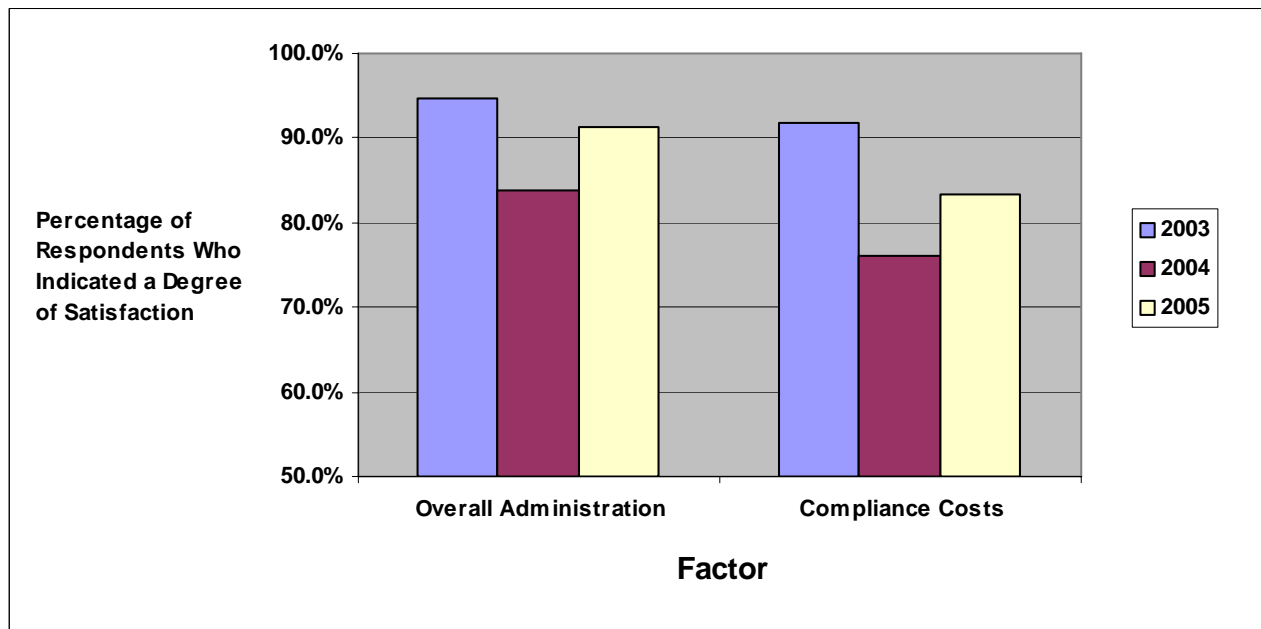


Results Comparison for the Years 2003 to 2005



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.

- Satisfied with TRA's administration of the program. (1)
- Satisfied with the telephone system for propane tax rebates. (1)
- TRA staff is very patient and helpful. (1)
- An Internet filing system and an Internet self-serve system should be available for propane retailers. (1)