



WA 2023 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	2023 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	0.04	✓
Percent of calls answered live within 60 seconds by our Contact Center	At least 80%	83%	✓
Average time from customer call to arrival of field technicians in response to electric system emergencies, per year	No more than 80 minutes	47 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	50 minutes	✓

Electric System Reliability	5-Year Average (2019-2023)	2023 Result	Change in 5-Year Average
Frequency of non-major-storm power interruptions, per year, per customer (SAIFI)	0.96	0.79	-0.004
Length of power outages, per year, per customer (SAIDI)	138 minutes	113 minutes	-2.6 minutes

Customer Service Guarantees	Successful	Missed	\$ Paid
Electric & Natural Gas service appointments	2,788	13	\$650
Electric outage restoration within 24 hours of notification from customer, excluding major events	19,031	1	\$50
Switch on power within one business day of request	482	0	\$0
Provide cost estimate for new electric or natural gas supply within 10 business days	1,153	0	\$0
Investigate and respond to billing inquiries within 10 business days	1,059	1	\$50
Investigate customer-reported problems with a meter, or conduct a meter test, and report results within 20 business days	411	1	\$50
Provide notification at least 24 hours in advance of disconnecting service for scheduled electric interruptions	23,911	116	\$5,800
Totals	48,835	132	\$6,600

2023 Washington Performance Highlights

During its 2023 Program year, Avista is pleased to report the Company has again exceeded all of its Customer Service Measures. The percent of customers satisfied with the Company's Contact Center and Field services based on survey results show, Avista achieved a 97% for 2023, for both measures. The Company also celebrates a 100%

success rate in providing cost estimates for new electric or natural gas services within 10 business days for all 1,153 requests made in 2023. Most notable, Avista met 99.73% of its applicable Customer Service Guarantees in 2023, providing customers a guaranteed credit in 132 out of 48,967 cases. The overall success rate of these Guarantees

shows Avista's continued commitment to serving our customers. 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.