**Section 411.360 Executive Summary**

Jurisdictional entities shall submit, in accordance with Section 411.160, an executive summary describing in narrative form the meaning of the statistical information derived from the survey results. This executive summary shall be sufficient to communicate to the Commission customers' responses on all the survey questions, with emphasis on:

a) Areas of particular satisfaction and dissatisfaction;

b) Changes over time; and

c) Statistically significant relationships between rating questions and other questions and demographic questions and other questions.

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