



STATE OF WASHINGTON

UTILITIES AND TRANSPORTATION COMMISSION

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Oct. 27, 2017

Steve King
Executive Director and Secretary
Utilities and Transportation Commission
PO Box 47250
Olympia, WA 98504-7250

Re: Avista's Customer Service Quality and Electric System Reliability Report, Docket UE-170338

Dear Mr. King:

On May 1, 2017, Avista submitted its annual Service Quality Measure Program (SQMP) report in accordance with WAC 480-100-393, 480-100-398, Order 06 in consolidated Dockets UE-140188 and UG-140189, and the Service Quality Reporting Plan submitted in Docket UE-152403, and Avista's tariff electric Schedule 85 and natural gas Schedule 185. The report is for the twelve-month period, ending December 31, 2016.

Results

Avista reported meeting all Customer Service Measures for 2016.¹ Avista's Customer Service Guarantee report shows generally few instances of missed appointments, except for 349 instances where the company failed to notify customers at least one day in advance of a planned service outage as required by WAC 480-90-148(3) and WAC 480-100-148(2)(d).

For the electric system reliability report the company identified a software error which resulted in underreporting of the System Average Interruption Frequency Index (SAIDI) and Customer Average Interruption Duration Index (CAIDI) statistics since 2002.² Avista indicates the error resulted in an increase for the reported 2016 SAIDI and CAIDI. Avista does not recommend changing the current baseline in relation to the error. The SAIDI and CAIDI calculations for 2016 come in higher than the 2005 baseline, but within Avista's reliability target of the five year average plus two standard deviations.

¹ Customer service measures 1-4 are identical in electric schedule 85 and natural gas schedule 185. Avista's 2016 Service Quality and Electric Reliability Report combines the measures into one result. Electric and natural gas service measure 5 require different performance standards from the company and are reported independently.

² Docket UE-170338, Avista Utilities - Report on Customer Service Quality and Electric System Reliability for 2016, page 41

Customer Service Measures

Customer Service Measure	Description	Benchmark	2016 Performance
1	Customer satisfaction, measured through an independent customer survey	At least 90%	92.70%
2	Field service customer satisfaction, measured through an independent customer survey	At least 90%	95.50%
3	Avista complaint ratio per 1,000 customers	Less than 0.40	0.25
4	Percent of calls answered by a live representative within 60 seconds	At least 80%	81.70%
Electric 5	Electric emergency response time	No more than 80 minutes	39.3 minutes
Natural Gas 5	Natural gas emergency response time	No more than 55 minutes	48.4 minutes

Customer Service Guarantee

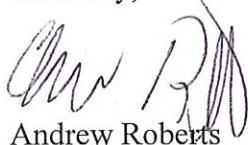
Customer Service Guarantee	Successful	Missed	Amount Paid
Guaranteed service appointments kept	1,477	10	\$500
24 hour service restoration	26,344	1	\$50
Connecting service within one business day	3,380	3	\$150
Provide a cost estimate of new electric or natural gas service within 10 days	5,024	0	\$0
Investigate and respond to a billing inquiry within 10 business days	1,760	0	\$0
Investigate a reported meter problem within 20 business days	309	2	\$100
24 hour notification of planned service outage	30,336	349	\$17,450
Total	68,630	365	\$18,250

Electric System Reliability

The company missed baseline performance for both SAIDI and CAIDI, however all measures fall within the two standard deviation reliability target.

Reliability Index	Average 2011-2015	2005 Baseline	2016 Performance	Reliability Target (Ave + 2 Standard Deviations)
SAIFI	1.09	0.97	0.86	1.16
MAIFI	2.32	3.58	1.88	2.73
SAIDI	139	108	133	171
CAIDI	128	112	154	164

Sincerely,



Andrew Roberts
Regulatory Analyst, Consumer Protection