955:1, 955:21, 971:8, 973:21, 976:14, 976:21, 988:5, 988:15, 1000:1, 1006:20, 1008:18, 1019:9, 1021:6, 1021:17, 1034:4, 1058:18, 1064:23, 1080:13, 1080:21</p> <p><b>Ghebre</b> [2] - 859:16, 861:17</p> <p><b>GIS</b> [7] - 878:4, 878:6, 995:10, 995:14, 1049:24, 1050:9, 1050:17</p> <p><b>give</b> [15] - 871:18, 882:18, 886:9, 897:7, 907:16, 930:14, 964:21, 973:2, 997:8, 1022:23, 1027:20, 1038:24, 1039:18, 1058:3, 1080:9</p> <p><b>given</b> [19] - 931:18, 942:12, 955:4, 974:18, 974:24, 975:3, 975:4, 975:9, 980:23, 988:3, 992:9, 992:14, 992:17, 1011:10, 1016:23, 1026:21, 1038:6, 1053:8, 1065:13</p>	<p><b>Given</b> [1] - 1006:16</p> <p><b>gives</b> [1] - 1014:20</p> <p><b>giving</b> [2] - 909:13, 931:19</p> <p><b>glean</b> [1] - 864:20</p> <p><b>global</b> [1] - 1019:2</p> <p><b>go</b> [68] - 861:3, 864:19, 865:9, 865:18, 871:19, 879:1, 880:22, 881:22, 895:9, 896:11, 900:8, 905:20, 912:20, 912:23, 922:7, 924:18, 925:1, 938:7, 939:12, 942:22, 943:11, 943:18, 943:21, 946:5, 946:9, 948:19, 952:10, 952:11, 953:18, 953:21, 953:22, 960:5, 969:17, 971:19, 973:9, 973:21, 973:22, 973:23, 999:4, 999:24, 1003:21, 1004:5, 1004:7, 1005:2, 1005:3, 1007:2, 1016:24, 1019:19, 1019:23, 1020:20, 1023:1, 1032:7, 1036:5, 1036:18, 1037:19, 1040:4, 1042:17, 1044:6, 1052:2, 1058:3, 1060:3, 1067:17, 1075:1, 1075:14, 1079:8, 1080:12, 1081:10, 1086:11</p> <p><b>goal</b> [2] - 876:8, 925:23</p> <p><b>goals</b> [1] - 919:7</p> <p><b>goes</b> [10] - 901:5, 902:3, 917:8, 926:3, 929:16, 1051:7, 1070:7, 1072:21, 1072:23, 1078:1</p> <p><b>going</b> [176] - 868:8, 871:3, 873:21, 878:5, 878:14, 878:16, 880:15, 883:12, 884:6, 885:13, 886:23, 891:1, 894:1, 894:4, 894:12, 895:14, 898:19, 898:23, 898:24, 905:20, 909:6,</p>	<p>909:13, 909:18, 909:24, 912:5, 915:21, 917:11, 919:19, 920:5, 920:12, 920:13, 923:2, 925:7, 926:7, 932:3, 933:16, 933:17, 934:14, 937:14, 937:18, 941:6, 941:17, 946:6, 947:4, 947:10, 948:5, 951:2, 951:23, 953:14, 953:23, 954:16, 954:18, 958:16, 959:3, 962:19, 963:22, 964:1, 974:8, 976:19, 977:2, 977:23, 983:14, 986:8, 988:3, 989:23, 997:24, 1001:8, 1001:20, 1002:2, 1002:21, 1002:24, 1003:7, 1003:17, 1005:20, 1006:6, 1010:9, 1012:1, 1014:22, 1017:2, 1020:15, 1021:12, 1022:5, 1022:9, 1029:15, 1029:16, 1029:17, 1029:21, 1030:5, 1030:7, 1030:9, 1030:10, 1030:16, 1031:5, 1031:12, 1031:22, 1031:23, 1032:2, 1032:4, 1032:5, 1032:13, 1032:19, 1033:2, 1033:19, 1033:23, 1034:17, 1034:23, 1035:18, 1036:7, 1036:24, 1037:6, 1037:7, 1037:11, 1038:1, 1040:4, 1040:18, 1043:1, 1043:5, 1047:4, 1047:15, 1049:3, 1050:1, 1050:6, 1050:20, 1051:1, 1051:4, 1051:5, 1051:10, 1051:19, 1051:23, 1052:2, 1054:15, 1055:19, 1056:2, 1056:22, 1058:6, 1058:11, 1058:24, 1059:19, 1059:24, 1060:2, 1060:3, 1060:9,</p>
<b>G</b>				
<p><b>G</b> [1] - 861:2</p> <p><b>game</b> [2] - 864:21, 886:10</p> <p><b>gamut</b> [1] - 884:6</p> <p><b>GANTZ</b> [17] - 946:19, 946:22, 954:23, 959:7, 959:22, 960:9, 990:20, 991:10, 1000:10, 1032:9, 1035:7, 1035:13, 1063:14, 1066:14, 1067:20, 1081:18, 1091:1</p> <p><b>Gantz</b> [6] - 946:19, 954:18, 959:3, 988:5, 1064:18, 1067:23</p> <p><b>gap</b> [1] - 928:1</p> <p><b>gaps</b> [1] - 1074:14</p> <p><b>Gary</b> [2] - 860:7, 862:1</p> <p><b>GAS</b> [1] - 859:10</p> <p><b>Gas</b> [8] - 860:6, 860:10, 861:7, 861:23, 930:1, 1040:23, 1045:13, 1082:8</p> <p><b>gathering</b> [1] - 1009:9</p> <p><b>gave</b> [6] - 978:21, 996:17, 1001:15, 1009:24, 1037:9, 1058:9</p> <p><b>general</b> [24] - 863:18, 863:20, 865:19, 866:7, 866:8, 866:14, 866:17, 874:6, 889:7, 897:2, 897:21, 899:13, 921:22,</p>	<p>932:22, 933:1, 933:3, 933:9, 933:20, 937:4, 947:10, 955:8, 969:24, 971:5, 1085:23</p> <p><b>General</b> [15] - 860:12, 860:14, 861:10, 862:4, 862:6, 862:20, 901:18, 912:4, 918:20, 1057:17, 1059:4, 1064:15, 1087:9, 1088:8, 1089:6</p> <p><b>General's</b> [2] - 862:17, 1081:5</p> <p><b>generally</b> [8] - 948:1, 973:24, 1009:3, 1009:4, 1010:6, 1010:9, 1066:6, 1079:14</p> <p><b>Generals</b> [1] - 862:8</p> <p><b>generate</b> [1] - 1066:20</p> <p><b>generated</b> [3] - 875:15, 986:24, 1070:17</p> <p><b>generation</b> [4] - 883:4, 1044:19, 1044:20</p> <p><b>Generator</b> [1] - 882:19</p> <p><b>generator</b> [1] - 883:2</p> <p><b>generic</b> [1] - 894:5</p> <p><b>geographic</b> [1] - 921:17</p> <p><b>George</b> [1] - 946:19</p> <p><b>GEORGE</b> [3] - 946:21, 1081:17, 1091:1</p> <p><b>get</b> [86] - 864:16, 866:10, 866:11, 868:4, 868:9, 871:9, 878:13, 878:14, 885:13, 887:22, 894:16, 899:20, 902:18, 903:18, 903:22, 908:7, 909:19, 910:22, 916:16, 919:14, 919:15, 920:19, 922:24, 926:11, 933:17, 934:8, 937:12, 941:7, 949:23, 951:8, 951:17, 953:7, 953:16, 953:17, 954:21, 959:5, 963:1, 967:8, 967:12, 973:1,</p>	<p>973:14, 973:20, 974:3, 976:23, 977:10, 977:21, 979:19, 980:3, 980:22, 981:18, 982:1, 984:8, 985:23, 996:9, 998:19, 999:5, 1000:5, 1005:8, 1006:10, 1008:20, 1010:4, 1016:1, 1016:5, 1018:24, 1020:19, 1021:20, 1029:10, 1032:15, 1034:21, 1038:19, 1039:24, 1047:10, 1050:24, 1052:3, 1060:4, 1067:17, 1068:6, 1068:11, 1069:24, 1074:7, 1075:18, 1076:21, 1077:11, 1084:1</p> <p><b>gets</b> [1] - 1012:8</p> <p><b>getting</b> [27] - 872:20, 874:8, 886:24, 909:11, 918:12, 925:9, 950:24, 954:23, 955:1, 955:21, 971:8, 973:21, 976:14, 976:21, 988:5, 988:15, 1000:1, 1006:20, 1008:18, 1019:9, 1021:6, 1021:17, 1034:4, 1058:18, 1064:23, 1080:13, 1080:21</p> <p><b>Ghebre</b> [2] - 859:16, 861:17</p> <p><b>GIS</b> [7] - 878:4, 878:6, 995:10, 995:14, 1049:24, 1050:9, 1050:17</p> <p><b>give</b> [15] - 871:18, 882:18, 886:9, 897:7, 907:16, 930:14, 964:21, 973:2, 997:8, 1022:23, 1027:20, 1038:24, 1039:18, 1058:3, 1080:9</p> <p><b>given</b> [19] - 931:18, 942:12, 955:4, 974:18, 974:24, 975:3, 975:4, 975:9, 980:23, 988:3, 992:9, 992:14, 992:17, 1011:10, 1016:23, 1026:21, 1038:6, 1053:8, 1065:13</p>	<p><b>Given</b> [1] - 1006:16</p> <p><b>gives</b> [1] - 1014:20</p> <p><b>giving</b> [2] - 909:13, 931:19</p> <p><b>glean</b> [1] - 864:20</p> <p><b>global</b> [1] - 1019:2</p> <p><b>go</b> [68] - 861:3, 864:19, 865:9, 865:18, 871:19, 879:1, 880:22, 881:22, 895:9, 896:11, 900:8, 905:20, 912:20, 912:23, 922:7, 924:18, 925:1, 938:7, 939:12, 942:22, 943:11, 943:18, 943:21, 946:5, 946:9, 948:19, 952:10, 952:11, 953:18, 953:21, 953:22, 960:5, 969:17, 971:19, 973:9, 973:21, 973:22, 973:23, 999:4, 999:24, 1003:21, 1004:5, 1004:7, 1005:2, 1005:3, 1007:2, 1016:24, 1019:19, 1019:23, 1020:20, 1023:1, 1032:7, 1036:5, 1036:18, 1037:19, 1040:4, 1042:17, 1044:6, 1052:2, 1058:3, 1060:3, 1067:17, 1075:1, 1075:14, 1079:8, 1080:12, 1081:10, 1086:11</p> <p><b>goal</b> [2] - 876:8, 925:23</p> <p><b>goals</b> [1] - 919:7</p> <p><b>goes</b> [10] - 901:5, 902:3, 917:8, 926:3, 929:16, 1051:7, 1070:7, 1072:21, 1072:23, 1078:1</p> <p><b>going</b> [176] - 868:8, 871:3, 873:21, 878:5, 878:14, 878:16, 880:15, 883:12, 884:6, 885:13, 886:23, 891:1, 894:1, 894:4, 894:12, 895:14, 898:19, 898:23, 898:24, 905:20, 909:6,</p>	<p>909:13, 909:18, 909:24, 912:5, 915:21, 917:11, 919:19, 920:5, 920:12, 920:13, 923:2, 925:7, 926:7, 932:3, 933:16, 933:17, 934:14, 937:14, 937:18, 941:6, 941:17, 946:6, 947:4, 947:10, 948:5, 951:2, 951:23, 953:14, 953:23, 954:16, 954:18, 958:16, 959:3, 962:19, 963:22, 964:1, 974:8, 976:19, 977:2, 977:23, 983:14, 986:8, 988:3, 989:23, 997:24, 1001:8, 1001:20, 1002:2, 1002:21, 1002:24, 1003:7, 1003:17, 1005:20, 1006:6, 1010:9, 1012:1, 1014:22, 1017:2, 1020:15, 1021:12, 1022:5, 1022:9, 1029:15, 1029:16, 1029:17, 1029:21, 1030:5, 1030:7, 1030:9, 1030:10, 1030:16, 1031:5, 1031:12, 1031:22, 1031:23, 1032:2, 1032:4, 1032:5, 1032:13, 1032:19, 1033:2, 1033:19, 1033:23, 1034:17, 1034:23, 1035:18, 1036:7, 1036:24, 1037:6, 1037:7, 1037:11, 1038:1, 1040:4, 1040:18, 1043:1, 1043:5, 1047:4, 1047:15, 1049:3, 1050:1, 1050:6, 1050:20, 1051:1, 1051:4, 1051:5, 1051:10, 1051:19, 1051:23, 1052:2, 1054:15, 1055:19, 1056:2, 1056:22, 1058:6, 1058:11, 1058:24, 1059:19, 1059:24, 1060:2, 1060:3, 1060:9,</p>
FARMER ARSENAULT BROCK LLC				

<p>1060:12, 1061:4, 1062:3, 1073:15, 1074:15, 1074:20, 1074:22, 1075:1, 1075:3, 1077:18, 1078:4, 1080:9, 1083:16, 1084:20, 1084:21, 1085:2, 1085:4, 1085:9, 1086:3, 1086:8, 1086:9, 1086:10, 1086:11, 1086:12, 1086:15, 1086:18, 1087:6, 1087:8, 1087:10, 1087:12</p> <p><b>Going</b> [1] - 1077:9</p> <p><b>gone</b> [10] - 874:13, 913:1, 936:4, 962:11, 989:1, 995:2, 995:3, 999:24, 1066:19, 1079:4</p> <p><b>Good</b> [8] - 861:4, 861:22, 863:3, 863:4, 944:4, 944:5, 947:4, 1026:18</p> <p><b>good</b> [24] - 871:7, 873:11, 876:6, 895:10, 906:16, 907:18, 913:12, 913:13, 915:13, 965:5, 965:8, 965:11, 982:3, 985:21, 995:3, 1005:19, 1006:22, 1009:12, 1018:24, 1026:16, 1037:11, 1062:23, 1063:6, 1074:17</p> <p><b>got</b> [32] - 868:23, 873:11, 873:14, 873:19, 883:14, 885:10, 889:9, 890:23, 895:2, 904:2, 904:23, 913:12, 922:8, 926:4, 948:21, 951:16, 953:20, 975:23, 984:16, 987:8, 989:18, 1008:8, 1014:1, 1016:4, 1020:16, 1021:20, 1023:8, 1047:11, 1058:9, 1068:10, 1069:17, 1073:1</p> <p><b>gotten</b> [4] - 951:12, 954:4, 963:6, 1049:2</p> <p><b>governance</b> [2] - 1030:7, 1077:16</p> <p><b>government</b> [1] -</p>	<p>909:12</p> <p><b>Governor</b> [3] - 909:12, 990:16</p> <p><b>governors</b> [1] - 955:5</p> <p><b>granted</b> [1] - 1088:12</p> <p><b>granting</b> [1] - 1088:17</p> <p><b>grassroots</b> [1] - 1035:22</p> <p><b>great</b> [5] - 909:14, 911:6, 930:14, 937:20, 955:11</p> <p><b>greater</b> [3] - 927:20, 928:1, 949:8</p> <p><b>greatest</b> [2] - 906:8, 1049:17</p> <p><b>green</b> [4] - 888:10, 888:11, 1062:5, 1062:6</p> <p><b>Grid</b> [36] - 867:22, 872:5, 933:17, 939:21, 940:1, 940:13, 940:16, 940:21, 992:6, 995:21, 996:6, 999:22, 1000:7, 1000:11, 1000:15, 1000:23, 1005:14, 1007:11, 1007:15, 1007:20, 1007:21, 1010:1, 1010:3, 1011:5, 1011:13, 1012:24, 1013:2, 1015:14, 1015:17, 1015:20, 1021:24, 1022:12, 1022:15, 1041:2, 1043:11, 1043:17</p> <p><b>Grid's</b> [7] - 1003:11, 1009:16, 1013:23, 1015:4, 1016:22, 1018:4, 1041:18</p> <p><b>ground</b> [6] - 908:3, 1035:22, 1063:8, 1063:12, 1063:17, 1068:18</p> <p><b>group</b> [11] - 869:16, 874:18, 875:20, 905:4, 938:8, 1014:7, 1021:4, 1022:12, 1026:17, 1076:21</p> <p><b>groups</b> [5] - 901:17, 917:24, 988:15, 1022:6, 1076:15</p> <p><b>Guard</b> [1] - 971:10</p> <p><b>guess</b> [11] - 869:6,</p>	<p>874:2, 889:5, 944:12, 989:10, 999:20, 1007:10, 1007:17, 1026:6, 1028:17, 1086:21</p> <p><b>guide</b> [1] - 873:23</p> <p><b>guidelines</b> [2] - 1053:7, 1072:24</p> <p><b>guides</b> [3] - 968:4, 970:19, 998:21</p> <p><b>guiding</b> [1] - 968:13</p> <p><b>guys</b> [1] - 1040:17</p>	<p>994:9, 994:13, 994:16, 994:22, 995:2, 995:10, 996:24, 997:10, 997:17, 998:5, 998:12, 999:23, 999:24, 1000:17, 1001:17, 1001:23, 1001:24, 1002:2, 1002:5, 1002:7, 1002:12, 1002:13, 1003:8, 1003:10, 1003:11, 1003:12, 1003:14, 1003:15, 1004:11, 1005:8, 1006:14, 1006:16, 1008:6, 1008:9, 1008:11, 1008:15, 1008:22, 1009:7, 1010:11, 1011:5, 1011:6, 1011:8, 1012:13, 1012:15, 1012:18, 1013:8, 1013:14, 1013:19, 1015:2, 1015:3, 1015:4, 1015:7, 1015:8, 1015:9, 1016:22, 1017:1, 1017:6, 1017:23, 1017:24, 1018:1, 1018:7, 1019:22, 1020:3, 1020:23, 1023:17, 1023:24, 1024:4, 1024:7, 1024:9, 1024:11, 1025:12, 1026:21, 1028:16, 1029:8, 1029:23, 1034:5, 1038:9, 1041:10, 1043:10, 1047:1, 1048:9, 1048:22, 1049:1, 1049:14, 1049:18, 1049:19, 1052:13, 1053:10, 1059:1, 1059:9, 1059:10, 1059:16, 1060:19, 1062:23, 1063:5, 1063:17, 1064:13, 1064:18, 1067:8, 1068:18, 1069:16, 1070:19, 1071:13, 1078:19, 1079:3, 1082:20, 1087:2</p> <p><b>Had</b> [1] - 927:18</p> <p><b>hadn't</b> [14] - 906:4, 927:16, 951:10, 951:12, 954:4, 974:9,</p>	<p>994:22, 995:3, 998:6, 1008:23, 1009:21, 1025:14, 1057:6, 1057:7</p> <p><b>half</b> [7] - 942:14, 950:21, 951:15, 951:18, 975:11, 985:22, 985:24</p> <p><b>Half</b> [1] - 887:1</p> <p><b>half-day</b> [1] - 942:14</p> <p><b>hall</b> [1] - 929:20</p> <p><b>Hampshire</b> [4] - 860:9, 1040:18, 1041:23, 1043:2</p> <p><b>Hampton</b> [3] - 860:9, 883:6, 1026:18</p> <p><b>hand</b> [2] - 863:11, 969:14</p> <p><b>handing</b> [1] - 972:1</p> <p><b>handle</b> [3] - 884:7, 1062:23, 1063:6</p> <p><b>handled</b> [1] - 1065:6</p> <p><b>handling</b> [1] - 974:16</p> <p><b>hands</b> [2] - 876:5, 956:11</p> <p><b>handwriting</b> [1] - 1011:1</p> <p><b>happen</b> [18] - 896:19, 909:8, 925:7, 925:11, 945:11, 958:16, 967:7, 972:23, 976:20, 1025:7, 1028:3, 1030:14, 1031:22, 1039:24, 1071:3, 1083:17, 1086:8, 1086:10</p> <p><b>happened</b> [14] - 874:5, 908:5, 919:3, 947:7, 965:22, 967:6, 987:2, 993:21, 999:1, 999:13, 1026:21, 1050:3, 1054:23, 1056:4</p> <p><b>happening</b> [6] - 958:14, 959:6, 974:1, 987:4, 1006:7, 1019:13</p> <p><b>happens</b> [4] - 922:11, 934:7, 986:22, 1072:19</p> <p><b>happy</b> [1] - 1081:5</p> <p><b>hard</b> [6] - 905:12, 997:14, 1001:23, 1014:12, 1014:14, 1054:15</p> <p><b>hard-coded</b> [2] -</p>
<b>H</b>				
<p><b>H</b> [3] - 859:21, 1090:5, 1090:12</p> <p><b>had</b> [206] - 863:5, 872:4, 876:18, 885:10, 894:8, 898:1, 902:16, 902:21, 906:16, 915:12, 915:13, 916:4, 921:9, 923:5, 924:12, 927:3, 927:20, 927:21, 927:22, 928:16, 930:2, 933:11, 933:13, 938:15, 938:16, 939:22, 939:23, 940:5, 945:13, 945:16, 947:15, 948:11, 948:12, 948:13, 950:4, 954:10, 955:9, 955:20, 956:10, 956:15, 957:8, 959:23, 960:7, 960:10, 960:13, 961:8, 961:23, 961:24, 962:1, 962:9, 962:11, 963:5, 964:12, 965:7, 965:11, 965:24, 966:2, 966:6, 966:16, 967:11, 970:1, 970:5, 970:15, 972:5, 973:6, 973:17, 974:17, 974:19, 974:24, 975:19, 976:2, 976:4, 976:14, 976:18, 976:20, 977:6, 979:20, 980:22, 984:6, 985:12, 986:15, 986:19, 987:5, 988:8, 988:12, 990:2, 990:8, 991:16, 991:19, 993:5, 993:6, 993:9, 992:12, 994:3,</p>				

<p>1014:12, 1014:14  <b>hard-hit</b> [1] - 997:14  <b>harden</b> [1] - 1055:3  <b>hardening</b> [1] - 900:18  <b>hardship</b> [1] - 1067:9  <b>hardwoods</b> [1] - 1049:16  <b>has</b> [65] - 867:22, 869:1, 869:5, 871:24, 883:3, 884:16, 888:12, 888:21, 889:13, 899:19, 901:14, 905:7, 905:8, 908:23, 908:24, 910:16, 911:4, 911:18, 913:6, 913:8, 913:13, 917:18, 922:16, 923:5, 924:12, 930:12, 936:5, 936:6, 938:23, 944:15, 944:16, 944:17, 944:18, 944:19, 945:10, 960:17, 975:3, 990:15, 1001:16, 1014:18, 1020:6, 1022:12, 1026:24, 1031:12, 1032:12, 1037:17, 1040:8, 1042:22, 1043:4, 1043:17, 1046:10, 1053:6, 1054:10, 1057:17, 1060:8, 1061:1, 1064:14, 1073:6, 1077:9, 1077:12, 1078:11, 1078:22, 1080:6, 1087:15, 1089:14  <b>hasn't</b> [2] - 974:4  <b>Have</b> [4] - 869:7, 1025:22, 1047:7, 1082:23  <b>have</b> [346] - 863:8, 865:4, 865:10, 865:15, 867:17, 867:23, 868:22, 869:24, 871:5, 873:2, 873:7, 873:11, 874:3, 875:3, 875:11, 875:12, 876:5, 876:23, 877:6, 877:9, 878:1, 880:9, 880:10, 881:1, 881:4, 884:7, 884:8, 884:10, 884:15, 884:18, 887:7, 887:18, 888:2, 889:23, 890:3, 890:6,</p>	<p>890:11, 892:4, 892:15, 892:16, 892:19, 893:2, 894:8, 894:12, 894:13, 895:9, 898:1, 898:19, 900:6, 900:20, 901:6, 901:12, 901:21, 903:11, 905:13, 905:14, 905:23, 906:14, 906:19, 908:18, 909:3, 910:9, 911:7, 911:9, 911:16, 912:18, 915:15, 915:22, 916:4, 916:7, 917:2, 919:5, 920:7, 920:24, 922:4, 922:19, 922:22, 923:14, 926:7, 926:19, 926:24, 927:20, 927:21, 927:22, 928:4, 928:5, 928:8, 929:8, 929:17, 929:20, 931:21, 932:2, 932:10, 932:18, 932:20, 933:13, 933:23, 935:22, 937:7, 937:10, 937:15, 937:23, 938:3, 938:9, 938:13, 940:7, 942:19, 943:15, 943:16, 943:22, 944:16, 944:23, 944:24, 945:6, 945:21, 945:23, 947:17, 947:19, 948:8, 949:18, 949:21, 950:4, 950:16, 950:20, 951:15, 953:10, 953:18, 953:20, 956:7, 956:19, 956:22, 958:9, 958:24, 959:22, 960:4, 960:13, 961:5, 961:19, 962:3, 962:4, 963:12, 963:22, 964:18, 965:4, 966:4, 966:13, 968:8, 968:10, 970:10, 973:9, 975:22, 977:11, 977:13, 977:16, 977:24, 980:9, 980:17, 981:21, 981:22, 982:5, 982:24, 985:8, 987:21, 987:22, 987:24, 989:12,</p>	<p>990:3, 994:21, 994:23, 995:1, 995:3, 995:23, 996:5, 996:13, 996:21, 998:14, 998:19, 998:20, 998:21, 998:23, 999:4, 999:8, 999:21, 999:24, 1000:4, 1001:20, 1002:21, 1004:21, 1005:9, 1005:19, 1006:8, 1007:8, 1007:12, 1008:13, 1012:21, 1013:6, 1013:19, 1013:20, 1014:17, 1015:23, 1016:21, 1018:6, 1018:8, 1018:15, 1018:20, 1019:3, 1019:8, 1019:17, 1019:19, 1019:23, 1020:8, 1020:11, 1020:14, 1020:18, 1020:21, 1021:8, 1021:10, 1021:11, 1021:16, 1022:1, 1022:11, 1022:16, 1022:19, 1023:4, 1025:3, 1025:6, 1026:8, 1026:23, 1027:6, 1027:9, 1027:13, 1027:22, 1028:12, 1028:14, 1028:15, 1029:1, 1029:3, 1030:24, 1031:1, 1031:3, 1031:11, 1031:23, 1032:7, 1032:22, 1033:12, 1033:23, 1034:21, 1035:4, 1035:10, 1035:15, 1035:20, 1036:17, 1036:23, 1037:11, 1037:15, 1037:19, 1037:20, 1037:21, 1038:10, 1040:3, 1040:7, 1040:16, 1040:17, 1040:20, 1043:9, 1043:15, 1044:6, 1045:9, 1046:7, 1046:8, 1046:11, 1046:14, 1046:20, 1046:23, 1046:24, 1047:9, 1047:19, 1047:21, 1047:23, 1048:20, 1050:2, 1051:6, 1053:15, 1054:11,</p>	<p>1054:15, 1055:3, 1056:2, 1056:22, 1058:1, 1060:3, 1060:6, 1062:11, 1062:14, 1062:20, 1064:17, 1064:23, 1065:4, 1065:14, 1065:15, 1065:17, 1065:24, 1066:8, 1066:10, 1070:1, 1070:3, 1071:20, 1072:6, 1072:8, 1072:10, 1073:12, 1073:20, 1074:18, 1076:7, 1077:22, 1079:1, 1079:2, 1082:16, 1083:10, 1083:13, 1083:15, 1083:19, 1084:2, 1084:4, 1085:6, 1085:16, 1085:17, 1086:23, 1087:6, 1087:8, 1088:3, 1088:23, 1089:2, 1089:8, 1089:18  <b>haven't</b> [10] - 865:1, 923:18, 928:11, 936:17, 936:18, 942:6, 968:20, 1022:19, 1048:24, 1071:2  <b>Having</b> [1] - 1065:2  <b>having</b> [18] - 874:13, 887:17, 894:2, 899:15, 908:8, 911:12, 913:17, 933:11, 936:4, 941:1, 941:4, 941:17, 997:18, 1005:17, 1010:7, 1044:4, 1056:20, 1064:22  <b>hazardous</b> [1] - 881:17  <b>he</b> [14] - 862:18, 868:8, 868:11, 888:4, 898:17, 898:22, 898:24, 913:8, 956:6, 992:17, 1086:24, 1087:1, 1087:2  <b>He</b> [2] - 998:3, 1075:11  <b>He's</b> [2] - 913:12, 982:10  <b>he's</b> [2] - 988:5, 1079:18  <b>head</b> [3] - 957:10, 1043:23, 1060:6  <b>headed</b> [1] - 904:23</p>	<p><b>header</b> [1] - 1069:8  <b>heading</b> [1] - 897:7  <b>Health</b> [1] - 1072:21  <b>hear</b> [6] - 870:2, 910:23, 930:5, 930:6, 930:8, 996:13  <b>heard</b> [11] - 869:8, 869:11, 886:4, 887:4, 891:15, 892:4, 990:2, 996:15, 1022:20, 1051:13, 1084:18  <b>HEARING</b> [1] - 859:6  <b>hearing</b> [10] - 861:5, 861:13, 861:14, 870:6, 886:4, 894:7, 894:17, 989:15, 1061:12, 1085:20  <b>Hearing</b> [6] - 859:12, 859:13, 1038:18, 1081:13, 1089:5, 1090:1  <b>hearings</b> [4] - 887:7, 923:18, 926:4, 934:3  <b>heat</b> [3] - 890:17, 891:6, 1064:10  <b>held</b> [3] - 859:7, 894:4, 898:2  <b>helicopter</b> [5] - 1078:17, 1078:20, 1078:21, 1079:23, 1080:17  <b>help</b> [15] - 876:12, 885:2, 885:3, 889:24, 916:21, 940:21, 966:15, 979:23, 1001:9, 1010:20, 1035:11, 1035:14, 1075:6, 1075:14, 1077:7  <b>Help</b> [1] - 1012:10  <b>helpful</b> [6] - 895:23, 928:23, 933:2, 1025:2, 1054:17, 1080:2  <b>helps</b> [1] - 892:21  <b>Here</b> [2] - 923:10, 953:6  <b>here</b> [31] - 867:4, 868:1, 877:21, 878:10, 883:13, 883:15, 883:19, 885:20, 895:17, 912:8, 926:11, 926:22, 929:11, 931:19, 953:20, 953:21, 963:15, 963:22, 966:20,</p>
---	---	--	--	--

<p>1023:6, 1030:22, 1037:12, 1038:7, 1061:3, 1069:23, 1070:4, 1075:21, 1077:17, 1078:21, 1085:1, 1086:16</p> <p><b>Here's</b> [5] - 885:21, 890:8, 911:8, 972:7</p> <p><b>here's</b> [1] - 912:6</p> <p><b>hereby</b> [1] - 1089:13</p> <p><b>hesitating</b> [1] - 942:4</p> <p><b>Hey</b> [1] - 925:1</p> <p><b>Hibbard</b> [1] - 992:16</p> <p><b>high</b> [2] - 943:10, 1035:3</p> <p><b>high-cost</b> [1] - 943:10</p> <p><b>higher</b> [3] - 977:13, 977:14, 1017:5</p> <p><b>higher-level</b> [1] - 1017:5</p> <p><b>highest</b> [1] - 1052:3</p> <p><b>highlighted</b> [2] - 874:22, 1008:18</p> <p><b>highlighting</b> [1] - 986:17</p> <p><b>him</b> [2] - 868:12, 998:5</p> <p><b>hindsight</b> [3] - 933:8, 934:5, 977:16</p> <p><b>hire</b> [4] - 880:16, 925:15, 1047:4</p> <p><b>hired</b> [3] - 919:12, 1035:10, 1078:14</p> <p><b>hiring</b> [1] - 1047:13</p> <p><b>his</b> [7] - 913:9, 946:10, 1040:9, 1078:15, 1086:22, 1087:2</p> <p><b>hit</b> [4] - 883:1, 935:12, 997:14, 1019:21</p> <p><b>hits</b> [2] - 868:10, 908:8</p> <p><b>hold</b> [2] - 1015:22</p> <p><b>home</b> [3] - 1072:14, 1072:16, 1072:18</p> <p><b>homes</b> [3] - 968:22, 983:23, 985:8</p> <p><b>honest</b> [1] - 1036:10</p> <p><b>honestly</b> [1] - 996:18</p> <p><b>hope</b> [5] - 925:8, 925:17, 1025:17, 1084:11, 1084:16</p> <p><b>hoped</b> [1] - 976:12</p> <p><b>hopeful</b> [1] - 989:9</p> <p><b>hopefully</b> [4] - 871:7,</p>	<p>903:7, 962:20, 1031:13</p> <p><b>hopes</b> [1] - 934:7</p> <p><b>hosting</b> [1] - 1026:17</p> <p><b>hot</b> [2] - 1049:9, 1049:12</p> <p><b>hot-spot</b> [1] - 1049:12</p> <p><b>hotel</b> [1] - 998:13</p> <p><b>hour</b> [5] - 899:15, 985:22, 985:24, 1006:22, 1007:3</p> <p><b>hourly</b> [1] - 1053:8</p> <p><b>hours</b> [48] - 876:3, 876:18, 927:6, 950:5, 950:13, 950:14, 966:6, 966:23, 967:10, 969:7, 970:8, 974:21, 974:23, 975:1, 975:8, 975:16, 975:20, 975:22, 977:13, 1002:2, 1005:20, 1011:17, 1011:18, 1011:22, 1011:23, 1012:7, 1012:9, 1012:21, 1012:22, 1013:24, 1014:3, 1014:10, 1014:11, 1014:19, 1015:1, 1016:5, 1016:9, 1016:13, 1016:15, 1017:3, 1017:6, 1017:7, 1018:22, 1019:6, 1027:3, 1027:17, 1036:20, 1065:5</p> <p><b>house</b> [6] - 981:24, 985:9, 985:13, 985:17, 985:23, 1027:13</p> <p><b>how</b> [98] - 868:1, 868:13, 872:12, 885:5, 885:6, 885:21, 886:1, 886:18, 886:22, 888:4, 889:20, 894:6, 894:12, 896:3, 896:12, 897:5, 897:20, 898:20, 900:14, 901:6, 901:14, 901:24, 903:8, 904:4, 906:20, 908:18, 908:19, 909:4, 909:18, 909:21, 914:8, 919:19, 925:1, 925:18, 925:19, 926:6, 926:9, 928:12,</p>	<p>928:18, 928:24, 941:7, 945:7, 945:13, 947:6, 955:23, 963:23, 966:9, 966:22, 967:20, 968:19, 977:23, 980:7, 981:4, 1001:19, 1002:1, 1006:16, 1007:11, 1008:11, 1011:15, 1011:22, 1012:7, 1012:10, 1014:21, 1017:12, 1017:13, 1023:1, 1023:3, 1024:16, 1024:20, 1025:11, 1026:22, 1027:10, 1027:20, 1029:11, 1030:23, 1031:2, 1031:7, 1032:7, 1034:22, 1037:4, 1037:6, 1037:7, 1038:1, 1040:10, 1045:13, 1050:3, 1058:22, 1060:2, 1060:9, 1071:6, 1073:7, 1074:7, 1075:3, 1076:19, 1078:6, 1085:12, 1085:13</p> <p><b>How</b> [15] - 895:10, 896:21, 904:3, 908:10, 911:21, 924:23, 1009:15, 1023:2, 1028:2, 1031:18, 1032:4, 1072:5, 1072:6, 1080:12, 1080:13</p> <p><b>However</b> [2] - 873:12, 1064:20</p> <p><b>huh</b> [2] - 983:18, 1022:22</p> <p><b>hurdles</b> [1] - 1040:2</p> <p><b>hurricane</b> [4] - 915:11, 1016:1, 1037:13, 1077:14</p> <p><b>Hurricane</b> [1] - 928:6</p> <p><b>hurricanes</b> [1] - 915:12</p>	<p>867:4, 867:12, 867:15, 867:17, 867:23, 868:1, 868:7, 868:10, 868:12, 868:23, 869:6, 869:11, 869:23, 870:2, 870:6, 870:8, 870:12, 870:16, 870:21, 870:22, 871:6, 871:8, 871:11, 871:24, 872:24, 873:8, 873:16, 874:2, 874:6, 874:12, 874:17, 874:21, 874:22, 874:23, 875:8, 876:2, 876:11, 877:3, 877:8, 877:20, 878:9, 878:11, 878:18, 879:5, 879:6, 879:17, 879:21, 879:24, 880:7, 880:13, 880:17, 881:15, 881:19, 882:4, 882:5, 882:7, 882:9, 882:15, 882:21, 882:22, 883:6, 883:11, 884:13, 884:21, 885:5, 885:6, 885:12, 885:13, 885:22, 886:14, 886:18, 887:11, 887:20, 888:1, 888:5, 888:14, 888:20, 889:5, 890:5, 890:7, 890:9, 890:14, 890:18, 890:20, 891:3, 891:21, 892:7, 892:11, 892:15, 892:17, 892:23, 893:11, 893:17, 893:18, 894:5, 894:12, 895:2, 895:8, 895:11, 895:20, 896:8, 896:15, 896:20, 897:11, 897:14, 897:15, 897:21, 897:23, 898:4, 898:7, 898:9, 898:24, 899:4, 899:10, 899:11, 899:16, 900:21, 900:24, 901:3, 901:8, 901:11, 901:15, 901:20, 902:18, 903:1, 903:6, 903:7, 903:9, 903:12, 903:16, 903:18, 903:22, 904:4, 904:9,</p>	<p>904:11, 904:18, 905:6, 905:11, 905:17, 905:22, 906:6, 906:11, 906:12, 907:1, 907:6, 907:21, 907:23, 908:10, 908:16, 908:21, 908:22, 908:23, 908:24, 909:7, 909:8, 909:10, 909:15, 909:17, 909:19, 909:20, 909:21, 910:12, 910:14, 910:18, 910:22, 910:23, 911:3, 911:7, 911:11, 911:13, 911:20, 911:23, 912:12, 912:18, 913:11, 913:21, 913:22, 913:24, 914:2, 914:19, 914:23, 914:24, 915:12, 916:9, 916:21, 916:23, 917:13, 917:16, 918:3, 918:4, 918:7, 918:18, 918:19, 918:20, 918:21, 918:22, 919:1, 919:4, 919:9, 919:10, 919:11, 919:16, 919:24, 920:1, 920:5, 920:8, 920:11, 921:2, 921:4, 921:6, 921:7, 921:9, 921:11, 921:22, 921:23, 921:24, 922:1, 922:11, 922:13, 922:17, 923:5, 923:14, 923:21, 924:2, 924:24, 925:1, 925:8, 925:13, 925:14, 925:15, 925:17, 925:24, 926:1, 926:2, 926:4, 926:5, 926:7, 926:8, 926:23, 927:1, 927:11, 927:16, 927:17, 927:18, 927:20, 928:4, 928:5, 928:7, 928:8, 928:10, 928:16, 928:17, 928:18, 928:21, 928:24, 929:3, 929:4, 929:8, 929:9, 929:11, 929:15, 929:17, 929:19, 930:8, 930:11, 930:14,</p>
<b>I</b>				
<p><b>I</b> [845] - 861:2, 862:12, 862:18, 863:7, 863:10, 863:14, 863:21, 864:8, 864:12, 864:24, 865:1, 865:7, 865:18, 866:21,</p>				

<p>930:15, 930:18, 930:23, 931:1, 931:4, 931:9, 931:14, 931:15, 931:16, 931:19, 931:22, 931:23, 932:2, 932:13, 932:22, 932:23, 934:2, 934:5, 934:10, 934:11, 934:12, 934:22, 934:23, 934:24, 935:5, 935:13, 935:14, 935:15, 935:21, 935:23, 936:6, 936:16, 936:17, 937:3, 937:5, 937:6, 937:17, 937:19, 937:21, 937:22, 938:3, 938:4, 938:6, 938:18, 939:8, 939:9, 940:1, 940:3, 940:11, 940:12, 941:14, 942:5, 942:10, 942:17, 942:18, 942:20, 942:21, 942:23, 943:2, 943:5, 943:9, 943:16, 944:11, 944:12, 944:18, 945:3, 945:5, 945:9, 945:17, 945:18, 945:21, 946:1, 946:8, 947:5, 947:6, 947:15, 947:23, 948:1, 948:2, 948:7, 948:12, 948:14, 948:15, 948:17, 948:18, 948:23, 949:5, 949:9, 949:17, 949:19, 950:1, 950:2, 950:19, 951:10, 951:13, 951:14, 951:21, 951:22, 952:22, 953:4, 953:21, 954:3, 954:9, 954:21, 954:23, 955:9, 955:12, 955:14, 955:18, 956:1, 956:4, 956:10, 956:15, 956:21, 956:22, 957:9, 957:10, 957:18, 957:21, 958:7, 958:11, 958:20, 958:23, 959:2, 959:7, 959:16, 959:22, 959:23, 960:9, 960:12, 960:14, 960:19,</p>	<p>960:22, 961:7, 962:2, 962:10, 963:4, 963:10, 963:12, 963:14, 963:21, 964:23, 965:6, 965:10, 965:14, 965:15, 965:16, 965:17, 965:19, 965:22, 966:3, 966:4, 966:5, 966:6, 966:10, 966:14, 966:21, 967:2, 967:5, 967:19, 968:13, 968:24, 969:10, 970:14, 971:15, 972:4, 972:19, 974:15, 975:14, 975:17, 975:18, 975:23, 976:8, 976:13, 976:15, 976:18, 976:21, 977:15, 978:2, 978:3, 978:6, 978:10, 978:23, 979:17, 979:23, 980:6, 980:8, 980:10, 981:4, 981:6, 981:12, 981:17, 981:24, 982:22, 982:23, 982:24, 983:1, 984:4, 984:16, 985:12, 986:13, 986:18, 987:19, 988:11, 988:13, 988:22, 989:7, 989:10, 989:14, 989:18, 989:22, 990:5, 990:12, 990:19, 990:20, 991:7, 991:10, 991:11, 991:18, 991:20, 991:22, 992:4, 992:11, 992:16, 992:17, 993:2, 993:12, 993:13, 993:21, 994:13, 994:15, 994:20, 995:6, 996:2, 996:3, 996:20, 996:21, 996:24, 997:1, 997:17, 997:18, 997:22, 997:23, 998:2, 998:4, 998:8, 998:17, 999:6, 999:8, 999:11, 999:12, 999:18, 999:20, 1000:1, 1000:6, 1000:11, 1001:5, 1001:7, 1001:23,</p>	<p>1002:5, 1003:3, 1003:5, 1003:10, 1003:15, 1003:20, 1004:10, 1005:15, 1005:24, 1006:1, 1006:12, 1006:21, 1006:22, 1007:5, 1007:8, 1007:9, 1007:10, 1007:17, 1008:13, 1008:20, 1010:10, 1010:19, 1010:20, 1011:24, 1012:6, 1012:16, 1013:3, 1013:18, 1013:21, 1013:22, 1014:5, 1015:2, 1015:3, 1015:4, 1015:6, 1015:8, 1015:10, 1015:11, 1016:11, 1016:20, 1017:4, 1017:10, 1017:21, 1018:4, 1018:9, 1018:20, 1019:5, 1019:11, 1019:12, 1020:1, 1020:3, 1020:17, 1020:18, 1021:23, 1022:19, 1022:20, 1023:6, 1023:11, 1023:14, 1023:15, 1024:9, 1024:14, 1024:23, 1025:9, 1025:10, 1025:17, 1025:23, 1026:6, 1026:20, 1026:21, 1026:24, 1027:4, 1027:6, 1027:7, 1027:9, 1028:5, 1028:7, 1028:9, 1028:17, 1028:22, 1029:2, 1029:7, 1029:8, 1029:9, 1030:2, 1030:24, 1031:1, 1031:3, 1031:11, 1032:4, 1032:9, 1034:5, 1035:13, 1036:11, 1037:9, 1037:10, 1037:12, 1039:23, 1040:7, 1040:11, 1040:16, 1041:7, 1041:16, 1042:8, 1043:11, 1043:13, 1043:14, 1043:20, 1043:22, 1044:3, 1045:12, 1047:1, 1048:18, 1048:19, 1049:8, 1049:16,</p>	<p>1050:5, 1051:4, 1051:9, 1051:13, 1051:24, 1052:20, 1052:24, 1053:1, 1053:15, 1053:19, 1054:9, 1054:14, 1054:15, 1054:20, 1056:3, 1056:15, 1058:1, 1058:6, 1058:7, 1058:11, 1058:14, 1058:17, 1058:20, 1058:23, 1059:9, 1059:11, 1059:17, 1059:23, 1060:6, 1060:7, 1060:14, 1060:15, 1061:7, 1061:18, 1062:2, 1062:11, 1063:14, 1063:15, 1064:2, 1064:4, 1064:7, 1064:13, 1064:18, 1065:1, 1065:11, 1065:12, 1065:19, 1066:8, 1066:14, 1066:15, 1066:16, 1066:18, 1067:2, 1067:3, 1067:22, 1070:7, 1070:18, 1071:8, 1074:19, 1075:18, 1075:23, 1076:11, 1076:12, 1077:3, 1077:4, 1078:6, 1078:8, 1078:17, 1079:1, 1079:2, 1079:3, 1079:18, 1080:6, 1080:7, 1080:15, 1080:16, 1080:18, 1081:7, 1082:1, 1082:22, 1083:2, 1083:9, 1083:13, 1084:3, 1084:6, 1084:8, 1084:11, 1084:16, 1084:21, 1084:22, 1084:23, 1085:1, 1085:7, 1085:10, 1085:15, 1085:20, 1086:1, 1086:3, 1086:5, 1086:8, 1086:10, 1086:13, 1086:21, 1086:23, 1087:4, 1088:11, 1088:13, 1088:15, 1088:18, 1089:2, 1090:1, 1090:5, 1090:14 <b>I'd</b> [13] - 864:19,</p>	<p>868:20, 876:4, 905:9, 918:23, 946:9, 1038:7, 1038:9, 1079:7, 1081:1, 1083:22, 1084:5, 1087:14 <b>I'll</b> [13] - 894:15, 895:23, 907:16, 935:8, 947:21, 948:11, 964:19, 1025:17, 1036:10, 1038:2, 1053:16, 1062:8, 1075:17 <b>I'm</b> [108] - 861:12, 862:14, 863:22, 864:15, 865:1, 867:7, 868:15, 873:20, 874:24, 879:14, 881:8, 883:5, 883:12, 883:22, 884:6, 885:17, 889:4, 891:19, 892:9, 892:22, 893:17, 893:18, 893:19, 895:2, 895:14, 899:3, 900:23, 902:2, 902:21, 904:9, 904:10, 907:18, 907:23, 909:10, 909:11, 909:13, 909:16, 912:7, 915:10, 916:14, 917:20, 918:1, 920:11, 920:12, 920:13, 927:20, 930:13, 931:10, 931:18, 932:3, 934:14, 935:13, 935:14, 936:3, 938:4, 939:8, 941:2, 941:16, 942:4, 945:12, 946:12, 947:4, 947:6, 947:10, 950:11, 952:13, 954:16, 954:17, 956:5, 957:9, 959:3, 962:1, 963:18, 964:1, 964:19, 967:1, 968:18, 982:12, 982:16, 982:20, 983:14, 987:2, 987:20, 988:1, 990:1, 990:13, 1009:4, 1009:15, 1013:21, 1024:6, 1024:15, 1028:13, 1030:21, 1038:2, 1040:4, 1047:11, 1052:12,</p>
---	---	---	---	---

<p>1054:4, 1056:7, 1059:21, 1061:4, 1062:18, 1063:9, 1071:15, 1078:4, 1079:22, 1085:21</p> <p><b>I've</b> [17] - 869:10, 892:1, 897:5, 913:1, 929:10, 986:23, 986:24, 987:12, 1019:16, 1020:16, 1030:18, 1031:5, 1036:2, 1057:16, 1060:21, 1061:19</p> <p><b>ice</b> [5] - 882:4, 928:8, 1082:6, 1082:12, 1082:21</p> <p><b>ICS</b> [4] - 1029:23, 1037:22, 1074:9, 1075:2</p> <p><b>idea</b> [5] - 864:16, 964:21, 965:5, 965:8, 997:8</p> <p><b>ideal</b> [1] - 868:23</p> <p><b>identification</b> [1] - 1089:3</p> <p><b>identified</b> [13] - 869:7, 881:4, 888:9, 893:4, 927:4, 971:6, 1003:9, 1011:22, 1066:24, 1067:15, 1071:7, 1074:13, 1074:14</p> <p><b>identify</b> [11] - 870:23, 874:24, 889:20, 986:5, 986:7, 992:21, 994:8, 1017:16, 1023:17, 1070:8</p> <p><b>identifying</b> [7] - 932:6, 932:10, 943:4, 992:9, 1023:15, 1025:5, 1083:1</p> <p><b>If</b> [33] - 866:13, 892:13, 909:7, 911:16, 913:2, 915:6, 919:24, 921:2, 929:11, 947:21, 953:4, 961:16, 982:22, 984:19, 990:12, 993:2, 998:12, 1001:9, 1018:4, 1018:11, 1026:21, 1030:22, 1031:3, 1031:5, 1031:6, 1038:10, 1039:3, 1046:8, 1055:10, 1066:2, 1068:9, 1089:24</p> <p><b>if</b> [100] - 862:12,</p>	<p>868:8, 871:3, 871:8, 874:23, 876:19, 877:17, 879:19, 880:14, 880:21, 885:9, 890:4, 890:5, 891:6, 891:21, 892:4, 893:8, 893:17, 893:23, 898:1, 899:3, 902:21, 903:6, 903:10, 903:23, 904:1, 907:18, 909:1, 909:3, 912:10, 913:1, 914:16, 917:11, 918:21, 924:21, 926:23, 928:19, 932:23, 935:10, 935:18, 938:4, 940:5, 942:21, 942:22, 947:15, 954:7, 954:21, 956:5, 956:6, 956:15, 956:18, 957:11, 958:23, 961:19, 961:22, 962:1, 962:7, 965:5, 965:15, 965:19, 967:9, 967:19, 968:19, 969:10, 974:9, 974:23, 981:22, 981:23, 984:2, 985:6, 985:12, 988:13, 988:22, 992:22, 994:9, 994:22, 999:16, 1009:5, 1011:20, 1020:5, 1020:12, 1020:19, 1022:4, 1023:20, 1027:22, 1028:3, 1034:20, 1046:9, 1048:16, 1051:4, 1055:1, 1055:20, 1056:15, 1063:17, 1068:17, 1070:16, 1072:10, 1074:11, 1079:22</p> <p><b>ignore</b> [1] - 925:10</p> <p><b>image</b> [1] - 1085:11</p> <p><b>imagine</b> [3] - 872:9, 872:24, 878:11</p> <p><b>imagining</b> [1] - 918:1</p> <p><b>immediately</b> [5] - 928:23, 998:2, 1065:18, 1068:9, 1079:24</p> <p><b>impact</b> [8] - 875:3, 904:14, 945:13, 945:16, 1019:22, 1028:16, 1060:8, 1072:13</p>	<p><b>impacting</b> [1] - 904:14</p> <p><b>impacts</b> [2] - 900:14, 1059:24</p> <p><b>impeded</b> [2] - 903:23, 1013:16</p> <p><b>impediment</b> [1] - 939:4</p> <p><b>impediments</b> [1] - 955:21</p> <p><b>impending</b> [1] - 1083:12</p> <p><b>implement</b> [15] - 877:10, 879:13, 879:16, 879:18, 898:6, 913:7, 914:5, 919:22, 921:18, 921:20, 941:22, 942:3, 942:11, 1031:13, 1040:5</p> <p><b>implementation</b> [18] - 865:2, 865:16, 878:10, 908:14, 914:9, 918:11, 918:12, 918:15, 939:16, 1028:21, 1033:17, 1038:6, 1038:11, 1038:17, 1039:13, 1039:17, 1050:7, 1081:3</p> <p><b>Implementation</b> [1] - 879:11</p> <p><b>implemented</b> [10] - 902:11, 905:6, 905:8, 909:6, 912:15, 925:5, 932:18, 938:16, 1035:4, 1047:15</p> <p><b>implementing</b> [4] - 909:16, 912:2, 914:15, 942:17</p> <p><b>implies</b> [1] - 904:11</p> <p><b>important</b> [10] - 878:5, 883:8, 883:23, 900:14, 901:11, 928:21, 976:16, 980:8, 1032:24, 1087:13</p> <p><b>impossible</b> [2] - 908:10, 954:8</p> <p><b>impression</b> [11] - 922:4, 923:21, 930:15, 930:16, 931:23, 933:9, 948:13, 951:7, 996:18, 1071:8, 1084:14</p> <p><b>impressions</b> [1] -</p>	<p>921:24</p> <p><b>impressive</b> [1] - 1000:3</p> <p><b>improve</b> [2] - 875:23, 932:8</p> <p><b>improved</b> [3] - 884:14, 906:22, 930:2</p> <p><b>improvement</b> [4] - 900:15, 906:9, 1050:19</p> <p><b>improvements</b> [1] - 1051:11</p> <p><b>improving</b> [1] - 1050:23</p> <p><b>In</b> [34] - 863:11, 863:18, 868:18, 869:10, 872:1, 874:21, 877:2, 893:21, 897:23, 899:6, 921:14, 923:19, 924:3, 954:18, 971:5, 972:4, 977:18, 1006:8, 1011:4, 1013:12, 1021:14, 1025:5, 1025:18, 1049:22, 1054:13, 1055:2, 1059:3, 1063:23, 1067:6, 1069:7, 1077:12, 1078:13, 1078:18, 1086:8</p> <p><b>in</b> [584] - 861:5, 861:15, 863:16, 863:19, 863:22, 864:16, 865:2, 865:19, 865:20, 866:5, 866:9, 866:19, 867:13, 867:21, 867:23, 868:20, 868:21, 868:23, 869:4, 869:9, 871:14, 872:5, 873:6, 873:7, 873:9, 873:11, 873:12, 874:5, 874:19, 874:22, 875:4, 875:22, 876:8, 876:10, 876:13, 876:18, 876:21, 877:1, 877:6, 878:4, 878:18, 879:20, 880:14, 881:4, 881:8, 881:14, 881:24, 882:8, 882:9, 882:19, 883:6, 883:11, 883:22, 884:10, 884:14, 885:4, 885:23, 886:4, 887:6, 887:23, 888:8,</p>	<p>888:11, 888:15, 888:16, 889:1, 889:7, 889:14, 889:16, 889:22, 890:2, 890:17, 890:24, 891:6, 891:16, 892:5, 892:6, 893:15, 894:22, 894:23, 895:5, 895:19, 896:8, 896:16, 896:18, 897:12, 897:13, 897:20, 897:21, 898:4, 899:1, 899:12, 899:13, 899:15, 899:17, 900:21, 901:1, 901:9, 902:16, 903:23, 904:8, 905:1, 905:12, 906:5, 906:7, 906:9, 906:10, 906:23, 907:5, 907:11, 907:18, 908:2, 908:13, 909:4, 909:14, 909:19, 909:21, 909:24, 910:4, 910:13, 910:17, 911:22, 911:24, 912:4, 912:5, 913:3, 913:8, 913:11, 913:14, 913:21, 914:22, 915:4, 915:13, 916:6, 916:16, 917:6, 917:12, 918:16, 918:23, 919:4, 919:13, 920:1, 920:4, 920:9, 921:1, 921:5, 921:12, 921:18, 921:22, 922:1, 922:2, 922:6, 922:12, 922:14, 922:21, 922:23, 922:24, 923:2, 923:7, 923:8, 923:18, 924:5, 924:24, 925:5, 925:6, 925:12, 925:21, 925:24, 927:1, 927:14, 927:23, 928:6, 928:7, 928:9, 929:5, 929:7, 929:20, 930:9, 930:22, 931:3, 931:18, 932:6, 932:8, 932:16, 932:19, 933:8, 933:22, 934:8, 934:20, 935:5, 936:4, 936:14, 937:3, 937:5, 937:7, 937:13, 937:14, 937:24, 938:21, 939:5,</p>
---	---	--	--	---

<p>939:15, 939:20, 940:3, 940:5, 940:14, 940:20, 940:21, 941:4, 941:8, 941:13, 941:20, 943:3, 943:4, 944:6, 945:22, 947:21, 947:23, 949:4, 949:14, 951:6, 953:15, 953:19, 954:9, 954:18, 955:6, 955:22, 956:6, 959:5, 960:23, 961:2, 961:8, 961:21, 962:6, 962:8, 965:14, 965:17, 965:23, 966:4, 966:11, 966:20, 968:3, 968:7, 968:15, 968:16, 969:12, 970:5, 970:9, 970:20, 971:7, 971:10, 971:11, 971:12, 971:18, 971:21, 972:10, 972:21, 973:1, 973:6, 973:10, 974:2, 974:7, 974:10, 975:7, 975:21, 975:23, 976:3, 976:4, 976:9, 977:15, 977:20, 979:14, 979:15, 979:22, 980:7, 980:10, 980:14, 980:17, 980:19, 981:2, 982:18, 982:19, 982:20, 982:22, 983:6, 984:2, 984:5, 984:17, 984:19, 985:8, 985:10, 985:15, 986:3, 986:17, 986:23, 986:24, 987:3, 987:15, 987:19, 987:23, 988:1, 988:4, 988:7, 988:20, 989:1, 989:2, 989:3, 990:21, 990:24, 991:6, 991:8, 991:15, 991:22, 992:1, 992:7, 992:18, 992:20, 993:13, 993:16, 993:18, 994:7, 994:22, 994:23, 995:7, 995:16, 996:6, 996:9, 996:10, 996:23, 996:24, 997:13, 997:16, 998:6, 998:11, 998:18, 998:19, 999:15,</p>	<p>999:20, 999:22, 1000:1, 1000:2, 1000:23, 1002:3, 1002:8, 1002:14, 1002:15, 1002:16, 1002:20, 1002:23, 1003:8, 1003:16, 1003:18, 1003:24, 1005:24, 1006:6, 1006:9, 1006:15, 1007:13, 1007:15, 1009:1, 1009:10, 1010:12, 1011:13, 1011:14, 1012:14, 1012:15, 1013:5, 1014:2, 1014:13, 1015:21, 1015:24, 1017:10, 1017:14, 1017:16, 1017:21, 1018:1, 1018:21, 1019:9, 1019:13, 1019:15, 1019:19, 1020:4, 1020:8, 1020:9, 1020:23, 1022:21, 1023:8, 1023:13, 1023:17, 1024:7, 1024:14, 1024:24, 1026:8, 1026:9, 1026:17, 1027:13, 1027:16, 1028:4, 1029:8, 1029:10, 1029:12, 1029:16, 1029:20, 1029:24, 1030:5, 1031:7, 1032:20, 1033:1, 1033:2, 1033:3, 1033:8, 1033:10, 1033:14, 1034:4, 1034:6, 1034:8, 1034:11, 1034:14, 1034:17, 1034:18, 1034:19, 1035:5, 1035:11, 1035:14, 1035:17, 1035:22, 1036:8, 1036:19, 1037:10, 1037:11, 1037:21, 1037:24, 1039:1, 1040:3, 1040:17, 1041:17, 1042:10, 1043:11, 1043:15, 1045:16, 1046:16, 1047:1, 1047:16, 1047:21, 1047:22, 1048:2, 1048:4, 1048:8, 1048:11, 1048:13, 1048:20, 1048:21, 1048:23,</p>	<p>1049:4, 1049:5, 1049:6, 1049:12, 1049:18, 1050:12, 1050:14, 1050:21, 1050:24, 1052:7, 1052:8, 1053:4, 1053:10, 1053:23, 1054:16, 1054:17, 1054:21, 1054:22, 1055:17, 1056:16, 1056:23, 1057:3, 1057:6, 1057:7, 1057:8, 1058:1, 1058:8, 1058:13, 1058:23, 1059:4, 1060:6, 1060:11, 1060:24, 1061:8, 1062:5, 1062:20, 1062:22, 1063:15, 1064:5, 1064:16, 1064:23, 1065:2, 1065:15, 1065:17, 1066:15, 1066:21, 1067:11, 1067:12, 1068:1, 1068:2, 1068:8, 1068:10, 1068:14, 1069:10, 1070:5, 1070:9, 1070:14, 1070:23, 1071:11, 1071:12, 1071:23, 1072:16, 1073:4, 1073:10, 1073:12, 1073:21, 1075:22, 1076:24, 1077:6, 1078:10, 1078:21, 1079:8, 1079:23, 1080:1, 1080:2, 1080:13, 1080:17, 1080:20, 1081:3, 1082:3, 1082:5, 1082:10, 1082:12, 1082:14, 1082:16, 1082:17, 1083:19, 1084:5, 1084:13, 1084:16, 1084:19, 1084:22, 1084:24, 1085:3, 1085:11, 1085:12, 1085:19, 1085:20, 1085:22, 1086:2, 1086:4, 1086:5, 1086:7, 1086:22, 1087:5, 1088:5, 1088:6, 1088:9, 1089:7, 1089:8, 1089:11 <b>in-house</b> [1] - 1027:13</p>	<p><b>inadequacy</b> [3] - 935:10, 935:18, 936:13 <b>inadequate</b> [1] - 938:11 <b>include</b> [6] - 883:10, 883:12, 889:1, 899:11, 908:13, 927:13 <b>included</b> [4] - 867:23, 921:1, 990:16, 1083:3 <b>includes</b> [2] - 1029:23, 1029:24 <b>including</b> [7] - 937:21, 987:17, 997:14, 1000:24, 1045:14, 1049:15, 1084:24 <b>incomplete</b> [1] - 954:7 <b>incorporate</b> [3] - 901:24, 1029:19, 1058:14 <b>incorporated</b> [2] - 945:2, 1077:11 <b>incorporation</b> [1] - 1087:24 <b>increase</b> [5] - 907:11, 908:9, 975:10, 1031:13 <b>Increase</b> [1] - 888:10 <b>increased</b> [3] - 887:7, 995:22, 1035:20 <b>increment</b> [2] - 900:15, 900:16 <b>indeed</b> [2] - 887:23, 1072:10 <b>independent</b> [2] - 1023:1, 1047:13 <b>independently</b> [1] - 1021:5 <b>index</b> [1] - 1051:14 <b>indicate</b> [4] - 865:10, 878:22, 888:11, 902:10 <b>indicated</b> [2] - 908:21, 944:6 <b>indicates</b> [2] - 881:19, 884:14 <b>indicating</b> [2] - 1063:16, 1080:4 <b>indication</b> [7] - 865:11, 866:1, 881:20, 1002:1, 1069:2, 1070:14,</p>	<p>1070:20 <b>indicators</b> [2] - 1051:15, 1051:16 <b>indices</b> [2] - 1051:14, 1052:4 <b>individual</b> [20] - 865:22, 892:18, 905:18, 969:20, 969:22, 982:5, 984:8, 985:5, 987:5, 987:6, 988:18, 994:19, 995:10, 1003:16, 1043:18, 1044:11, 1057:4, 1067:7, 1067:14 <b>individuals</b> [16] - 865:14, 871:1, 956:3, 956:8, 968:7, 970:22, 974:2, 988:7, 1010:8, 1011:13, 1012:15, 1065:8, 1065:13, 1065:19, 1067:15, 1076:15 <b>industry</b> [3] - 930:24, 933:23, 941:20 <b>inform</b> [1] - 921:3 <b>informal</b> [2] - 910:19, 912:11 <b>information</b> [79] - 871:23, 872:7, 872:21, 873:6, 873:11, 873:13, 875:16, 875:18, 876:1, 876:5, 884:12, 884:14, 884:19, 885:17, 889:5, 889:13, 892:16, 892:17, 897:1, 905:15, 906:15, 906:16, 918:22, 919:9, 919:19, 925:3, 925:4, 927:8, 937:8, 947:19, 948:10, 952:15, 952:20, 952:24, 953:17, 954:10, 954:14, 955:2, 955:4, 961:13, 961:14, 966:1, 966:12, 968:8, 969:5, 969:14, 969:16, 971:16, 973:7, 977:10, 987:4, 987:10, 988:5, 995:4, 995:8, 995:12, 1009:9, 1011:1, 1011:14, 1023:4, 1025:11, 1033:20, 1034:1, 1034:4,</p>
--	--	---	--	--

<p>1034:15, 1036:14, 1051:1, 1062:19, 1062:20, 1065:6, 1065:8, 1067:10, 1069:24, 1077:13, 1080:8, 1080:9, 1082:24</p> <p><b>information-gathering</b> [1] - 1009:9</p> <p><b>informational</b> [1] - 889:16</p> <p><b>informative</b> [1] - 930:19</p> <p><b>informed</b> [6] - 889:14, 917:2, 929:9, 1057:16, 1063:10, 1064:5</p> <p><b>informing</b> [1] - 922:20</p> <p><b>infrastructure</b> [7] - 928:6, 928:9, 928:12, 930:1, 931:12, 1047:2, 1051:7</p> <p><b>initial</b> [13] - 950:7, 957:15, 964:1, 967:14, 978:24, 983:5, 987:16, 991:12, 1005:12, 1010:21, 1020:5, 1033:17, 1089:19</p> <p><b>initially</b> [4] - 985:15, 1002:7, 1045:1, 1058:7</p> <p><b>initiative</b> [3] - 1021:3, 1060:1, 1060:11</p> <p><b>input</b> [4] - 930:18, 1036:11, 1037:20, 1037:21</p> <p><b>inquiring</b> [1] - 955:10</p> <p><b>inquiry</b> [1] - 935:1</p> <p><b>insert</b> [1] - 1034:6</p> <p><b>inserts</b> [3] - 890:20, 896:22, 896:23</p> <p><b>inside</b> [1] - 960:20</p> <p><b>insight</b> [1] - 884:2</p> <p><b>insights</b> [1] - 894:9</p> <p><b>install</b> [1] - 1050:23</p> <p><b>Install</b> [1] - 882:19</p> <p><b>installing</b> [1] - 1049:23</p> <p><b>instance</b> [4] - 972:4, 985:21, 1036:8, 1050:22</p> <p><b>instances</b> [1] - 1017:24</p>	<p><b>instead</b> [2] - 906:19, 1005:7</p> <p><b>Instead</b> [1] - 1004:12</p> <p><b>institutionalized</b> [1] - 1037:17</p> <p><b>institutionalizing</b> [1] - 1029:22</p> <p><b>insufficient</b> [1] - 939:6</p> <p><b>integrate</b> [5] - 878:6, 1033:8, 1050:9, 1050:20, 1051:3</p> <p><b>integrated</b> [1] - 892:19</p> <p><b>integrates</b> [1] - 878:3</p> <p><b>integrating</b> [1] - 1034:3</p> <p><b>integrity</b> [1] - 1019:23</p> <p><b>intelligence</b> [4] - 872:15, 890:3, 890:7, 937:24</p> <p><b>intelligent</b> [3] - 886:5, 889:14, 896:11</p> <p><b>intelligently</b> [1] - 909:20</p> <p><b>intended</b> [1] - 883:5</p> <p><b>intends</b> [1] - 1047:3</p> <p><b>intensive</b> [1] - 994:7</p> <p><b>intention</b> [2] - 983:2, 1084:16</p> <p><b>interact</b> [2] - 889:23, 897:20</p> <p><b>interacting</b> [1] - 889:9</p> <p><b>interaction</b> [2] - 899:11, 1039:15</p> <p><b>interchangeably</b> [1] - 866:22</p> <p><b>intercompany</b> [1] - 1023:21</p> <p><b>interest</b> [1] - 875:19</p> <p><b>interested</b> [7] - 901:8, 910:21, 920:1, 940:13, 1031:5, 1031:6, 1053:23</p> <p><b>interject</b> [2] - 1005:1, 1036:2</p> <p><b>Internal</b> [1] - 1060:10</p> <p><b>internal</b> [6] - 908:21, 1030:16, 1030:18, 1044:19, 1044:20, 1060:13</p> <p><b>internal-type</b> [1] - 1060:13</p> <p><b>internally</b> [3] - 870:22, 908:24,</p>	<p>914:10</p> <p><b>interpret</b> [1] - 918:5</p> <p><b>interpretation</b> [4] - 866:4, 879:3, 898:22, 902:14</p> <p><b>interpreted</b> [1] - 899:4</p> <p><b>interrupt</b> [3] - 891:22, 1003:20, 1059:21</p> <p><b>interties</b> [1] - 878:8</p> <p><b>interval</b> [1] - 1056:24</p> <p><b>intervene</b> [1] - 1088:4</p> <p><b>intervention</b> [1] - 1088:20</p> <p><b>interviewed</b> [1] - 919:13</p> <p><b>into</b> [70] - 861:7, 864:1, 866:11, 868:7, 872:15, 877:14, 884:3, 886:24, 887:19, 896:12, 901:6, 917:9, 918:13, 920:5, 920:19, 924:15, 937:20, 943:11, 945:3, 953:9, 957:22, 962:16, 966:1, 968:9, 977:5, 977:22, 981:20, 983:16, 984:10, 985:6, 988:9, 988:15, 989:18, 990:2, 992:6, 996:1, 1007:22, 1008:9, 1011:3, 1011:12, 1012:5, 1012:16, 1013:19, 1013:24, 1014:3, 1016:6, 1022:5, 1023:20, 1026:14, 1034:3, 1034:21, 1037:14, 1038:11, 1050:19, 1051:11, 1053:2, 1058:20, 1058:22, 1059:2, 1060:9, 1065:4, 1067:4, 1068:1, 1077:11, 1077:13, 1088:2, 1089:3, 1089:8, 1089:13</p> <p><b>intricacies</b> [1] - 917:8</p> <p><b>introduce</b> [1] - 862:4</p> <p><b>Inventory</b> [1] - 880:6</p> <p><b>inventory</b> [1] - 882:13</p> <p><b>invest</b> [1] - 876:10</p>	<p><b>investigation</b> [3] - 861:6, 1039:10, 1039:11</p> <p><b>investigations</b> [1] - 1088:2</p> <p><b>involve</b> [2] - 898:23, 1033:19</p> <p><b>involved</b> [19] - 865:1, 893:15, 899:1, 901:20, 908:22, 908:23, 918:14, 918:16, 918:23, 922:1, 934:8, 965:23, 966:4, 966:20, 999:8, 1007:15, 1084:24, 1085:3, 1085:10</p> <p><b>involves</b> [2] - 900:11, 1033:5</p> <p><b>lpswich</b> [2] - 1049:17, 1049:19</p> <p><b>irrelevant</b> [1] - 1017:10</p> <p><b>irrespective</b> [1] - 897:24</p> <p><b>IS</b> [1] - 1072:13</p> <p><b>Is</b> [42] - 862:20, 865:6, 869:16, 874:18, 877:5, 878:23, 887:23, 891:20, 892:3, 902:12, 911:9, 913:6, 924:5, 932:4, 941:1, 947:15, 954:5, 965:9, 967:17, 969:3, 972:18, 979:5, 982:8, 986:20, 997:5, 1000:7, 1004:14, 1016:12, 1016:19, 1020:17, 1024:17, 1026:12, 1035:2, 1044:23, 1052:14, 1052:18, 1070:4, 1073:15, 1078:10, 1078:22, 1081:11, 1087:21</p> <p><b>is</b> [376] - 861:4, 862:1, 862:6, 862:9, 862:18, 862:22, 864:15, 865:7, 865:12, 866:17, 868:1, 868:5, 868:18, 871:7, 871:9, 871:13, 871:21, 872:11, 872:13, 873:2, 875:1, 875:17, 876:14, 876:19, 877:12, 877:15, 877:19, 877:22, 877:23,</p>	<p>877:24, 878:4, 878:5, 878:13, 878:17, 879:7, 879:9, 879:22, 880:1, 880:13, 880:18, 881:7, 883:4, 884:21, 884:23, 884:24, 885:6, 885:20, 886:19, 887:4, 887:8, 887:11, 887:17, 887:21, 888:9, 888:17, 889:2, 889:6, 889:11, 889:8, 890:23, 891:11, 891:22, 891:23, 892:7, 893:4, 893:13, 893:16, 894:2, 894:4, 894:12, 896:12, 896:13, 896:15, 897:3, 898:9, 899:2, 899:4, 899:7, 899:12, 899:13, 899:24, 900:9, 900:14, 900:24, 901:3, 901:4, 901:5, 901:12, 901:14, 901:23, 904:14, 906:8, 908:22, 909:13, 909:15, 909:17, 909:18, 909:24, 911:4, 912:8, 912:13, 914:24, 915:9, 916:10, 916:22, 917:1, 917:22, 918:2, 918:3, 920:10, 920:18, 921:8, 922:4, 922:14, 923:8, 923:20, 924:7, 925:3, 925:4, 925:7, 925:11, 925:22, 926:2, 926:7, 927:10, 927:13, 928:14, 928:16, 928:24, 929:2, 929:12, 929:16, 930:9, 930:17, 930:23, 931:4, 932:4, 932:6, 933:3, 933:4, 933:10, 933:15, 935:5, 937:5, 939:13, 941:18, 941:20, 944:10, 944:21, 945:8, 945:20, 947:11, 947:23, 948:23, 949:1, 949:11, 949:13, 952:1, 952:12, 952:17, 956:12,</p>
--	--	--	---	---

<p>962:3, 962:5, 963:7, 965:22, 967:19, 969:15, 969:16, 972:11, 972:23, 974:11, 977:4, 978:7, 980:11, 980:12, 981:13, 982:19, 983:3, 983:16, 985:10, 985:11, 985:21, 992:8, 995:21, 998:10, 999:21, 1000:22, 1003:5, 1006:22, 1007:14, 1007:18, 1008:6, 1011:21, 1012:4, 1012:20, 1013:6, 1014:22, 1015:24, 1016:11, 1016:22, 1018:21, 1018:22, 1020:15, 1021:3, 1021:4, 1021:8, 1021:10, 1021:11, 1022:7, 1022:15, 1022:20, 1023:7, 1023:23, 1024:4, 1025:1, 1025:3, 1025:7, 1025:16, 1026:6, 1026:13, 1026:20, 1027:2, 1027:6, 1027:18, 1027:20, 1028:6, 1029:4, 1029:14, 1030:3, 1030:7, 1030:9, 1030:12, 1030:16, 1031:18, 1031:22, 1032:11, 1032:16, 1032:18, 1032:19, 1033:2, 1033:19, 1034:20, 1035:2, 1035:18, 1035:24, 1036:4, 1036:9, 1036:14, 1037:16, 1037:22, 1038:1, 1038:16, 1039:10, 1040:1, 1041:18, 1041:23, 1043:6, 1043:21, 1044:5, 1045:14, 1045:16, 1045:18, 1045:20, 1045:22, 1046:2, 1046:6, 1047:4, 1047:20, 1048:1, 1048:18, 1048:19, 1048:20, 1049:13, 1050:8, 1050:11, 1050:18, 1051:23, 1052:13, 1052:16,</p>	<p>1052:17, 1053:9, 1053:20, 1053:22, 1054:1, 1054:11, 1054:17, 1054:20, 1055:2, 1055:7, 1055:14, 1055:19, 1056:4, 1058:5, 1058:12, 1059:23, 1060:22, 1060:23, 1060:24, 1061:7, 1061:21, 1061:23, 1061:24, 1062:2, 1062:6, 1062:16, 1063:9, 1065:4, 1065:6, 1065:20, 1066:17, 1067:24, 1068:23, 1069:13, 1069:23, 1070:13, 1070:14, 1071:9, 1071:23, 1072:2, 1072:13, 1072:17, 1073:6, 1073:19, 1074:6, 1074:7, 1074:11, 1074:24, 1075:2, 1075:3, 1075:8, 1075:18, 1075:21, 1076:3, 1076:8, 1076:10, 1076:19, 1076:24, 1077:4, 1077:13, 1077:15, 1077:19, 1078:2, 1078:15, 1079:5, 1079:18, 1079:22, 1080:19, 1080:20, 1082:9, 1084:19, 1084:21, 1084:23, 1085:1, 1085:4, 1085:5, 1085:9, 1085:12, 1086:15, 1087:10, 1090:7 <b>isn't</b> [7] - 886:13, 911:5, 939:16, 951:3, 968:2, 1040:2, 1063:7 <b>ISO</b> [2] - 1041:5, 1045:9 <b>isolation</b> [1] - 899:13 <b>issuance</b> [1] - 916:13 <b>issue</b> [23] - 876:16, 878:1, 894:15, 896:12, 901:24, 906:20, 918:3, 918:4, 926:3, 930:20, 934:15, 941:1, 941:3, 942:18, 992:11, 1023:8, 1031:19, 1035:19, 1055:6,</p>	<p>1056:23, 1084:23, 1088:10 <b>issued</b> [4] - 879:21, 916:9, 916:13, 1076:9 <b>issues</b> [9] - 905:18, 912:1, 928:22, 998:9, 1003:13, 1006:24, 1035:18, 1084:14 <b>issuing</b> [2] - 954:24, 1059:5 <b>It</b> [54] - 868:24, 873:6, 888:14, 890:20, 892:16, 900:11, 919:16, 921:10, 926:3, 927:14, 929:2, 933:4, 938:1, 938:16, 938:17, 944:15, 944:16, 944:17, 955:5, 957:20, 963:9, 966:19, 979:15, 982:17, 986:11, 988:4, 993:6, 994:21, 999:1, 1005:22, 1006:14, 1008:14, 1008:15, 1009:17, 1012:4, 1014:13, 1014:14, 1014:20, 1015:7, 1028:1, 1037:17, 1049:16, 1049:19, 1052:6, 1055:16, 1070:24, 1071:10, 1072:21, 1077:2, 1080:8, 1082:4, 1083:24 <b>it</b> [400] - 863:11, 864:1, 864:8, 866:2, 866:17, 867:15, 868:5, 868:20, 869:5, 871:8, 872:12, 875:6, 875:15, 876:9, 877:14, 877:15, 877:16, 878:3, 879:2, 880:24, 881:8, 881:16, 883:1, 883:6, 883:7, 883:11, 883:18, 885:16, 886:1, 886:21, 887:4, 887:18, 887:20, 888:4, 888:14, 888:22, 889:2, 889:16, 890:5, 890:12, 890:13, 890:20, 891:5, 891:7, 891:9, 891:23, 892:9, 892:14, 892:22, 893:16, 894:15, 894:17, 895:10,</p>	<p>895:13, 896:11, 896:13, 896:21, 896:22, 898:17, 899:10, 900:5, 901:9, 902:7, 903:23, 904:18, 904:21, 904:22, 905:5, 905:7, 906:3, 906:11, 906:16, 906:19, 907:5, 907:7, 907:12, 907:21, 908:2, 908:7, 908:11, 908:24, 909:18, 909:22, 910:16, 910:23, 910:24, 911:7, 911:14, 911:23, 913:2, 913:6, 913:16, 914:1, 914:4, 915:4, 916:21, 918:6, 918:7, 918:18, 919:3, 919:13, 919:15, 919:18, 921:2, 921:11, 922:12, 925:1, 927:7, 928:13, 928:21, 930:2, 930:17, 931:4, 931:6, 931:15, 931:17, 932:4, 932:11, 932:20, 934:7, 935:11, 935:14, 935:19, 935:22, 936:6, 936:7, 936:13, 938:17, 938:19, 938:22, 938:24, 939:1, 939:3, 939:9, 939:22, 943:5, 943:11, 944:16, 945:12, 945:15, 945:20, 947:13, 947:22, 947:24, 948:2, 948:13, 948:15, 948:22, 949:1, 949:2, 949:6, 949:10, 949:11, 950:4, 951:11, 951:13, 951:14, 951:16, 952:9, 952:15, 952:16, 952:17, 953:23, 954:1, 954:5, 954:6, 954:7, 956:1, 956:9, 957:11, 957:12, 958:7, 958:10, 958:11, 958:14, 958:15, 958:18, 958:20, 958:24, 959:19, 960:4, 960:5, 960:23, 961:7,</p>	<p>961:23, 963:7, 964:20, 964:21, 965:1, 965:2, 965:15, 965:17, 966:3, 966:4, 966:5, 967:9, 969:3, 969:10, 969:19, 970:9, 970:12, 971:24, 974:11, 974:13, 974:16, 975:10, 975:19, 975:20, 976:1, 976:6, 976:24, 977:1, 977:5, 977:11, 977:12, 978:17, 978:18, 980:2, 980:8, 981:4, 982:4, 982:23, 984:9, 984:17, 985:21, 987:19, 988:4, 988:11, 988:14, 989:8, 990:9, 990:10, 991:21, 991:22, 992:4, 996:17, 996:22, 998:24, 999:9, 999:23, 1000:22, 1001:19, 1001:24, 1002:1, 1002:2, 1002:7, 1002:10, 1003:8, 1004:1, 1004:14, 1005:20, 1006:12, 1007:18, 1007:21, 1008:14, 1009:5, 1009:13, 1010:3, 1010:6, 1010:14, 1012:1, 1012:3, 1012:11, 1012:13, 1012:18, 1012:23, 1013:1, 1013:13, 1013:19, 1014:18, 1015:15, 1016:1, 1016:4, 1016:19, 1016:21, 1019:19, 1019:24, 1020:1, 1020:22, 1023:1, 1023:12, 1023:21, 1023:23, 1026:2, 1027:6, 1027:9, 1027:17, 1027:24, 1028:9, 1028:15, 1028:17, 1029:3, 1029:12, 1029:24, 1030:4, 1030:23, 1033:4, 1035:2, 1037:4, 1037:12, 1037:13, 1038:21, 1039:1, 1039:4, 1045:1, 1046:6, 1046:10, 1046:11,</p>
--	---	--	---	---

1046:12, 1047:3, 1047:12, 1049:15, 1050:3, 1050:24, 1051:3, 1051:7, 1051:23, 1052:4, 1053:22, 1054:2, 1054:9, 1054:10, 1054:16, 1054:19, 1055:14, 1056:13, 1056:14, 1057:6, 1057:8, 1058:17, 1059:2, 1059:7, 1059:9, 1059:10, 1059:16, 1059:17, 1060:8, 1060:9, 1060:15, 1062:6, 1062:13, 1063:9, 1063:13, 1063:17, 1066:16, 1068:12, 1068:13, 1068:15, 1069:8, 1070:7, 1070:17, 1070:19, 1070:20, 1073:7, 1073:15, 1075:3, 1075:9, 1075:11, 1077:3, 1077:19, 1077:20, 1078:1, 1078:2, 1078:18, 1079:18, 1080:15, 1080:24, 1082:16, 1084:3, 1084:17, 1084:22, 1087:2, 1088:17, 1089:14 <b>IT</b> [4] - 875:1, 1059:16, 1059:22, 1059:23 <b>it's</b> [82] - 867:4, 871:15, 872:3, 873:12, 874:1, 874:12, 877:3, 877:8, 879:5, 882:5, 884:18, 885:13, 885:14, 886:12, 886:18, 886:24, 890:4, 892:24, 893:21, 893:22, 894:12, 895:11, 897:9, 898:23, 898:24, 900:19, 901:10, 901:11, 905:20, 907:19, 908:10, 910:22, 911:14, 912:15, 917:13, 921:3, 924:21, 924:24, 925:2, 927:1, 927:23, 931:23, 942:18, 942:22, 948:3, 963:22,	968:13, 968:19, 977:15, 1000:3, 1000:6, 1010:22, 1012:5, 1014:5, 1014:7, 1014:19, 1016:3, 1018:19, 1031:22, 1032:12, 1032:24, 1033:16, 1037:6, 1037:7, 1038:1, 1039:3, 1040:5, 1043:14, 1045:2, 1046:5, 1047:15, 1049:1, 1050:7, 1053:15, 1054:19, 1072:16, 1073:15, 1079:10, 1080:9, 1080:19, 1085:7, 1085:8 <b>It's</b> [37] - 869:1, 886:2, 886:16, 891:2, 894:14, 896:3, 901:24, 912:14, 915:2, 923:17, 939:9, 939:10, 941:3, 941:8, 988:1, 1005:1, 1005:6, 1014:8, 1025:2, 1025:4, 1029:15, 1029:16, 1029:17, 1031:23, 1045:24, 1051:18, 1061:16, 1071:24, 1072:24, 1073:18, 1076:1, 1077:13, 1082:9, 1083:23, 1085:9, 1085:19 <b>item</b> [3] - 891:11, 899:22, 943:10 <b>items</b> [8] - 863:12, 863:22, 869:9, 870:19, 1029:11, 1029:12, 1058:15, 1076:17 <b>iterative</b> [1] - 1018:19 <b>its</b> [28] - 861:6, 874:20, 875:23, 887:5, 891:4, 900:11, 927:22, 928:17, 932:8, 934:17, 937:1, 937:2, 938:13, 939:5, 939:22, 940:2, 940:23, 947:14, 977:6, 981:7, 994:4, 996:16, 1004:13, 1021:16, 1033:16, 1053:18, 1081:3, 1081:11 <b>itself</b> [11] - 866:11,	891:10, 891:18, 897:13, 908:20, 926:5, 932:7, 937:7, 1059:14, 1072:2, 1077:23 <b>IVR</b> [5] - 987:1, 1049:24, 1050:10, 1068:2 <b>J</b> <b>J</b> [1] - 860:2 <b>jacket</b> [1] - 862:13 <b>James</b> [2] - 860:12, 862:6 <b>james.stetson@state.ma.us</b> [1] - 860:15 <b>January</b> [4] - 872:1, 913:22, 1034:6, 1034:7 <b>Jeez</b> [1] - 1017:5 <b>JO</b> [1] - 1025:4 <b>Joan</b> [2] - 859:13, 861:14 <b>job</b> [7] - 882:17, 905:14, 950:16, 953:2, 954:2, 973:14, 1010:4 <b>jobs</b> [1] - 968:15 <b>join</b> [3] - 1026:13, 1086:20, 1089:11 <b>joined</b> [1] - 869:15 <b>joining</b> [1] - 869:14 <b>joint</b> [4] - 1022:20, 1023:9, 1025:4, 1089:2 <b>joint-company</b> [1] - 1023:9 <b>joint-ownership</b> [1] - 1025:4 <b>jointly</b> [1] - 1089:7 <b>JR</b> [5] - 862:24, 946:21, 1081:17, 1090:17, 1091:1 <b>Jr</b> [1] - 946:13 <b>judgment</b> [2] - 900:12, 1055:18 <b>judgments</b> [1] - 900:13 <b>July</b> [3] - 878:23, 879:1, 1026:17 <b>jump</b> [4] - 895:14, 947:21, 959:16, 983:4 <b>Junction</b> [1] - 1040:18 <b>June</b> [4] - 879:3,	879:6, 1089:19, 1089:21 <b>Just</b> [12] - 865:9, 917:20, 964:7, 971:15, 979:23, 1005:1, 1005:22, 1007:24, 1036:2, 1041:4, 1077:16, 1087:4 <b>just</b> [135] - 868:19, 877:3, 877:5, 877:8, 879:6, 883:22, 885:17, 886:22, 889:7, 891:2, 892:13, 893:3, 893:23, 895:23, 898:9, 903:17, 905:9, 905:11, 907:2, 911:1, 912:14, 912:18, 913:16, 916:7, 919:11, 921:24, 922:24, 923:23, 924:21, 926:9, 931:10, 940:24, 941:11, 941:14, 942:22, 946:9, 947:21, 950:24, 952:1, 952:9, 953:1, 954:2, 954:3, 954:13, 957:15, 958:1, 963:5, 963:12, 964:1, 964:5, 964:10, 965:6, 966:15, 966:21, 967:23, 970:1, 974:21, 976:24, 977:19, 981:1, 983:10, 988:9, 991:1, 991:10, 993:9, 996:15, 997:10, 998:5, 1000:10, 1000:17, 1002:9, 1003:15, 1003:20, 1004:13, 1010:4, 1012:21, 1014:11, 1015:3, 1017:7, 1017:8, 1017:14, 1017:17, 1018:2, 1018:4, 1020:1, 1020:2, 1021:5, 1021:6, 1021:23, 1023:3, 1023:16, 1023:24, 1026:13, 1027:9, 1027:17, 1028:13, 1029:9, 1036:22, 1037:7, 1038:2, 1040:7, 1041:10, 1047:9, 1047:10, 1048:22,	1049:1, 1049:6, 1053:15, 1053:16, 1053:20, 1058:1, 1058:3, 1058:5, 1058:15, 1060:4, 1063:14, 1065:17, 1068:15, 1069:11, 1071:2, 1072:2, 1072:18, 1073:1, 1074:22, 1077:5, 1077:14, 1078:4, 1079:10, 1080:13, 1083:22, 1085:23, 1087:14, 1088:10, 1088:18 <b>justify</b> [1] - 1084:8 <b>K</b> <b>keep</b> [6] - 865:22, 883:8, 920:13, 925:15, 954:16, 1014:2 <b>Keeping</b> [1] - 1062:22 <b>keeping</b> [1] - 994:18 <b>Kentucky</b> [1] - 907:19 <b>kept</b> [3] - 970:16, 981:1, 1077:5 <b>Kevin</b> [3] - 946:16, 994:17, 1014:1 <b>KEVIN</b> [2] - 946:24, 1091:4 <b>key</b> [7] - 884:24, 914:2, 914:23, 1034:19, 1035:9, 1051:13, 1051:16 <b>Key</b> [2] - 1033:17, 1051:15 <b>kids</b> [1] - 1070:3 <b>kind</b> [26] - 864:21, 870:9, 877:23, 878:24, 894:19, 895:4, 911:22, 912:1, 920:4, 935:4, 944:10, 952:10, 956:2, 962:5, 970:24, 1010:7, 1027:8, 1028:6, 1049:1, 1053:7, 1055:4, 1066:15, 1076:3, 1076:15, 1084:8, 1084:22 <b>kinds</b> [1] - 1067:9 <b>knew</b> [23] - 951:21, 951:22, 953:23, 967:10, 970:22, 974:8, 974:16,
--	---	--	--	---

<p>986:19, 994:12, 1002:14, 1002:16, 1003:7, 1008:16, 1008:23, 1009:18, 1009:20, 1009:21, 1015:4, 1020:22, 1025:23, 1063:24 <b>knocks</b> [1] - 877:7 <b>know</b> [197] - 864:13, 865:2, 867:14, 867:21, 869:11, 871:5, 871:24, 872:7, 872:23, 874:10, 874:23, 876:19, 878:12, 879:19, 879:22, 880:14, 881:3, 881:15, 882:15, 882:23, 883:6, 884:11, 884:21, 885:1, 885:11, 885:13, 885:15, 885:16, 886:19, 886:21, 887:9, 887:15, 887:19, 890:5, 890:19, 892:7, 893:18, 894:3, 894:4, 896:2, 896:10, 896:15, 896:22, 897:15, 899:2, 899:3, 900:21, 901:24, 902:24, 903:12, 903:14, 904:22, 905:19, 906:14, 907:1, 907:5, 907:6, 907:18, 907:19, 908:2, 908:24, 909:16, 909:17, 910:14, 910:24, 911:18, 912:13, 914:19, 914:22, 914:23, 914:24, 918:21, 920:3, 921:8, 921:22, 924:22, 925:17, 926:2, 926:23, 928:20, 930:17, 931:2, 931:17, 932:22, 933:3, 933:6, 934:3, 934:10, 935:23, 936:17, 938:4, 940:1, 940:12, 942:6, 942:21, 943:10, 948:2, 948:9, 948:10, 951:1, 951:4, 951:14, 951:16, 952:11, 954:12, 954:21, 955:10, 956:2, 956:9,</p>	<p>957:11, 958:11, 958:12, 959:7, 960:5, 965:3, 965:15, 966:8, 966:11, 966:14, 967:21, 968:2, 968:5, 968:6, 969:15, 974:20, 974:23, 976:8, 976:13, 976:24, 980:20, 984:9, 984:10, 988:4, 988:13, 988:19, 989:14, 992:3, 993:14, 993:15, 996:18, 998:5, 1001:18, 1008:11, 1008:21, 1009:16, 1010:15, 1011:1, 1012:7, 1017:1, 1017:2, 1020:9, 1022:20, 1023:3, 1024:9, 1024:11, 1024:16, 1024:20, 1024:24, 1025:9, 1025:20, 1025:23, 1027:4, 1030:3, 1034:16, 1036:5, 1036:10, 1036:22, 1037:6, 1037:24, 1038:1, 1046:18, 1049:10, 1051:7, 1054:11, 1055:23, 1056:15, 1058:23, 1061:8, 1062:24, 1067:2, 1067:8, 1067:9, 1068:16, 1070:11, 1073:15, 1084:2, 1086:5, 1086:8, 1086:21 <b>knowing</b> [5] - 927:2, 1015:23, 1031:7, 1050:3, 1086:1 <b>knowledge</b> [3] - 927:9, 955:8, 996:21 <b>known</b> [3] - 955:5, 1020:8, 1028:23 <b>knows</b> [5] - 894:11, 919:13, 1054:4, 1054:6, 1072:10 <b>Koepnick</b> [2] - 859:12, 861:12 <b>KOEPNICK</b> [35] - 861:3, 862:3, 862:11, 862:14, 862:16, 862:23, 912:20, 912:23, 915:17, 915:20, 943:13, 943:18, 943:21, 943:24, 945:24,</p>	<p>946:5, 957:14, 983:19, 1006:20, 1007:2, 1031:10, 1038:13, 1057:14, 1057:20, 1062:16, 1078:6, 1081:7, 1081:10, 1081:15, 1087:17, 1088:21, 1089:10, 1089:12, 1089:17, 1091:7 <b>KPI</b> [1] - 1051:13 <b>kV</b> [3] - 958:8, 981:15, 1020:6</p> <p style="text-align: center;"><b>L</b></p> <p><b>labored</b> [1] - 1084:3 <b>LAMBERT</b> [10] - 946:20, 946:22, 1068:22, 1070:7, 1081:18, 1082:22, 1083:2, 1083:9, 1083:13, 1091:2 <b>Lambert</b> [5] - 888:1, 946:20, 1069:23, 1082:18, 1083:6 <b>land</b> [1] - 1055:5 <b>Lane</b> [1] - 860:8 <b>language</b> [3] - 896:9, 938:5, 1037:23 <b>large</b> [10] - 869:2, 880:9, 922:2, 922:17, 923:7, 948:13, 949:10, 956:10, 988:12, 998:23 <b>large-scale</b> [1] - 949:10 <b>larger</b> [3] - 922:6, 922:7, 1076:14 <b>last</b> [16] - 864:12, 866:22, 874:21, 887:1, 994:6, 1028:2, 1028:17, 1047:21, 1048:2, 1053:2, 1056:3, 1060:20, 1066:8, 1082:7, 1084:18, 1086:24 <b>lasting</b> [1] - 1056:23 <b>late</b> [5] - 979:14, 979:22, 984:17, 1061:8 <b>late-April</b> [1] - 1061:8 <b>later</b> [6] - 937:24, 945:14, 975:23, 979:22, 1019:19, 1067:12 <b>Later</b> [1] - 1069:10</p>	<p><b>lateral</b> [2] - 948:18, 948:20 <b>laterals</b> [7] - 953:14, 963:16, 963:21, 981:1, 1005:4, 1005:6, 1019:9 <b>Laughter</b> [3] - 1026:3, 1075:10, 1075:12 <b>Laura</b> [2] - 859:12, 861:12 <b>Laws</b> [1] - 861:10 <b>layers</b> [1] - 920:13 <b>laying</b> [1] - 1012:14 <b>layman</b> [1] - 886:2 <b>layman's</b> [1] - 984:21 <b>laymen's</b> [1] - 983:15 <b>lays</b> [1] - 893:20 <b>leader</b> [1] - 890:2 <b>leadership</b> [2] - 1007:11, 1034:12 <b>leading</b> [1] - 1035:21 <b>learn</b> [4] - 894:1, 920:14, 925:19, 1053:17 <b>learned</b> [7] - 869:15, 914:3, 924:22, 944:8, 1071:2, 1076:16, 1077:11 <b>learning</b> [2] - 933:11, 933:14 <b>least</b> [11] - 866:1, 870:21, 876:4, 882:4, 882:21, 882:24, 883:17, 890:21, 893:7, 896:16, 951:22 <b>leave</b> [5] - 887:3, 896:15, 896:18, 988:10, 1071:8 <b>leaves</b> [1] - 1082:10 <b>leaving</b> [3] - 1015:3, 1066:8, 1084:13 <b>LeBoeuf</b> [2] - 860:2, 861:24 <b>led</b> [4] - 977:11, 984:5, 984:15 <b>left</b> [11] - 863:5, 863:11, 864:2, 866:6, 953:12, 970:4, 970:8, 973:4, 998:7, 999:7, 1008:8 <b>left-hand</b> [1] - 863:11 <b>legislators</b> [1] - 909:11 <b>legitimate</b> [1] - 875:19 <b>length</b> [1] - 885:3</p>	<p><b>lengthens</b> [1] - 885:16 <b>less</b> [5] - 941:16, 975:16, 1056:10, 1061:16, 1086:6 <b>lesser</b> [1] - 1074:21 <b>lesson</b> [1] - 1034:20 <b>lessons</b> [7] - 914:3, 924:21, 925:19, 944:7, 1071:1, 1076:16, 1077:10 <b>let</b> [4] - 896:18, 919:11, 960:5, 998:4 <b>Let</b> [10] - 866:24, 871:24, 921:2, 939:3, 939:19, 941:11, 950:14, 964:10, 991:1, 994:1 <b>let's</b> [7] - 877:5, 955:13, 983:6, 1018:6, 1018:11, 1026:22, 1079:24 <b>Let's</b> [22] - 861:3, 862:23, 872:12, 912:20, 912:23, 915:17, 937:19, 943:18, 943:21, 946:5, 953:16, 961:10, 980:3, 983:4, 1000:6, 1001:9, 1005:11, 1007:2, 1044:6, 1072:17, 1081:10, 1087:20 <b>LETOURNEAU</b> [8] - 946:12, 946:22, 1024:19, 1079:7, 1081:18, 1082:1, 1082:4, 1091:2 <b>Letourneau</b> [4] - 946:13, 1023:12, 1077:21, 1081:22 <b>letters</b> [1] - 1032:21 <b>letting</b> [1] - 1036:17 <b>level</b> [25] - 912:14, 912:16, 924:14, 926:11, 931:8, 954:22, 955:3, 955:5, 993:24, 995:7, 1006:10, 1017:5, 1033:5, 1033:18, 1035:3, 1035:24, 1060:16, 1065:7, 1066:17, 1073:13, 1073:19, 1074:7, 1078:1, 1080:10, 1080:17 <b>levels</b> [1] - 1066:14</p>
---	---	--	---	---

<p><b>leverage</b> [1] - 889:23</p> <p><b>Liberty</b> [1] - 860:8</p> <p><b>Lieutenant</b> [1] - 990:16</p> <p><b>life</b> [15] - 1066:10, 1066:12, 1066:20, 1068:22, 1069:3, 1069:22, 1070:1, 1070:13, 1070:17, 1070:20, 1070:21, 1070:24, 1085:2</p> <p><b>life-changing</b> [1] - 1085:2</p> <p><b>life-support</b> [7] - 1066:10, 1066:12, 1066:20, 1069:3, 1069:22, 1070:1, 1070:13</p> <p><b>light</b> [1] - 883:7</p> <p><b>Light</b> [5] - 860:6, 860:10, 861:8, 861:23, 1015:18</p> <p><b>LIGHT</b> [1] - 859:10</p> <p><b>lightning</b> [1] - 1042:20</p> <p><b>lights</b> [4] - 883:7, 985:13, 985:17, 985:19</p> <p><b>Like</b> [2] - 1037:12, 1051:24</p> <p><b>like</b> [70] - 864:19, 865:21, 868:2, 868:21, 873:16, 876:2, 876:4, 878:13, 879:2, 890:9, 891:1, 898:4, 907:21, 908:1, 909:8, 912:1, 916:5, 918:19, 918:23, 927:16, 930:8, 936:5, 939:2, 948:22, 949:3, 951:16, 953:22, 960:21, 961:20, 961:23, 962:5, 962:8, 962:11, 969:2, 969:16, 975:10, 975:11, 977:18, 980:20, 981:5, 981:14, 991:21, 998:24, 999:17, 1002:9, 1020:2, 1020:13, 1026:13, 1029:17, 1036:19, 1038:9, 1038:21, 1040:19, 1048:17, 1049:24, 1051:9, 1052:3, 1052:18, 1053:1, 1054:2, 1056:14, 1058:14,</p>	<p>1071:18, 1077:5, 1079:7, 1081:1, 1083:22, 1084:5, 1087:4, 1087:14</p> <p><b>likely</b> [1] - 953:1</p> <p><b>lime</b> [1] - 874:23</p> <p><b>limit</b> [1] - 882:8</p> <p><b>limited</b> [2] - 981:9, 1088:20</p> <p><b>limiting</b> [1] - 981:7</p> <p><b>Line</b> [4] - 878:21, 879:8, 1044:16</p> <p><b>line</b> [35] - 931:10, 931:17, 931:21, 935:1, 946:10, 971:7, 972:14, 973:3, 976:14, 980:16, 980:24, 985:16, 991:16, 991:19, 992:12, 1014:20, 1041:2, 1041:6, 1041:7, 1041:18, 1041:23, 1042:3, 1044:11, 1044:19, 1045:4, 1045:22, 1053:15, 1055:5, 1063:16, 1064:16, 1071:23, 1075:8, 1081:22, 1082:18, 1084:6</p> <p><b>lined</b> [3] - 921:11, 922:10, 941:4</p> <p><b>lines</b> [59] - 879:22, 885:5, 887:7, 887:13, 887:17, 896:5, 933:21, 935:8, 940:2, 953:7, 956:18, 958:5, 962:3, 979:8, 979:17, 980:4, 982:24, 990:4, 990:8, 1004:5, 1008:24, 1009:8, 1009:12, 1009:13, 1010:23, 1010:24, 1018:23, 1040:17, 1041:5, 1041:11, 1041:13, 1041:14, 1041:17, 1041:21, 1042:3, 1042:7, 1042:8, 1042:9, 1042:10, 1042:16, 1042:17, 1043:1, 1043:5, 1043:6, 1043:14, 1043:16, 1043:18, 1044:4, 1044:5, 1044:15, 1063:7, 1064:10, 1065:4, 1069:9, 1069:16, 1069:18,</p>	<p>1083:7</p> <p><b>Lines</b> [2] - 888:10, 1044:6</p> <p><b>link</b> [1] - 890:21</p> <p><b>list</b> [20] - 972:8, 972:9, 992:15, 994:14, 994:15, 994:16, 994:19, 994:21, 994:24, 995:2, 1023:16, 1024:2, 1025:14, 1038:24, 1066:12, 1068:18, 1068:22, 1069:5, 1083:11, 1089:15</p> <p><b>listed</b> [2] - 926:22, 1031:6</p> <p><b>listening</b> [2] - 869:10, 869:18</p> <p><b>lists</b> [2] - 890:13, 1002:13</p> <p><b>little</b> [22] - 864:16, 882:18, 895:14, 910:22, 914:8, 924:6, 924:8, 926:11, 934:14, 939:19, 950:24, 952:8, 970:12, 991:10, 1001:10, 1022:23, 1064:18, 1072:1, 1072:2, 1077:17, 1078:18, 1082:13</p> <p><b>live</b> [7] - 885:12, 894:19, 898:13, 1045:10, 1063:13, 1063:17, 1064:12</p> <p><b>lives</b> [2] - 1077:24, 1086:19</p> <p><b>living</b> [1] - 1043:24</p> <p><b>LLC</b> [1] - 859:22</p> <p><b>LLP</b> [1] - 860:2</p> <p><b>loading</b> [1] - 942:13</p> <p><b>load</b> [5] - 936:20, 936:24, 937:3, 971:9, 1035:9</p> <p><b>localized</b> [1] - 920:19</p> <p><b>located</b> [1] - 994:8</p> <p><b>location</b> [12] - 969:20, 972:12, 974:4, 975:8, 984:14, 998:14, 1011:7, 1011:19, 1014:18, 1014:21, 1014:22, 1016:16</p> <p><b>locations</b> [6] - 969:5, 998:6, 1003:9, 1017:12, 1017:19,</p>	<p>1024:2</p> <p><b>logistical</b> [3] - 905:19, 996:4, 1027:14</p> <p><b>logistically</b> [1] - 1027:10</p> <p><b>Logistically</b> [1] - 1027:12</p> <p><b>logistics</b> [13] - 881:6, 881:24, 940:18, 940:22, 942:15, 992:12, 1002:17, 1002:20, 1003:11, 1003:12, 1003:14, 1003:15, 1003:18</p> <p><b>Logistics</b> [4] - 879:24, 880:2, 880:5, 880:13</p> <p><b>long</b> [18] - 873:8, 873:9, 873:10, 935:11, 935:14, 938:24, 947:18, 947:20, 955:23, 1014:21, 1028:2, 1029:12, 1033:14, 1034:24, 1055:19, 1076:19, 1083:24</p> <p><b>long-term</b> [1] - 1034:24</p> <p><b>longer</b> [15] - 948:8, 953:8, 953:24, 976:6, 977:1, 983:11, 988:9, 988:16, 989:19, 1006:23, 1054:8, 1054:12, 1055:23, 1056:4, 1056:23</p> <p><b>look</b> [27] - 863:8, 864:20, 866:13, 867:19, 867:20, 872:10, 874:13, 877:4, 877:14, 877:18, 878:11, 894:6, 898:5, 909:5, 930:19, 935:24, 941:17, 945:7, 945:14, 969:2, 978:17, 983:14, 1026:14, 1037:7, 1054:15, 1072:1, 1078:20</p> <p><b>Look</b> [1] - 885:20</p> <p><b>looked</b> [5] - 928:13, 929:6, 938:18, 961:22, 962:9</p> <p><b>Looking</b> [1] - 1012:23</p> <p><b>looking</b> [33] - 864:15, 868:19,</p>	<p>869:13, 872:1, 874:19, 885:4, 909:24, 918:22, 919:10, 919:16, 919:19, 921:5, 928:18, 931:1, 932:5, 932:9, 932:14, 932:15, 933:10, 934:22, 941:12, 945:12, 947:22, 947:24, 948:2, 962:5, 982:16, 1001:18, 1010:23, 1016:19, 1048:5, 1071:15, 1075:8</p> <p><b>Lookit</b> [2] - 1015:21, 1020:15</p> <p><b>looks</b> [4] - 879:2, 961:20, 962:8, 1020:13</p> <p><b>lose</b> [3] - 1034:22, 1042:10, 1043:4</p> <p><b>losing</b> [1] - 1043:6</p> <p><b>loss</b> [4] - 876:17, 1042:7, 1046:16, 1046:21</p> <p><b>lost</b> [5] - 1047:23, 1054:23, 1055:24, 1071:20, 1082:15</p> <p><b>lot</b> [41] - 880:12, 889:9, 899:11, 899:17, 903:7, 911:4, 916:23, 919:1, 919:14, 923:9, 924:16, 929:22, 931:10, 941:8, 944:21, 948:14, 960:17, 990:2, 990:3, 993:7, 996:16, 1002:20, 1009:7, 1012:14, 1018:1, 1030:1, 1030:16, 1037:18, 1038:6, 1051:23, 1053:10, 1053:13, 1066:10, 1067:4, 1068:11, 1074:16, 1082:8, 1082:10, 1085:8, 1085:16</p> <p><b>lots</b> [7] - 869:1, 923:1, 923:3, 955:6, 1029:17, 1032:11</p> <p><b>low</b> [5] - 941:16, 941:21, 942:2, 942:6, 942:10</p> <p><b>low-cost</b> [3] - 941:16, 941:21, 942:2</p> <p><b>lower</b> [3] - 926:11,</p>
--	--	---	--	---

933:13, 1052:4 <b>lunch</b> [2] - 1007:1, 1007:4 <b>Lunenberg</b> [15] - 929:21, 965:18, 995:9, 996:24, 997:13, 997:16, 998:2, 999:20, 1000:23, 1002:6, 1003:24, 1036:4, 1064:2, 1064:21, 1082:19 <b>lying</b> [1] - 997:23	1017:11 <b>make</b> [44] - 873:14, 875:11, 876:22, 877:16, 880:20, 881:3, 881:16, 889:12, 902:3, 909:15, 917:20, 924:18, 924:23, 925:2, 933:16, 944:23, 947:7, 963:14, 963:21, 964:7, 967:23, 971:15, 974:3, 978:23, 981:6, 985:22, 996:7, 1003:13, 1004:10, 1015:8, 1020:18, 1020:24, 1029:18, 1030:13, 1030:19, 1036:12, 1055:18, 1060:14, 1060:16, 1073:1, 1075:4, 1077:20, 1078:2, 1088:8 <b>makes</b> [1] - 902:2 <b>making</b> [12] - 872:20, 884:6, 884:8, 884:18, 884:19, 900:11, 900:13, 922:6, 925:12, 926:15, 973:6, 1003:2 <b>man</b> [1] - 1003:1 <b>manage</b> [6] - 880:8, 882:2, 940:15, 1014:8, 1017:12, 1027:14 <b>management</b> [13] - 876:10, 876:12, 882:10, 882:14, 884:16, 884:24, 913:9, 957:19, 990:18, 996:4, 1053:21, 1073:16, 1077:19 <b>Management</b> [1] - 880:6 <b>managers</b> [3] - 922:18, 923:11, 942:13 <b>managing</b> [1] - 996:16 <b>manhours</b> [2] - 1005:16, 1020:13 <b>manner</b> [4] - 905:2, 921:19, 935:15, 936:15 <b>Many</b> [1] - 930:24 <b>many</b> [40] - 877:2,	881:20, 885:5, 885:6, 886:3, 886:15, 889:22, 890:15, 890:24, 892:24, 900:19, 908:8, 915:12, 922:21, 924:12, 925:5, 929:7, 938:17, 938:19, 954:24, 957:23, 984:24, 994:14, 999:23, 1000:2, 1002:1, 1005:10, 1012:7, 1019:12, 1023:3, 1024:16, 1024:20, 1025:11, 1032:5, 1032:20, 1032:21, 1076:14, 1078:7, 1085:1 <b>map</b> [10] - 972:7, 986:14, 986:16, 986:17, 986:19, 994:9, 997:2, 1008:17, 1012:14, 1013:13 <b>maps</b> [9] - 969:12, 1007:19, 1008:2, 1008:3, 1009:24, 1011:2, 1036:17 <b>Mark</b> [3] - 946:14, 946:20, 1048:18 <b>mark</b> [2] - 1011:9, 1084:23 <b>MARK</b> [5] - 946:22, 946:23, 1081:18, 1091:1, 1091:3 <b>marked</b> [4] - 969:12, 972:1, 972:7, 1089:3 <b>marked-up</b> [3] - 969:12, 972:1, 972:7 <b>marks</b> [1] - 1012:15 <b>Martha</b> [1] - 862:6 <b>MASSACHUSETTS</b> [1] - 859:2 <b>Massachusetts</b> [8] - 859:8, 859:23, 860:4, 860:15, 982:19, 992:18, 994:4, 1050:13 <b>massive</b> [1] - 905:19 <b>matched</b> [1] - 992:23 <b>material</b> [5] - 973:12, 973:19, 1002:22, 1003:12, 1076:24 <b>Material</b> [1] - 895:18 <b>materials</b> [2] - 1002:18, 1077:5 <b>matter</b> [6] - 861:5,	913:18, 921:4, 942:23, 991:18, 1088:5 <b>matters</b> [2] - 1087:21, 1089:22 <b>maximum</b> [1] - 1047:24 <b>May</b> [7] - 859:8, 861:1, 912:18, 1065:11, 1088:24, 1090:8 <b>may</b> [42] - 876:23, 879:5, 882:16, 885:19, 888:2, 890:9, 896:11, 896:14, 898:3, 898:15, 900:20, 902:18, 903:8, 904:20, 907:3, 920:10, 927:21, 927:22, 931:21, 939:17, 942:7, 942:19, 944:23, 944:24, 945:11, 953:17, 956:7, 961:5, 966:3, 977:13, 981:22, 981:24, 993:2, 994:23, 1009:20, 1013:19, 1016:21, 1019:23, 1054:19, 1055:3, 1062:17, 1080:8 <b>Maybe</b> [9] - 879:5, 919:15, 933:1, 938:2, 952:6, 986:11, 986:23, 1010:19, 1080:15 <b>maybe</b> [23] - 864:20, 873:22, 874:7, 885:23, 910:2, 910:10, 917:24, 919:21, 923:21, 934:10, 934:16, 940:20, 949:12, 967:3, 967:6, 977:11, 977:14, 979:23, 989:9, 995:8, 1014:6, 1055:4, 1084:1 <b>mayor's</b> [1] - 959:8 <b>me</b> [67] - 861:13, 862:7, 863:19, 866:24, 867:2, 867:8, 868:8, 868:11, 871:18, 871:24, 873:24, 880:3, 882:18, 882:23, 900:3, 904:2, 906:13, 906:18, 906:20, 909:20, 913:1,	918:21, 919:4, 919:11, 921:2, 921:7, 927:7, 929:12, 938:24, 939:3, 939:19, 940:23, 941:11, 947:22, 950:14, 953:22, 963:18, 964:10, 966:15, 971:24, 979:23, 991:1, 994:1, 999:8, 1001:9, 1001:15, 1003:1, 1012:10, 1014:5, 1014:9, 1030:11, 1030:22, 1031:23, 1033:4, 1036:9, 1038:24, 1040:8, 1047:24, 1048:15, 1058:18, 1062:13, 1066:11, 1067:18, 1068:17, 1075:8, 1075:11, 1083:24 <b>Meabh</b> [2] - 860:3, 861:24 <b>meals</b> [1] - 973:21 <b>mean</b> [35] - 863:19, 873:8, 881:10, 882:9, 886:14, 887:12, 893:8, 895:8, 899:23, 904:9, 911:20, 930:23, 937:17, 938:3, 944:12, 948:17, 950:15, 960:20, 963:10, 965:6, 975:17, 975:18, 978:3, 981:4, 981:13, 989:11, 1005:24, 1015:6, 1026:24, 1028:22, 1029:7, 1035:12, 1035:13, 1085:15, 1085:20 <b>meaning</b> [3] - 980:10, 1068:7, 1070:2 <b>means</b> [11] - 908:14, 910:19, 918:6, 938:4, 988:15, 1028:12, 1043:9, 1055:5, 1062:6, 1068:14, 1080:9 <b>meant</b> [4] - 903:23, 944:11, 944:13, 1053:5 <b>mechanical</b> [1] - 1027:4 <b>mechanism</b> [1] - 1054:5
<b>M</b>				
<b>Madam</b> [3] - 1038:18, 1081:13, 1089:5 <b>made</b> [26] - 865:13, 869:11, 898:6, 902:16, 902:22, 906:1, 909:18, 920:4, 934:23, 958:15, 975:14, 983:5, 984:18, 1004:19, 1006:9, 1006:14, 1006:15, 1019:11, 1025:10, 1040:12, 1051:11, 1067:16, 1070:13, 1070:20, 1070:22 <b>magnitude</b> [6] - 868:10, 923:23, 933:5, 934:1, 935:7, 938:24 <b>main</b> [9] - 976:14, 980:16, 980:24, 990:8, 1010:23, 1018:23, 1069:9, 1069:16, 1069:18 <b>Maine</b> [2] - 928:7, 928:9 <b>Maintain</b> [1] - 879:10 <b>maintained</b> [1] - 1068:23 <b>maintains</b> [1] - 1069:5 <b>maintenance</b> [3] - 1041:5, 1082:13, 1082:14 <b>major</b> [10] - 904:14, 920:20, 924:1, 926:13, 926:18, 926:21, 961:18, 1016:1, 1073:21, 1079:14 <b>majority</b> [2] - 989:12,				

<p><b>mechanisms</b> [1] - 1036:12</p> <p><b>media</b> [5] - 889:20, 889:21, 891:2, 917:1, 955:7</p> <p><b>medical</b> [9] - 1066:23, 1067:8, 1067:24, 1068:7, 1069:8, 1069:11, 1070:10, 1071:10</p> <p><b>meet</b> [7] - 880:19, 900:22, 919:2, 974:2, 1033:23, 1036:4, 1051:20</p> <p><b>meeting</b> [10] - 912:10, 919:6, 920:7, 924:24, 942:14, 961:17, 993:3, 993:23, 1005:17, 1060:19</p> <p><b>meetings</b> [5] - 910:20, 911:8, 912:9, 923:1, 929:20</p> <p><b>MEISSNER</b> [69] - 946:17, 946:21, 957:18, 958:6, 960:14, 960:16, 965:21, 966:19, 967:5, 968:10, 970:3, 976:6, 978:2, 978:19, 980:6, 982:3, 982:10, 982:22, 983:18, 983:20, 985:3, 986:11, 988:11, 989:22, 990:5, 990:19, 991:5, 993:2, 994:12, 994:17, 995:15, 996:2, 996:11, 996:20, 997:7, 998:18, 1000:13, 1000:21, 1001:3, 1005:22, 1006:4, 1006:12, 1009:3, 1013:21, 1014:11, 1017:8, 1022:22, 1023:5, 1025:3, 1025:9, 1025:18, 1025:21, 1025:23, 1026:11, 1026:24, 1027:12, 1028:1, 1028:4, 1028:15, 1049:13, 1053:19, 1057:12, 1077:3, 1078:13, 1079:18, 1080:15, 1081:17, 1083:22, 1091:1</p> <p><b>Meissner</b> [9] -</p>	<p>946:17, 956:4, 988:6, 1002:6, 1008:17, 1040:11, 1064:18, 1077:22, 1083:18</p> <p><b>MEMA</b> [6] - 1052:14, 1052:17, 1052:22, 1053:2, 1053:5, 1053:12</p> <p><b>members</b> [1] - 1026:10</p> <p><b>memories</b> [1] - 1076:22</p> <p><b>memory</b> [1] - 883:12</p> <p><b>mention</b> [1] - 1034:5</p> <p><b>mentioned</b> [6] - 887:20, 890:18, 913:22, 917:5, 920:16, 1027:1</p> <p><b>mentioning</b> [1] - 1039:20</p> <p><b>merit</b> [2] - 1080:16, 1080:20</p> <p><b>MERRICK</b> [1] - 1062:10</p> <p><b>Merrick</b> [3] - 860:13, 862:8, 1062:9</p> <p><b>message</b> [6] - 889:11, 889:24, 981:17, 982:1, 982:15, 1066:6</p> <p><b>messages</b> [1] - 1033:22</p> <p><b>messaging</b> [6] - 884:11, 884:12, 885:20, 886:6, 959:9, 960:10</p> <p><b>met</b> [12] - 868:13, 913:17, 913:19, 913:21, 913:24, 917:10, 917:12, 965:22, 1035:9, 1036:3, 1060:21</p> <p><b>meter</b> [1] - 1057:5</p> <p><b>meters</b> [11] - 1054:2, 1054:4, 1054:8, 1054:11, 1055:8, 1055:11, 1056:4, 1056:11, 1056:15, 1056:21, 1057:2</p> <p><b>method</b> [1] - 987:16</p> <p><b>methodologies</b> [2] - 966:16, 966:17</p> <p><b>methodology</b> [1] - 966:8</p> <p><b>Methodology</b> [1] - 891:12</p> <p><b>Microsoft</b> [1] -</p>	<p>1029:16</p> <p><b>midday</b> [1] - 1088:12</p> <p><b>middle</b> [3] - 926:1, 951:4, 1066:15</p> <p><b>midnight</b> [1] - 979:16</p> <p><b>might</b> [49] - 864:11, 867:23, 871:1, 873:13, 875:20, 879:2, 888:14, 889:23, 890:11, 891:22, 892:13, 894:19, 907:7, 907:15, 907:17, 907:22, 908:19, 909:5, 914:8, 914:14, 914:15, 926:24, 927:9, 927:24, 934:15, 936:7, 937:8, 939:12, 940:7, 951:15, 969:2, 980:6, 985:19, 988:22, 992:19, 1006:8, 1010:20, 1017:21, 1019:17, 1019:19, 1020:14, 1032:7, 1051:24, 1055:16, 1065:14, 1065:15, 1065:16, 1067:22</p> <p><b>Might</b> [2] - 888:23, 909:23</p> <p><b>mind</b> [8] - 862:12, 888:12, 902:16, 913:12, 931:3, 936:18, 997:15, 1062:22</p> <p><b>minor</b> [6] - 906:3, 921:10, 924:11, 924:12, 931:6, 938:19</p> <p><b>minus</b> [1] - 1044:18</p> <p><b>minus-1</b> [1] - 1045:11</p> <p><b>minute</b> [7] - 912:18, 915:18, 919:23, 943:16, 943:19, 946:1, 1081:8</p> <p><b>minutes</b> [3] - 1039:21, 1056:6, 1056:12</p> <p><b>minutiae</b> [1] - 919:23</p> <p><b>mislead</b> [1] - 938:2</p> <p><b>misleading</b> [1] - 937:18</p> <p><b>misses</b> [1] - 1084:22</p> <p><b>missing</b> [1] - 885:6</p> <p><b>misunderstand</b> [1] - 979:24</p> <p><b>mobilization</b> [1] -</p>	<p>867:2</p> <p><b>mock</b> [1] - 915:8</p> <p><b>Mock</b> [1] - 898:7</p> <p><b>model</b> [1] - 971:18</p> <p><b>moderate</b> [1] - 955:5</p> <p><b>modification</b> [1] - 1050:2</p> <p><b>modified</b> [2] - 916:11, 977:21</p> <p><b>modify</b> [4] - 876:21, 977:23, 978:7, 978:11</p> <p><b>moment</b> [2] - 883:22, 1078:5</p> <p><b>Monday</b> [21] - 962:17, 964:11, 964:14, 964:24, 965:1, 965:10, 965:12, 965:15, 965:22, 966:4, 966:6, 977:9, 978:16, 979:5, 979:9, 990:2, 1006:2, 1006:6, 1012:16, 1088:12</p> <p><b>Monday's</b> [1] - 1012:17</p> <p><b>monitor</b> [1] - 1028:22</p> <p><b>monitored</b> [1] - 908:19</p> <p><b>month</b> [5] - 915:13, 919:3, 1036:5, 1082:7, 1082:14</p> <p><b>months</b> [12] - 886:24, 900:24, 911:12, 914:13, 914:17, 914:22, 915:3, 919:11, 927:24, 1030:22, 1083:3</p> <p><b>more</b> [111] - 865:3, 868:22, 871:1, 871:14, 872:15, 872:23, 872:24, 874:14, 880:18, 885:1, 885:16, 885:17, 885:19, 886:19, 892:15, 893:14, 897:11, 899:11, 906:3, 906:12, 906:20, 907:21, 910:22, 911:7, 911:8, 911:14, 912:8, 912:11, 915:1, 916:23, 917:6, 917:23, 918:3, 918:14, 918:16, 918:23, 921:12,</p>	<p>921:18, 922:13, 923:10, 925:2, 925:6, 926:24, 927:2, 927:8, 927:11, 927:19, 927:21, 927:23, 928:20, 931:4, 933:21, 934:12, 936:1, 937:12, 938:5, 939:3, 939:17, 939:23, 940:14, 949:3, 949:12, 957:22, 962:3, 967:8, 967:12, 968:11, 971:8, 975:4, 975:16, 976:1, 976:3, 982:23, 986:11, 994:6, 997:9, 1001:17, 1002:7, 1005:10, 1012:24, 1013:12, 1013:13, 1017:4, 1018:2, 1019:12, 1019:21, 1022:23, 1038:11, 1040:8, 1049:22, 1050:24, 1056:14, 1061:16, 1066:4, 1074:2, 1074:3, 1074:4, 1074:21, 1078:7, 1079:16, 1084:3</p> <p><b>morning</b> [25] - 861:4, 861:22, 863:3, 863:4, 926:1, 927:12, 936:19, 944:4, 944:5, 944:19, 947:4, 948:4, 965:16, 966:7, 971:18, 973:1, 976:4, 977:8, 986:8, 996:9, 997:1, 1003:4, 1028:18, 1047:1, 1064:22</p> <p><b>mortgage</b> [1] - 933:7</p> <p><b>most</b> [21] - 895:21, 896:2, 900:9, 938:11, 950:12, 955:6, 984:7, 984:20, 1008:9, 1008:12, 1008:15, 1008:16, 1008:22, 1032:10, 1036:9, 1049:14, 1050:11, 1062:17, 1074:19, 1078:11, 1078:13</p> <p><b>Most</b> [2] - 930:21, 1045:17</p> <p><b>mostly</b> [1] - 960:6</p> <p><b>motion</b> [3] - 861:6, 1089:2, 1089:11</p> <p><b>move</b> [18] - 884:1, 931:24, 934:14,</p>
---	--	---	--	--

<p>939:22, 955:13, 955:20, 961:10, 967:12, 984:14, 990:12, 995:20, 1000:6, 1040:14, 1079:16, 1087:20, 1089:3, 1089:7</p> <p><b>movement</b> [1] - 970:12</p> <p><b>Moving</b> [5] - 870:9, 879:24, 883:14, 897:2, 1088:22</p> <p><b>moving</b> [5] - 873:16, 891:15, 892:6, 941:24, 1030:8</p> <p><b>mpurcell@dl.com</b> [1] - 860:5</p> <p><b>MR</b> [79] - 861:22, 862:5, 862:12, 862:15, 862:22, 863:2, 891:21, 891:23, 912:18, 915:15, 915:24, 928:3, 932:1, 943:16, 943:23, 944:1, 944:3, 945:23, 947:3, 958:4, 962:18, 963:11, 963:24, 964:7, 970:13, 971:14, 975:6, 977:3, 978:22, 979:10, 982:7, 982:14, 987:14, 989:6, 1018:3, 1021:22, 1022:18, 1026:1, 1026:5, 1038:18, 1039:7, 1039:19, 1040:15, 1053:14, 1057:19, 1057:22, 1057:24, 1062:8, 1069:21, 1078:8, 1080:23, 1081:13, 1081:16, 1081:21, 1087:15, 1088:11, 1088:18, 1089:5, 1089:11, 1090:18, 1090:19, 1090:21, 1090:22, 1090:23, 1091:5, 1091:8, 1091:10, 1091:11, 1091:12, 1091:13, 1091:14, 1091:15, 1091:16, 1091:18, 1091:19, 1091:20, 1091:22, 1091:23, 1091:24</p> <p><b>Mr</b> [82] - 862:18, 863:3, 867:21, 869:19, 873:16,</p>	<p>888:1, 898:16, 902:20, 904:5, 904:21, 907:6, 913:1, 916:1, 918:13, 923:12, 923:14, 928:4, 932:2, 943:14, 944:4, 954:18, 956:4, 956:5, 956:6, 958:17, 959:3, 970:14, 974:1, 987:15, 988:5, 988:6, 1001:4, 1002:6, 1007:7, 1007:11, 1008:17, 1010:1, 1010:4, 1010:14, 1010:16, 1023:11, 1023:12, 1030:2, 1031:15, 1034:12, 1038:7, 1039:20, 1040:8, 1040:11, 1047:2, 1048:16, 1048:19, 1052:21, 1053:11, 1057:20, 1064:18, 1065:9, 1065:10, 1065:11, 1065:12, 1065:21, 1066:3, 1066:7, 1067:23, 1069:23, 1071:12, 1073:10, 1077:8, 1077:21, 1077:22, 1078:6, 1078:14, 1081:22, 1082:18, 1083:6, 1083:18, 1086:20</p> <p><b>Ms</b> [1] - 1028:19</p> <p><b>MS</b> [56] - 861:3, 862:3, 862:11, 862:14, 862:16, 862:23, 912:20, 912:23, 915:17, 915:20, 923:13, 943:13, 943:18, 943:21, 943:24, 945:24, 946:5, 957:5, 957:14, 961:11, 977:17, 983:13, 983:19, 1006:20, 1007:2, 1024:13, 1031:10, 1038:4, 1038:13, 1038:16, 1038:21, 1039:8, 1048:16, 1052:11, 1057:14, 1057:20, 1061:13, 1062:10, 1062:16, 1075:11, 1078:6, 1081:7, 1081:10, 1081:15, 1087:17, 1088:21, 1089:10, 1089:12,</p>	<p>1089:16, 1089:17, 1090:20, 1091:6, 1091:7, 1091:9, 1091:17, 1091:21</p> <p><b>much</b> [43] - 872:15, 874:8, 878:15, 888:4, 901:10, 905:24, 906:12, 906:13, 906:18, 907:4, 908:10, 911:14, 922:11, 923:18, 928:20, 928:23, 934:21, 936:6, 951:8, 957:19, 958:2, 968:20, 971:24, 972:13, 973:7, 988:12, 1001:20, 1006:13, 1006:23, 1010:17, 1018:6, 1022:20, 1023:2, 1023:4, 1027:7, 1040:5, 1040:13, 1054:16, 1058:22, 1060:2, 1080:23, 1086:4, 1087:17</p> <p><b>MUELLER</b> [16] - 861:22, 862:15, 943:16, 943:23, 944:1, 944:3, 945:23, 1039:7, 1057:19, 1081:13, 1081:16, 1081:21, 1087:15, 1088:18, 1089:5, 1090:23</p> <p><b>Mueller</b> [2] - 860:2, 861:24</p> <p><b>multiple</b> [3] - 987:12, 1013:22, 1072:15</p> <p><b>multitude</b> [1] - 888:21</p> <p><b>muni</b> [1] - 1036:24</p> <p><b>municipal</b> [13] - 897:17, 925:16, 960:21, 1036:22, 1037:20, 1062:12, 1062:14, 1064:14, 1064:20, 1066:9, 1067:3, 1068:5</p> <p><b>municipalities</b> [1] - 1064:17</p> <p><b>municipals</b> [3] - 899:20, 944:24, 1063:20</p> <p><b>must</b> [2] - 999:21, 1086:23</p> <p><b>mutual</b> [2] - 869:14, 869:16</p> <p><b>mutual-aid</b> [1] -</p>	<p>869:16</p> <p><b>my</b> [67] - 862:6, 862:13, 866:4, 868:18, 869:18, 870:5, 872:3, 879:3, 885:13, 890:4, 893:18, 898:16, 902:14, 903:2, 903:17, 904:1, 908:16, 909:13, 911:3, 913:12, 913:14, 913:16, 921:3, 921:6, 921:23, 922:14, 923:21, 928:5, 931:1, 933:9, 933:20, 936:18, 937:14, 944:10, 944:20, 947:23, 948:12, 950:1, 957:10, 958:1, 958:2, 968:18, 971:18, 984:21, 985:6, 985:8, 985:9, 985:12, 985:13, 985:17, 985:18, 986:22, 987:3, 992:8, 992:24, 999:20, 1007:14, 1017:16, 1026:6, 1031:21, 1037:9, 1043:23, 1058:18, 1060:4, 1060:6, 1064:19</p> <p><b>My</b> [11] - 898:22, 922:4, 922:16, 933:3, 965:21, 1026:20, 1028:17, 1031:18, 1052:12, 1052:17, 1073:19</p> <p><b>myself</b> [3] - 948:12, 956:5, 1003:1</p>	<p>999:22, 1000:7, 1000:11, 1000:15, 1000:22, 1003:11, 1005:14, 1007:11, 1007:15, 1007:20, 1007:21, 1009:16, 1009:24, 1010:3, 1011:5, 1011:13, 1012:24, 1013:2, 1013:23, 1015:4, 1015:14, 1015:17, 1015:19, 1016:22, 1018:4, 1021:24, 1022:12, 1022:15, 1041:2, 1041:18, 1043:11, 1043:17</p> <p><b>necessarily</b> [12] - 942:11, 943:9, 949:6, 951:16, 969:18, 988:2, 1008:14, 1016:20, 1032:6, 1049:4, 1049:8, 1051:2</p> <p><b>necessary</b> [1] - 876:9</p> <p><b>need</b> [60] - 868:9, 871:9, 872:8, 875:12, 876:5, 878:5, 880:15, 881:10, 881:12, 884:19, 885:6, 889:13, 889:19, 894:23, 895:6, 895:11, 896:19, 905:13, 905:15, 911:10, 920:8, 923:3, 925:13, 925:14, 937:8, 943:11, 944:15, 944:22, 969:21, 973:7, 973:14, 983:19, 992:2, 1001:8, 1019:1, 1019:11, 1019:12, 1020:17, 1021:16, 1022:8, 1025:18, 1027:7, 1032:13, 1037:7, 1039:13, 1046:17, 1058:14, 1058:23, 1060:11, 1074:15, 1074:23, 1075:15, 1076:17, 1087:11, 1087:21</p> <p><b>needed</b> [19] - 883:8, 887:23, 898:6, 927:5, 971:11, 973:13, 973:20, 979:19, 993:15, 999:16, 1002:4, 1002:16,</p>
<b>N</b>				
<p><b>N</b> [3] - 861:2, 1044:18, 1090:14</p> <p><b>N-minus-1</b> [3] - 1042:13, 1045:10, 1045:19</p> <p><b>N-minus-1-minus-1</b> [1] - 1043:7</p> <p><b>name</b> [2] - 862:6, 946:10</p> <p><b>National</b> [42] - 933:17, 939:21, 940:1, 940:13, 940:16, 940:21, 971:10, 992:6, 995:21, 996:6,</p>				

<p>1002:18, 1011:8, 1013:10, 1015:12, 1020:22, 1035:16, 1071:3</p> <p><b>needs</b> [17] - 876:20, 886:22, 890:24, 893:1, 908:7, 921:8, 940:22, 942:12, 944:16, 944:20, 945:1, 945:20, 945:21, 973:8, 992:22, 1033:23, 1037:18</p> <p><b>negative</b> [1] - 931:19</p> <p><b>neighbor</b> [1] - 981:22</p> <p><b>neighbor's</b> [1] - 985:18</p> <p><b>neighborhood</b> [4] - 937:15, 984:2, 985:7, 985:8</p> <p><b>neighborhoods</b> [2] - 983:16, 985:4</p> <p><b>NELSON</b> [14] - 891:21, 915:24, 963:11, 964:7, 975:6, 979:10, 982:7, 987:14, 1039:19, 1090:19, 1091:11, 1091:15, 1091:19, 1091:22</p> <p><b>Nelson</b> [3] - 859:19, 861:16, 1053:11</p> <p><b>NEMA</b> [1] - 993:6</p> <p><b>NEMAG</b> [2] - 1026:9, 1026:17</p> <p><b>nervous</b> [1] - 910:22</p> <p><b>never</b> [3] - 898:1, 936:4, 959:22</p> <p><b>new</b> [11] - 903:14, 919:1, 1000:2, 1002:19, 1002:23, 1058:20, 1058:21, 1060:9, 1074:11, 1075:1, 1075:3</p> <p><b>New</b> [7] - 860:9, 1040:18, 1041:23, 1043:1, 1045:9, 1049:17, 1049:19</p> <p><b>newsletter</b> [2] - 1034:3, 1034:6</p> <p><b>newspapers</b> [1] - 916:6</p> <p><b>next</b> [41] - 868:9, 877:16, 877:19, 880:1, 888:17, 894:6, 900:15, 900:16,</p>	<p>903:4, 905:1, 911:16, 912:17, 914:16, 914:17, 919:6, 933:18, 936:8, 940:21, 955:13, 966:7, 971:1, 971:18, 977:22, 977:24, 978:5, 984:14, 985:18, 986:8, 995:20, 1019:5, 1026:6, 1026:20, 1036:4, 1046:17, 1060:23, 1074:6, 1074:7, 1076:3, 1076:18, 1079:3, 1079:22</p> <p><b>next-door</b> [1] - 985:18</p> <p><b>night</b> [12] - 873:8, 873:9, 873:10, 874:21, 966:6, 967:7, 972:11, 974:9, 977:7, 978:16, 992:5, 997:11</p> <p><b>NIMS</b> [2] - 1037:22, 1074:9</p> <p><b>nine</b> [3] - 1017:11, 1054:17, 1054:21</p> <p><b>no</b> [30] - 882:8, 886:15, 896:19, 914:23, 915:15, 921:4, 923:5, 924:2, 936:6, 937:17, 945:21, 951:10, 971:7, 980:20, 988:9, 988:16, 989:19, 990:9, 1009:3, 1009:4, 1017:15, 1030:11, 1054:8, 1054:11, 1055:23, 1056:4, 1075:19, 1079:9, 1089:24, 1090:1</p> <p><b>No</b> [37] - 867:5, 867:6, 870:14, 870:15, 871:17, 873:21, 875:4, 875:12, 876:14, 877:12, 878:16, 880:5, 880:6, 880:7, 888:8, 891:20, 893:3, 900:1, 900:2, 908:16, 916:16, 934:22, 963:17, 970:19, 971:23, 975:17, 1000:13, 1015:16, 1044:10, 1044:16, 1044:17, 1047:3, 1058:9, 1058:10,</p>	<p>1068:21, 1070:7</p> <p><b>nobody</b> [1] - 1085:4</p> <p><b>Nodding</b> [1] - 986:21</p> <p><b>none</b> [2] - 955:12, 971:2</p> <p><b>nonpayment</b> [1] - 1070:12</p> <p><b>nonprimary</b> [1] - 990:4</p> <p><b>nontraditional</b> [1] - 890:13</p> <p><b>normal</b> [6] - 948:15, 948:17, 1000:15, 1017:21, 1034:3, 1056:1</p> <p><b>normally</b> [1] - 1055:8</p> <p><b>Normally</b> [2] - 1054:2, 1065:5</p> <p><b>north</b> [5] - 1042:8, 1043:5, 1043:13, 1043:14, 1044:4</p> <p><b>Nos</b> [2] - 867:10, 1044:6</p> <p><b>Not</b> [3] - 896:22, 1016:20, 1040:1</p> <p><b>not</b> [197] - 864:13, 865:1, 866:10, 867:7, 867:13, 867:23, 870:8, 871:3, 871:9, 872:9, 878:9, 878:14, 878:16, 880:15, 882:6, 882:24, 883:5, 885:17, 886:2, 889:7, 890:4, 890:9, 890:11, 891:2, 891:14, 892:5, 892:9, 892:22, 893:21, 894:14, 896:2, 896:3, 896:6, 896:18, 898:18, 898:19, 899:3, 899:13, 899:18, 900:20, 900:23, 901:8, 901:23, 902:2, 903:3, 903:18, 904:9, 904:10, 905:20, 909:14, 909:16, 910:15, 910:19, 912:2, 912:14, 915:2, 915:8, 916:14, 919:10, 919:12, 920:3, 920:11, 921:5, 921:24, 922:5, 923:9, 923:23, 924:11, 924:21, 927:2, 927:13, 930:2, 930:13, 931:18, 933:4, 933:5, 933:11, 933:17, 934:16,</p>	<p>934:23, 935:3, 935:6, 935:10, 935:13, 935:15, 935:18, 936:5, 939:8, 939:14, 940:3, 940:8, 940:13, 941:5, 942:7, 942:11, 942:14, 947:6, 947:21, 948:1, 948:3, 949:6, 952:13, 953:1, 954:7, 954:13, 956:5, 957:9, 959:18, 960:7, 960:9, 960:18, 962:1, 963:6, 965:5, 966:13, 967:15, 968:18, 971:11, 973:6, 981:24, 983:9, 985:13, 987:20, 988:2, 991:15, 994:10, 994:20, 994:23, 995:8, 996:5, 996:13, 996:16, 998:3, 1000:13, 1001:19, 1004:7, 1004:11, 1005:1, 1006:9, 1009:4, 1009:18, 1013:19, 1014:5, 1014:8, 1016:21, 1021:18, 1024:15, 1024:16, 1024:21, 1025:6, 1026:11, 1028:23, 1036:9, 1036:21, 1040:4, 1043:9, 1044:10, 1045:2, 1045:14, 1045:16, 1046:5, 1046:6, 1047:11, 1047:21, 1047:22, 1048:2, 1048:20, 1051:1, 1051:10, 1052:12, 1052:20, 1052:24, 1053:21, 1054:4, 1055:24, 1057:19, 1058:13, 1059:16, 1059:23, 1060:8, 1061:16, 1062:18, 1063:8, 1063:9, 1068:21, 1070:1, 1072:4, 1075:18, 1076:13, 1077:2, 1078:11, 1080:9, 1080:19, 1082:10, 1083:17, 1085:5</p> <p><b>note</b> [5] - 861:21, 874:21, 879:6, 1081:1, 1088:18</p> <p><b>noted</b> [1] - 1089:14</p> <p><b>nothing</b> [3] - 888:5,</p>	<p>911:12, 1087:15</p> <p><b>notice</b> [1] - 924:2</p> <p><b>noticed</b> [1] - 1051:8</p> <p><b>notified</b> [1] - 1064:9</p> <p><b>noting</b> [1] - 1049:13</p> <p><b>notion</b> [1] - 896:5</p> <p><b>notwithstanding</b> [1] - 932:15</p> <p><b>November</b> [2] - 878:13, 902:12</p> <p><b>Now</b> [9] - 871:17, 873:16, 875:4, 876:14, 881:6, 888:8, 891:11, 962:19, 1061:10</p> <p><b>now</b> [45] - 875:5, 903:15, 911:3, 911:12, 914:13, 915:3, 919:6, 929:4, 933:16, 936:6, 938:18, 945:6, 945:10, 947:18, 950:11, 953:22, 955:13, 965:3, 968:4, 968:10, 975:2, 982:9, 982:16, 982:22, 985:19, 985:23, 986:4, 988:3, 988:15, 990:12, 1019:8, 1024:20, 1026:21, 1032:22, 1033:3, 1035:3, 1041:9, 1043:24, 1046:16, 1050:7, 1065:9, 1071:1, 1077:7, 1085:12, 1085:24</p> <p><b>NSTAR</b> [1] - 940:10</p> <p><b>NSTAR's</b> [5] - 940:9, 1088:4, 1088:6, 1088:15, 1088:19</p> <p><b>number</b> [40] - 864:4, 864:7, 880:9, 882:3, 882:8, 883:15, 887:13, 922:2, 927:5, 938:6, 940:4, 977:12, 991:6, 995:22, 996:6, 1005:15, 1005:16, 1008:22, 1015:6, 1015:11, 1015:13, 1015:20, 1020:13, 1027:2, 1027:12, 1027:17, 1027:19, 1028:5, 1028:8, 1047:24, 1048:5, 1052:3, 1052:4, 1059:11, 1059:12, 1059:13, 1059:17, 1067:2, 1072:17</p>
--	---	---	--	---

<p><b>numbers</b> [6] - 864:5, 864:9, 1019:3, 1019:15, 1020:20, 1053:12</p> <p><b>numeric</b> [3] - 1051:17, 1051:19, 1051:24</p>	<p>923:2, 1002:19, 1060:12</p> <p><b>occasions</b> [1] - 997:1</p> <p><b>occur</b> [2] - 915:6, 1046:19</p> <p><b>occurred</b> [8] - 871:24, 908:12, 939:23, 988:12, 993:24, 1006:1, 1078:12, 1083:20</p>	<p>885:5, 885:7, 885:10, 885:18, 885:22, 886:1, 886:21, 887:2, 887:4, 887:8, 887:12, 887:13, 887:14, 887:16, 887:20, 888:13, 888:18, 888:19, 888:21, 889:4, 889:9, 889:16, 889:17, 889:22, 890:2, 890:7, 890:12, 890:17, 890:22, 891:5, 891:6, 891:8, 891:21, 891:22, 892:3, 892:8, 892:12, 892:16, 892:17, 892:19, 892:22, 893:5, 893:6, 893:7, 893:13, 893:16, 894:16, 894:19, 894:21, 894:22, 894:23, 894:24, 895:4, 895:5, 895:6, 895:21, 896:1, 896:2, 896:5, 896:16, 896:22, 896:24, 897:8, 897:20, 897:23, 897:24, 898:16, 898:18, 898:20, 898:22, 899:7, 899:17, 899:24, 900:4, 900:9, 900:10, 900:13, 900:15, 900:21, 901:2, 901:3, 901:12, 902:4, 902:9, 902:12, 902:13, 902:19, 903:11, 904:20, 904:22, 904:24, 905:3, 906:2, 906:3, 906:19, 907:2, 907:7, 907:8, 907:10, 908:14, 908:15, 908:23, 909:4, 910:4, 910:7, 910:10, 910:11, 910:14, 910:22, 911:1, 911:4, 911:22, 911:24, 912:1, 912:4, 912:5, 912:8, 912:16, 913:9, 913:13, 913:14, 913:23, 914:5, 914:11, 914:24, 915:4, 915:16, 916:2, 916:18, 917:7, 917:8, 917:15, 917:16, 917:18, 917:24, 918:3, 918:5, 918:11,</p>	<p>918:15, 918:17, 918:18, 918:19, 918:22, 919:1, 919:8, 919:14, 919:20, 919:21, 920:4, 920:20, 920:23, 921:4, 922:2, 922:5, 922:9, 922:14, 922:17, 922:21, 923:1, 923:3, 923:8, 923:9, 923:11, 923:14, 923:23, 924:14, 924:16, 925:6, 925:15, 925:18, 925:21, 926:1, 926:3, 926:12, 926:13, 926:16, 926:17, 926:20, 927:5, 927:9, 927:24, 928:1, 928:4, 928:10, 928:16, 928:17, 929:1, 929:5, 929:7, 929:22, 930:14, 931:3, 931:5, 931:7, 931:8, 931:10, 931:20, 931:22, 932:16, 932:19, 933:5, 933:12, 934:1, 934:4, 934:16, 934:24, 935:1, 935:4, 935:7, 935:10, 935:15, 935:18, 935:21, 936:9, 936:12, 936:13, 936:19, 936:22, 937:2, 937:9, 937:10, 937:11, 937:12, 937:13, 937:19, 938:2, 938:5, 938:6, 938:8, 938:9, 938:10, 938:18, 938:22, 938:24, 939:13, 939:16, 939:17, 940:4, 940:12, 940:18, 940:19, 941:7, 941:8, 941:11, 941:12, 941:13, 941:15, 941:18, 942:4, 942:13, 942:14, 942:17, 942:22, 942:23, 943:3, 943:14, 944:7, 944:10, 944:15, 944:16, 944:18, 944:19, 944:21, 945:1, 945:3, 945:4, 945:18, 946:2, 946:7, 946:8, 947:8, 947:9,</p>	<p>947:13, 947:16, 947:20, 948:14, 948:16, 948:17, 948:21, 948:24, 949:6, 949:13, 949:19, 949:22, 950:2, 950:5, 950:11, 950:12, 950:15, 950:21, 951:3, 951:5, 951:7, 951:8, 951:23, 952:6, 952:8, 952:10, 952:14, 952:15, 952:16, 952:18, 952:24, 954:5, 954:13, 954:17, 954:19, 954:20, 954:22, 955:3, 955:4, 955:6, 955:8, 955:11, 955:12, 955:15, 955:18, 955:20, 955:21, 956:2, 956:13, 956:17, 956:20, 956:21, 956:23, 957:2, 957:6, 957:7, 957:10, 957:12, 957:22, 958:2, 958:23, 960:1, 960:6, 960:7, 960:11, 960:18, 961:2, 961:3, 961:4, 961:7, 961:23, 962:3, 962:5, 962:6, 962:11, 962:12, 962:21, 963:1, 963:7, 964:14, 964:15, 964:22, 965:3, 965:8, 965:11, 965:12, 965:21, 966:6, 966:12, 966:19, 966:22, 967:19, 967:22, 968:1, 968:15, 968:20, 968:21, 969:4, 969:6, 969:13, 969:18, 969:23, 970:5, 970:6, 970:12, 970:17, 970:18, 970:21, 970:24, 971:2, 971:21, 972:8, 972:9, 972:14, 973:11, 974:6, 974:13, 974:17, 975:4, 975:7, 975:8, 975:9, 975:24, 976:9, 976:12, 976:14, 976:20, 976:22, 977:12, 977:20, 977:24, 978:5, 978:12, 979:4, 979:9, 979:13,</p>
<b>O</b>				
<p><b>O</b> [1] - 861:2</p> <p><b>o'clock</b> [4] - 894:14, 947:16, 967:7, 996:14</p> <p><b>oath</b> [3] - 862:19, 946:9, 1007:6</p> <p><b>object</b> [2] - 1057:18, 1075:24</p> <p><b>Objection</b> [1] - 862:15</p> <p><b>objection</b> [1] - 1088:3</p> <p><b>objections</b> [3] - 1089:12, 1089:24, 1090:2</p> <p><b>objective</b> [11] - 868:13, 900:18, 919:16, 922:15, 976:14, 976:20, 977:21, 977:22, 1001:21, 1004:1, 1015:7</p> <p><b>objectives</b> [11] - 892:22, 900:12, 900:19, 901:7, 901:13, 901:15, 902:1, 913:23, 976:11, 978:3, 1005:17</p> <p><b>obligations</b> [1] - 921:6</p> <p><b>observation</b> [3] - 913:6, 957:18, 958:1</p> <p><b>observations</b> [3] - 952:18, 956:13, 1083:19</p> <p><b>obtain</b> [2] - 879:13, 1065:9</p> <p><b>obvious</b> [3] - 934:15, 1034:9, 1061:23</p> <p><b>obviously</b> [11] - 882:23, 922:19, 935:24, 967:10, 997:22, 1039:10, 1054:14, 1070:1, 1074:5, 1077:10, 1088:3</p> <p><b>Obviously</b> [5] - 887:14, 903:15,</p>	<p><b>occurring</b> [1] - 1041:9</p> <p><b>occurs</b> [1] - 914:17</p> <p><b>Of</b> [2] - 859:2, 859:3</p> <p><b>Of</b> [2] - 971:6, 1019:10</p> <p><b>of</b> [999] - 859:7, 860:12, 861:4, 861:7, 861:12, 861:15, 861:17, 861:23, 861:24, 862:5, 862:17, 863:6, 863:24, 864:2, 864:5, 864:9, 864:16, 864:21, 865:11, 865:16, 865:22, 866:1, 866:13, 866:16, 867:6, 867:7, 867:18, 868:10, 868:22, 869:1, 869:6, 869:8, 869:11, 869:14, 869:20, 870:9, 870:23, 870:24, 871:2, 871:3, 871:5, 871:12, 871:13, 871:21, 872:2, 872:4, 872:6, 872:10, 872:14, 872:19, 873:2, 873:17, 873:23, 874:4, 874:7, 874:15, 874:21, 875:13, 875:14, 875:15, 875:19, 876:13, 876:17, 876:23, 877:23, 878:11, 878:23, 879:1, 879:3, 879:6, 879:9, 879:17, 879:22, 880:9, 880:12, 881:1, 881:2, 881:8, 881:9, 881:14, 882:3, 882:9, 882:18, 882:21, 882:24, 883:3, 883:11, 883:21, 884:5, 884:11, 884:15, 884:17, 885:3, 885:4,</p>	<p>885:5, 885:7, 885:10, 885:18, 885:22, 886:1, 886:21, 887:2, 887:4, 887:8, 887:12, 887:13, 887:14, 887:16, 887:20, 888:13, 888:18, 888:19, 888:21, 889:4, 889:9, 889:16, 889:17, 889:22, 890:2, 890:7, 890:12, 890:17, 890:22, 891:5, 891:6, 891:8, 891:21, 891:22, 892:3, 892:8, 892:12, 892:16, 892:17, 892:19, 892:22, 893:5, 893:6, 893:7, 893:13, 893:16, 894:16, 894:19, 894:21, 894:22, 894:23, 894:24, 895:4, 895:5, 895:6, 895:21, 896:1, 896:2, 896:5, 896:16, 896:22, 896:24, 897:8, 897:20, 897:23, 897:24, 898:16, 898:18, 898:20, 898:22, 899:7, 899:17, 899:24, 900:4, 900:9, 900:10, 900:13, 900:15, 900:21, 901:2, 901:3, 901:12, 902:4, 902:9, 902:12, 902:13, 902:19, 903:11, 904:20, 904:22, 904:24, 905:3, 906:2, 906:3, 906:19, 907:2, 907:7, 907:8, 907:10, 908:14, 908:15, 908:23, 909:4, 910:4, 910:7, 910:10, 910:11, 910:14, 910:22, 911:1, 911:4, 911:22, 911:24, 912:1, 912:4, 912:5, 912:8, 912:16, 913:9, 913:13, 913:14, 913:23, 914:5, 914:11, 914:24, 915:4, 915:16, 916:2, 916:18, 917:7, 917:8, 917:15, 917:16, 917:18, 917:24, 918:3, 918:5, 918:11,</p>	<p>918:15, 918:17, 918:18, 918:19, 918:22, 919:1, 919:8, 919:14, 919:20, 919:21, 920:4, 920:20, 920:23, 921:4, 922:2, 922:5, 922:9, 922:14, 922:17, 922:21, 923:1, 923:3, 923:8, 923:9, 923:11, 923:14, 923:23, 924:14, 924:16, 925:6, 925:15, 925:18, 925:21, 926:1, 926:3, 926:12, 926:13, 926:16, 926:17, 926:20, 927:5, 927:9, 927:24, 928:1, 928:4, 928:10, 928:16, 928:17, 929:1, 929:5, 929:7, 929:22, 930:14, 931:3, 931:5, 931:7, 931:8, 931:10, 931:20, 931:22, 932:16, 932:19, 933:5, 933:12, 934:1, 934:4, 934:16, 934:24, 935:1, 935:4, 935:7, 935:10, 935:15, 935:18, 935:21, 936:9, 936:12, 936:13, 936:19, 936:22, 937:2, 937:9, 937:10, 937:11, 937:12, 937:13, 937:19, 938:2, 938:5, 938:6, 938:8, 938:9, 938:10, 938:18, 938:22, 938:24, 939:13, 939:16, 939:17, 940:4, 940:12, 940:18, 940:19, 941:7, 941:8, 941:11, 941:12, 941:13, 941:15, 941:18, 942:4, 942:13, 942:14, 942:17, 942:22, 942:23, 943:3, 943:14, 944:7, 944:10, 944:15, 944:16, 944:18, 944:19, 944:21, 945:1, 945:3, 945:4, 945:18, 946:2, 946:7, 946:8, 947:8, 947:9,</p>	<p>947:13, 947:16, 947:20, 948:14, 948:16, 948:17, 948:21, 948:24, 949:6, 949:13, 949:19, 949:22, 950:2, 950:5, 950:11, 950:12, 950:15, 950:21, 951:3, 951:5, 951:7, 951:8, 951:23, 952:6, 952:8, 952:10, 952:14, 952:15, 952:16, 952:18, 952:24, 954:5, 954:13, 954:17, 954:19, 954:20, 954:22, 955:3, 955:4, 955:6, 955:8, 955:11, 955:12, 955:15, 955:18, 955:20, 955:21, 956:2, 956:13, 956:17, 956:20, 956:21, 956:23, 957:2, 957:6, 957:7, 957:10, 957:12, 957:22, 958:2, 958:23, 960:1, 960:6, 960:7, 960:11, 960:18, 961:2, 961:3, 961:4, 961:7, 961:23, 962:3, 962:5, 962:6, 962:11, 962:12, 962:21, 963:1, 963:7, 964:14, 964:15, 964:22, 965:3, 965:8, 965:11, 965:12, 965:21, 966:6, 966:12, 966:19, 966:22, 967:19, 967:22, 968:1, 968:15, 968:20, 968:21, 969:4, 969:6, 969:13, 969:18, 969:23, 970:5, 970:6, 970:12, 970:17, 970:18, 970:21, 970:24, 971:2, 971:21, 972:8, 972:9, 972:14, 973:11, 974:6, 974:13, 974:17, 975:4, 975:7, 975:8, 975:9, 975:24, 976:9, 976:12, 976:14, 976:20, 976:22, 977:12, 977:20, 977:24, 978:5, 978:12, 979:4, 979:9, 979:13,</p>

<p>979:18, 980:3, 980:7, 980:10, 980:11, 980:16, 981:9, 981:14, 981:19, 982:3, 982:18, 982:24, 983:6, 983:22, 984:6, 984:7, 984:12, 984:16, 984:21, 986:12, 986:15, 987:1, 987:16, 988:12, 988:15, 988:20, 989:7, 989:12, 990:3, 990:9, 990:17, 990:18, 990:23, 991:5, 991:6, 991:8, 991:12, 991:14, 991:18, 991:20, 991:24, 992:5, 992:8, 992:9, 992:10, 992:11, 992:14, 992:15, 992:24, 993:5, 993:6, 993:7, 993:17, 993:18, 993:21, 994:2, 994:4, 994:10, 994:14, 994:16, 994:18, 994:19, 994:21, 995:2, 995:4, 995:7, 995:8, 995:10, 995:15, 995:17, 995:20, 995:22, 996:6, 996:20, 996:23, 996:24, 997:8, 997:11, 997:14, 997:19, 997:21, 998:6, 998:8, 998:10, 998:13, 998:23, 999:2, 999:3, 999:19, 1000:1, 1000:11, 1001:2, 1001:6, 1001:8, 1001:11, 1001:15, 1001:17, 1001:21, 1001:23, 1001:24, 1002:1, 1002:8, 1002:13, 1002:18, 1002:20, 1003:4, 1004:2, 1004:3, 1004:8, 1004:12, 1004:21, 1005:7, 1005:8, 1005:9, 1005:10, 1005:11, 1005:15, 1005:16, 1005:17, 1005:19, 1006:10, 1006:15, 1007:5, 1007:8, 1007:15, 1008:7,</p>	<p>1008:10, 1008:12, 1008:15, 1008:16, 1008:21, 1008:22, 1009:7, 1009:12, 1010:7, 1010:8, 1010:13, 1010:24, 1011:8, 1011:10, 1011:19, 1011:22, 1012:8, 1012:14, 1012:20, 1012:21, 1013:1, 1013:3, 1013:4, 1013:7, 1013:13, 1013:23, 1014:3, 1014:7, 1014:17, 1015:3, 1015:5, 1015:6, 1015:20, 1016:1, 1016:8, 1016:18, 1016:19, 1017:4, 1017:11, 1018:2, 1018:16, 1018:24, 1019:1, 1019:20, 1020:9, 1020:13, 1020:14, 1020:20, 1021:4, 1021:12, 1021:19, 1021:23, 1022:12, 1022:19, 1022:23, 1023:8, 1023:16, 1024:2, 1025:14, 1027:2, 1027:3, 1027:9, 1027:13, 1027:17, 1027:19, 1028:1, 1028:5, 1028:6, 1028:8, 1028:10, 1028:11, 1028:23, 1029:2, 1029:9, 1029:10, 1029:18, 1029:21, 1029:23, 1030:1, 1030:4, 1030:8, 1030:16, 1030:22, 1031:2, 1031:19, 1031:20, 1032:1, 1032:5, 1032:10, 1032:11, 1032:14, 1032:18, 1033:1, 1033:4, 1033:5, 1033:7, 1033:15, 1033:17, 1033:18, 1033:24, 1034:1, 1034:7, 1034:10, 1034:15, 1034:18, 1034:20, 1034:23, 1035:2, 1035:5, 1035:8, 1035:9, 1035:17, 1035:18, 1035:22, 1037:6, 1037:18,</p>	<p>1037:22, 1038:6, 1038:10, 1038:14, 1039:9, 1039:11, 1039:15, 1040:4, 1040:10, 1041:4, 1041:7, 1042:3, 1042:4, 1042:6, 1042:7, 1042:8, 1042:11, 1043:6, 1043:16, 1043:22, 1044:1, 1044:3, 1044:15, 1044:19, 1045:6, 1045:15, 1045:17, 1045:23, 1046:11, 1046:16, 1046:21, 1047:13, 1047:22, 1047:24, 1048:4, 1048:5, 1048:6, 1048:10, 1048:23, 1049:1, 1049:2, 1049:5, 1049:11, 1049:16, 1049:20, 1049:22, 1050:11, 1051:18, 1051:22, 1051:23, 1052:7, 1052:18, 1052:20, 1052:21, 1052:22, 1053:7, 1053:10, 1053:13, 1053:15, 1053:18, 1053:20, 1054:5, 1054:13, 1054:17, 1054:21, 1054:22, 1055:4, 1055:5, 1055:10, 1055:17, 1056:10, 1056:13, 1056:18, 1057:1, 1057:15, 1058:4, 1058:19, 1059:4, 1060:4, 1060:5, 1060:21, 1061:2, 1061:11, 1061:13, 1062:12, 1062:17, 1062:21, 1063:1, 1063:9, 1064:19, 1065:7, 1065:16, 1066:9, 1066:10, 1066:14, 1066:15, 1067:1, 1067:4, 1067:9, 1067:13, 1067:16, 1067:21, 1067:24, 1068:11, 1068:15, 1068:22, 1069:4, 1069:16, 1069:18, 1070:5, 1071:15, 1071:21, 1071:22, 1072:4, 1072:11, 1072:17,</p>	<p>1072:20, 1073:9, 1073:13, 1073:21, 1074:3, 1074:16, 1074:17, 1074:19, 1074:21, 1075:17, 1075:24, 1076:3, 1076:14, 1076:15, 1076:17, 1076:20, 1077:1, 1077:17, 1078:3, 1078:10, 1078:13, 1078:22, 1079:19, 1079:20, 1079:23, 1080:2, 1080:3, 1080:4, 1080:10, 1080:13, 1080:17, 1080:22, 1081:3, 1081:11, 1081:22, 1082:6, 1082:7, 1082:8, 1082:10, 1082:14, 1082:15, 1082:18, 1082:19, 1083:3, 1083:7, 1083:12, 1083:14, 1083:18, 1084:8, 1084:9, 1084:19, 1084:22, 1085:8, 1085:9, 1085:11, 1085:16, 1085:17, 1085:22, 1085:23, 1086:7, 1086:9, 1086:16, 1086:17, 1086:18, 1086:23, 1086:24, 1087:13, 1087:23, 1087:24, 1088:6, 1088:24, 1089:7, 1090:7 <b>off</b> [34] - 863:5, 887:12, 887:17, 894:24, 900:8, 910:3, 912:20, 912:22, 942:13, 943:18, 945:3, 953:12, 957:9, 963:16, 970:4, 970:8, 973:4, 975:2, 981:1, 986:18, 986:20, 1007:8, 1012:3, 1013:12, 1014:17, 1035:20, 1036:16, 1038:2, 1043:16, 1043:22, 1045:1, 1060:18, 1077:21, 1077:22 <b>off-loading</b> [1] - 942:13 <b>offer</b> [5] - 927:1, 927:21, 927:23, 960:2, 1039:17</p>	<p><b>offered</b> [1] - 1089:8 <b>office</b> [19] - 868:8, 922:9, 950:3, 968:7, 972:24, 973:1, 997:18, 997:21, 998:7, 1009:11, 1011:3, 1011:12, 1011:13, 1012:2, 1012:15, 1040:9, 1055:1, 1065:16, 1081:5 <b>Office</b> [1] - 860:12 <b>Officer</b> [5] - 859:12, 859:13, 1038:18, 1081:14, 1089:6 <b>officer</b> [3] - 861:15, 1083:18, 1090:5 <b>officers</b> [1] - 861:13 <b>offices</b> [1] - 922:11 <b>official</b> [3] - 890:1, 925:16, 959:23 <b>officials</b> [36] - 872:22, 893:24, 894:3, 894:8, 897:17, 901:19, 909:12, 917:8, 917:24, 918:7, 929:23, 936:20, 937:1, 937:3, 954:19, 955:10, 959:4, 960:21, 971:9, 990:17, 1032:1, 1033:10, 1034:12, 1035:6, 1035:9, 1035:14, 1062:12, 1062:14, 1064:14, 1064:20, 1065:3, 1066:9, 1067:3, 1067:7, 1068:4 <b>officials'</b> [1] - 1032:18 <b>often</b> [2] - 999:15, 1072:13 <b>Oftentimes</b> [1] - 973:21 <b>Oh</b> [2] - 899:15, 949:8 <b>Okay</b> [8] - 877:4, 886:21, 890:7, 900:5, 964:7, 1016:24, 1024:12, 1046:7 <b>okay</b> [7] - 868:1, 901:12, 912:4, 940:20, 1020:12, 1020:17 <b>old</b> [6] - 922:12, 928:12, 928:13, 929:24, 931:1, 931:11</p>
---	---	---	--	---

<p><b>OMS</b> [15] - 878:3, 878:8, 879:11, 879:13, 879:16, 879:18, 892:17, 1049:23, 1050:6, 1050:9, 1051:3, 1051:5, 1051:11, 1054:17, 1054:20</p> <p><b>On</b> [9] - 861:22, 862:5, 958:5, 959:4, 965:1, 997:1, 1040:10, 1051:4, 1068:19</p> <p><b>on</b> [382] - 859:8, 861:3, 861:6, 861:13, 862:13, 865:12, 867:19, 868:18, 869:11, 870:9, 871:19, 871:22, 872:12, 872:17, 873:16, 874:10, 875:3, 875:16, 875:24, 876:3, 876:6, 876:15, 877:1, 879:24, 880:10, 880:11, 881:1, 882:8, 882:15, 883:14, 884:12, 884:13, 884:22, 885:2, 885:12, 886:24, 888:18, 889:10, 890:5, 890:19, 890:21, 891:13, 891:17, 892:8, 893:4, 894:1, 894:15, 895:15, 895:18, 896:14, 896:18, 897:2, 897:14, 900:7, 900:8, 900:10, 900:12, 902:12, 903:9, 903:13, 903:15, 903:16, 904:14, 905:1, 905:9, 906:1, 906:2, 906:3, 907:8, 908:3, 908:5, 908:12, 909:13, 910:9, 910:21, 912:8, 912:23, 913:16, 913:17, 915:20, 916:9, 917:16, 918:5, 918:9, 919:2, 919:19, 920:10, 920:12, 921:24, 922:19, 923:24, 924:2, 924:8, 925:9, 925:24, 927:10, 927:16, 927:19, 928:13, 928:15, 929:2,</p>	<p>929:10, 929:13, 929:15, 929:18, 930:17, 931:24, 933:10, 933:13, 933:19, 933:22, 934:4, 934:9, 934:16, 936:9, 936:18, 936:22, 937:14, 937:18, 937:20, 938:8, 938:19, 939:19, 939:20, 940:8, 940:23, 941:5, 941:19, 943:2, 943:21, 944:9, 944:11, 945:16, 945:19, 946:5, 947:17, 947:19, 948:12, 949:1, 949:16, 949:20, 950:5, 950:8, 952:13, 952:16, 952:17, 953:16, 955:9, 956:11, 956:17, 957:1, 957:18, 957:20, 958:3, 958:9, 958:16, 958:20, 959:5, 959:15, 961:12, 961:13, 961:14, 961:17, 963:9, 963:23, 964:2, 964:15, 964:20, 964:24, 965:3, 965:12, 965:18, 965:22, 966:7, 966:11, 966:12, 966:16, 967:8, 967:15, 967:16, 967:22, 967:24, 968:5, 968:8, 968:21, 969:19, 970:8, 970:16, 971:1, 974:17, 976:15, 978:4, 978:24, 979:21, 980:2, 980:18, 981:9, 981:21, 982:4, 982:19, 984:2, 984:12, 985:7, 985:13, 985:19, 986:4, 986:14, 986:16, 987:12, 987:17, 988:3, 989:15, 989:17, 990:4, 990:12, 990:14, 990:18, 990:19, 990:22, 991:7, 991:12, 991:19, 992:4, 992:7,</p>	<p>992:12, 992:16, 993:22, 994:24, 996:8, 996:13, 996:24, 997:2, 997:20, 999:7, 999:22, 1000:12, 1000:16, 1000:22, 1001:5, 1001:12, 1002:6, 1003:22, 1005:17, 1006:5, 1006:6, 1006:14, 1006:17, 1006:18, 1007:2, 1007:3, 1007:16, 1008:8, 1008:24, 1010:21, 1011:2, 1012:6, 1012:16, 1012:23, 1014:7, 1014:12, 1014:21, 1015:13, 1015:18, 1017:18, 1017:19, 1017:24, 1018:23, 1019:3, 1019:15, 1019:19, 1019:22, 1020:13, 1021:5, 1021:19, 1021:24, 1022:24, 1023:4, 1023:15, 1026:18, 1028:5, 1028:16, 1028:24, 1030:9, 1032:2, 1033:7, 1033:12, 1033:19, 1033:20, 1033:21, 1034:2, 1034:7, 1034:13, 1035:22, 1036:11, 1038:2, 1038:5, 1038:21, 1039:12, 1039:14, 1039:16, 1040:11, 1041:13, 1041:14, 1041:18, 1041:21, 1042:4, 1043:18, 1044:4, 1044:9, 1044:11, 1044:14, 1044:17, 1045:19, 1046:11, 1047:3, 1047:10, 1047:18, 1047:19, 1048:7, 1050:11, 1051:5, 1052:7, 1052:9, 1053:7, 1053:8, 1054:9, 1054:24, 1057:2, 1057:8, 1060:18, 1062:23, 1063:6, 1063:8, 1063:12, 1063:16, 1063:23, 1063:24, 1064:3, 1064:8, 1064:11,</p>	<p>1064:21, 1065:16, 1066:12, 1067:14, 1068:18, 1069:2, 1069:8, 1070:3, 1070:14, 1070:24, 1072:13, 1072:24, 1074:2, 1075:1, 1076:1, 1077:18, 1077:22, 1078:18, 1079:19, 1080:14, 1080:17, 1081:10, 1082:3, 1082:11, 1083:4, 1083:11, 1084:3, 1084:9, 1087:20, 1088:9, 1088:12, 1088:20, 1088:22, 1088:24, 1089:19, 1089:20, 1090:8</p> <p><b>on-the-ground</b> [1] - 1035:22</p> <p><b>Once</b> [2] - 948:21, 1056:13</p> <p><b>once</b> [26] - 870:17, 874:1, 877:20, 880:4, 883:18, 886:12, 889:2, 897:9, 905:5, 905:7, 915:13, 989:18, 991:19, 1008:2, 1009:24, 1010:12, 1012:1, 1016:7, 1027:8, 1040:9, 1057:1, 1057:2, 1069:16, 1071:9, 1071:10, 1083:11</p> <p><b>One</b> [13] - 859:7, 860:14, 875:1, 879:9, 933:21, 952:6, 968:1, 991:14, 996:23, 997:14, 1017:8, 1047:18, 1049:22</p> <p><b>one</b> [100] - 861:12, 866:6, 866:22, 867:16, 867:18, 872:11, 875:1, 875:2, 880:13, 881:20, 882:21, 882:22, 882:24, 883:11, 885:22, 887:8, 889:17, 893:14, 894:1, 895:24, 897:22, 898:20, 899:1, 900:9, 900:23, 909:16, 914:16, 915:13, 916:22, 919:20, 920:12, 920:13, 920:20,</p>	<p>924:24, 929:8, 934:15, 934:20, 935:18, 937:11, 938:8, 939:12, 939:14, 940:19, 944:6, 947:16, 948:20, 950:2, 956:7, 960:14, 967:2, 970:10, 970:21, 975:3, 976:9, 984:4, 989:7, 991:16, 991:24, 993:17, 998:8, 999:20, 1003:20, 1007:3, 1011:8, 1014:9, 1016:11, 1016:12, 1018:12, 1021:21, 1022:7, 1032:9, 1035:17, 1040:16, 1041:4, 1041:6, 1042:3, 1042:6, 1042:17, 1044:15, 1044:16, 1044:18, 1045:3, 1046:9, 1046:12, 1046:16, 1046:17, 1047:20, 1049:6, 1053:15, 1058:5, 1060:21, 1060:23, 1064:19, 1066:8, 1078:5, 1078:14, 1078:22, 1079:5</p> <p><b>one-hour</b> [1] - 1007:3</p> <p><b>ones</b> [10] - 865:14, 895:22, 916:16, 939:17, 950:2, 979:10, 1000:14, 1000:16, 1052:2, 1074:22</p> <p><b>ongoing</b> [7] - 911:14, 915:1, 1021:3, 1039:12, 1075:24, 1078:3, 1087:11</p> <p><b>onion</b> [1] - 920:13</p> <p><b>only</b> [19] - 867:13, 873:17, 910:19, 910:23, 929:19, 940:14, 942:4, 942:11, 978:20, 999:23, 1005:18, 1031:21, 1031:22, 1033:16, 1040:1, 1041:10, 1042:3, 1046:2, 1056:23</p> <p><b>onto</b> [2] - 953:13, 1015:10</p> <p><b>open</b> [1] - 868:20</p>
--	--	--	---	---

<p><b>opened</b> [1] - 1063:2</p> <p><b>operate</b> [2] - 879:10, 1072:6</p> <p><b>operating</b> [4] - 1023:22, 1069:1, 1071:6, 1083:18</p> <p><b>operational</b> [3] - 875:9, 875:11, 893:1</p> <p><b>operationally</b> [1] - 937:14</p> <p><b>operations</b> [11] - 892:23, 1023:20, 1036:21, 1037:3, 1065:2, 1067:1, 1067:11, 1068:17, 1069:7, 1069:24, 1070:6</p> <p><b>Operations</b> [1] - 891:13</p> <p><b>opinion</b> [20] - 865:3, 877:9, 908:18, 911:4, 913:14, 914:11, 928:14, 929:8, 929:10, 929:18, 931:20, 931:22, 932:22, 933:1, 933:3, 933:20, 944:10, 944:21, 999:21, 1031:21</p> <p><b>opportunity</b> [3] - 894:9, 923:10, 999:9</p> <p><b>opposed</b> [8] - 873:18, 898:11, 898:13, 911:11, 951:15, 981:5, 985:5, 1016:16</p> <p><b>opposite</b> [1] - 888:8</p> <p><b>opposition</b> [1] - 1088:7</p> <p><b>opted</b> [1] - 1058:13</p> <p><b>options</b> [2] - 877:11, 1074:18</p> <p><b>or</b> [165] - 864:22, 865:1, 865:13, 867:1, 867:18, 870:10, 876:22, 876:23, 879:22, 879:23, 880:17, 888:6, 888:12, 889:6, 891:14, 891:17, 892:5, 895:22, 896:4, 900:24, 901:9, 902:12, 903:4, 903:20, 903:23, 906:19, 907:10, 907:24, 908:9, 909:2, 910:2, 910:10, 912:4,</p>	<p>913:13, 913:20, 916:8, 918:7, 918:15, 920:13, 920:21, 921:20, 925:13, 927:9, 927:21, 929:4, 929:8, 930:2, 930:15, 931:4, 933:11, 933:12, 933:17, 935:3, 935:22, 939:16, 940:2, 941:16, 942:22, 945:6, 947:13, 948:5, 948:11, 948:19, 949:11, 949:19, 951:5, 951:22, 953:18, 954:2, 954:24, 955:10, 956:6, 956:7, 960:3, 961:6, 965:16, 968:12, 969:10, 969:22, 971:3, 973:20, 974:3, 974:4, 975:11, 975:16, 975:22, 976:15, 978:12, 980:2, 982:8, 988:14, 993:23, 997:5, 997:23, 998:21, 1001:19, 1003:7, 1006:5, 1006:18, 1007:12, 1008:24, 1009:5, 1010:2, 1011:8, 1011:10, 1011:11, 1011:20, 1012:1, 1014:6, 1015:15, 1015:24, 1016:11, 1017:22, 1018:15, 1023:11, 1028:10, 1028:18, 1029:20, 1031:16, 1032:21, 1032:22, 1035:6, 1042:3, 1042:20, 1047:4, 1047:24, 1048:2, 1050:2, 1050:4, 1050:18, 1051:14, 1051:17, 1052:8, 1052:13, 1053:12, 1055:5, 1055:20, 1056:6, 1056:10, 1056:16, 1057:10, 1059:15, 1059:23, 1060:8, 1061:16, 1065:19, 1066:7, 1066:24, 1067:8, 1067:9, 1067:15, 1067:19, 1068:4, 1068:13, 1069:13, 1070:11,</p>	<p>1070:16, 1073:14, 1075:19, 1082:7, 1084:21, 1085:20, 1088:10</p> <p><b>Or</b> [14] - 894:22, 911:19, 915:4, 921:19, 926:21, 976:6, 986:6, 1004:5, 1018:7, 1022:24, 1027:8, 1035:4, 1061:13, 1078:11</p> <p><b>order</b> [13] - 916:16, 921:5, 932:8, 932:19, 950:5, 969:19, 980:15, 981:2, 1025:18, 1028:5, 1055:3, 1069:7, 1070:16</p> <p><b>orders</b> [7] - 864:9, 927:4, 969:7, 969:10, 971:22, 1069:12, 1069:19</p> <p><b>Organization</b> [1] - 1072:22</p> <p><b>organization</b> [24] - 874:16, 889:8, 892:19, 922:3, 923:8, 924:20, 926:9, 945:8, 1029:22, 1030:2, 1030:13, 1030:20, 1033:19, 1037:17, 1039:22, 1039:23, 1040:3, 1040:6, 1060:3, 1073:20, 1074:8, 1078:1, 1078:2</p> <p><b>organizational</b> [3] - 874:15, 928:22, 941:3</p> <p><b>organizations</b> [2] - 922:7</p> <p><b>organized</b> [3] - 896:4, 925:2, 995:9</p> <p><b>organizing</b> [2] - 890:22, 943:3</p> <p><b>original</b> [1] - 1004:1</p> <p><b>originally</b> [1] - 1017:1</p> <p><b>other</b> [54] - 872:11, 878:8, 880:24, 892:17, 896:24, 898:4, 903:10, 905:23, 910:20, 911:1, 911:6, 916:16, 919:3, 920:9, 929:9, 929:10, 930:5, 931:12, 933:10, 933:13, 939:7, 939:17, 944:21,</p>	<p>952:18, 956:8, 968:6, 989:8, 990:17, 992:18, 996:5, 998:10, 999:3, 1002:9, 1005:11, 1019:21, 1036:11, 1037:18, 1044:16, 1045:7, 1049:13, 1050:12, 1051:10, 1053:3, 1055:5, 1058:14, 1061:20, 1065:17, 1068:14, 1074:13, 1074:20, 1087:10, 1088:1, 1088:2, 1089:22</p> <p><b>Other</b> [1] - 1055:7</p> <p><b>others</b> [8] - 907:3, 944:23, 990:22, 999:11, 1053:12, 1067:4, 1085:1, 1087:7</p> <p><b>Others</b> [2] - 1051:19, 1068:2</p> <p><b>otherwise</b> [1] - 948:9</p> <p><b>our</b> [66] - 872:12, 874:15, 885:21, 890:10, 926:8, 948:24, 955:11, 956:11, 961:3, 965:3, 969:1, 978:11, 978:16, 978:21, 981:14, 984:7, 988:7, 989:13, 990:4, 992:22, 993:18, 1000:16, 1010:21, 1016:24, 1017:3, 1028:10, 1032:1, 1032:17, 1033:8, 1033:24, 1034:3, 1034:15, 1034:16, 1035:20, 1036:17, 1042:5, 1044:17, 1045:21, 1050:6, 1050:9, 1050:10, 1050:23, 1051:3, 1051:5, 1051:11, 1055:1, 1063:21, 1065:4, 1068:4, 1070:9, 1070:10, 1073:9, 1076:14, 1079:9, 1084:5, 1084:7, 1084:8, 1084:15, 1085:18, 1085:22, 1086:2, 1086:5, 1086:20, 1087:3</p> <p><b>Our</b> [2] - 929:12, 1035:9</p>	<p><b>ours</b> [1] - 890:11</p> <p><b>ourself</b> [1] - 1071:3</p> <p><b>ourselves</b> [2] - 1039:16, 1046:7</p> <p><b>Out</b> [1] - 928:10</p> <p><b>out</b> [128] - 863:11, 863:16, 869:9, 870:11, 877:7, 878:17, 879:1, 883:19, 886:20, 893:20, 895:7, 895:13, 901:2, 903:14, 916:17, 919:20, 921:6, 921:10, 940:21, 941:6, 948:23, 949:16, 950:15, 950:21, 950:24, 952:10, 952:11, 953:6, 955:2, 955:14, 955:19, 955:21, 960:4, 960:5, 962:12, 964:11, 966:15, 969:11, 971:19, 972:3, 973:9, 974:7, 974:19, 975:1, 976:10, 976:13, 976:15, 977:7, 977:9, 978:6, 980:18, 982:1, 983:16, 983:22, 984:3, 984:7, 985:18, 987:1, 987:11, 991:17, 991:21, 993:6, 996:8, 998:13, 1001:9, 1001:17, 1003:12, 1004:13, 1005:2, 1007:22, 1008:9, 1008:16, 1008:22, 1010:12, 1011:7, 1014:13, 1016:9, 1016:23, 1017:6, 1017:11, 1017:19, 1017:22, 1019:8, 1019:19, 1019:23, 1020:16, 1021:12, 1022:4, 1025:15, 1029:15, 1031:6, 1034:4, 1035:8, 1036:18, 1041:5, 1041:6, 1041:7, 1042:3, 1042:4, 1042:7, 1042:11, 1042:16, 1042:17, 1044:1, 1044:15, 1044:19, 1045:4, 1046:11, 1046:12, 1049:2, 1051:3, 1052:1,</p>
---	---	--	--	---

<p>1054:17, 1054:21, 1055:14, 1056:13, 1058:4, 1060:7, 1062:21, 1063:1, 1065:16, 1066:11, 1067:17, 1072:8, 1072:24, 1076:17, 1080:24, 1087:13</p> <p><b>outage</b> [15] - 876:10, 876:12, 877:19, 883:9, 884:16, 991:18, 1009:2, 1053:3, 1053:4, 1053:9, 1053:21, 1053:22, 1054:1, 1054:7, 1066:22</p> <p><b>outage-detection</b> [1] - 1009:2</p> <p><b>outage-management</b> [4] - 876:10, 876:12, 884:16, 1053:21</p> <p><b>outages</b> [4] - 1048:6, 1050:16, 1056:10</p> <p><b>outcome</b> [1] - 894:11</p> <p><b>outgoing</b> [1] - 1041:23</p> <p><b>outline</b> [1] - 873:23</p> <p><b>outreach</b> [4] - 917:23, 1035:5, 1035:6, 1035:7</p> <p><b>outset</b> [1] - 1080:22</p> <p><b>outside</b> [14] - 867:20, 871:10, 877:24, 882:16, 889:10, 898:23, 914:24, 922:10, 924:17, 924:20, 960:19, 1025:13, 1035:10, 1085:22</p> <p><b>outsider</b> [1] - 945:12</p> <p><b>outsourcing</b> [1] - 1074:19</p> <p><b>outsourcing</b> [1] - 880:19</p> <p><b>outstanding</b> [1] - 1013:7</p> <p><b>over</b> [23] - 870:9, 888:19, 910:6, 913:1, 926:16, 937:12, 939:23, 965:19, 969:6, 972:1, 997:2, 1015:19, 1015:20, 1025:13, 1032:13, 1036:5, 1049:19, 1056:13, 1062:8, 1073:24, 1078:19,</p>	<p>1080:21, 1083:21</p> <p><b>overall</b> [8] - 874:11, 906:9, 907:4, 912:15, 919:7, 1015:5, 1019:22, 1058:16</p> <p><b>overcome</b> [1] - 1040:3</p> <p><b>overflow</b> [4] - 887:11, 887:16, 887:21, 888:3</p> <p><b>overnight</b> [1] - 966:6</p> <p><b>oversee</b> [2] - 910:15, 914:9</p> <p><b>overseeing</b> [3] - 865:15, 910:2, 910:11</p> <p><b>overseen</b> [1] - 908:19</p> <p><b>oversight</b> [5] - 908:14, 908:21, 909:1, 910:8, 1030:16</p> <p><b>overview</b> [2] - 919:21, 1001:15</p> <p><b>overwhelm</b> [1] - 1054:19</p> <p><b>own</b> [18] - 861:6, 889:14, 889:15, 918:9, 922:8, 922:9, 922:19, 928:5, 928:17, 938:21, 940:23, 945:1, 1008:4, 1021:16, 1077:19, 1086:13, 1087:2</p> <p><b>owned</b> [1] - 1060:15</p> <p><b>owner</b> [1] - 1022:21</p> <p><b>ownership</b> [2] - 1025:4, 1060:18</p> <p><b>owns</b> [1] - 1040:23</p>	<p><b>pages</b> [1] - 1013:5</p> <p><b>PAGES</b> [1] - 859:1</p> <p><b>painful</b> [1] - 936:7</p> <p><b>pandemic</b> [3] - 1071:16, 1071:17, 1073:3</p> <p><b>Pandemic</b> [2] - 1071:19, 1071:23</p> <p><b>panel</b> [4] - 946:2, 946:8, 1007:5, 1057:15</p> <p><b>paper</b> [6] - 876:1, 969:19, 1032:21, 1038:20, 1038:22, 1078:10</p> <p><b>paper-based</b> [1] - 876:1</p> <p><b>parallel</b> [2] - 1006:6, 1021:14</p> <p><b>PAREKH</b> [3] - 928:3, 1040:15, 1090:21</p> <p><b>Parekh</b> [2] - 859:18, 861:18</p> <p><b>park</b> [1] - 1000:4</p> <p><b>parked</b> [3] - 999:12, 999:15, 999:19</p> <p><b>part</b> [30] - 869:6, 869:20, 871:2, 885:7, 888:13, 893:7, 894:19, 894:21, 895:5, 896:22, 906:7, 906:8, 910:4, 910:7, 910:14, 938:10, 941:13, 949:13, 954:5, 991:11, 994:10, 1029:21, 1033:24, 1034:11, 1034:20, 1045:15, 1045:22, 1048:6, 1086:23, 1087:13</p> <p><b>partial</b> [1] - 1002:15</p> <p><b>partial-restoration</b> [1] - 1002:15</p> <p><b>participant</b> [1] - 910:13</p> <p><b>participate</b> [2] - 899:16, 1081:5</p> <p><b>Participate</b> [1] - 910:4</p> <p><b>participated</b> [2] - 1007:13, 1052:13</p> <p><b>participating</b> [2] - 910:2, 910:10</p> <p><b>particular</b> [26] - 865:17, 875:4, 878:4, 881:9, 888:15, 926:17, 927:1,</p>	<p>928:19, 936:18, 945:9, 962:2, 962:9, 987:3, 993:13, 996:23, 1012:5, 1014:18, 1014:21, 1017:17, 1018:21, 1019:18, 1039:10, 1054:22, 1062:3, 1082:20, 1084:19</p> <p><b>particularly</b> [1] - 866:6, 866:10, 878:5, 880:5, 897:12, 897:18, 930:18, 930:22, 937:9, 997:14, 1067:12</p> <p><b>parties</b> [6] - 910:21, 911:6, 1087:10, 1088:23, 1089:18, 1089:24</p> <p><b>parts</b> [3] - 1008:21, 1033:17, 1075:22</p> <p><b>party</b> [1] - 1088:5</p> <p><b>past</b> [10] - 871:7, 969:1, 1014:14, 1020:20, 1043:11, 1048:21, 1076:3, 1079:24, 1083:21, 1089:8</p> <p><b>Past</b> [1] - 991:3</p> <p><b>path</b> [1] - 905:23</p> <p><b>pathway</b> [1] - 1056:1</p> <p><b>patience</b> [1] - 1083:23</p> <p><b>patrol</b> [1] - 1078:23</p> <p><b>patrolled</b> [1] - 962:4</p> <p><b>patrolling</b> [3] - 926:14, 1011:6, 1011:11</p> <p><b>patrols</b> [1] - 953:9</p> <p><b>Pause</b> [1] - 884:4</p> <p><b>pay</b> [1] - 942:22</p> <p><b>peak</b> [1] - 880:19</p> <p><b>PECo</b> [1] - 1027:24</p> <p><b>peel</b> [1] - 920:12</p> <p><b>pejorative</b> [1] - 935:15</p> <p><b>people</b> [80] - 868:21, 869:3, 870:23, 871:14, 871:16, 872:16, 872:17, 872:18, 873:7, 874:8, 874:9, 875:12, 875:19, 880:16, 881:4, 881:13, 884:8, 884:18, 885:10, 886:5, 889:9, 889:10, 889:23, 890:15,</p>	<p>890:24, 893:2, 893:21, 896:11, 896:17, 898:23, 899:1, 909:20, 912:2, 913:15, 922:2, 922:20, 923:6, 924:19, 925:12, 930:19, 931:12, 938:16, 943:4, 944:21, 950:4, 951:1, 959:11, 960:20, 960:21, 960:23, 961:8, 965:22, 966:19, 968:12, 968:14, 969:7, 972:3, 973:17, 984:7, 996:17, 1023:6, 1034:19, 1037:2, 1060:18, 1072:14, 1072:18, 1075:1, 1075:4, 1084:24, 1085:3, 1085:6, 1085:8, 1085:10, 1085:16, 1086:1, 1086:5, 1086:12, 1086:16, 1086:17</p> <p><b>People</b> [1] - 885:15</p> <p><b>people's</b> [2] - 957:21, 968:22</p> <p><b>per</b> [7] - 977:12, 1011:7, 1016:13, 1016:16, 1016:18, 1042:15</p> <p><b>perceive</b> [1] - 886:10</p> <p><b>perceived</b> [2] - 997:23, 1058:20</p> <p><b>percent</b> [15] - 951:17, 988:14, 994:4, 1015:5, 1016:8, 1020:2, 1020:7, 1020:12, 1020:22, 1028:10, 1071:22, 1072:4, 1072:11, 1072:17</p> <p><b>percentage</b> [3] - 957:7, 988:13, 991:5</p> <p><b>perception</b> [6] - 947:8, 997:22, 998:9, 999:7, 1032:18, 1085:23</p> <p><b>perceptions</b> [1] - 1085:21</p> <p><b>perfect</b> [5] - 878:17, 886:16, 900:20, 903:19, 903:23</p> <p><b>perfectly</b> [1] - 905:20</p> <p><b>perform</b> [16] - 871:10, 872:18,</p>
<b>P</b>				
	<p><b>P</b> [6] - 861:2, 864:3, 946:21, 1058:5, 1081:17, 1091:1</p> <p><b>p.m</b> [3] - 967:4, 982:17, 1090:3</p> <p><b>packets</b> [2] - 1013:4, 1034:1</p> <p><b>Page</b> [14] - 888:18, 888:19, 891:21, 891:22, 893:5, 897:14, 923:16, 929:10, 929:13, 990:14, 994:2, 1001:1, 1047:3, 1078:18</p> <p><b>page</b> [1] - 890:21</p>			

<p>881:23, 894:23, 899:9, 905:13, 908:6, 914:12, 925:19, 934:23, 973:15, 1014:22, 1014:24, 1048:4, 1074:13, 1082:13</p> <p><b>performance</b> [10] - 881:2, 932:9, 934:17, 936:10, 936:23, 938:9, 1051:13, 1051:15, 1051:16, 1053:18</p> <p><b>performed</b> [4] - 872:2, 936:17, 1007:10, 1082:9</p> <p><b>performing</b> [4] - 870:24, 872:16, 893:15, 910:8</p> <p><b>performs</b> [2] - 1052:4, 1052:5</p> <p><b>Perhaps</b> [2] - 991:5, 991:10</p> <p><b>perhaps</b> [2] - 924:20, 984:11</p> <p><b>period</b> [4] - 991:20, 1032:14, 1045:4, 1056:14</p> <p><b>periodically</b> [2] - 997:3, 1056:6</p> <p><b>periods</b> [1] - 1055:18</p> <p><b>Perlmutter</b> [3] - 859:14, 861:15, 1007:7</p> <p><b>PERLMUTTER</b> [23] - 932:1, 947:3, 958:4, 962:18, 963:24, 971:14, 977:3, 978:22, 982:14, 989:6, 1021:22, 1026:1, 1053:14, 1090:22, 1091:5, 1091:8, 1091:10, 1091:12, 1091:14, 1091:16, 1091:18, 1091:20, 1091:23</p> <p><b>permanent</b> [2] - 926:15, 927:3</p> <p><b>person</b> [9] - 874:9, 888:15, 893:14, 931:20, 987:11, 1003:11, 1003:12, 1003:15, 1065:23</p> <p><b>Person</b> [3] - 893:17, 893:19, 893:20</p> <p><b>personal</b> [8] - 874:7, 877:3, 913:16, 922:9,</p>	<p>944:10, 976:8, 999:20, 1085:8</p> <p><b>personalized</b> [2] - 1085:7, 1086:14</p> <p><b>Personally</b> [1] - 890:14</p> <p><b>personally</b> [3] - 908:22, 999:8, 1085:3</p> <p><b>personnel</b> [2] - 1001:11, 1015:21</p> <p><b>perspective</b> [10] - 880:21, 882:10, 882:11, 911:10, 918:24, 934:2, 945:7, 1002:22, 1022:9, 1029:10</p> <p><b>petition</b> [2] - 1088:4, 1088:19</p> <p><b>phase</b> [21] - 963:16, 979:20, 981:13, 982:8, 982:9, 982:13, 983:16, 984:1, 989:11, 995:21, 999:14, 1002:15, 1010:24, 1018:21, 1019:14, 1019:16, 1021:9, 1021:10, 1050:8, 1050:13</p> <p><b>Phase</b> [2] - 980:11, 1018:22</p> <p><b>phased</b> [2] - 878:12, 1050:8</p> <p><b>phases</b> [1] - 1003:8</p> <p><b>Philadelphia</b> [1] - 999:3</p> <p><b>philosophy</b> [1] - 945:4</p> <p><b>phone</b> [9] - 888:5, 909:11, 941:5, 999:7, 1009:8, 1009:12, 1009:13, 1064:16, 1068:3</p> <p><b>phones</b> [3] - 877:2, 877:3</p> <p><b>phrased</b> [1] - 1008:14</p> <p><b>phrasing</b> [1] - 935:21</p> <p><b>physical</b> [2] - 954:17, 955:20</p> <p><b>pick</b> [5] - 915:3, 948:21, 973:22, 986:1, 1057:8</p> <p><b>picked</b> [2] - 1057:7</p> <p><b>picking</b> [1] - 1005:4</p> <p><b>picture</b> [1] - 1009:14</p> <p><b>piece</b> [5] - 969:18, 1005:5, 1021:21,</p>	<p>1033:4, 1074:23</p> <p><b>pieces</b> [6] - 961:20, 961:23, 1002:18, 1014:17, 1029:18, 1037:18</p> <p><b>Pine</b> [2] - 1044:21, 1044:22</p> <p><b>pinpoint</b> [1] - 994:9</p> <p><b>pizzas</b> [1] - 973:23</p> <p><b>place</b> [23] - 876:21, 881:5, 890:17, 916:24, 917:3, 917:11, 917:13, 930:12, 937:13, 966:10, 993:4, 1006:22, 1033:2, 1033:3, 1033:8, 1035:17, 1035:24, 1036:19, 1037:11, 1051:12, 1053:4, 1053:10, 1059:2</p> <p><b>Place</b> [1] - 860:14</p> <p><b>places</b> [2] - 892:24, 1003:14</p> <p><b>plain</b> [3] - 896:9, 938:5, 1058:5</p> <p><b>Plan</b> [1] - 863:7</p> <p><b>plan</b> [42] - 863:23, 867:12, 867:15, 868:4, 874:20, 878:10, 895:21, 897:13, 897:21, 898:2, 898:5, 899:12, 906:5, 909:17, 920:3, 920:5, 923:3, 933:4, 997:4, 997:17, 1026:13, 1028:21, 1029:13, 1029:14, 1037:11, 1038:11, 1038:17, 1046:17, 1046:21, 1052:1, 1058:16, 1060:7, 1061:17, 1071:20, 1073:2, 1073:3, 1073:9, 1073:22, 1074:5, 1074:14</p> <p><b>planned</b> [3] - 919:5, 1034:5, 1045:16</p> <p><b>planner</b> [1] - 931:3</p> <p><b>planning</b> [16] - 911:5, 911:6, 931:8, 936:1, 936:4, 1033:24, 1034:13, 1042:2, 1042:5, 1045:17, 1045:21, 1048:7, 1071:23, 1071:24, 1072:20, 1072:23</p>	<p><b>plans</b> [13] - 865:22, 885:14, 1028:24, 1032:7, 1033:8, 1033:9, 1035:4, 1035:5, 1043:12, 1043:15, 1043:17, 1058:21, 1072:1</p> <p><b>play</b> [2] - 895:7, 924:16</p> <p><b>please</b> [4] - 861:20, 943:17, 944:9, 947:22</p> <p><b>Please</b> [2] - 943:24, 1081:15</p> <p><b>plenty</b> [3] - 874:4, 884:13, 1037:5</p> <p><b>Plett</b> [1] - 862:9</p> <p><b>plus</b> [2] - 1020:22, 1044:19</p> <p><b>point</b> [93] - 873:2, 879:20, 881:20, 885:23, 894:20, 894:22, 899:1, 906:2, 910:10, 915:9, 920:21, 938:7, 948:14, 948:22, 951:20, 951:21, 952:4, 953:11, 954:1, 954:3, 954:9, 956:9, 956:16, 956:23, 956:24, 958:8, 960:6, 961:9, 962:10, 962:20, 963:4, 963:6, 965:14, 965:17, 968:3, 968:9, 968:24, 971:4, 974:15, 975:7, 975:21, 977:10, 981:19, 981:24, 983:4, 984:18, 985:4, 985:10, 986:4, 986:10, 986:23, 987:8, 987:15, 988:8, 988:19, 988:20, 989:1, 990:8, 990:11, 990:21, 991:16, 993:11, 994:7, 994:23, 995:5, 995:7, 996:2, 996:3, 996:7, 999:10, 999:20, 1001:22, 1002:10, 1004:11, 1005:5, 1009:1, 1010:3, 1010:6, 1015:23, 1016:4, 1019:23, 1019:24, 1026:16, 1032:16, 1035:5, 1037:10, 1057:4, 1058:13, 1064:11, 1067:13, 1077:17,</p>	<p>1088:9, 1089:2</p> <p><b>pointing</b> [1] - 929:12</p> <p><b>points</b> [3] - 984:9, 991:14, 1060:10</p> <p><b>pole</b> [10] - 953:20, 970:1, 972:8, 972:11, 999:14, 1011:20, 1012:20, 1023:20, 1023:23, 1026:9</p> <p><b>pole-setting</b> [2] - 999:14, 1026:9</p> <p><b>poles</b> [22] - 972:9, 972:10, 1012:18, 1012:22, 1023:3, 1023:7, 1023:8, 1023:15, 1023:16, 1024:1, 1024:17, 1024:20, 1024:22, 1024:24, 1025:11, 1025:14, 1025:16, 1025:24, 1047:24, 1049:14, 1049:18, 1049:19</p> <p><b>police</b> [3] - 897:19, 976:15, 998:3</p> <p><b>policies</b> [1] - 929:6</p> <p><b>Policy</b> [1] - 899:22</p> <p><b>policy</b> [6] - 901:7, 901:13, 902:1, 902:3, 902:4, 917:9</p> <p><b>Pond</b> [8] - 1040:17, 1041:11, 1041:17, 1045:14, 1046:2, 1046:9, 1046:15, 1046:20</p> <p><b>poor</b> [2] - 1010:10, 1052:5</p> <p><b>Poor's</b> [1] - 933:6</p> <p><b>populated</b> [1] - 1079:16</p> <p><b>populating</b> [1] - 995:14</p> <p><b>portion</b> [4] - 916:2, 949:22, 951:3, 1010:13</p> <p><b>position</b> [10] - 890:3, 909:4, 909:14, 909:19, 909:21, 911:23, 911:24, 912:4, 1085:19, 1088:15</p> <p><b>positive</b> [1] - 875:14</p> <p><b>possible</b> [8] - 873:15, 874:8, 882:16, 903:2, 928:23, 937:22, 984:24, 1073:3</p>
---	---	--	--	--

<p><b>possibly</b> [3] - 905:16, 962:14, 1064:3</p> <p><b>Post</b> [1] - 923:17</p> <p><b>post</b> [4] - 924:9, 927:17, 927:19, 1025:11</p> <p><b>Post-Storm</b> [1] - 923:17</p> <p><b>post-storm</b> [4] - 924:9, 927:17, 927:19, 1025:11</p> <p><b>potential</b> [5] - 870:23, 884:16, 916:12, 940:7, 991:18</p> <p><b>potentially</b> [4] - 881:17, 904:14, 986:1, 992:1</p> <p><b>power</b> [17] - 876:17, 890:5, 894:24, 925:9, 928:24, 981:21, 981:22, 982:4, 982:24, 994:4, 995:17, 995:18, 1005:17, 1046:5, 1046:6, 1054:7, 1056:8</p> <p><b>Power</b> [8] - 859:15, 859:17, 861:16, 861:17, 861:18, 861:19, 873:19, 1015:18</p> <p><b>power-conservation</b> [1] - 1056:8</p> <p><b>practical</b> [1] - 1027:6</p> <p><b>practice</b> [1] - 915:14</p> <p><b>practices</b> [2] - 917:19, 929:7</p> <p><b>Pratt</b> [1] - 1040:18</p> <p><b>precursor</b> [1] - 993:3</p> <p><b>predate</b> [1] - 1015:15</p> <p><b>predict</b> [3] - 954:11, 967:20, 1016:13</p> <p><b>predicting</b> [1] - 1016:15</p> <p><b>prediction</b> [1] - 1050:15</p> <p><b>premade</b> [1] - 1011:6</p> <p><b>premarked</b> [1] - 1089:13</p> <p><b>premise</b> [1] - 935:13</p> <p><b>premises</b> [2] - 968:23, 984:3</p> <p><b>preparation</b> [6] - 861:7, 867:1, 932:16, 960:11, 1033:21,</p>	<p>1034:7</p> <p><b>prepare</b> [5] - 881:23, 932:7, 938:11, 1031:14, 1076:18</p> <p><b>prepared</b> [21] - 865:1, 868:9, 868:12, 871:14, 878:15, 920:15, 932:12, 932:20, 933:24, 934:9, 934:11, 934:12, 935:3, 936:8, 940:22, 959:11, 972:11, 1031:8, 1033:24, 1042:22, 1081:11</p> <p><b>preplaced</b> [1] - 916:4</p> <p><b>prescheduled</b> [1] - 894:2</p> <p><b>present</b> [5] - 894:9, 1076:4, 1076:11, 1076:12, 1078:4</p> <p><b>press</b> [1] - 959:8</p> <p><b>pressure</b> [2] - 887:12, 887:16</p> <p><b>Presuming</b> [1] - 1027:15</p> <p><b>pretty</b> [12] - 865:7, 899:5, 907:18, 916:12, 961:22, 971:24, 972:13, 991:22, 1005:6, 1015:11, 1016:5, 1073:1</p> <p><b>prevalent</b> [1] - 1074:21</p> <p><b>previous</b> [4] - 939:24, 1008:5, 1076:4, 1082:6</p> <p><b>previously</b> [6] - 890:18, 898:8, 932:19, 1029:8, 1058:14, 1058:18</p> <p><b>Previously</b> [3] - 862:24, 947:1, 1081:19</p> <p><b>price</b> [2] - 1047:10, 1047:11</p> <p><b>pride</b> [1] - 1086:4</p> <p><b>primaries</b> [6] - 938:4, 979:20, 981:16, 982:12, 1018:6, 1020:7</p> <p><b>primarily</b> [4] - 941:1, 941:3, 956:13, 1082:6</p> <p><b>primary</b> [50] - 896:5, 935:10, 935:18, 949:20, 950:22,</p>	<p>951:8, 952:2, 952:19, 953:7, 956:18, 957:1, 961:14, 963:2, 963:16, 964:2, 964:15, 965:4, 965:7, 979:1, 979:11, 979:16, 979:19, 980:2, 980:3, 981:8, 981:13, 981:14, 982:10, 982:18, 983:6, 983:15, 983:24, 984:1, 984:13, 984:22, 984:23, 985:9, 985:17, 988:10, 989:10, 991:3, 1004:6, 1004:9, 1005:2, 1010:23, 1013:22, 1068:7, 1069:17, 1071:11, 1075:16</p> <p><b>primary/secondary</b> [2] - 980:9, 981:5</p> <p><b>principle</b> [1] - 874:6</p> <p><b>prior</b> [6] - 905:12, 916:6, 922:1, 932:11, 1057:8, 1077:14</p> <p><b>priorities</b> [1] - 904:3</p> <p><b>prioritization</b> [4] - 896:1, 896:12, 916:23, 1069:4</p> <p><b>prioritize</b> [8] - 878:12, 896:13, 1038:23, 1039:1, 1058:7, 1058:12, 1067:7, 1069:20</p> <p><b>prioritized</b> [2] - 928:24, 1008:7</p> <p><b>priority</b> [9] - 903:3, 980:3, 980:21, 1038:24, 1059:20, 1066:12, 1069:9, 1070:4, 1070:6</p> <p><b>proactive</b> [5] - 891:7, 891:9, 917:6, 921:12, 1081:3</p> <p><b>proactively</b> [1] - 896:21</p> <p><b>probability</b> [1] - 1044:3</p> <p><b>probable</b> [1] - 1042:23</p> <p><b>Probably</b> [2] - 960:9, 1032:9</p> <p><b>probably</b> [17] - 873:8, 880:19, 906:7, 930:2, 930:11, 948:8, 952:7, 956:22,</p>	<p>957:10, 978:12, 999:13, 1008:13, 1037:14, 1053:19, 1054:17, 1054:19, 1061:8</p> <p><b>problem</b> [9] - 876:20, 930:23, 938:12, 987:4, 987:12, 994:20, 1017:15, 1030:24, 1055:2</p> <p><b>problematic</b> [1] - 1016:17</p> <p><b>problems</b> [6] - 982:6, 983:22, 985:5, 997:22, 1055:7, 1057:5</p> <p><b>procedural</b> [3] - 1006:24, 1087:20, 1089:22</p> <p><b>procedure</b> [1] - 1083:15</p> <p><b>procedures</b> [4] - 919:1, 1000:16, 1023:22, 1058:21</p> <p><b>proceed</b> [5] - 862:21, 905:22, 980:17, 1057:21, 1081:15</p> <p><b>proceeded</b> [4] - 980:7, 980:14, 981:4, 990:11</p> <p><b>proceeding</b> [11] - 892:5, 897:24, 898:1, 911:2, 921:5, 929:4, 929:5, 934:5, 1085:21, 1089:23, 1090:1</p> <p><b>proceedings</b> [2] - 1090:6, 1090:8</p> <p><b>Process</b> [2] - 895:16, 895:18</p> <p><b>process</b> [68] - 872:13, 876:21, 878:7, 886:7, 890:19, 895:11, 895:12, 903:14, 903:15, 906:23, 910:14, 917:7, 918:12, 924:18, 927:4, 934:19, 934:24, 936:12, 959:13, 960:3, 961:7, 985:16, 990:23, 998:12, 999:4, 1000:1, 1003:2, 1015:17, 1018:5, 1018:8, 1018:14, 1018:15, 1018:17, 1018:18, 1018:19, 1018:20,</p>	<p>1018:21, 1019:16, 1019:20, 1020:8, 1020:9, 1021:7, 1024:1, 1024:5, 1024:8, 1025:3, 1025:7, 1026:9, 1026:23, 1027:10, 1027:19, 1028:9, 1030:19, 1033:15, 1033:18, 1034:3, 1034:24, 1035:11, 1049:22, 1055:13, 1057:8, 1058:8, 1060:24, 1072:10, 1073:19, 1076:6, 1076:20, 1086:22</p> <p><b>Processes</b> [1] - 875:5</p> <p><b>processes</b> [10] - 875:23, 879:9, 931:2, 1029:21, 1037:24, 1072:7, 1072:9, 1073:5, 1073:7, 1073:8</p> <p><b>processing</b> [1] - 1055:9</p> <p><b>produce</b> [2] - 969:7, 971:22</p> <p><b>productive</b> [5] - 911:7, 911:14, 951:4, 974:20, 975:15</p> <p><b>productively</b> [1] - 871:1</p> <p><b>professional</b> [2] - 881:16, 1085:11</p> <p><b>professionals</b> [1] - 922:22</p> <p><b>progress</b> [7] - 869:11, 906:2, 909:17, 910:21, 912:9, 933:16, 1040:11</p> <p><b>progressed</b> [3] - 913:4, 978:17, 1013:19</p> <p><b>progression</b> [2] - 980:18, 980:19</p> <p><b>Project</b> [2] - 879:11, 1029:16</p> <p><b>project</b> [16] - 872:10, 928:17, 928:19, 954:8, 959:20, 962:7, 1013:17, 1016:13, 1029:13, 1029:14, 1029:16, 1029:17, 1041:8, 1058:16, 1060:7, 1061:17</p> <p><b>projected</b> [2] -</p>
--	---	---	--	--

<p>974:12, 1014:24  <b>projecting</b> [1] - 981:20  <b>projection</b> [5] - 947:13, 949:19, 951:19, 964:22, 983:5  <b>projects</b> [1] - 868:2  <b>promise</b> [1] - 1078:9  <b>proportion</b> [1] - 1028:8  <b>Proportionally</b> [1] - 1028:15  <b>proportionate</b> [1] - 1028:16  <b>proposed</b> [1] - 1087:24  <b>Protocol</b> [1] - 893:5  <b>protocol</b> [5] - 893:9, 893:13, 893:15, 893:20, 893:23  <b>protocols</b> [1] - 1036:7  <b>proud</b> [3] - 1085:15, 1085:16, 1085:17  <b>provide</b> [23] - 880:12, 880:23, 881:7, 881:13, 888:7, 932:14, 938:1, 940:8, 940:16, 941:6, 969:4, 971:17, 995:17, 1028:20, 1034:14, 1036:12, 1053:5, 1069:7, 1069:10, 1080:8, 1082:24, 1084:11, 1089:14  <b>provided</b> [16] - 867:14, 925:4, 932:13, 964:6, 966:13, 971:17, 995:1, 995:3, 997:17, 1008:2, 1059:7, 1062:19, 1065:6, 1067:10, 1070:18, 1088:24  <b>provider</b> [1] - 888:3  <b>provides</b> [1] - 1053:22  <b>providing</b> [10] - 906:15, 952:15, 955:2, 959:9, 966:12, 969:11, 995:7, 1008:4, 1009:13, 1084:5  <b>provision</b> [1] - 1075:21  <b>provisions</b> [1] - 876:22</p>	<p><b>proximity</b> [1] - 1002:23  <b>prudent</b> [3] - 877:8, 877:16, 1002:10  <b>PSA</b> [2] - 916:9, 982:17  <b>PSAs</b> [1] - 916:4  <b>PUBLIC</b> [2] - 859:3, 859:6  <b>public</b> [39] - 872:21, 885:2, 885:23, 889:6, 890:1, 893:24, 894:3, 894:8, 894:15, 896:24, 901:19, 912:5, 929:22, 930:9, 930:13, 930:15, 930:17, 931:12, 934:8, 937:3, 937:6, 954:19, 955:1, 955:10, 959:4, 959:23, 966:12, 967:1, 990:17, 1021:9, 1031:19, 1032:1, 1032:17, 1033:6, 1033:10, 1034:12, 1035:6, 1035:14  <b>Public</b> [5] - 859:7, 888:17, 893:24, 902:7, 993:5  <b>public-communications</b> [1] - 937:6  <b>public-safety</b> [3] - 894:15, 1021:9  <b>publishes</b> [2] - 1052:17, 1052:22  <b>PURCELL</b> [1] - 1089:16  <b>Purcell</b> [2] - 860:3, 861:24  <b>purchased</b> [1] - 1053:24  <b>purpose</b> [2] - 875:14, 938:22  <b>purposes</b> [5] - 863:21, 883:5, 887:16, 1039:9, 1039:11  <b>pursuant</b> [1] - 861:10  <b>pursue</b> [1] - 934:24  <b>purview</b> [1] - 908:17  <b>push</b> [1] - 939:19  <b>pushing</b> [2] - 874:7, 904:24  <b>put</b> [24] - 867:16,</p>	<p>871:14, 915:2, 920:4, 972:14, 972:16, 1004:13, 1015:10, 1015:24, 1020:23, 1026:18, 1029:9, 1032:20, 1033:8, 1034:8, 1036:19, 1038:8, 1051:11, 1059:2, 1069:8, 1070:14, 1070:23, 1077:13, 1080:10  <b>putting</b> [5] - 892:8, 937:13, 1007:18, 1033:3, 1080:16</p>	<p style="text-align: center;"><b>Q</b></p> <p><b>quantify</b> [1] - 1052:1  <b>quarter</b> [1] - 1082:7  <b>question</b> [55] - 867:7, 868:15, 879:14, 888:3, 892:2, 913:11, 914:23, 916:15, 929:16, 929:19, 930:20, 931:3, 932:4, 933:21, 934:6, 935:21, 936:18, 937:11, 940:12, 947:11, 947:23, 959:23, 961:12, 963:13, 967:20, 968:18, 970:14, 977:4, 978:6, 991:13, 994:1, 1007:14, 1018:10, 1023:7, 1026:6, 1026:20, 1028:17, 1031:18, 1040:16, 1047:18, 1053:17, 1060:22, 1064:13, 1064:15, 1065:24, 1066:8, 1069:22, 1075:7, 1075:19, 1076:3, 1076:4, 1076:6, 1078:22, 1079:3, 1080:6  <b>questioning</b> [3] - 1081:23, 1082:19, 1083:7  <b>questions</b> [26] - 868:12, 885:10, 885:18, 911:9, 913:16, 915:16, 915:22, 923:15, 928:4, 932:2, 937:9, 938:8, 959:17, 1007:8, 1021:23, 1022:19, 1039:4,</p>	<p>1053:15, 1057:17, 1058:1, 1062:11, 1064:19, 1066:10, 1078:7, 1084:12, 1084:15  <b>quick</b> [4] - 923:14, 942:11, 1062:11, 1080:21  <b>quicker</b> [1] - 1039:23  <b>quickly</b> [8] - 893:3, 903:17, 903:24, 909:18, 929:11, 939:23, 1040:14, 1056:17  <b>quite</b> [9] - 869:1, 897:11, 920:11, 922:11, 996:18, 997:9, 1002:8, 1002:12, 1072:13  <b>quote</b> [1] - 941:16  <b>quote-unquote</b> [1] - 941:16</p>	<p style="text-align: center;"><b>R</b></p> <p><b>R</b> [5] - 861:2, 864:4, 946:21, 1081:17, 1091:1  <b>R-with-a-number</b> [1] - 864:4  <b>radio</b> [2] - 876:17, 916:6  <b>raise</b> [1] - 894:15  <b>raising</b> [1] - 1084:15  <b>ran</b> [1] - 1023:20  <b>range</b> [6] - 881:24, 883:21, 907:2, 987:20, 1052:7  <b>rate</b> [1] - 900:14  <b>rather</b> [5] - 878:16, 973:21, 1010:10, 1013:10, 1033:21  <b>Raymond</b> [1] - 946:12  <b>RAYMOND</b> [3] - 946:22, 1081:18, 1091:2  <b>RDR</b> [2] - 859:21, 1090:12  <b>reach</b> [4] - 932:17, 935:2, 935:9, 935:17  <b>reached</b> [3] - 935:5, 938:10, 988:8  <b>reaching</b> [1] - 1066:11  <b>reactive</b> [2] - 891:4, 891:6</p>	<p><b>read</b> [1] - 892:1  <b>readiness</b> [2] - 866:23, 919:8  <b>Readiness</b> [2] - 897:4, 902:7  <b>reading</b> [4] - 891:19, 902:12, 990:14, 1083:5  <b>Reading</b> [2] - 994:1, 1001:1  <b>reads</b> [3] - 882:1, 896:23, 1057:3  <b>ready</b> [12] - 862:20, 903:1, 903:8, 903:17, 903:24, 912:16, 914:24, 922:23, 987:9, 987:10, 1057:21, 1064:9  <b>real</b> [3] - 915:8, 952:14, 1084:23  <b>reality</b> [2] - 908:3, 930:17  <b>realization</b> [2] - 956:10, 961:18  <b>realize</b> [3] - 926:9, 945:8, 989:21  <b>realized</b> [10] - 925:5, 948:23, 958:12, 958:21, 958:22, 963:1, 975:24, 976:19, 977:16, 988:7  <b>really</b> [63] - 865:3, 871:3, 872:7, 873:1, 874:9, 874:14, 876:6, 878:9, 884:23, 885:6, 886:13, 887:19, 889:8, 890:23, 892:10, 897:14, 899:18, 900:11, 901:1, 901:5, 901:8, 904:11, 906:4, 907:8, 909:2, 911:17, 916:14, 922:15, 923:17, 926:8, 927:14, 928:20, 928:21, 931:24, 934:22, 939:1, 939:13, 945:9, 945:16, 948:3, 955:9, 957:20, 959:19, 960:18, 960:22, 960:23, 961:2, 961:8, 966:11, 980:9, 980:19, 993:21, 999:8, 1023:7, 1035:24, 1049:16, 1049:20, 1054:16, 1069:23, 1078:15,</p>
--	--	---	--	--	---	--

<p>1085:1, 1086:21  <b>reason</b> [8] - 882:9, 910:16, 935:11, 935:19, 967:6, 977:1, 985:20, 1077:4  <b>reasonable</b> [7] - 880:18, 901:15, 907:12, 920:3, 934:13, 957:12, 977:15  <b>reasonably</b> [4] - 877:15, 886:5, 896:11, 1016:9  <b>reasons</b> [6] - 952:7, 960:6, 1034:9, 1070:11, 1086:13, 1087:2  <b>reassess</b> [2] - 951:19, 955:23  <b>rebuild</b> [8] - 980:22, 1032:14, 1032:15, 1033:12, 1034:24, 1087:6, 1087:8  <b>rebuilding</b> [2] - 1043:13  <b>REC</b> [1] - 1059:11  <b>recall</b> [12] - 870:6, 870:8, 882:22, 929:4, 951:14, 959:24, 962:2, 965:17, 991:7, 1081:22, 1082:18, 1083:6  <b>receive</b> [1] - 893:19  <b>received</b> [8] - 997:10, 999:2, 1063:19, 1063:22, 1082:21, 1088:3, 1088:4, 1088:5  <b>receiving</b> [1] - 994:10  <b>recent</b> [4] - 934:17, 1015:14, 1078:11, 1078:13  <b>recently</b> [3] - 1047:9, 1047:11, 1088:14  <b>Recess</b> [5] - 915:19, 943:20, 946:4, 1007:1, 1081:9  <b>recognize</b> [9] - 863:13, 864:10, 865:14, 870:24, 1032:12, 1032:19, 1042:14, 1060:7, 1087:7  <b>recognizing</b> [1] - 1035:15  <b>recollection</b> [3] -</p>	<p>965:21, 992:8, 992:24  <b>recommendation</b> [50] - 863:24, 864:7, 865:16, 865:17, 865:18, 865:19, 867:13, 867:24, 869:21, 871:13, 871:20, 874:1, 875:7, 876:9, 876:11, 876:15, 877:10, 877:21, 879:12, 879:15, 881:22, 882:1, 884:22, 884:23, 886:8, 886:11, 886:12, 886:14, 891:14, 891:18, 892:9, 892:10, 893:12, 897:10, 900:1, 900:4, 901:5, 902:3, 918:17, 919:22, 920:9, 932:24, 941:21, 942:2, 1028:20, 1029:2, 1059:12, 1059:14, 1059:15  <b>Recommendation</b> [17] - 863:12, 864:3, 892:4, 892:12, 892:13, 893:7, 895:15, 912:14, 920:2, 941:18, 941:24, 942:8, 942:15, 942:24, 943:7, 1059:13, 1059:18  <b>recommendation's</b> [1] - 888:13  <b>recommendations</b> [69] - 863:13, 863:16, 864:5, 864:9, 864:19, 864:23, 865:6, 865:12, 866:7, 866:15, 867:4, 867:5, 867:18, 867:20, 870:13, 870:18, 871:22, 873:20, 874:18, 880:2, 880:4, 883:19, 884:5, 885:23, 887:6, 888:22, 888:24, 889:3, 889:17, 889:18, 897:6, 897:8, 902:11, 902:17, 902:23, 904:7, 905:3, 905:8, 907:1, 908:15, 909:5, 910:1, 910:9, 911:19, 913:7, 914:3, 914:6, 918:10,</p>	<p>918:11, 919:20, 921:18, 921:21, 924:2, 926:19, 927:14, 927:18, 928:10, 928:11, 932:19, 938:7, 939:11, 940:20, 941:12, 941:13, 1029:1, 1029:19, 1058:19, 1081:4, 1086:8  <b>Recommendations</b> [3] - 867:10, 868:6, 883:16  <b>recommending</b> [3] - 898:12, 899:6, 899:8  <b>reconnect</b> [1] - 1069:11  <b>reconnected</b> [1] - 1071:11  <b>record</b> [32] - 861:3, 861:21, 879:7, 880:14, 881:19, 884:13, 910:3, 912:21, 912:22, 912:24, 915:20, 943:19, 943:22, 946:6, 946:11, 1007:3, 1038:7, 1038:10, 1038:19, 1040:8, 1061:14, 1070:15, 1070:18, 1081:1, 1081:10, 1088:9, 1088:23, 1089:4, 1089:9, 1089:14, 1090:7  <b>Record</b> [3] - 1038:13, 1039:6, 1088:22  <b>record-request</b> [1] - 1061:14  <b>RECROSS</b> [1] - 1081:20  <b>RECROSS-EXAMINATION</b> [1] - 1081:20  <b>recruitment</b> [2] - 867:6, 941:18  <b>redirect</b> [5] - 943:15, 943:22, 980:21, 1081:8, 1081:11  <b>REDIRECT</b> [1] - 944:2  <b>redo</b> [2] - 982:22, 1055:14  <b>reduced</b> [1] - 863:22  <b>reducing</b> [1] - 875:24</p>	<p><b>reduction</b> [3] - 906:10, 1071:21, 1073:9  <b>reductions</b> [1] - 1073:4  <b>redundancy</b> [1] - 991:16  <b>redundant</b> [1] - 1055:4  <b>reenergize</b> [2] - 958:10, 1063:11  <b>reenergized</b> [2] - 1064:8, 1069:18  <b>reenergizing</b> [1] - 958:13  <b>reengagement</b> [1] - 1036:1  <b>reengaging</b> [1] - 1034:17  <b>reevaluate</b> [1] - 874:20  <b>refer</b> [1] - 878:20  <b>reference</b> [5] - 881:6, 1039:7, 1073:11, 1073:12, 1087:24  <b>referring</b> [8] - 873:22, 875:1, 878:24, 892:18, 893:10, 909:1, 1065:20, 1067:23  <b>refers</b> [1] - 864:13  <b>refind</b> [1] - 1055:15  <b>refine</b> [1] - 1050:15  <b>reflect</b> [3] - 867:19, 908:3, 933:5  <b>reflected</b> [2] - 899:19, 1082:16  <b>reflecting</b> [1] - 900:17  <b>refueled</b> [1] - 876:22  <b>refurbished</b> [1] - 930:2  <b>regain</b> [1] - 1087:11  <b>regard</b> [8] - 866:24, 870:7, 870:16, 873:21, 899:6, 970:9, 1053:23, 1058:1  <b>regarding</b> [9] - 887:5, 928:11, 937:1, 938:10, 1064:13, 1073:11, 1081:23, 1082:19, 1083:7  <b>regards</b> [2] - 868:5, 880:5  <b>region</b> [3] - 940:5, 1025:13  <b>register</b> [1] - 1077:24</p>	<p><b>regular</b> [4] - 919:2, 928:14, 1029:15, 1039:18  <b>regularly</b> [1] - 917:10  <b>regulator</b> [1] - 909:3  <b>regulators</b> [1] - 1031:24  <b>regulatory</b> [6] - 862:1, 897:24, 910:8, 911:1, 914:10, 925:10  <b>reinforce</b> [1] - 1051:6  <b>relate</b> [1] - 888:22  <b>related</b> [4] - 897:12, 1048:6, 1059:24, 1088:1  <b>relates</b> [1] - 902:7  <b>relation</b> [6] - 1019:13, 1029:10, 1029:13, 1058:23, 1060:11, 1073:4  <b>relationship</b> [2] - 1034:16, 1087:8  <b>relationships</b> [7] - 1032:14, 1033:10, 1033:11, 1034:19, 1034:21, 1065:9, 1087:5  <b>relative</b> [8] - 900:16, 910:8, 916:1, 916:19, 916:20, 921:14, 938:20, 1082:5  <b>Relative</b> [2] - 917:5, 918:10  <b>relatively</b> [9] - 916:13, 922:17, 923:9, 931:6, 938:19, 941:21, 949:4, 965:7, 970:11  <b>released</b> [4] - 997:11, 1000:14, 1000:15, 1000:17  <b>releasing</b> [1] - 1005:15  <b>relevant</b> [2] - 924:21, 925:3  <b>reliability</b> [4] - 887:15, 900:14, 900:15, 900:23  <b>reliable</b> [3] - 875:16, 889:16, 889:17  <b>reliance</b> [1] - 875:24  <b>relies</b> [1] - 1054:24  <b>rely</b> [7] - 880:10, 882:15, 918:4, 989:17, 1050:11, 1051:5</p>
---	---	---	--	--

<p><b>relying</b> [5] - 872:17, 877:1, 880:11, 891:17, 934:9</p> <p><b>remain</b> [1] - 925:9</p> <p><b>remained</b> [3] - 994:13, 999:15, 1003:18</p> <p><b>remaining</b> [2] - 994:5, 1013:10</p> <p><b>remember</b> [10] - 956:19, 957:9, 965:15, 965:19, 972:5, 976:9, 984:17, 991:11, 1043:22, 1086:18</p> <p><b>remind</b> [3] - 862:18, 946:8, 1007:5</p> <p><b>remote</b> [1] - 1044:5</p> <p><b>removal</b> [1] - 1080:4</p> <p><b>removed</b> [1] - 1017:3</p> <p><b>removing</b> [1] - 1017:7</p> <p><b>render</b> [1] - 929:9</p> <p><b>repair</b> [26] - 949:14, 966:1, 970:18, 971:2, 971:18, 973:11, 974:12, 975:19, 977:6, 985:22, 988:10, 995:24, 1004:13, 1005:21, 1008:4, 1008:23, 1011:8, 1012:21, 1013:8, 1015:18, 1022:14, 1027:3, 1027:16, 1027:17, 1046:12, 1046:18</p> <p><b>repaired</b> [7] - 940:2, 976:4, 979:17, 985:7, 1001:16, 1009:22, 1016:23</p> <p><b>repairing</b> [2] - 916:20, 986:6</p> <p><b>repairs</b> [8] - 896:1, 926:15, 927:2, 1004:20, 1004:22, 1006:18, 1006:19, 1014:24</p> <p><b>repeat</b> [2] - 879:14, 1009:15</p> <p><b>repeated</b> [1] - 878:7</p> <p><b>repeating</b> [1] - 892:9</p> <p><b>replace</b> [1] - 931:4</p> <p><b>replaced</b> [1] - 1023:3</p> <p><b>replacement</b> [3] - 1011:20, 1011:21, 1012:20</p> <p><b>replacements</b> [1] -</p>	<p>972:8</p> <p><b>replacing</b> [1] - 1046:22</p> <p><b>reply</b> [1] - 1089:20</p> <p><b>report</b> [43] - 863:17, 865:7, 866:9, 866:11, 866:20, 867:19, 879:17, 897:13, 897:14, 904:8, 907:5, 908:13, 910:21, 913:6, 913:20, 914:1, 914:14, 916:2, 925:6, 927:22, 932:5, 932:16, 932:17, 935:6, 937:5, 941:14, 990:14, 994:2, 999:18, 1052:18, 1052:20, 1052:22, 1055:8, 1055:11, 1055:15, 1056:5, 1073:11, 1076:7, 1076:9, 1078:15, 1078:18, 1081:4</p> <p><b>reported</b> [3] - 920:24, 967:24, 992:4</p> <p><b>Reporter</b> [1] - 859:21</p> <p><b>REPORTER'S</b> [1] - 1090:4</p> <p><b>Reporting</b> [1] - 875:5</p> <p><b>reporting</b> [8] - 875:23, 917:1, 931:11, 968:15, 1053:3, 1053:5, 1057:3, 1066:21</p> <p><b>reports</b> [2] - 958:16, 965:8</p> <p><b>represent</b> [2] - 893:11, 901:17</p> <p><b>representation</b> [3] - 892:3, 900:4, 948:3</p> <p><b>representative</b> [2] - 885:11, 993:5</p> <p><b>representatives</b> [3] - 884:15, 890:10, 1068:24</p> <p><b>representing</b> [1] - 912:5</p> <p><b>reps</b> [1] - 955:3</p> <p><b>reputation</b> [1] - 1033:15</p> <p><b>request</b> [8] - 902:19, 1025:10, 1038:8, 1038:10, 1038:19, 1059:1, 1059:5, 1061:14</p> <p><b>Request</b> [2] - 1038:14, 1039:6</p>	<p><b>requests</b> [5] - 1067:6, 1067:15, 1067:24, 1088:22, 1088:23</p> <p><b>require</b> [1] - 881:15</p> <p><b>required</b> [7] - 877:24, 882:3, 901:1, 907:6, 927:6, 928:20, 1001:20</p> <p><b>requirements</b> [2] - 878:1, 920:23</p> <p><b>requires</b> [1] - 872:15</p> <p><b>requiring</b> [1] - 976:1</p> <p><b>research</b> [2] - 913:4, 929:2</p> <p><b>reservation</b> [1] - 942:21</p> <p><b>reservations</b> [1] - 945:22</p> <p><b>resetting</b> [1] - 948:4</p> <p><b>resolve</b> [1] - 904:3</p> <p><b>resource</b> [4] - 934:19, 941:1, 1006:15, 1035:19</p> <p><b>Resources</b> [1] - 879:9</p> <p><b>resources</b> [44] - 871:10, 905:13, 907:9, 908:7, 938:13, 939:6, 939:13, 939:14, 940:4, 941:2, 941:17, 944:17, 973:10, 980:5, 991:13, 992:3, 992:10, 992:15, 992:19, 992:21, 993:15, 993:19, 995:22, 996:17, 1000:24, 1001:8, 1006:14, 1006:16, 1006:17, 1006:19, 1015:9, 1019:1, 1019:12, 1020:19, 1021:18, 1021:19, 1024:10, 1024:11, 1028:11, 1035:11, 1035:13, 1035:15</p> <p><b>respect</b> [27] - 864:17, 864:24, 868:17, 870:20, 875:4, 880:7, 888:24, 895:16, 897:22, 900:12, 902:22, 904:16, 905:4, 908:20, 910:1, 919:7, 921:23, 923:3, 930:16, 931:20, 931:22, 932:23,</p>	<p>945:22, 971:13, 1059:3, 1087:12, 1088:14</p> <p><b>respects</b> [1] - 922:22</p> <p><b>respirator</b> [1] - 1070:4</p> <p><b>respond</b> [29] - 865:5, 867:10, 882:3, 884:9, 898:2, 903:12, 904:4, 911:18, 920:15, 924:13, 930:21, 932:21, 934:1, 934:19, 935:3, 935:6, 936:14, 937:1, 937:8, 938:14, 949:4, 951:2, 996:12, 1031:14, 1063:23, 1065:18, 1069:11, 1085:12, 1085:13</p> <p><b>responded</b> [11] - 870:18, 874:1, 877:21, 880:4, 886:12, 888:12, 888:13, 897:10, 902:11, 926:1, 1068:12</p> <p><b>responders</b> [3] - 897:18, 1065:3, 1068:4</p> <p><b>responding</b> [2] - 865:12, 868:17</p> <p><b>responds</b> [4] - 875:6, 883:18, 889:2, 898:21</p> <p><b>response</b> [28] - 861:7, 874:16, 874:20, 887:5, 891:4, 902:18, 902:19, 909:14, 932:8, 944:6, 956:19, 1033:2, 1035:23, 1036:6, 1038:15, 1039:2, 1039:4, 1058:2, 1058:21, 1061:6, 1061:14, 1064:23, 1066:21, 1073:13, 1073:22, 1080:7, 1083:20, 1088:9</p> <p><b>responses</b> [3] - 879:22, 1028:4, 1084:6</p> <p><b>responsibilities</b> [7] - 916:18, 942:12, 942:13, 1074:1, 1074:10, 1075:5, 1075:15</p> <p><b>responsibility</b> [6] - 865:15, 917:16, 921:3, 922:18,</p>	<p>938:22, 1066:17</p> <p><b>responsible</b> [5] - 893:17, 916:18, 916:20, 956:3, 1023:23</p> <p><b>rest</b> [11] - 917:15, 952:15, 952:16, 962:12, 974:6, 990:9, 1004:2, 1004:8, 1045:6, 1065:16, 1086:18</p> <p><b>restaurant</b> [1] - 973:22</p> <p><b>Restoration</b> [5] - 873:19, 875:5, 895:15, 895:18, 982:18</p> <p><b>restoration</b> [77] - 871:2, 885:22, 886:1, 890:19, 905:9, 906:10, 906:13, 906:23, 907:13, 907:14, 908:10, 910:14, 916:17, 932:9, 936:12, 937:2, 937:20, 938:1, 939:7, 947:20, 954:5, 954:8, 954:21, 956:4, 957:23, 958:24, 959:6, 959:13, 960:2, 960:12, 961:2, 964:22, 965:11, 965:13, 966:2, 966:23, 967:13, 967:17, 967:20, 968:20, 977:6, 978:24, 980:7, 980:10, 980:14, 985:15, 986:2, 986:16, 987:16, 988:12, 990:9, 990:10, 990:23, 995:4, 995:17, 1001:12, 1002:15, 1006:11, 1013:17, 1014:4, 1019:2, 1020:16, 1024:1, 1026:23, 1027:2, 1027:10, 1028:9, 1034:13, 1035:23, 1052:14, 1066:13, 1067:12, 1067:16, 1069:4, 1072:1, 1076:10, 1076:20</p> <p><b>restorations</b> [1] - 927:19</p> <p><b>restore</b> [13] - 935:12, 935:20, 939:5,</p>
--	--	---	---	--

<p>947:15, 980:16, 985:3, 990:7, 994:5, 1002:2, 1017:23, 1055:20, 1056:11, 1056:17</p> <p><b>restored</b> [25] - 896:15, 908:2, 925:10, 957:21, 959:21, 975:10, 982:4, 983:1, 983:7, 986:19, 988:14, 991:6, 994:4, 995:12, 995:13, 995:18, 1008:19, 1056:15, 1056:19, 1056:20, 1063:1, 1063:3, 1067:17, 1068:16</p> <p><b>restoring</b> [8] - 928:24, 958:8, 983:24, 984:6, 984:20, 988:16, 988:17, 1062:23</p> <p><b>result</b> [5] - 907:10, 907:23, 1049:11, 1082:6, 1085:9</p> <p><b>results</b> [5] - 872:19, 873:6, 960:11, 964:23, 1039:24</p> <p><b>retabulate</b> [1] - 1013:8</p> <p><b>retaining</b> [1] - 929:13</p> <p><b>retallying</b> [1] - 1014:2</p> <p><b>reticent</b> [1] - 937:24</p> <p><b>retrospect</b> [1] - 1006:8</p> <p><b>return</b> [1] - 1066:7</p> <p><b>returned</b> [1] - 950:10</p> <p><b>returning</b> [2] - 970:3, 970:7</p> <p><b>review</b> [16] - 863:8, 919:12, 925:2, 925:11, 925:18, 925:21, 932:14, 934:16, 936:9, 936:22, 938:9, 939:20, 1042:6, 1077:1, 1080:3, 1088:14</p> <p><b>reviewed</b> [2] - 914:2, 1077:15</p> <p><b>revised</b> [1] - 1074:11</p> <p><b>revisions</b> [1] - 898:2</p> <p><b>Revisit</b> [1] - 899:23</p> <p><b>revisited</b> [1] - 1077:5</p> <p><b>revolved</b> [1] - 991:14</p> <p><b>RFP</b> [3] - 878:1,</p>	<p>878:2, 879:21</p> <p><b>Richard</b> [1] - 946:18</p> <p><b>RICHARD</b> [3] - 946:23, 1081:19, 1091:2</p> <p><b>ride</b> [1] - 1078:21</p> <p><b>right</b> [29] - 866:3, 875:5, 878:20, 879:5, 887:13, 911:3, 913:16, 929:4, 945:10, 957:16, 965:20, 969:23, 969:24, 978:19, 979:15, 1016:6, 1021:17, 1032:21, 1033:1, 1035:3, 1035:20, 1037:13, 1043:24, 1048:21, 1050:7, 1065:22, 1075:17, 1079:5</p> <p><b>Right</b> [8] - 866:12, 887:11, 888:1, 930:4, 930:7, 963:4, 976:5, 1021:1</p> <p><b>rigorous</b> [1] - 924:18</p> <p><b>ring</b> [2] - 1040:21, 1040:23</p> <p><b>rises</b> [1] - 924:14</p> <p><b>risk</b> [1] - 1077:24</p> <p><b>road</b> [10] - 865:9, 996:9, 996:14, 999:20, 1047:12, 1079:14, 1079:20, 1080:1, 1080:4, 1080:14</p> <p><b>Road</b> [1] - 997:16</p> <p><b>roads</b> [5] - 953:13, 971:12, 1079:15, 1079:21, 1079:23</p> <p><b>roadways</b> [2] - 953:10, 1079:13</p> <p><b>ROBERT</b> [2] - 862:24, 1090:17</p> <p><b>rocket</b> [1] - 886:2</p> <p><b>role</b> [5] - 893:18, 912:6, 922:24, 923:9, 1073:21</p> <p><b>roles</b> [4] - 925:5, 1074:10, 1075:5, 1075:14</p> <p><b>roll</b> [3] - 878:17, 903:14, 1019:10</p> <p><b>rolled</b> [2] - 1012:5, 1012:8</p> <p><b>rolling</b> [1] - 1000:5</p> <p><b>Room</b> [1] - 873:21</p> <p><b>room</b> [15] - 868:14,</p>	<p>868:19, 868:22, 868:23, 868:24, 869:2, 874:5, 925:1, 925:12, 942:8, 956:7, 1036:24, 1063:20, 1063:21, 1067:5</p> <p><b>rooms</b> [4] - 867:6, 868:17, 870:7, 998:13</p> <p><b>roughly</b> [4] - 1029:11, 1029:12, 1058:22, 1062:2</p> <p><b>rules</b> [1] - 1070:12</p> <p><b>Run</b> [2] - 916:8</p> <p><b>run</b> [4] - 936:2, 973:19, 1022:5, 1029:17</p> <p><b>running</b> [9] - 950:3, 953:9, 956:4, 980:4, 991:2, 991:3, 1021:14, 1021:20, 1044:23</p>	<p>868:19, 868:22, 868:23, 868:24, 869:2, 874:5, 925:1, 925:12, 942:8, 956:7, 1036:24, 1063:20, 1063:21, 1067:5</p> <p><b>rooms</b> [4] - 867:6, 868:17, 870:7, 998:13</p> <p><b>roughly</b> [4] - 1029:11, 1029:12, 1058:22, 1062:2</p> <p><b>rules</b> [1] - 1070:12</p> <p><b>Run</b> [2] - 916:8</p> <p><b>run</b> [4] - 936:2, 973:19, 1022:5, 1029:17</p> <p><b>running</b> [9] - 950:3, 953:9, 956:4, 980:4, 991:2, 991:3, 1021:14, 1021:20, 1044:23</p>	<p>989:5, 995:9, 1000:1, 1002:12, 1002:14, 1004:22, 1014:18, 1015:17, 1018:14, 1037:23, 1039:1, 1040:2, 1041:13, 1041:21, 1042:4, 1043:18, 1044:9, 1054:16, 1070:2, 1080:6</p> <p><b>Sandra</b> [2] - 860:13, 862:8</p> <p><b>sandra.callahan@ state.ma.us</b> [1] - 860:16</p> <p><b>Sandy</b> [1] - 1062:9</p> <p><b>sat</b> [4] - 869:4, 934:3, 956:2, 1066:15</p> <p><b>satisfaction</b> [1] - 928:5</p> <p><b>satisfactory</b> [1] - 911:10</p> <p><b>satisfied</b> [1] - 1036:15</p> <p><b>satisfies</b> [1] - 919:15</p> <p><b>satisfy</b> [2] - 871:19, 892:21</p> <p><b>Saturday</b> [33] - 955:14, 955:22, 956:1, 956:15, 956:20, 956:22, 957:6, 957:19, 958:1, 958:20, 958:23, 959:5, 961:12, 961:17, 963:10, 977:8, 979:14, 979:15, 987:24, 989:24, 990:13, 992:7, 993:10, 997:1, 997:5, 1000:12, 1000:14, 1000:16, 1001:6, 1001:10, 1064:9</p> <p><b>save</b> [1] - 864:14</p> <p><b>savings</b> [1] - 907:22</p> <p><b>saw</b> [5] - 986:13, 990:7, 1028:5, 1049:20, 1074:22</p> <p><b>Say</b> [2] - 975:20, 985:21</p> <p><b>say</b> [109] - 865:6, 868:11, 869:21, 877:4, 880:17, 880:22, 885:20, 886:20, 887:4, 889:5, 890:7, 892:7, 895:10, 897:21, 899:15,</p>	<p>904:17, 907:21, 908:1, 908:11, 914:23, 918:8, 919:18, 920:7, 921:9, 930:11, 936:1, 937:3, 939:8, 941:19, 945:14, 948:1, 948:4, 948:7, 949:1, 949:9, 949:11, 950:1, 950:14, 951:4, 951:10, 951:15, 952:17, 952:22, 953:5, 954:6, 957:10, 959:2, 959:22, 963:17, 965:2, 965:9, 965:10, 967:17, 968:13, 969:3, 969:15, 972:18, 974:11, 974:19, 975:2, 975:11, 975:15, 977:15, 977:16, 978:10, 982:23, 983:6, 984:19, 984:20, 988:3, 989:8, 994:13, 996:3, 1011:20, 1013:16, 1013:18, 1013:21, 1013:22, 1015:2, 1015:21, 1016:24, 1017:5, 1017:10, 1018:6, 1018:11, 1019:5, 1019:18, 1020:15, 1026:22, 1027:6, 1032:2, 1035:2, 1039:23, 1045:20, 1048:12, 1048:19, 1051:9, 1053:1, 1061:4, 1061:7, 1069:8, 1072:17, 1079:24, 1080:15, 1084:5, 1086:10, 1086:23, 1087:4</p> <p><b>saying</b> [12] - 878:16, 907:23, 909:13, 930:9, 930:14, 952:14, 953:19, 981:12, 981:14, 1016:7, 1079:18, 1080:19</p> <p><b>says</b> [7] - 864:2, 892:1, 969:19, 982:17, 994:3, 1045:9, 1070:24</p> <p><b>SCADA</b> [6] - 1049:24, 1050:14, 1050:17, 1050:22, 1050:23, 1051:1</p>
<b>S</b>					
		<p><b>S</b> [1] - 861:2</p> <p><b>Safes</b> [1] - 972:10</p> <p><b>Safety</b> [1] - 993:5</p> <p><b>safety</b> [9] - 882:10, 894:15, 998:20, 1010:7, 1020:23, 1021:9, 1022:9, 1065:15</p> <p><b>said</b> [37] - 867:15, 888:4, 890:11, 895:2, 898:22, 899:1, 904:2, 904:5, 907:6, 916:7, 927:8, 930:5, 945:17, 947:17, 956:16, 964:1, 966:15, 970:17, 973:7, 981:15, 982:24, 983:21, 987:22, 1003:21, 1010:1, 1014:1, 1017:21, 1020:2, 1037:12, 1038:24, 1047:3, 1049:6, 1051:9, 1052:1, 1058:14, 1058:17, 1070:19</p> <p><b>Salem</b> [2] - 885:12, 890:5</p> <p><b>same</b> [35] - 871:1, 875:17, 882:11, 914:14, 953:16, 955:15, 955:18, 958:8, 963:15, 970:7, 972:14, 980:15, 985:24, 987:12,</p>			

<p><b>scalable</b> [2] - 882:5, 882:7</p> <p><b>scale</b> [5] - 949:6, 949:8, 949:10, 955:4, 1036:1</p> <p><b>scenario</b> [2] - 899:2, 936:2</p> <p><b>scenarios</b> [2] - 1042:6, 1073:3</p> <p><b>schedule</b> [3] - 905:1, 927:7, 1089:18</p> <p><b>scheduled</b> [1] - 905:1</p> <p><b>scheduling</b> [1] - 1048:1</p> <p><b>Schoenberger</b> [1] - 1040:8</p> <p><b>science</b> [2] - 886:3, 901:10</p> <p><b>scope</b> [6] - 913:23, 928:17, 928:18, 938:22, 950:20, 1058:19</p> <p><b>scorecards</b> [1] - 1052:9</p> <p><b>Scott</b> [2] - 860:2, 861:23</p> <p><b>screens</b> [1] - 884:10</p> <p><b>se</b> [2] - 1011:7, 1042:15</p> <p><b>season</b> [2] - 1037:13, 1077:14</p> <p><b>second</b> [17] - 870:9, 870:11, 882:17, 893:4, 905:24, 937:9, 951:23, 983:15, 989:7, 1003:20, 1019:14, 1019:15, 1042:23, 1046:20, 1050:13, 1059:11, 1064:13</p> <p><b>second-job</b> [1] - 882:17</p> <p><b>secondaries</b> [5] - 963:13, 963:14, 963:15, 963:18, 1005:5</p> <p><b>secondary</b> [16] - 896:5, 952:4, 952:20, 958:18, 961:15, 963:17, 965:5, 967:23, 968:21, 980:1, 980:5, 981:10, 981:11, 1004:4, 1004:9, 1004:12</p> <p><b>section</b> [10] - 870:11, 879:7, 897:5, 902:7,</p>	<p>902:8, 902:9, 923:19, 924:2, 929:13, 970:2</p> <p><b>sections</b> [3] - 866:21, 878:24, 902:10</p> <p><b>Sections</b> [1] - 861:10</p> <p><b>secure</b> [1] - 871:10</p> <p><b>secured</b> [1] - 992:5</p> <p><b>securing</b> [1] - 869:23</p> <p><b>security</b> [1] - 868:22</p> <p><b>see</b> [42] - 864:4, 866:5, 868:21, 870:10, 872:12, 875:2, 875:6, 876:2, 876:4, 877:20, 878:9, 879:12, 879:15, 888:19, 889:1, 892:12, 896:14, 898:20, 906:6, 906:9, 909:5, 909:9, 918:3, 918:20, 922:6, 926:2, 943:5, 943:9, 967:2, 967:9, 992:19, 992:22, 1000:3, 1011:24, 1036:18, 1039:14, 1057:4, 1079:12, 1079:14, 1079:15, 1079:23, 1080:1</p> <p><b>seeing</b> [8] - 920:1, 945:13, 962:8, 989:15, 1010:9, 1013:2, 1019:4, 1019:15</p> <p><b>seek</b> [1] - 1068:14</p> <p><b>seeks</b> [1] - 1081:2</p> <p><b>seem</b> [5] - 878:22, 887:7, 887:8, 888:11, 1056:5</p> <p><b>seemed</b> [2] - 926:23, 927:7</p> <p><b>seems</b> [11] - 865:11, 866:2, 866:17, 866:22, 870:21, 891:15, 892:6, 902:10, 967:4, 971:24, 1083:24</p> <p><b>seen</b> [6] - 872:5, 928:6, 928:8, 928:11, 961:23, 961:24</p> <p><b>selected</b> [1] - 1014:6</p> <p><b>self</b> [27] - 863:16, 866:20, 897:13, 913:5, 913:8, 914:12, 914:18, 914:21, 914:22, 915:8, 915:10, 920:17,</p>	<p>920:22, 920:24, 923:16, 927:22, 932:5, 941:14, 990:14, 994:2, 1001:2, 1029:11, 1029:20, 1031:12, 1078:15, 1085:11</p> <p><b>self-assessment</b> [23] - 866:20, 897:13, 913:5, 913:8, 914:12, 914:18, 914:21, 914:22, 920:17, 920:22, 920:24, 923:16, 927:22, 932:5, 941:14, 990:14, 994:2, 1001:2, 1029:11, 1029:20, 1031:12, 1078:15</p> <p><b>self-image</b> [1] - 1085:11</p> <p><b>send</b> [14] - 886:20, 973:2, 982:16, 984:10, 988:9, 1009:16, 1017:22, 1018:1, 1032:21, 1046:12, 1049:11, 1055:13, 1063:22, 1064:1</p> <p><b>sending</b> [2] - 950:15, 972:3</p> <p><b>senior</b> [2] - 1073:19, 1078:1</p> <p><b>senior-level</b> [1] - 1073:19</p> <p><b>seniors</b> [1] - 1073:20</p> <p><b>sense</b> [16] - 874:19, 880:20, 902:2, 902:3, 903:17, 907:7, 914:4, 926:7, 940:24, 945:10, 955:21, 958:2, 984:16, 1006:10, 1020:24, 1028:14</p> <p><b>sent</b> [4] - 949:16, 955:14, 964:11, 1068:24</p> <p><b>sentence</b> [1] - 994:3</p> <p><b>separate</b> [16] - 876:11, 917:23, 940:19, 940:23, 1014:7, 1021:3, 1021:4, 1021:10, 1021:12, 1021:16, 1022:1, 1022:6, 1022:16, 1043:15, 1043:17, 1044:11</p> <p><b>September</b> [1] -</p>	<p>1037:14</p> <p><b>sequential</b> [2] - 959:13, 1005:23</p> <p><b>series</b> [1] - 881:14</p> <p><b>serve</b> [5] - 875:13, 894:10, 912:5, 943:4, 1039:9</p> <p><b>served</b> [1] - 918:8</p> <p><b>Service</b> [1] - 860:8</p> <p><b>service</b> [53] - 881:21, 888:7, 896:15, 916:19, 916:20, 935:12, 935:20, 938:21, 939:5, 940:15, 947:15, 947:20, 955:1, 955:3, 959:20, 967:2, 972:22, 973:10, 982:5, 982:6, 989:12, 990:24, 994:10, 994:20, 996:1, 1001:20, 1002:14, 1008:21, 1011:10, 1015:4, 1022:21, 1023:17, 1024:23, 1025:1, 1041:8, 1042:3, 1042:4, 1042:7, 1042:11, 1044:15, 1044:19, 1046:11, 1057:5, 1057:6, 1062:21, 1063:1, 1066:18, 1068:24, 1069:6, 1069:12, 1072:5, 1079:4, 1079:8</p> <p><b>services</b> [15] - 869:23, 870:4, 880:13, 924:15, 939:7, 941:6, 984:8, 987:7, 987:10, 994:14, 994:18, 1002:13, 1019:9, 1021:6, 1067:14</p> <p><b>Services</b> [1] - 994:17</p> <p><b>set</b> [31] - 863:16, 866:8, 869:9, 870:11, 875:17, 883:19, 891:9, 913:8, 913:22, 940:19, 940:22, 970:24, 974:24, 976:11, 1002:22, 1023:8, 1023:21, 1023:22, 1024:1, 1024:17, 1024:20, 1024:24, 1025:6, 1025:12, 1025:14, 1025:16, 1025:19, 1025:24, 1036:24,</p>	<p>1058:4, 1072:20</p> <p><b>sets</b> [4] - 863:11, 972:11, 992:10, 1023:24</p> <p><b>setter</b> [3] - 904:10, 904:12, 904:13</p> <p><b>setting</b> [7] - 881:9, 881:15, 917:9, 976:11, 978:3, 999:14, 1026:9</p> <p><b>seven</b> [2] - 901:9, 908:2</p> <p><b>several</b> [6] - 869:11, 871:21, 900:12, 945:14, 1054:14, 1083:6</p> <p><b>severe</b> [2] - 911:17, 934:20</p> <p><b>severity</b> [2] - 960:7, 962:6</p> <p><b>shape</b> [2] - 961:22, 1029:20</p> <p><b>share</b> [1] - 1021:18</p> <p><b>shared</b> [1] - 930:13</p> <p><b>sharp</b> [1] - 1076:23</p> <p><b>Shashi</b> [2] - 859:18, 861:18</p> <p><b>She</b> [1] - 862:22</p> <p><b>sheet</b> [3] - 864:19, 1014:7, 1061:16</p> <p><b>sheets</b> [1] - 1014:12</p> <p><b>shift</b> [3] - 972:18, 976:13, 976:22</p> <p><b>shifted</b> [1] - 957:22</p> <p><b>shorten</b> [1] - 967:9</p> <p><b>shorthand</b> [2] - 864:16, 1028:7</p> <p><b>should</b> [75] - 865:5, 871:14, 871:19, 874:10, 875:15, 877:4, 877:10, 877:18, 880:17, 881:23, 887:18, 890:20, 892:19, 895:5, 901:9, 902:23, 904:3, 904:12, 904:13, 904:16, 905:5, 905:10, 906:8, 906:9, 906:19, 908:6, 908:22, 914:17, 914:18, 916:4, 917:3, 917:6, 918:14, 918:16, 920:5, 920:17, 920:21, 924:17, 925:9, 925:10, 926:20, 928:13, 930:13,</p>
---	---	--	---	---

<p>931:18, 932:6, 932:10, 932:18, 933:23, 935:22, 937:3, 941:9, 941:15, 945:2, 946:1, 960:13, 975:22, 977:11, 977:16, 977:24, 1008:13, 1016:12, 1027:17, 1045:12, 1052:2, 1052:3, 1055:20, 1062:14, 1063:12, 1064:12, 1068:14, 1083:10, 1083:13, 1084:4</p> <p><b>shouldn't</b> [3] - 880:17, 920:22, 1063:11</p> <p><b>Show</b> [2] - 1031:23, 1033:4</p> <p><b>show</b> [3] - 868:12, 899:14, 972:24</p> <p><b>shut</b> [1] - 894:24</p> <p><b>sick</b> [1] - 1067:9</p> <p><b>side</b> [14] - 884:24, 887:20, 953:13, 954:17, 959:4, 998:10, 999:19, 1019:4, 1021:19, 1044:15, 1051:4, 1063:8, 1072:14, 1074:6</p> <p><b>sidetracked</b> [1] - 1008:20</p> <p><b>sign</b> [1] - 1077:22</p> <p><b>signal</b> [1] - 1055:14</p> <p><b>signed</b> [2] - 869:24, 1060:18</p> <p><b>significant</b> [15] - 883:15, 898:2, 922:18, 924:1, 924:14, 933:12, 933:15, 942:6, 945:16, 951:11, 951:13, 1001:17, 1019:22, 1032:13, 1035:8</p> <p><b>significantly</b> [1] - 995:23</p> <p><b>signing</b> [1] - 1077:21</p> <p><b>similar</b> [10] - 866:14, 890:10, 914:12, 925:5, 999:1, 1008:3, 1012:12, 1012:19, 1018:8, 1054:20</p> <p><b>similarly</b> [1] - 1022:11</p> <p><b>simple</b> [1] - 900:6</p>	<p><b>simplistic</b> [4] - 967:19, 968:19, 971:18, 1009:20</p> <p><b>simplistically</b> [1] - 950:12</p> <p><b>simulate</b> [1] - 1072:3</p> <p><b>simulation</b> [1] - 898:18</p> <p><b>simultaneous</b> [1] - 1089:20</p> <p><b>Simultaneously</b> [1] - 1042:18</p> <p><b>simultaneously</b> [1] - 1006:7</p> <p><b>Since</b> [2] - 1061:15, 1070:22</p> <p><b>since</b> [3] - 909:10, 960:17, 1061:20</p> <p><b>single</b> [14] - 892:23, 981:13, 982:9, 982:13, 983:16, 984:1, 987:9, 1010:24, 1013:13, 1042:15, 1043:16, 1047:22, 1055:9, 1077:17</p> <p><b>Single</b> [1] - 891:13</p> <p><b>single-phase</b> [4] - 981:13, 982:9, 982:13, 1010:24</p> <p><b>sit</b> [5] - 874:13, 880:16, 920:6, 965:2, 1033:6</p> <p><b>site</b> [4] - 973:3, 983:23, 1002:23, 1046:11</p> <p><b>sites</b> [1] - 996:15</p> <p><b>SITTING</b> [1] - 859:12</p> <p><b>situation</b> [12] - 944:14, 970:10, 977:18, 988:11, 1001:7, 1022:10, 1046:17, 1067:8, 1071:20, 1072:3, 1072:11</p> <p><b>situations</b> [2] - 932:8, 999:17</p> <p><b>six</b> [10] - 885:14, 897:6, 901:9, 911:12, 919:10, 919:11, 1012:18, 1012:19, 1012:21, 1072:22</p> <p><b>size</b> [3] - 921:4, 1038:19, 1079:19</p> <p><b>sleep</b> [1] - 1003:14</p> <p><b>slower</b> [1] - 950:24</p> <p><b>slowing</b> [1] - 975:12</p>	<p><b>slowly</b> [1] - 1056:21</p> <p><b>small</b> [3] - 920:18, 921:17, 923:9</p> <p><b>smaller</b> [2] - 921:16, 988:15</p> <p><b>smallest</b> [1] - 981:2</p> <p><b>smueller@dl.com</b> [1] - 860:5</p> <p><b>snowing</b> [1] - 1015:7</p> <p><b>snowstorm</b> [1] - 993:9</p> <p><b>so</b> [115] - 869:4, 872:1, 872:24, 873:10, 874:8, 875:10, 875:16, 876:5, 876:19, 882:8, 883:21, 886:2, 890:23, 891:8, 892:4, 893:8, 893:17, 894:3, 894:11, 895:23, 896:23, 897:19, 899:18, 903:12, 904:10, 905:20, 906:18, 909:21, 910:21, 911:13, 917:1, 917:2, 917:17, 920:6, 920:12, 923:1, 927:17, 928:8, 928:14, 929:21, 929:23, 931:13, 934:21, 935:11, 935:13, 936:2, 941:4, 951:2, 954:7, 954:17, 954:24, 961:4, 966:9, 968:11, 970:19, 971:19, 972:15, 973:5, 973:6, 973:13, 974:9, 980:8, 982:20, 986:24, 987:8, 991:7, 991:22, 992:20, 993:19, 995:18, 999:15, 1002:13, 1002:20, 1003:8, 1006:13, 1009:13, 1009:15, 1010:11, 1011:8, 1013:8, 1015:4, 1016:11, 1017:6, 1017:14, 1019:6, 1019:11, 1019:12, 1020:23, 1021:16, 1023:9, 1025:5, 1032:15, 1033:21, 1036:18, 1039:24, 1043:20, 1044:18, 1045:1, 1046:17, 1050:4, 1054:18, 1055:1, 1056:6, 1061:11,</p>	<p>1062:17, 1063:2, 1063:7, 1063:11, 1064:11, 1066:15, 1074:14, 1076:22, 1077:2, 1077:16, 1087:1</p> <p><b>So</b> [208] - 864:19, 865:2, 869:20, 871:13, 872:6, 872:13, 874:12, 875:2, 875:22, 876:19, 877:1, 877:3, 878:9, 880:15, 880:18, 880:21, 881:8, 883:3, 884:18, 885:4, 885:18, 888:6, 889:15, 889:21, 890:1, 890:12, 891:5, 893:20, 893:23, 894:1, 896:8, 896:20, 897:21, 899:4, 899:13, 900:19, 903:24, 904:11, 904:16, 906:6, 906:7, 906:18, 906:22, 908:23, 909:15, 909:21, 915:13, 917:16, 918:4, 919:1, 924:8, 927:13, 931:6, 931:8, 935:2, 937:10, 938:22, 939:13, 940:19, 944:19, 949:1, 949:11, 949:16, 950:7, 950:18, 952:17, 952:23, 953:10, 953:13, 953:14, 955:13, 956:24, 958:22, 960:12, 961:1, 963:7, 964:5, 964:9, 964:11, 965:1, 966:10, 966:13, 967:9, 969:18, 970:9, 971:2, 971:12, 975:2, 976:3, 976:24, 978:5, 978:6, 980:19, 982:15, 984:18, 985:6, 986:1, 986:18, 986:22, 988:19, 988:22, 989:1, 989:21, 991:24, 993:12, 993:21, 994:22, 995:17, 997:17, 998:2, 998:8, 998:23, 999:6, 999:16, 1000:16, 1000:22, 1002:9, 1002:24, 1003:3,</p>	<p>1003:14, 1004:21, 1006:6, 1007:14, 1008:8, 1011:19, 1012:6, 1012:21, 1013:7, 1013:16, 1015:8, 1015:10, 1016:3, 1017:16, 1019:8, 1020:1, 1020:5, 1020:19, 1021:3, 1021:20, 1022:16, 1024:4, 1027:3, 1027:22, 1028:12, 1030:15, 1032:24, 1034:23, 1035:17, 1037:5, 1040:13, 1041:10, 1041:17, 1042:10, 1042:17, 1043:4, 1043:17, 1043:24, 1045:3, 1045:19, 1045:22, 1046:16, 1046:19, 1046:20, 1046:23, 1047:11, 1047:15, 1048:7, 1048:24, 1049:5, 1050:17, 1051:9, 1051:23, 1052:3, 1054:9, 1055:5, 1055:13, 1055:17, 1055:22, 1056:10, 1056:18, 1058:11, 1058:17, 1059:1, 1059:7, 1060:22, 1061:7, 1063:5, 1065:17, 1070:16, 1071:5, 1072:9, 1072:13, 1072:14, 1073:6, 1074:15, 1074:18, 1074:23, 1074:24, 1078:1, 1078:15, 1079:10, 1079:12, 1082:12, 1082:14, 1086:7, 1086:15, 1087:10, 1088:15</p> <p><b>so...</b> [1] - 1025:24</p> <p><b>sole</b> [2] - 935:11, 991:19</p> <p><b>solution</b> [1] - 886:16</p> <p><b>solutions</b> [1] - 939:16</p> <p><b>some</b> [110] - 863:22, 865:11, 865:24, 869:6, 869:8, 870:24, 871:11, 872:4, 875:13, 876:13, 876:21, 884:17, 885:18, 885:23,</p>
---	--	--	---	---

<p>887:12, 887:16, 891:7, 894:11, 894:20, 894:22, 896:9, 896:20, 897:16, 902:19, 903:13, 906:1, 906:4, 907:22, 909:9, 910:16, 912:1, 917:24, 919:2, 919:15, 919:21, 920:1, 922:5, 923:2, 923:19, 929:5, 931:2, 931:14, 932:13, 933:12, 934:7, 937:8, 938:2, 940:7, 940:14, 941:14, 941:17, 942:12, 943:5, 943:10, 944:24, 952:8, 952:16, 961:14, 965:4, 966:19, 970:5, 970:17, 975:21, 976:9, 984:5, 984:9, 991:20, 993:21, 996:20, 997:14, 997:19, 999:3, 1001:17, 1002:3, 1002:8, 1002:16, 1002:20, 1003:12, 1003:16, 1010:11, 1010:23, 1015:23, 1019:24, 1020:14, 1029:2, 1029:9, 1029:10, 1029:20, 1035:10, 1047:4, 1050:2, 1051:24, 1054:10, 1054:18, 1054:22, 1055:3, 1055:5, 1057:6, 1060:4, 1062:11, 1064:22, 1066:19, 1067:6, 1075:22, 1076:16, 1076:17, 1079:23, 1080:8</p> <p><b>Some</b> [5] - 939:17, 940:18, 970:18, 1051:18, 1068:1</p> <p><b>somebody</b> [6] - 904:2, 919:12, 994:18, 994:22, 1036:8, 1062:13</p> <p><b>Somebody's</b> [1] - 904:23</p> <p><b>someone</b> [6] - 926:24, 927:8, 1063:22, 1064:1, 1070:3</p> <p><b>something</b> [25] -</p>	<p>880:18, 881:7, 887:22, 888:6, 914:22, 915:2, 915:4, 917:17, 921:8, 939:2, 947:15, 980:13, 991:21, 1015:19, 1026:12, 1026:13, 1029:4, 1029:14, 1039:13, 1040:19, 1052:3, 1052:6, 1053:9, 1056:1, 1085:4</p> <p><b>sometime</b> [3] - 903:11, 979:5, 1037:14</p> <p><b>sometimes</b> [4] - 911:23, 1084:2, 1084:6, 1084:17</p> <p><b>Sometimes</b> [1] - 972:23</p> <p><b>somewhat</b> [1] - 878:20</p> <p><b>Somewhere</b> [1] - 1028:4</p> <p><b>somewhere</b> [5] - 985:24, 987:19, 1000:4, 1024:14, 1028:10</p> <p><b>soon</b> [3] - 909:8, 1056:11, 1076:22</p> <p><b>Sorry</b> [3] - 891:24, 1026:4, 1080:24</p> <p><b>sorry</b> [8] - 868:15, 879:14, 895:2, 964:19, 982:20, 1009:15, 1024:6, 1059:21</p> <p><b>sort</b> [53] - 871:3, 872:6, 872:10, 874:7, 874:15, 875:15, 878:11, 884:5, 885:4, 886:1, 890:7, 890:22, 891:8, 892:8, 892:19, 893:13, 893:16, 901:1, 903:11, 906:3, 907:7, 911:1, 912:8, 918:5, 918:18, 922:9, 923:8, 926:3, 928:17, 929:5, 937:11, 937:12, 937:19, 938:17, 939:13, 941:7, 941:15, 942:14, 942:22, 945:3, 954:17, 967:19, 971:21, 980:11, 995:20, 1001:21, 1004:21, 1005:9, 1016:18,</p>	<p>1029:9, 1029:10, 1034:10</p> <p><b>sortable</b> [1] - 873:12</p> <p><b>sounds</b> [3] - 900:6, 1004:16, 1054:2</p> <p><b>source</b> [5] - 892:23, 969:24, 1043:9, 1044:2, 1063:7</p> <p><b>Source</b> [1] - 891:13</p> <p><b>sources</b> [2] - 892:15, 892:17</p> <p><b>south</b> [4] - 1042:9, 1043:1, 1043:5, 1044:5</p> <p><b>South</b> [1] - 859:8</p> <p><b>space</b> [1] - 869:1</p> <p><b>spare</b> [4] - 1046:14, 1046:20, 1046:23, 1046:24</p> <p><b>spares</b> [1] - 1046:22</p> <p><b>speak</b> [19] - 917:21, 921:22, 921:23, 942:17, 942:20, 942:23, 948:11, 996:20, 998:3, 1023:6, 1023:12, 1032:9, 1035:7, 1040:11, 1053:19, 1064:4, 1064:22, 1065:11, 1065:12</p> <p><b>speaking</b> [2] - 921:14, 950:11</p> <p><b>special</b> [1] - 1074:16</p> <p><b>specific</b> [13] - 890:4, 892:18, 910:16, 912:9, 917:22, 927:11, 927:15, 959:17, 992:10, 1011:19, 1047:8, 1075:7, 1075:13</p> <p><b>specifically</b> [8] - 959:7, 961:6, 991:8, 1019:7, 1037:3, 1040:9, 1065:11, 1076:13</p> <p><b>specificity</b> [2] - 1037:5, 1037:6</p> <p><b>specifics</b> [1] - 1028:23</p> <p><b>spend</b> [2] - 900:24, 984:11</p> <p><b>spending</b> [2] - 1048:22, 1082:2</p> <p><b>spent</b> [5] - 927:16, 927:18, 936:19, 970:6, 1048:9</p> <p><b>split</b> [1] - 1013:5</p>	<p><b>spoke</b> [5] - 950:8, 961:16, 962:22, 998:4, 1064:2</p> <p><b>spoken</b> [3] - 947:16, 1003:11, 1030:18</p> <p><b>sponsor</b> [2] - 865:13, 1060:14</p> <p><b>sponsored</b> [1] - 902:20</p> <p><b>sponsoring</b> [1] - 864:14</p> <p><b>spot</b> [9] - 969:5, 969:8, 970:10, 970:11, 977:12, 1014:6, 1016:14, 1049:10, 1049:12</p> <p><b>spots</b> [7] - 949:12, 949:13, 974:13, 1014:7, 1016:18, 1017:9, 1017:17</p> <p><b>SPRAGUE</b> [158] - 946:16, 946:24, 948:1, 949:5, 949:9, 949:15, 950:1, 950:9, 950:17, 950:23, 951:10, 951:13, 951:21, 952:3, 952:6, 952:22, 953:3, 954:9, 954:15, 955:17, 956:1, 956:21, 957:4, 957:9, 957:17, 958:7, 958:20, 959:2, 962:1, 962:10, 962:23, 963:4, 963:9, 963:17, 964:4, 964:13, 964:17, 964:23, 965:10, 965:14, 967:18, 968:1, 968:17, 968:24, 969:9, 970:19, 971:4, 971:6, 971:20, 972:2, 973:16, 973:24, 974:15, 975:14, 975:23, 976:5, 977:15, 978:10, 979:7, 979:12, 981:11, 982:12, 983:9, 983:12, 984:4, 985:11, 985:14, 985:20, 986:9, 986:21, 987:5, 987:13, 987:19, 988:1, 988:24, 989:4, 989:13, 989:18, 994:21, 995:6, 1000:9, 1004:17, 1004:23, 1007:17, 1008:6, 1008:13,</p>	<p>1009:4, 1009:17, 1009:23, 1010:6, 1010:19, 1012:12, 1013:2, 1013:15, 1013:18, 1016:15, 1016:20, 1040:22, 1041:1, 1041:3, 1041:7, 1041:12, 1041:16, 1041:20, 1041:22, 1042:1, 1042:5, 1042:12, 1042:14, 1042:19, 1042:21, 1042:24, 1043:3, 1043:8, 1043:10, 1043:20, 1043:22, 1044:3, 1044:8, 1044:10, 1044:13, 1044:17, 1044:22, 1044:24, 1045:5, 1045:8, 1045:12, 1045:24, 1046:4, 1046:6, 1046:14, 1046:24, 1047:6, 1047:8, 1047:17, 1048:18, 1049:8, 1050:5, 1050:22, 1052:16, 1052:20, 1053:1, 1062:18, 1065:1, 1066:1, 1066:4, 1067:22, 1071:8, 1076:12, 1076:21, 1077:2, 1078:22, 1079:2, 1079:6, 1079:11, 1079:14, 1080:6, 1091:4</p> <p><b>Sprague</b> [4] - 946:16, 970:14, 987:15, 1048:16</p> <p><b>spreadsheet</b> [3] - 863:6, 863:21, 902:13</p> <p><b>st</b> [1] - 872:1</p> <p><b>staff</b> [10] - 887:14, 915:22, 919:24, 925:15, 995:24, 1007:18, 1072:15, 1073:4, 1073:17, 1075:21</p> <p><b>Staff</b> [1] - 870:14</p> <p><b>Staffing</b> [1] - 873:22</p> <p><b>staffing</b> [10] - 870:20, 870:21, 884:21, 887:9, 942:1, 942:9, 943:1, 943:7, 1071:20, 1073:9</p> <p><b>stage</b> [2] - 936:12, 1018:7</p> <p><b>staged</b> [2] - 877:23,</p>
--	---	--	---	--

<p>1000:19</p> <p><b>stages</b> [1] - 961:2</p> <p><b>staging</b> [6] - 881:9, 881:11, 940:19, 940:23, 1002:23, 1003:9</p> <p><b>standard</b> [3] - 908:4, 916:13, 1005:6</p> <p><b>Standard</b> [1] - 933:6</p> <p><b>standards</b> [1] - 929:6</p> <p><b>standby</b> [2] - 869:23, 870:3</p> <p><b>standpoint</b> [5] - 875:9, 875:10, 914:11, 934:19, 1032:11</p> <p><b>stands</b> [1] - 1085:18</p> <p><b>start</b> [16] - 868:2, 870:22, 910:6, 932:3, 947:4, 954:1, 970:23, 972:15, 979:24, 980:15, 997:13, 999:1, 1005:4, 1036:1, 1053:16, 1083:22</p> <p><b>started</b> [12] - 947:5, 966:4, 969:9, 972:18, 980:23, 999:5, 1000:2, 1003:2, 1005:24, 1017:18, 1041:4, 1073:18</p> <p><b>starting</b> [5] - 955:19, 969:23, 1007:16, 1063:11, 1067:14</p> <p><b>starts</b> [3] - 888:18, 904:18, 950:24</p> <p><b>state</b> [9] - 896:17, 919:8, 929:1, 935:24, 946:10, 955:8, 1040:7, 1070:17, 1076:13</p> <p><b>State</b> [1] - 993:24</p> <p><b>State-level</b> [1] - 993:24</p> <p><b>stated</b> [6] - 905:7, 929:10, 931:16, 967:14, 1028:19, 1082:20</p> <p><b>statement</b> [3] - 869:17, 916:8, 1088:9</p> <p><b>states</b> [3] - 907:5, 955:6, 1078:19</p> <p><b>stating</b> [1] - 934:15</p> <p><b>station</b> [3] - 976:15, 976:16, 1078:20</p> <p><b>Station</b> [1] - 859:8</p> <p><b>stations</b> [2] - 916:5,</p>	<p>916:6</p> <p><b>statistics</b> [2] - 1053:9, 1053:13</p> <p><b>status</b> [23] - 865:10, 865:23, 872:2, 879:22, 894:6, 937:2, 947:9, 954:20, 955:11, 960:1, 961:3, 961:4, 961:18, 965:3, 983:6, 983:8, 995:4, 1001:11, 1056:5, 1060:23, 1061:1, 1061:3, 1061:11</p> <p><b>stay</b> [2] - 964:8, 1035:14</p> <p><b>stayed</b> [1] - 978:4</p> <p><b>staying</b> [2] - 998:13, 1072:18</p> <p><b>step</b> [10] - 960:3, 960:8, 962:15, 967:5, 971:1, 1033:14, 1033:17, 1059:17, 1074:6, 1078:4</p> <p><b>steps</b> [12] - 864:18, 864:20, 879:19, 932:6, 932:10, 932:18, 942:19, 986:2, 1031:13, 1032:5, 1033:2, 1086:9</p> <p><b>STETSON</b> [14] - 862:5, 862:12, 862:22, 863:2, 891:23, 912:18, 915:15, 1057:22, 1057:24, 1062:8, 1080:23, 1088:11, 1089:11, 1090:18</p> <p><b>Stetson</b> [4] - 860:12, 862:7, 918:13, 1057:20</p> <p><b>still</b> [43] - 903:12, 906:1, 936:3, 948:11, 948:12, 948:15, 956:6, 957:19, 958:24, 967:11, 967:12, 968:14, 968:15, 979:17, 980:2, 981:22, 982:4, 983:22, 984:6, 985:18, 986:6, 986:9, 986:20, 991:16, 997:20, 1000:19, 1001:16, 1008:8, 1008:9, 1008:16, 1009:7, 1009:13, 1013:6, 1013:8, 1015:7, 1029:15,</p>	<p>1037:15, 1044:23, 1054:24, 1057:5, 1074:20, 1074:22, 1076:23</p> <p><b>stock</b> [1] - 998:22</p> <p><b>stocking</b> [2] - 974:7, 997:21</p> <p><b>stockroom</b> [4] - 882:14, 883:10, 883:12, 974:7</p> <p><b>Stockrooms</b> [2] - 880:6, 882:20</p> <p><b>stop</b> [5] - 919:11, 970:1, 1038:2, 1056:7, 1075:17</p> <p><b>stopped</b> [1] - 1058:7</p> <p><b>stops</b> [1] - 877:12</p> <p><b>stories</b> [2] - 996:13, 996:23</p> <p><b>storm</b> [165] - 861:9, 866:23, 867:6, 868:10, 868:14, 868:17, 868:19, 868:21, 868:24, 870:7, 871:7, 874:5, 874:13, 876:3, 880:17, 882:4, 883:1, 885:13, 889:22, 890:17, 890:24, 891:1, 891:6, 891:8, 891:10, 894:24, 895:12, 898:3, 903:24, 905:9, 905:12, 905:24, 906:1, 906:10, 907:15, 907:17, 907:19, 908:2, 908:8, 911:16, 911:17, 912:17, 914:24, 916:7, 916:10, 916:12, 923:21, 923:23, 924:1, 924:9, 925:12, 926:1, 927:17, 927:19, 928:1, 928:8, 932:11, 932:21, 933:4, 933:18, 933:19, 934:1, 934:17, 934:20, 935:4, 935:7, 935:12, 935:20, 936:8, 936:10, 936:14, 936:23, 937:2, 937:10, 938:1, 938:12, 938:14, 938:20, 938:23, 939:15, 940:6, 940:21, 942:8, 944:7, 947:5, 948:5, 948:13,</p>	<p>949:3, 955:7, 956:7, 959:6, 960:7, 960:17, 960:18, 970:6, 986:3, 993:11, 993:14, 993:18, 995:7, 1014:14, 1015:14, 1015:15, 1017:10, 1017:14, 1017:21, 1018:2, 1018:16, 1019:18, 1023:8, 1023:10, 1023:13, 1024:17, 1025:1, 1025:11, 1031:20, 1034:7, 1034:13, 1035:8, 1035:10, 1035:17, 1041:4, 1041:10, 1051:8, 1052:14, 1052:18, 1052:22, 1053:10, 1053:18, 1054:13, 1056:18, 1057:1, 1062:21, 1063:20, 1067:2, 1067:4, 1069:10, 1070:19, 1070:22, 1071:4, 1076:7, 1076:8, 1076:14, 1076:15, 1079:24, 1080:3, 1080:22, 1082:7, 1082:12, 1082:21, 1083:12, 1083:15, 1084:24, 1085:4, 1086:14, 1086:17, 1086:21, 1087:1, 1088:1</p> <p><b>Storm</b> [5] - 873:21, 897:3, 900:18, 902:7, 923:17</p> <p><b>storm-related</b> [1] - 1088:1</p> <p><b>storm-room</b> [1] - 942:8</p> <p><b>storms</b> [6] - 873:9, 881:1, 933:12, 1017:11, 1019:21, 1031:15</p> <p><b>story</b> [1] - 937:22</p> <p><b>straggler</b> [1] - 963:5</p> <p><b>straight</b> [1] - 1018:1</p> <p><b>straightforward</b> [2] - 941:10, 1073:1</p> <p><b>strategic</b> [3] - 874:14, 1033:18, 1035:3</p> <p><b>strategy</b> [1] - 988:20</p> <p><b>Street</b> [6] - 859:23, 860:3, 885:12, 890:5, 1044:21, 1044:22</p>	<p><b>street</b> [19] - 896:14, 896:18, 930:9, 963:19, 976:21, 981:21, 982:4, 984:11, 984:12, 985:12, 987:7, 987:17, 987:18, 994:12, 995:16, 995:18, 1008:24</p> <p><b>streets</b> [13] - 896:4, 970:22, 982:8, 983:1, 985:4, 988:18, 995:2, 995:12, 995:13, 997:9, 997:15, 1005:8, 1017:2</p> <p><b>strongly</b> [1] - 879:15</p> <p><b>structure</b> [4] - 910:24, 938:16, 1009:7, 1030:7</p> <p><b>structures</b> [1] - 1047:5</p> <p><b>stuck</b> [2] - 923:8, 953:17</p> <p><b>study</b> [1] - 885:5</p> <p><b>stuff</b> [3] - 929:24, 973:13, 1019:21</p> <p><b>style</b> [1] - 889:15</p> <p><b>subject</b> [2] - 894:22, 1053:13</p> <p><b>subjective</b> [3] - 1051:17, 1051:20, 1051:24</p> <p><b>subjectively</b> [1] - 1060:6</p> <p><b>subprocess</b> [4] - 888:9, 888:12, 895:17, 898:10</p> <p><b>subprocesses</b> [7] - 869:7, 869:9, 873:22, 893:4, 1058:11, 1058:12, 1059:15</p> <p><b>Subprocesses</b> [1] - 891:19</p> <p><b>subrecommendatio</b> <b>n</b> [1] - 1059:20</p> <p><b>subs</b> [1] - 953:8</p> <p><b>subsequent</b> [1] - 968:9</p> <p><b>substantial</b> [1] - 942:5</p> <p><b>substantially</b> [1] - 933:19</p> <p><b>substation</b> [13] - 953:6, 980:16, 980:24, 1017:18, 1021:15, 1022:13, 1040:17, 1041:18,</p>
--	---	---	--	---

<p>1046:15, 1055:1, 1055:9, 1055:12, 1055:16</p> <p><b>substations</b> [11] - 898:20, 955:19, 979:13, 990:6, 1009:10, 1021:4, 1050:24, 1063:2, 1063:3, 1064:6, 1064:10</p> <p><b>substitute</b> [2] - 936:7, 1080:19</p> <p><b>subtasks</b> [1] - 883:21</p> <p><b>subtopics</b> [1] - 887:8</p> <p><b>subtract</b> [2] - 871:3, 975:2</p> <p><b>subtransmission</b> [8] - 926:16, 929:15, 959:14, 959:15, 991:15, 1045:22, 1062:24, 1078:20</p> <p><b>succeeded</b> [1] - 1084:16</p> <p><b>successful</b> [1] - 947:6</p> <p><b>such</b> [6] - 887:23, 921:16, 921:18, 929:24, 1026:7, 1074:19</p> <p><b>sufficient</b> [4] - 931:23, 973:9, 995:23, 1084:13</p> <p><b>sufficiently</b> [2] - 936:24, 977:5</p> <p><b>suggest</b> [1] - 1081:7</p> <p><b>suggested</b> [3] - 908:14, 918:13, 1047:16</p> <p><b>suggesting</b> [5] - 879:12, 879:16, 885:17, 902:2, 912:8</p> <p><b>suggests</b> [1] - 935:22</p> <p><b>summarize</b> [6] - 883:17, 883:22, 888:23, 892:13, 1011:14, 1087:4</p> <p><b>Summary</b> [1] - 863:7</p> <p><b>summary</b> [5] - 866:11, 941:12, 941:13, 1034:23, 1061:16</p> <p><b>summer</b> [1] - 1053:2</p> <p><b>Sunday</b> [22] - 957:3, 961:10, 962:19, 963:7, 963:10, 964:9,</p>	<p>964:20, 977:9, 978:15, 979:4, 979:15, 987:24, 993:11, 993:14, 999:22, 1000:6, 1000:22, 1003:5, 1006:1, 1006:5, 1007:16, 1009:5</p> <p><b>supervise</b> [2] - 912:2, 1010:2</p> <p><b>supervising</b> [1] - 968:12</p> <p><b>supervision</b> [5] - 998:21, 1010:2, 1010:14, 1010:16, 1010:18</p> <p><b>supervisor</b> [2] - 972:24, 974:1</p> <p><b>supervisors</b> [1] - 1001:1</p> <p><b>supplied</b> [4] - 972:8, 972:12, 996:15, 1029:8</p> <p><b>supplies</b> [1] - 881:11</p> <p><b>supply</b> [5] - 881:10, 972:9, 992:12, 1024:2, 1024:23</p> <p><b>Support</b> [3] - 880:1, 880:2, 880:5</p> <p><b>support</b> [38] - 880:8, 881:7, 882:14, 887:23, 892:20, 937:16, 939:7, 940:14, 940:17, 940:18, 942:16, 944:18, 973:8, 973:11, 993:15, 995:24, 996:4, 996:5, 1000:24, 1002:17, 1027:14, 1066:10, 1066:12, 1066:20, 1068:23, 1069:3, 1069:22, 1070:1, 1070:2, 1070:13, 1070:18, 1070:20, 1070:21, 1070:24, 1072:15, 1088:6</p> <p><b>support-type</b> [1] - 939:7</p> <p><b>supportive</b> [1] - 914:5</p> <p><b>supports</b> [3] - 892:21, 893:1, 1088:19</p> <p><b>suppose</b> [1] - 888:14</p> <p><b>supposed</b> [2] - 951:17, 997:20</p>	<p><b>Sure</b> [2] - 912:20, 943:18</p> <p><b>sure</b> [54] - 867:7, 872:20, 875:11, 876:22, 881:3, 884:7, 884:8, 884:18, 884:19, 889:12, 892:9, 899:3, 909:16, 916:14, 917:20, 924:18, 925:2, 935:13, 935:15, 939:8, 947:6, 947:7, 956:5, 957:9, 962:1, 963:14, 963:21, 964:7, 968:19, 971:15, 973:6, 974:3, 978:23, 981:6, 987:20, 988:2, 996:8, 1003:13, 1004:10, 1009:4, 1013:21, 1015:8, 1020:18, 1024:15, 1029:18, 1047:11, 1052:12, 1054:5, 1060:15, 1062:18, 1063:9, 1073:2, 1075:4, 1078:2</p> <p><b>surprised</b> [1] - 903:8</p> <p><b>survey</b> [1] - 1047:14</p> <p><b>survive</b> [2] - 1045:6, 1046:12</p> <p><b>suspect</b> [1] - 940:3</p> <p><b>suspended</b> [1] - 1023:21</p> <p><b>sustainability</b> [1] - 1030:9</p> <p><b>sustainable</b> [1] - 1078:3</p> <p><b>swap</b> [1] - 987:16</p> <p><b>sweep</b> [3] - 988:22, 1005:4, 1005:8</p> <p><b>sweeping</b> [2] - 989:2, 1004:18</p> <p><b>sweeps</b> [4] - 1067:19, 1069:13, 1069:14</p> <p><b>swept</b> [1] - 1004:19</p> <p><b>switching</b> [1] - 954:16</p> <p><b>Sworn</b> [3] - 862:24, 947:1, 1081:19</p> <p><b>system</b> [111] - 872:2, 872:12, 876:10, 876:12, 877:8, 877:24, 878:7, 878:8, 879:13, 879:16, 879:18, 882:6,</p>	<p>884:16, 892:20, 892:21, 892:24, 896:3, 908:12, 926:14, 926:16, 929:15, 929:17, 947:9, 947:14, 949:22, 951:9, 958:10, 958:13, 959:15, 961:3, 961:14, 961:15, 961:20, 961:22, 967:23, 971:22, 979:13, 985:23, 986:5, 987:1, 988:10, 988:14, 991:6, 991:15, 993:16, 1002:15, 1004:2, 1008:18, 1009:6, 1010:8, 1012:9, 1013:3, 1013:23, 1019:22, 1023:15, 1033:2, 1036:17, 1042:22, 1043:4, 1044:17, 1045:3, 1045:10, 1045:14, 1045:15, 1045:17, 1045:18, 1045:20, 1046:5, 1046:9, 1047:9, 1049:23, 1050:4, 1050:9, 1050:10, 1051:1, 1053:16, 1053:20, 1053:21, 1053:24, 1054:3, 1054:6, 1054:7, 1054:10, 1054:20, 1054:24, 1055:10, 1055:21, 1055:23, 1056:11, 1056:13, 1056:21, 1057:4, 1059:24, 1062:15, 1062:21, 1062:23, 1062:24, 1068:2, 1068:8, 1069:17, 1069:19, 1070:9, 1070:10, 1071:11, 1072:15, 1079:9, 1079:10</p> <p><b>System</b> [1] - 879:10</p> <p><b>systems</b> [10] - 871:22, 878:4, 930:22, 937:15, 950:22, 952:18, 1045:13, 1050:19, 1053:4, 1053:5</p>	<p><b>T&amp;D</b> [1] - 947:14</p> <p><b>table</b> [6] - 862:9, 866:13, 891:17, 937:21, 956:3, 966:20</p> <p><b>tabletop</b> [4] - 898:12, 898:13, 898:17, 1071:14</p> <p><b>tabulated</b> [1] - 964:23</p> <p><b>tabulating</b> [1] - 987:7</p> <p><b>Tackey</b> [2] - 860:13, 862:8</p> <p><b>tackey.chan@state.ma.us</b> [1] - 860:16</p> <p><b>tactical</b> [1] - 1074:6</p> <p><b>Take</b> [1] - 883:23</p> <p><b>take</b> [59] - 863:8, 872:24, 886:19, 890:17, 895:20, 898:20, 905:3, 915:17, 916:24, 917:3, 917:11, 923:22, 924:1, 924:10, 926:17, 930:12, 932:6, 938:24, 946:1, 947:13, 947:18, 947:20, 948:8, 953:13, 953:23, 955:24, 959:10, 962:7, 962:14, 971:16, 974:22, 975:19, 977:2, 977:4, 977:22, 985:22, 1002:2, 1005:11, 1005:20, 1014:22, 1017:2, 1021:6, 1031:2, 1031:5, 1032:19, 1035:16, 1040:14, 1042:16, 1044:15, 1044:18, 1046:19, 1050:22, 1054:15, 1055:17, 1065:19, 1068:16, 1069:19, 1076:17, 1086:9</p> <p><b>taken</b> [12] - 879:19, 915:19, 932:10, 932:18, 942:19, 943:20, 946:4, 950:5, 1041:5, 1066:6, 1081:9, 1090:6</p> <p><b>takes</b> [9] - 867:16, 887:12, 887:16, 917:12, 991:21, 998:24, 1044:1, 1046:10, 1055:16</p> <p><b>taking</b> [11] - 864:18,</p>
			<b>T</b>	
			<b>T</b> [1] - 951:8	

<p>878:15, 883:22, 923:20, 924:5, 952:9, 977:1, 995:11, 1017:4, 1030:15 <b>talk</b> [20] - 899:14, 923:19, 931:16, 960:22, 960:24, 961:6, 961:17, 963:13, 991:7, 992:1, 1001:9, 1019:7, 1030:23, 1031:9, 1040:9, 1060:11, 1066:2, 1066:5, 1066:6, 1084:19 <b>talked</b> [24] - 914:8, 914:9, 923:18, 924:6, 926:14, 926:15, 931:21, 948:18, 949:17, 958:17, 961:1, 961:5, 961:16, 965:24, 972:17, 977:7, 979:3, 993:8, 1003:10, 1036:16, 1069:4, 1071:2, 1071:13 <b>talking</b> [34] - 887:21, 903:4, 917:22, 918:16, 931:10, 936:20, 957:15, 961:2, 963:14, 963:15, 963:20, 966:17, 969:9, 977:19, 978:14, 980:11, 982:9, 982:10, 982:12, 987:3, 989:23, 995:11, 998:9, 1004:4, 1008:17, 1037:1, 1037:3, 1037:23, 1044:20, 1056:24, 1065:14, 1077:16, 1085:21 <b>talks</b> [2] - 885:24, 929:13 <b>tallying</b> [2] - 1012:18, 1014:2 <b>tangent</b> [1] - 1038:2 <b>taps</b> [1] - 1019:4 <b>targeted</b> [1] - 1017:17 <b>task</b> [1] - 893:15 <b>tasks</b> [1] - 872:18 <b>Team</b> [1] - 879:11 <b>team</b> [7] - 867:19, 913:10, 950:15, 955:15, 1003:17, 1003:22, 1073:19 <b>Teams</b> [1] - 867:16</p>	<p><b>teams</b> [1] - 867:17 <b>technical</b> [6] - 886:3, 886:13, 886:21, 918:2, 1054:5, 1074:24 <b>telecommunication</b> <b>s</b> [1] - 1026:14 <b>television</b> [1] - 916:5 <b>tell</b> [29] - 863:19, 867:2, 871:24, 873:24, 877:22, 880:3, 900:3, 913:1, 919:4, 931:1, 947:22, 959:1, 959:17, 990:22, 991:1, 991:4, 995:12, 1001:14, 1013:14, 1025:19, 1031:3, 1047:24, 1062:13, 1064:3, 1066:11, 1067:18, 1068:17, 1082:2, 1086:1 <b>telling</b> [2] - 961:21, 987:2 <b>tells</b> [1] - 937:22 <b>template</b> [1] - 916:10 <b>templates</b> [1] - 1072:8 <b>ten</b> [15] - 915:18, 939:24, 974:20, 975:1, 975:7, 975:16, 976:10, 1017:2, 1017:6, 1017:11, 1017:24, 1018:1, 1054:17, 1054:21, 1081:8 <b>ten-minute</b> [2] - 915:18, 1081:8 <b>tend</b> [3] - 917:15, 922:12, 1056:11 <b>tents</b> [1] - 881:16 <b>term</b> [14] - 863:12, 905:6, 905:7, 935:16, 960:16, 961:8, 988:22, 989:5, 1004:18, 1017:9, 1028:6, 1033:15, 1034:24, 1071:15 <b>termed</b> [2] - 936:13, 1010:22 <b>terminology</b> [1] - 960:18 <b>terms</b> [36] - 882:9, 884:15, 886:3, 889:16, 897:20, 897:23, 900:21, 921:22, 943:3, 961:2,</p>	<p>980:7, 980:10, 983:15, 984:22, 991:6, 991:8, 998:6, 1000:1, 1006:15, 1014:2, 1020:9, 1023:8, 1033:1, 1034:15, 1034:17, 1034:18, 1035:5, 1035:22, 1054:13, 1078:13, 1080:2, 1080:13, 1085:11, 1085:22, 1086:7, 1086:9 <b>territory</b> [16] - 881:21, 962:13, 972:22, 973:10, 986:15, 990:24, 994:10, 996:1, 1008:21, 1015:4, 1022:21, 1023:18, 1023:23, 1025:1, 1079:4, 1079:8 <b>tested</b> [1] - 872:5 <b>testified</b> [2] - 888:1, 1064:21 <b>testimony</b> [10] - 869:4, 869:10, 869:24, 870:6, 887:6, 891:15, 892:5, 1024:14, 1027:1, 1087:18 <b>testing</b> [1] - 899:18 <b>than</b> [31] - 872:11, 878:16, 893:14, 927:1, 927:11, 929:10, 929:16, 939:23, 940:2, 948:8, 952:18, 953:8, 970:10, 973:21, 975:16, 976:1, 976:4, 976:6, 977:1, 977:13, 977:14, 983:11, 1010:17, 1012:11, 1033:22, 1040:8, 1056:23, 1070:8, 1071:24, 1074:21, 1084:3 <b>thank</b> [2] - 1087:14, 1087:18 <b>Thank</b> [23] - 862:11, 883:14, 891:23, 907:17, 915:17, 923:12, 943:12, 944:1, 945:24, 983:21, 1038:3, 1052:10, 1057:13, 1057:22, 1071:12, 1073:10, 1080:23,</p>	<p>1081:7, 1081:16, 1087:17, 1088:17, 1088:21, 1089:10 <b>thanking</b> [1] - 1083:23 <b>That</b> [44] - 867:19, 885:9, 888:16, 888:18, 898:15, 903:2, 903:3, 908:3, 917:3, 919:9, 928:16, 933:19, 942:5, 942:22, 943:13, 945:15, 958:22, 962:16, 971:21, 984:15, 985:11, 985:24, 993:16, 999:12, 1001:21, 1004:16, 1008:6, 1010:20, 1020:3, 1029:22, 1033:5, 1039:3, 1039:8, 1043:9, 1045:6, 1052:16, 1053:9, 1053:22, 1057:14, 1059:19, 1067:10, 1077:12, 1083:2, 1084:15 <b>that</b> [1287] - 862:14, 862:18, 863:7, 863:9, 863:16, 863:23, 864:1, 864:2, 864:5, 864:10, 864:12, 864:13, 864:14, 864:21, 864:22, 865:2, 865:6, 865:9, 865:10, 865:11, 865:12, 865:14, 865:16, 865:24, 866:3, 866:9, 866:22, 867:12, 867:17, 867:23, 868:4, 868:13, 868:21, 868:24, 869:5, 869:8, 869:9, 869:15, 869:16, 869:20, 869:24, 870:2, 870:11, 870:23, 870:24, 871:5, 871:12, 871:13, 871:19, 871:22, 872:3, 872:4, 872:5, 872:6, 872:13, 872:16, 872:17, 872:19, 872:20, 872:21, 872:24, 873:2, 873:3, 873:4, 873:7, 873:10, 873:13, 873:20,</p>	<p>874:2, 874:8, 874:14, 874:17, 874:22, 875:2, 875:7, 875:10, 875:13, 875:16, 875:20, 876:6, 876:16, 876:17, 876:24, 877:6, 877:10, 877:17, 877:24, 878:6, 878:7, 878:8, 878:11, 878:23, 878:24, 879:6, 879:7, 879:12, 879:20, 880:7, 880:9, 880:12, 880:21, 881:3, 881:6, 881:7, 881:11, 881:14, 881:20, 881:22, 882:2, 882:3, 882:5, 882:13, 882:15, 882:23, 883:6, 883:8, 883:10, 883:19, 884:2, 884:8, 884:10, 884:13, 884:14, 884:21, 885:8, 885:19, 886:6, 886:23, 887:2, 887:12, 887:17, 887:22, 887:23, 888:1, 888:6, 888:7, 888:11, 888:12, 888:13, 888:15, 888:16, 888:19, 888:22, 889:6, 890:6, 890:12, 890:21, 891:1, 891:7, 891:9, 891:14, 891:16, 891:20, 891:24, 892:3, 892:6, 892:21, 892:24, 893:1, 893:6, 893:10, 893:17, 893:20, 894:2, 894:3, 894:8, 894:10, 894:11, 894:18, 894:24, 895:4, 895:5, 895:12, 895:19, 895:21, 895:22, 895:24, 896:6, 896:9, 896:11, 896:19, 897:5, 897:16, 897:19, 897:22, 898:4, 898:6, 898:12, 898:23, 899:1, 899:4, 899:5, 899:7, 899:8, 899:24, 900:10, 900:15, 900:16, 900:20, 901:2, 901:4, 901:5, 901:11, 901:16, 901:17,</p>
---	--	---	---	--

901:20, 902:1, 902:10, 902:12, 902:15, 902:16, 902:20, 903:10, 903:17, 903:24, 904:1, 904:4, 904:10, 904:11, 904:16, 905:6, 905:11, 905:12, 905:13, 905:14, 905:15, 905:17, 905:18, 905:22, 905:23, 906:2, 906:4, 906:8, 906:11, 906:16, 907:2, 907:3, 907:16, 907:21, 907:22, 907:23, 908:9, 908:16, 908:24, 909:5, 910:2, 910:12, 910:17, 911:6, 911:11, 911:21, 912:1, 913:5, 913:6, 913:7, 913:8, 913:12, 913:19, 914:4, 914:13, 914:15, 915:1, 916:2, 916:3, 916:6, 916:7, 916:9, 916:14, 917:1, 917:2, 917:6, 917:12, 917:17, 918:1, 918:5, 918:9, 918:12, 918:13, 918:17, 919:14, 919:18, 919:21, 919:22, 920:2, 920:4, 920:6, 920:8, 920:14, 920:16, 920:22, 920:23, 920:24, 921:1, 922:4, 922:6, 922:11, 922:16, 922:18, 922:20, 922:22, 922:24, 923:4, 923:8, 923:11, 923:20, 923:22, 924:13, 925:3, 925:4, 925:7, 925:9, 925:12, 925:14, 925:18, 925:22, 926:3, 926:4, 926:5, 926:12, 926:17, 926:19, 927:2, 927:3, 927:6, 927:8, 927:10, 927:13, 927:20, 928:15, 928:16, 928:17, 928:19, 928:23, 929:5, 929:13, 929:16, 929:18, 929:23,	930:1, 930:10, 930:12, 930:13, 930:15, 930:16, 930:19, 930:20, 930:22, 931:9, 931:15, 931:20, 931:22, 931:23, 932:4, 932:5, 932:11, 932:20, 932:23, 933:3, 933:5, 933:12, 934:8, 934:18, 934:20, 934:24, 935:6, 935:11, 935:16, 935:19, 935:22, 935:23, 935:24, 936:4, 936:11, 936:12, 936:13, 936:16, 936:17, 936:18, 936:23, 937:6, 937:8, 937:16, 937:18, 937:21, 937:23, 938:4, 938:5, 938:7, 938:12, 938:16, 938:20, 938:22, 939:1, 939:4, 939:8, 939:15, 939:16, 940:1, 940:7, 940:9, 940:12, 940:15, 941:1, 941:2, 941:7, 941:8, 941:19, 942:7, 942:10, 943:4, 943:5, 944:6, 944:7, 944:9, 944:11, 944:18, 944:21, 944:22, 944:23, 944:24, 945:2, 945:5, 945:6, 945:10, 945:16, 945:18, 945:22, 946:8, 946:9, 946:10, 947:15, 947:23, 948:7, 948:9, 948:10, 948:11, 948:13, 948:14, 948:15, 948:19, 948:20, 948:22, 948:23, 949:1, 949:2, 949:10, 949:11, 949:12, 949:13, 949:19, 949:22, 949:23, 950:2, 950:4, 950:5, 950:7, 950:12, 950:15, 950:19, 950:20, 951:2, 951:11, 951:20, 951:21, 951:22, 952:4, 952:6, 952:12, 952:13, 952:17,	952:22, 953:1, 953:13, 954:1, 954:3, 954:6, 954:9, 954:13, 954:21, 955:2, 955:5, 955:9, 955:12, 956:3, 956:9, 956:10, 956:12, 956:16, 956:23, 956:24, 957:11, 957:12, 957:21, 957:23, 958:7, 958:13, 958:15, 958:16, 958:17, 958:18, 958:20, 958:21, 958:22, 959:9, 959:10, 959:11, 959:14, 959:18, 959:22, 959:23, 959:24, 960:2, 960:6, 960:8, 960:10, 960:19, 960:21, 960:23, 961:8, 961:9, 961:18, 961:21, 961:23, 962:1, 962:9, 962:10, 962:12, 962:15, 962:22, 963:4, 963:5, 963:6, 963:7, 964:6, 965:6, 965:9, 965:14, 965:17, 965:22, 965:23, 965:24, 966:2, 966:3, 966:9, 966:10, 966:11, 966:14, 966:20, 967:6, 967:14, 967:17, 968:1, 968:14, 968:22, 968:24, 969:2, 969:3, 969:6, 969:12, 969:14, 969:16, 969:19, 970:5, 970:9, 970:20, 971:1, 971:4, 971:6, 971:7, 971:12, 971:17, 972:4, 972:10, 972:12, 972:18, 973:6, 973:7, 973:13, 974:3, 974:6, 974:8, 974:11, 974:17, 974:18, 974:20, 974:21, 974:22, 974:23, 975:2, 975:3, 975:5, 975:7, 975:8, 975:9, 975:12, 975:15, 975:17, 975:20, 975:21, 975:24, 976:3, 976:19, 976:23, 977:5,	977:10, 977:12, 977:19, 977:24, 978:4, 978:10, 978:12, 978:13, 979:5, 979:9, 979:18, 979:19, 979:20, 979:21, 980:19, 981:17, 981:18, 981:19, 981:21, 981:23, 981:24, 982:8, 982:15, 982:22, 983:1, 983:4, 983:17, 984:4, 984:16, 984:18, 984:23, 985:4, 985:10, 985:16, 985:21, 986:2, 986:6, 986:10, 986:14, 986:15, 986:20, 986:22, 986:23, 987:4, 987:8, 987:10, 987:11, 987:12, 987:18, 987:20, 987:21, 988:1, 988:7, 988:8, 988:16, 988:19, 989:3, 989:8, 989:9, 989:12, 989:17, 989:22, 990:1, 990:3, 990:8, 990:11, 990:16, 990:18, 990:19, 990:21, 991:1, 991:3, 991:8, 991:11, 991:12, 991:13, 991:15, 991:16, 991:17, 991:18, 991:22, 991:24, 992:4, 992:6, 992:7, 992:10, 992:12, 992:15, 992:20, 992:24, 993:3, 993:4, 993:7, 993:11, 993:18, 993:20, 993:21, 993:22, 993:23, 993:24, 994:3, 994:7, 994:12, 994:14, 994:19, 994:22, 994:23, 995:5, 995:6, 995:7, 995:11, 995:14, 996:1, 996:2, 996:3, 996:6, 996:7, 996:8, 996:13, 996:16, 996:21, 997:2, 997:10, 997:11, 997:13, 997:15, 997:19, 997:23, 998:5, 998:6, 998:8,	998:10, 998:11, 998:24, 999:4, 999:6, 999:7, 999:10, 999:17, 999:21, 999:23, 1000:2, 1000:7, 1000:14, 1000:22, 1001:18, 1001:22, 1002:2, 1002:3, 1002:8, 1002:10, 1002:13, 1002:17, 1002:21, 1002:24, 1003:2, 1003:3, 1003:7, 1003:13, 1003:14, 1003:16, 1003:17, 1003:19, 1003:24, 1004:10, 1004:14, 1005:5, 1005:8, 1005:18, 1005:20, 1006:13, 1006:15, 1006:16, 1007:6, 1007:13, 1007:19, 1007:20, 1007:21, 1007:24, 1008:3, 1008:8, 1008:9, 1008:15, 1008:17, 1008:18, 1008:21, 1008:22, 1008:24, 1009:5, 1009:6, 1009:7, 1009:8, 1009:10, 1009:12, 1009:17, 1009:18, 1010:3, 1010:6, 1010:10, 1010:11, 1011:4, 1011:7, 1011:8, 1011:9, 1011:11, 1011:13, 1011:20, 1011:22, 1012:1, 1012:4, 1012:5, 1012:7, 1012:8, 1012:13, 1013:3, 1013:10, 1013:16, 1013:18, 1013:19, 1013:22, 1014:6, 1014:12, 1014:17, 1014:18, 1014:19, 1014:21, 1014:23, 1015:2, 1015:8, 1015:9, 1015:17, 1015:19, 1015:23, 1016:5, 1016:7, 1016:11, 1016:12, 1016:17, 1016:19, 1017:3, 1017:7, 1017:19, 1018:6, 1018:7, 1018:20, 1019:10, 1019:16, 1019:21,
--	--	--	---	--

<p>1019:23, 1020:14, 1020:17, 1020:18, 1020:19, 1020:20, 1020:21, 1020:24, 1021:9, 1021:14, 1021:17, 1022:10, 1024:2, 1024:4, 1024:8, 1024:16, 1024:17, 1024:23, 1025:1, 1025:6, 1025:7, 1025:12, 1025:13, 1025:16, 1025:20, 1026:7, 1026:12, 1026:13, 1026:14, 1026:18, 1026:22, 1027:5, 1027:15, 1028:3, 1028:7, 1028:12, 1028:16, 1028:19, 1028:21, 1028:22, 1028:23, 1029:1, 1029:3, 1029:4, 1029:7, 1029:19, 1029:21, 1030:3, 1030:19, 1030:21, 1030:24, 1031:3, 1031:4, 1031:7, 1031:9, 1031:11, 1031:13, 1032:2, 1032:4, 1032:5, 1032:8, 1032:9, 1032:11, 1032:12, 1032:15, 1032:19, 1033:2, 1033:3, 1033:21, 1033:23, 1034:1, 1034:3, 1034:5, 1034:8, 1034:11, 1034:24, 1035:2, 1035:12, 1035:15, 1035:16, 1035:18, 1035:21, 1035:24, 1036:10, 1036:11, 1036:12, 1036:13, 1036:22, 1037:1, 1037:2, 1037:11, 1037:14, 1037:23, 1038:8, 1038:12, 1038:19, 1038:23, 1039:1, 1039:4, 1039:13, 1039:17, 1039:24, 1040:3, 1040:4, 1040:8, 1040:10, 1040:19, 1041:7, 1042:13, 1042:14, 1042:15, 1043:21, 1044:24, 1045:1, 1045:2, 1045:19,</p>	<p>1046:16, 1046:18, 1047:3, 1047:10, 1047:11, 1047:13, 1047:16, 1048:6, 1048:17, 1048:20, 1048:22, 1048:23, 1049:1, 1049:2, 1049:3, 1049:11, 1049:14, 1049:17, 1049:20, 1050:6, 1050:11, 1050:13, 1050:14, 1051:2, 1051:5, 1051:7, 1051:8, 1051:9, 1052:4, 1052:6, 1052:15, 1052:17, 1052:19, 1052:20, 1052:22, 1053:1, 1053:4, 1053:7, 1053:9, 1053:19, 1053:21, 1053:23, 1054:4, 1054:6, 1054:8, 1054:9, 1054:14, 1054:16, 1054:18, 1054:19, 1054:23, 1055:1, 1055:3, 1055:7, 1055:8, 1055:16, 1055:20, 1055:22, 1056:3, 1056:7, 1056:8, 1056:20, 1056:22, 1056:24, 1057:4, 1057:10, 1057:16, 1058:4, 1058:13, 1058:15, 1058:22, 1059:3, 1059:5, 1060:5, 1060:7, 1061:11, 1061:15, 1062:14, 1062:19, 1062:20, 1062:22, 1063:1, 1063:3, 1063:5, 1063:7, 1063:9, 1063:10, 1063:14, 1063:16, 1063:21, 1064:4, 1064:5, 1064:7, 1064:8, 1064:9, 1064:11, 1064:16, 1064:17, 1064:19, 1064:24, 1065:8, 1065:14, 1065:19, 1065:20, 1065:23, 1066:4, 1066:15, 1066:19, 1066:24, 1067:2, 1067:4, 1067:9, 1067:18, 1068:7, 1068:10, 1068:12,</p>	<p>1068:13, 1068:14, 1068:15, 1069:2, 1069:8, 1070:8, 1070:13, 1070:14, 1070:19, 1070:20, 1070:23, 1071:1, 1071:2, 1071:3, 1071:9, 1071:14, 1072:17, 1072:22, 1072:23, 1072:24, 1073:2, 1073:8, 1073:20, 1073:23, 1073:24, 1074:1, 1074:2, 1074:3, 1074:7, 1074:8, 1074:12, 1074:14, 1074:17, 1074:22, 1075:4, 1075:6, 1075:17, 1075:23, 1076:12, 1076:13, 1076:17, 1076:19, 1076:24, 1077:5, 1077:19, 1077:23, 1078:2, 1078:3, 1078:11, 1078:16, 1078:19, 1079:5, 1079:7, 1079:22, 1080:2, 1080:16, 1080:18, 1081:2, 1082:4, 1082:16, 1082:20, 1082:23, 1083:3, 1083:10, 1084:9, 1084:12, 1084:14, 1084:16, 1085:3, 1085:4, 1085:9, 1085:15, 1085:19, 1086:1, 1086:3, 1086:5, 1086:10, 1086:11, 1086:12, 1086:13, 1086:17, 1086:18, 1086:22, 1086:23, 1086:24, 1087:1, 1087:5, 1087:7, 1087:14, 1087:22, 1088:5, 1088:10, 1088:13, 1088:18, 1088:23, 1089:8, 1089:11, 1089:14, 1089:18, 1090:7 <b>That's</b> <sup>[44]</sup> - 865:7, 869:18, 870:5, 875:12, 876:11, 887:19, 890:12, 897:5, 902:14, 903:17, 911:22, 916:12, 923:16, 932:13, 939:11,</p>	<p>942:14, 945:23, 973:17, 978:19, 979:7, 981:15, 982:3, 985:2, 989:4, 989:13, 992:24, 997:16, 1000:10, 1002:4, 1019:13, 1019:16, 1021:20, 1021:21, 1024:19, 1026:16, 1033:14, 1037:9, 1037:22, 1047:8, 1052:8, 1056:1, 1072:19, 1073:9, 1077:20 <b>that's</b> <sup>[92]</sup> - 867:14, 872:9, 872:23, 873:11, 874:23, 875:14, 875:18, 876:2, 878:18, 879:3, 880:14, 880:18, 880:21, 882:4, 888:9, 897:21, 901:15, 904:5, 904:6, 905:6, 906:6, 909:14, 909:21, 912:4, 913:12, 914:19, 915:1, 915:12, 915:13, 916:10, 916:13, 917:11, 917:22, 924:11, 930:11, 930:18, 931:8, 931:20, 931:22, 934:6, 934:13, 936:3, 940:23, 943:5, 947:21, 948:1, 954:12, 960:18, 975:1, 981:4, 981:14, 982:1, 983:4, 983:10, 986:2, 989:3, 989:14, 1000:13, 1001:4, 1001:7, 1011:15, 1011:22, 1012:10, 1017:11, 1017:13, 1021:20, 1027:20, 1031:20, 1031:22, 1034:22, 1034:23, 1035:17, 1036:20, 1039:13, 1040:12, 1041:8, 1042:17, 1047:23, 1049:8, 1055:2, 1059:12, 1065:19, 1069:5, 1071:6, 1074:23, 1075:1, 1083:15, 1083:20, 1084:21, 1086:8, 1086:10, 1087:12</p>	<p><b>The</b> <sup>[106]</sup> - 864:7, 865:13, 877:19, 877:23, 878:3, 878:4, 878:5, 878:22, 879:10, 882:1, 886:8, 888:17, 890:24, 891:21, 893:3, 901:8, 902:3, 904:13, 907:14, 908:23, 911:5, 917:10, 918:3, 929:1, 933:5, 934:6, 937:15, 938:15, 939:15, 942:19, 944:14, 955:3, 959:9, 960:16, 961:12, 963:15, 967:2, 968:7, 969:21, 971:15, 979:11, 980:8, 981:6, 981:17, 983:15, 995:15, 997:7, 998:10, 1000:13, 1003:4, 1004:18, 1005:18, 1010:24, 1011:12, 1012:12, 1014:11, 1015:18, 1017:9, 1018:18, 1018:20, 1021:8, 1025:3, 1028:6, 1029:14, 1030:7, 1030:8, 1031:11, 1031:21, 1044:20, 1045:9, 1045:13, 1048:21, 1049:13, 1050:8, 1053:20, 1053:21, 1054:24, 1056:4, 1058:4, 1059:11, 1059:17, 1060:14, 1060:24, 1061:6, 1061:22, 1062:2, 1062:6, 1063:8, 1064:13, 1066:17, 1067:24, 1068:22, 1069:6, 1072:2, 1073:22, 1074:6, 1077:14, 1079:3, 1079:20, 1082:7, 1085:16, 1087:15, 1088:22, 1089:6, 1089:14, 1089:18 <b>the</b> <sup>[2224]</sup> - 859:7, 860:12, 861:3, 861:4, 861:5, 861:6, 861:7, 861:9, 861:12, 861:14, 861:20, 861:21, 862:3, 862:5, 862:9, 862:17, 862:18, 862:20,</p>
---	--	--	---	--

863:7, 863:11, 863:12, 863:15, 863:23, 863:24, 864:2, 864:4, 864:5, 864:9, 864:14, 864:17, 864:21, 864:22, 864:24, 865:2, 865:5, 865:7, 865:11, 865:12, 865:15, 865:23, 865:24, 866:2, 866:3, 866:5, 866:6, 866:7, 866:8, 866:10, 866:11, 866:13, 866:14, 866:16, 866:18, 866:24, 867:3, 867:9, 867:13, 867:14, 867:19, 867:20, 867:24, 868:7, 868:9, 868:11, 868:14, 868:15, 868:16, 868:19, 868:20, 868:21, 868:24, 869:4, 869:5, 869:6, 869:7, 869:8, 869:14, 870:9, 870:11, 870:17, 870:21, 871:2, 871:5, 871:10, 871:13, 871:14, 871:19, 871:21, 872:1, 872:4, 872:5, 872:7, 872:10, 872:11, 872:14, 872:16, 872:17, 872:18, 872:19, 872:20, 873:2, 873:4, 873:11, 873:14, 873:22, 873:24, 874:2, 874:4, 874:5, 874:9, 874:11, 874:13, 874:19, 874:21, 874:24, 875:3, 875:6, 875:11, 875:12, 875:17, 875:22, 875:24, 876:3, 876:5, 876:9, 876:12, 876:13, 876:17, 876:18, 876:21, 876:23, 877:2, 877:4, 877:7, 877:12, 877:13, 877:16, 877:20, 877:22, 877:24, 878:1, 878:2, 878:10, 878:17, 878:18, 878:20, 878:21, 878:23, 878:24, 879:3, 879:5, 879:7,	879:9, 879:12, 879:14, 879:15, 879:16, 879:17, 879:22, 880:1, 880:3, 880:8, 880:14, 880:16, 880:19, 881:4, 881:6, 881:19, 881:23, 881:24, 882:2, 882:3, 882:6, 882:8, 882:11, 882:17, 882:21, 882:22, 882:24, 883:1, 883:3, 883:4, 883:7, 883:8, 883:10, 883:11, 883:12, 883:18, 883:19, 884:5, 884:7, 884:11, 884:13, 884:14, 884:15, 884:16, 884:18, 884:19, 884:20, 885:2, 885:3, 885:4, 885:7, 885:10, 885:20, 885:22, 885:23, 886:4, 886:6, 886:7, 886:10, 886:11, 886:20, 886:21, 887:1, 887:3, 887:5, 887:6, 887:8, 887:11, 887:12, 887:13, 887:16, 887:20, 887:21, 887:24, 888:5, 888:8, 888:9, 888:13, 888:15, 888:18, 889:2, 889:4, 889:6, 889:10, 889:11, 889:13, 889:17, 889:20, 889:22, 889:23, 890:2, 890:4, 890:8, 890:9, 890:17, 890:19, 890:21, 891:2, 891:3, 891:5, 891:6, 891:7, 891:8, 891:10, 891:11, 891:14, 891:15, 891:17, 891:19, 891:22, 892:5, 892:9, 892:10, 892:12, 892:15, 892:16, 892:23, 892:24, 893:1, 893:4, 893:7, 893:9, 893:11, 893:16, 893:20, 893:21, 893:22, 894:1, 894:3, 894:4, 894:7, 894:8, 894:10, 894:13, 894:15, 894:16, 894:22,	894:23, 895:9, 895:17, 895:20, 895:21, 895:24, 896:3, 896:5, 896:6, 896:12, 896:17, 896:20, 897:2, 897:9, 897:12, 897:13, 897:17, 897:18, 897:21, 897:23, 898:2, 898:3, 898:4, 898:5, 898:10, 898:17, 898:23, 899:1, 899:2, 899:7, 899:8, 899:11, 899:12, 899:13, 899:14, 899:17, 899:18, 899:19, 899:20, 899:21, 899:22, 899:24, 900:9, 900:13, 900:16, 900:17, 900:20, 901:3, 901:4, 901:7, 901:13, 901:14, 901:17, 901:18, 901:19, 901:20, 902:2, 902:4, 902:6, 902:7, 902:8, 902:10, 902:13, 902:16, 902:18, 903:1, 903:13, 903:15, 904:7, 904:9, 904:12, 904:13, 904:14, 904:16, 904:17, 904:18, 904:21, 904:22, 905:5, 905:7, 905:8, 905:13, 905:14, 905:23, 906:5, 906:7, 906:8, 906:14, 906:15, 906:18, 906:20, 906:21, 906:22, 906:23, 907:1, 907:2, 907:5, 907:6, 907:8, 907:24, 908:3, 908:5, 908:7, 908:8, 908:9, 908:11, 908:12, 908:14, 908:20, 908:21, 909:4, 909:7, 909:10, 909:11, 909:12, 909:16, 909:24, 910:1, 910:3, 910:10, 910:11, 910:12, 910:13, 910:14, 910:15, 910:18, 910:20, 910:24, 911:4, 911:5, 911:16, 911:18, 911:22,	911:23, 911:24, 912:3, 912:5, 912:7, 912:8, 912:12, 912:13, 912:16, 912:20, 912:22, 912:23, 913:3, 913:4, 913:6, 913:8, 913:9, 913:12, 913:13, 913:15, 913:20, 913:23, 913:24, 914:1, 914:2, 914:5, 914:9, 914:14, 914:16, 914:17, 914:23, 915:4, 915:16, 915:20, 915:22, 916:1, 916:3, 916:5, 916:7, 916:9, 916:10, 916:11, 916:12, 916:17, 916:18, 916:19, 916:21, 917:1, 917:4, 917:7, 917:8, 917:13, 917:14, 917:15, 917:18, 917:21, 917:24, 918:1, 918:2, 918:5, 918:7, 918:8, 918:10, 918:11, 918:13, 918:14, 918:15, 918:17, 918:18, 918:21, 919:2, 919:6, 919:9, 919:13, 919:19, 919:21, 919:23, 919:24, 920:4, 920:5, 920:10, 920:12, 920:14, 920:20, 920:23, 921:2, 921:3, 921:5, 921:7, 921:8, 921:12, 921:13, 922:2, 922:5, 922:8, 922:10, 922:12, 922:19, 922:20, 922:24, 923:5, 923:6, 923:20, 923:21, 923:24, 924:4, 924:5, 924:7, 924:9, 924:12, 924:14, 924:16, 924:17, 924:19, 924:20, 924:24, 925:3, 925:4, 925:9, 925:12, 925:13, 925:18, 925:21, 925:22, 925:24, 926:1, 926:2, 926:4, 926:5, 926:9, 926:10, 926:12, 926:13, 926:14, 926:16, 926:19, 927:3, 927:5,	927:21, 927:23, 928:1, 928:2, 928:6, 928:8, 928:11, 928:22, 929:1, 929:3, 929:6, 929:9, 929:15, 929:16, 929:19, 929:20, 929:22, 929:23, 929:24, 930:5, 930:9, 930:13, 930:14, 930:15, 930:24, 931:3, 931:5, 931:8, 931:12, 931:19, 931:20, 932:5, 932:6, 932:10, 932:11, 932:14, 932:15, 932:16, 932:17, 932:19, 932:21, 933:6, 933:10, 933:11, 933:12, 933:13, 933:22, 933:23, 933:24, 934:2, 934:3, 934:8, 934:9, 934:10, 934:11, 934:15, 934:16, 934:17, 934:18, 934:20, 935:3, 935:5, 935:6, 935:10, 935:11, 935:12, 935:15, 935:18, 935:19, 935:20, 935:21, 935:23, 936:4, 936:8, 936:9, 936:10, 936:11, 936:12, 936:13, 936:14, 936:22, 936:23, 936:24, 937:1, 937:2, 937:3, 937:5, 937:6, 937:7, 937:9, 937:10, 937:11, 937:13, 937:20, 937:22, 937:23, 937:24, 938:2, 938:3, 938:9, 938:10, 938:11, 938:12, 938:13, 938:14, 938:15, 939:4, 939:8, 939:11, 939:17, 939:20, 939:22, 939:23, 940:5, 940:6, 940:8, 940:11, 940:18, 940:19, 940:21, 941:2, 941:5, 941:9, 941:13, 941:18, 941:20, 942:4, 942:13, 942:17, 942:20, 943:2, 943:3, 943:4, 943:13,
---	--	--	---	--

943:15, 943:17, 943:18, 943:21, 943:22, 944:7, 944:8, 944:14, 944:15, 944:16, 944:17, 944:18, 944:19, 944:23, 945:3, 945:9, 945:10, 945:15, 945:17, 945:19, 946:2, 946:5, 946:6, 946:7, 946:9, 946:10, 947:5, 947:7, 947:8, 947:9, 947:12, 947:13, 947:14, 947:19, 947:21, 947:24, 948:2, 948:5, 948:6, 948:9, 948:12, 948:19, 948:21, 948:23, 949:1, 949:5, 949:6, 949:8, 949:9, 949:12, 949:13, 949:14, 949:16, 950:2, 950:3, 950:4, 950:5, 950:10, 950:11, 950:12, 950:16, 950:18, 950:19, 950:21, 951:1, 951:3, 951:4, 951:5, 951:6, 951:8, 951:22, 951:23, 952:1, 952:7, 952:8, 952:12, 952:14, 952:16, 952:17, 952:18, 952:24, 953:5, 953:7, 953:11, 953:15, 953:16, 953:23, 954:5, 954:6, 954:12, 954:16, 954:17, 954:19, 954:20, 954:24, 955:3, 955:4, 955:7, 955:8, 955:11, 955:13, 955:15, 955:18, 955:20, 956:2, 956:3, 956:4, 956:6, 956:10, 956:12, 956:13, 956:17, 956:20, 956:21, 956:24, 957:1, 957:2, 957:6, 957:9, 957:20, 957:22, 958:2, 958:5, 958:8, 958:9, 958:13, 958:14, 958:17, 958:18, 958:22, 959:4, 959:7, 959:8, 959:12, 959:15, 960:1, 960:2, 960:3,	960:7, 960:10, 960:17, 960:18, 960:19, 960:20, 960:23, 960:24, 961:3, 961:6, 961:14, 961:15, 961:18, 961:19, 961:20, 961:21, 961:22, 961:23, 962:2, 962:3, 962:5, 962:6, 962:9, 962:11, 962:12, 962:16, 962:20, 962:21, 962:24, 963:1, 963:2, 963:7, 963:15, 963:16, 963:18, 963:20, 964:1, 964:5, 964:9, 964:11, 964:14, 964:15, 964:18, 964:23, 965:3, 965:11, 965:12, 965:19, 965:22, 966:5, 966:7, 966:19, 966:20, 967:1, 967:6, 967:10, 967:12, 967:14, 967:16, 967:22, 968:1, 968:3, 968:7, 968:8, 968:9, 968:14, 968:15, 968:21, 969:4, 969:6, 969:10, 969:11, 969:12, 969:15, 969:16, 969:23, 969:24, 970:4, 970:5, 970:6, 970:7, 970:12, 970:22, 970:23, 970:24, 971:2, 971:6, 971:9, 971:10, 971:12, 971:16, 971:17, 971:18, 971:19, 971:21, 971:22, 972:5, 972:10, 972:13, 972:15, 972:16, 972:19, 972:21, 972:23, 972:24, 973:1, 973:2, 973:3, 973:4, 973:5, 973:6, 973:7, 973:8, 973:9, 973:10, 973:11, 973:13, 973:14, 973:20, 973:22, 974:1, 974:2, 974:3, 974:4, 974:6, 974:7, 974:9, 974:12, 974:13, 974:16, 974:17, 974:21, 975:4, 975:5, 975:9,	975:17, 975:18, 975:21, 975:23, 975:24, 976:4, 976:9, 976:12, 976:13, 976:14, 976:15, 976:16, 976:22, 977:4, 977:10, 977:12, 977:18, 977:20, 977:21, 977:22, 977:24, 978:3, 978:4, 978:5, 978:6, 978:7, 978:8, 978:11, 979:3, 979:4, 979:9, 979:12, 979:13, 979:14, 979:15, 979:16, 979:18, 979:20, 979:22, 979:24, 980:2, 980:3, 980:5, 980:7, 980:10, 980:14, 980:15, 980:16, 980:18, 980:19, 980:22, 980:23, 980:24, 981:1, 981:9, 981:11, 981:19, 981:20, 981:21, 982:1, 982:4, 982:8, 982:15, 982:16, 982:24, 983:2, 983:3, 983:5, 983:8, 983:10, 983:16, 983:23, 983:24, 984:1, 984:2, 984:3, 984:5, 984:6, 984:10, 984:13, 984:14, 984:15, 984:16, 984:17, 984:18, 984:19, 984:20, 984:22, 984:23, 985:6, 985:8, 985:9, 985:12, 985:15, 985:16, 985:20, 985:22, 985:23, 986:2, 986:3, 986:5, 986:7, 986:8, 986:9, 986:14, 986:15, 986:16, 986:17, 986:18, 987:1, 987:8, 987:11, 987:12, 987:17, 987:18, 987:22, 987:23, 987:24, 988:3, 988:6, 988:8, 988:10, 988:12, 988:14, 988:22, 989:4, 989:8, 989:9, 989:11, 989:12, 989:16, 989:18,	989:22, 989:24, 990:5, 990:9, 990:10, 990:13, 990:14, 990:15, 990:16, 990:17, 990:22, 990:23, 990:24, 991:2, 991:12, 991:14, 991:15, 991:24, 992:1, 992:2, 992:5, 992:7, 992:8, 992:9, 992:11, 992:14, 992:16, 992:17, 992:18, 992:21, 993:4, 993:9, 993:14, 993:16, 993:17, 993:18, 993:19, 993:23, 994:1, 994:2, 994:5, 994:10, 994:24, 995:2, 995:4, 995:7, 995:8, 995:9, 995:10, 995:11, 995:16, 995:20, 995:22, 995:23, 995:24, 996:3, 996:5, 996:9, 996:12, 996:13, 996:17, 996:22, 996:23, 997:3, 997:4, 997:5, 997:11, 997:15, 997:17, 997:18, 997:21, 998:3, 998:4, 998:7, 998:11, 999:2, 999:3, 999:8, 999:14, 999:15, 999:19, 999:21, 999:23, 999:24, 1000:6, 1000:10, 1000:16, 1000:19, 1000:22, 1001:2, 1001:6, 1001:10, 1001:11, 1001:12, 1001:17, 1001:21, 1002:9, 1002:12, 1002:14, 1002:19, 1002:23, 1002:24, 1003:2, 1003:3, 1003:4, 1003:5, 1003:6, 1003:7, 1003:9, 1003:13, 1003:17, 1003:18, 1003:22, 1004:1, 1004:2, 1004:4, 1004:5, 1004:7, 1004:8, 1004:12, 1004:19, 1004:21, 1004:22, 1005:2, 1005:4, 1005:5, 1005:8,	1005:17, 1005:19, 1005:20, 1006:14, 1006:16, 1006:17, 1006:18, 1006:19, 1006:21, 1007:2, 1007:3, 1007:4, 1007:5, 1007:9, 1007:10, 1007:12, 1007:14, 1007:15, 1007:16, 1007:17, 1007:18, 1007:19, 1007:20, 1007:21, 1007:22, 1008:2, 1008:3, 1008:7, 1008:9, 1008:11, 1008:14, 1008:15, 1008:16, 1008:17, 1008:18, 1008:21, 1008:22, 1008:23, 1009:6, 1009:7, 1009:8, 1009:9, 1009:10, 1009:11, 1009:17, 1009:24, 1010:3, 1010:4, 1010:8, 1010:12, 1010:13, 1010:15, 1010:17, 1010:18, 1010:19, 1010:20, 1010:21, 1010:24, 1011:3, 1011:4, 1011:12, 1011:13, 1011:14, 1011:15, 1011:22, 1011:23, 1012:2, 1012:9, 1012:11, 1012:15, 1012:16, 1012:17, 1012:23, 1013:3, 1013:4, 1013:7, 1013:10, 1013:18, 1014:12, 1014:13, 1014:18, 1014:22, 1014:24, 1015:3, 1015:5, 1015:6, 1015:7, 1015:10, 1015:13, 1015:14, 1015:15, 1016:4, 1016:6, 1016:7, 1017:10, 1017:14, 1017:18, 1017:19, 1017:23, 1018:2, 1018:5, 1018:7, 1018:9, 1018:12, 1018:14, 1018:15, 1018:16, 1018:22, 1018:24, 1019:1, 1019:5, 1019:7, 1019:8, 1019:9, 1019:16, 1019:19,
---	---	---	---	---

1019:20, 1019:21, 1019:22, 1020:5, 1020:6, 1020:7, 1020:11, 1020:12, 1020:13, 1020:14, 1020:20, 1021:7, 1021:17, 1021:19, 1023:7, 1023:10, 1023:13, 1023:15, 1023:19, 1023:21, 1023:23, 1024:1, 1024:16, 1024:17, 1025:1, 1025:13, 1025:14, 1025:15, 1026:9, 1026:14, 1026:17, 1026:18, 1026:21, 1026:23, 1027:1, 1027:2, 1027:3, 1027:10, 1027:13, 1027:17, 1027:18, 1027:19, 1027:20, 1028:2, 1028:4, 1028:5, 1028:8, 1028:11, 1028:13, 1028:16, 1028:18, 1028:19, 1028:20, 1028:21, 1028:23, 1028:24, 1029:5, 1029:7, 1029:8, 1029:10, 1029:11, 1029:19, 1029:20, 1029:21, 1029:22, 1029:23, 1030:1, 1030:3, 1030:4, 1030:12, 1030:13, 1030:20, 1030:21, 1031:2, 1031:12, 1031:14, 1031:19, 1031:21, 1031:24, 1032:10, 1032:11, 1032:16, 1032:20, 1032:22, 1033:1, 1033:2, 1033:4, 1033:5, 1033:6, 1033:7, 1033:10, 1033:11, 1033:12, 1033:15, 1033:17, 1033:18, 1034:2, 1034:8, 1034:10, 1034:12, 1034:13, 1034:17, 1034:19, 1034:20, 1035:8, 1035:9, 1035:10, 1035:16, 1035:17, 1035:18, 1035:19, 1035:21, 1035:22, 1035:23, 1035:24, 1036:1,	1036:5, 1036:6, 1036:9, 1036:13, 1036:21, 1036:22, 1036:24, 1037:9, 1037:12, 1037:14, 1037:16, 1037:19, 1037:20, 1037:22, 1037:23, 1038:1, 1038:5, 1038:9, 1038:10, 1038:14, 1038:16, 1039:1, 1039:3, 1039:9, 1039:12, 1039:14, 1039:15, 1039:16, 1039:17, 1039:21, 1039:22, 1040:2, 1040:4, 1040:7, 1040:20, 1040:23, 1041:2, 1041:4, 1041:8, 1041:10, 1041:13, 1041:17, 1041:21, 1041:23, 1042:4, 1042:6, 1042:7, 1042:8, 1042:17, 1042:23, 1043:11, 1043:13, 1043:14, 1043:16, 1043:18, 1043:22, 1043:24, 1044:3, 1044:4, 1044:5, 1044:6, 1044:9, 1044:14, 1044:16, 1044:19, 1045:6, 1045:13, 1045:15, 1045:17, 1045:19, 1045:20, 1045:22, 1046:2, 1046:11, 1046:16, 1046:17, 1046:21, 1047:1, 1047:8, 1047:11, 1047:12, 1047:20, 1047:21, 1047:23, 1048:2, 1048:4, 1048:5, 1048:7, 1048:10, 1048:11, 1048:15, 1048:17, 1048:21, 1048:23, 1049:2, 1049:5, 1049:9, 1049:14, 1049:16, 1049:17, 1049:20, 1049:22, 1049:23, 1050:1, 1050:5, 1050:7, 1050:10, 1050:11, 1050:12, 1050:15, 1051:1, 1051:4, 1051:6, 1051:13, 1052:1, 1052:13,	1052:14, 1052:18, 1052:22, 1053:3, 1053:6, 1053:7, 1053:10, 1053:13, 1053:16, 1053:17, 1053:18, 1053:22, 1053:24, 1054:2, 1054:3, 1054:5, 1054:6, 1054:7, 1054:8, 1054:10, 1054:13, 1054:16, 1054:23, 1054:24, 1055:10, 1055:18, 1055:21, 1055:23, 1055:24, 1056:3, 1056:11, 1056:13, 1056:14, 1056:18, 1056:19, 1056:20, 1056:21, 1057:1, 1057:2, 1057:4, 1057:8, 1057:14, 1057:15, 1057:16, 1057:17, 1058:2, 1058:3, 1058:4, 1058:8, 1058:10, 1058:12, 1058:15, 1058:18, 1058:19, 1058:20, 1058:21, 1059:1, 1059:3, 1059:4, 1059:14, 1059:15, 1059:18, 1059:20, 1060:1, 1060:3, 1060:4, 1060:9, 1060:11, 1060:15, 1060:20, 1060:22, 1060:23, 1060:24, 1061:2, 1061:8, 1061:10, 1061:11, 1061:13, 1061:16, 1061:21, 1062:5, 1062:12, 1062:14, 1062:15, 1062:16, 1062:19, 1062:20, 1062:21, 1062:22, 1062:23, 1062:24, 1063:2, 1063:3, 1063:4, 1063:6, 1063:7, 1063:8, 1063:10, 1063:12, 1063:15, 1063:17, 1063:20, 1063:22, 1063:23, 1064:3, 1064:4, 1064:5, 1064:8, 1064:10, 1064:15, 1064:16, 1064:17, 1064:20, 1065:2, 1065:7, 1065:16,	1065:24, 1066:7, 1066:8, 1066:12, 1066:13, 1066:15, 1066:17, 1066:18, 1066:19, 1066:22, 1066:24, 1067:1, 1067:2, 1067:4, 1067:10, 1067:11, 1067:12, 1067:13, 1067:15, 1067:16, 1067:19, 1067:20, 1067:21, 1067:24, 1068:1, 1068:2, 1068:6, 1068:7, 1068:13, 1068:15, 1068:17, 1068:18, 1068:19, 1068:23, 1069:1, 1069:2, 1069:4, 1069:5, 1069:7, 1069:9, 1069:10, 1069:13, 1069:14, 1069:16, 1069:18, 1069:22, 1070:2, 1070:4, 1070:5, 1070:12, 1070:14, 1070:15, 1070:18, 1070:22, 1070:23, 1071:1, 1071:4, 1071:6, 1071:8, 1071:11, 1071:12, 1071:14, 1071:16, 1072:5, 1072:13, 1072:16, 1072:21, 1072:22, 1072:23, 1072:24, 1073:3, 1073:16, 1073:19, 1073:20, 1074:2, 1074:3, 1074:4, 1074:6, 1074:8, 1074:9, 1074:11, 1074:14, 1074:19, 1074:20, 1074:22, 1074:24, 1075:2, 1075:7, 1075:8, 1075:16, 1075:23, 1076:4, 1076:6, 1076:8, 1076:11, 1076:12, 1076:18, 1076:19, 1076:20, 1076:21, 1076:22, 1076:24, 1077:1, 1077:4, 1077:7, 1077:11, 1077:13, 1077:20, 1077:23, 1077:24, 1078:1, 1078:2, 1078:4, 1078:10, 1078:13, 1078:14,	1078:16, 1078:17, 1078:18, 1078:19, 1078:20, 1078:21, 1078:22, 1079:3, 1079:8, 1079:10, 1079:12, 1079:13, 1079:16, 1079:19, 1079:20, 1079:23, 1080:1, 1080:7, 1080:12, 1080:17, 1080:22, 1081:1, 1081:2, 1081:3, 1081:4, 1081:10, 1081:11, 1082:2, 1082:4, 1082:5, 1082:6, 1082:7, 1082:10, 1082:11, 1082:12, 1082:14, 1082:16, 1082:17, 1082:19, 1082:21, 1083:1, 1083:4, 1083:11, 1083:12, 1083:14, 1083:15, 1083:20, 1083:21, 1084:1, 1084:3, 1084:9, 1084:14, 1084:15, 1084:18, 1084:20, 1084:21, 1084:22, 1084:23, 1084:24, 1085:3, 1085:9, 1085:9, 1085:10, 1085:19, 1085:21, 1085:23, 1086:1, 1086:4, 1086:15, 1086:16, 1086:17, 1086:18, 1086:21, 1086:24, 1087:5, 1087:6, 1087:8, 1087:9, 1087:23, 1088:1, 1088:2, 1088:3, 1088:6, 1088:8, 1088:9, 1088:15, 1088:16, 1088:18, 1088:24, 1089:3, 1089:4, 1089:6, 1089:7, 1089:8, 1089:9, 1089:13, 1090:5, 1090:6, 1090:7 <b>their</b> <sup>[96]</sup> - 861:21, 867:19, 869:14, 872:2, 872:18, 873:14, 876:5, 877:11, 880:23, 881:2, 881:21, 889:14, 889:15, 889:24, 894:9,
---	---	--	--	---

<p>896:18, 896:23, 900:23, 903:23, 906:10, 908:20, 910:21, 916:19, 916:20, 917:12, 917:16, 918:9, 919:7, 919:8, 922:8, 922:9, 922:19, 924:21, 930:15, 930:16, 931:22, 933:18, 933:19, 938:21, 945:1, 953:8, 953:11, 955:19, 961:13, 961:15, 966:22, 968:15, 974:4, 977:22, 978:15, 980:11, 984:11, 984:12, 995:14, 996:24, 998:13, 998:20, 998:22, 1000:4, 1003:11, 1005:10, 1007:23, 1010:13, 1011:16, 1013:3, 1013:9, 1020:9, 1022:24, 1023:17, 1025:13, 1033:9, 1036:9, 1036:11, 1038:6, 1043:15, 1056:1, 1056:5, 1060:18, 1064:5, 1064:6, 1064:11, 1065:9, 1065:22, 1066:21, 1068:8, 1072:19, 1073:21, 1074:1, 1074:10, 1075:4, 1075:14, 1085:11, 1086:13, 1086:14, 1086:18</p> <p><b>them</b> <sup>[105]</sup> - 867:3, 867:12, 869:13, 870:22, 871:3, 871:8, 872:5, 873:18, 875:8, 876:4, 877:14, 877:18, 879:18, 881:13, 882:7, 882:24, 884:11, 886:18, 896:8, 896:18, 897:15, 898:5, 901:21, 903:9, 903:11, 903:18, 903:20, 903:21, 903:22, 904:4, 904:24, 912:10, 913:17, 913:19, 913:21, 913:24, 919:4, 923:7, 923:10, 924:5, 924:13,</p>	<p>931:21, 934:12, 939:12, 940:6, 953:13, 959:17, 960:2, 960:5, 961:1, 969:14, 970:18, 970:21, 970:23, 971:1, 973:18, 973:20, 973:23, 991:1, 991:4, 992:20, 995:13, 997:8, 997:19, 997:24, 999:5, 1008:7, 1008:9, 1009:22, 1010:2, 1012:21, 1023:16, 1024:2, 1025:10, 1025:22, 1029:2, 1036:5, 1036:12, 1036:17, 1037:3, 1043:6, 1046:22, 1051:19, 1060:22, 1064:1, 1064:3, 1064:4, 1064:5, 1064:7, 1064:9, 1066:5, 1066:6, 1066:15, 1067:17, 1069:20, 1070:9, 1073:23, 1073:24, 1074:2, 1074:4, 1075:6</p> <p><b>themselves</b> <sup>[10]</sup> - 862:4, 889:13, 937:13, 952:9, 983:22, 995:16, 1006:18, 1055:15, 1056:15, 1069:2</p> <p><b>Then</b> <sup>[18]</sup> - 894:16, 936:19, 972:13, 976:18, 987:23, 998:21, 1006:23, 1011:9, 1012:8, 1012:19, 1019:10, 1019:17, 1050:13, 1060:23, 1063:3, 1069:3, 1070:14, 1077:23</p> <p><b>then</b> <sup>[90]</sup> - 862:23, 864:3, 866:8, 867:24, 871:4, 871:8, 871:9, 873:3, 875:18, 880:22, 882:10, 889:19, 889:24, 890:16, 890:22, 891:9, 892:11, 896:14, 899:14, 906:2, 911:12, 913:24, 915:3, 918:6, 937:12, 941:9, 946:2, 947:14, 947:23,</p>	<p>953:11, 953:17, 955:23, 959:3, 960:5, 962:24, 964:11, 965:2, 965:12, 966:23, 968:7, 969:13, 970:17, 970:23, 974:11, 974:18, 976:21, 977:21, 978:15, 978:17, 984:13, 988:10, 988:13, 992:20, 993:22, 993:23, 994:23, 997:3, 997:24, 1001:18, 1005:3, 1006:5, 1007:21, 1009:10, 1010:14, 1011:11, 1011:14, 1013:9, 1016:18, 1016:24, 1017:3, 1018:1, 1019:6, 1023:19, 1036:15, 1037:2, 1042:22, 1044:16, 1046:21, 1050:14, 1050:20, 1056:3, 1058:7, 1058:11, 1061:20, 1066:7, 1068:12, 1071:5, 1077:5, 1077:15</p> <p><b>Theoretically</b> <sup>[1]</sup> - 1043:3</p> <p><b>there</b> <sup>[167]</sup> - 867:1, 867:5, 867:17, 868:4, 869:24, 870:13, 871:11, 876:15, 876:16, 876:19, 876:20, 877:5, 877:17, 879:7, 881:20, 884:20, 887:22, 888:6, 889:1, 891:6, 893:10, 894:10, 896:16, 896:23, 897:16, 897:24, 900:19, 903:6, 903:10, 904:23, 905:17, 905:20, 906:4, 907:3, 907:22, 909:19, 914:17, 916:16, 916:17, 917:6, 920:2, 920:18, 923:6, 924:17, 928:8, 928:19, 929:5, 930:19, 930:21, 931:11, 931:14, 937:18, 941:7, 942:21, 949:18,</p>	<p>952:10, 952:11, 953:14, 953:23, 955:21, 956:5, 956:6, 956:7, 956:8, 957:23, 963:5, 968:10, 969:18, 970:18, 972:6, 974:19, 974:20, 974:23, 975:1, 975:5, 975:7, 975:20, 976:3, 976:10, 976:11, 976:14, 977:9, 980:22, 986:13, 988:2, 990:13, 993:3, 993:10, 993:13, 997:24, 998:1, 999:11, 999:12, 999:16, 999:18, 999:19, 1002:8, 1004:13, 1006:4, 1008:23, 1011:9, 1011:18, 1011:21, 1012:4, 1015:11, 1016:23, 1017:6, 1017:15, 1017:16, 1017:19, 1020:16, 1020:24, 1022:6, 1023:10, 1024:15, 1030:12, 1030:15, 1036:11, 1036:20, 1037:2, 1037:18, 1040:1, 1040:2, 1043:12, 1048:24, 1049:10, 1050:18, 1054:9, 1054:13, 1054:18, 1055:22, 1057:5, 1058:4, 1058:10, 1059:8, 1059:24, 1064:5, 1065:22, 1065:23, 1066:14, 1067:2, 1067:11, 1068:6, 1068:11, 1069:5, 1072:11, 1072:12, 1074:11, 1074:12, 1074:24, 1075:6, 1075:17, 1075:21, 1076:6, 1076:8, 1076:13, 1078:10, 1080:20, 1080:24, 1081:5, 1083:24, 1087:1, 1087:21, 1089:22, 1089:24</p> <p><b>There</b> <sup>[28]</sup> - 880:12, 886:3, 888:3, 894:5, 898:3, 902:19, 907:15, 907:17, 912:1, 914:18,</p>	<p>929:21, 940:6, 953:21, 967:5, 970:11, 972:6, 980:20, 997:9, 1011:17, 1014:16, 1023:5, 1029:17, 1051:24, 1066:1, 1066:9, 1067:4, 1074:20, 1075:22</p> <p><b>there's</b> <sup>[53]</sup> - 864:3, 865:23, 866:6, 866:14, 870:13, 872:6, 874:3, 879:19, 880:1, 881:19, 882:8, 884:13, 884:23, 888:10, 889:15, 890:12, 893:14, 893:23, 897:6, 897:11, 899:16, 912:13, 913:11, 917:11, 920:21, 922:17, 922:20, 923:10, 924:2, 929:1, 929:4, 931:2, 936:6, 938:6, 948:20, 1000:2, 1002:20, 1009:9, 1011:20, 1012:22, 1013:21, 1030:5, 1037:5, 1040:13, 1054:7, 1055:13, 1060:12, 1070:4, 1073:11, 1080:16, 1084:6, 1086:4</p> <p><b>There's</b> <sup>[16]</sup> - 873:17, 881:14, 886:15, 894:13, 896:18, 915:11, 1030:11, 1030:19, 1036:23, 1061:19, 1066:23, 1072:20, 1072:23, 1075:13, 1077:17, 1082:10</p> <p><b>Therefore</b> <sup>[1]</sup> - 1082:16</p> <p><b>these</b> <sup>[64]</sup> - 863:13, 865:19, 866:8, 866:19, 867:18, 869:12, 871:1, 873:17, 874:18, 874:19, 874:22, 875:2, 878:19, 880:12, 884:17, 885:18, 887:6, 891:5, 894:23, 895:4, 896:6, 901:13, 902:17, 904:2, 908:15, 908:18, 909:5,</p>
---	---	---	---	---

<p>911:19, 913:7, 914:6, 921:18, 921:20, 923:18, 924:4, 926:16, 926:22, 927:9, 928:10, 933:21, 935:8, 941:15, 949:22, 970:21, 971:12, 972:10, 1008:3, 1015:21, 1017:1, 1031:13, 1031:15, 1032:5, 1035:3, 1050:2, 1051:10, 1053:6, 1055:17, 1058:7, 1065:3, 1065:8, 1067:18, 1071:9, 1086:7</p> <p><b>These</b> <sup>[5]</sup> - 884:5, 972:11, 1041:13, 1053:4, 1060:18</p> <p><b>They</b> <sup>[35]</sup> - 885:17, 887:7, 887:8, 904:20, 906:15, 913:15, 922:24, 923:1, 926:23, 940:3, 970:1, 970:3, 976:10, 983:9, 984:11, 997:12, 998:19, 998:20, 999:24, 1000:17, 1001:15, 1006:7, 1012:12, 1019:21, 1025:6, 1025:12, 1026:11, 1056:16, 1065:15, 1065:16, 1066:4, 1073:24, 1077:11, 1077:19</p> <p><b>they</b> <sup>[311]</sup> - 863:15, 863:18, 869:24, 871:9, 872:1, 872:2, 872:4, 872:21, 873:2, 873:3, 873:8, 873:10, 873:12, 873:13, 874:10, 875:12, 876:5, 876:6, 877:1, 877:9, 877:15, 877:18, 878:11, 878:14, 880:9, 880:10, 880:11, 880:15, 880:23, 880:24, 881:1, 881:14, 881:23, 882:15, 882:23, 884:10, 884:19, 885:10, 885:16, 886:5, 887:22, 887:23, 888:2, 888:5, 889:8, 889:13, 890:2, 890:3, 890:6, 894:4,</p>	<p>894:10, 895:6, 896:21, 897:20, 898:12, 899:3, 899:8, 899:20, 902:23, 903:8, 903:14, 903:16, 905:10, 905:11, 905:12, 905:13, 905:14, 905:15, 905:16, 905:22, 906:4, 906:16, 906:20, 907:7, 908:19, 909:18, 910:12, 910:14, 914:4, 915:12, 916:7, 917:2, 919:5, 919:6, 920:7, 920:16, 920:21, 922:4, 922:12, 922:20, 923:8, 924:18, 924:22, 926:7, 926:8, 926:10, 927:11, 928:12, 931:11, 933:7, 933:8, 933:18, 934:8, 937:8, 937:12, 938:17, 940:7, 940:8, 940:13, 941:7, 944:15, 944:20, 944:22, 945:13, 950:20, 951:8, 951:10, 951:11, 951:16, 951:17, 952:10, 952:11, 952:12, 952:14, 952:15, 952:19, 952:23, 953:10, 953:11, 953:17, 953:19, 955:18, 955:20, 955:22, 956:15, 958:2, 961:15, 963:1, 966:13, 966:22, 968:8, 969:4, 969:22, 970:4, 970:8, 970:16, 970:19, 971:11, 971:19, 972:15, 973:2, 973:3, 973:7, 973:13, 973:14, 973:19, 973:20, 974:8, 974:9, 974:10, 974:19, 976:13, 976:14, 976:18, 976:20, 976:22, 977:9, 977:24, 978:5, 980:11, 980:23, 980:24, 981:1, 981:22, 986:17, 986:18, 986:19, 987:7, 988:20,</p>	<p>992:20, 993:22, 993:23, 994:23, 995:11, 995:13, 995:18, 996:14, 996:15, 998:1, 998:6, 998:12, 998:13, 998:19, 998:21, 998:24, 999:16, 1000:4, 1000:5, 1001:14, 1001:16, 1001:17, 1001:24, 1002:12, 1003:10, 1004:12, 1006:6, 1006:16, 1006:19, 1008:2, 1009:21, 1010:1, 1010:8, 1010:9, 1010:12, 1011:5, 1011:6, 1011:7, 1011:9, 1011:11, 1011:15, 1012:1, 1012:2, 1012:3, 1013:7, 1013:8, 1013:9, 1013:20, 1014:12, 1018:7, 1019:8, 1019:18, 1020:8, 1022:8, 1022:16, 1023:2, 1023:3, 1024:9, 1024:11, 1025:3, 1025:6, 1025:11, 1025:12, 1025:13, 1025:14, 1025:18, 1025:19, 1026:8, 1026:9, 1026:10, 1028:7, 1036:15, 1036:18, 1037:1, 1039:14, 1041:14, 1042:4, 1043:12, 1043:15, 1044:9, 1044:10, 1044:13, 1055:8, 1055:14, 1055:24, 1056:4, 1056:7, 1056:8, 1056:12, 1058:20, 1058:22, 1059:1, 1063:15, 1063:16, 1063:24, 1064:11, 1064:22, 1065:4, 1065:10, 1065:17, 1065:20, 1066:2, 1066:4, 1066:5, 1067:6, 1067:8, 1068:16, 1068:21, 1069:3, 1074:9, 1075:15, 1082:20, 1085:12, 1085:17, 1085:18, 1086:2</p>	<p><b>they'd</b> <sup>[4]</sup> - 903:7, 903:16, 954:21, 1017:23</p> <p><b>They'd</b> <sup>[2]</sup> - 938:19, 953:8</p> <p><b>they'll</b> <sup>[4]</sup> - 1025:5, 1025:20, 1036:23, 1074:4</p> <p><b>They're</b> <sup>[10]</sup> - 878:13, 900:13, 900:17, 913:14, 913:15, 922:10, 933:17, 953:9, 953:15</p> <p><b>they're</b> <sup>[46]</sup> - 871:3, 872:20, 876:3, 876:6, 876:22, 880:15, 890:8, 893:10, 897:19, 900:11, 917:1, 917:12, 919:19, 922:5, 922:22, 922:23, 922:24, 923:4, 933:13, 933:16, 934:9, 939:12, 941:6, 951:2, 953:14, 963:20, 968:4, 968:5, 968:6, 972:21, 1002:24, 1022:9, 1027:16, 1037:4, 1043:13, 1054:3, 1056:15, 1056:16, 1065:20, 1070:10, 1071:6, 1074:15, 1080:19, 1086:18</p> <p><b>they've</b> <sup>[16]</sup> - 863:21, 869:7, 869:11, 869:15, 869:20, 870:17, 873:13, 877:21, 879:21, 880:4, 900:21, 900:22, 903:13, 905:5, 919:5, 1086:13</p> <p><b>They've</b> <sup>[2]</sup> - 868:23, 924:12</p> <p><b>thing</b> <sup>[18]</sup> - 877:8, 877:23, 878:17, 901:15, 927:24, 938:5, 941:8, 955:18, 960:14, 963:15, 978:9, 1000:3, 1016:2, 1017:8, 1021:8, 1033:1, 1049:13, 1056:3</p> <p><b>things</b> <sup>[31]</sup> - 877:17, 881:14, 884:1, 887:15, 891:7, 892:8, 894:6, 896:21, 899:18, 900:10,</p>	<p>906:1, 907:20, 908:8, 919:21, 922:15, 922:24, 928:24, 975:12, 977:23, 986:12, 993:17, 1014:1, 1030:5, 1031:2, 1032:10, 1036:19, 1039:24, 1040:14, 1050:21, 1054:14, 1054:23</p> <p><b>think</b> <sup>[239]</sup> - 863:21, 865:7, 867:15, 867:23, 868:23, 870:21, 871:6, 871:11, 872:21, 874:6, 874:12, 874:24, 877:3, 877:8, 878:18, 879:5, 880:13, 881:2, 884:13, 885:9, 885:12, 885:22, 886:18, 888:1, 888:6, 889:4, 889:22, 890:20, 891:3, 892:15, 892:23, 893:11, 895:8, 895:11, 896:20, 897:11, 897:23, 898:7, 898:24, 899:11, 899:16, 901:3, 901:8, 901:11, 902:18, 903:6, 903:7, 903:16, 904:4, 904:18, 906:12, 907:1, 908:10, 908:21, 911:3, 911:7, 911:13, 912:12, 913:11, 913:22, 914:13, 914:19, 915:12, 916:21, 916:23, 917:13, 917:16, 918:20, 920:5, 920:11, 920:21, 921:11, 922:11, 923:5, 923:21, 924:24, 925:1, 926:5, 926:7, 926:8, 927:11, 929:4, 929:15, 930:18, 931:19, 931:23, 934:2, 934:5, 934:11, 934:12, 935:21, 936:6, 937:5, 937:22, 938:6, 939:9, 939:20, 942:18, 944:18, 945:5, 945:10, 946:1, 947:18, 947:19, 948:3, 948:14,</p>
---	---	--	---	---

<p>948:18, 948:23, 949:17, 951:21, 954:10, 954:23, 955:9, 956:1, 956:4, 956:17, 957:18, 957:21, 958:7, 958:12, 958:20, 960:19, 960:23, 961:7, 962:10, 963:4, 963:21, 964:23, 965:16, 965:17, 966:5, 966:6, 966:10, 967:6, 968:13, 968:24, 974:15, 975:14, 976:18, 976:22, 978:2, 978:6, 979:18, 980:6, 980:10, 981:12, 982:1, 982:3, 983:1, 984:4, 988:11, 989:18, 989:22, 990:5, 990:12, 991:18, 991:21, 991:22, 992:4, 992:11, 993:13, 993:21, 996:3, 998:8, 998:12, 999:6, 999:11, 999:12, 999:18, 1000:6, 1006:8, 1006:12, 1006:21, 1006:22, 1010:20, 1012:23, 1013:3, 1015:11, 1016:20, 1017:4, 1023:6, 1023:11, 1024:7, 1026:24, 1027:4, 1028:3, 1028:7, 1028:9, 1028:22, 1031:1, 1032:5, 1032:24, 1035:21, 1036:11, 1043:14, 1044:3, 1045:12, 1048:18, 1048:19, 1049:8, 1049:16, 1050:5, 1051:4, 1054:14, 1054:15, 1054:20, 1056:3, 1059:24, 1062:3, 1064:18, 1065:1, 1066:14, 1066:18, 1067:22, 1070:7, 1071:8, 1077:3, 1077:4, 1078:7, 1079:18, 1080:18, 1084:3, 1084:6, 1084:8, 1084:16, 1084:21, 1084:22, 1084:23,</p>	<p>1085:1, 1085:7, 1085:10, 1086:4, 1086:13 <b>thinking</b> [8] - 881:8, 892:22, 925:13, 945:18, 954:1, 957:11, 963:18, 1073:14 <b>third</b> [4] - 866:6, 906:1, 951:15, 1028:10 <b>thirds</b> [1] - 957:12 <b>this</b> [276] - 861:13, 861:15, 864:15, 864:19, 865:18, 865:21, 867:21, 868:10, 868:18, 869:5, 871:7, 872:7, 872:11, 874:18, 875:8, 876:8, 876:13, 877:1, 877:6, 877:10, 877:22, 877:23, 878:12, 879:20, 880:18, 880:23, 882:16, 884:23, 888:7, 888:21, 888:24, 889:5, 889:11, 890:22, 890:24, 891:1, 892:1, 892:5, 892:8, 892:16, 893:11, 893:21, 894:14, 894:18, 894:21, 895:10, 896:13, 896:24, 897:3, 897:7, 897:24, 898:1, 900:7, 900:8, 901:1, 901:4, 901:12, 901:14, 902:19, 902:20, 904:8, 905:12, 908:1, 911:1, 911:9, 912:6, 913:2, 913:17, 915:9, 915:16, 915:22, 916:8, 920:9, 920:12, 921:2, 921:5, 921:8, 921:10, 921:24, 922:14, 923:3, 923:8, 923:19, 923:23, 924:3, 924:10, 924:23, 925:6, 925:14, 926:1, 926:2, 926:6, 926:7, 926:21, 927:1, 927:12, 927:14, 927:23, 928:18, 929:2, 930:23, 931:4, 933:3, 933:5, 933:15, 933:19, 934:1, 934:4,</p>	<p>935:4, 935:7, 936:1, 936:2, 936:5, 936:19, 937:5, 937:19, 938:7, 938:20, 938:24, 939:2, 939:19, 940:20, 941:20, 941:21, 942:2, 942:20, 943:9, 944:19, 945:4, 945:8, 947:15, 947:18, 947:20, 952:1, 952:23, 953:1, 953:6, 957:7, 959:10, 959:17, 961:18, 962:5, 962:19, 964:10, 967:19, 968:2, 968:3, 968:9, 969:15, 970:17, 972:17, 974:15, 975:3, 977:7, 978:23, 979:24, 981:6, 984:4, 986:4, 986:13, 989:1, 990:15, 993:7, 997:5, 997:18, 1004:3, 1005:11, 1006:21, 1008:5, 1009:1, 1009:5, 1013:6, 1015:22, 1017:10, 1017:14, 1018:21, 1019:13, 1019:18, 1019:20, 1020:15, 1024:5, 1024:14, 1027:6, 1028:18, 1029:1, 1029:18, 1029:24, 1030:3, 1030:13, 1030:15, 1030:19, 1031:2, 1031:5, 1031:15, 1031:18, 1031:20, 1032:12, 1032:19, 1033:3, 1033:18, 1035:2, 1035:5, 1035:11, 1037:10, 1037:19, 1038:19, 1039:9, 1039:23, 1040:5, 1040:10, 1040:14, 1043:10, 1050:5, 1051:8, 1052:7, 1052:8, 1052:12, 1052:18, 1053:23, 1054:22, 1056:24, 1058:18, 1058:23, 1059:1, 1059:2, 1059:3, 1060:5, 1060:16, 1060:24, 1061:7, 1061:10, 1061:15, 1062:8, 1065:1,</p>	<p>1065:7, 1067:23, 1069:2, 1069:13, 1069:23, 1071:3, 1074:19, 1075:3, 1075:20, 1075:23, 1076:5, 1077:18, 1078:11, 1079:24, 1080:6, 1080:15, 1083:16, 1084:19, 1085:1, 1085:4, 1085:13, 1085:20, 1086:2, 1086:10, 1086:14, 1087:10, 1087:13, 1087:19, 1088:9, 1089:2, 1089:23, 1090:1, 1090:7 <b>This</b> [41] - 861:4, 865:9, 871:21, 874:16, 877:12, 878:12, 879:2, 882:16, 883:21, 883:23, 886:13, 886:19, 889:11, 891:22, 892:7, 894:12, 894:14, 896:12, 896:13, 897:14, 904:14, 924:14, 925:7, 934:15, 944:10, 952:12, 962:3, 969:15, 969:16, 972:11, 1009:20, 1013:5, 1030:9, 1037:16, 1038:13, 1039:9, 1061:4, 1075:18, 1076:3, 1085:5 <b>this-size</b> [1] - 1038:19 <b>THOMAS</b> [3] - 946:21, 1081:17, 1091:1 <b>thorough</b> [1] - 934:23 <b>those</b> [121] - 864:4, 864:20, 865:14, 869:3, 869:8, 870:18, 881:2, 887:15, 889:21, 890:16, 898:10, 900:22, 901:6, 901:14, 902:9, 902:10, 903:9, 905:21, 906:2, 907:10, 919:20, 922:14, 926:20, 931:7, 940:15, 940:17, 950:10,</p>	<p>955:1, 956:12, 960:13, 962:6, 974:21, 977:19, 978:3, 978:4, 979:8, 979:17, 979:18, 979:19, 979:20, 983:7, 983:21, 984:8, 984:24, 985:1, 987:6, 987:7, 989:11, 992:22, 994:8, 996:8, 997:19, 998:8, 998:10, 1002:18, 1006:19, 1008:8, 1009:12, 1009:19, 1010:7, 1011:2, 1011:9, 1011:10, 1011:19, 1013:4, 1016:5, 1016:8, 1019:3, 1019:14, 1021:6, 1021:18, 1022:2, 1022:14, 1023:16, 1024:22, 1027:14, 1029:12, 1033:9, 1033:11, 1033:13, 1033:23, 1034:21, 1037:1, 1039:4, 1043:15, 1043:18, 1049:20, 1050:18, 1050:19, 1050:20, 1050:21, 1051:16, 1052:2, 1053:12, 1053:13, 1054:4, 1058:19, 1062:3, 1063:23, 1064:10, 1065:5, 1065:6, 1065:13, 1065:18, 1067:3, 1067:14, 1067:15, 1068:9, 1069:11, 1069:17, 1069:19, 1071:5, 1072:9, 1073:7, 1073:8, 1074:15, 1074:16, 1077:22 <b>Those</b> [6] - 940:4, 978:14, 998:16, 1000:19, 1072:1, 1077:10 <b>though</b> [5] - 916:15, 939:12, 942:21, 952:12, 1018:19 <b>thought</b> [13] - 874:3, 942:12, 943:10, 944:7, 956:24, 960:10, 965:10, 976:7, 977:1, 979:19, 980:8, 1002:10, 1026:19</p>
---	--	--	---	---

<p><b>thoughtful</b> [1] - 872:15</p> <p><b>thoughts</b> [1] - 871:18</p> <p><b>thousand</b> [2] - 1027:7, 1027:8</p> <p><b>three</b> [26] - 873:19, 874:18, 874:22, 874:24, 886:24, 900:7, 902:9, 904:22, 911:17, 915:13, 933:11, 945:5, 960:3, 963:16, 975:11, 979:20, 982:8, 982:13, 989:11, 1017:22, 1026:8, 1041:11, 1056:7, 1056:10, 1056:13, 1088:2</p> <p><b>three-phase</b> [5] - 963:16, 979:20, 982:8, 982:13, 989:11</p> <p><b>three-step</b> [1] - 960:3</p> <p><b>through</b> [58] - 865:18, 869:4, 874:3, 874:13, 882:17, 885:11, 885:19, 910:9, 913:4, 918:18, 924:18, 926:4, 934:3, 936:5, 939:12, 947:5, 949:23, 951:8, 951:12, 951:17, 951:18, 960:10, 962:11, 963:2, 964:10, 993:9, 993:13, 999:4, 999:14, 999:24, 1004:2, 1004:5, 1004:7, 1004:8, 1004:19, 1016:4, 1021:7, 1027:18, 1030:13, 1039:22, 1040:4, 1055:9, 1055:11, 1055:15, 1056:1, 1059:17, 1060:3, 1063:20, 1063:21, 1066:19, 1068:2, 1068:3, 1068:4, 1068:13, 1075:14, 1079:4, 1079:8, 1086:14</p> <p><b>throughout</b> [13] - 891:8, 925:13, 930:23, 940:6, 997:3, 1018:14, 1027:16, 1030:1, 1037:16, 1051:8, 1063:5,</p>	<p>1067:20, 1069:16</p> <p><b>thrust</b> [3] - 871:13, 891:5, 940:11</p> <p><b>Thursday</b> [13] - 965:18, 978:12, 978:20, 981:19, 982:19, 983:3, 983:7, 986:4, 987:21, 989:19, 991:19, 991:23</p> <p><b>thus</b> [2] - 1045:15, 1063:7</p> <p><b>ticket</b> [3] - 986:5, 986:22, 1070:16</p> <p><b>tickets</b> [4] - 987:1, 987:6, 1069:2, 1071:5</p> <p><b>tied</b> [1] - 884:23</p> <p><b>till</b> [1] - 1073:15</p> <p><b>Time</b> [2] - 878:21, 879:7</p> <p><b>time</b> [108] - 872:3, 872:24, 875:16, 877:16, 879:22, 882:12, 883:23, 899:19, 902:24, 906:10, 906:13, 907:6, 907:22, 908:10, 915:16, 915:22, 924:6, 925:15, 927:3, 927:16, 927:19, 928:20, 935:14, 936:19, 937:12, 937:17, 939:17, 939:21, 940:9, 945:15, 947:13, 948:11, 953:7, 954:9, 957:23, 960:18, 965:2, 965:12, 965:15, 965:17, 967:20, 968:3, 968:20, 974:6, 975:7, 975:9, 975:17, 975:18, 983:1, 984:12, 985:10, 986:23, 987:15, 988:1, 988:17, 988:18, 988:20, 989:1, 989:19, 990:5, 990:21, 991:20, 991:23, 994:3, 994:6, 994:7, 996:22, 998:11, 998:24, 999:23, 1001:23, 1002:12, 1002:14, 1004:22, 1006:11, 1009:1, 1014:18, 1019:2, 1027:3,</p>	<p>1027:18, 1029:5, 1032:14, 1032:20, 1034:1, 1037:7, 1037:10, 1037:14, 1051:22, 1055:13, 1055:16, 1055:17, 1056:24, 1058:13, 1059:1, 1061:8, 1061:12, 1061:15, 1065:3, 1065:13, 1065:16, 1065:20, 1068:15, 1076:9, 1079:5, 1080:7, 1088:13, 1088:16</p> <p><b>time-consuming</b> [1] - 939:17</p> <p><b>timeline</b> [12] - 866:3, 877:22, 888:8, 902:6, 902:10, 902:16, 902:21, 910:24, 1037:9, 1062:1, 1062:2, 1063:5</p> <p><b>timelines</b> [1] - 1051:21</p> <p><b>timely</b> [1] - 936:14</p> <p><b>timeout</b> [1] - 886:19</p> <p><b>times</b> [28] - 876:23, 887:14, 891:3, 907:13, 907:14, 937:21, 938:1, 938:17, 938:19, 954:8, 960:12, 964:22, 966:1, 966:2, 966:24, 967:13, 977:6, 978:7, 986:24, 987:12, 999:12, 1013:17, 1014:4, 1015:19, 1015:20, 1017:11, 1063:15, 1083:24</p> <p><b>timing</b> [1] - 1059:3</p> <p><b>title</b> [1] - 878:21</p> <p><b>titled</b> [3] - 875:1, 897:5, 923:16</p> <p><b>To</b> [11] - 864:2, 875:12, 876:8, 906:13, 906:20, 926:11, 940:23, 978:23, 981:6, 1004:10, 1075:6</p> <p><b>to</b> [1422] - 861:9, 861:10, 861:13, 862:20, 863:8, 863:22, 863:23, 864:7, 864:12, 864:13, 864:15, 864:17, 864:18, 864:19, 864:20,</p>	<p>864:24, 865:4, 865:5, 865:6, 865:11, 865:12, 865:22, 865:24, 866:2, 866:3, 866:10, 866:17, 866:22, 866:23, 866:24, 867:3, 867:9, 867:10, 867:12, 867:16, 868:1, 868:2, 868:3, 868:5, 868:7, 868:8, 868:9, 868:10, 868:12, 868:16, 868:17, 868:18, 868:21, 869:2, 869:10, 869:13, 869:18, 870:7, 870:9, 870:16, 870:17, 870:18, 870:20, 870:21, 870:22, 871:2, 871:3, 871:8, 871:9, 871:10, 871:14, 871:15, 871:17, 871:19, 872:10, 872:18, 873:1, 873:7, 873:14, 873:18, 873:21, 873:22, 873:23, 873:24, 874:1, 874:13, 874:16, 874:19, 875:1, 875:4, 875:7, 875:8, 875:11, 875:13, 875:18, 875:19, 875:22, 876:2, 876:4, 876:10, 876:20, 876:21, 877:8, 877:9, 877:10, 877:14, 877:16, 877:21, 878:1, 878:5, 878:6, 878:13, 878:14, 878:16, 878:20, 878:22, 878:24, 879:6, 879:10, 879:18, 879:24, 880:3, 880:4, 880:5, 880:7, 880:8, 880:9, 880:10, 880:15, 880:16, 880:19, 881:3, 881:10, 881:11, 881:12, 881:13, 881:16, 881:22, 881:23, 881:24, 882:2, 882:3, 882:6, 882:7, 882:13, 882:17, 883:1, 883:8, 883:18, 883:22, 884:1, 884:6, 884:7, 884:9, 884:11,</p>	<p>884:17, 884:23, 885:11, 885:13, 885:15, 885:16, 885:20, 886:11, 886:12, 886:17, 886:18, 886:23, 887:4, 887:5, 887:7, 887:8, 887:15, 887:22, 888:6, 888:11, 888:12, 888:13, 888:14, 888:19, 888:22, 888:23, 888:24, 889:2, 889:4, 889:10, 889:11, 889:12, 889:13, 889:19, 889:20, 889:23, 889:24, 890:2, 890:4, 890:7, 890:10, 891:1, 891:8, 891:15, 892:6, 892:18, 893:10, 893:18, 893:19, 893:20, 894:1, 894:2, 894:4, 894:9, 894:12, 894:13, 894:23, 894:24, 895:6, 895:11, 895:14, 895:16, 895:19, 895:20, 895:21, 895:22, 895:23, 896:6, 896:8, 896:17, 896:19, 896:24, 897:2, 897:9, 897:10, 897:12, 897:15, 897:22, 898:2, 898:3, 898:5, 898:6, 898:9, 898:11, 898:13, 898:18, 898:19, 898:23, 898:24, 899:5, 899:6, 899:8, 899:10, 899:14, 899:20, 899:23, 900:6, 900:12, 900:16, 900:22, 901:1, 901:2, 901:5, 901:7, 901:15, 901:16, 901:21, 902:4, 902:6, 902:7, 902:10, 902:11, 902:18, 902:20, 902:22, 902:23, 903:1, 903:9, 903:11, 903:12, 903:18, 903:22, 903:24, 904:2, 904:16, 904:17, 904:21, 904:23, 905:5, 905:9, 905:13, 905:15,</p>
--	--	---	---	---

905:18, 905:20, 905:21, 906:1, 906:6, 906:18, 907:3, 907:4, 907:7, 907:9, 907:12, 907:21, 908:1, 908:6, 908:11, 908:16, 908:18, 908:20, 909:1, 909:5, 909:8, 909:10, 909:14, 909:15, 909:17, 909:19, 909:20, 909:21, 910:1, 910:8, 910:10, 910:15, 910:18, 910:21, 911:4, 911:7, 911:11, 911:12, 911:14, 911:18, 911:19, 912:5, 912:13, 912:19, 913:5, 913:7, 913:22, 913:23, 914:5, 914:12, 914:13, 915:6, 915:10, 915:21, 916:1, 916:6, 916:16, 916:19, 916:20, 917:5, 917:8, 917:11, 917:13, 917:14, 917:15, 917:20, 918:5, 918:7, 918:8, 918:10, 918:18, 918:19, 918:23, 919:2, 919:3, 919:4, 919:7, 919:10, 919:12, 919:18, 919:19, 919:21, 919:22, 920:3, 920:8, 920:12, 920:15, 920:24, 921:1, 921:3, 921:5, 921:7, 921:8, 921:10, 921:12, 921:14, 921:17, 921:20, 921:23, 922:2, 922:7, 922:12, 922:13, 922:16, 922:19, 922:23, 923:2, 923:3, 923:4, 923:6, 923:10, 923:15, 924:1, 924:4, 924:10, 924:13, 924:14, 924:18, 924:22, 925:2, 925:5, 925:7, 925:11, 925:13, 925:14, 925:15, 926:4, 926:7, 926:24, 927:5, 927:6, 927:7, 927:10, 927:21, 927:23, 927:24, 928:6,	928:18, 928:20, 928:21, 928:24, 929:12, 929:14, 929:16, 930:6, 930:8, 930:12, 930:14, 931:6, 931:12, 931:16, 931:21, 931:24, 932:3, 932:4, 932:7, 932:8, 932:11, 932:13, 932:19, 932:20, 932:21, 932:23, 933:16, 933:17, 933:24, 934:1, 934:6, 934:9, 934:12, 934:14, 934:19, 934:22, 935:3, 935:6, 935:11, 935:15, 935:20, 935:23, 936:8, 936:14, 936:24, 937:1, 937:3, 937:8, 937:15, 937:19, 937:21, 938:1, 938:2, 938:7, 938:11, 938:14, 938:20, 938:24, 939:5, 939:15, 939:22, 939:24, 940:8, 940:10, 940:11, 940:14, 940:16, 940:19, 940:22, 941:2, 941:5, 941:6, 941:14, 941:17, 941:21, 941:24, 942:2, 942:11, 942:12, 942:17, 942:18, 942:20, 942:23, 943:11, 944:15, 944:16, 944:20, 944:22, 944:23, 945:1, 945:5, 945:20, 945:21, 946:6, 947:4, 947:7, 947:10, 947:13, 947:14, 947:16, 948:3, 948:5, 948:15, 948:19, 948:21, 949:1, 949:3, 949:11, 949:23, 950:5, 950:20, 951:1, 951:2, 951:15, 951:17, 951:23, 952:6, 952:10, 952:13, 952:17, 952:20, 953:1, 953:7, 953:10, 953:11, 953:14, 953:18, 953:22, 953:23, 954:6, 954:8,	954:10, 954:16, 954:18, 954:21, 955:2, 955:11, 955:13, 955:20, 958:15, 958:16, 958:23, 959:1, 959:3, 959:5, 959:11, 959:12, 959:16, 959:20, 959:22, 960:2, 960:4, 960:24, 961:1, 961:10, 961:15, 961:17, 962:11, 962:12, 962:19, 963:1, 963:6, 963:12, 963:14, 963:18, 963:21, 963:22, 964:7, 964:11, 964:12, 964:18, 964:21, 965:2, 965:9, 966:2, 966:15, 966:17, 966:21, 967:1, 967:4, 967:8, 967:9, 967:11, 967:12, 967:17, 967:21, 967:24, 968:6, 968:9, 968:13, 968:22, 969:1, 969:3, 969:7, 969:11, 969:13, 969:17, 969:21, 970:1, 970:4, 970:7, 970:11, 970:14, 970:23, 970:24, 971:11, 971:15, 971:16, 971:18, 971:22, 971:24, 972:18, 972:19, 973:1, 973:3, 973:8, 973:10, 973:14, 973:18, 973:21, 973:23, 974:2, 974:3, 974:8, 974:11, 974:13, 975:9, 975:11, 975:15, 975:18, 975:19, 976:3, 976:12, 976:15, 976:16, 976:19, 976:20, 976:21, 977:2, 977:11, 977:12, 977:16, 977:21, 979:19, 979:23, 980:5, 980:8, 980:12, 980:15, 980:17, 980:20, 980:21, 980:22, 981:2, 981:5, 981:8, 981:18, 981:23, 982:1, 982:2, 982:3,	982:5, 982:15, 982:16, 982:22, 982:24, 983:4, 983:7, 983:14, 983:19, 984:3, 984:5, 984:8, 984:11, 984:14, 984:15, 984:19, 984:23, 985:1, 985:3, 985:5, 985:8, 985:9, 985:12, 985:17, 985:22, 985:23, 986:5, 986:7, 986:8, 987:6, 987:8, 987:9, 987:16, 988:3, 988:9, 988:18, 988:20, 989:1, 989:7, 989:16, 989:23, 990:7, 990:12, 990:15, 990:21, 990:22, 991:17, 992:10, 992:18, 992:21, 993:3, 993:15, 994:4, 994:5, 994:6, 994:9, 995:5, 995:8, 995:9, 995:17, 995:20, 995:24, 996:7, 996:9, 996:12, 996:20, 996:22, 997:8, 997:13, 997:15, 997:20, 997:23, 997:24, 998:3, 998:4, 998:12, 998:14, 998:19, 998:20, 998:22, 999:1, 999:4, 999:9, 999:24, 1000:3, 1000:4, 1000:6, 1000:10, 1000:17, 1001:8, 1001:10, 1001:19, 1001:20, 1002:2, 1002:3, 1002:4, 1002:10, 1002:13, 1002:16, 1002:17, 1002:18, 1002:21, 1002:22, 1002:23, 1002:24, 1003:7, 1003:10, 1003:11, 1003:13, 1003:14, 1003:17, 1003:18, 1003:21, 1004:11, 1004:13, 1005:1, 1005:2, 1005:8, 1005:9, 1005:13, 1005:15, 1005:18, 1005:19, 1005:20, 1005:22, 1006:9, 1006:10, 1006:14, 1006:16, 1006:19,	1006:20, 1007:8, 1007:9, 1007:17, 1007:22, 1007:24, 1008:3, 1008:4, 1008:5, 1008:20, 1008:23, 1009:2, 1009:6, 1009:11, 1009:16, 1009:24, 1010:3, 1010:4, 1012:2, 1012:20, 1012:21, 1013:8, 1013:11, 1013:13, 1013:17, 1014:5, 1014:8, 1014:9, 1014:11, 1014:17, 1014:22, 1014:23, 1015:2, 1015:5, 1015:7, 1015:8, 1015:9, 1015:12, 1015:21, 1015:23, 1016:4, 1016:9, 1016:13, 1016:16, 1016:24, 1017:2, 1017:8, 1017:12, 1017:17, 1017:22, 1018:1, 1018:2, 1018:22, 1019:3, 1019:4, 1019:5, 1019:7, 1019:9, 1019:13, 1019:17, 1019:19, 1019:23, 1020:1, 1020:3, 1020:4, 1020:11, 1020:15, 1020:17, 1020:18, 1020:19, 1020:20, 1021:6, 1021:8, 1021:16, 1021:18, 1021:20, 1021:23, 1022:5, 1022:8, 1022:9, 1022:14, 1023:6, 1023:12, 1023:16, 1024:1, 1024:22, 1024:24, 1025:4, 1025:10, 1025:11, 1025:18, 1025:19, 1025:20, 1026:13, 1027:6, 1027:9, 1027:13, 1027:14, 1028:13, 1028:20, 1028:21, 1028:22, 1029:5, 1029:9, 1029:10, 1029:12, 1029:13, 1029:15, 1029:16, 1029:17, 1029:18, 1029:21, 1030:5, 1030:8, 1030:9, 1030:10,
---	--	--	---	--

<p>1030:13, 1030:16, 1030:18, 1030:20, 1030:21, 1030:22, 1031:2, 1031:3, 1031:4, 1031:5, 1031:11, 1031:12, 1031:14, 1031:22, 1031:23, 1031:24, 1032:1, 1032:2, 1032:4, 1032:5, 1032:6, 1032:9, 1032:13, 1032:14, 1032:15, 1032:16, 1032:19, 1032:22, 1033:1, 1033:3, 1033:8, 1033:9, 1033:12, 1033:18, 1033:19, 1033:20, 1033:22, 1033:23, 1034:2, 1034:4, 1034:11, 1034:14, 1034:17, 1034:23, 1034:24, 1035:2, 1035:6, 1035:11, 1035:13, 1035:15, 1035:16, 1035:18, 1035:24, 1036:2, 1036:4, 1036:5, 1036:9, 1036:12, 1036:24, 1037:1, 1037:6, 1037:7, 1037:8, 1037:11, 1037:15, 1037:17, 1037:18, 1037:19, 1037:20, 1037:21, 1038:1, 1038:11, 1038:14, 1038:15, 1038:23, 1039:12, 1039:13, 1039:14, 1039:17, 1039:24, 1040:3, 1040:4, 1040:5, 1040:7, 1040:9, 1040:11, 1040:13, 1040:14, 1040:18, 1041:2, 1041:8, 1041:17, 1041:23, 1042:20, 1042:22, 1043:1, 1043:4, 1043:12, 1043:15, 1043:17, 1043:18, 1044:6, 1045:10, 1045:12, 1046:7, 1046:12, 1046:15, 1046:17, 1046:19, 1047:3, 1047:4, 1047:8, 1047:10, 1047:13, 1047:15, 1047:21,</p>	<p>1048:3, 1048:17, 1048:18, 1048:19, 1049:3, 1049:12, 1050:1, 1050:3, 1050:5, 1050:6, 1050:8, 1050:13, 1050:14, 1050:15, 1050:20, 1050:23, 1050:24, 1051:2, 1051:5, 1051:6, 1051:10, 1051:20, 1051:23, 1052:2, 1052:6, 1052:7, 1052:12, 1053:1, 1053:3, 1053:5, 1053:6, 1053:19, 1053:20, 1054:3, 1054:11, 1054:15, 1054:16, 1055:1, 1055:3, 1055:11, 1055:18, 1055:19, 1055:20, 1056:2, 1056:5, 1056:6, 1056:11, 1056:12, 1056:20, 1056:21, 1056:22, 1057:3, 1057:21, 1058:1, 1058:2, 1058:6, 1058:9, 1058:11, 1058:13, 1058:14, 1058:20, 1058:23, 1059:3, 1059:5, 1059:19, 1059:21, 1059:24, 1060:1, 1060:3, 1060:6, 1060:8, 1060:11, 1060:12, 1060:14, 1060:16, 1060:22, 1061:4, 1061:10, 1062:3, 1062:8, 1062:11, 1062:13, 1063:10, 1063:11, 1063:14, 1063:22, 1063:23, 1064:1, 1064:2, 1064:3, 1064:6, 1064:9, 1064:10, 1064:14, 1064:17, 1064:22, 1064:24, 1065:8, 1065:11, 1065:12, 1065:18, 1065:20, 1065:22, 1066:2, 1066:5, 1066:6, 1066:11, 1066:19, 1066:20, 1066:21, 1066:23, 1066:24, 1067:7, 1067:10, 1067:14, 1067:17,</p>	<p>1067:22, 1067:24, 1068:6, 1068:9, 1068:11, 1068:12, 1069:1, 1069:10, 1069:11, 1069:23, 1069:24, 1070:6, 1070:8, 1070:9, 1070:11, 1070:23, 1071:3, 1071:8, 1072:10, 1072:14, 1072:21, 1073:1, 1073:4, 1073:6, 1073:12, 1073:13, 1073:15, 1073:16, 1073:19, 1074:7, 1074:8, 1074:13, 1074:15, 1074:20, 1074:22, 1075:1, 1075:3, 1075:13, 1075:15, 1076:5, 1076:6, 1076:15, 1076:17, 1076:18, 1076:21, 1077:14, 1077:22, 1077:23, 1078:1, 1078:2, 1078:4, 1078:14, 1078:17, 1078:20, 1079:7, 1080:1, 1080:9, 1080:10, 1080:16, 1080:24, 1081:1, 1081:2, 1081:5, 1081:11, 1082:5, 1082:9, 1082:23, 1083:2, 1083:16, 1083:20, 1083:22, 1083:24, 1084:1, 1084:5, 1084:7, 1084:8, 1084:11, 1084:20, 1084:21, 1085:2, 1085:5, 1085:10, 1085:12, 1085:13, 1085:19, 1086:3, 1086:5, 1086:8, 1086:9, 1086:10, 1086:11, 1086:12, 1086:15, 1086:18, 1086:20, 1086:23, 1087:3, 1087:4, 1087:5, 1087:6, 1087:8, 1087:10, 1087:11, 1087:12, 1087:14, 1087:20, 1087:21, 1087:23, 1088:4, 1088:8, 1088:9, 1088:12, 1088:13, 1088:14, 1088:16, 1089:3,</p>	<p>1089:7, 1089:23 <b>today</b> [4] - 862:7, 862:16, 911:5, 1031:8 <b>together</b> [6] - 867:16, 939:9, 1007:18, 1038:8, 1076:21, 1080:10 <b>told</b> [5] - 952:12, 956:22, 969:21, 997:24, 1064:7 <b>Tom</b> [2] - 946:17, 978:14 <b>tomorrow</b> [3] - 903:4, 903:6, 1031:8 <b>too</b> [8] - 959:1, 993:2, 999:18, 1005:22, 1006:23, 1017:9, 1058:11, 1086:4 <b>took</b> [18] - 874:21, 935:11, 935:14, 935:19, 953:8, 966:10, 975:20, 976:6, 978:17, 983:10, 986:2, 986:3, 993:4, 1028:22, 1029:12, 1056:14, 1067:3, 1071:2 <b>tool</b> [1] - 873:14 <b>tools</b> [2] - 905:14, 939:9 <b>top</b> [11] - 874:9, 878:21, 957:10, 994:2, 1030:12, 1040:10, 1043:22, 1058:3, 1069:9, 1070:23, 1071:1 <b>topic</b> [11] - 866:16, 867:1, 870:10, 873:20, 877:19, 883:20, 888:17, 888:24, 897:2, 897:7, 1066:8 <b>topics</b> [1] - 866:14 <b>total</b> [2] - 1012:8, 1028:16 <b>touch</b> [7] - 871:22, 959:5, 992:20, 1026:8, 1035:14, 1060:10, 1064:23 <b>touched</b> [1] - 1030:5 <b>touches</b> [1] - 934:7 <b>toward</b> [3] - 942:19, 942:20, 1018:16 <b>towards</b> [2] - 951:4, 980:1 <b>tower</b> [10] - 1041:14,</p>	<p>1041:19, 1041:21, 1041:24, 1042:4, 1042:14, 1043:16, 1043:18, 1043:19, 1044:4 <b>towers</b> [5] - 876:18, 1041:13, 1041:15, 1044:9, 1044:12 <b>town</b> [9] - 896:4, 917:15, 929:20, 976:16, 1047:20, 1047:23, 1048:11, 1049:4, 1053:8 <b>Town</b> [9] - 917:7, 917:23, 918:7, 1048:4, 1048:10, 1048:23, 1049:5, 1068:4, 1082:19 <b>town-hall</b> [1] - 929:20 <b>Towns</b> [1] - 988:6 <b>towns</b> [7] - 917:12, 1002:9, 1047:20, 1049:16, 1049:20, 1064:6, 1064:11 <b>Townsend</b> [8] - 965:18, 982:20, 997:15, 997:20, 1036:3, 1048:5, 1048:8, 1064:3 <b>track</b> [3] - 865:22, 925:15, 994:18 <b>tracking</b> [3] - 877:19, 995:16, 995:19 <b>traditional</b> [1] - 890:13 <b>Train</b> [1] - 879:9 <b>trained</b> [8] - 871:6, 871:16, 884:9, 1022:1, 1022:2, 1022:8, 1022:13, 1022:14 <b>Training</b> [3] - 870:14, 875:1, 1060:2 <b>training</b> [20] - 870:20, 884:20, 887:10, 903:16, 942:1, 942:4, 942:24, 943:2, 943:3, 943:8, 1037:18, 1060:2, 1060:5, 1073:11, 1073:12, 1073:14, 1074:16, 1074:24, 1075:2, 1075:22 <b>transcribe</b> [1] - 912:10 <b>transcript</b> [1] -</p>
---	---	--	---	--

<p>1090:7  <b>transformational</b> [1] - 1084:20  <b>transformative</b> [4] - 926:6, 944:8, 945:4, 945:18  <b>transformer</b> [6] - 1046:10, 1046:13, 1046:15, 1046:16, 1046:18, 1046:23  <b>transformers</b> [4] - 1040:20, 1046:8, 1046:21, 1046:24  <b>translate</b> [1] - 1013:24  <b>translating</b> [2] - 965:24, 968:8  <b>transmission</b> [38] - 949:20, 950:21, 952:1, 956:18, 957:1, 957:20, 957:21, 958:3, 959:14, 961:3, 963:2, 964:2, 964:15, 965:4, 978:24, 979:11, 979:12, 981:8, 989:10, 990:6, 991:2, 992:2, 1002:15, 1002:16, 1003:4, 1004:6, 1004:8, 1018:5, 1021:2, 1021:4, 1021:14, 1022:13, 1022:16, 1022:17, 1046:3, 1064:10, 1079:9, 1079:10  <b>Transmission</b> [2] - 1021:3, 1021:15  <b>transmit</b> [1] - 1009:11  <b>transparent</b> [4] - 1030:20, 1030:21, 1032:6, 1060:17  <b>Travel</b> [1] - 953:7  <b>treat</b> [3] - 1063:12, 1063:13, 1064:12  <b>treating</b> [2] - 896:10, 1063:16  <b>Tree</b> [6] - 899:22, 900:5, 900:6, 900:9, 901:23, 917:15  <b>tree</b> [30] - 900:5, 900:6, 901:7, 901:19, 901:22, 917:5, 917:9, 917:10, 917:14, 917:21, 918:2, 918:5, 953:20, 971:3, 972:13, 972:14,</p>	<p>1014:19, 1047:18, 1047:19, 1047:22, 1048:1, 1048:6, 1049:15, 1049:21, 1079:19, 1080:4, 1081:23, 1081:24, 1082:3, 1082:5  <b>tree-related</b> [1] - 1048:6  <b>Tree-trimming</b> [5] - 899:22, 900:5, 900:6, 900:9, 901:23  <b>tree-trimming</b> [13] - 900:5, 901:7, 901:22, 917:5, 917:9, 1047:18, 1047:19, 1047:22, 1048:1, 1081:23, 1081:24, 1082:3, 1082:5  <b>trees</b> [5] - 953:9, 953:21, 1079:20, 1080:1, 1082:11  <b>tremendous</b> [2] - 929:2, 934:4  <b>tried</b> [5] - 907:7, 918:18, 937:21, 945:5, 1029:9  <b>Trim</b> [1] - 899:24  <b>trim</b> [1] - 1049:4  <b>trimmed</b> [4] - 1047:21, 1048:2, 1048:11, 1048:20  <b>Trimming</b> [1] - 899:22  <b>trimming</b> [31] - 900:5, 900:6, 900:7, 900:9, 901:7, 901:22, 901:23, 917:5, 917:9, 1047:18, 1047:19, 1047:22, 1048:1, 1048:4, 1048:7, 1048:23, 1049:5, 1049:9, 1049:10, 1049:12, 1081:23, 1081:24, 1082:3, 1082:5, 1082:8, 1082:9, 1082:10, 1082:13, 1082:14, 1082:15  <b>tripped</b> [1] - 991:19  <b>trips</b> [1] - 1045:1  <b>trivial</b> [1] - 942:7  <b>trouble</b> [25] - 923:6, 948:18, 948:20, 949:12, 949:13, 958:9, 969:5, 969:8, 969:22, 974:13,</p>	<p>977:12, 986:5, 986:22, 987:1, 987:6, 1014:6, 1014:7, 1016:14, 1016:16, 1016:18, 1017:9, 1017:12, 1017:17, 1064:22, 1069:10  <b>trouble-spot</b> [1] - 969:5  <b>trouble-ticket</b> [1] - 986:5  <b>troubles</b> [6] - 948:14, 948:16, 949:6, 986:6, 990:4, 1049:11  <b>truck</b> [3] - 896:14, 988:9, 1069:11  <b>trucks</b> [12] - 881:12, 896:17, 984:11, 992:3, 996:8, 996:13, 999:12, 999:15, 999:19, 999:24, 1000:4, 1068:19  <b>true</b> [6] - 865:8, 1015:22, 1015:23, 1036:14, 1084:22, 1090:7  <b>truly</b> [1] - 1086:11  <b>trust</b> [7] - 1032:11, 1032:15, 1032:22, 1033:12, 1034:22, 1034:24, 1087:12  <b>try</b> [11] - 864:12, 872:12, 901:2, 937:19, 947:4, 969:1, 1007:9, 1016:13, 1058:6, 1060:4, 1076:21  <b>trying</b> [31] - 889:4, 896:17, 941:5, 948:5, 959:12, 961:15, 962:11, 966:21, 967:1, 967:8, 967:11, 967:12, 969:1, 981:18, 982:1, 982:15, 984:23, 985:3, 995:17, 997:7, 1001:18, 1009:6, 1021:18, 1028:13, 1033:22, 1048:18, 1048:19, 1055:18, 1065:8, 1084:7  <b>Tuesday</b> [8] - 965:16, 966:11, 966:14, 967:3, 967:8, 970:17, 982:16, 982:21  <b>turf</b> [1] - 922:13  <b>turn</b> [5] - 923:15,</p>	<p>962:19, 1062:8, 1078:17, 1086:3  <b>turned</b> [3] - 921:10, 985:7, 1016:9  <b>tweak</b> [1] - 1019:14  <b>tweaks</b> [1] - 906:3  <b>twice</b> [2] - 913:17, 913:21  <b>Twitter</b> [1] - 890:14  <b>two</b> [40] - 867:5, 870:13, 870:18, 880:1, 920:13, 935:19, 950:16, 953:2, 956:7, 957:12, 960:3, 975:11, 978:20, 1010:19, 1017:22, 1018:21, 1019:21, 1022:6, 1040:17, 1041:14, 1041:17, 1042:3, 1042:16, 1042:17, 1043:1, 1043:18, 1044:15, 1045:7, 1046:8, 1046:21, 1046:22, 1046:24, 1048:21, 1048:23, 1049:16, 1049:20, 1062:11, 1066:14, 1082:6  <b>Two</b> [1] - 1041:21  <b>two-day</b> [1] - 953:2  <b>two-phase</b> [1] - 1018:21  <b>type</b> [29] - 881:1, 885:10, 896:24, 899:7, 911:8, 918:19, 918:22, 919:9, 921:20, 926:16, 927:23, 937:11, 938:5, 939:7, 942:23, 948:15, 948:17, 955:18, 1001:7, 1001:24, 1002:1, 1016:1, 1019:1, 1039:15, 1060:5, 1060:13, 1070:23, 1074:21  <b>types</b> [6] - 926:12, 926:20, 927:9, 931:7, 1002:18, 1074:3  <b>typical</b> [9] - 867:14, 949:3, 949:4, 949:6, 949:7, 949:13, 958:9, 989:13, 989:14  <b>Typically</b> [1] - 865:20  <b>typically</b> [4] - 926:13, 958:14, 972:17, 1019:17</p>	<p style="text-align: center;"><b>U</b></p> <p><b>Uh</b> [2] - 983:18, 1022:22  <b>Uh-huh</b> [2] - 983:18, 1022:22  <b>ultimately</b> [2] - 907:5, 1027:1  <b>Ultimately</b> [1] - 908:11  <b>unable</b> [1] - 963:1  <b>uncommon</b> [1] - 1005:2  <b>Under</b> [2] - 1075:20, 1076:4  <b>under</b> [30] - 862:19, 863:12, 866:7, 866:14, 869:3, 870:18, 873:20, 880:2, 881:17, 883:15, 883:19, 891:11, 897:6, 900:1, 946:9, 1000:15, 1007:6, 1007:10, 1008:1, 1010:1, 1010:4, 1010:14, 1010:16, 1010:17, 1044:24, 1059:15, 1070:12, 1072:16, 1075:21, 1075:23  <b>underestimate</b> [1] - 1020:7  <b>underlying</b> [1] - 930:20  <b>Undersecretary</b> [1] - 993:5  <b>underspent</b> [1] - 900:21  <b>understand</b> [37] - 879:24, 881:15, 886:2, 886:6, 886:18, 887:2, 890:7, 890:9, 890:15, 895:23, 917:8, 931:14, 934:10, 935:14, 944:20, 945:20, 947:7, 949:19, 966:22, 971:15, 978:23, 979:23, 981:6, 1004:10, 1007:9, 1014:5, 1018:9, 1020:1, 1026:6, 1026:20, 1029:2, 1061:18, 1073:24, 1074:10, 1075:4, 1075:15, 1088:11  <b>understandable</b> [1] -</p>
--	---	---	--	---

<p>920:6  <b>understanding</b> [17] - 869:18, 870:5, 872:3, 893:14, 898:16, 901:12, 917:3, 917:18, 918:4, 918:24, 927:21, 1018:24, 1025:8, 1052:13, 1052:17, 1052:19, 1073:21  <b>understands</b> [2] - 944:14, 1074:8  <b>understood</b> [5] - 948:22, 949:8, 949:10, 953:1, 1060:15  <b>undertaken</b> [1] - 913:24  <b>underway</b> [3] - 870:22, 872:13, 920:2  <b>unfortunately</b> [1] - 999:6  <b>unit</b> [1] - 1055:9  <b>Unitil</b> [31] - 860:8, 861:9, 862:2, 865:20, 882:2, 892:18, 921:16, 921:23, 922:16, 923:5, 933:10, 940:2, 940:5, 940:12, 940:22, 972:21, 973:9, 990:18, 994:3, 996:16, 1001:11, 1004:11, 1005:8, 1007:18, 1012:11, 1016:12, 1030:10, 1047:3, 1083:10, 1083:13, 1083:19  <b>Unitil's</b> [5] - 878:6, 890:11, 893:6, 895:18, 1008:1  <b>unless</b> [3] - 906:3, 910:16, 1063:17  <b>unlikely</b> [1] - 958:19  <b>unpaid</b> [1] - 1083:3  <b>unprepared</b> [2] - 934:18, 936:14  <b>Unquestionably</b> [1] - 914:7  <b>unquote</b> [1] - 941:16  <b>unreasonable</b> [1] - 885:18  <b>unsure</b> [2] - 954:2, 954:4  <b>until</b> [22] - 878:17, 879:1, 887:19, 888:5, 919:12, 920:13,</p>	<p>931:6, 959:19, 964:18, 966:5, 967:7, 970:16, 978:12, 979:22, 980:21, 984:8, 996:2, 1000:5, 1004:10, 1051:10, 1077:4, 1088:12  <b>up</b> [97] - 868:3, 868:11, 871:9, 873:3, 874:14, 876:16, 880:14, 881:9, 881:16, 883:7, 887:12, 891:9, 899:14, 902:1, 905:18, 905:24, 915:3, 918:6, 921:11, 922:10, 926:3, 927:18, 940:4, 940:19, 940:22, 941:4, 944:18, 948:21, 950:14, 953:18, 964:19, 966:7, 966:8, 967:9, 967:12, 968:2, 968:8, 969:12, 969:24, 970:10, 970:18, 970:24, 972:1, 972:7, 972:16, 972:24, 973:22, 974:7, 977:24, 980:4, 983:14, 984:22, 984:23, 984:24, 985:9, 986:1, 987:23, 989:7, 989:23, 991:2, 991:3, 992:15, 992:23, 1002:22, 1005:4, 1010:3, 1011:15, 1012:5, 1012:8, 1012:18, 1019:10, 1020:22, 1021:20, 1025:17, 1027:9, 1030:2, 1031:11, 1033:22, 1036:24, 1046:19, 1051:21, 1054:14, 1056:12, 1057:7, 1057:8, 1058:9, 1063:2, 1064:10, 1065:10, 1069:17, 1070:9, 1076:16, 1080:16, 1085:2, 1085:12  <b>Up</b> [2] - 996:2, 1004:10  <b>update</b> [4] - 973:1, 1038:9, 1038:14, 1039:1  <b>updated</b> [4] - 997:2,</p>	<p>1061:11, 1089:15  <b>updates</b> [1] - 897:23  <b>updating</b> [1] - 1053:8  <b>Upon</b> [1] - 998:18  <b>upon</b> [6] - 871:15, 950:1, 952:9, 1008:7, 1009:17, 1071:3  <b>upper</b> [1] - 1073:16  <b>urban</b> [1] - 930:22  <b>urging</b> [1] - 875:22  <b>us</b> [37] - 862:1, 862:9, 886:9, 887:2, 892:14, 896:2, 897:7, 899:23, 901:23, 947:4, 950:5, 971:9, 973:2, 1000:17, 1012:14, 1016:6, 1022:23, 1025:4, 1025:18, 1025:19, 1031:23, 1032:18, 1033:1, 1035:11, 1035:14, 1038:6, 1039:18, 1058:3, 1059:4, 1078:23, 1082:2, 1083:23, 1085:17, 1087:1, 1087:2, 1087:11, 1089:15  <b>us-versus-you</b> [1] - 901:23  <b>usage</b> [1] - 1083:4  <b>use</b> [21] - 864:15, 866:21, 872:5, 873:13, 873:23, 875:13, 880:17, 895:24, 905:6, 964:5, 969:1, 976:16, 988:22, 991:13, 992:11, 1009:6, 1012:19, 1042:3, 1045:19, 1050:1, 1050:14  <b>used</b> [17] - 868:24, 896:9, 916:11, 922:12, 938:17, 960:17, 960:19, 961:8, 1004:18, 1011:4, 1018:5, 1019:16, 1024:22, 1050:18, 1071:15, 1076:24, 1078:19  <b>using</b> [11] - 871:6, 872:11, 893:23, 935:8, 960:24, 974:9, 974:22, 986:5, 986:7, 986:9, 989:5  <b>usually</b> [6] - 950:23, 951:3, 1018:19,</p>	<p>1071:19, 1072:16, 1077:14  <b>utilities</b> [11] - 880:24, 881:2, 905:23, 920:20, 921:15, 921:20, 992:18, 999:4, 1050:12, 1053:3, 1088:2  <b>UTILITIES</b> [1] - 859:3  <b>Utilities</b> [1] - 859:7  <b>utility</b> [4] - 880:11, 889:7, 992:3, 1000:18  <b>utility's</b> [1] - 916:19  <b>utilize</b> [2] - 873:3, 992:15</p> <p style="text-align: center;"><b>V</b></p> <p><b>valid</b> [1] - 936:3  <b>valuable</b> [2] - 953:17, 1054:21  <b>value</b> [7] - 869:14, 925:4, 936:5, 936:6, 1051:17, 1051:19  <b>varied</b> [2] - 1018:6, 1018:15  <b>variety</b> [1] - 960:6  <b>various</b> [6] - 901:6, 901:14, 910:1, 923:20, 1047:20, 1058:4  <b>vast</b> [2] - 891:2, 1017:10  <b>veered</b> [1] - 945:3  <b>vehicles</b> [1] - 998:22  <b>vendor</b> [3] - 878:5, 887:22, 941:5  <b>vendors</b> [5] - 880:11, 880:12, 881:7, 888:7, 941:4  <b>verified</b> [1] - 1063:18  <b>Verizon</b> [12] - 1022:20, 1023:4, 1023:6, 1023:11, 1024:4, 1024:7, 1024:17, 1024:20, 1024:24, 1025:16, 1026:7  <b>version</b> [1] - 863:6  <b>versus</b> [9] - 901:23, 932:9, 1018:16, 1020:8, 1022:2, 1022:13, 1052:4, 1070:3, 1070:12  <b>Versus</b> [1] - 1020:17  <b>vertical</b> [1] - 866:5  <b>Very</b> [1] - 955:7</p>	<p><b>very</b> [43] - 872:6, 876:6, 880:9, 883:23, 913:12, 913:13, 913:14, 916:22, 917:15, 917:22, 919:23, 920:19, 932:3, 954:4, 954:7, 954:23, 959:20, 969:23, 976:13, 999:1, 1005:19, 1009:20, 1012:12, 1026:16, 1030:12, 1031:1, 1034:24, 1035:3, 1040:13, 1044:5, 1051:19, 1052:8, 1060:6, 1060:24, 1062:20, 1070:23, 1078:1, 1080:23, 1082:9, 1082:13, 1085:14, 1085:19, 1087:17  <b>via</b> [1] - 1009:11  <b>vicinity</b> [2] - 953:15, 1068:8  <b>view</b> [4] - 909:3, 926:21, 1017:16, 1078:3  <b>views</b> [1] - 945:1  <b>vii</b> [1] - 897:14  <b>vision</b> [1] - 1031:1  <b>visit</b> [1] - 868:18  <b>visited</b> [1] - 993:6  <b>visual</b> [1] - 952:18  <b>vocabulary</b> [1] - 960:23  <b>voltage</b> [1] - 982:11  <b>volume</b> [2] - 884:8, 885:3  <b>VOLUME</b> [1] - 859:1  <b>vulnerability</b> [2] - 991:17, 992:1</p> <p style="text-align: center;"><b>W</b></p> <p><b>W</b> [1] - 862:6  <b>Wait</b> [2] - 872:10, 922:14  <b>wait</b> [14] - 872:10, 880:16, 894:14, 919:10, 919:12, 923:1, 927:24, 931:6, 964:18, 1049:6, 1051:2, 1051:10, 1056:20, 1077:3  <b>waiting</b> [2] - 921:7, 972:5  <b>wake</b> [1] - 905:24</p>
--	---	--	---	---

<p><b>wake-up</b> [1] - 905:24  <b>walk</b> [1] - 868:7  <b>walked</b> [1] - 993:12  <b>walking</b> [1] - 947:5  <b>wall</b> [5] - 986:13,  986:14, 986:16,  986:17, 986:18  <b>walls</b> [1] - 869:1  <b>wander</b> [1] - 940:11  <b>want</b> [72] - 868:1,  868:3, 868:5, 868:7,  868:10, 868:12,  868:16, 870:17,  872:22, 884:19,  885:15, 885:16,  885:17, 887:14,  889:10, 889:11,  889:12, 890:2, 894:1,  900:18, 903:9,  903:18, 903:20,  903:22, 909:10,  909:15, 909:17,  909:19, 909:21,  912:13, 919:2,  919:10, 919:12,  920:1, 922:13,  924:22, 925:11,  926:4, 927:24, 930:6,  935:15, 940:11,  941:14, 947:7,  952:13, 959:16,  963:14, 963:21,  970:14, 989:7,  997:23, 1003:21,  1007:9, 1008:20,  1019:5, 1021:23,  1024:24, 1025:20,  1027:9, 1029:18,  1030:22, 1031:2,  1031:3, 1032:21,  1033:8, 1036:11,  1037:12, 1037:19,  1060:16, 1072:14,  1078:17, 1088:8  <b>wanted</b> [11] - 879:6,  912:10, 963:12,  1002:22, 1003:13,  1005:15, 1020:19,  1041:6, 1060:14,  1066:2, 1066:5  <b>wants</b> [1] - 1076:5  <b>warden</b> [4] - 917:14,  917:21, 918:2, 918:5  <b>wardens</b> [3] -  901:19, 917:10,  917:15  <b>was</b> [367] - 864:22,  867:3, 868:20,</p>	<p>869:24, 871:11,  876:16, 882:24,  888:3, 898:17,  898:22, 902:19,  903:6, 906:4, 906:20,  911:13, 911:24,  912:14, 913:2,  913:19, 913:20,  914:1, 914:4, 916:9,  919:12, 920:2, 920:3,  922:1, 924:14,  925:24, 928:7, 928:8,  928:18, 928:19,  928:21, 929:5,  929:24, 930:15,  930:16, 931:14,  933:9, 933:20,  934:18, 934:22,  935:3, 935:6, 935:10,  935:18, 936:11,  936:13, 936:24,  937:18, 938:11,  938:12, 938:16,  938:23, 939:5, 939:8,  939:22, 940:6,  940:15, 940:16,  945:5, 945:18, 947:8,  948:13, 948:15,  949:2, 949:8, 949:10,  950:2, 950:7, 950:13,  951:7, 952:7, 953:1,  953:23, 954:3, 954:7,  954:20, 955:4, 955:5,  955:12, 955:21,  956:1, 956:4, 956:6,  956:9, 957:11,  957:12, 957:19,  957:20, 957:21,  958:3, 958:7, 958:15,  958:16, 958:19,  958:20, 958:23,  959:6, 959:10,  959:18, 959:19,  960:23, 961:7,  961:18, 962:3,  962:16, 963:8, 963:9,  964:9, 964:16,  964:20, 964:21,  965:1, 965:2, 965:13,  965:15, 965:17,  966:3, 966:5, 966:11,  966:19, 966:21,  967:5, 967:15,  968:18, 969:10,  970:9, 970:11,  971:11, 971:16,  972:13, 972:19,  973:24, 974:7,</p>	<p>974:16, 974:23,  974:24, 975:5,  975:16, 976:1, 976:3,  976:16, 977:1, 977:2,  977:13, 978:14,  978:15, 978:20,  979:4, 979:15, 980:2,  980:15, 980:19,  980:20, 981:18,  981:19, 981:24,  982:15, 982:22,  983:2, 983:5, 983:8,  984:4, 984:9, 984:17,  985:7, 986:12,  986:13, 986:14,  986:16, 986:20,  987:5, 987:19,  987:22, 988:4,  988:11, 988:14,  989:8, 989:23, 990:6,  990:9, 990:13,  990:19, 990:20,  991:3, 991:12,  991:15, 991:22,  991:24, 992:4,  992:12, 992:16,  992:17, 993:3, 993:6,  993:7, 993:10,  993:13, 993:15,  993:16, 993:18,  994:6, 994:10,  994:13, 994:18,  994:19, 995:15,  995:18, 996:3,  996:16, 996:23,  997:1, 997:2, 997:8,  997:15, 997:22,  998:3, 998:8, 999:1,  999:18, 999:23,  1001:16, 1001:19,  1001:20, 1001:21,  1001:24, 1002:1,  1002:2, 1002:8,  1002:15, 1003:8,  1003:16, 1004:1,  1004:3, 1004:18,  1005:14, 1005:18,  1005:20, 1005:23,  1006:15, 1007:18,  1007:21, 1008:8,  1008:15, 1008:17,  1008:18, 1009:1,  1009:5, 1009:8,  1009:17, 1010:3,  1010:6, 1010:10,  1010:14, 1010:17,  1010:22, 1011:1,  1011:4, 1011:9,</p>	<p>1012:1, 1012:13,  1012:24, 1013:3,  1013:13, 1013:23,  1014:7, 1014:14,  1015:7, 1015:13,  1015:19, 1017:14,  1017:19, 1018:5,  1020:3, 1023:5,  1023:10, 1023:14,  1023:20, 1024:15,  1028:1, 1028:9,  1028:17, 1028:18,  1038:23, 1041:5,  1041:7, 1048:1,  1048:15, 1049:14,  1049:15, 1049:16,  1049:19, 1053:12,  1053:22, 1055:6,  1056:19, 1057:5,  1058:6, 1058:11,  1058:18, 1058:23,  1059:7, 1059:19,  1059:24, 1060:2,  1060:3, 1060:5,  1061:4, 1061:6,  1061:16, 1062:13,  1062:15, 1062:21,  1063:1, 1063:9,  1063:15, 1066:6,  1066:12, 1067:10,  1067:11, 1067:13,  1067:16, 1067:18,  1067:23, 1068:6,  1068:8, 1068:10,  1068:11, 1068:24,  1069:1, 1069:3,  1070:17, 1070:21,  1071:1, 1071:11,  1072:11, 1076:6,  1080:7, 1082:3,  1082:5, 1083:2,  1083:4, 1084:15,  1084:17, 1085:4,  1086:22, 1087:1  <b>Was</b> [14] - 895:10,  951:11, 975:7,  975:20, 979:8,  987:18, 994:14,  1007:14, 1023:1,  1026:2, 1027:24,  1057:10, 1059:3  <b>wasn't</b> [30] - 892:17,  906:16, 906:18,  927:14, 927:17,  934:11, 938:2,  938:17, 939:1,  945:18, 948:22,  951:16, 951:23,</p>	<p>958:13, 966:4,  969:18, 971:21,  976:19, 979:21,  988:2, 1005:23,  1008:14, 1009:13,  1014:13, 1058:17,  1059:2, 1065:22,  1065:23, 1068:11,  1071:10  <b>water</b> [1] - 877:13  <b>way</b> [50] - 864:16,  871:9, 883:22, 889:4,  889:14, 889:19,  896:13, 900:24,  903:23, 915:4, 921:2,  929:8, 931:18,  933:19, 947:22,  947:23, 947:24,  948:2, 949:4, 953:6,  953:10, 953:11,  955:19, 958:14,  972:14, 972:15,  974:16, 982:3, 984:7,  988:4, 1004:13,  1005:18, 1007:17,  1012:11, 1012:12,  1012:23, 1013:1,  1016:19, 1029:20,  1030:13, 1031:22,  1036:9, 1039:22,  1050:5, 1050:7,  1054:16, 1062:22,  1073:16, 1080:15,  1084:22  <b>ways</b> [2] - 873:12,  896:24  <b>We</b> [104] - 863:5,  866:5, 899:13, 900:6,  903:11, 911:20,  914:8, 914:9, 915:15,  926:3, 953:4, 953:23,  954:4, 954:24, 955:1,  955:2, 962:21, 965:2,  965:4, 967:10,  967:12, 969:9, 971:8,  972:7, 972:10,  972:12, 972:14,  972:17, 973:17,  984:10, 984:16,  985:3, 987:5, 990:3,  992:14, 993:9,  994:12, 996:15,  1002:2, 1003:8,  1003:13, 1003:24,  1004:7, 1004:8,  1004:19, 1007:24,  1012:15, 1012:18,  1012:21, 1016:3,</p>
--	--	---	--	--

<p>1016:15, 1017:23, 1022:19, 1023:2, 1023:3, 1023:21, 1023:24, 1025:23, 1026:16, 1029:18, 1032:12, 1032:19, 1032:20, 1034:8, 1035:7, 1035:8, 1035:10, 1035:20, 1036:4, 1036:18, 1037:6, 1037:7, 1037:24, 1038:1, 1038:21, 1039:7, 1039:17, 1042:14, 1044:24, 1046:14, 1046:24, 1047:9, 1047:18, 1048:9, 1048:13, 1049:3, 1049:18, 1050:23, 1057:19, 1063:19, 1064:9, 1064:17, 1071:1, 1071:2, 1076:21, 1079:7, 1079:9, 1083:15, 1088:2, 1089:11, 1089:12</p> <p><b>we</b> [405] - 863:5, 865:9, 867:21, 867:24, 868:1, 868:8, 868:9, 868:16, 871:5, 872:8, 877:5, 877:6, 884:2, 885:22, 886:23, 887:1, 887:3, 889:11, 894:7, 895:11, 896:12, 896:13, 900:8, 901:24, 904:3, 904:24, 906:8, 910:6, 910:13, 911:10, 911:16, 911:17, 911:19, 912:6, 913:2, 914:24, 918:16, 920:17, 920:19, 921:11, 923:17, 924:23, 925:11, 925:19, 925:20, 929:21, 936:1, 936:2, 939:12, 942:6, 943:23, 945:15, 945:23, 946:1, 946:9, 947:6, 947:7, 947:17, 947:18, 947:19, 948:2, 948:4, 948:5, 948:8, 948:11, 948:13, 948:21, 948:22, 948:23, 949:10, 950:4, 950:8, 951:21, 952:13,</p>	<p>953:16, 953:20, 954:10, 954:23, 955:9, 956:2, 956:10, 957:10, 958:5, 958:8, 958:12, 958:21, 959:9, 959:14, 960:10, 960:12, 960:13, 961:1, 961:4, 961:5, 962:1, 962:3, 962:4, 962:10, 963:5, 964:7, 964:23, 965:10, 965:24, 966:6, 967:8, 967:9, 967:10, 967:11, 968:1, 968:24, 969:11, 969:13, 969:16, 970:5, 970:21, 971:6, 971:7, 972:5, 972:9, 973:7, 973:18, 974:15, 974:16, 974:17, 974:18, 974:19, 974:21, 974:22, 974:24, 975:1, 975:14, 975:23, 975:24, 976:2, 976:6, 977:7, 977:16, 978:2, 978:7, 978:10, 978:15, 978:17, 978:21, 979:5, 979:18, 979:20, 980:4, 980:6, 981:13, 981:15, 981:17, 981:20, 981:21, 982:1, 984:6, 984:8, 984:18, 985:20, 986:2, 987:8, 987:9, 988:4, 988:7, 988:8, 989:5, 989:10, 989:18, 989:19, 991:7, 991:13, 991:16, 991:24, 992:4, 992:9, 992:10, 992:15, 993:10, 993:12, 993:17, 994:13, 995:7, 995:11, 995:12, 995:17, 995:20, 996:5, 996:13, 997:2, 997:7, 997:10, 997:24, 998:5, 999:2, 999:14, 999:23, 1001:8, 1002:4, 1002:6, 1002:7, 1002:9, 1002:13, 1002:14, 1002:16, 1002:22, 1003:1, 1003:7, 1005:12,</p>	<p>1006:23, 1008:6, 1008:8, 1008:16, 1009:5, 1009:6, 1009:12, 1009:18, 1010:11, 1010:20, 1012:13, 1012:19, 1013:6, 1013:19, 1015:7, 1015:9, 1015:11, 1015:12, 1015:16, 1015:19, 1016:4, 1017:1, 1017:4, 1017:5, 1017:6, 1017:12, 1017:13, 1017:24, 1018:1, 1020:19, 1020:21, 1020:22, 1020:23, 1023:13, 1023:15, 1023:17, 1023:19, 1023:20, 1024:2, 1024:3, 1025:20, 1025:23, 1026:18, 1029:7, 1029:19, 1031:1, 1031:2, 1031:7, 1031:9, 1032:2, 1032:15, 1032:16, 1032:21, 1032:22, 1032:24, 1033:6, 1033:7, 1033:8, 1033:9, 1033:12, 1034:5, 1034:16, 1035:7, 1035:15, 1035:21, 1036:10, 1036:12, 1037:11, 1037:15, 1037:19, 1038:19, 1039:13, 1040:10, 1042:5, 1044:17, 1044:18, 1045:1, 1045:12, 1045:19, 1045:20, 1046:17, 1046:19, 1046:20, 1046:21, 1047:12, 1048:13, 1048:20, 1048:22, 1048:24, 1049:1, 1049:3, 1049:10, 1049:11, 1050:11, 1051:3, 1051:5, 1051:11, 1052:1, 1053:1, 1053:10, 1053:23, 1053:24, 1054:23, 1055:3, 1056:20, 1057:3, 1057:8, 1059:1, 1060:11, 1060:16, 1062:22, 1062:23, 1063:1, 1063:2, 1063:3, 1063:5,</p>	<p>1063:9, 1063:10, 1063:21, 1063:22, 1063:24, 1064:8, 1064:9, 1068:8, 1068:9, 1069:8, 1069:9, 1069:10, 1069:16, 1069:17, 1069:18, 1069:19, 1070:3, 1070:8, 1071:2, 1071:9, 1071:10, 1071:13, 1072:8, 1072:14, 1074:2, 1074:3, 1074:14, 1074:18, 1074:22, 1076:14, 1076:17, 1078:14, 1080:12, 1081:14, 1082:12, 1082:15, 1084:1, 1084:2, 1084:8, 1084:14, 1084:16, 1085:13, 1085:16, 1085:24, 1086:2, 1087:7, 1087:11, 1087:21, 1089:23, 1090:2</p> <p><b>we'd</b> [3] - 878:13, 908:1, 975:2</p> <p><b>we'll</b> [8] - 964:5, 1006:23, 1006:24, 1034:11, 1046:7, 1049:6, 1050:14, 1052:1</p> <p><b>We'll</b> [4] - 864:14, 1037:13, 1039:1, 1078:8</p> <p><b>We're</b> [12] - 862:16, 912:5, 915:21, 946:6, 957:15, 975:2, 986:9, 1006:20, 1007:3, 1007:4, 1048:4, 1051:1</p> <p><b>we're</b> [43] - 864:5, 872:11, 878:16, 884:22, 885:21, 899:15, 899:18, 903:11, 911:3, 911:9, 962:19, 963:13, 963:14, 963:21, 988:3, 1029:14, 1029:21, 1030:23, 1031:4, 1031:8, 1032:2, 1033:3, 1033:23, 1035:18, 1036:18, 1046:16, 1048:7, 1050:6, 1051:4, 1051:10, 1052:7, 1053:7, 1054:15, 1056:2,</p>	<p>1056:21, 1056:24, 1077:16, 1085:20, 1086:9, 1086:11, 1087:5, 1087:8</p> <p><b>We've</b> [12] - 883:14, 904:2, 908:1, 921:9, 953:20, 1036:16, 1048:3, 1048:5, 1060:19, 1073:23, 1073:24, 1088:4</p> <p><b>we've</b> [24] - 869:15, 886:4, 886:14, 887:4, 898:7, 949:17, 1004:4, 1029:23, 1031:4, 1031:7, 1043:10, 1047:10, 1047:11, 1051:8, 1066:18, 1070:22, 1074:12, 1074:14, 1084:11, 1084:18, 1085:14, 1085:15, 1088:5, 1088:11</p> <p><b>weaknesses</b> [1] - 993:16</p> <p><b>weather</b> [6] - 887:1, 1010:10, 1015:6, 1015:21, 1015:24, 1020:23</p> <p><b>Web</b> [3] - 890:21, 1034:2, 1072:24</p> <p><b>Wednesday</b> [2] - 989:19, 1064:21</p> <p><b>Wednesday- Thursday</b> [1] - 989:19</p> <p><b>week</b> [24] - 903:5, 937:10, 939:24, 975:21, 975:24, 978:12, 978:13, 979:22, 981:19, 984:18, 999:2, 1028:11, 1029:9, 1036:4, 1038:9, 1064:16, 1067:21, 1071:13, 1083:24, 1084:1, 1084:10, 1086:24, 1087:19</p> <p><b>weekend</b> [2] - 965:19, 981:20</p> <p><b>weeks</b> [2] - 935:19, 1082:15</p> <p><b>weighed</b> [1] - 901:14</p> <p><b>weight</b> [2] - 930:14, 931:17</p> <p><b>well</b> [50] - 862:10, 870:2, 879:10, 884:9, 885:9, 886:24, 887:20, 899:17, 902:1, 904:17, 909:1,</p>
--	--	---	--	--

<p>909:24, 912:4, 913:9, 915:5, 917:2, 919:7, 929:17, 940:16, 944:24, 955:5, 957:24, 971:13, 990:20, 995:9, 1002:9, 1004:9, 1014:20, 1020:24, 1021:15, 1026:15, 1028:19, 1030:16, 1031:9, 1036:6, 1052:4, 1053:6, 1058:15, 1060:13, 1061:20, 1063:21, 1069:15, 1070:14, 1075:2, 1080:3, 1081:6, 1087:13, 1088:15</p> <p><b>Well</b> <sup>[11]</sup> - 876:16, 888:4, 925:24, 958:15, 978:2, 979:12, 1008:2, 1008:13, 1022:15, 1050:22</p> <p><b>went</b> <sup>[19]</sup> - 864:1, 902:20, 919:13, 937:19, 978:5, 980:24, 983:16, 993:22, 993:23, 1004:8, 1007:22, 1012:2, 1015:19, 1015:20, 1022:24, 1023:24, 1056:13, 1063:2, 1084:8</p> <p><b>Were</b> <sup>[2]</sup> - 916:16, 990:18</p> <p><b>were</b> <sup>[282]</sup> - 864:17, 872:1, 877:1, 881:20, 882:3, 895:16, 896:16, 896:17, 903:10, 906:15, 909:1, 909:3, 909:6, 909:7, 910:14, 914:4, 915:6, 918:12, 918:21, 919:7, 919:21, 919:24, 920:4, 924:15, 929:21, 931:11, 938:20, 940:4, 940:8, 940:9, 940:13, 944:8, 947:6, 947:22, 947:24, 948:2, 948:4, 948:5, 949:18, 949:20, 950:19, 951:17, 952:9, 952:10, 952:11, 952:12, 952:15, 952:19, 953:19,</p>	<p>954:23, 954:24, 955:1, 955:2, 955:6, 956:3, 956:12, 957:10, 957:23, 958:2, 958:8, 958:12, 959:4, 959:9, 959:15, 960:1, 960:24, 961:1, 961:13, 961:15, 961:21, 962:8, 962:20, 963:1, 963:5, 965:23, 966:16, 966:17, 966:20, 967:8, 967:10, 967:11, 967:12, 968:2, 968:4, 968:12, 968:14, 968:24, 969:11, 969:12, 969:23, 970:3, 970:18, 970:20, 971:2, 971:8, 971:24, 972:6, 972:7, 974:8, 974:16, 974:18, 974:19, 974:20, 974:21, 975:12, 975:18, 976:10, 976:11, 976:13, 977:9, 977:19, 977:23, 978:2, 979:8, 979:13, 979:17, 979:18, 980:11, 981:13, 981:15, 981:17, 981:20, 982:1, 982:15, 983:9, 983:24, 984:2, 984:13, 984:20, 984:22, 984:24, 985:3, 985:20, 986:17, 986:18, 987:7, 987:9, 989:5, 989:11, 989:15, 989:19, 990:6, 990:7, 990:21, 991:2, 992:6, 992:9, 992:14, 992:21, 992:22, 993:10, 993:16, 993:17, 993:19, 994:8, 995:7, 995:11, 995:13, 995:17, 996:7, 996:13, 996:15, 996:19, 997:7, 997:8, 997:9, 997:11, 997:12, 997:19, 997:20, 997:24, 998:11, 998:13, 998:16, 999:11, 999:12, 999:14, 999:16, 999:19, 1000:14,</p>	<p>1000:16, 1000:19, 1001:8, 1002:21, 1003:7, 1003:14, 1003:19, 1006:4, 1006:6, 1006:7, 1007:19, 1007:24, 1008:3, 1009:13, 1009:18, 1010:12, 1011:2, 1011:5, 1011:11, 1011:13, 1012:1, 1012:17, 1013:12, 1014:12, 1014:23, 1015:11, 1016:5, 1016:7, 1016:15, 1017:2, 1017:4, 1017:6, 1017:15, 1018:11, 1020:5, 1020:21, 1023:13, 1023:15, 1025:16, 1029:11, 1039:20, 1053:5, 1053:12, 1053:13, 1053:23, 1054:13, 1054:23, 1055:7, 1055:22, 1055:23, 1055:24, 1056:19, 1056:20, 1057:2, 1057:3, 1058:10, 1058:15, 1058:19, 1059:21, 1062:23, 1063:15, 1063:16, 1063:17, 1063:24, 1064:5, 1064:6, 1065:8, 1065:14, 1066:1, 1066:4, 1066:24, 1067:2, 1067:4, 1067:6, 1067:9, 1067:16, 1068:1, 1068:2, 1069:10, 1080:1, 1083:12, 1083:24, 1084:14, 1084:15, 1085:3, 1090:6</p> <p><b>weren't</b> <sup>[9]</sup> - 877:2, 948:24, 996:14, 998:1, 999:16, 1009:21, 1017:16, 1053:4, 1065:18</p> <p><b>West</b> <sup>[3]</sup> - 860:8, 997:15, 997:20</p> <p><b>what</b> <sup>[249]</sup> - 863:19, 864:10, 864:13, 864:17, 865:4, 867:2, 869:10, 871:24, 874:5, 874:10, 874:17, 875:12, 876:6, 877:9, 877:15, 878:13, 878:23,</p>	<p>879:22, 883:17, 884:15, 885:8, 885:21, 886:1, 886:9, 888:23, 889:1, 889:5, 889:11, 889:20, 890:8, 890:10, 892:1, 892:11, 892:12, 893:8, 893:9, 893:15, 893:17, 893:18, 893:19, 894:6, 895:19, 897:8, 897:15, 897:21, 898:9, 898:22, 899:2, 899:6, 899:23, 900:3, 900:17, 901:3, 901:4, 904:5, 905:4, 906:6, 907:7, 908:5, 909:15, 909:17, 910:9, 911:18, 912:6, 912:12, 912:13, 916:18, 916:19, 917:8, 917:18, 918:6, 918:21, 919:5, 919:14, 919:16, 920:23, 921:4, 921:6, 922:17, 924:7, 924:9, 924:21, 924:22, 925:11, 925:19, 927:4, 929:10, 930:5, 930:9, 931:17, 934:22, 936:13, 938:4, 940:17, 941:6, 944:12, 944:15, 944:20, 944:22, 945:1, 945:5, 945:13, 945:20, 945:21, 947:7, 947:8, 948:17, 949:22, 950:8, 951:7, 953:16, 954:20, 955:11, 956:19, 957:7, 958:2, 959:6, 960:4, 961:19, 961:22, 961:23, 962:5, 962:7, 962:8, 964:12, 965:13, 965:21, 966:8, 966:17, 967:10, 967:11, 969:2, 972:23, 973:24, 974:8, 974:15, 975:19, 976:2, 976:4, 979:5, 980:11, 981:12, 981:15, 982:24, 983:5, 986:13, 986:19, 986:20, 986:22, 987:2, 987:15, 989:15, 990:7,</p>	<p>990:21, 991:4, 991:7, 991:8, 991:13, 992:19, 992:21, 992:22, 993:14, 993:16, 993:19, 995:2, 995:13, 996:18, 997:1, 997:9, 998:5, 999:1, 1001:7, 1001:14, 1001:16, 1001:24, 1002:1, 1004:3, 1010:9, 1012:17, 1013:2, 1013:6, 1013:8, 1013:14, 1013:23, 1015:12, 1018:7, 1019:4, 1019:7, 1019:15, 1020:1, 1020:8, 1020:12, 1022:23, 1023:4, 1023:17, 1024:9, 1024:11, 1024:24, 1025:5, 1025:16, 1025:19, 1026:20, 1028:24, 1029:11, 1030:23, 1031:7, 1031:16, 1032:2, 1032:16, 1032:17, 1033:7, 1036:22, 1037:4, 1039:14, 1042:8, 1048:18, 1048:19, 1050:3, 1054:2, 1056:16, 1058:19, 1058:20, 1058:23, 1065:20, 1071:17, 1072:10, 1072:19, 1073:6, 1073:9, 1075:2, 1075:3, 1075:15, 1075:18, 1077:22, 1079:18, 1080:18, 1085:11, 1085:17, 1085:18, 1086:22, 1087:13</p> <p><b>What</b> <sup>[37]</sup> - 864:15, 867:7, 867:9, 868:14, 880:23, 881:1, 885:14, 895:11, 895:16, 895:18, 904:24, 909:13, 911:9, 911:10, 911:13, 914:11, 917:22, 921:1, 928:14, 938:18, 942:8, 944:11, 954:5, 969:11, 983:7, 987:2, 993:17, 997:7, 1035:12, 1053:17, 1054:1, 1061:2,</p>
--	--	--	--	--

<p>1067:23, 1068:24, 1073:13, 1079:22</p> <p><b>what's</b> <sup>[11]</sup> - 867:13, 874:11, 894:1, 894:6, 901:1, 908:12, 925:6, 925:7, 967:24, 1034:23, 1088:14</p> <p><b>What's</b> <sup>[7]</sup> - 868:15, 868:16, 874:15, 892:1, 905:1, 937:14, 987:4</p> <p><b>whatever</b> <sup>[11]</sup> - 875:20, 887:17, 906:20, 919:3, 976:16, 976:24, 1021:13, 1027:12, 1042:20, 1049:7, 1055:14</p> <p><b>When</b> <sup>[26]</sup> - 885:12, 905:3, 917:20, 945:3, 945:17, 950:14, 955:22, 956:16, 962:14, 963:13, 963:17, 966:15, 979:8, 981:13, 983:24, 984:20, 997:18, 1000:2, 1025:7, 1029:1, 1042:2, 1042:5, 1054:7, 1063:14, 1066:5, 1069:23</p> <p><b>when</b> <sup>[82]</sup> - 865:20, 868:9, 868:11, 871:15, 872:1, 873:10, 875:6, 881:13, 883:1, 885:10, 889:21, 893:14, 894:3, 895:2, 898:16, 899:2, 902:16, 902:22, 904:7, 910:23, 913:19, 922:1, 928:8, 928:18, 934:7, 939:21, 940:12, 945:6, 948:23, 949:16, 950:10, 950:18, 952:23, 956:2, 956:15, 959:20, 961:1, 964:20, 967:21, 968:20, 973:13, 974:9, 977:5, 977:19, 978:21, 981:15, 984:23, 987:8, 987:22, 989:2, 989:9, 989:11, 995:18, 995:21, 998:23, 998:24, 999:12,</p>	<p>999:21, 1000:7, 1001:4, 1001:7, 1002:4, 1003:22, 1005:3, 1006:23, 1029:3, 1038:18, 1039:20, 1043:21, 1053:24, 1054:2, 1055:8, 1056:4, 1062:2, 1062:13, 1062:21, 1064:20, 1067:7, 1067:13, 1070:8, 1084:1</p> <p><b>When's</b> <sup>[1]</sup> - 890:4</p> <p><b>Whenever</b> <sup>[1]</sup> - 1068:6</p> <p><b>Where</b> <sup>[7]</sup> - 868:5, 875:6, 877:20, 886:11, 905:10, 953:22, 1026:9</p> <p><b>where</b> <sup>[89]</sup> - 865:11, 868:1, 868:2, 868:16, 870:17, 871:19, 873:24, 877:12, 880:3, 880:19, 889:1, 890:3, 892:7, 895:6, 896:17, 897:9, 902:23, 905:5, 907:17, 909:24, 911:3, 911:8, 919:6, 920:18, 920:21, 933:10, 947:17, 948:4, 948:5, 948:22, 949:13, 953:11, 962:3, 962:4, 970:4, 970:7, 972:6, 972:9, 973:3, 976:11, 977:23, 983:4, 984:6, 987:8, 988:8, 988:12, 993:7, 993:10, 993:12, 994:8, 994:17, 996:3, 997:8, 998:13, 1001:17, 1002:1, 1005:12, 1005:23, 1009:16, 1010:8, 1016:4, 1016:20, 1016:21, 1017:5, 1017:24, 1023:8, 1024:15, 1025:6, 1025:23, 1031:4, 1032:16, 1036:18, 1046:17, 1047:20, 1047:23, 1048:24, 1049:10, 1049:15, 1052:1, 1054:10, 1057:5, 1063:24, 1066:11, 1067:3, 1067:14, 1071:20, 1072:3,</p>	<p>1072:4, 1072:11</p> <p><b>Whereas</b> <sup>[1]</sup> - 891:12</p> <p><b>wherever</b> <sup>[1]</sup> - 973:20</p> <p><b>Whether</b> <sup>[2]</sup> - 994:19, 1060:8</p> <p><b>whether</b> <sup>[17]</sup> - 891:14, 892:5, 901:9, 928:12, 929:9, 932:17, 935:2, 935:9, 935:17, 941:15, 1001:19, 1010:15, 1014:19, 1055:18, 1059:15, 1059:23, 1070:10</p> <p><b>which</b> <sup>[54]</sup> - 866:7, 866:14, 866:17, 877:7, 880:1, 882:22, 884:24, 887:7, 888:9, 890:23, 900:24, 909:7, 920:10, 926:22, 929:24, 935:5, 937:22, 938:10, 947:11, 949:3, 967:4, 978:8, 978:20, 980:12, 980:15, 980:17, 984:17, 994:9, 995:6, 995:21, 1003:5, 1005:9, 1008:11, 1014:3, 1021:10, 1021:11, 1023:6, 1023:22, 1027:18, 1033:12, 1039:10, 1041:18, 1043:5, 1044:1, 1046:9, 1050:11, 1052:2, 1058:12, 1059:23, 1060:23, 1065:4, 1074:7, 1074:21</p> <p><b>Which</b> <sup>[3]</sup> - 979:10, 1038:16, 1043:1</p> <p><b>while</b> <sup>[6]</sup> - 867:16, 913:3, 931:21, 953:14, 980:2, 1019:13</p> <p><b>who</b> <sup>[20]</sup> - 917:1, 931:11, 931:20, 966:16, 970:22, 987:5, 1003:15, 1022:1, 1022:2, 1037:24, 1052:12, 1060:15, 1062:16, 1062:18, 1069:5, 1072:6, 1076:5, 1082:20, 1085:18, 1085:23</p> <p><b>Who</b> <sup>[4]</sup> - 880:24,</p>	<p>904:12, 919:13, 1060:10</p> <p><b>who's</b> <sup>[3]</sup> - 893:16, 1023:23, 1037:24</p> <p><b>whoever</b> <sup>[1]</sup> - 1048:1</p> <p><b>whoever's</b> <sup>[1]</sup> - 985:7</p> <p><b>whole</b> <sup>[23]</sup> - 878:17, 881:14, 883:7, 961:20, 961:22, 978:15, 985:3, 985:4, 1004:5, 1017:23, 1024:5, 1024:8, 1026:23, 1029:23, 1030:7, 1030:8, 1030:19, 1034:6, 1049:15, 1072:20, 1072:24, 1079:4, 1079:8</p> <p><b>whole-tree</b> <sup>[1]</sup> - 1049:15</p> <p><b>whom</b> <sup>[1]</sup> - 1090:6</p> <p><b>whose</b> <sup>[1]</sup> - 1023:22</p> <p><b>why</b> <sup>[21]</sup> - 887:19, 890:13, 896:13, 896:14, 920:10, 927:13, 933:8, 934:10, 939:11, 939:20, 952:7, 967:6, 985:20, 986:2, 1005:7, 1005:10, 1014:9, 1048:1, 1054:11, 1077:4, 1082:2</p> <p><b>Why</b> <sup>[2]</sup> - 936:1, 936:2</p> <p><b>wide</b> <sup>[2]</sup> - 883:21, 1017:15</p> <p><b>will</b> <sup>[79]</sup> - 863:23, 867:16, 868:4, 868:13, 872:22, 873:8, 876:12, 877:24, 878:14, 880:8, 880:11, 881:15, 882:2, 885:2, 890:6, 891:1, 891:5, 891:9, 892:15, 892:16, 892:24, 897:20, 902:11, 905:17, 905:20, 905:22, 906:11, 906:12, 907:14, 907:21, 912:16, 920:14, 926:6, 926:9, 933:18, 940:5, 943:10, 947:18, 947:20, 1015:2, 1025:3, 1025:7,</p>	<p>1025:15, 1026:18, 1027:20, 1028:24, 1029:1, 1029:3, 1030:19, 1031:13, 1031:16, 1034:5, 1036:15, 1036:19, 1036:20, 1037:2, 1038:13, 1039:5, 1039:9, 1049:3, 1050:2, 1050:10, 1050:18, 1050:19, 1051:16, 1051:19, 1054:21, 1055:14, 1074:12, 1075:23, 1076:8, 1076:13, 1083:17, 1088:10, 1088:23, 1089:14, 1089:19, 1089:20, 1090:1</p> <p><b>winding</b> <sup>[1]</sup> - 1046:10</p> <p><b>window</b> <sup>[1]</sup> - 901:6</p> <p><b>winter</b> <sup>[2]</sup> - 861:9, 944:7</p> <p><b>wire</b> <sup>[4]</sup> - 968:5, 971:10, 1011:9, 1011:20</p> <p><b>wire-down</b> <sup>[1]</sup> - 971:10</p> <p><b>wire-downs</b> <sup>[1]</sup> - 968:5</p> <p><b>Wires</b> <sup>[1]</sup> - 1022:7</p> <p><b>wires</b> <sup>[8]</sup> - 972:16, 991:2, 1012:19, 1021:10, 1022:2, 1022:6, 1026:8, 1062:14</p> <p><b>wish</b> <sup>[1]</sup> - 996:21</p> <p><b>With</b> <sup>[10]</sup> - 861:13, 861:24, 862:7, 866:24, 870:16, 870:20, 880:7, 908:20, 922:7, 1087:14</p> <p><b>with</b> <sup>[262]</sup> - 861:16, 861:18, 862:9, 862:14, 862:17, 864:4, 864:6, 864:17, 864:24, 866:2, 866:16, 866:18, 868:2, 868:16, 870:3, 870:6, 871:9, 873:17, 873:21, 874:14, 875:4, 875:20, 875:24, 876:12, 878:3, 878:6, 878:8, 878:10, 878:21, 879:17, 881:13,</p>
--	---	---	--	--

<p>885:24, 886:8, 886:14, 887:13, 888:2, 888:11, 888:24, 889:9, 889:15, 889:21, 889:23, 894:10, 895:16, 896:3, 897:20, 897:22, 899:11, 900:12, 901:21, 902:1, 902:15, 902:21, 904:5, 904:6, 904:16, 904:18, 905:4, 910:1, 910:19, 910:20, 913:3, 913:17, 913:19, 913:21, 913:24, 914:2, 914:14, 915:21, 916:2, 916:5, 916:24, 917:1, 917:10, 917:12, 917:14, 917:21, 917:23, 918:2, 918:6, 918:13, 918:14, 919:2, 919:7, 921:13, 921:15, 921:23, 922:18, 923:3, 923:9, 925:21, 926:24, 927:8, 927:18, 928:1, 930:13, 932:3, 932:23, 935:13, 936:20, 940:6, 941:4, 941:5, 941:17, 943:16, 944:22, 946:2, 946:6, 947:12, 947:24, 950:4, 958:11, 959:5, 959:6, 959:13, 964:1, 965:22, 966:8, 967:15, 969:5, 973:21, 974:2, 984:15, 986:22, 987:2, 987:4, 988:5, 988:6, 988:18, 990:15, 992:15, 992:20, 995:11, 995:14, 996:6, 997:3, 997:19, 1000:23, 1001:11, 1002:6, 1002:21, 1003:1, 1003:17, 1003:22, 1005:10, 1005:16, 1007:4, 1010:7, 1010:21, 1011:16, 1011:18, 1012:7, 1012:14, 1014:19, 1014:24, 1015:20, 1020:12, 1020:20,</p>	<p>1021:14, 1022:24, 1023:5, 1023:10, 1023:14, 1024:2, 1028:20, 1030:21, 1030:24, 1032:17, 1033:5, 1033:6, 1033:8, 1033:10, 1033:13, 1033:16, 1033:22, 1034:10, 1034:11, 1034:12, 1034:16, 1034:17, 1034:19, 1035:8, 1035:9, 1035:14, 1035:16, 1035:21, 1036:3, 1036:5, 1036:10, 1036:21, 1036:23, 1037:3, 1037:19, 1038:9, 1038:24, 1039:14, 1043:11, 1043:24, 1045:6, 1045:10, 1045:16, 1046:12, 1046:22, 1047:9, 1049:23, 1050:9, 1050:12, 1051:3, 1051:7, 1051:22, 1052:14, 1053:2, 1053:11, 1053:16, 1060:19, 1060:21, 1062:12, 1064:4, 1064:14, 1064:15, 1064:23, 1065:9, 1065:14, 1066:9, 1068:3, 1069:7, 1069:22, 1070:3, 1071:9, 1071:14, 1071:23, 1072:22, 1072:23, 1073:8, 1073:19, 1073:23, 1073:24, 1074:1, 1074:4, 1074:9, 1075:1, 1075:6, 1076:16, 1077:7, 1083:23, 1084:12, 1085:16, 1087:1, 1087:2, 1087:6, 1087:7, 1087:8, 1087:9, 1087:10, 1088:14 <b>within</b> [26] - 874:4, 881:21, 882:9, 893:21, 908:16, 914:17, 924:16, 924:19, 927:15, 949:18, 1018:22, 1019:8, 1029:5, 1029:22, 1036:24, 1040:5, 1051:22,</p>	<p>1056:12, 1073:20, 1074:7, 1074:10, 1074:14, 1076:9, 1077:24, 1078:2 <b>Within</b> [1] - 1019:5 <b>without</b> [12] - 862:13, 886:23, 892:8, 918:24, 919:22, 982:5, 996:4, 1030:11, 1057:6, 1063:4, 1082:24, 1084:13 <b>WITNESS</b> [8] - 946:12, 946:14, 946:15, 946:16, 946:17, 946:18, 946:19, 946:20 <b>witness</b> [6] - 862:18, 864:14, 915:16, 943:17, 946:10, 1062:16 <b>witnesses</b> [4] - 946:3, 946:8, 1057:13, 1081:12 <b>won't</b> [3] - 880:9, 880:10, 1039:23 <b>wondering</b> [1] - 990:1 <b>Worcester</b> [3] - 997:12, 1003:16, 1003:18 <b>word</b> [3] - 945:17, 1051:13, 1071:16 <b>words</b> [4] - 889:15, 919:15, 935:9, 938:3 <b>work</b> [93] - 865:22, 867:12, 867:15, 867:24, 868:3, 868:4, 873:14, 874:6, 874:7, 877:16, 878:6, 881:16, 884:6, 894:12, 895:10, 901:21, 903:13, 905:11, 906:1, 911:4, 913:4, 917:11, 922:20, 923:4, 923:6, 924:23, 927:4, 934:4, 941:8, 943:5, 950:12, 953:11, 968:9, 969:7, 969:9, 969:19, 971:19, 971:22, 972:5, 973:9, 973:11, 973:14, 974:3, 974:4, 974:17, 975:4, 975:8, 975:24, 976:1, 979:18, 979:21, 983:10, 984:2, 985:24, 986:7, 994:5,</p>	<p>998:21, 1001:20, 1002:3, 1002:8, 1003:16, 1003:17, 1004:13, 1013:10, 1014:17, 1014:22, 1015:1, 1016:9, 1016:13, 1016:15, 1023:2, 1028:7, 1037:7, 1037:21, 1038:1, 1050:4, 1050:14, 1058:22, 1065:17, 1067:14, 1068:11, 1069:7, 1069:19, 1070:16, 1071:22, 1072:4, 1072:11, 1072:14, 1075:4, 1075:23, 1085:18 <b>Work</b> [1] - 953:6 <b>workday</b> [1] - 996:9 <b>worked</b> [5] - 874:5, 881:1, 1003:12, 1010:1, 1016:3 <b>working</b> [42] - 868:21, 869:3, 873:7, 873:9, 873:10, 875:17, 876:3, 877:3, 881:17, 881:21, 894:9, 923:7, 955:19, 959:15, 969:24, 970:6, 970:16, 970:18, 970:24, 975:18, 980:2, 981:2, 984:7, 986:18, 997:9, 1002:24, 1005:24, 1006:4, 1006:6, 1008:1, 1013:12, 1020:17, 1021:5, 1033:9, 1033:11, 1036:18, 1047:9, 1048:7, 1068:18, 1072:15, 1085:17 <b>works</b> [4] - 872:12, 878:3, 886:2, 896:3 <b>worksheets</b> [1] - 1011:6 <b>World</b> [1] - 1072:21 <b>worry</b> [1] - 920:8 <b>worth</b> [2] - 975:4, 1049:13 <b>Would</b> [12] - 861:20, 862:3, 895:4, 897:3, 902:15, 910:7, 914:13, 914:15, 914:21, 919:18, 941:19, 1018:14 <b>would</b> [333] - 865:2, 865:14, 865:21,</p>	<p>866:3, 866:19, 867:17, 867:19, 869:21, 870:22, 871:8, 872:24, 874:2, 874:3, 874:17, 875:3, 875:8, 876:2, 876:9, 876:19, 878:7, 878:9, 878:11, 879:18, 880:7, 880:20, 882:5, 882:7, 882:13, 882:15, 884:2, 885:8, 885:9, 889:5, 890:18, 892:7, 893:8, 894:5, 894:8, 894:10, 894:18, 894:21, 895:5, 895:19, 895:20, 895:22, 895:24, 896:8, 897:15, 897:16, 897:21, 898:1, 898:4, 899:10, 899:16, 900:3, 900:18, 901:19, 901:20, 901:21, 903:1, 903:2, 903:3, 903:9, 903:16, 903:18, 904:1, 904:4, 905:7, 905:11, 905:13, 905:14, 905:17, 905:22, 906:3, 906:6, 906:22, 907:12, 907:18, 907:21, 907:24, 908:9, 909:3, 909:8, 909:15, 909:22, 910:12, 910:13, 910:15, 910:18, 911:7, 911:11, 911:19, 911:20, 911:21, 912:7, 912:13, 914:11, 914:23, 915:1, 915:9, 916:21, 917:17, 918:8, 918:19, 918:22, 919:1, 919:4, 919:9, 919:10, 919:11, 919:16, 919:18, 919:24, 920:1, 920:6, 920:23, 920:24, 921:1, 921:4, 921:7, 921:9, 921:11, 922:17, 923:22, 924:9, 925:8, 925:17, 925:18, 926:17, 927:6, 927:20, 928:23, 930:8, 930:11, 931:9, 931:15, 932:11, 933:1, 934:11,</p>
---	--	--	--	--

934:12, 939:8, 941:20, 942:1, 942:10, 946:10, 947:13, 948:1, 948:7, 948:8, 949:5, 949:9, 949:23, 950:1, 950:4, 950:16, 950:20, 951:10, 952:22, 953:4, 953:13, 953:22, 955:24, 956:19, 956:22, 957:2, 957:10, 957:12, 958:9, 958:11, 958:14, 958:24, 959:2, 959:10, 959:19, 959:20, 959:22, 962:21, 965:10, 966:13, 967:3, 968:10, 969:7, 969:13, 969:16, 970:21, 970:23, 971:12, 972:9, 972:14, 972:23, 972:24, 973:2, 973:22, 974:2, 974:13, 974:22, 975:1, 975:19, 977:15, 978:8, 978:10, 980:8, 981:21, 982:23, 984:9, 984:10, 984:11, 985:9, 985:13, 985:21, 987:10, 987:21, 987:22, 987:23, 989:12, 992:10, 993:20, 994:13, 994:20, 994:21, 995:12, 996:2, 996:21, 999:24, 1005:9, 1006:12, 1007:12, 1010:9, 1011:9, 1011:14, 1012:19, 1013:4, 1013:5, 1013:16, 1013:18, 1013:21, 1013:22, 1014:9, 1016:5, 1017:5, 1017:10, 1017:12, 1017:13, 1018:6, 1018:7, 1018:15, 1018:20, 1020:7, 1023:16, 1023:21, 1024:23, 1024:24, 1026:12, 1026:22, 1027:10, 1028:2, 1028:12, 1028:15,	1028:21, 1034:1, 1038:12, 1038:21, 1039:3, 1039:8, 1039:15, 1042:8, 1042:14, 1042:15, 1044:18, 1045:20, 1046:19, 1048:16, 1048:17, 1049:11, 1050:6, 1051:9, 1052:21, 1053:1, 1056:23, 1058:22, 1060:9, 1061:2, 1061:7, 1061:11, 1062:20, 1063:22, 1063:24, 1064:7, 1065:10, 1066:7, 1068:8, 1068:12, 1068:15, 1068:16, 1069:7, 1069:8, 1069:19, 1070:17, 1071:17, 1072:3, 1072:4, 1072:5, 1072:6, 1072:10, 1073:7, 1074:19, 1077:3, 1079:19, 1080:2, 1081:5, 1082:4, 1082:16, 1086:23, 1087:4, 1088:13, 1088:18, 1089:6 <b>wouldn't</b> <sup>[13]</sup> - 901:16, 903:20, 903:22, 907:23, 908:3, 911:18, 918:4, 919:16, 921:6, 925:8, 951:13, 969:21 <b>Wow</b> <sup>[1]</sup> - 945:8 <b>wrapped</b> <sup>[1]</sup> - 1085:12 <b>written</b> <sup>[3]</sup> - 913:20, 1088:10, 1088:12 <b>wrong</b> <sup>[1]</sup> - 989:3 <b>wrought</b> <sup>[1]</sup> - 1032:12  <b>X</b>  <b>X</b> <sup>[4]</sup> - 893:17, 920:2, 1051:22, 1090:14  <b>Y</b>  <b>Y</b> <sup>[1]</sup> - 893:19 <b>yard</b> <sup>[1]</sup> - 999:16 <b>YARDLEY</b> <sup>[2]</sup> - 862:24, 1090:17 <b>Yardley</b> <sup>[16]</sup> - 862:18, 863:3,	873:16, 913:1, 916:1, 923:12, 923:14, 928:4, 932:3, 943:14, 944:4, 1030:2, 1047:2, 1078:14, 1078:18, 1081:4 <b>Yardley's</b> <sup>[1]</sup> - 1073:10 <b>Yeah</b> <sup>[4]</sup> - 895:8, 904:9, 918:1, 956:14 <b>yeah</b> <sup>[4]</sup> - 949:9, 977:16, 1015:10, 1063:10 <b>year</b> <sup>[5]</sup> - 887:1, 891:8, 914:13, 1046:19, 1049:4 <b>years</b> <sup>[21]</sup> - 886:15, 900:7, 901:9, 911:17, 930:3, 930:24, 945:6, 945:14, 1047:21, 1048:2, 1048:21, 1048:23, 1049:1, 1049:7, 1082:6 <b>yellow</b> <sup>[4]</sup> - 878:22, 878:24, 879:4, 1075:22 <b>yes</b> <sup>[18]</sup> - 868:11, 902:14, 955:17, 959:2, 960:20, 996:3, 1022:6, 1022:16, 1040:5, 1041:16, 1043:3, 1044:22, 1049:9, 1052:8, 1060:22, 1070:21, 1075:19 <b>Yes</b> <sup>[61]</sup> - 863:14, 866:2, 866:16, 869:22, 871:21, 873:6, 877:17, 879:2, 891:23, 892:1, 894:21, 899:10, 904:20, 910:7, 913:11, 915:7, 930:21, 936:21, 941:23, 943:23, 944:10, 949:15, 950:9, 950:23, 952:22, 953:3, 957:4, 957:17, 958:6, 960:15, 962:23, 967:18, 968:17, 983:12, 983:20, 988:24, 990:1, 995:6, 996:11, 1000:9, 1001:3, 1004:17, 1004:23, 1016:10, 1018:13, 1025:21, 1040:1, 1041:1,	1042:19, 1044:8, 1044:13, 1047:6, 1057:22, 1059:6, 1068:20, 1073:18, 1076:1, 1078:24, 1081:13, 1089:5, 1089:16 <b>yes-or-no</b> <sup>[1]</sup> - 1075:19 <b>yesterday</b> <sup>[10]</sup> - 863:5, 867:15, 871:12, 913:2, 913:22, 931:16, 947:6, 948:19, 969:10, 1028:18 <b>yet</b> <sup>[8]</sup> - 880:14, 926:9, 998:6, 1005:8, 1008:23, 1025:6, 1047:12, 1078:12 <b>You</b> <sup>[89]</sup> - 867:14, 869:4, 872:23, 875:11, 878:1, 878:20, 881:2, 881:9, 881:10, 881:12, 885:1, 885:11, 886:16, 887:18, 889:10, 895:9, 896:2, 897:15, 903:14, 903:20, 907:1, 907:19, 910:24, 912:2, 912:7, 912:10, 914:23, 918:13, 919:14, 919:15, 920:3, 920:16, 921:22, 924:6, 925:17, 926:14, 926:15, 927:8, 930:5, 930:17, 931:17, 933:6, 934:9, 936:16, 944:6, 945:14, 948:2, 948:9, 951:16, 952:4, 952:11, 958:11, 960:3, 965:7, 968:6, 974:23, 977:6, 983:7, 983:19, 985:17, 988:13, 994:16, 999:4, 1001:10, 1003:21, 1016:7, 1017:17, 1018:23, 1019:14, 1019:23, 1020:11, 1020:14, 1024:11, 1037:20, 1037:21, 1038:24, 1044:6, 1048:11, 1051:7, 1055:13, 1058:9, 1059:21, 1071:15, 1075:7, 1076:7, 1077:7,	1079:14, 1084:2 <b>you</b> <sup>[644]</sup> - 862:11, 862:12, 863:7, 863:8, 863:12, 863:16, 863:19, 864:4, 864:10, 864:20, 865:2, 865:4, 865:14, 865:21, 866:10, 866:11, 866:13, 866:19, 866:24, 867:2, 867:8, 867:9, 868:3, 868:4, 868:5, 869:8, 869:21, 870:7, 870:10, 870:16, 870:17, 871:5, 871:18, 871:24, 872:6, 872:9, 873:7, 873:21, 873:24, 874:10, 874:24, 875:2, 875:6, 875:13, 876:15, 876:19, 876:20, 877:9, 877:20, 877:22, 878:12, 879:5, 879:12, 879:14, 879:15, 879:19, 880:3, 880:22, 881:6, 881:10, 881:15, 882:18, 883:14, 883:17, 883:19, 884:7, 884:8, 884:11, 885:9, 885:12, 886:9, 886:11, 886:19, 886:20, 886:21, 887:9, 887:14, 887:15, 888:19, 888:23, 889:1, 889:12, 889:19, 889:22, 889:23, 890:9, 890:18, 891:13, 891:17, 891:23, 892:4, 892:7, 892:11, 892:12, 892:13, 893:8, 894:16, 894:18, 895:2, 895:4, 895:8, 895:9, 895:10, 895:12, 895:16, 895:19, 896:10, 896:14, 896:21, 897:3, 897:7, 897:9, 898:12, 899:15, 899:16, 899:23, 900:3, 901:23, 901:24, 902:16, 902:21, 902:22, 902:23, 903:4, 903:20, 904:7,
--	---	--	--	---

<p>904:22, 905:3, 905:9, 905:19, 906:14, 907:5, 907:9, 907:16, 907:17, 907:18, 908:2, 908:13, 908:18, 909:1, 909:3, 909:5, 909:16, 909:23, 910:7, 911:9, 911:20, 912:6, 912:10, 913:3, 913:5, 913:8, 913:19, 914:8, 914:13, 914:15, 914:19, 914:21, 914:23, 915:2, 915:17, 916:3, 917:5, 917:20, 918:12, 918:16, 918:21, 919:14, 919:18, 920:6, 920:9, 920:20, 920:23, 921:1, 921:16, 921:19, 922:6, 922:7, 923:12, 923:15, 923:19, 923:24, 924:3, 924:8, 924:22, 925:22, 926:19, 926:21, 927:13, 927:24, 928:20, 929:19, 930:5, 931:1, 931:2, 932:2, 932:16, 933:3, 933:7, 933:23, 934:2, 934:3, 934:17, 935:2, 935:9, 935:17, 935:24, 936:10, 936:13, 936:19, 936:23, 938:9, 939:3, 939:20, 940:5, 941:11, 941:19, 941:20, 942:1, 942:22, 943:10, 943:12, 944:1, 944:6, 944:9, 945:6, 945:7, 945:8, 945:24, 946:8, 947:16, 947:17, 947:22, 947:24, 948:10, 948:18, 948:19, 948:20, 949:3, 949:8, 949:11, 949:16, 949:18, 949:20, 949:21, 950:14, 950:15, 950:19, 950:24, 951:1, 951:4, 951:9, 951:14, 951:19, 952:13, 952:24, 953:22, 954:1, 954:12, 954:19, 955:10, 955:14,</p>	<p>955:23, 956:2, 956:9, 956:16, 956:19, 956:22, 956:24, 957:11, 958:9, 958:12, 958:15, 958:22, 959:5, 959:17, 960:1, 960:2, 960:4, 960:5, 960:7, 961:16, 961:19, 961:21, 961:23, 961:24, 962:7, 962:8, 962:9, 962:14, 962:20, 963:1, 963:13, 963:17, 963:23, 964:1, 964:5, 964:11, 964:18, 964:21, 965:2, 965:6, 965:15, 966:8, 966:9, 966:11, 966:15, 966:16, 966:17, 967:15, 967:20, 967:21, 967:23, 967:24, 968:2, 968:5, 968:19, 968:20, 969:5, 969:15, 969:17, 970:15, 970:17, 971:24, 974:12, 974:20, 975:10, 975:12, 975:19, 975:21, 976:4, 976:12, 976:24, 977:13, 977:19, 977:21, 979:3, 980:17, 980:20, 980:22, 981:13, 981:24, 982:9, 982:15, 983:5, 983:11, 983:21, 983:24, 984:1, 984:2, 984:9, 984:10, 984:20, 984:22, 985:16, 985:23, 986:4, 986:6, 986:14, 987:2, 987:15, 987:17, 987:22, 988:4, 988:19, 989:8, 989:15, 989:16, 989:21, 990:2, 990:7, 990:18, 990:22, 991:1, 991:4, 992:3, 993:14, 993:15, 994:7, 994:9, 995:1, 995:2, 995:3, 996:7, 996:18, 998:5, 998:12, 998:23, 1001:4, 1001:9, 1001:14, 1001:18, 1003:21, 1003:22,</p>	<p>1004:5, 1004:21, 1005:3, 1005:4, 1005:7, 1005:11, 1006:8, 1007:6, 1008:2, 1008:3, 1008:11, 1008:21, 1008:23, 1009:16, 1009:20, 1009:21, 1009:24, 1010:2, 1010:15, 1011:1, 1011:20, 1012:7, 1012:23, 1013:12, 1013:16, 1014:1, 1014:16, 1014:20, 1014:23, 1015:23, 1016:7, 1016:12, 1017:1, 1017:2, 1017:15, 1017:21, 1018:11, 1019:1, 1019:2, 1019:6, 1019:10, 1019:17, 1019:18, 1020:2, 1020:5, 1020:14, 1021:6, 1021:8, 1021:10, 1021:11, 1021:13, 1021:24, 1022:11, 1022:23, 1024:7, 1024:16, 1024:20, 1024:23, 1025:20, 1025:22, 1026:12, 1026:13, 1026:21, 1027:4, 1027:7, 1027:8, 1027:13, 1027:15, 1027:20, 1027:22, 1028:2, 1028:12, 1029:1, 1029:2, 1030:3, 1030:22, 1031:3, 1032:4, 1032:6, 1032:7, 1034:16, 1034:20, 1034:21, 1034:22, 1035:4, 1035:12, 1036:5, 1036:10, 1036:22, 1037:9, 1038:3, 1038:8, 1038:10, 1039:20, 1039:22, 1040:3, 1040:17, 1040:19, 1041:10, 1041:16, 1042:2, 1042:3, 1042:10, 1042:13, 1043:9, 1043:24, 1044:1, 1044:15, 1044:20, 1045:3, 1045:6, 1045:9, 1046:8, 1046:11, 1046:12, 1046:18,</p>	<p>1046:23, 1047:7, 1047:20, 1047:23, 1047:24, 1048:12, 1048:16, 1048:20, 1049:5, 1049:6, 1049:10, 1050:1, 1050:2, 1051:20, 1051:21, 1052:10, 1052:21, 1054:11, 1055:10, 1055:20, 1055:23, 1056:11, 1057:13, 1057:20, 1057:22, 1058:3, 1058:9, 1059:5, 1059:7, 1059:10, 1059:17, 1059:21, 1061:8, 1062:17, 1062:24, 1063:11, 1063:12, 1064:23, 1066:11, 1067:8, 1067:9, 1067:18, 1068:16, 1068:17, 1069:23, 1069:24, 1070:11, 1071:9, 1071:12, 1071:14, 1071:16, 1071:20, 1072:3, 1073:10, 1073:12, 1073:14, 1075:9, 1078:7, 1079:12, 1079:15, 1079:16, 1079:22, 1080:1, 1080:23, 1081:7, 1081:16, 1081:22, 1082:2, 1082:18, 1082:23, 1082:24, 1083:6, 1083:10, 1083:12, 1083:19, 1084:11, 1084:13, 1084:14, 1086:1, 1087:14, 1087:17, 1087:18, 1088:10, 1088:17, 1088:21, 1089:10 <b>you'd</b> [7] - 901:16, 903:7, 958:10, 970:10, 982:4, 1026:14 <b>you're</b> [51] - 865:20, 868:4, 875:18, 875:20, 875:22, 877:14, 878:24, 885:12, 887:19, 898:18, 899:6, 899:8, 911:22, 912:3, 917:22, 920:3, 923:2, 941:5, 978:7, 981:12, 984:19, 986:6, 986:8, 988:15, 988:16,</p>	<p>989:2, 989:23, 991:8, 998:9, 1016:18, 1019:4, 1019:8, 1019:14, 1019:15, 1020:12, 1021:12, 1021:13, 1021:14, 1021:17, 1021:18, 1022:4, 1022:5, 1031:5, 1031:6, 1031:12, 1037:23, 1050:20, 1055:17, 1074:22, 1080:18 <b>You're</b> [6] - 869:13, 887:21, 898:19, 912:2, 988:16, 988:18 <b>You've</b> [6] - 889:8, 913:2, 926:13, 934:4, 967:14, 1073:1 <b>you've</b> [10] - 865:13, 873:19, 881:3, 890:23, 891:15, 977:14, 989:1, 1019:11, 1038:6, 1079:4 <b>young</b> [2] - 922:22, 1003:1 <b>your</b> [171] - 863:16, 864:17, 864:18, 864:22, 864:23, 865:5, 865:16, 866:9, 866:19, 867:2, 867:4, 867:7, 867:10, 868:17, 870:18, 871:18, 874:1, 876:8, 876:15, 877:21, 878:1, 880:4, 881:22, 883:23, 884:2, 885:14, 886:12, 888:11, 888:24, 889:2, 892:1, 892:3, 892:11, 892:13, 896:14, 896:15, 897:8, 897:10, 898:9, 898:20, 900:1, 900:4, 901:24, 902:6, 902:12, 902:15, 902:22, 904:6, 905:3, 905:4, 905:8, 906:7, 908:13, 911:10, 913:5, 913:6, 914:4, 914:11, 916:2, 916:14, 918:10, 921:14, 922:15, 923:15, 924:3, 925:21, 927:15, 928:14, 929:15, 933:1, 933:22, 935:8, 935:13, 936:9,</p>
--	--	--	--	---

936:22, 938:9,  
 939:20, 940:12,  
 941:12, 941:19,  
 945:7, 949:2, 950:7,  
 950:15, 951:7,  
 951:19, 953:6,  
 954:18, 956:17,  
 956:19, 963:16,  
 963:23, 967:4,  
 967:22, 972:7,  
 972:12, 975:8,  
 981:21, 981:23,  
 983:5, 985:23,  
 987:16, 989:8,  
 989:14, 990:3, 995:4,  
 996:1, 1003:22,  
 1005:3, 1008:4,  
 1009:1, 1009:2,  
 1009:15, 1010:1,  
 1011:24, 1013:12,  
 1013:16, 1015:13,  
 1018:14, 1018:15,  
 1018:17, 1018:23,  
 1019:4, 1019:6,  
 1019:11, 1019:14,  
 1019:15, 1020:8,  
 1021:24, 1022:21,  
 1022:24, 1024:4,  
 1024:24, 1025:7,  
 1026:8, 1038:11,  
 1042:2, 1042:10,  
 1042:22, 1043:4,  
 1044:14, 1045:3,  
 1045:10, 1045:23,  
 1046:9, 1047:19,  
 1050:3, 1050:17,  
 1051:20, 1051:21,  
 1052:19, 1069:24,  
 1071:20, 1071:22,  
 1072:4, 1072:11,  
 1072:15, 1073:2,  
 1073:4, 1073:12,  
 1079:4, 1080:2,  
 1083:23, 1084:12,  
 1087:11, 1087:12,  
 1087:18  
**Your** <sup>[2]</sup> - 978:23,  
 1038:8  
**yourself** <sup>[1]</sup> - 920:4

## Z

**Z** <sup>[1]</sup> - 893:20  
**zoning** <sup>[1]</sup> - 1036:16