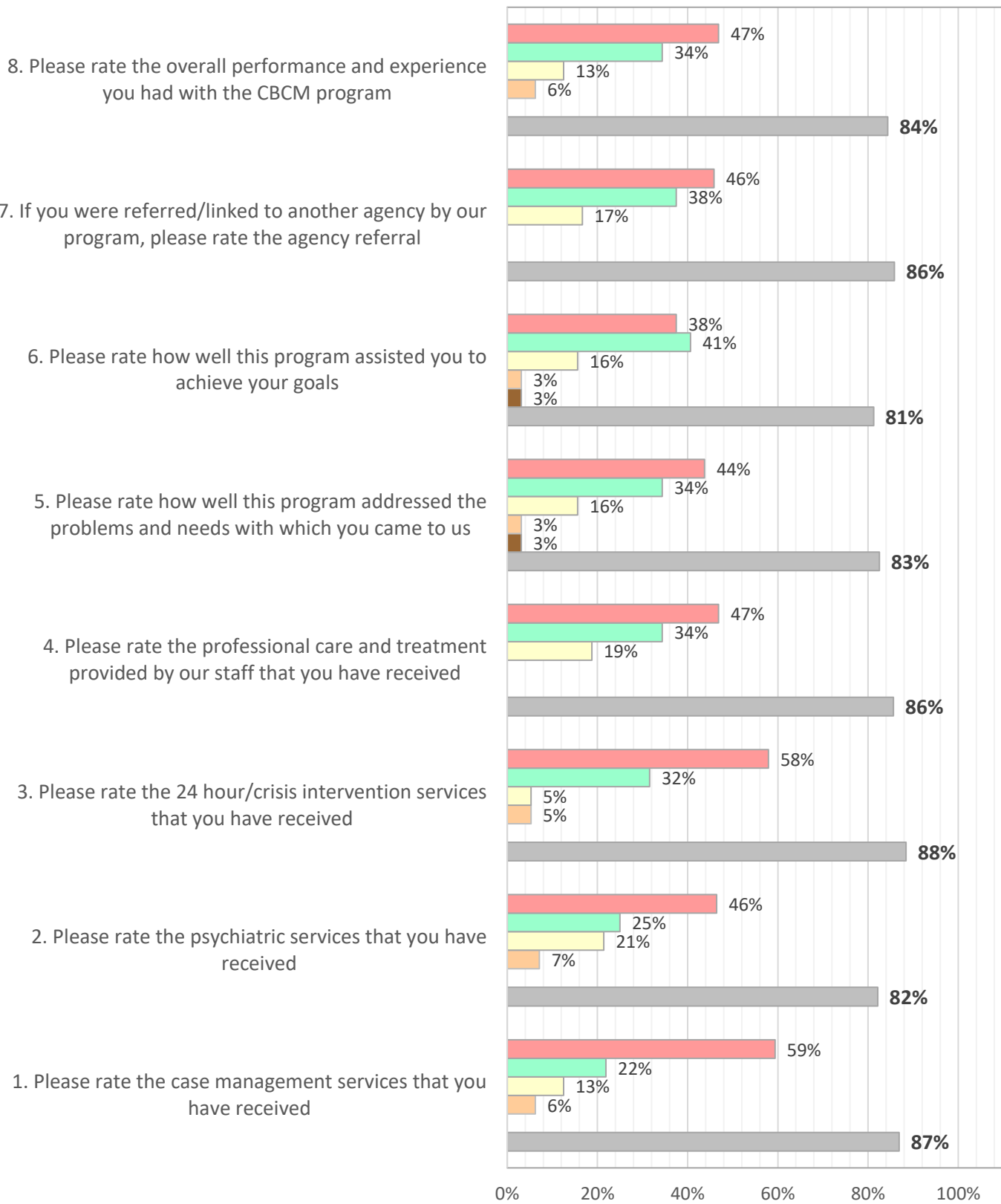


## Consumer Satisfaction Survey Results - West Hawaii CCS 2nd Quarter 2018

■ Excellent   
 ■ Above Average   
 ■ Average   
 ■ Below Average   
 ■ Extremely Poor   
 ■ Weighted Average



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