



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION
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January 25, 2019

RE: *In the Matter of Avista Corporation d/b/a Avista Utilities 2017 Service Quality and Electric Reliability Report*, Docket UE-180376

TO ALL PARTIES:

On February 4, 2014, Avista Corporation d/b/a Avista Utilities (Avista or Company) filed with the Washington Utilities and Transportation Commission (Commission) revisions to its currently effective Tariff WN U-28, Electric Service in Docket UE-140188, and its currently effective Tariff WN U-29, Gas Service in Docket UG-140189. On February 14, 2014, the Commission suspended operation of the tariffs and consolidated the dockets.

On June 25, 2015, the Commission entered Order 06, Final Order Approving Avista's Service Quality Measures Program Compliance Filing (Order 06). Among other things, Order 06 approved the Service Quality Measures Program tariff, which requires Avista to file a report annually regarding five customer service quality measures, as well as System Average Interruption Frequency Index and System Average Interruption Duration Index.

On April 30, 2018, Avista filed with the Commission its 2017 Service Quality and Electric Reliability Report (Report), which was assigned to Docket UE-180376.

On June 28, 2018, Avista filed a revised report, and on January 4, 2019, Commission staff (Staff) filed a letter in this docket informing the Commission that Staff had reviewed the Report and finds that Avista had higher than average reliability numbers in 2017, but advises continued monitoring.

The Commission accepts the Report as compliant with Order 06 and the Service Quality Measures Program tariffs for 2017.

MARK L. JOHNSON
Executive Director and Secretary