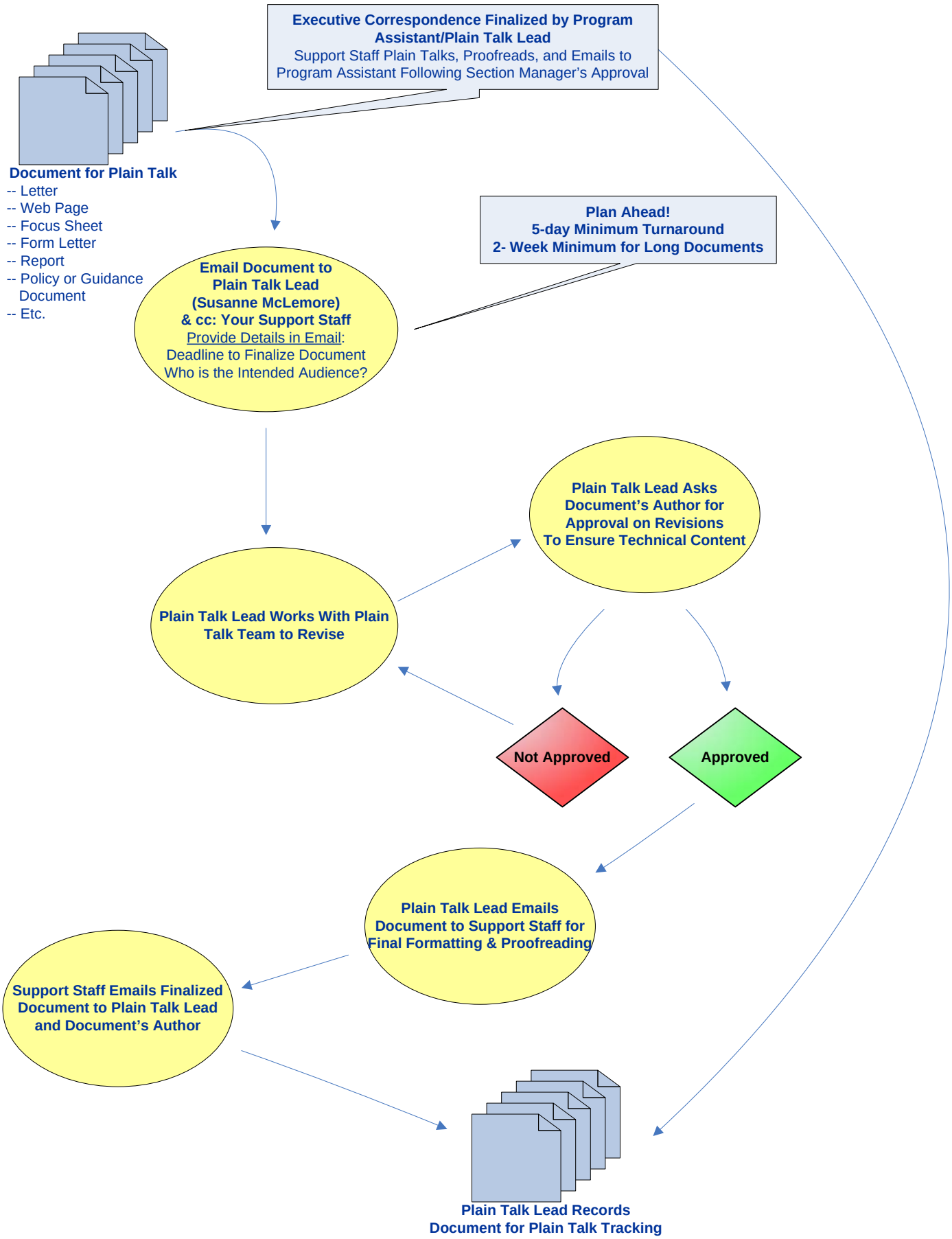SPILLS PROGRAM PLAIN TALK PROCESS