Avista Corp.

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April 27, 2017

Steve King

Executive Director and Secretary

Washington Utilities & Transportation Commission

1300 S. Evergreen Park Drive S. W.

P.O. Box 47250

Olympia, Washington 98504-7250

RE: Avista Utilities’ 2016 Service Quality and Electric Reliability Report

Dear Mr. King:

Pursuant to WAC 480-100-398, attached for filing is Avista Utilities’ 2016 Customer Service Quality and Electric System Reliability Report.

If you have any questions, please contact Shawn Bonfield at 509-495-2782 or [shawn.bonfield@avistacorp.com](mailto:shawn.bonfield@avistacorp.com), or feel free to contact me at 509-495-4975 or [linda.gervais@avistacorp.com](mailto:linda.gervais@avistacorp.com).

Sincerely,

/s/Linda Gervais/

Linda Gervais

Manager, Regulatory Policy

State and Federal Regulation

Avista Utilities