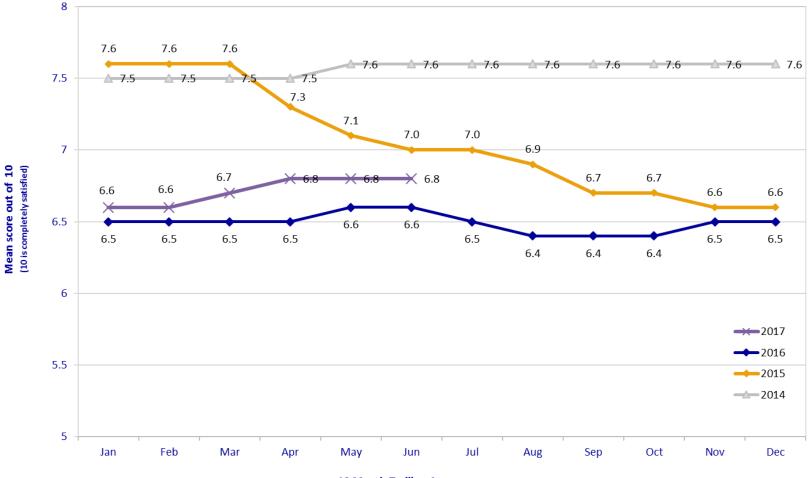


## **Performance Measures - Customer Satisfaction**



## Customer Satisfaction - 12 Month Trailing Average – Jan 2014 to June 2017



12 Month Trailing Average

