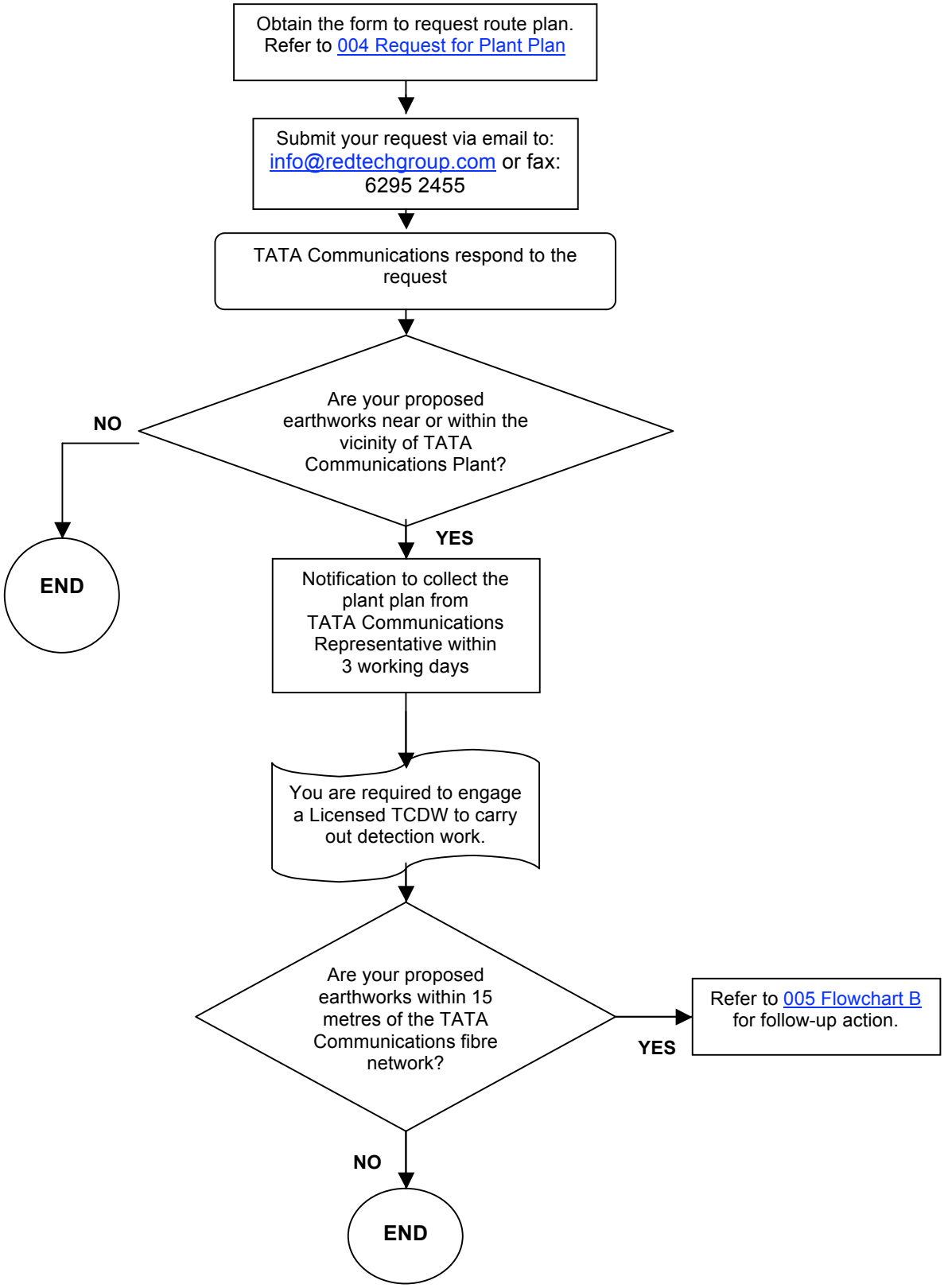Utility Request Flowchart