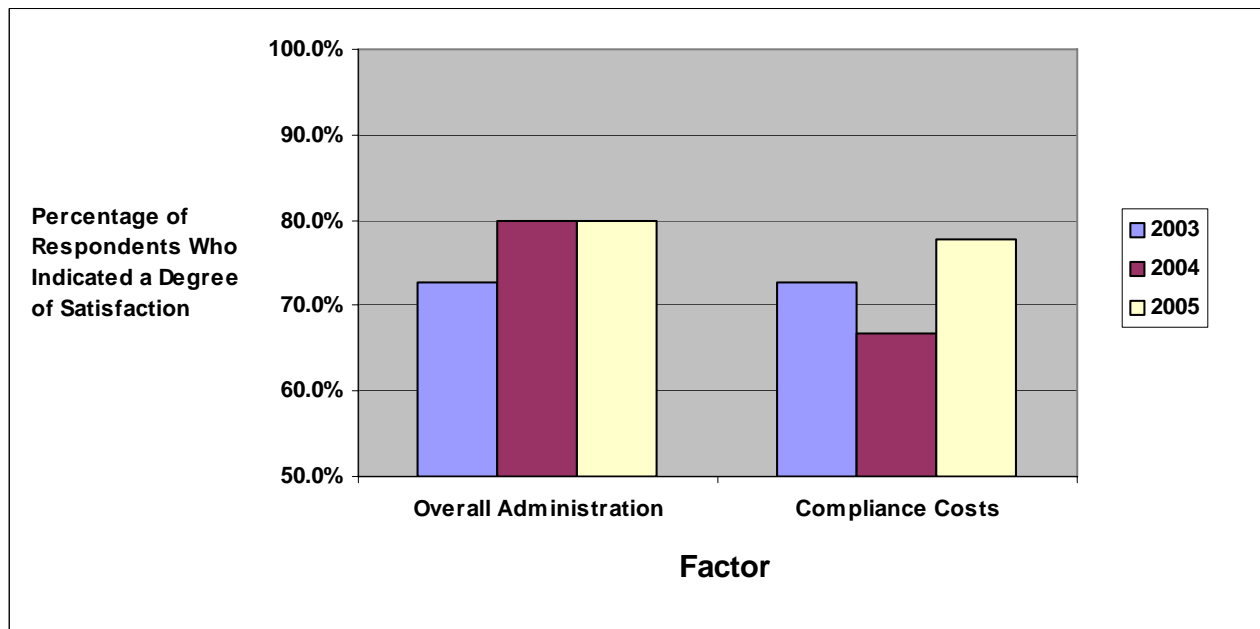


### Results Comparison for the Years 2003 to 2005



### Summary of Client Comments and Suggestions Provided on the 2005 Survey

Similar comments were combined and the number of times the comment was received is noted in parenthesis.

- TRA should have a toll-free telephone number available for clients outside Alberta. (1)
- Propane fuel tax collectors should be reimbursed for the cost and time to collect the tax. (1)
- The recorded message on the telephone system for propane tax rebates should not repeat when we are entering information for multiple locations. (1)
- An Internet filing system should be available for propane tax rebate claims. (1)