



February 24, 2017

To whom it may concern:

Empresa Generadora de Electricidad HAINA (EGE Haina) is a mixed capital Dominican company, an example of a successful alliance between private investors and the State since 1999. It is the largest power generation company in Dominican Republic, when measured by installed capacity, with 9 power plants under its management with an installed capacity exceeding 900 megawatts. The company is leader in power generation investment, technological innovation within the industry and in contribution to the diversification of the national energy matrix.

In pursuit of continuous process improvement, in the last months we have developed a series of initiatives within critical processes of the organization. For this, London Consulting Group has once again collaborated with our team, working together in the redesign and improvement of operative and administrative processes.

Some of the goals achieved during the project's execution were:

- Design and implementation of a tool for the systematic follow-up of operations.
- Reduction in the operational workload of Management positions.
- Optimization in key report generation for the area.
- Design and implementation of both internal and external service level agreements.

Additionally, new activities and tools were developed. These had an impact on the planning, evaluation, and feedback of several work systems:

- Design and implementation of the organizational architecture of the area.
- Design and implementation of the Dashboard with key indicators of the processes.
- Implementation of the Governance Model based on process indicator management, identifying the deviations for the definition of action plans.

Based on the above, EGE Haina would like to express its satisfaction with the work performed during the project and it is our pleasure to congratulate London Consulting Group for the results obtained, expecting to have new collaborations in the near future.

Sincerely,



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General Manager

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