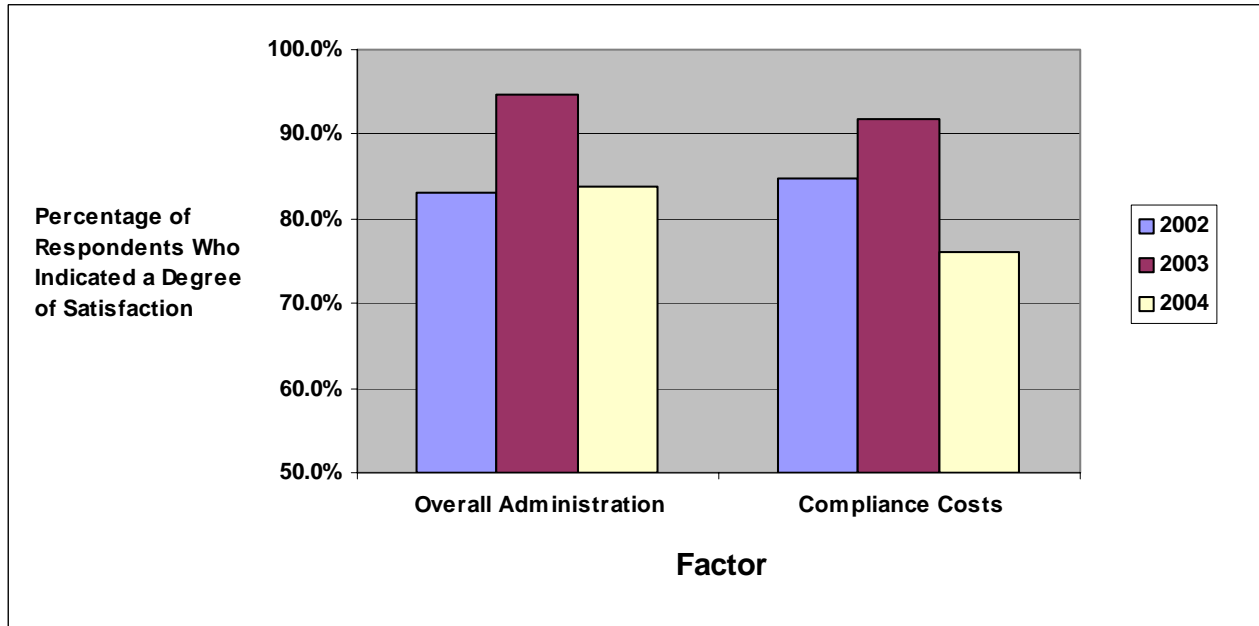


Results Comparison for the Years 2002 to 2004



Summary of Client Comments and Suggestions Provided on the 2004 Survey

Similar comments were combined and the numbers of such comments are noted in parenthesis.

- We are satisfied with TRA's administration of this program. (4)
- We didn't receive any correspondence on changes to forms or any procedures on cost cutting. (1)
- Internet filing should be available for this program. It would be quicker and there would be fewer errors because it wouldn't be such a repetitive process. (1)
- Internet filing wouldn't be useful for us, because we are unable to access the Internet from our location due to bad telephone lines. (1)
- Other propane retailers in my area sell propane for less than my purchase price from the wholesaler. These retailers must not be paying the fuel tax, but when we report them to TRA, nothing happens. This is very unfair to the retailers that are complying with the tax requirements. (1)
- We required assistance when making our claim and the staff at TRA were very helpful. (1)
- I don't like the telephone reporting system, because punching buttons on the telephone is difficult for me. (1)