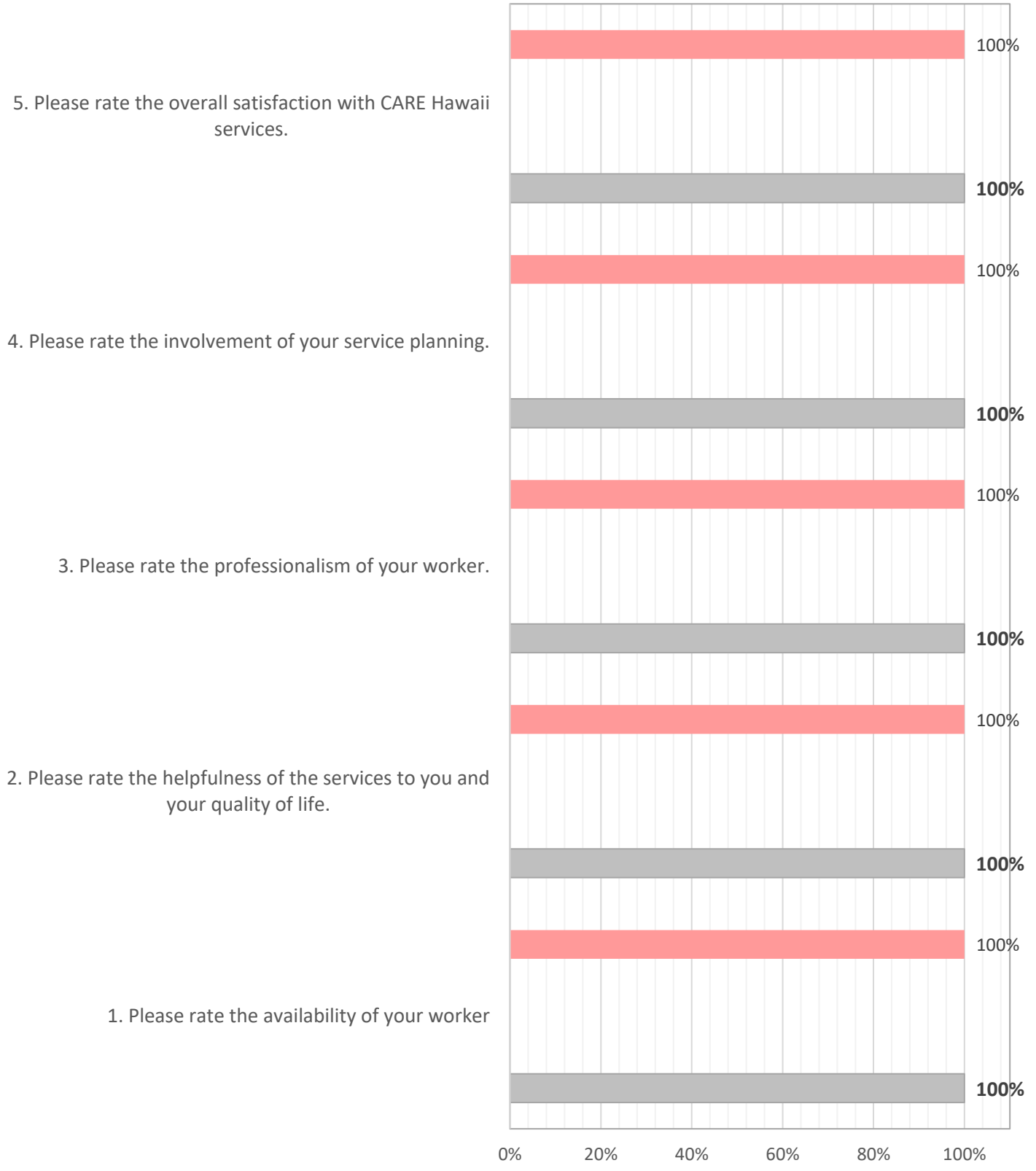


Consumer Satisfaction Survey Results - DD 2nd Quarter 2018



*Weighted Average Satisfaction: 20%=Extremely Poor; 40%=Below Average; 60%=Average; 80%=Above Average; 100%=Excellent.