Customer Satisfaction Report 2013

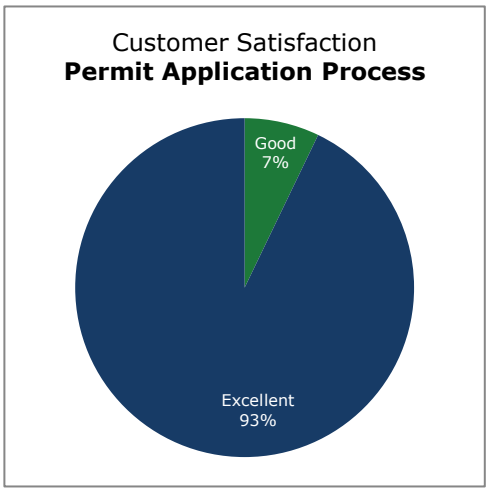
COMMITMENT TO EXCELLENCE IN CUSTOMER SERVICE

In September 2013, NVCA adopted a Customer Service Charter that sets out our commitment to providing excellent customer service. As part of this commitment, NVCA provides an annual summary of customer feedback.

Highlights – Customer Feedback

NVCA initiated customer feedback in the third-quarter of 2013. The following highlights reflect the comments received from 15 individuals/families.

In their overall feedback, all customers rated working with NVCA staff as good or excellent.



With regards to the permit application process, all customers rated their experience as good or excellent.

Among the written comments, customers mentioned that NVCA staff were "helpful and considerate" and "extremely helpful, pleasant, enthusiastic." Customers thanked staff for their "hard work, resourcefulness, and support."

Customers specifically acknowledged NVCA's interactive water-shed mapping system for the valuable information it provides. They also recognized NVCA's stream rehabilitation program, thanking staff for their professionalism, expertise and dedication.

NVCA hopes to increase customer feedback in 2014 through the use of surveys, online feedback forms and other evaluation tools.

For more information about NVCA's Customer Service Charter or this report, contact NVCA's Director of Corporate Services.

NVCA CUSTOMER SERVICE MISSION

We aim to provide a high standard of effective and efficient service to all our customers.

We achieve excellence in customer service by being:

- Accountable
- Knowledgeable
- Personable
- Trustworthy
- Accessible
- Convenient
- Efficient

We welcome your comments on our customer service:

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