



# Performance Excellence Program

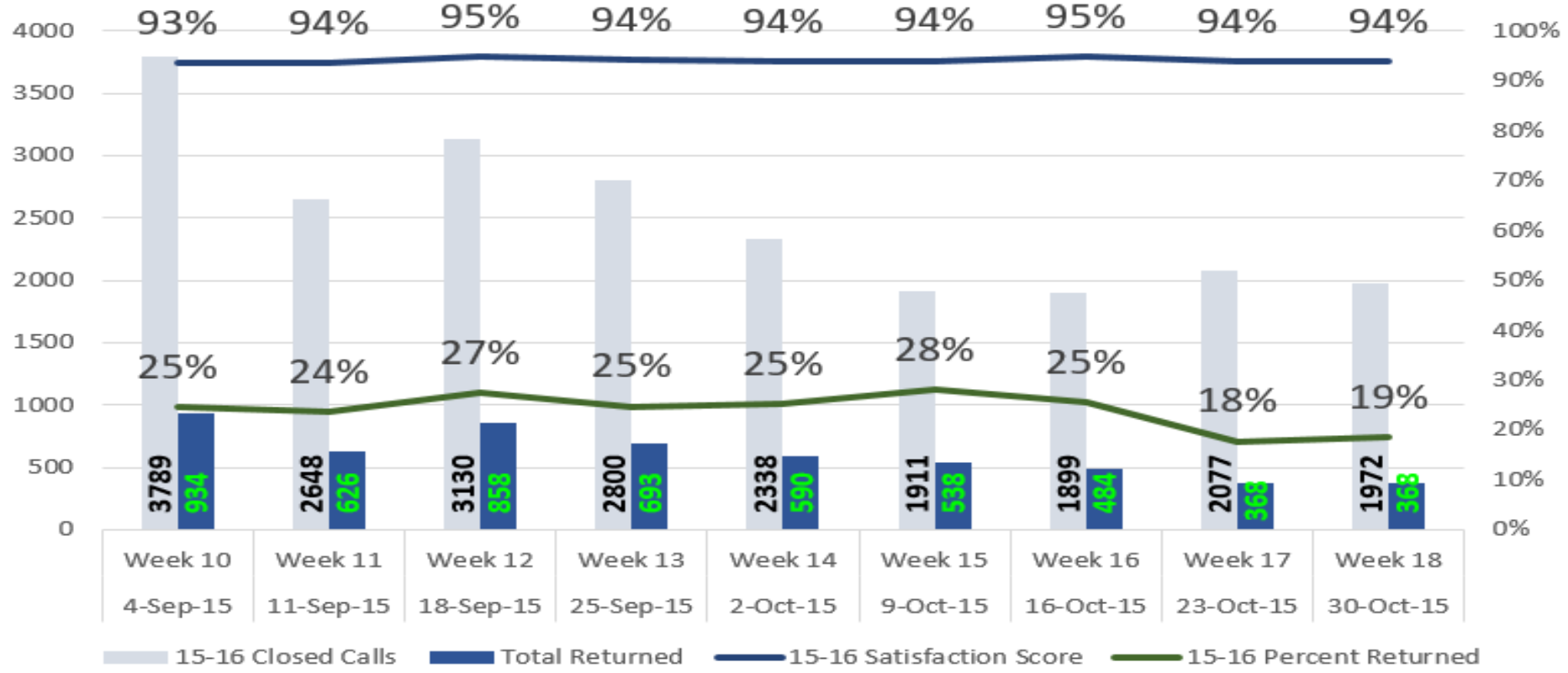
## Category 7

### Results

## Customer Satisfaction Survey Results Week Ending October 30, 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.



# Performance Excellence Program

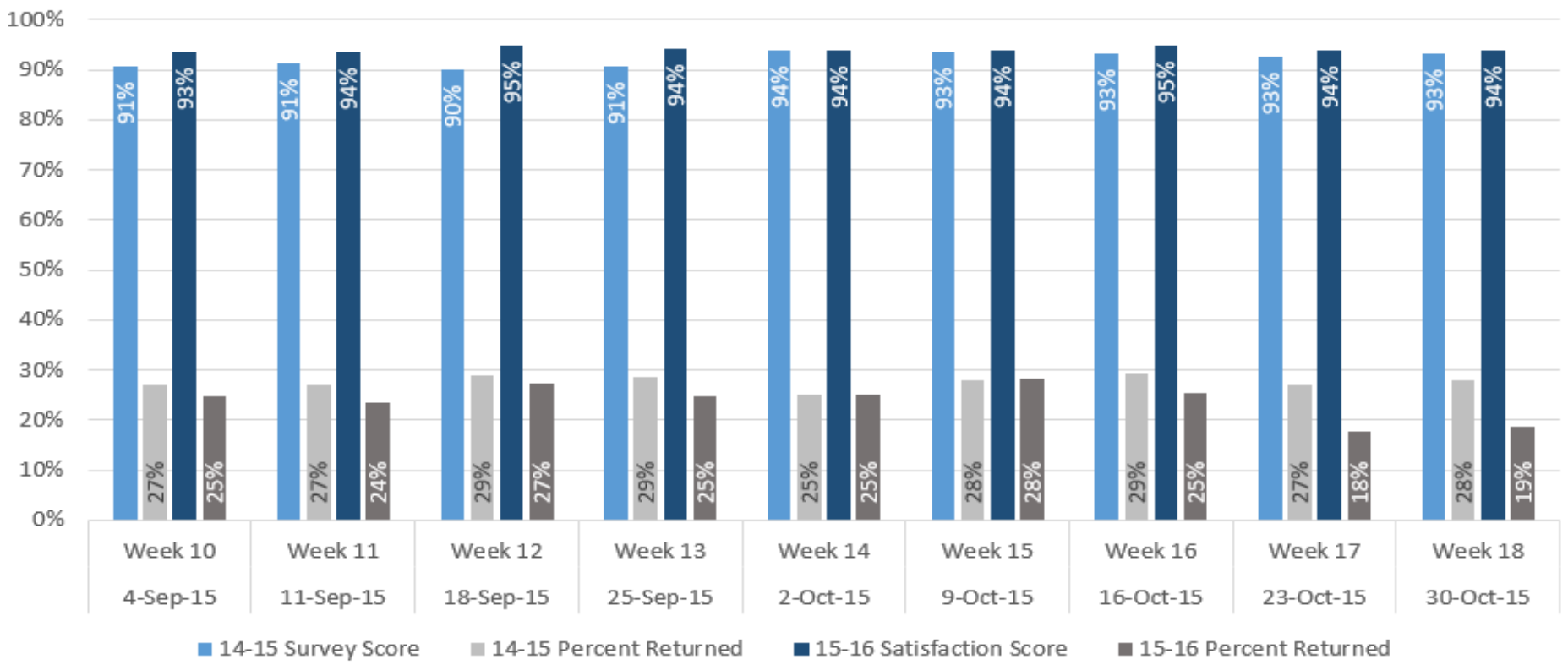
## Category 7

# Results

## Customer Satisfaction Survey Results



2014/15 and 2015/16 Survey Results Comparison



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

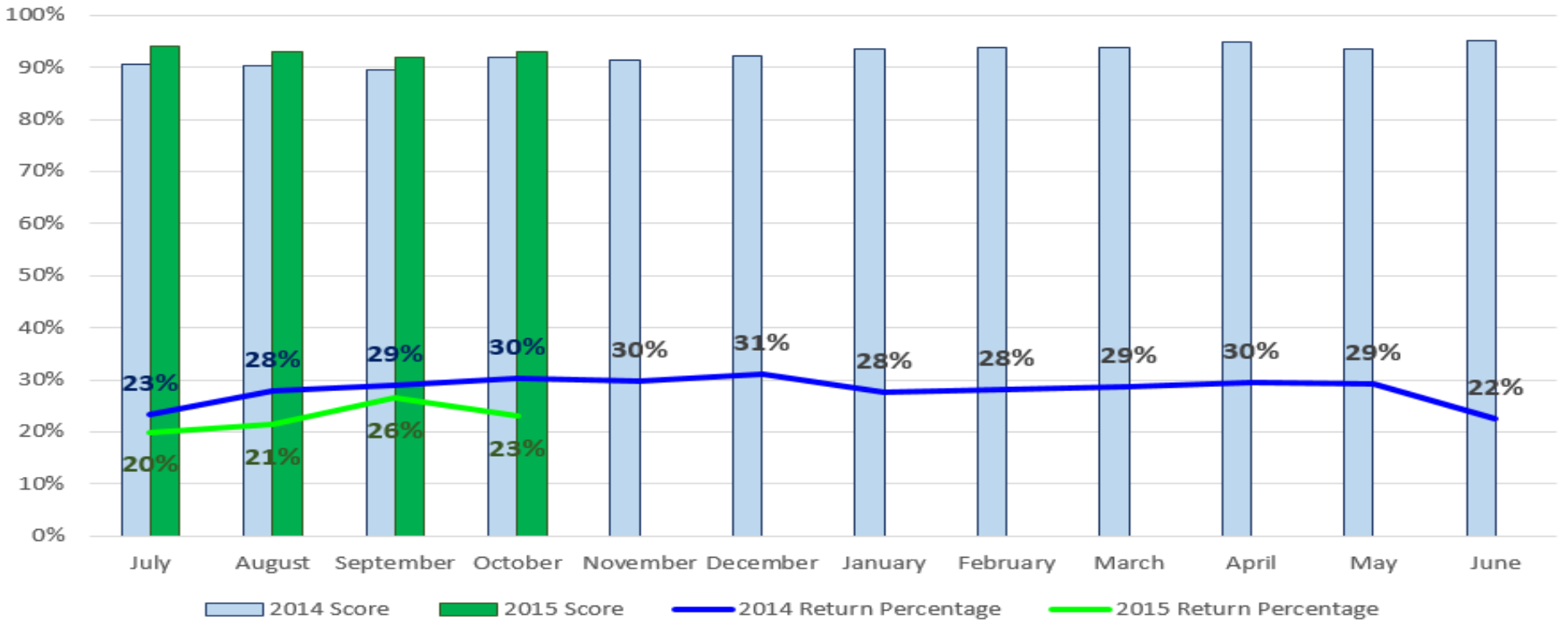
## Category 7

### Results

## Customer Satisfaction Survey Results 2014/15 and 2015/16 Monthly Comparison



**2014/15 and 2015/16 Customer Satisfaction Score and Survey Return Percentage Comparison**



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