



Performance Excellence Program

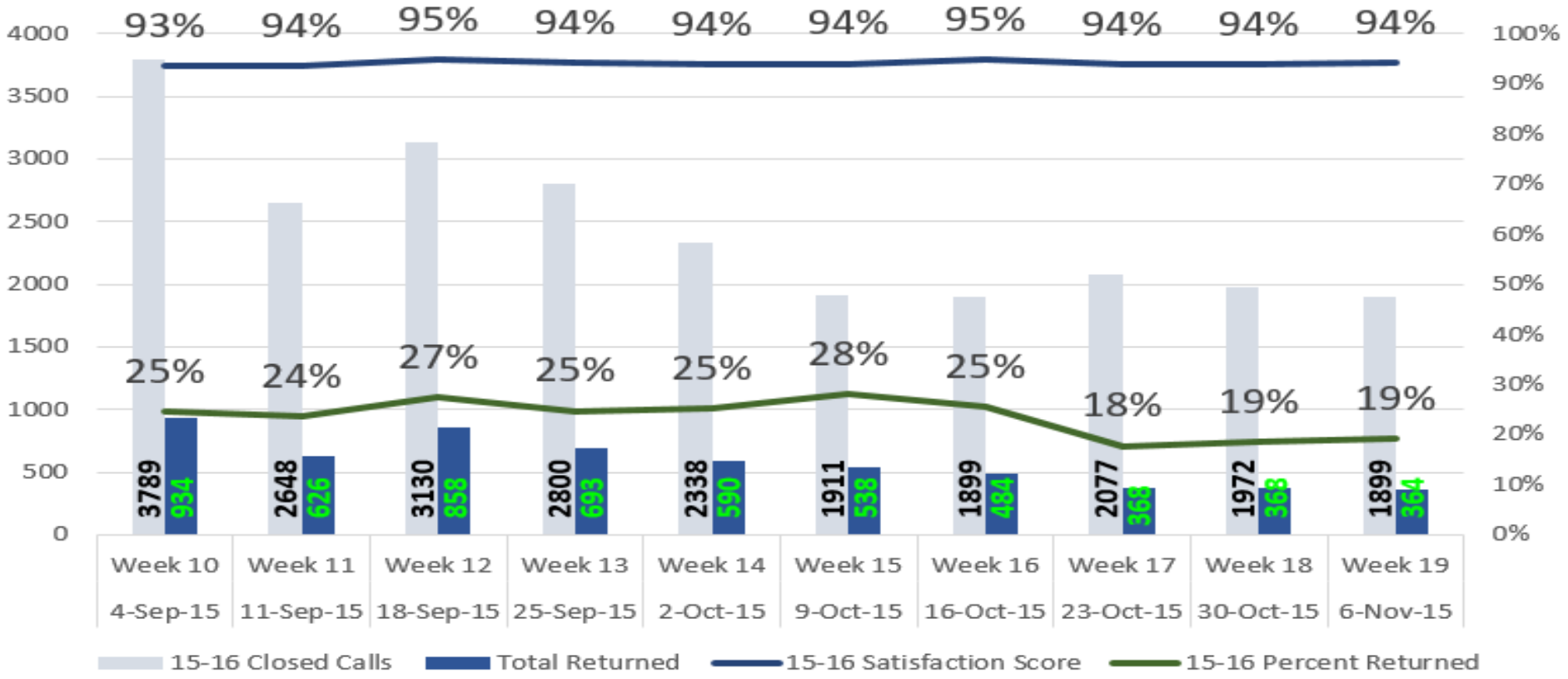
Category 7

Results

Customer Satisfaction Survey Results Week Ending November 6, 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

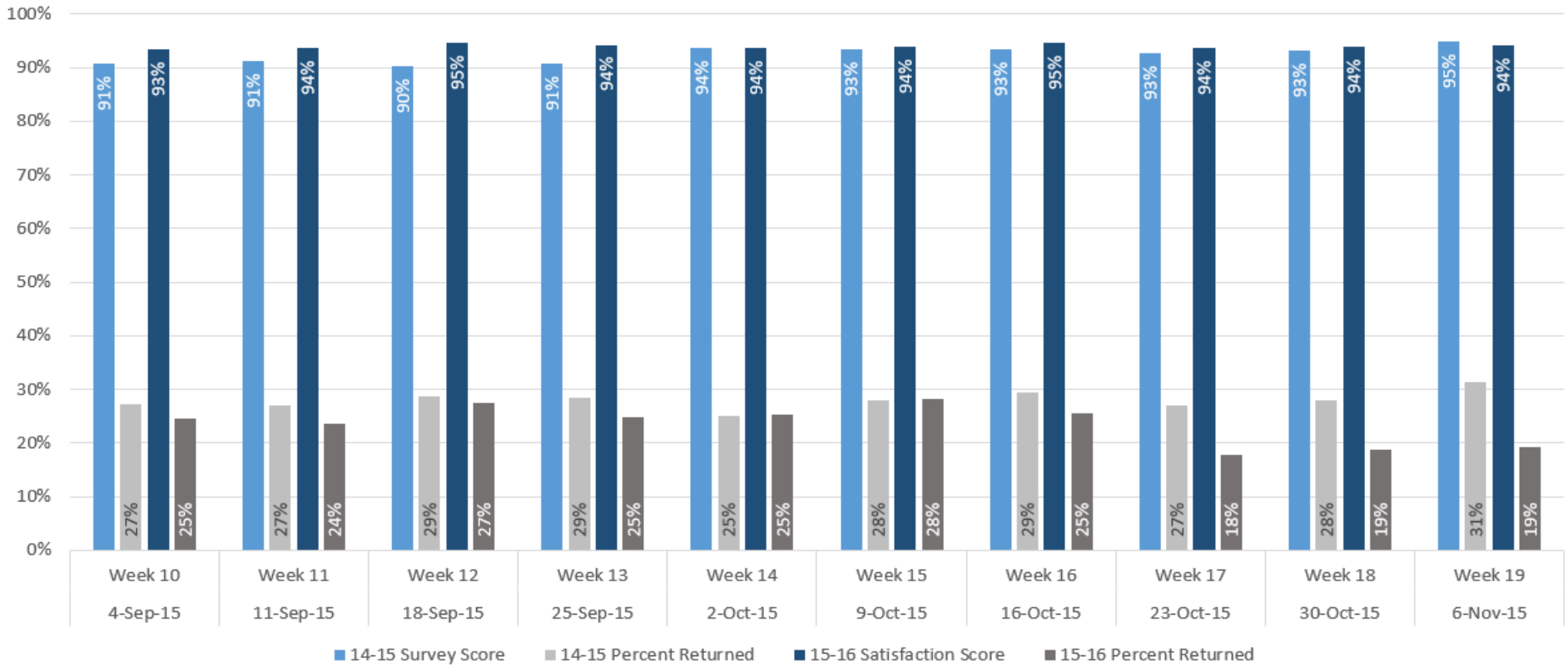
Category 7

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.



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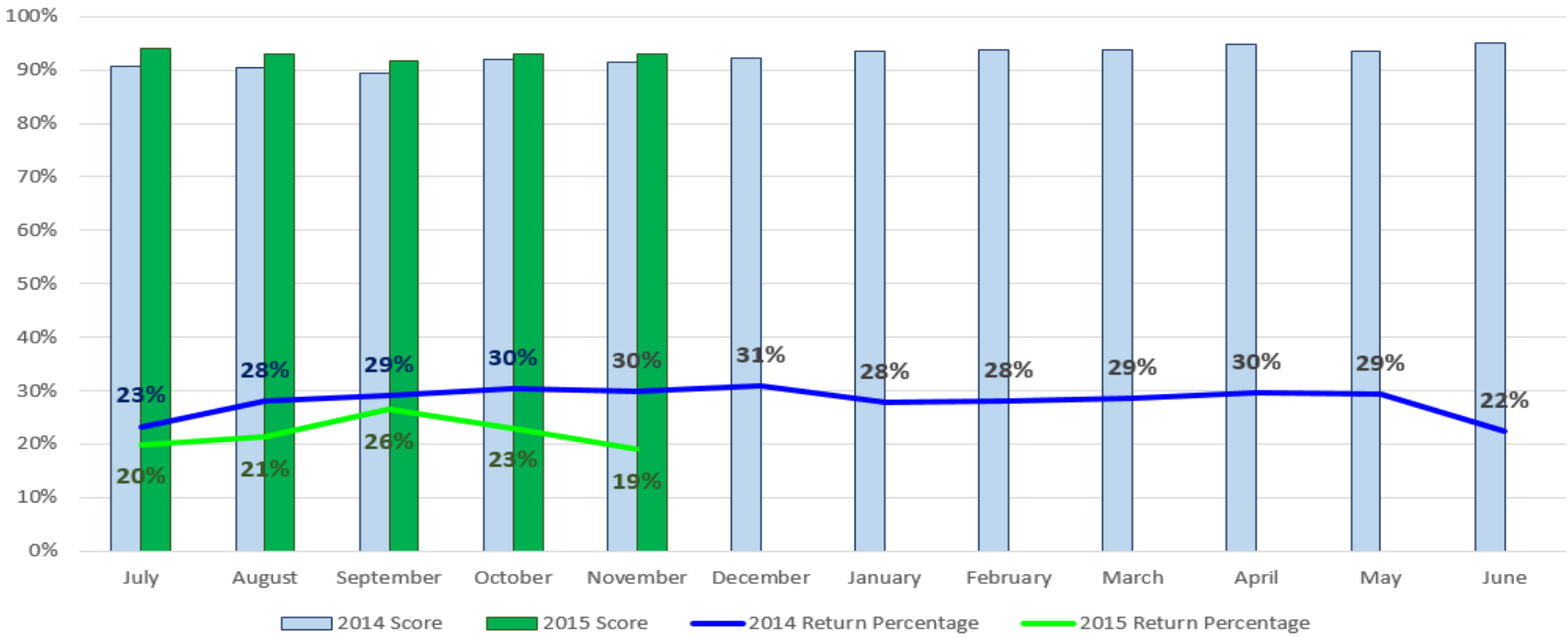
Category 7

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



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