



**Avista Corp.**

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December 23, 2015

Washington Utilities and Transportation Commission  
1300 S. Evergreen Park Drive S. W.  
P.O. Box 47250  
Olympia, Washington 98504-7250

Attention: Mr. Steven King, Executive Director & Secretary

RE: Avista Utilities' Electric Service Quality and Reliability Reporting Plan Update

Dear Mr. King,

Pursuant to WAC 480-100-393, attached for filing is Avista Utilities' updated Electric Service Reliability Monitoring & Reporting Plan (Plan).

Avista's Plan was last updated in 2011, Docket No. UE-110595. In Avista's 2014 electric and natural gas General Rate Case (Dockets UE-140188 and UG-140189), the Company agreed to develop and implement a Service Quality Measures (SQM) Program as part of the Settlement Stipulation reached in the case. The tariffs associated with the SQM Program were approved on June 25, 2015 (Order 06), with an effective date of July 1, 2015. As described in the SQM Program tariffs, the Company must include the yearly results of the SQM Program within its annual Electric Service Reliability and Monitoring Report (now titled Service Quality and Reliability Report), which the Company files on or before April 30<sup>th</sup> each year.

WAC 480-100-393(2) states "Any modification to the plan must be filed with the commission before the modification is implemented." Per the requirement to include the results of the SQM Program in the annual Electric Service Reliability and Monitoring Report, the Plan has been updated to include the annual results of the SQM Program.

If you have any questions, please feel free to contact me at 509-495-2782.

Sincerely,

*Shawn Bonfield*

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Enclosures