



Avista Corp.

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April 28, 2021

Mark L. Johnson
Executive Director and Secretary
Washington Utilities & Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

Re: **Avista Utilities 2020 Service Quality Measures Program Report**

Dear Mr. Johnson:

Attached for filing is the 2020 Service Quality Measures Program Report of Avista Corporation, dba Avista Utilities (Avista or “Company”), pursuant to the Company’s electric tariff Schedule 85 and natural gas Schedule 185.

Please direct any questions regarding this filing to Jaime Majure at (509) 495-7839.

Sincerely,

/s/ Shawn Bonfield

Shawn Bonfield
Sr. Manager of Regulatory Policy & Strategy
Avista Utilities
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Enclosure

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