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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, or feel free to contact me at 509-495-4975 or linda.gervais@avistacorp.com.

Sincerely,

/s/Linda Gervais/

Linda Gervais
Manager, Regulatory Policy
State and Federal Regulation
Avista Utilities