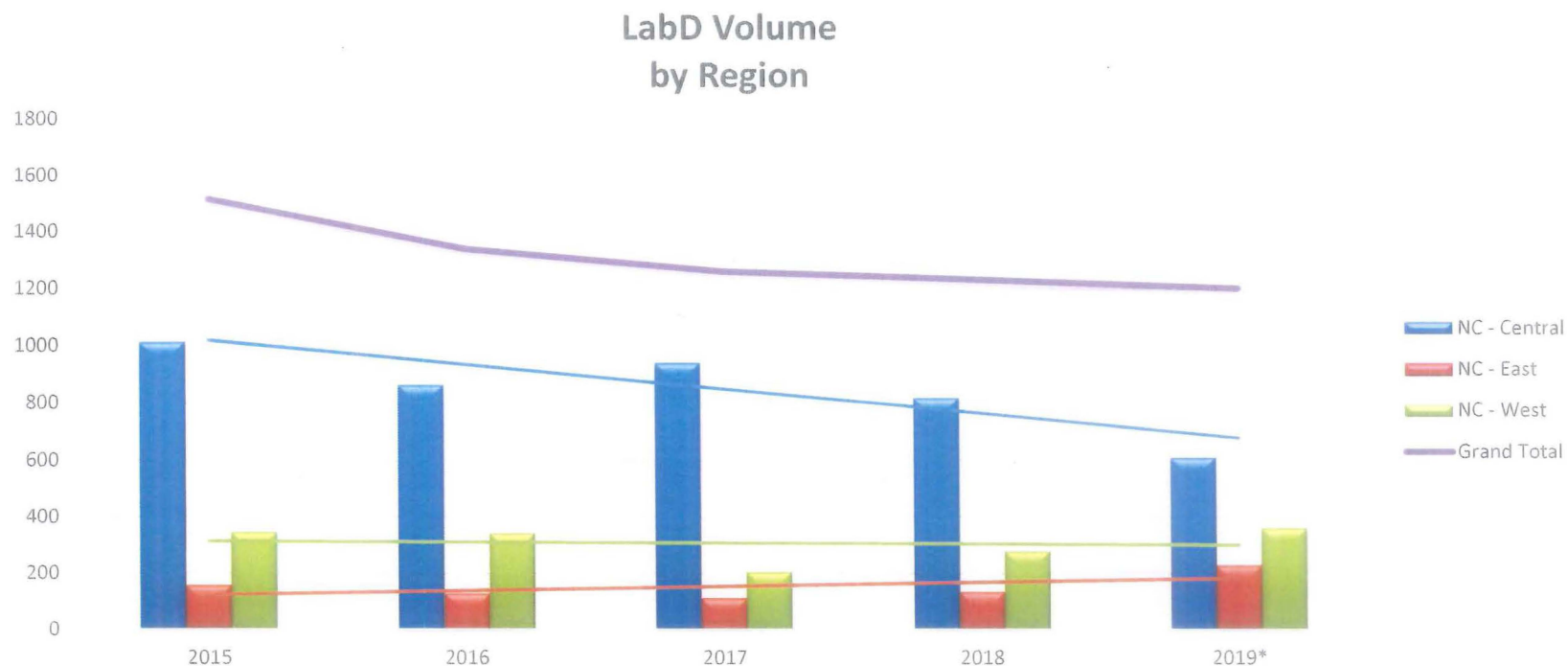


Customer Complaints



Statewide LabD Work Orders:

- 19% decline from 2015 – 2018
- 21% decline by YE 2019 (projected)

Central Region LabD Work Orders:

- 20% decline from 2015 – 2018
- 40% decline by YE 2019 (projected)