

AVISTA CORPORATION
d/b/a Avista Utilities

SCHEDULE 185

IDAHO SERVICE QUALITY PROGRAM

PURPOSE:

This Schedule provides general terms and conditions for the Company's Idaho Service Quality Program. The purpose of this program is to monitor and measure Avista's customer service performance. The results of the program will be reported annually to the Idaho Public Utilities Commission and the Company's gas customers.

Customer Service Measures

1. The level of Customer satisfaction with telephone service, as provided by the Company's Contact Center, will be at least 90 percent, where:
 - a. The measure of Customer satisfaction is based on Customers who respond to Avista's quarterly survey of Customer satisfaction, known as the "Voice of the Customer", as conducted by its independent survey contractor;
 - b. The measure of satisfaction is based on Customers participating in the survey who report the level of their satisfaction as either "satisfied" or "very satisfied"; and
 - c. The measure of satisfaction is based on the statistically-significant survey results for both electric and natural gas service for Avista's entire service territory (Idaho, Oregon, and Washington) for the calendar year.

2. The level of Customer satisfaction with the Company's field services will be at least 90 percent, where:
 - a. The measure of Customer satisfaction is based on Customers who respond to Avista's quarterly survey of Customer satisfaction, known as the "Voice of the Customer", as conducted by its independent survey contractor;
 - b. The measure of satisfaction is based on Customers participating in the survey who report the level of their satisfaction as either "satisfied" or "very satisfied"; and
 - c. The measure of satisfaction is based on the statistically-significant survey results for both electric and natural gas service for Avista's entire service territory (Idaho, Oregon, and Washington) for the calendar year.

3. The percentage of customer calls answered by a live representative within 60 seconds will be at least 80 percent for the calendar year, where:
 - a. The measure of response time is based on results from the Company's Contact Center, and is initiated when the customer requests to speak to a customer service representative; and
 - b. Response time is based on the combined results for both electric and natural gas customers for Avista's entire service territory (Idaho, Oregon, and Washington).

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By

Patrick Ehrbar, Director of Regulatory Affairs

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SCHEDULE 185A

IDAHO SERVICE QUALITY PROGRAM (continued)

4. The Company's average response time to a natural gas system emergency in Idaho will not exceed 55 minutes for the calendar year, where:
 - a. Response time is measured from the time of the customer call to the arrival of a field service technician; and
 - b. A "natural gas system emergency" is defined as an event involving a natural gas explosion or fire, a fire in the vicinity of natural gas facilities, police/fire departments, leaks identified in the field as "Grade 1", high or low gas pressure problems identified by alarms or customer calls, natural gas system emergency alarms, or calls regarding carbon monoxide, natural gas odor, runaway furnace, or delayed ignition.

Customer Service Guarantees

Keeping Appointments

1. The Company will keep mutually agreed upon appointments regarding natural gas service, scheduled in the time windows of either 8:00 a.m. – 12:00 p.m. or 12:00 p.m. – 5:00 p.m., except for the following instances:
 - a. The Customer or Applicant cancels the appointment;
 - b. The Customer or Applicant fails to keep the appointment; or
 - c. The Company reschedules the appointment with at least 24 hours' notice.

Connecting Gas Service

2. The Company will connect gas service on the same day the Customer or Applicant requests service, except for the following instances:
 - a. The service request is received by the Company after 7:00pm on weekdays, or on a weekend or holiday;
 - b. The Customer requests an alternative future date for service connection;
 - c. The Customer or Applicant is not available at the time of connection;
 - d. Construction is required before the service can be connected;
 - e. The Customer or Applicant does not provide evidence that all required government inspections have been satisfied;
 - f. Required payments to the Company have not been received;
 - g. The service was disconnected for nonpayment or theft/diversion of service;
 - h. Gas service cannot be connected due to an outage;
 - i. Electric service is not connected prior to connecting gas service;
 - j. When applicable, water service is not connected prior to connecting gas service; or
 - k. An action or event that is outside the control of the Company prevents the Company from connecting service.

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SCHEDULE 185B

IDAHO SERVICE QUALITY PROGRAM (continued)

Providing Cost Estimates

- 3. The Company will provide a cost estimate to the Customer or Applicant for new natural gas supply within 10 business days upon receipt of all the necessary information from the Customer or Applicant.

Responding to Bill Inquiries

- 4. The Company will respond to most billing inquiries at the time of the initial contact. For those inquiries that require further investigation, the company will investigate and respond to the Customer within 10 business days.

Resolving Meter Problems

- 5. The Company will investigate Customer-reported problems with a meter and/or conduct a meter test and report the results to the Customer within 20 business days from the date of the report or request.

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SCHEDULE 185C

IDAHO SERVICE QUALITY PROGRAM (continued)

CUSTOMER SERVICE GUARANTEE CREDITS

For failure to meet a Customer Service Guarantee for service provided to a gas Customer, the Company will apply a \$50 credit to the Customer's account. For failure to meet a Customer Service Guarantee for service provided to an Applicant, the Company will mail a check for \$50 to the Applicant. Avista will provide the qualifying credit or check without any requirement on the part of the Customer or Applicant to either apply for or request the applicable credit or check. All costs associated with the payment of Customer Service Guarantees are paid by Avista's shareholders, not by customers.

Tracking of the Company's performance on the Customer Service Guarantees, including the application of customer credits, will begin on January 1, 2019.

ANNUAL REPORT

The Company will include the results of its Customer Service Measures and Customer Service Guarantees for gas customers in an annual report to be filed with the Idaho Public Utilities Commission on or before April 30th of each year.

CUSTOMER REPORT CARD

Within 90 days of filing its Annual Customer Service Quality & Electric System Reliability Report, the Company will send a Service Quality Report Card to its Customers, which will include the following:

- a. Results for each of the Company's Customer Service Measures, compared with the respective performance benchmarks;
- b. Report on the Company's Electric System Reliability;
- c. Results for each of the Customer Service Guarantees, compared with the respective benchmarks, and including the number of events for each measure where a credit was provided, and the total dollar amount of the credits paid for each measure; and
- d. Performance highlights for the year.

The Company will issue its first Report Card to customers on or before July 31, 2020.

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