

Annex A

Chart 1: Percentage of Residential Service Orders Met within (i) 3 Business Days or (ii) by RFA Date from Jan 2015 – Jun 2016

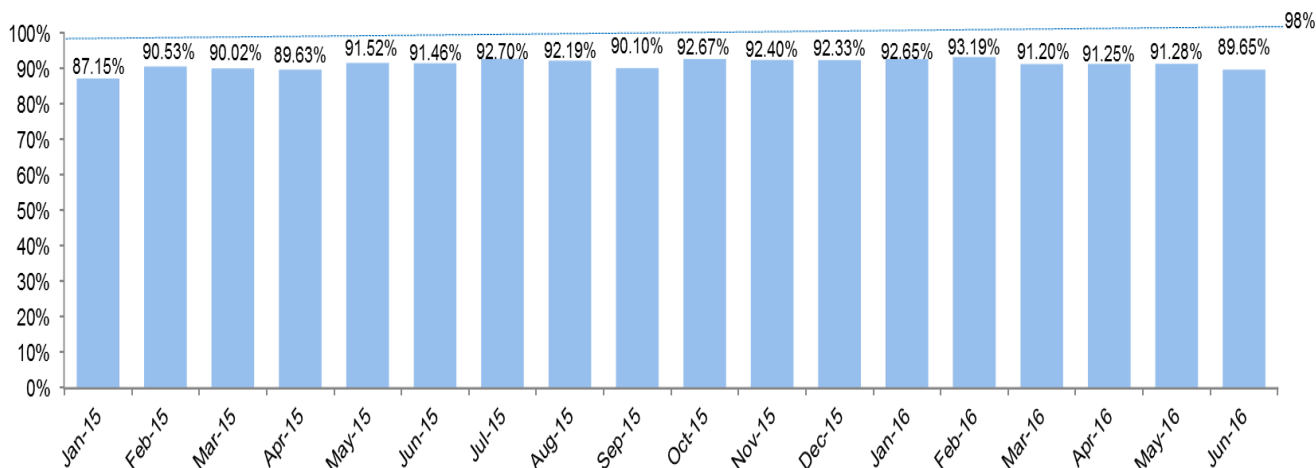


Chart 2: Percentage of Residential Service Orders Met within (i) 7 Business Days or (ii) by RFA Date + 4 Business Days from Jan 2015 to Jun 2016

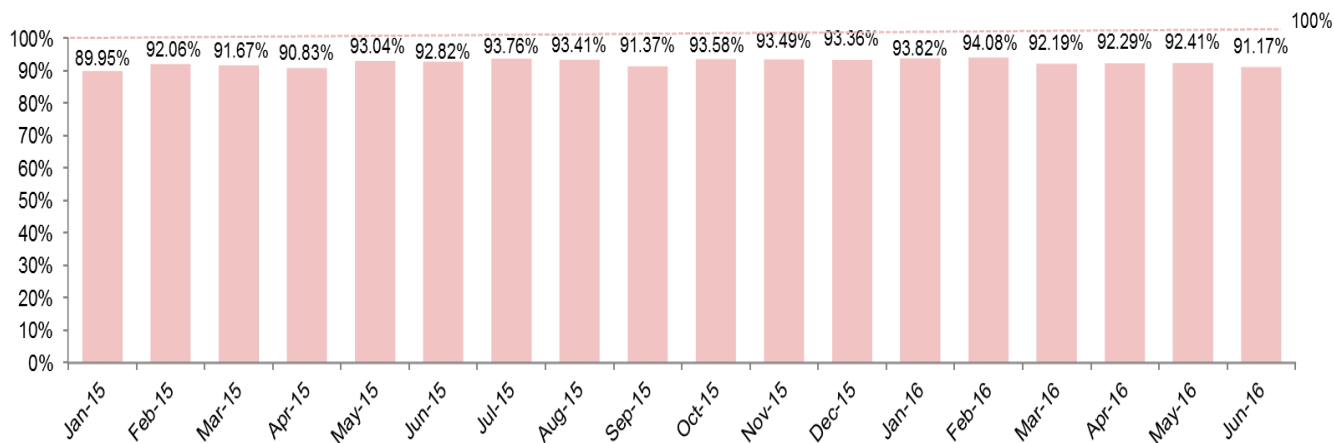


Chart 3: Percentage of Non-Residential Service Orders Met within (i) 4 Calendar Weeks or (ii) by RFA Date in 2015

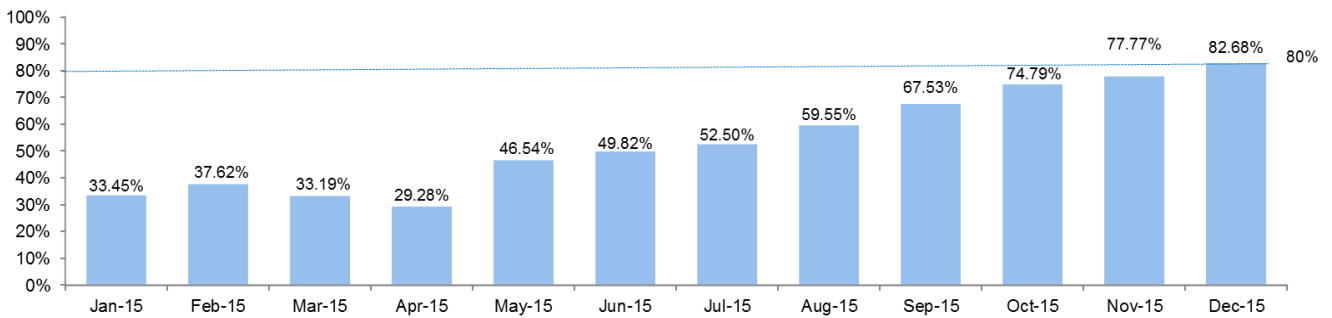


Chart 4: Percentage of Non-Residential Service Orders Met within (i) 8 Calendar Weeks or (ii) by RFA Date + 4 Calendar Weeks in 2015

