



# Performance Excellence Program

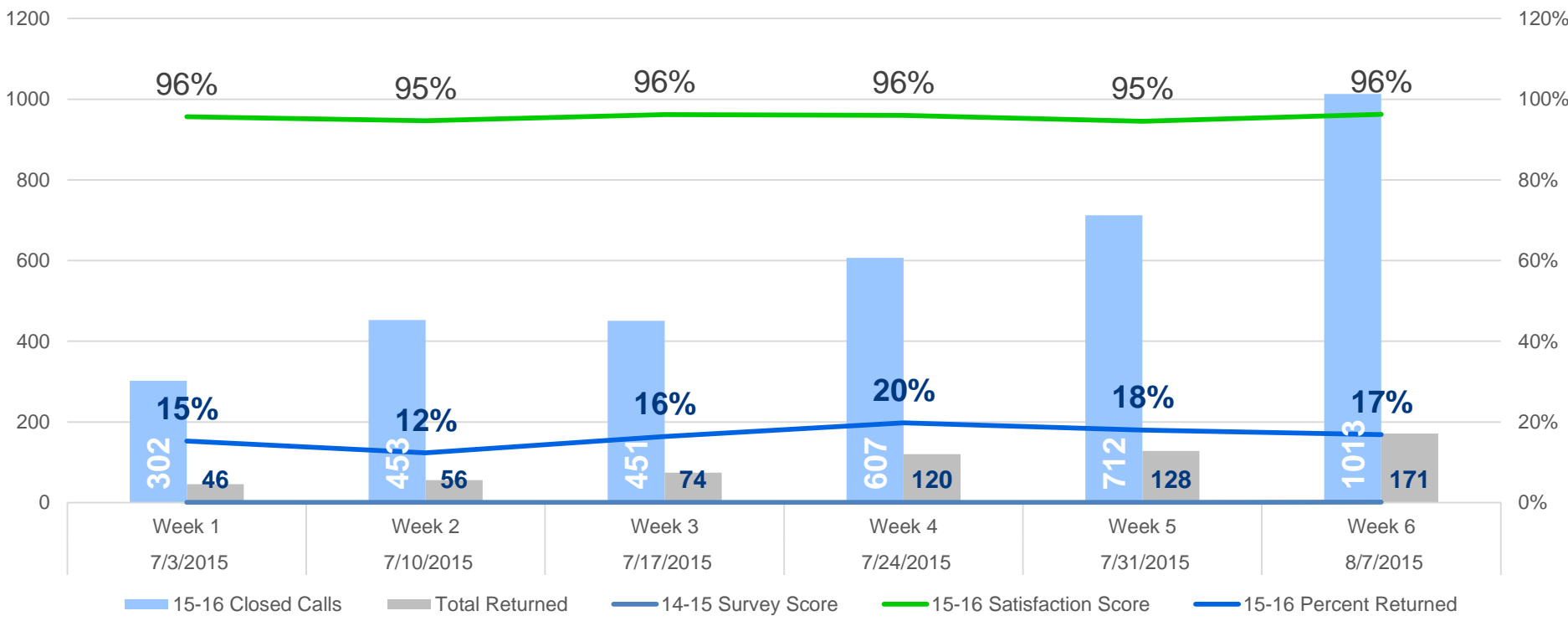
## Category 7

### Results

# Customer Satisfaction Survey Results Week Ending August 7, 2015



## 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.



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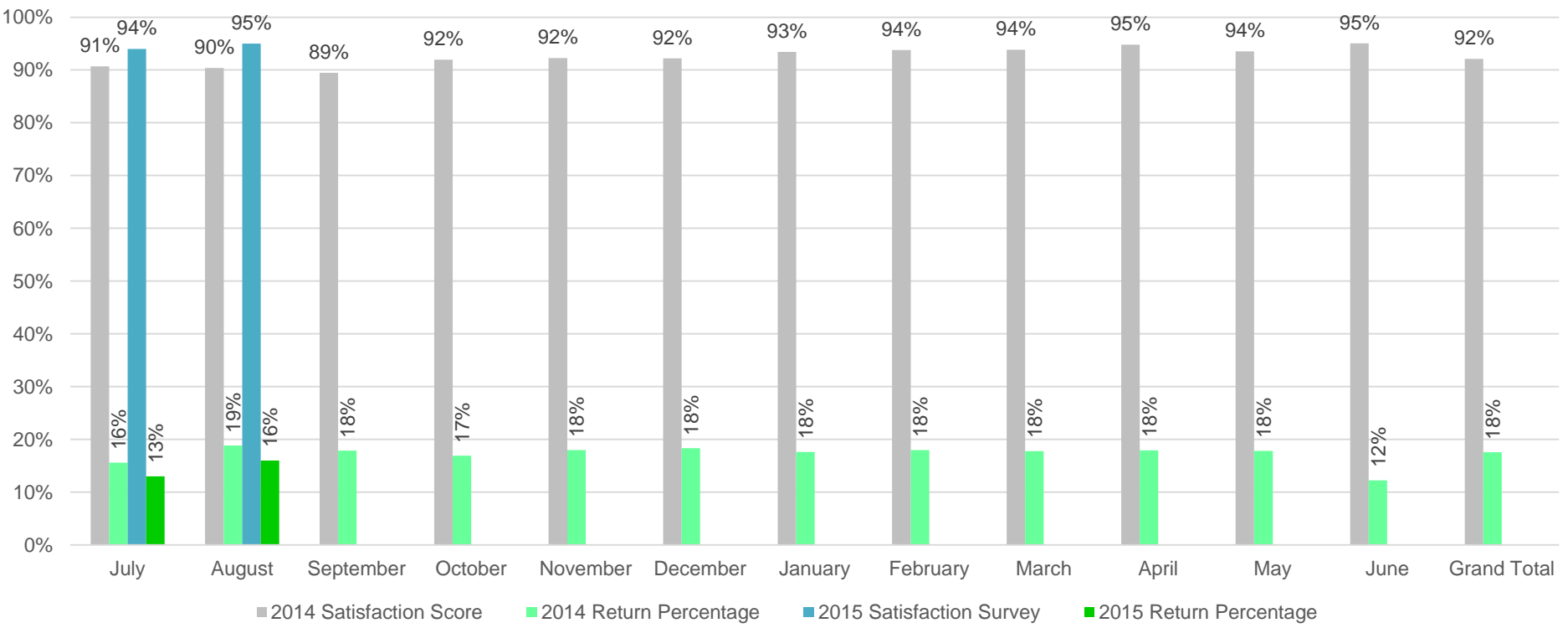
## Category 7

# Results



## Customer Satisfaction Survey Results

2 Year Comparison - 2014/15 and 2015/16



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