



**Avista Corp.**

1411 East Mission Ave.  
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Telephone: 800-727-9170

**VIA: UTC Web Portal**

April 26, 2018

Mark L. Johnson  
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' 2018 Service Quality Program Report

Dear Mr. Johnson:

Attached for electronic filing with the Commission is Avista Corporation's, dba Avista Utilities' ("Avista" or "the Company"), 2018 Service Quality Measures Program Report.

In previous years, results for the Company's Washington Service Quality Measures ("SQM") Program have been incorporated into the Electric Service Reliability Report the Company files annually with the Commission pursuant to WAC 480-100-398. As recommended by Commission Staff<sup>1</sup>, Avista is now providing these reports as two separate documents.

If you have any questions regarding this filing, please contact Jaime Majure at (509) 495-7839.

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<sup>1</sup> Docket No. U-151958, Open Meeting Memo Attachment A: Reliability Reporting Inquiry, Staff Findings and Recommendations 2018, pg. 7

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Sincerely,

*/s/Linda Gervais/*

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Senior Manager of Regulatory Policy & Strategy  
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Enclosure

