

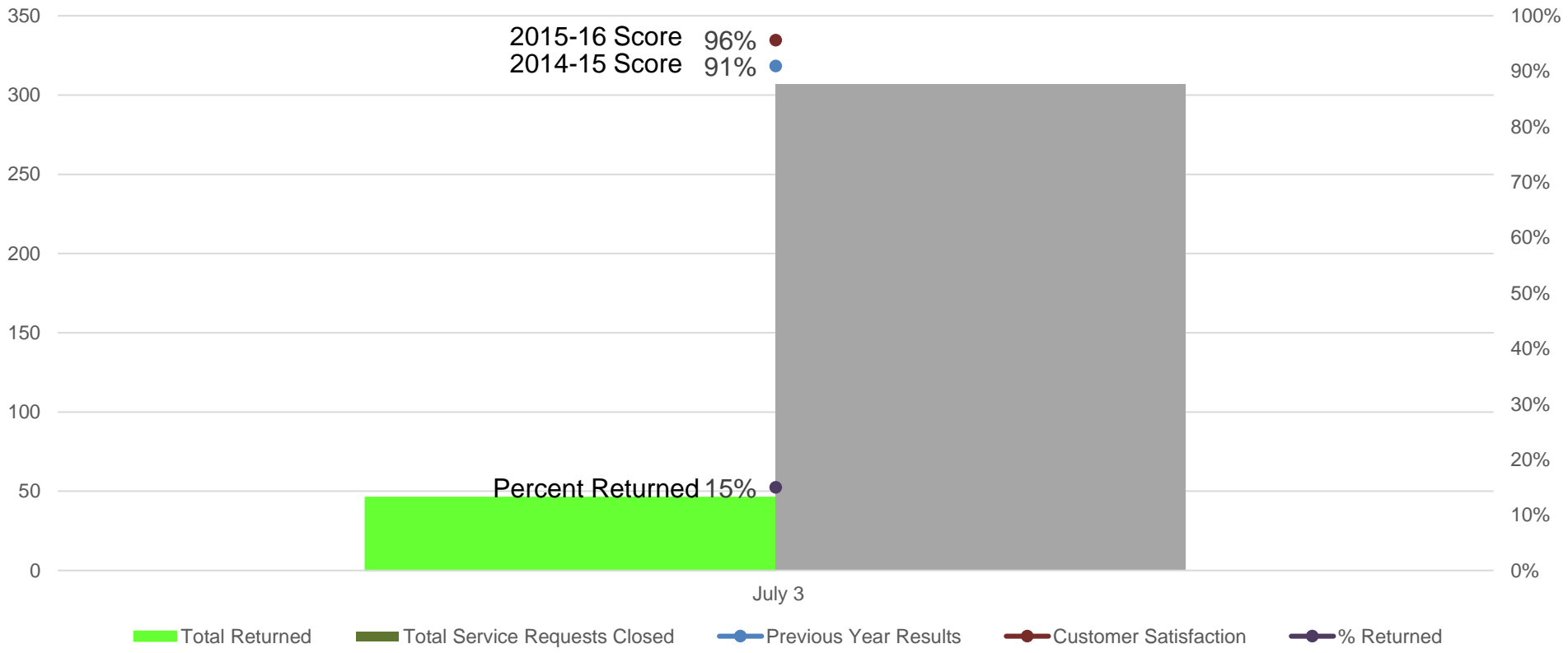


Performance Excellence Program Category 7 Results



Customer Satisfaction Survey Results

July 2015 Survey Response Rates



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