



# 2018 Service Quality Report Card



Each year, Avista measures how well we perform in meeting our goal to provide the best customer service possible. In line with that tradition, we've established a set of service quality measures in collaboration with the Washington Utilities and Transportation Commission (WUTC) and others. We provide an annual report card to customers showing how we are doing on meeting our goals.

For more information, visit [myavista.com](http://myavista.com).

Customer Service Measures	Benchmark	2018 Performance	Achieved
Percent of customers satisfied with our Contact Center services, based on survey results	At least 90%	96%	✓
Percent of customers satisfied with field services, based on survey results	At least 90%	97%	✓
Number of complaints to the WUTC per 1,000 customers, per year	Less than 0.40	0.11	✓
Percent of calls answered live within 60 seconds by our Contact Center	At least 80%	81.5%	✓
Average time from customer call to arrival of field technicians in response to electric system emergencies, per year	No more than 80 minutes	39.9 minutes	✓
Average time from customer call to arrival of field technicians in response to natural gas system emergencies, per year	No more than 55 minutes	42 minutes	✓

Electric System Reliability	5-Year Average (2014-2018)	2018 Result	Change in 5-Year Average
Number of outages, per customer for the year	1.01	0.81	-0.04
Length of power outages, per customer for the year	149 minutes	126 minutes	-2 minutes

Customer Service Guarantees	Successful	Missed	\$ Paid
Electric and natural gas service appointments	2,216	5	\$250
Electric outage restoration within 24 hours of notification from customer, excluding major events	4,661	11	\$550
Switch on power within one business day of request	7,997	1	\$50
Provide cost estimate for new electric or natural gas supply within 10 business days	2,356	0	\$0
Investigate and respond to billing inquiries within 10 business days	990	1	\$50
Investigate customer-reported problems with a meter, or conduct a meter test, and report results within 20 business days	741	3	\$150
Provide notification at least 24 hours in advance of disconnecting service for scheduled electric interruptions	42,014	298	\$14,900
<b>Totals</b>	<b>60,975</b>	<b>319</b>	<b>\$15,950</b>

## 2018 Performance Highlights

Avista once again exceeded all six of its Customer Service Measures benchmarks for 2018, improving upon its 2017 results for nearly all measures. Among several improvements in service we reported this year was a significant increase in customer satisfaction, based on both customer survey results, as well as a decrease in the number of complaints filed. Additionally, there was an increase in overall Electric System Reliability in

2018, with the average occurrence of outages per customer, per year (not related to a major storm event) and the average duration of such outages both decreasing. As a result, the five-year average value for duration of service outages decreased by two minutes, as opposed to the nine minute increase seen in 2017. Avista is also pleased to have met 99.48% of its applicable Customer Service Guarantee commitments, providing

customers a guarantee credit in just 319 out of 61,294 applicable cases. Avista will continue to pursue our mission of improving our customers' lives through innovative energy solutions into 2019, providing safe, affordable, and reliable service now and into the future.