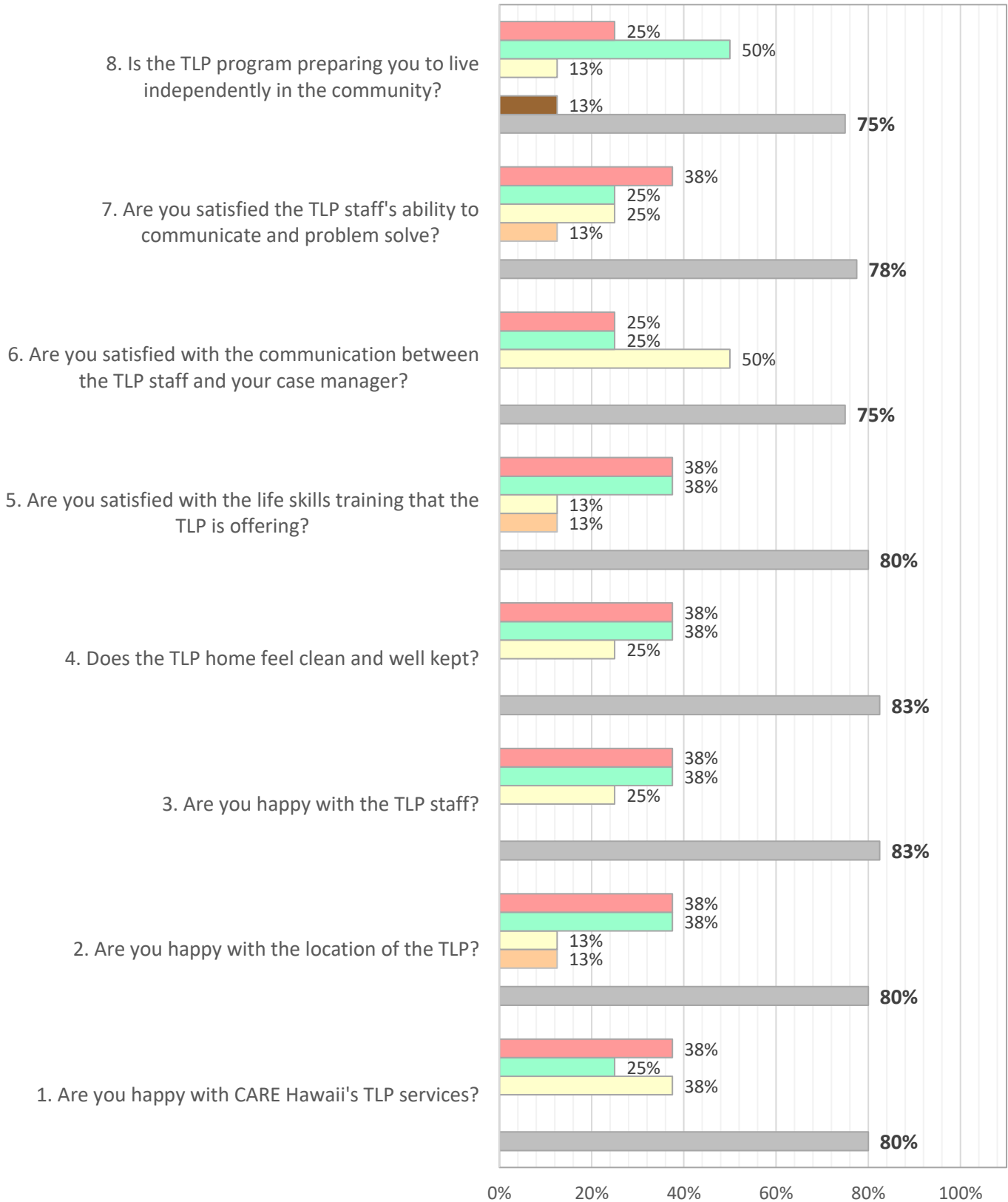


Consumer Satisfaction Survey Results - Aiea TLP 2nd Quarter 2018

■ Very Satisfied
 ■ Satisfied
 ■ Neutral
 ■ Unsatisfied
 ■ Very Unsatisfied
 ■ Weighted Average



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