

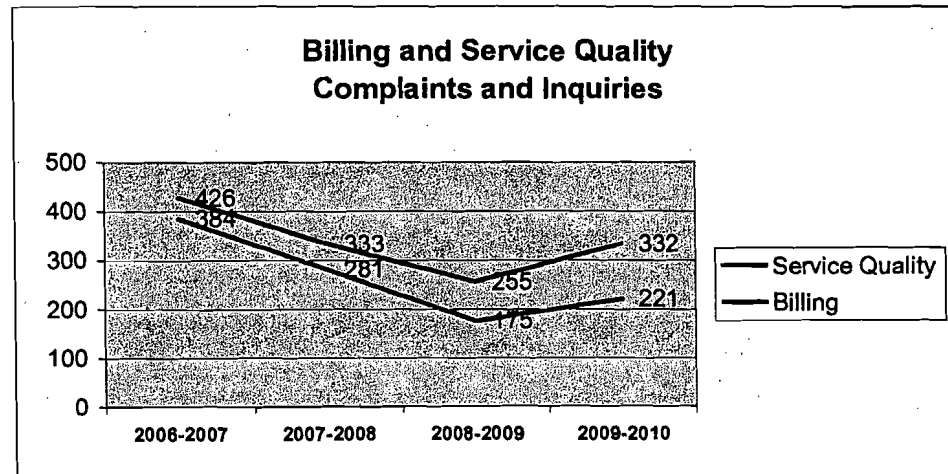
ATTACHMENT A

Telephone Complaints and Inquiries

	2006-2007		2007-2008		2008-2009		2009-2010	
	Billing	Service Quality	Billing	Service Quality	Billing	Service Quality	Billing	Service Quality
Complaints	369	419	234	307	98	219	156	303
Inquiries	15	7	47	26	77	36	65	29

Pure	2006-2007	2007-2008	2008-2009	2009-2010	
Service Quality	426	333	255	332	30.19 % increase from 2008-2009 to 2009-2010
Billing	384	281	175	221	26.28% increase from 2008-2009 to-2009-2010

Pure=Only number where complete information was obtained in EFIS



Totals	2006-2007	2007-2008	2008-2009	2009-2010
Complaints	997	678	400	574
Inquiries	250	466	978	1449
	1247	1144	1378	2023

Totals reflect all contacts which have been logged into EFIS

