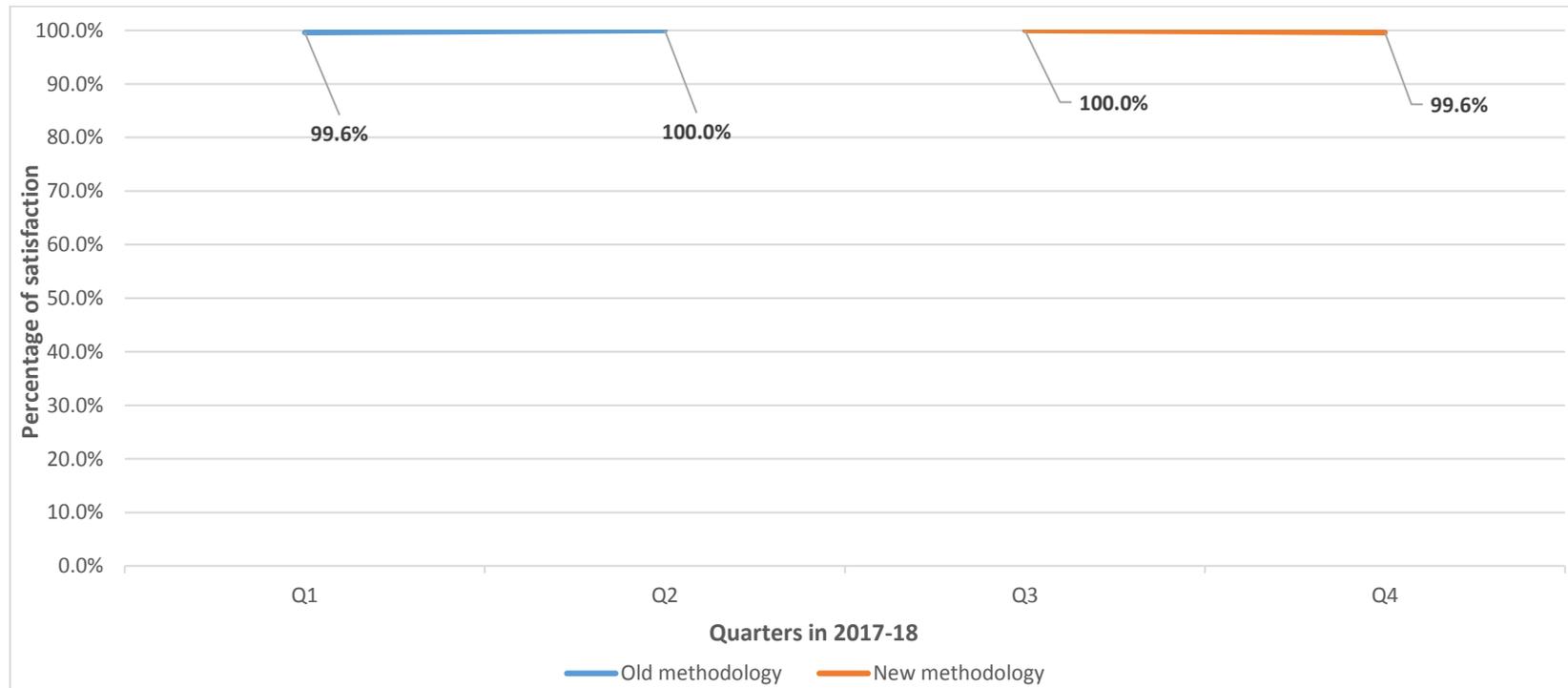


Customer Satisfaction Survey Results 2017-18

The Consumer Council's customer satisfaction score for 2017-18 was 99.6%.

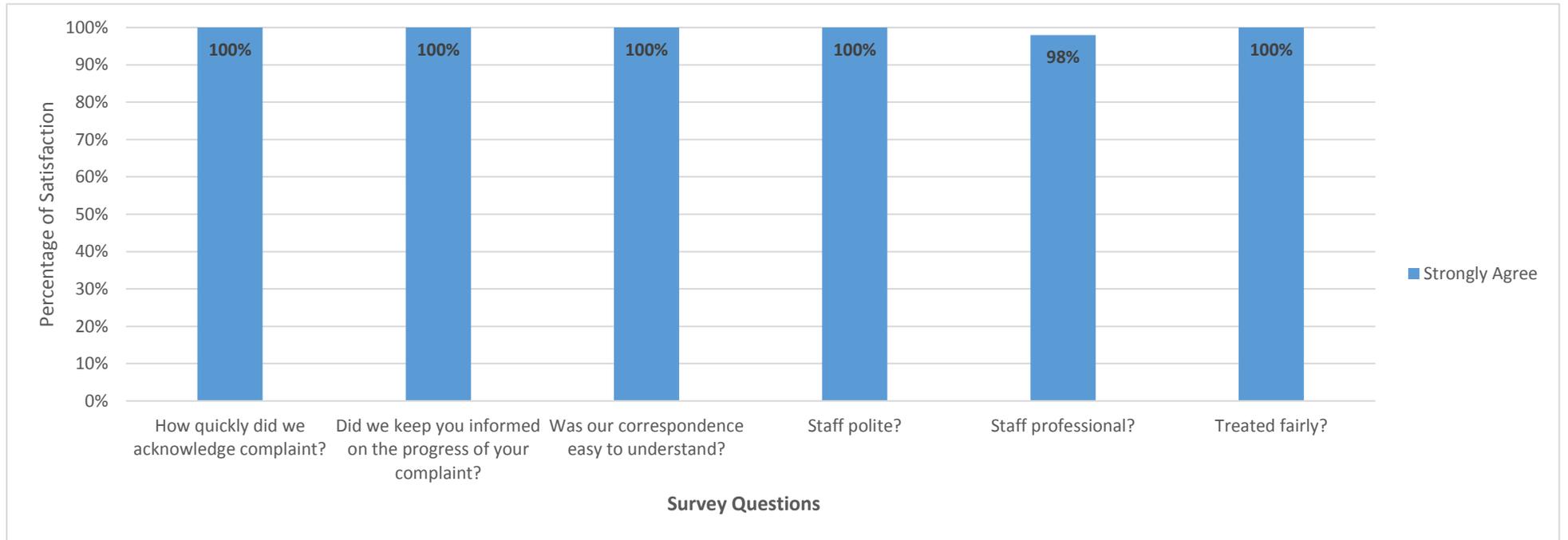
In Quarter 3 of 2017-18, we amended the methodology in our survey from 'yes' 'no' answer options to use the Likert scale in quarters three and four i.e. Strongly agree, Agree, Neutral, Disagree, Strongly Disagree.

This change and our satisfaction scores are reflected in the graph below. The Likert scale was introduced to give customers more choice when giving their feedback.

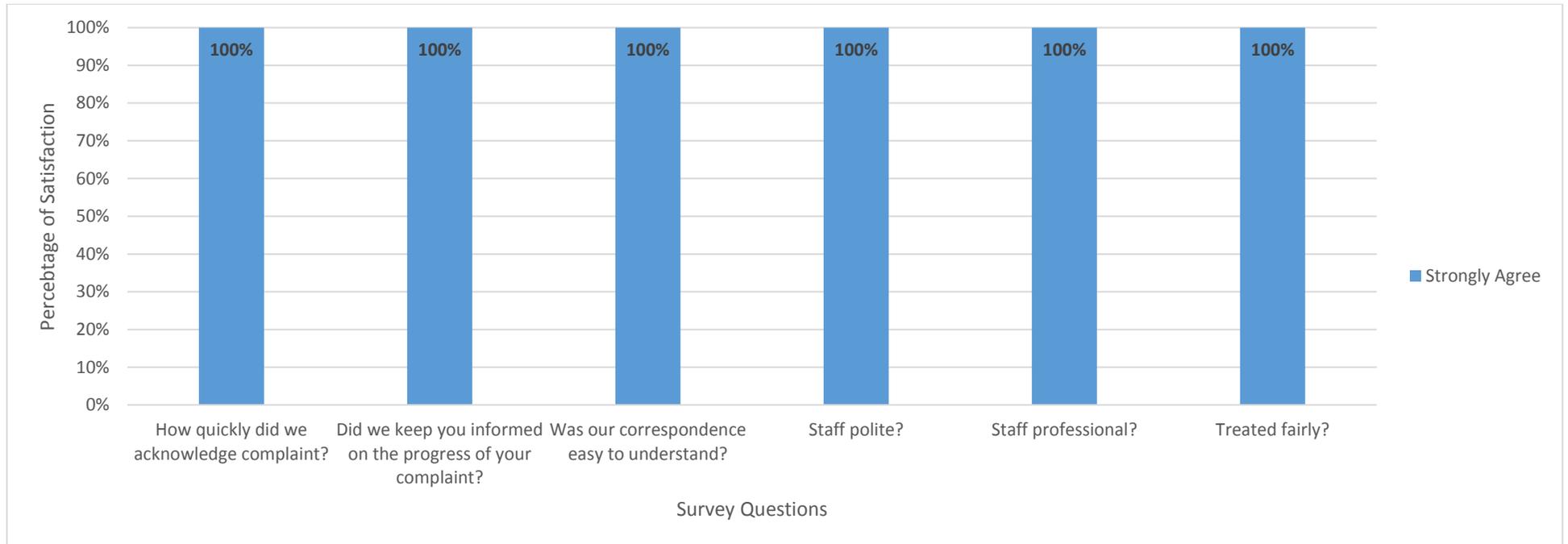


The charts below gives a more detailed look at the customer satisfaction for each quarter in 2017-18.

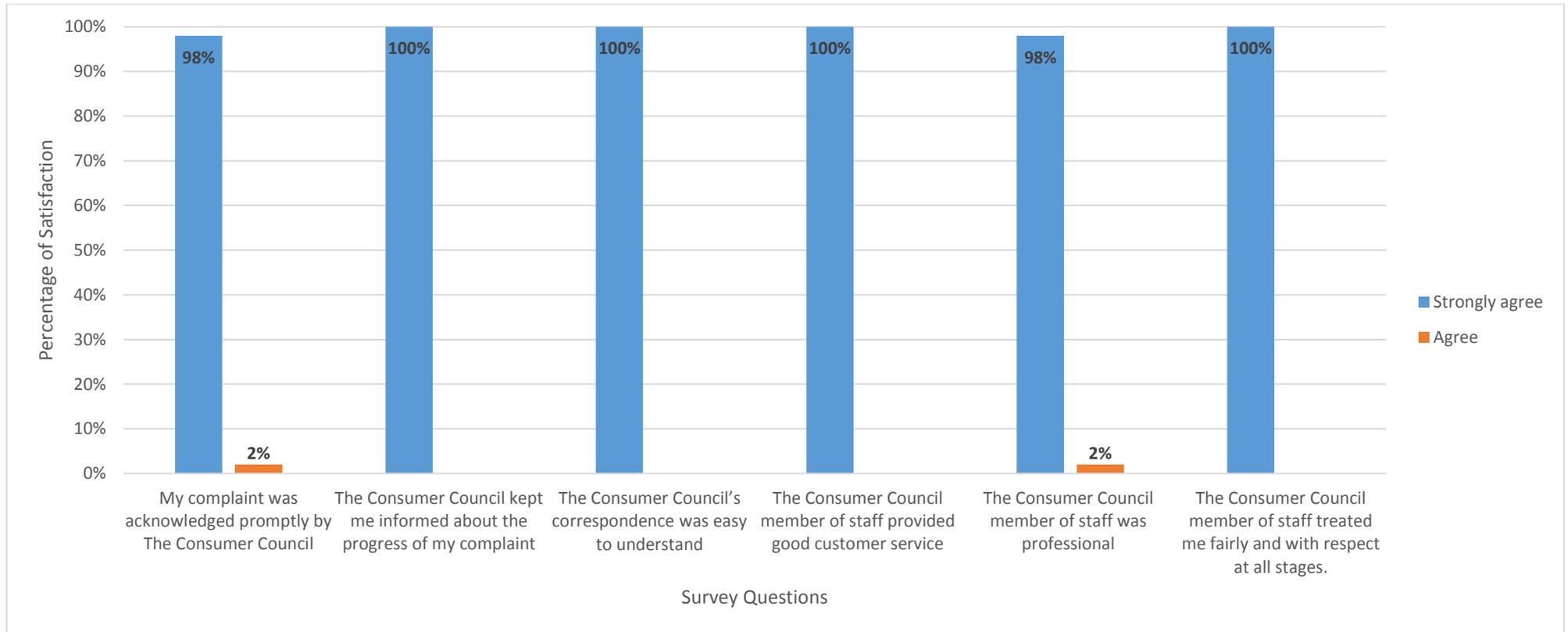
Q1 – April 2017 to June 2017



Q2 – July 2017 to September 2017



Q3 – October 2017 to December 2017



Q4 – January 2018 to March 2018

