



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION
1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250
(360) 664-1160 • TTY (360) 586-8203

January 4, 2019

Mark L. Johnson
Executive Director and Secretary
Utilities and Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

Re: Avista's Customer Service Quality and Electric System Reliability Report, Docket UE-180376

Dear Mr. Johnson:

On May 1, 2018, Avista submitted its annual Service Quality Measure Program (SQMP) report for the 12-month period, ending December 31, 2017. A revised report was submitted June 6, 2018. Avista's SQMP is outlined in electric tariff Schedule 85 and natural gas Schedule 185.

Customer Service Measures

Avista reported meeting all Customer Service Measures for 2017.¹

Customer Service Measure	Description	Benchmark	2017 Performance
1	Customer satisfaction, measured through an independent customer survey	At least 90%	93.60%
2	Field service customer satisfaction, measured through an independent customer survey	At least 90%	95.2%
3	Avista complaint UTC ratio per 1,000 customers	Less than 0.40	0.16
4	Percent of calls answered by a live representative within 60 seconds	At least 80%	81.5%
Electric 5	Electric emergency response time	No more than 80 minutes	39.9 minutes
Natural Gas 5	Natural gas emergency response time	No more than 55 minutes	50.29 minutes

¹ Customer service measures 1-4 are identical in electric schedule 85 and natural gas schedule 185. The tariff allows Avista to report performance for electric and natural gas service in one result. Electric and natural gas service measure 5 have different benchmarks, the results are reported independently.

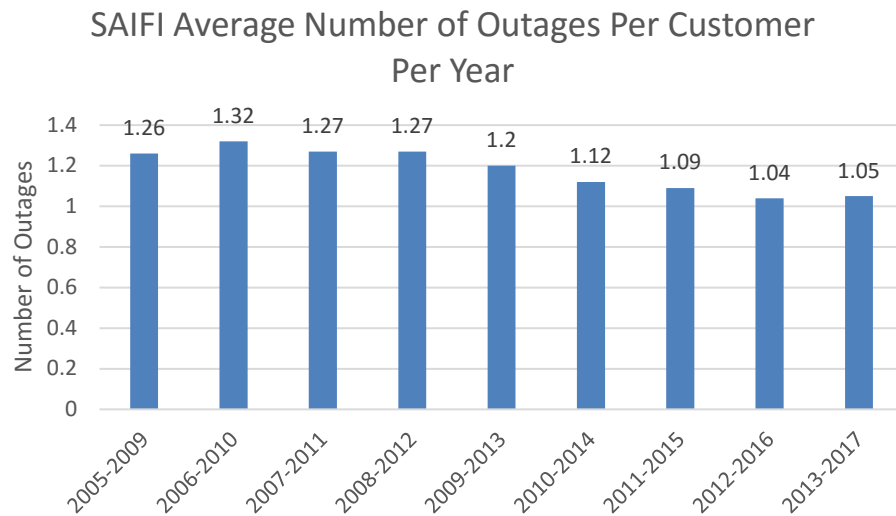
Customer Service Guarantee

Avista's Customer Service Guarantee showed low numbers of missed appointments.

Customer Service Guarantee	Successful	Missed	Amount Paid
Guaranteed service appointments kept	1,584	11	\$550
24 hour service restoration	30,669	23	\$1,150
Connecting service within one business day	9,557	0	\$0
Provide a cost estimate of new electric or natural gas service within 10 days	3,929	0	\$0
Investigate and respond to a billing inquiry within 10 business days	1,623	0	\$0
Investigate a reported meter problem within 20 business days	1,082	1	\$50
24-hour notification of planned service outage	17,079	115	\$5,750
Total	65,523	150	\$7,500

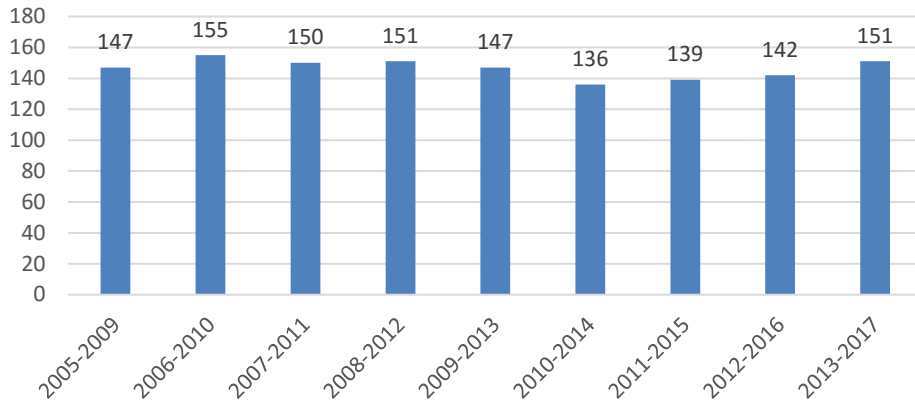
Electric System Reliability

System Average Interruption Frequency Index - Avista reports a significant uptick of SAIFI related events, compared to last year. However, the 2016 reporting year resulted in the lowest number of SAIFI events since the company began reporting results in 2005. The five year average illustrates a more stable, and improving outage trend. SAIFI outages by cause type were led by weather, undetermined, overhead equipment and pole fire related outages.



System Average Interruption Duration Index – Avista reported the second highest outage duration since reporting began in 2005. Avista identified an increase in outages on rural feeders as a contributor to the increase in outage duration.

SAIDI Five-Year Outage Duration Rolling Average Per Customer Per Year



Avista System Measures

Reliability Measure	2017 Result	Previous 5-year Average (2012-2016)	2005 Baseline
Number of Outages (SAIFI)	1.2	1.04	0.97
Brief Outages (MAIFI)	2.46	2.22	3.58
Outage Duration (SAIDI)	183	142	108
Restoration Time (CAIDI)	153	138	112

All values exclude outage results for qualifying major event days.

Staff Recommendation

Avista reported higher than average reliability measures for 2017. However, the trend in these numbers can often be more important than a single years measurements. Therefore, Staff recommends continued monitoring of the trend in reliability measures in future reports.

Mark L. Johnson
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Sincerely,

Andrew Roberts
Regulatory Analyst, Consumer Protection

Jason Ball
Deputy Assistant Director, E²R