



# Performance Excellence Program

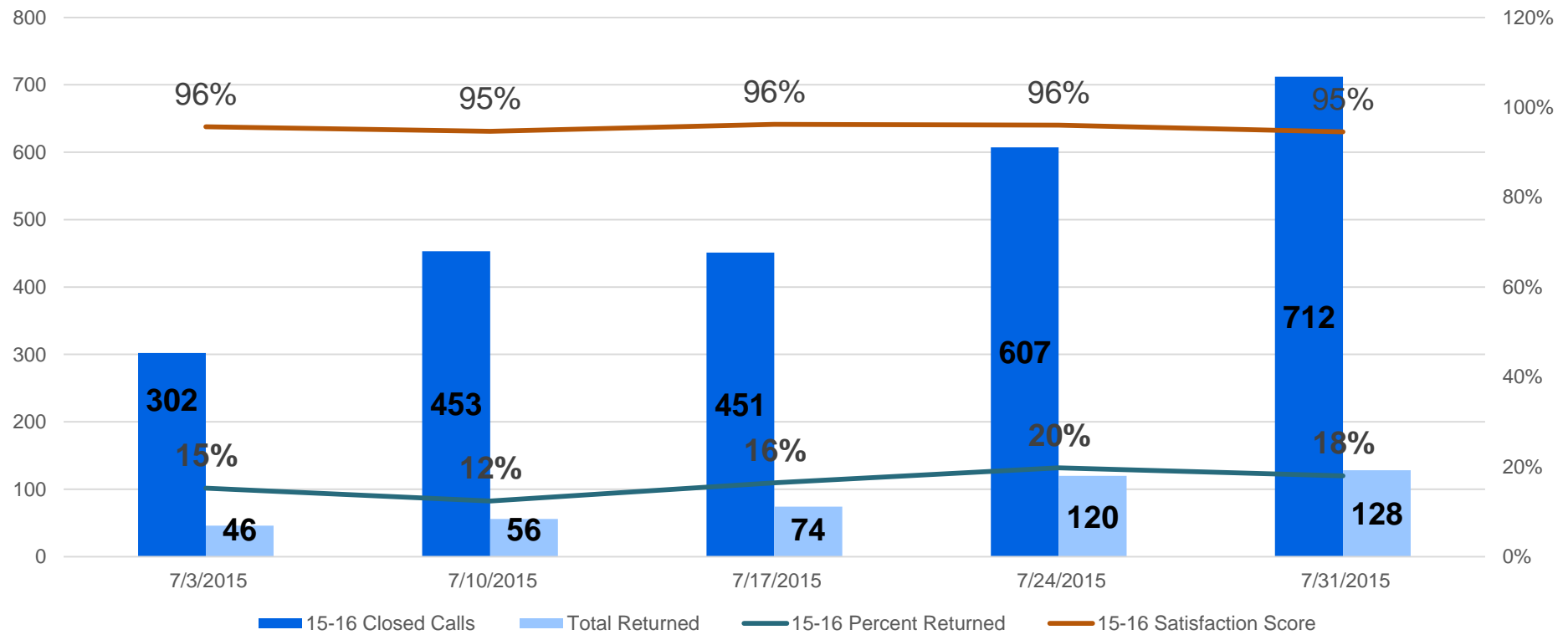
## Category 7

# Results

## Customer Satisfaction Survey Results



2015-2016 Customer Satisfaction Results



Achieve customer satisfaction levels of at least 90% as measured by customer follow-up surveys (very good, excellent) for all service requests.



# Performance Excellence Program

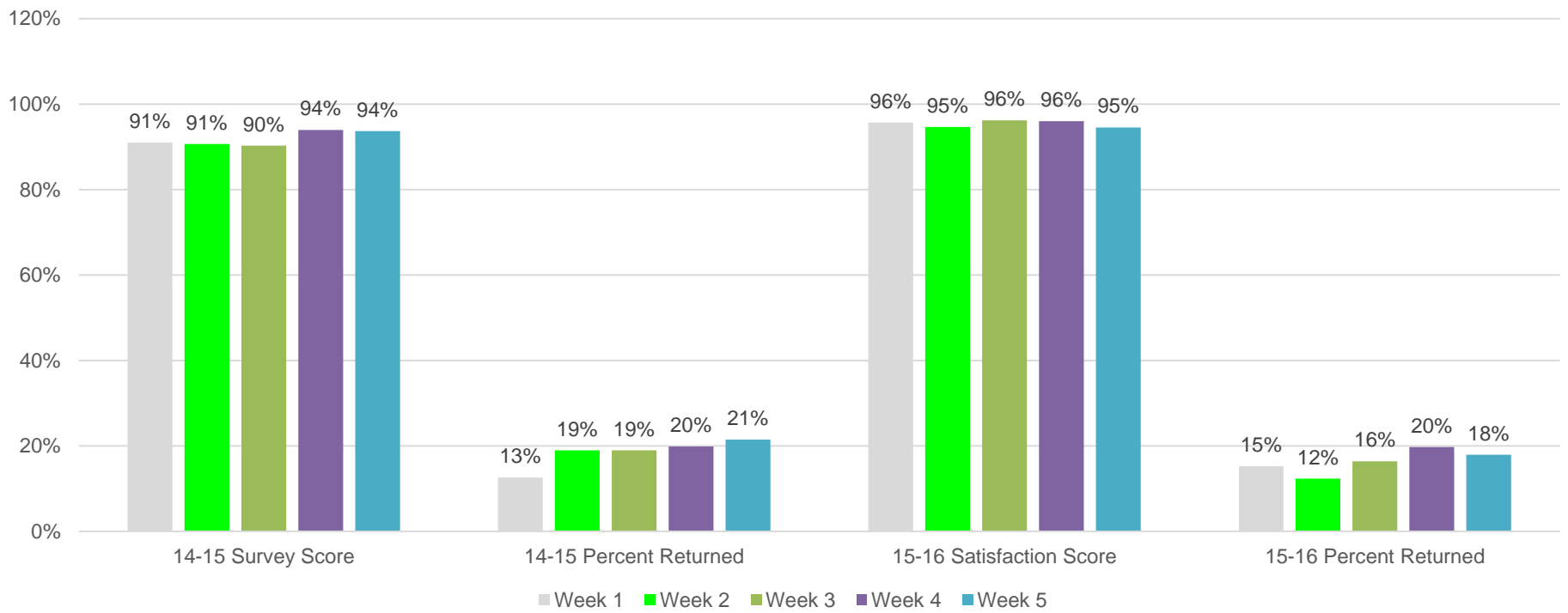
## Category 7

# Results



## Customer Satisfaction Survey Results

July Comparison



Achieve customer satisfaction levels of at least 90% as measured by customer follow-up surveys (very good, excellent) for all service requests.