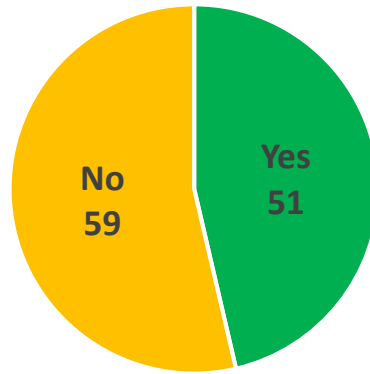
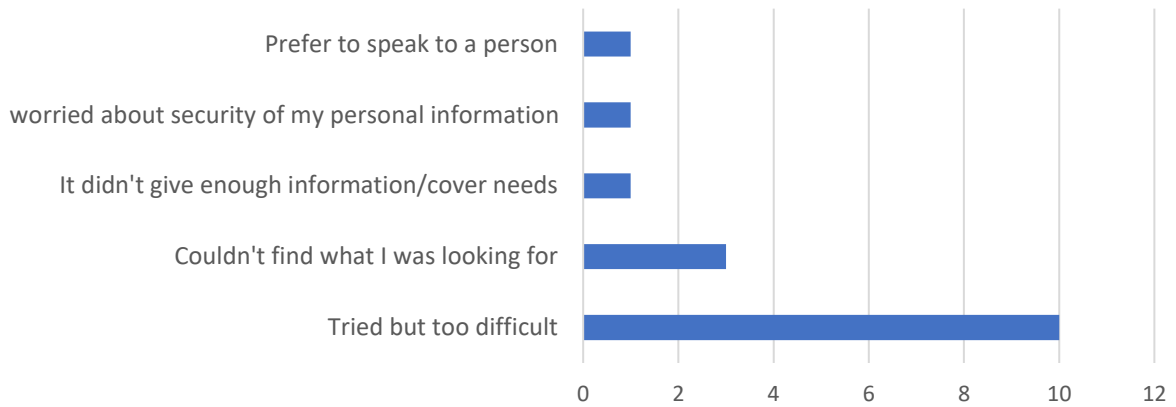


Appendix 2 – Residents Survey

Graph A
Number of Customers surveyed who have used online services previously



Graph B
Reasons residents who have used online services would not use them again



Appendix 2 – Residents Survey

