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March 31, 2004

Graphic Imaging Services, Inc.
1601 S. Rainbow Boulevard, Suite 110
Las Vegas, Nevada 89146

Dear Sir or Madam:

It is my pleasure to write this letter praising the work Graphic Imaging Services, Inc. completed for Pacific Gas and Electric Company's electronic map conversion project in 2003.

The Graphic Imaging Services, Inc. team was very professional and displayed true teamwork in working with our in house employees and our additional contracting staff.

Our project goals became their business goals. They were continually looking for methods and work practices that would help us improve our map product, reduce our budget and maintain our project schedule.

The superior performance by their team in 2003 has secured their position in helping us complete our map conversion efforts in 2004 and 2005.

Sincerely,

Tara Hall
Senior Project Manager
Pacific Gas and Electric Company