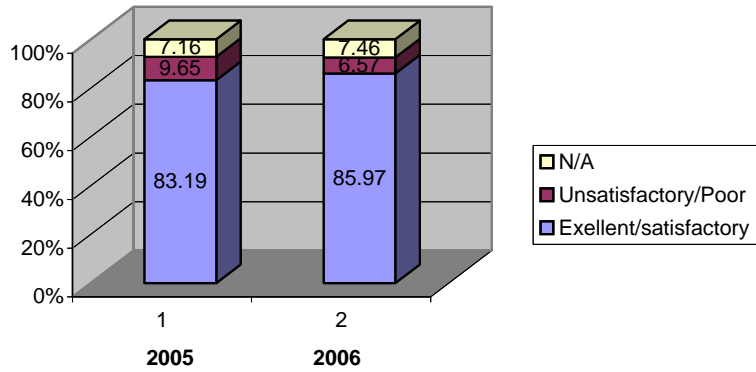
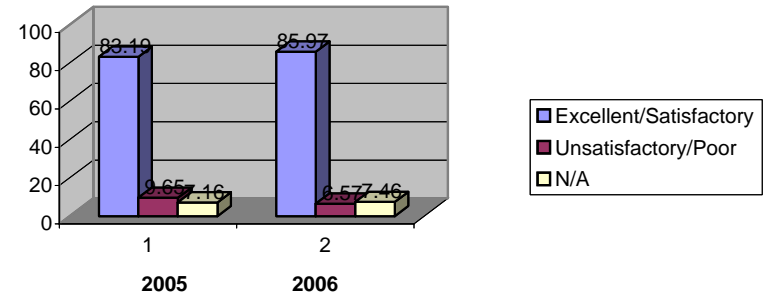


Analysis of Customer Survey that was carried out in December 2006

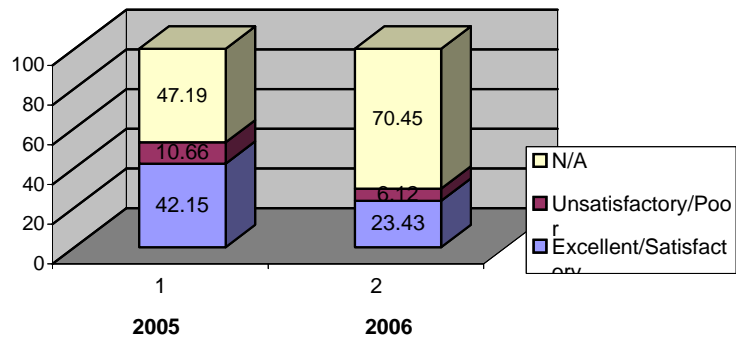
Q1 - How do you rate the professional conduct of Waste Management employees



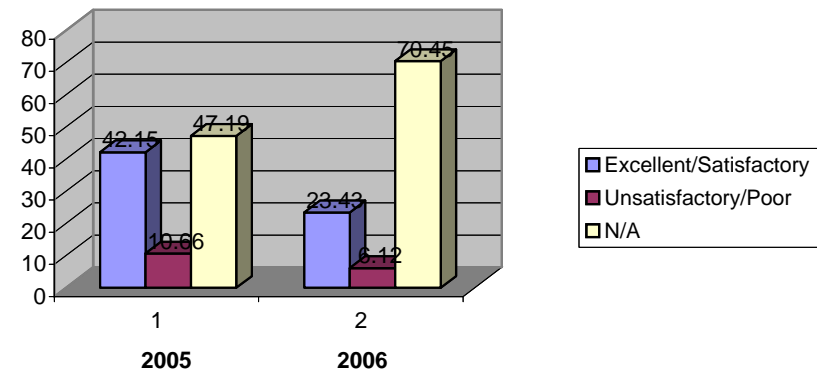
Q1 - How do you rate the professional conduct of Waste Management employees



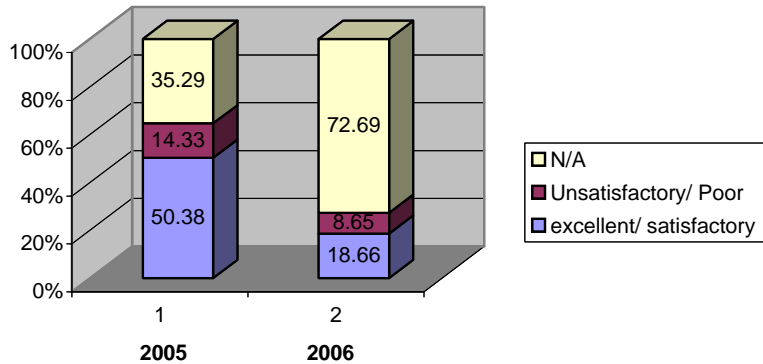
Q2 - How do you rate the damaged/replacement Bin Scheme



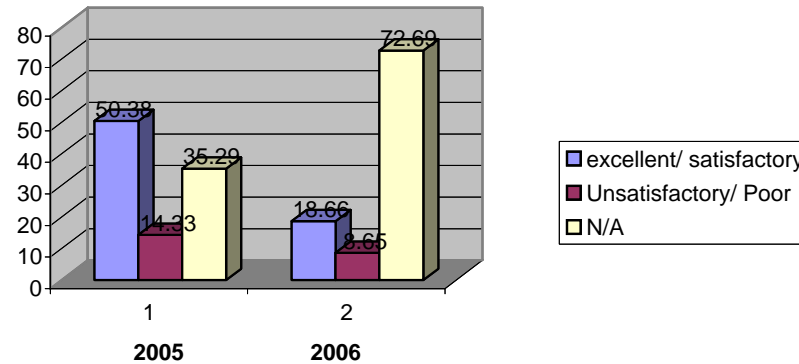
Q2 - How do you rate the damaged/replacement Bin Scheme



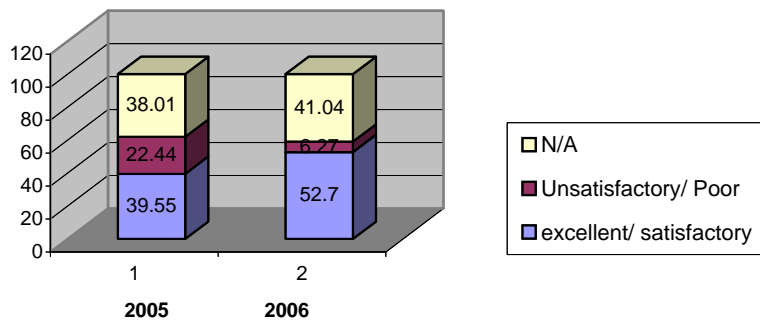
**Q3 - How do you rate our response to problem with Waste Collection**



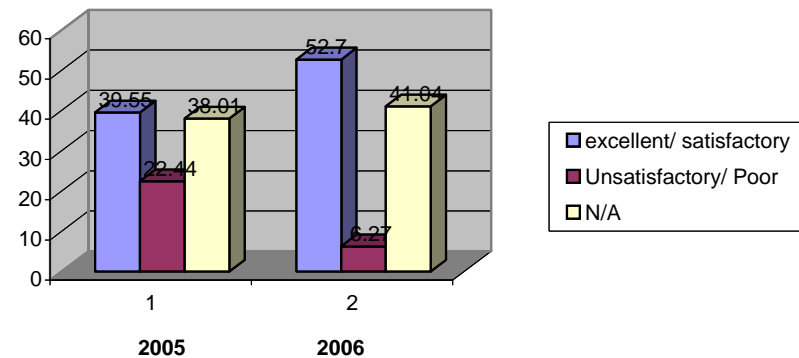
**Q3 - How do you rate our response to problem with Waste Collection**



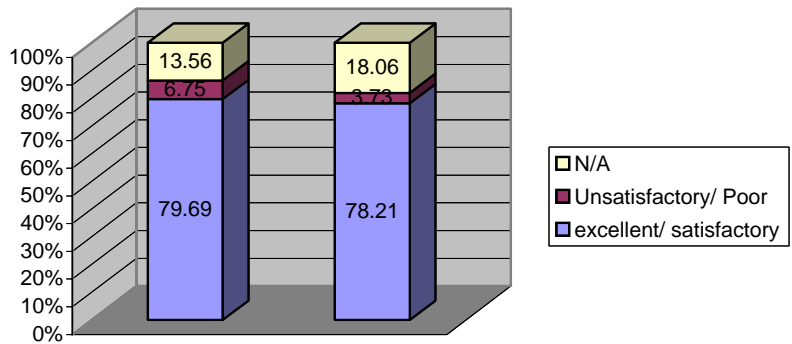
**Q4 - How do you rate our bulky uplift service**



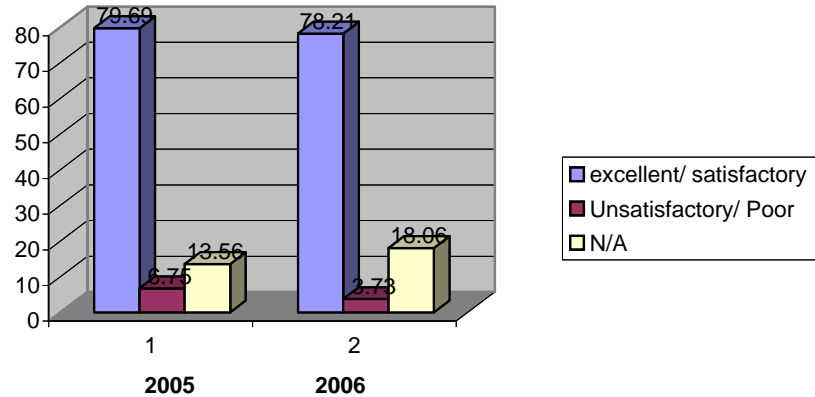
**Q4 - How do you rate our bulky uplift service**



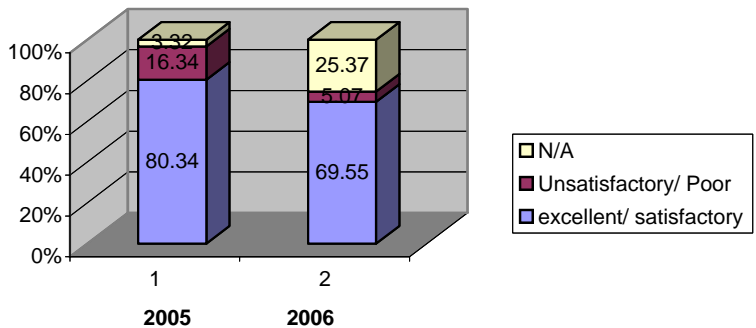
**Q5c - How do you rate the type of materials accepted**



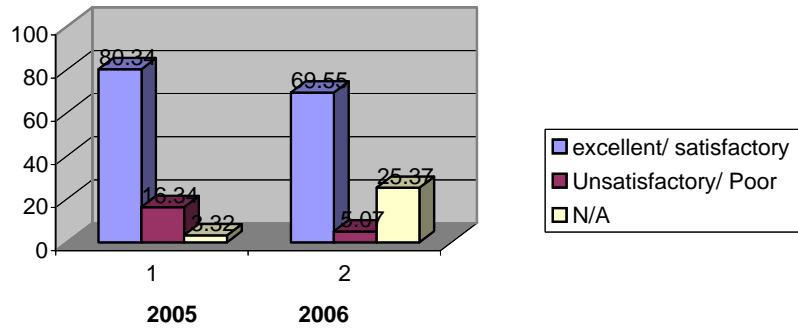
**Q5c - How do you rate the type of materials accepted**



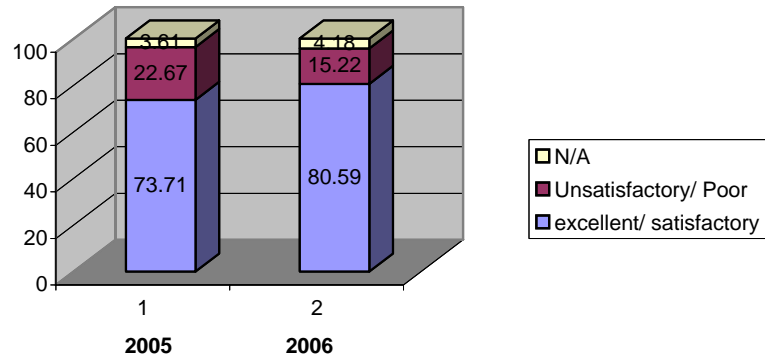
**Q8 - How do you rate the literature and publicity for ease of understanding**



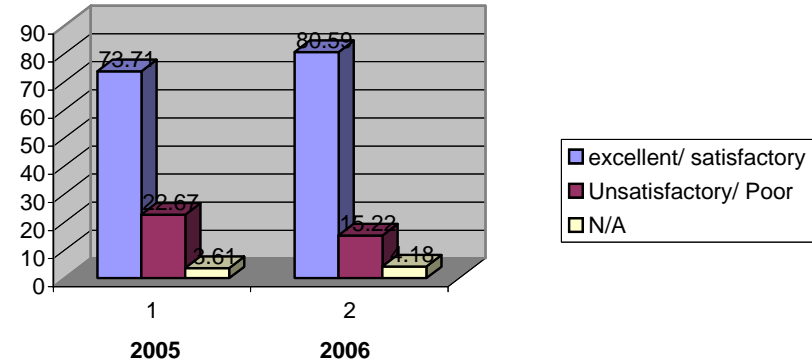
**Q8 - How do you rate the literature and publicity for ease of understanding**



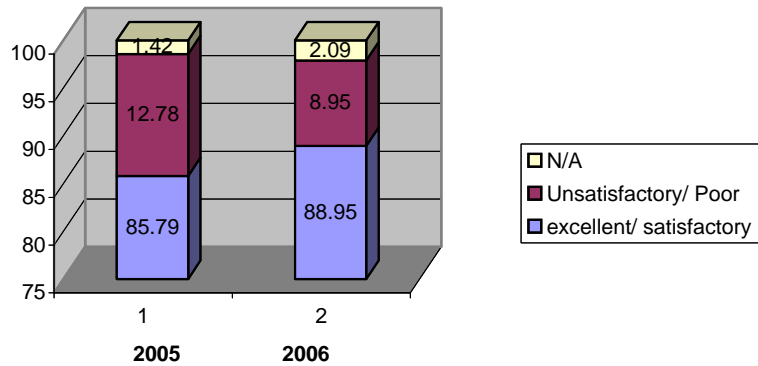
**Q9 - How do you rate the information given about what can be placed in the blue/brown bins**



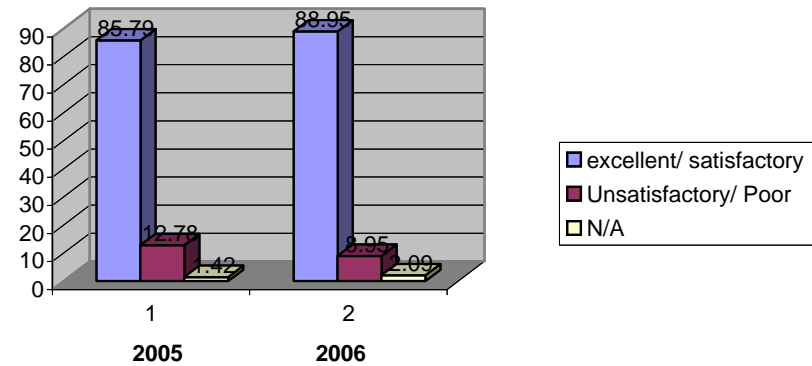
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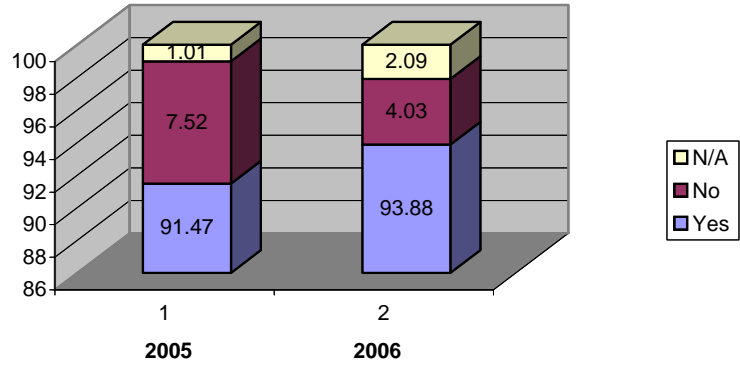
**Q10 - Overall how do you rate the waste collection service we provide**



**Q10 - Overall how do you rate the waste collection service we provide**



**Q11 - Where there is the 3 bin system in operation do you participate**



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