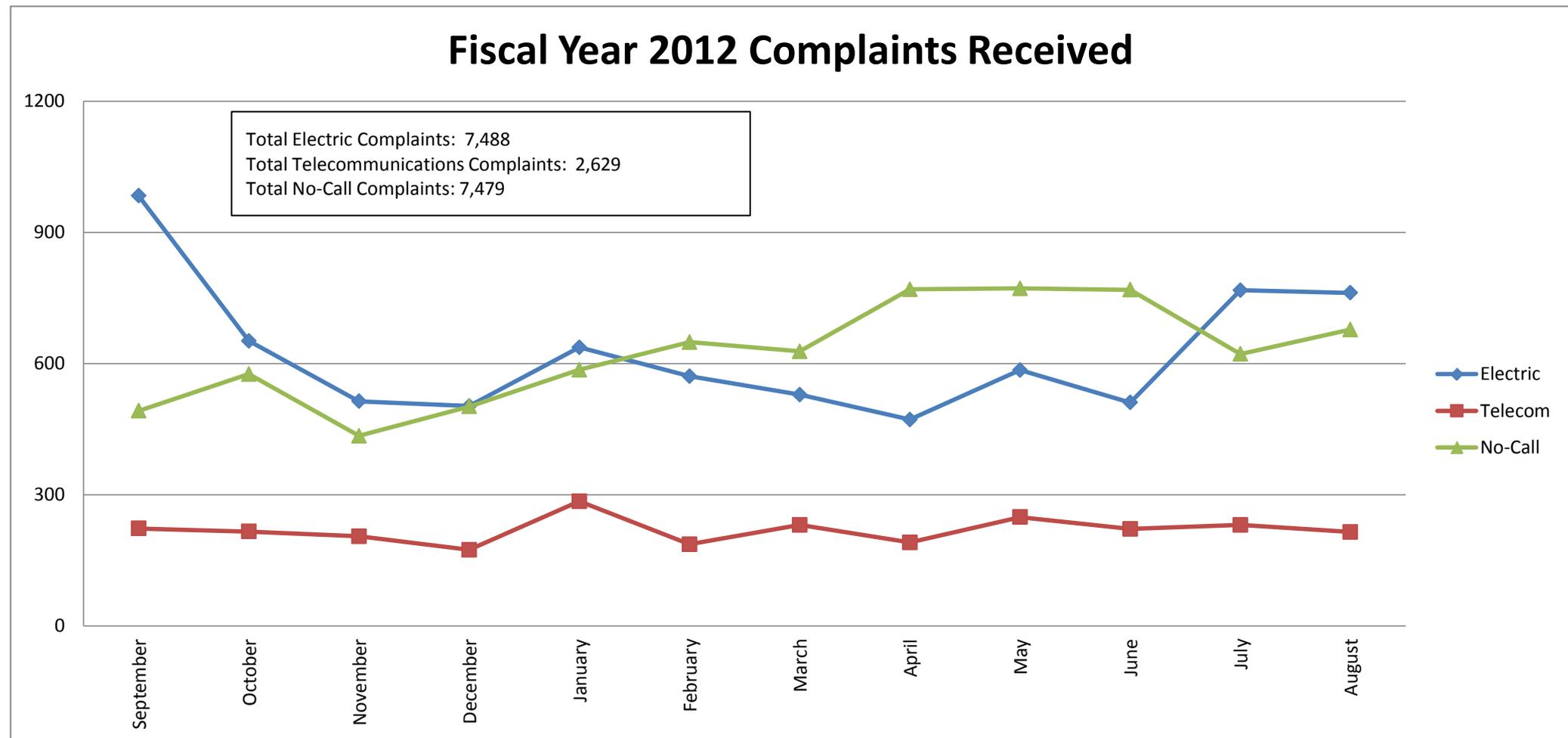
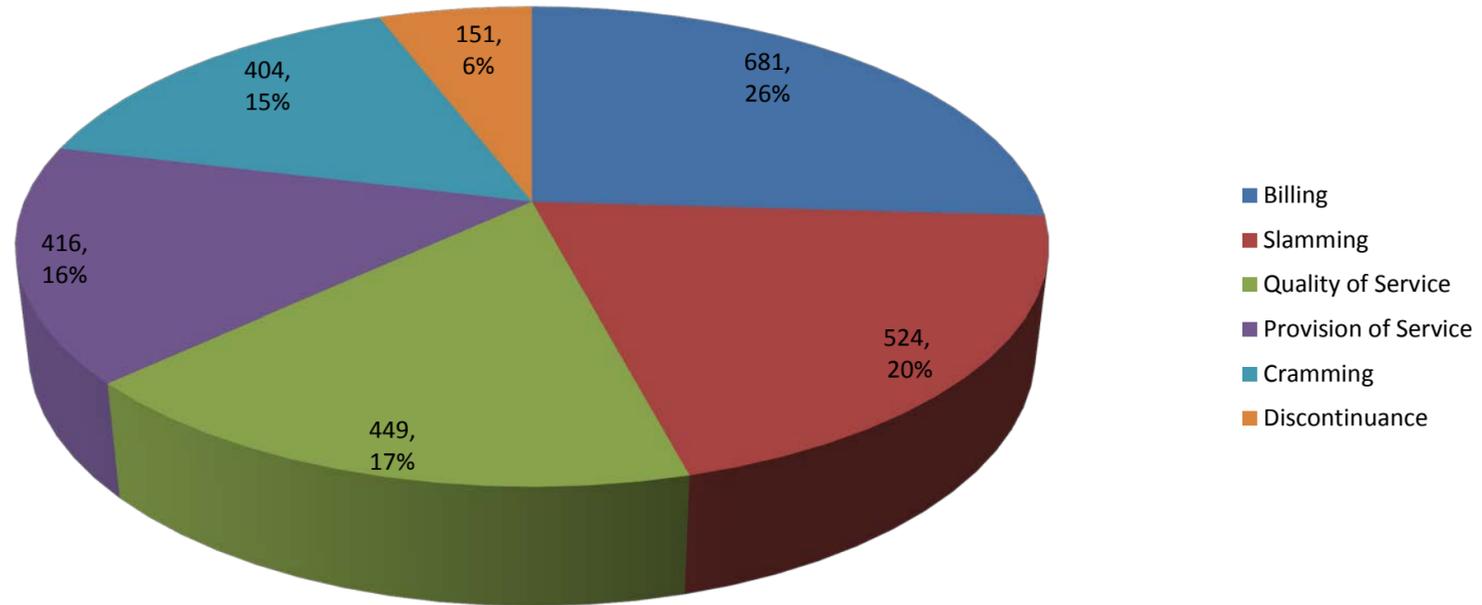


FISCAL YEAR 2012 COMPLAINT STATISTICS ANALYSIS

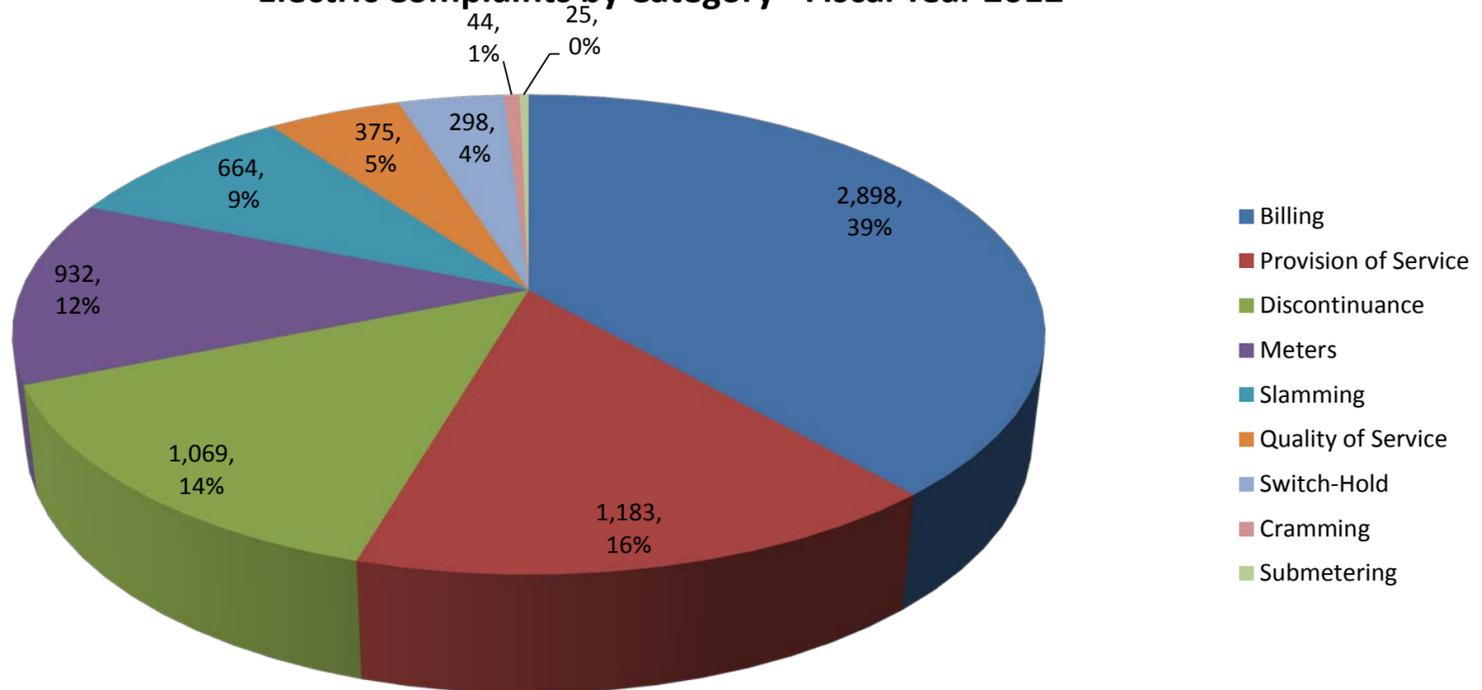


Telecommunications Complaints by Category - Fiscal Year 2012

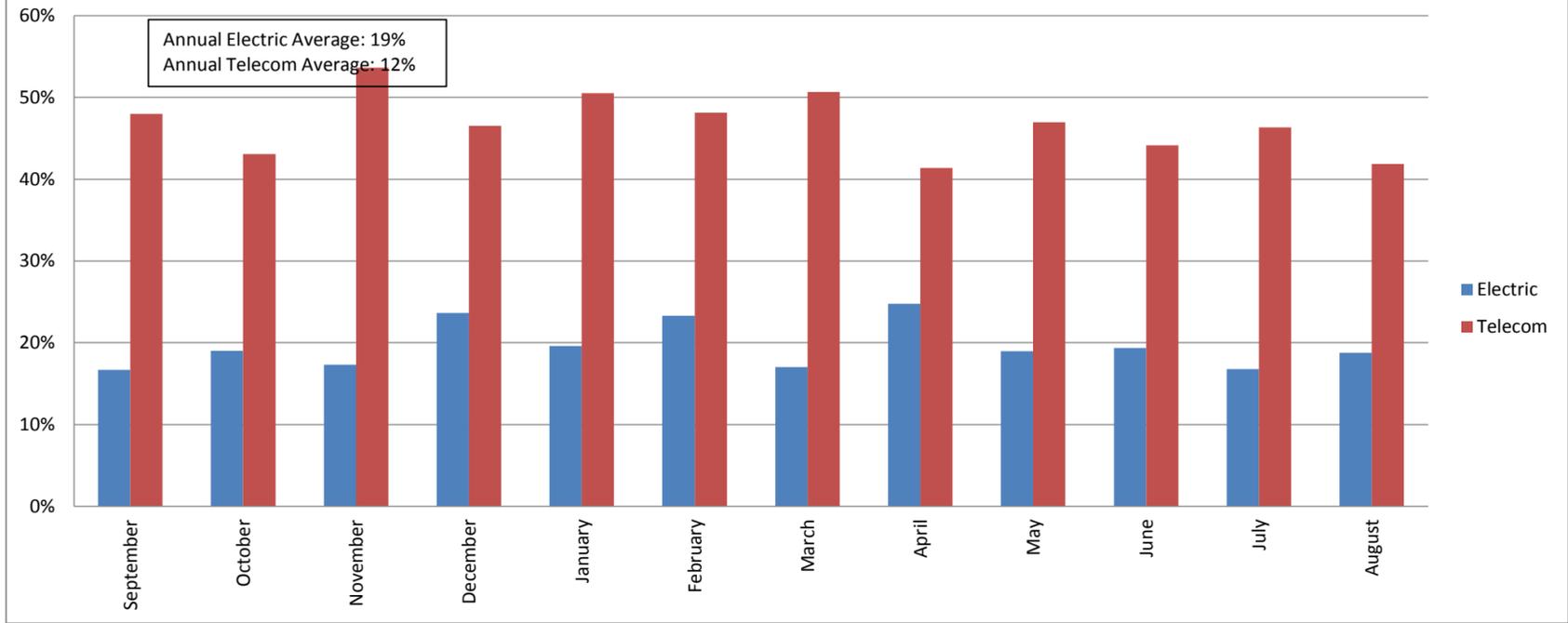


Note: Figure above does not include No-Call complaints, which are resolved through a different process from other telecommunications complaints.

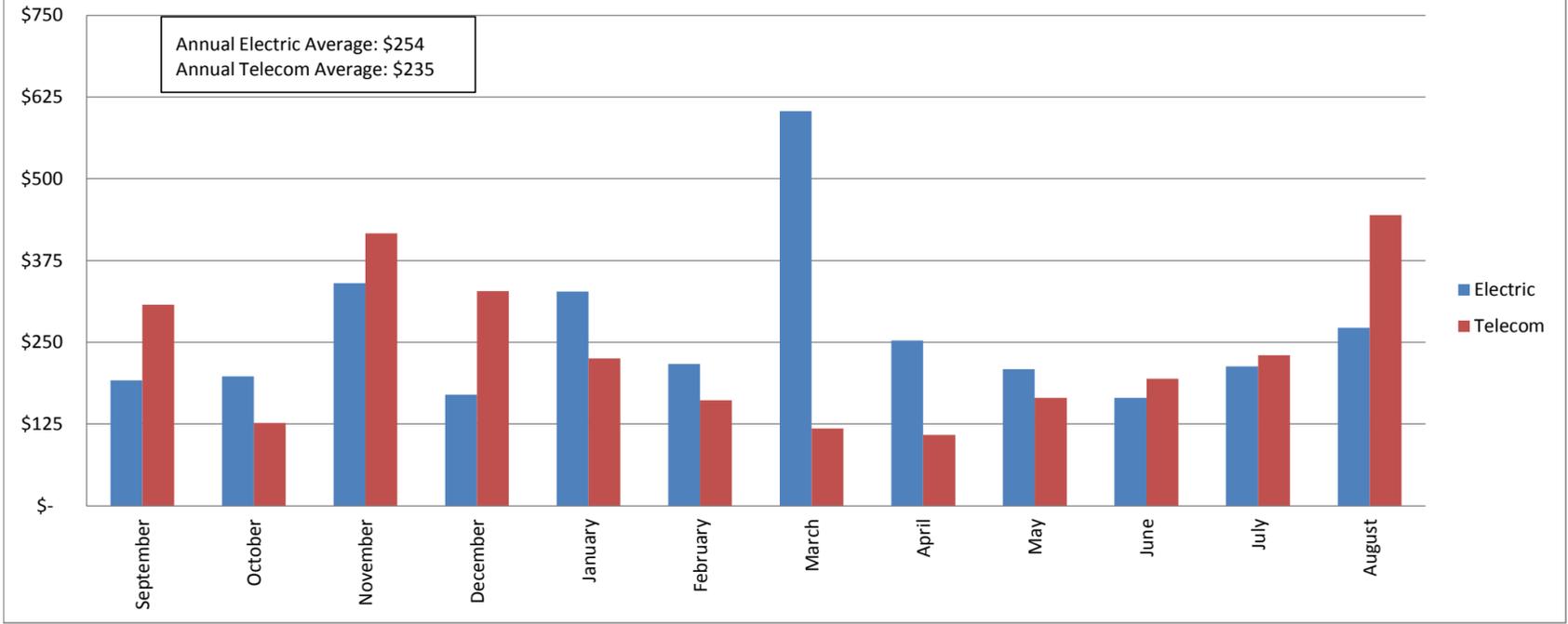
Electric Complaints by Category - Fiscal Year 2012



% of Complaints Resulting in Customer Refunds - Fiscal Year 2012



Average Refund - Fiscal Year 2012



Complaints Received Comparison - FY 2011 and FY 2012

