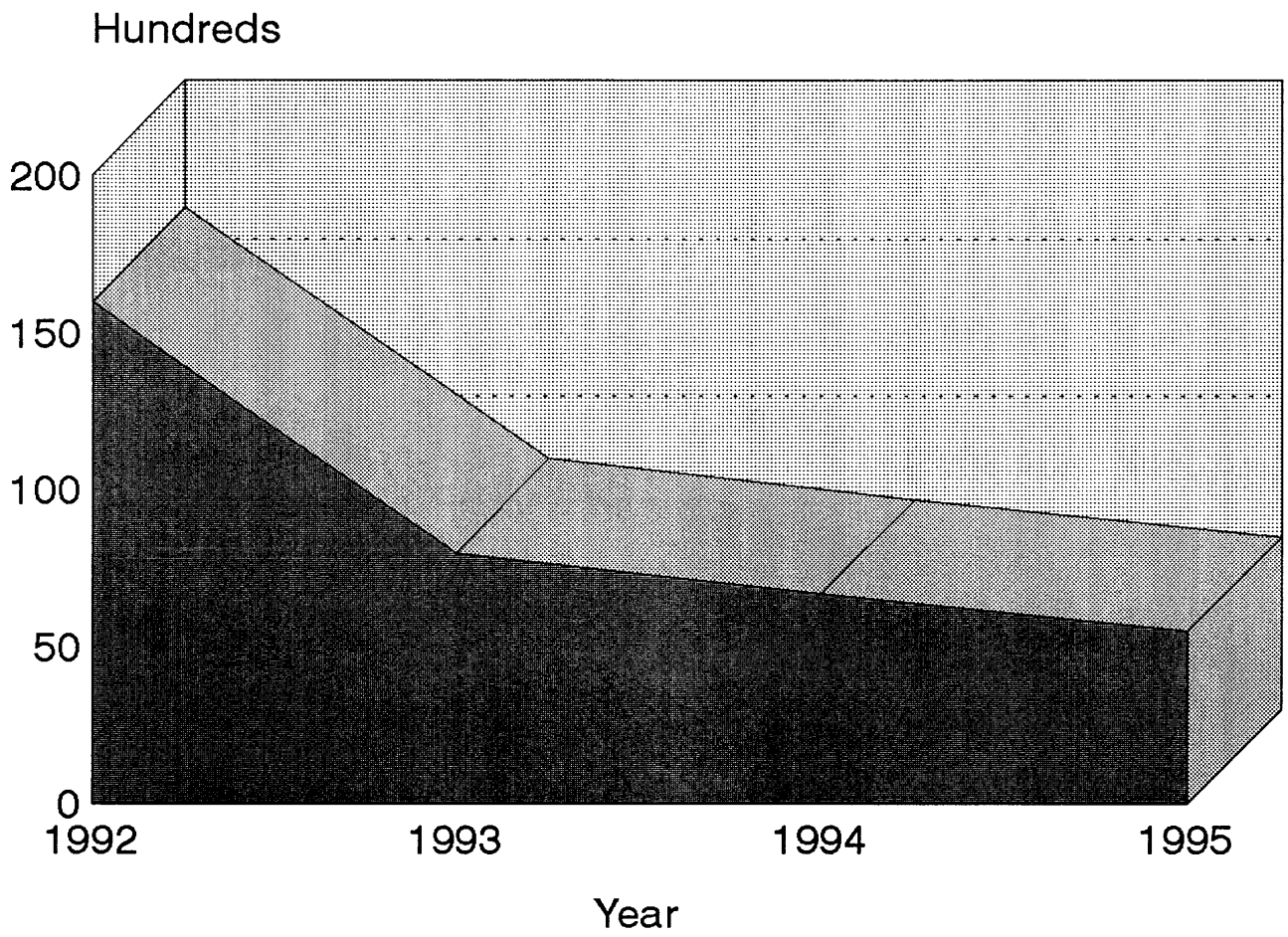Figure 4. - RMW Incidents and Complaints