

**AVISTA CORP.
RESPONSE TO REQUEST FOR INFORMATION**

JURISDICTION:	WASHINGTON	DATE PREPARED:	09/28/2016
CASE NO.:	UE-160228 & UG-160229	WITNESS:	Heather Rosentrater
REQUESTER:	Public Counsel/Energy Project	RESPONDER:	Larry La Bolle
TYPE:	Data Request	DEPT:	State & Federal Regulation
REQUEST NO.:	PC/EP – 099C	TELEPHONE:	(509) 495-4710
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REQUEST:

RE: Rebuttal Testimony of Heather L. Rosentrater, Exhibit No. HLR-9T at 19:23 – 20:2.

Has Avista conducted a survey of its customers asking whether they were satisfied or dissatisfied with Avista's outage performance? If so, provide the results of such a survey.

RESPONSE:

The attachment provided with PC/EP_DR_099C is **Confidential per Protective Order in UTC Dockets UE-160228 and UG-160229.**

The Company has participated in the J.D. Power Electric Residential Satisfaction Survey, which includes the service category of "Power Quality and Reliability." Customers' satisfaction with power quality and reliability is multifaceted and includes the utility's actual physical system reliability, but also factors such as reliability during extreme temperatures, prompt outage restoration, actual power quality, avoiding brief interruptions, keeping customers informed of outage status (including providing estimates of outage restoration time, the accuracy of these estimates, providing information on status changes, and calling customers when the outage has been restored). PC/EP DR 099 Confidential Attachment A provides a snapshot of the Company's J.D. Power Survey results compared with similar-sized utilities in the western region of the country. Our customers' satisfaction with the Company's power quality and reliability in 2015 was in the second quartile and slightly (1.5 points) above the regional average.

ATTACHMENT A TO
PUBLIC COUNSEL AND
THE ENERGY PROJECT
DATA REQUEST NO. 99 IS
CONFIDENTIAL
IN ITS ENTIRETY