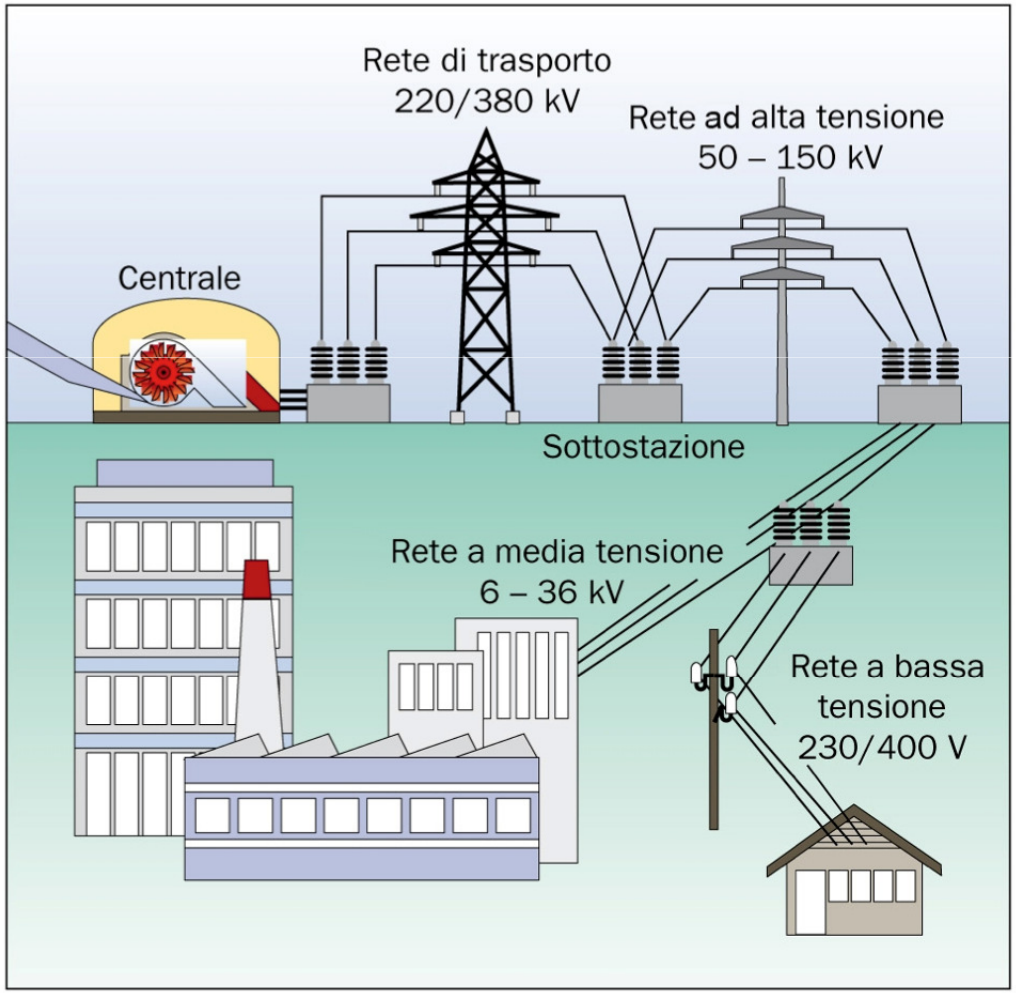Dalla centrale al cliente (1)