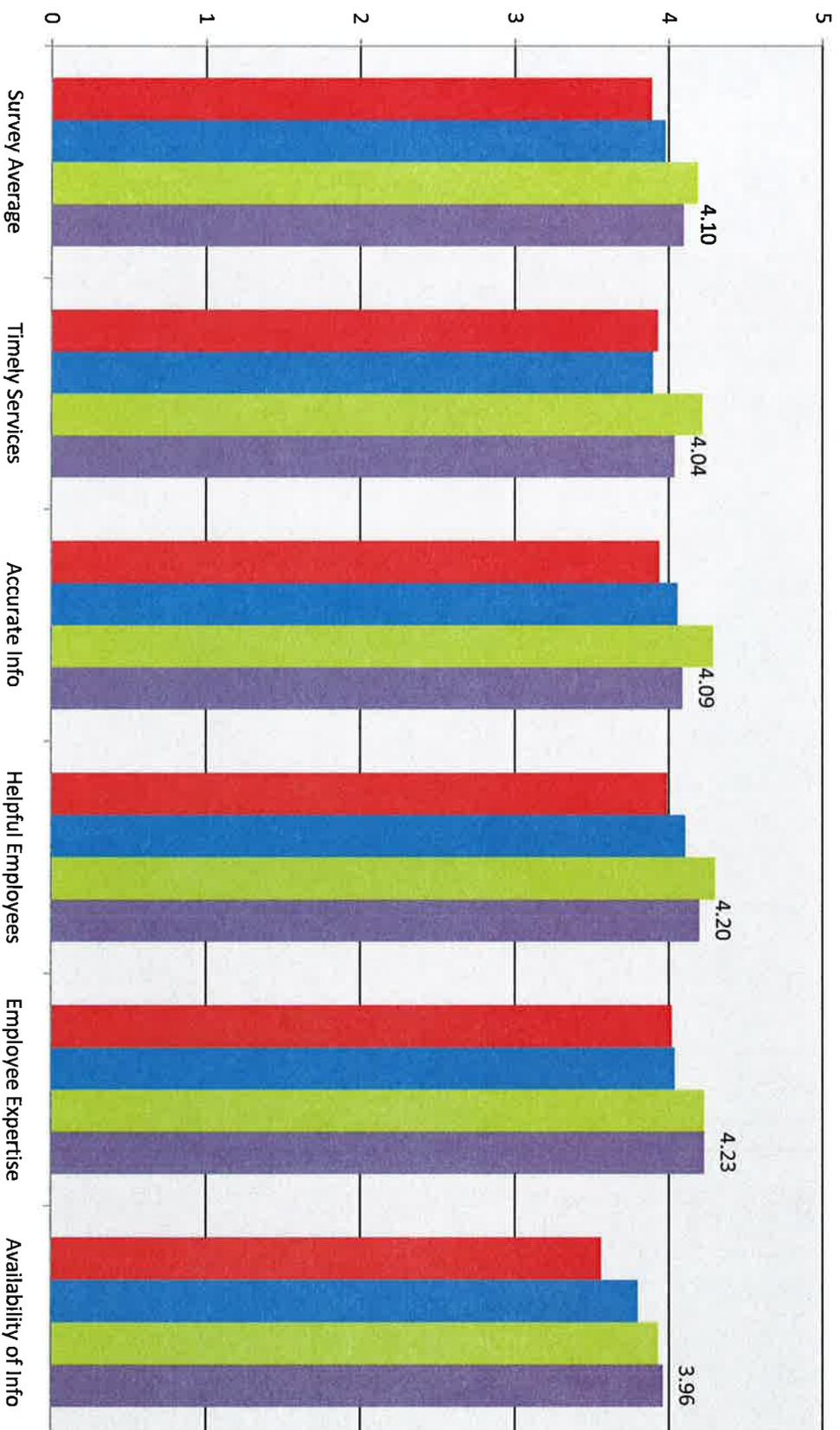


2011 Customer Satisfaction Survey Results

Division of Oil, Gas & Mining Composite



9/13/2011

■ 2008 ■ 2009 ■ 2010 ■ 2011