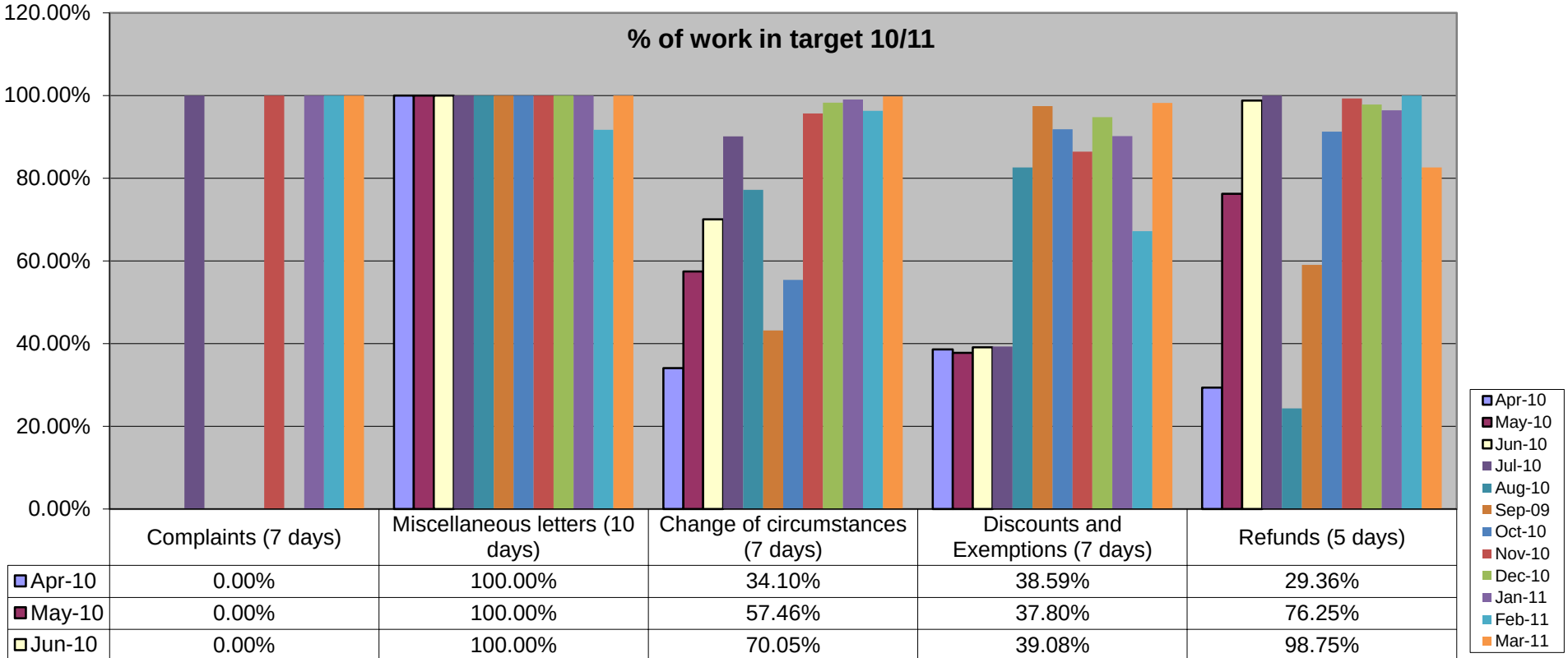


| | Complaints (7 days) | Miscellaneous letters (10 days) | Change of circumstances (7 days) | Discounts and Exemptions (7 days) | Refunds (5 days) |
|---|---|---|---|---|---|
| Apr-10 | 0.00% | 100.00% | 34.10% | 38.59% | 29.36% |
| May-10 | 0.00% | 100.00% | 57.46% | 37.80% | 76.25% |
| Jun-10 | 0.00% | 100.00% | 70.05% | 39.08% | 98.75% |
| Jul-10 | 100.00% | 100.00% | 90.14% | 39.32% | 99.98% |
| Aug-10 | 0.00% | 100.00% | 77.19% | 82.61% | 24.36% |
| Sep-09 | 0.00% | 100.00% | 43.17% | 97.40% | 59.04% |
| Oct-10 | 0.00% | 100.00% | 55.43% | 91.82% | 91.26% |
| Nov-10 | 100.00% | 100.00% | 95.63% | 86.40% | 99.27% |
| Dec-10 | 0.00% | 100.00% | 98.24% | 94.73% | 97.82% |
| Jan-11 | 100.00% | 100.00% | 99.04% | 90.16% | 96.40% |
| Feb-11 | 100.00% | 91.67% | 96.26% | 67.16% | 100.00% |
| Mar-11 | 100.00% | 100.00% | 99.80% | 98.18% | 82.57% |