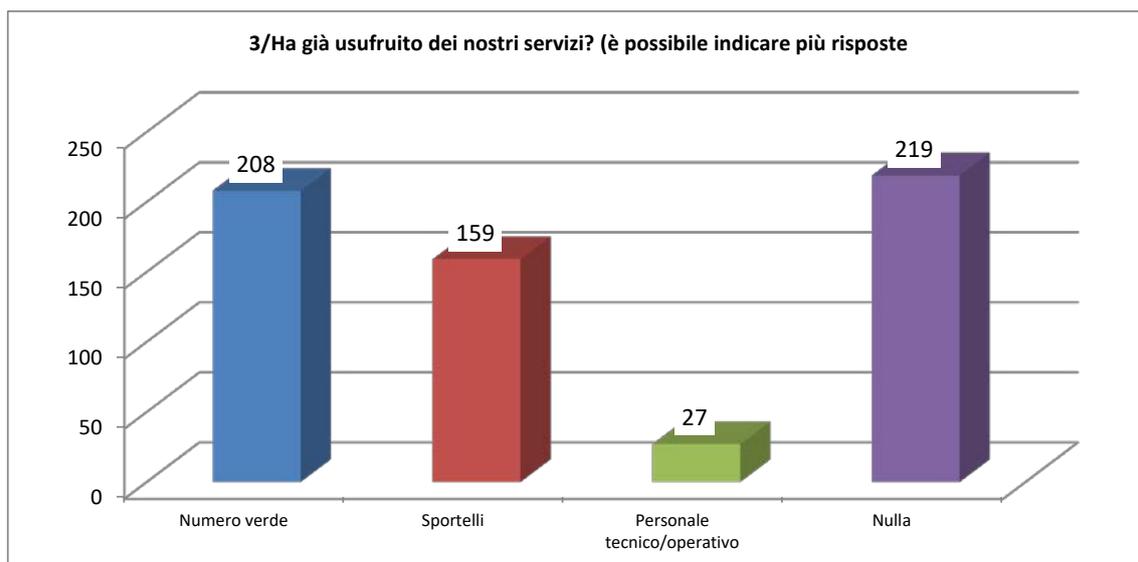
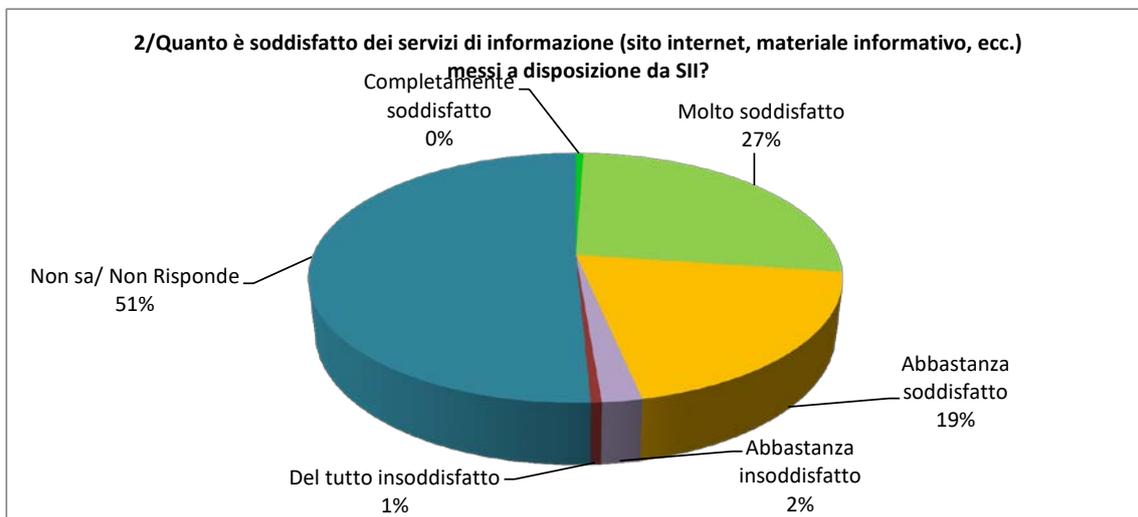
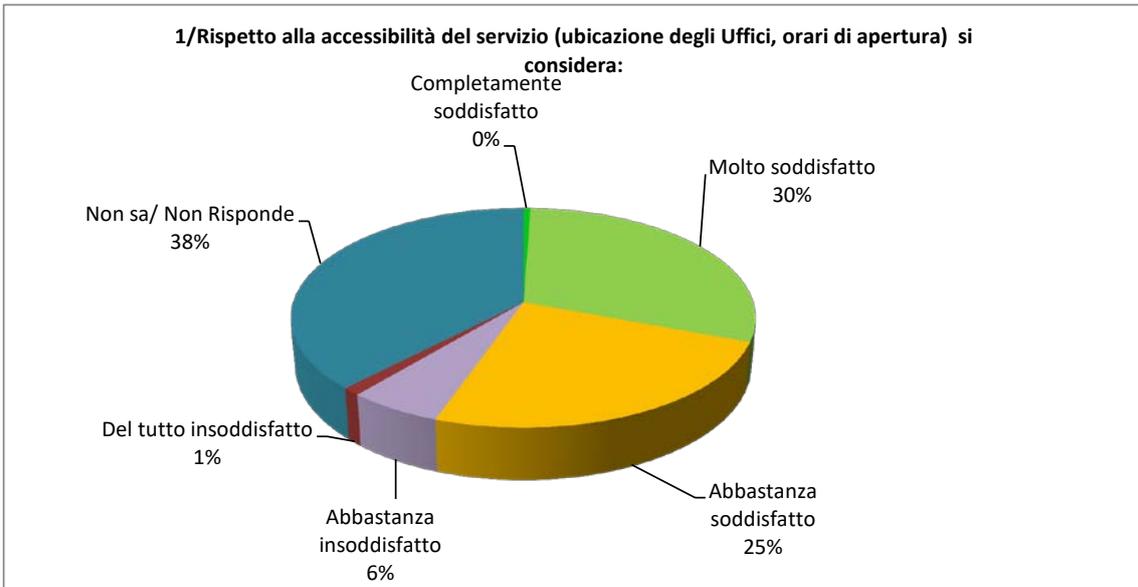


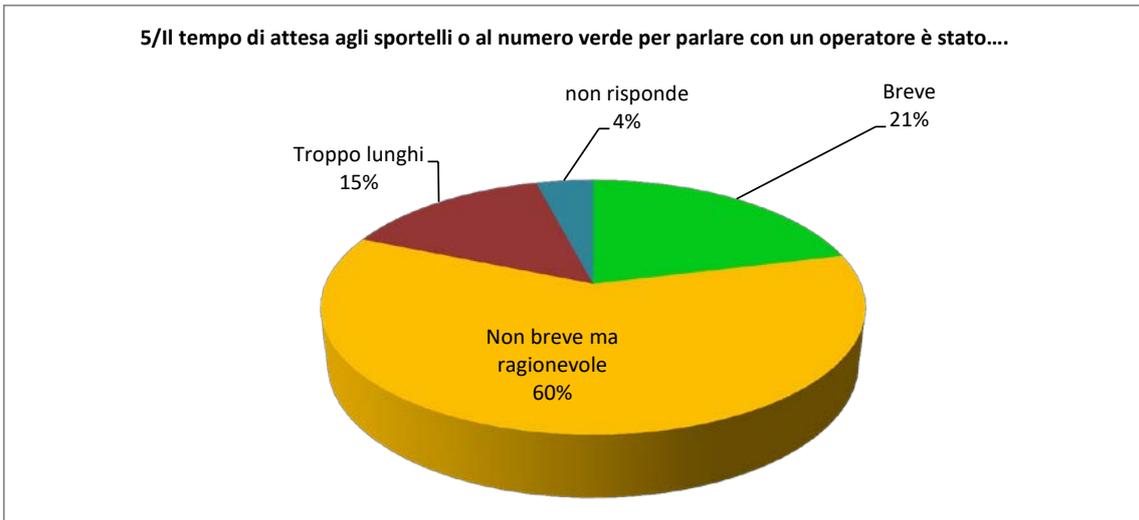
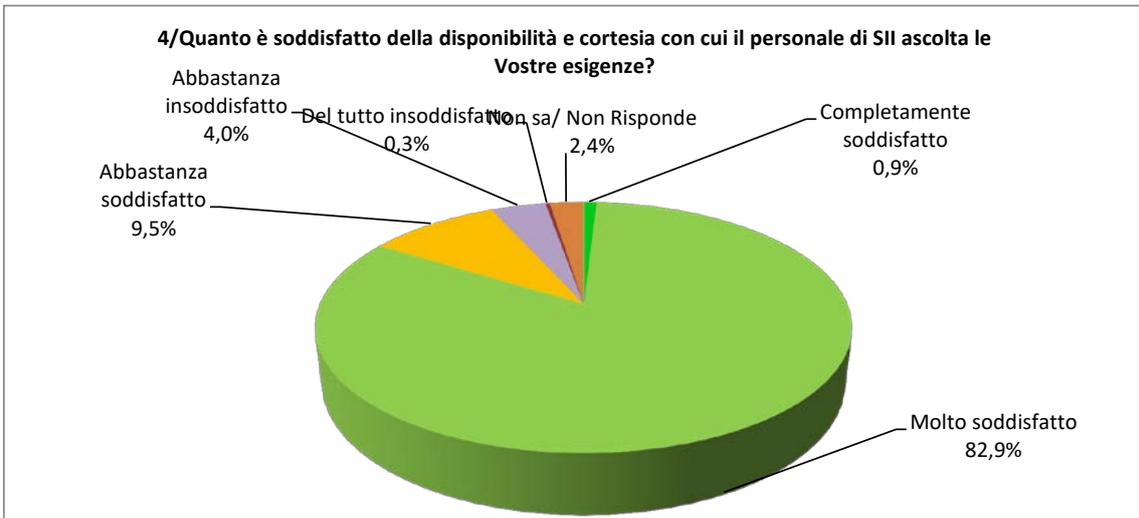
**REPORT CUSTOMER SATISFACTION S.I.I. SERVIZIO IDRICO INTEGRATO DEL BIELLESE E VERCELLESE S.p.A.**

**CAMPAGNA 2017 - RISULTATI COMPLESSIVI**



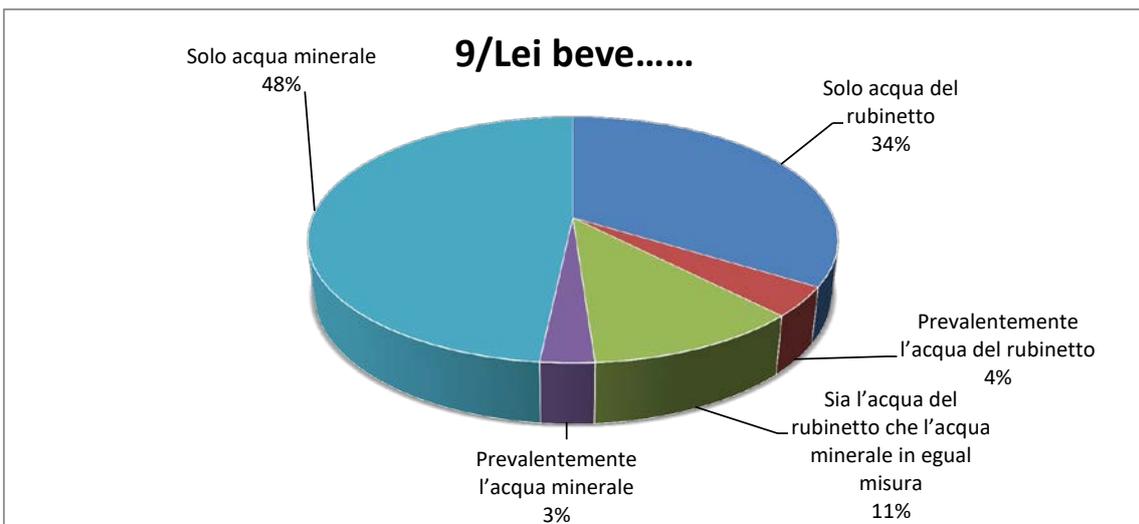
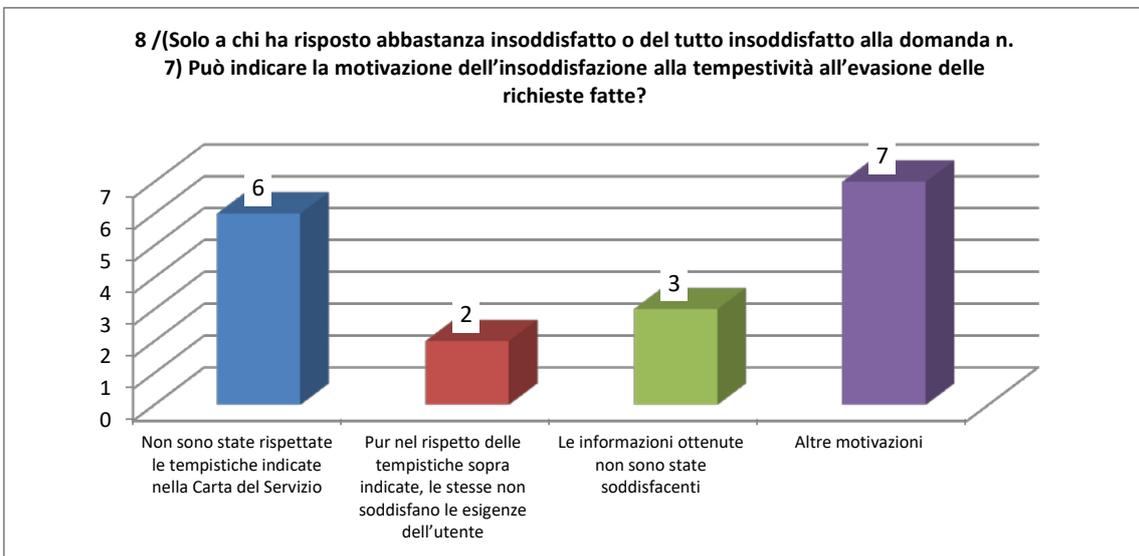
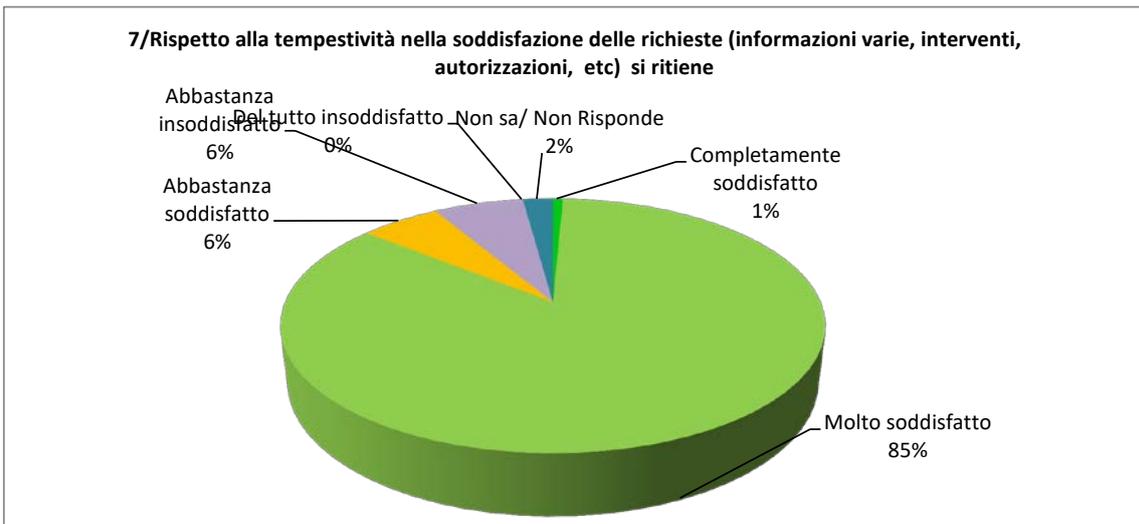
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**CAMPAGNA 2017 - RISULTATI COMPLESSIVI**



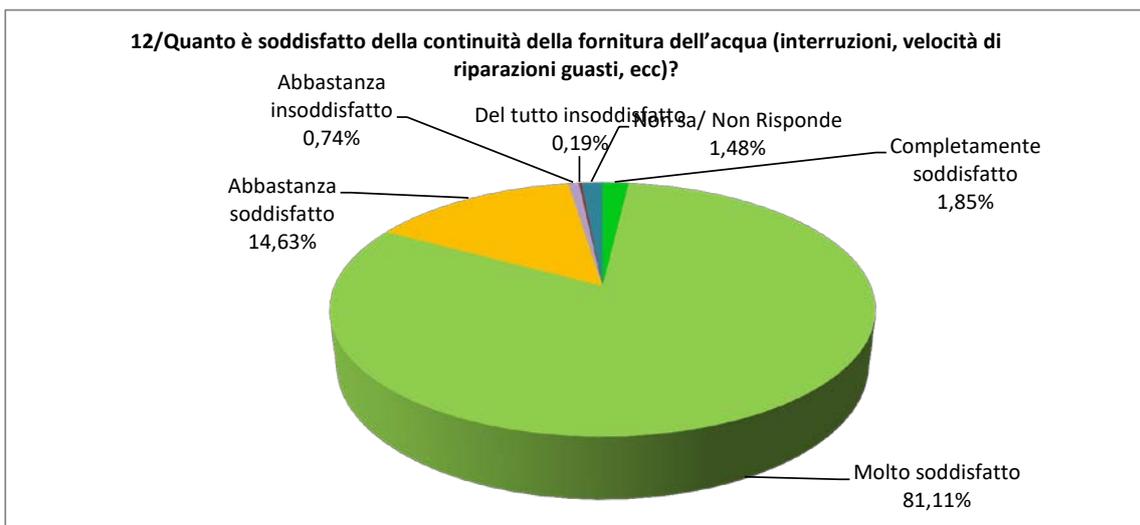
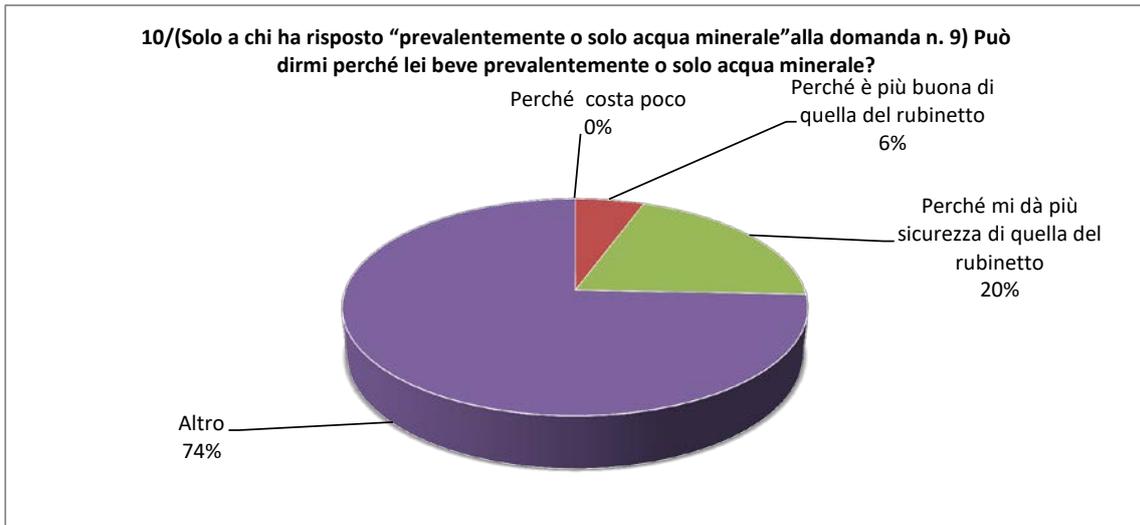
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**CAMPAGNA 2017 - RISULTATI COMPLESSIVI**



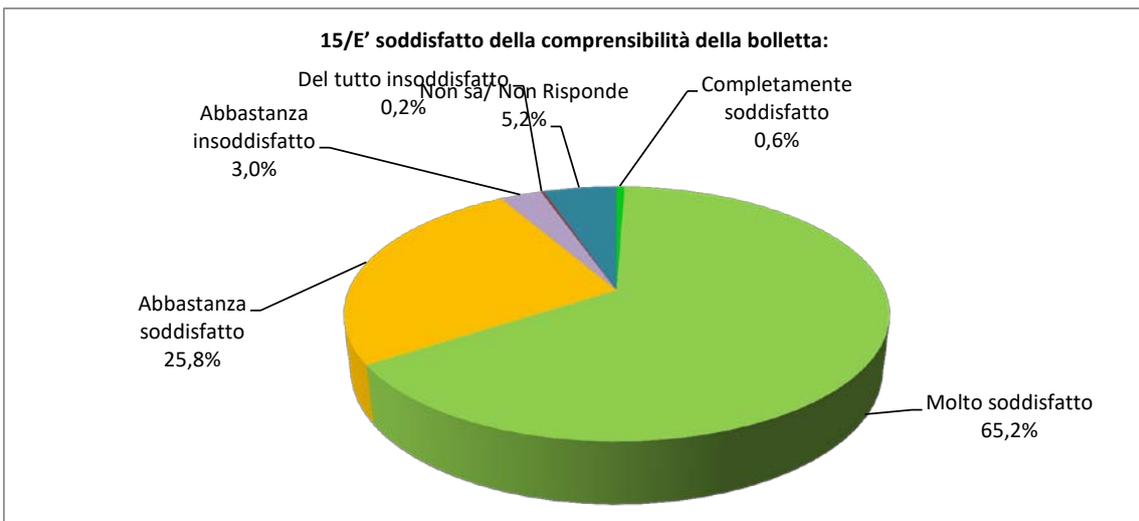
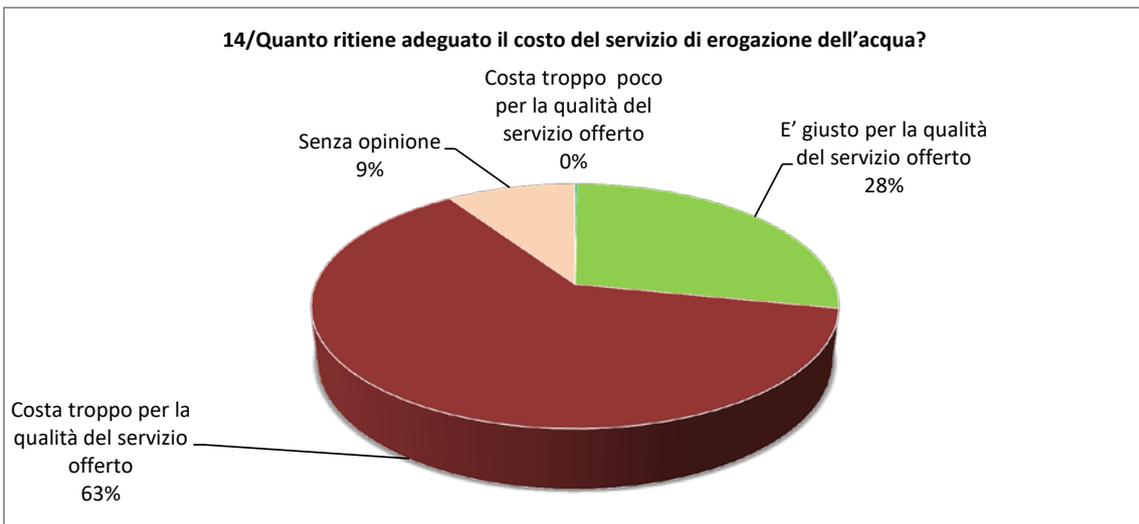
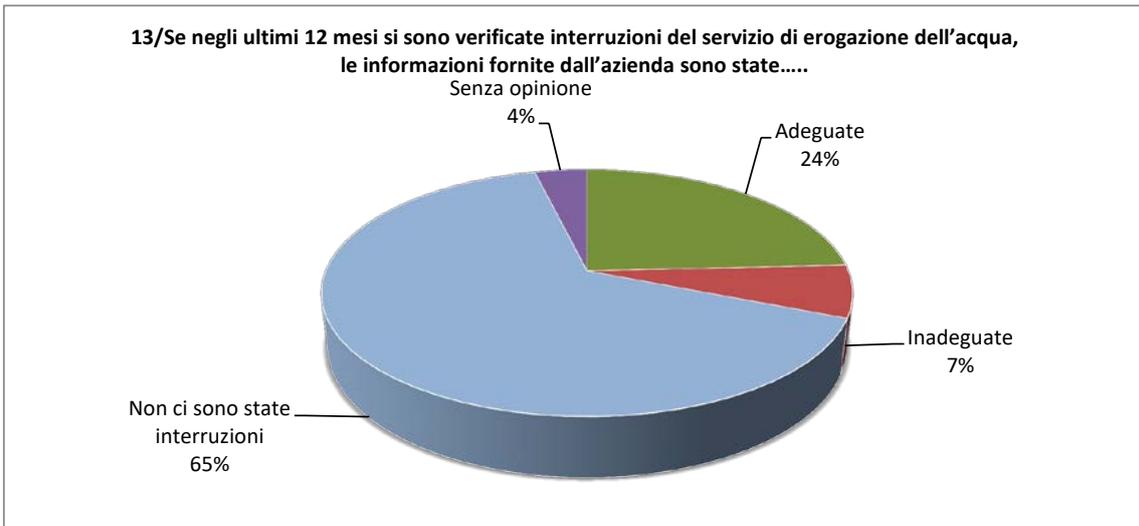
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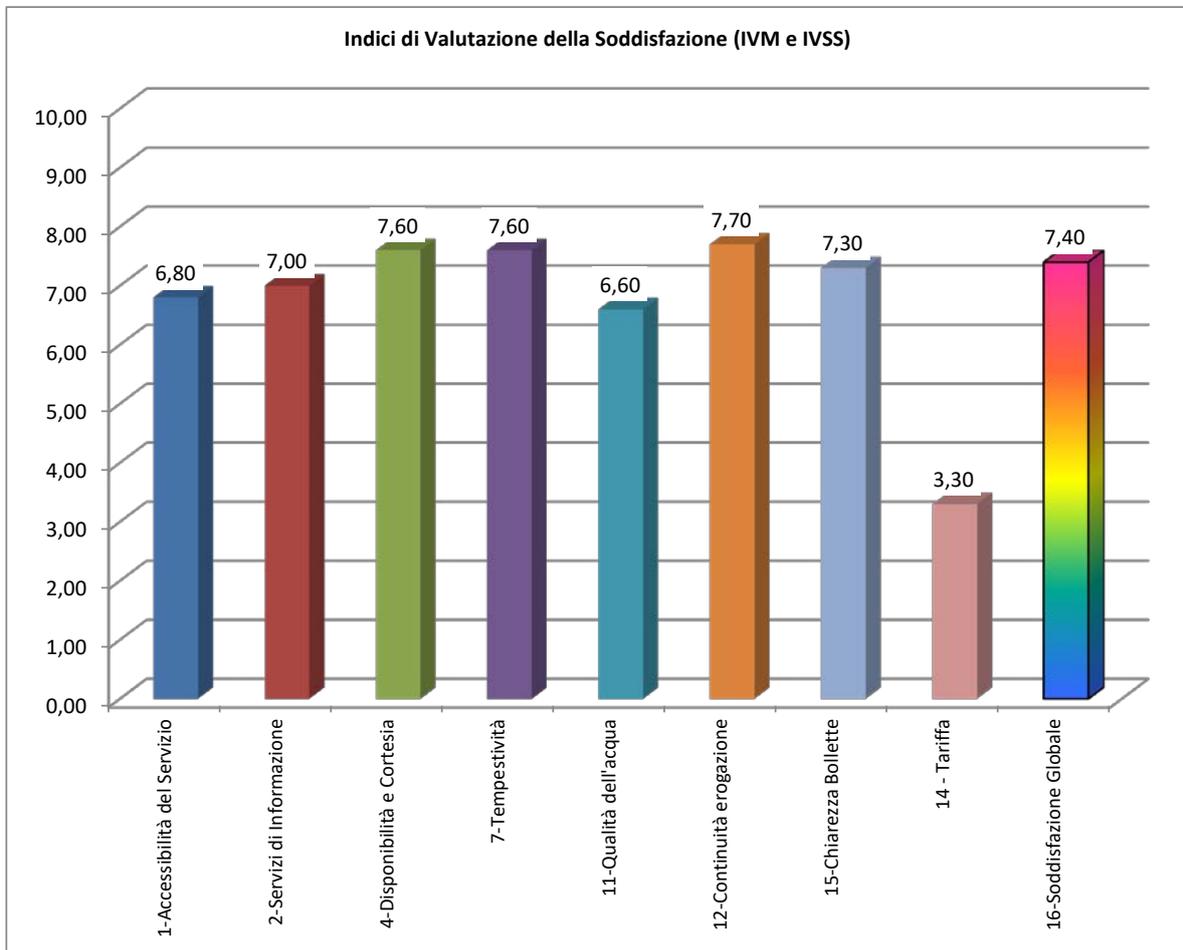
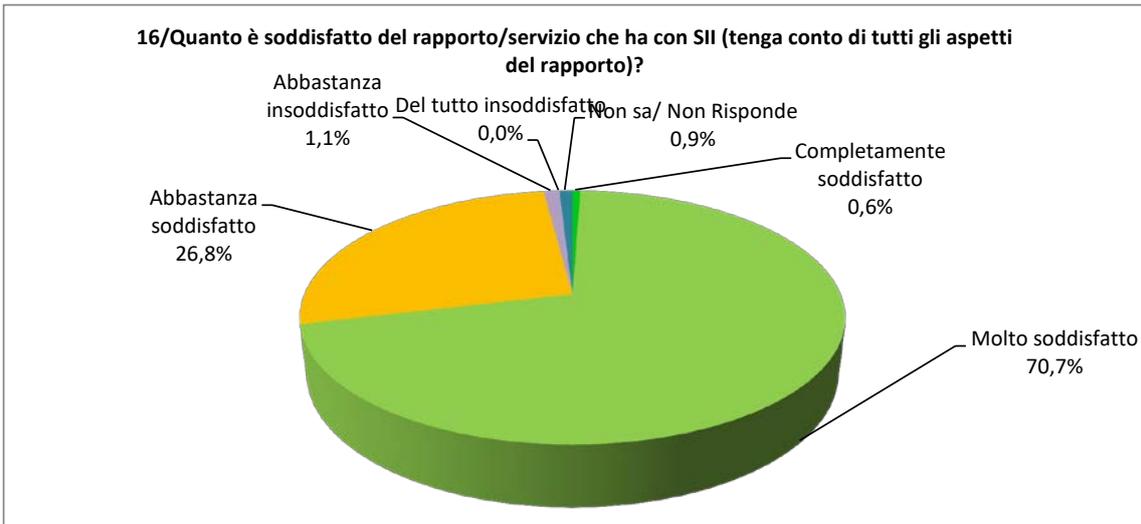
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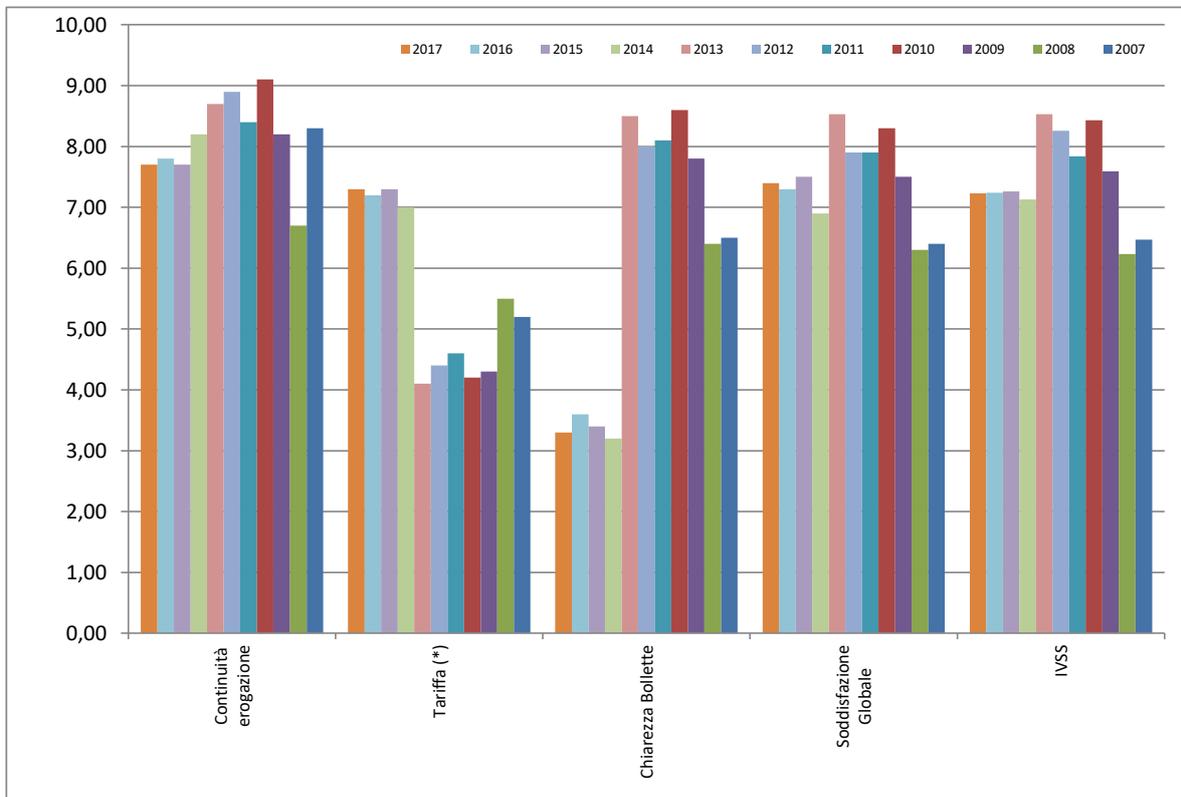
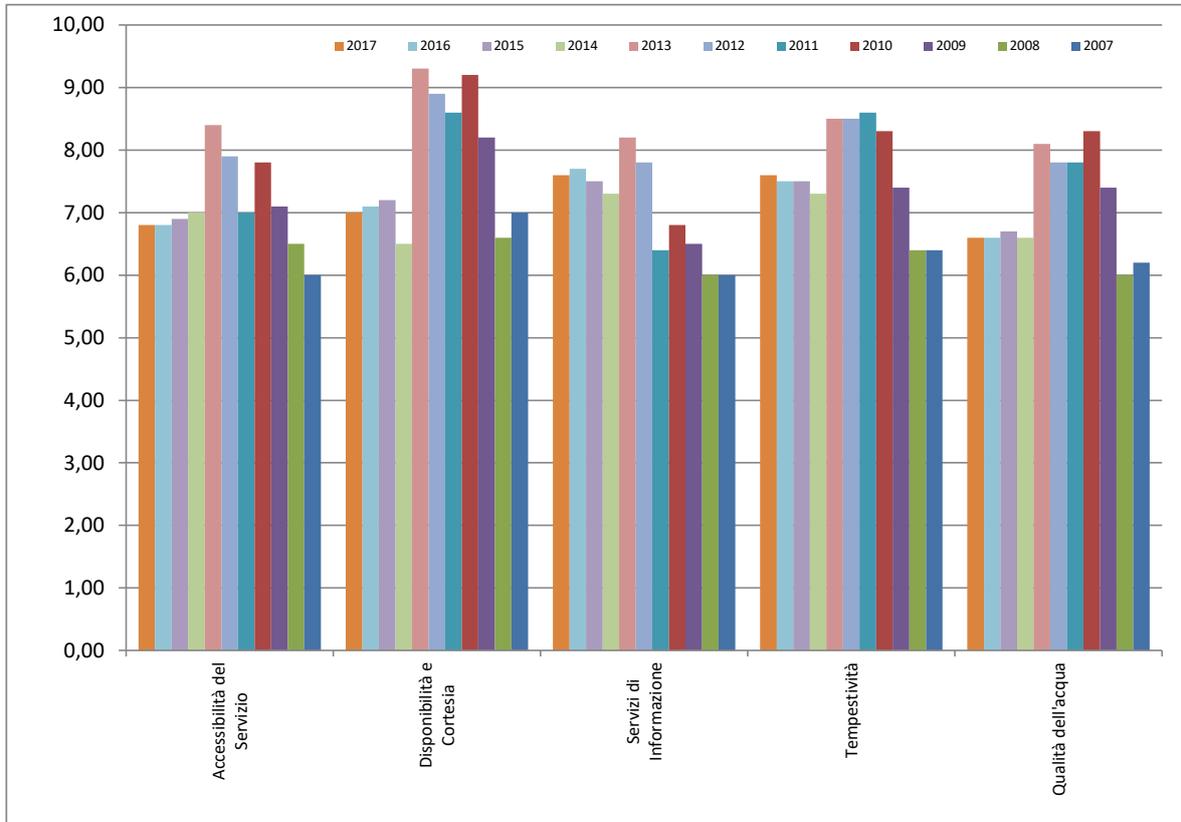


**N° Utenti chiamati: 825**  
**N° Utenti intervistati: 540**  
**Tasso di Risposta: 65,5%**  
**IVSS: 7,23**

REPORT CUSTOMER SATISFACTION S.I.I. SERVIZIO IDRICO INTEGRATO DEL BIELLESE  
E VERCELLESE S.p.A.

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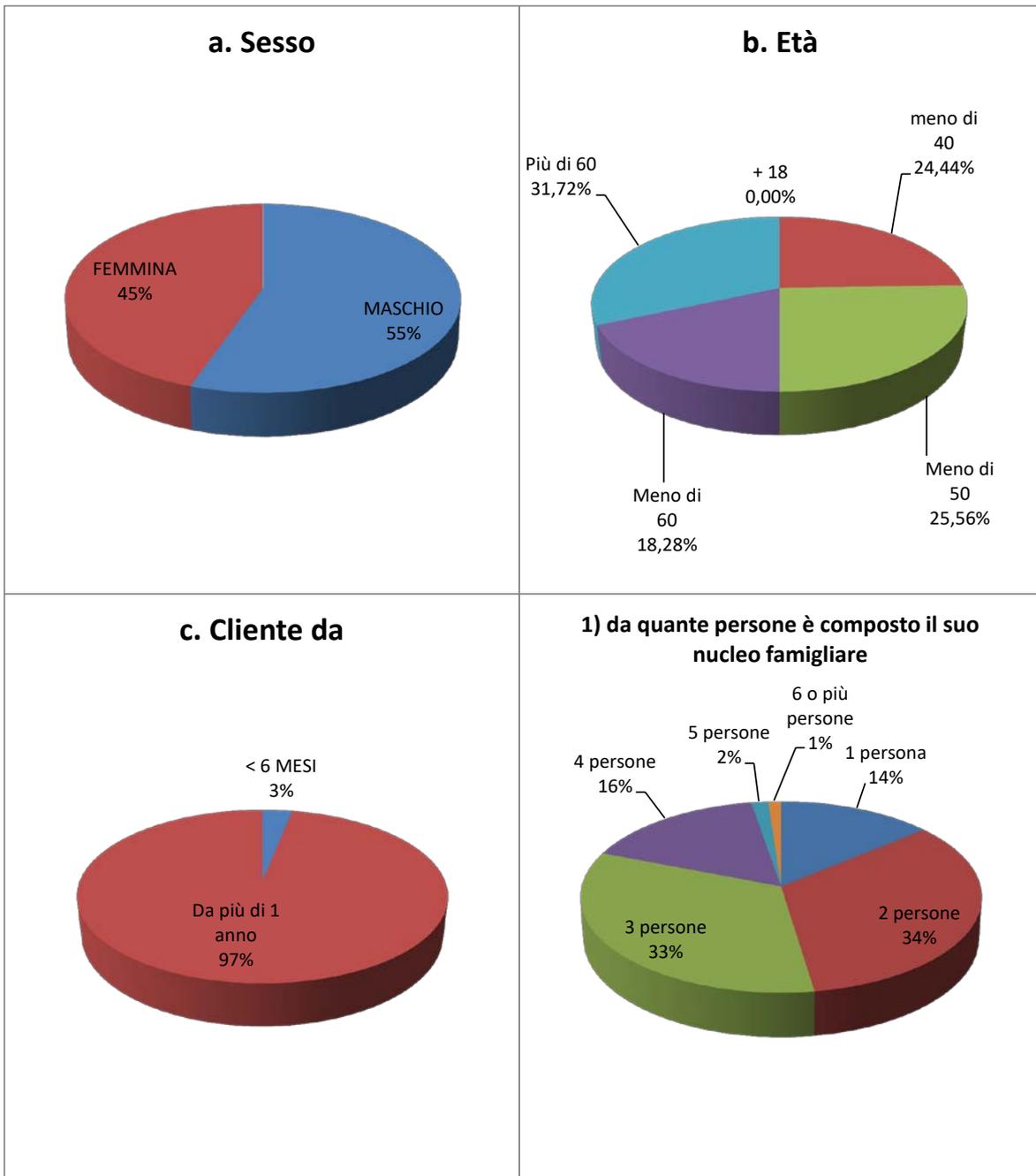
CONFRONTO ANDAMENTO INDICI DI VALUTAZIONE DEL SERVIZIO  
2007-2008-2009-2010-2011-2012-2013-2014-2015-2016-2017



REPORT CUSTOMER SATISFACTION S.I.I. SERVIZIO IDRICO INTEGRATO DEL BIELLESE  
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Composizione del campione



**REPORT CUSTOMER SATISFACTION S.I.I. SERVIZIO IDRICO INTEGRATO DEL BIELLESE  
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