

AVISTA CORPORATION  
dba Avista Utilities

SCHEDULE 85  
SERVICE QUALITY MEASURES PROGRAM  
Washington

**PURPOSE:**

This Schedule provides general terms and conditions for the Company's Service Quality Measures Program. The purpose of this program is to establish a means to ensure the long-term stability of Avista's customer service performance. Results of the program will be reported annually to the Washington Utilities and Transportation Commission and the Company's electric customers.

**SERVICE QUALITY MEASURES**

**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 for the calendar year, and Avista if possible, will also be reported the results for Washington customers only for informational purposes.
  
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 for the calendar year, and if possible, will also be reported for Washington customers only.

Issued May 29, 2015

Effective July 1, 2015

Issued by Avista Corporation  
By Kelly Norwood Vice President, State & Federal Regulation

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3. The number of complaints filed with the Washington Utilities and Transportation Commission by Avista’s electric and natural gas Customers will not exceed the rate of 0.4 complaints per 1,000 Customers for the calendar year.
4. 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.
5. The Company’s average response time to an electric system emergency in Washington will not exceed 80 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;
  - b. “Electric system emergency” is defined as an event when police/fire are standing by, or arcing/flashing wires down (unspecified location, pole to house, or pole to pole), or for feeder lockout; and
  - c. Response times are excluded from the calculation for those periods of time when the Company is experiencing an outage that qualifies as a Major Event Day (“MED”), as defined by the IEEE, and which includes the 24 hour period following the MED.

**Electric System Reliability**

1. The Company will report the frequency of electric system interruptions per Customer for the calendar year, where:
  - a. The interruptions are measured as the System Average Interruption Frequency Index (“SAIFI”), as calculated by the IEEE;
  - b. The calculation of SAIFI excludes interruptions associated with any MED;
  - c. The report will provide a brief description of the predominant factors influencing the current-year results, and in the context of the Company’s historic five-year rolling average of SAIFI; and
  - d. The results will be reported on a system basis for Washington and Idaho and will include the annual SAIFI for Washington only.

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2. The Company will report the duration of electric system interruptions per Customer for the calendar year, where:
  - a. The interruption duration is measured as the System Average Interruption Duration Index ("SAIDI"), as defined by the IEEE;
  - b. The calculation of SAIDI excludes interruptions associated with any MED;
  - c. The report will provide a brief description of the predominant factors influencing the current-year system results, and in the context of the Company's historic five-year rolling average of SAIDI; and
  - d. The results will be reported on a system basis for Washington and Idaho and will include the annual SAIDI for Washington only.

**Customer Service Guarantees**

1. The Company will keep mutually agreed upon appointments for electric 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. When 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.
  
2. When the Customer experiences an electric interruption, the Company will restore the service within 24 hours of notification from the Customer, except for the following instances:
  - a. During periods of time when the outage is associated with a MED, which includes the 24-hour period following the MED; or
  - b. When an action or default by someone other than a utility employee that is outside the control of the company prevented the Company from restoring supply.

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3. The Company will switch on power within one business day of the Customer or Applicant's request for service, except for the following instances:
  - a. When construction is required before the service can be energized;
  - b. When the Customer does not provide evidence that all required government inspections have been satisfied;
  - c. When required payments to the Company have not been received; or
  - d. The service has been disconnected for nonpayment or theft/diversion of service.
  
4. The Company will provide a cost estimate to the Customer or Applicant for new electric supply within 10 business days upon receipt of all the necessary information from the Customer or Applicant.
  
5. The Company will respond to most billing inquiries at the time of the initial contact, and for those inquiries that require further investigation, the company will investigate and respond to the Customer within 10 business days.
  
6. The Company will investigate Customer-reported problems with a meter, or conduct a meter test, and report the results to the Customer within 20 business days.
  
7. The Company will provide notification to the Customer, through means normally used by the Company, at least 24 hours in advance of disconnecting service for scheduled interruptions, except for the following instances:
  - a. When the interruption is a momentary interruption of less than five minutes in duration;
  - b. When the safety of the public or Company personnel or the imminent failure of Company equipment is a factor leading to the interruption; or
  - c. The interruption was due to work on a meter.

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**CUSTOMER SERVICE GUARANTEE CREDITS**

For failure to meet a Customer Service Guarantee for service provided to an electric 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 timely provide the qualifying customer credit or applicant check without any requirement on the part of the customer or applicant to either apply for, or request the applicable credit or check. Avista is not permitted to recover funds used to pay the Customer Service Guarantees from its Customers.

Tracking of the Company's performance on the Customer Service Guarantees, including the application of customer credits, will begin on January 1, 2016.

**ANNUAL REPORT**

The Company will include the results of its Service Quality Measures Program as part of its Annual Electric Service Reliability Report filed with the Washington Utilities and Transportation Commission, per WAC 480-100-398, on or before April 30<sup>th</sup> of each year. Reporting of the results will begin with the Company's Electric Service Reliability Report, filed on or before April 30, 2016. The first annual reporting on the Customer Service Guarantee Credits will be filed on or before April 30, 2017.

**CUSTOMER REPORT CARD**

Within 90 days of filing its Annual Electric Service Reliability Report, the Company will send a Service Quality Measures Program 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.
- e. The company will issue its first Report Card to customers on or before July 31, 2016.

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**SERVICE QUALITY MEASURES**

**Customer Service Measures**

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  - 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;
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  - 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;
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4. 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.
5. The Company's average response time to a natural gas system emergency in Washington 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. "Natural gas system emergency" is defined as an event when there is a natural gas explosion or fire, fire in the vicinity of natural gas facilities, police or fire are standing by, 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, carbon monoxide calls, natural gas odor calls, runaway furnace calls, or delayed ignition calls.

**Customer Service Guarantees**

1. The Company will keep mutually agreed upon appointments for 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. When 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.
2. 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.

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- 4. The Company will investigate Customer-reported problems with a meter, or conduct a meter test, and report the results to the Customer within 20 business days.

**CUSTOMER SERVICE GUARANTEE CREDITS**

For failure to meet a Customer Service Guarantee for service provided to a natural 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 timely provide the customer credit or applicant check without any requirement on the part of the customer or applicant to either apply for, or request the applicable credit or check. Avista is not permitted to recover funds used to pay the Customer Service Guarantees from its Customers.

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- a. Results for each of the Company's Customer Service Measures, compared with the respective performance benchmarks;
- b. 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;
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