

June 24, 2003



Ashok Thakkar
President & CEO
ITTI, LLC
PO Box 1453
Roswell, Georgia 30077-1453

Dear Ashok:

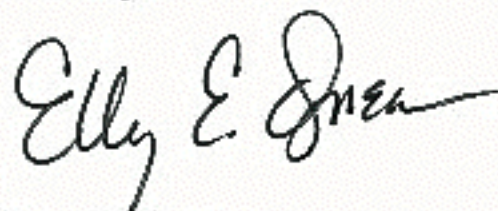
On behalf of Georgia Power Metering Services, I would like to express my appreciation for your help in developing our Quality Business Structure and completing our Certification of the ISO 9001:2000 standard. With your assistance, we were able to complete this process in nine months with successful implementation, and our three surveillance audits since certification have been superior.

I want to personally thank you for the way you organization led us in this effort. Your management and organizational skills, training, implementation tools and personal touch made it all possible. We could not have achieved our business improvement objectives and ISO certification without your help. We consider you a valuable member of our "Quality Team".

Our operation has achieved excellent results from implementing our new quality system, and it has led to a fundamental change in the way we do business. Our employees are proud of their efforts and their success in making substantial changes and improvements to their department and our company. We have been recognized by our company and the Southeast Electric Exchange for our efforts in this area.

We give you and your company our highest recommendation and thank you again for being a quality partner. I would be pleased to be a reference for your company at any time.

Sincerely,



Ellery E. Queen
Metering Services Manager
Georgia Power Company