



WA 2019 Service Quality Measures 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.

Customer Service Measures	Benchmark	2019 Performance	Achieved
Percent of customers satisfied with our Contact Center services, based on survey results	At least 90%	94.4%	✓
Percent of customers satisfied with field services, based on survey results	At least 90%	94.4%	✓
Number of complaints to the WUTC per 1,000 customers, per year	Less than 0.40	0.13	✓
Percent of calls answered live within 60 seconds by our Contact Center	At least 80%	80.7%	✓
Average time from customer call to arrival of field technicians in response to electric system emergencies, per year	No more than 80 minutes	44.3 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	43 minutes	✓

Electric System Reliability	5-Year Average (2015-2019)	2019 Result	Change in 5-Year Average
Frequency of non-major-storm power interruptions, per year, per customer (SAIFI)	0.97	0.94	-0.04
Length of power outages, per year, per customer (SAIDI)	151 minutes	137 minutes	2 minutes

Customer Service Guarantees	Successful	Missed	\$ Paid
Electric & Natural Gas service appointments	2,774	31	\$1,550
Electric outage restoration within 24 hours of notification from customer, excluding major events	39,687	16	\$800
Switch on power within one business day of request	5,557	2	\$100
Provide cost estimate for new electric or natural gas supply within 10 business days	1,824	0	\$0
Investigate and respond to billing inquiries within 10 business days	911	0	\$0
Investigate customer-reported problems with a meter, or conduct a meter test, and report results within 20 business days	844	4	\$200
Provide notification at least 24 hours in advance of disconnecting service for scheduled electric interruptions	22,092	125	\$6,250
Totals	73,689	178	\$8,900

2019 Washington Performance Highlights

Avista once again exceeded all six of its Customer Service Measure benchmarks for 2019. With regard to Electric System Reliability, the Company again decreased the average occurrence of outages per customer, per year (not related to a major storm event), thereby decreasing our five-year average for duration of service outages by two minutes for the second year in a row. The Company is also pleased to have met 99.76%

of its applicable Customer Service Guarantee commitments, providing customers a guarantee credit in just 178 out of 73,867 applicable cases. This is not only an overall increase in the success rate of these guarantees when compared to 2018, but an increase in the success rate of five of the individual Customer Service Guarantees. Avista is committed to pursuing further improvement in each of these areas as we continue our mission

of improving our customers' lives through innovative energy solutions by providing safe, affordable, and reliable service now and into the future.