**Section 411.332 Descriptive Statistics**

a) The results of the customer satisfaction survey shall list, for each question, the number and percent of responses tabulated in each response category, including the total number of respondents and not including non-respondents. Responses that are reported in percentages shall be carried out to one decimal point.

b) The jurisdictional entities shall refer to Sections 411.335, 411.340, and 411.345 of this Part in presenting the results of the customer satisfaction survey as part of the annual report to the Commission. Each entity shall provide information on a question-by-question basis, including every survey question, in conformance with the specifications listed in Sections 411.335, 411.340, and 411.345 of this Part.

(Source: Added at 24 Ill. Reg. 12914, effective September 1, 2000)