

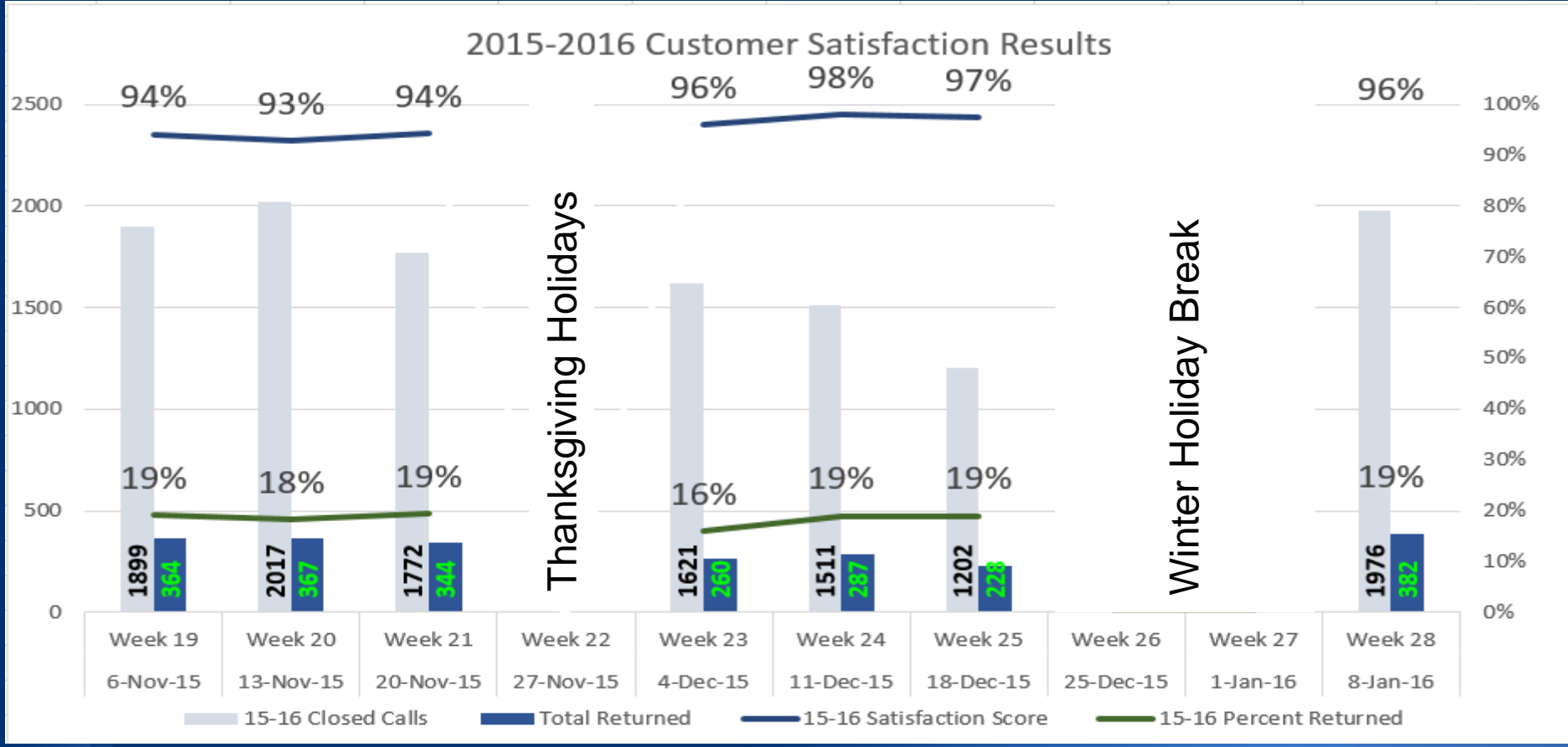


# Performance Excellence Program

## Category 7

### Results

## Customer Satisfaction Survey Results Week Ending January 8, 2016



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

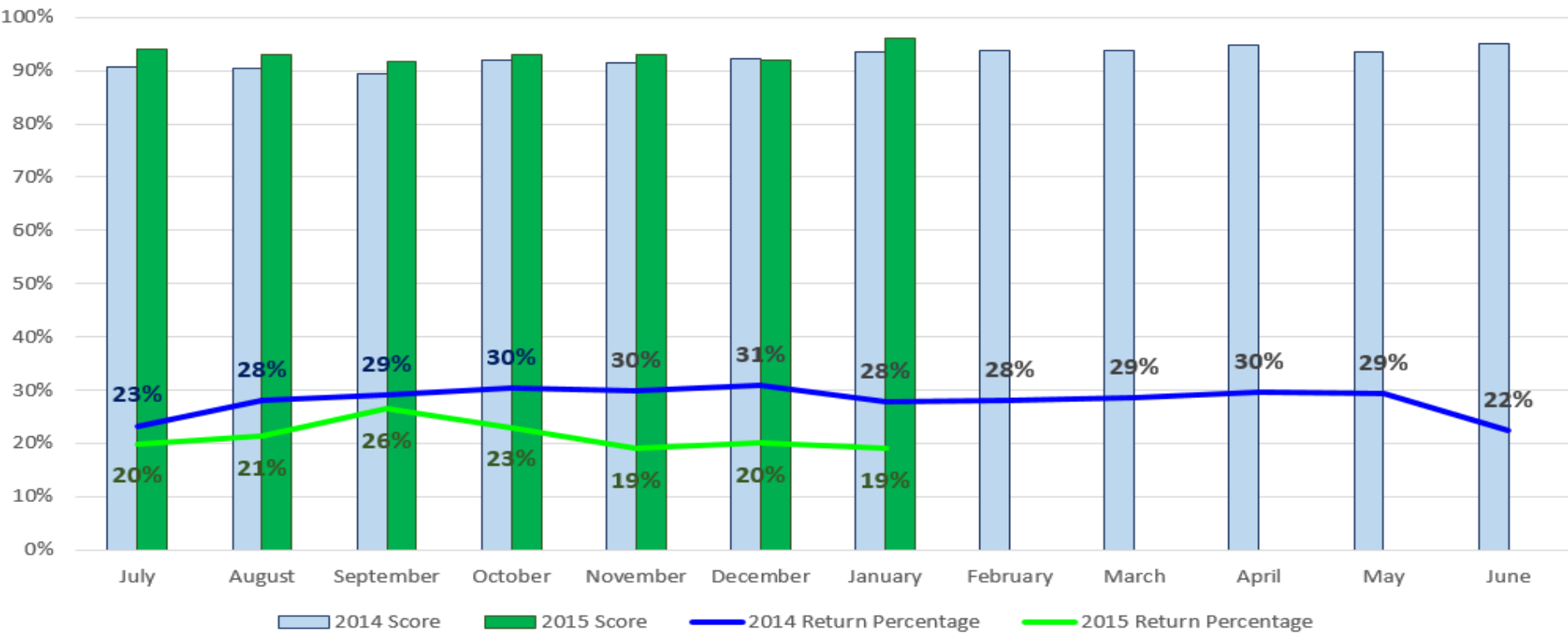
## Category 7

### 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.