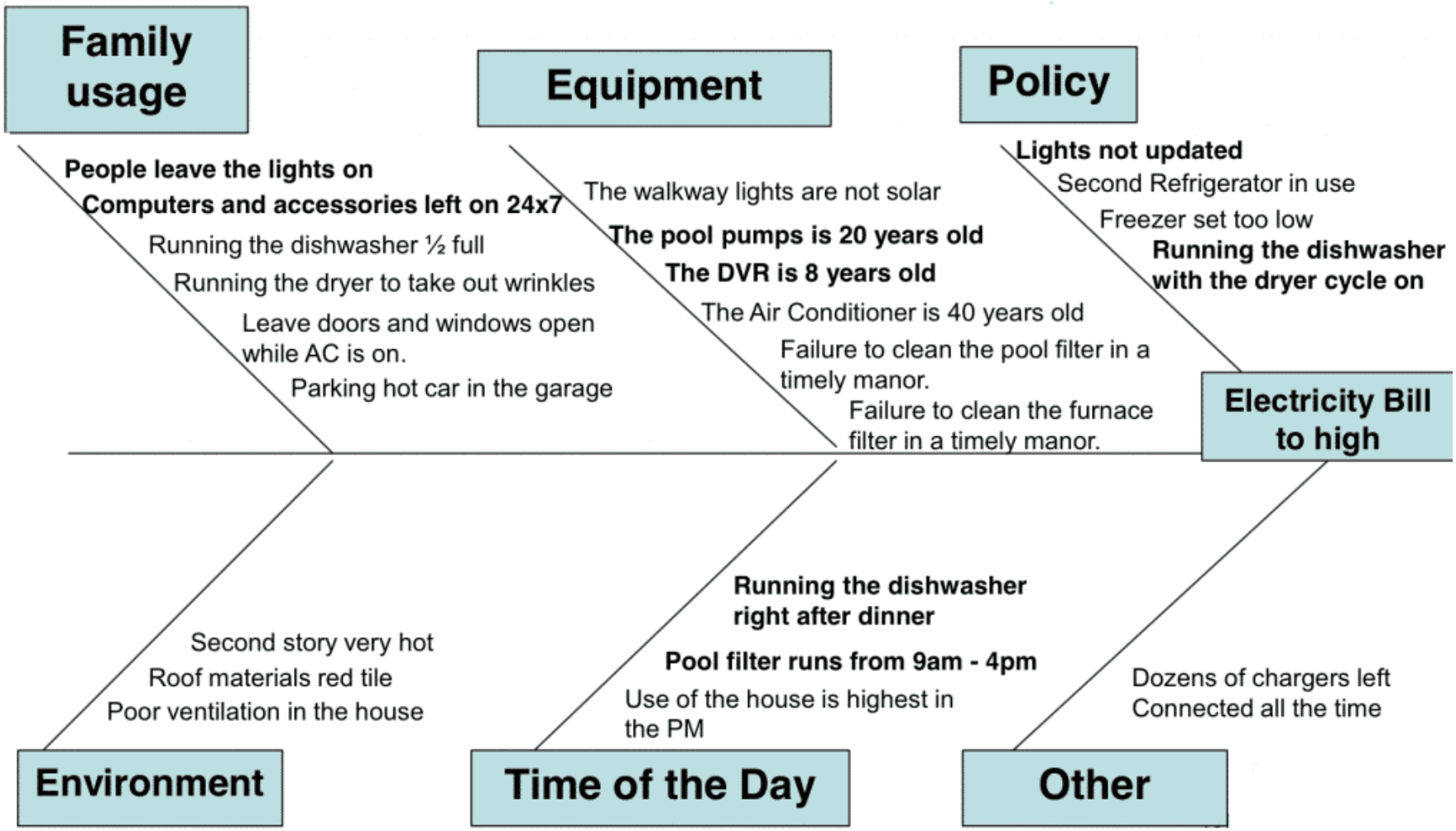SAMPLE ROOT CAUSE ANALYSIS OF HIGH ELECTRICITY BILL