



Avista Corp.

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VIA: UTC Web Portal

April 24, 2020

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

Re: Avista Utilities' 2019 Service Quality Measures Program Report

Dear Mr. Johnson:

Attached for electronic filing with the Commission is Avista Corporation's, dba Avista Utilities' ("Avista" or "the Company"), 2019 Service Quality Measures Program Report.

Prior to 2019, results for the Company's Washington Service Quality Measures ("SQM") Program were incorporated into the Electric Service Reliability Report the Company files annually with the Commission pursuant to WAC 480-100-398. As recommended by Commission Staff¹, Avista now provides these reports as two separate documents, filed concurrently.

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

Sincerely,

/s/ Shawn Bonfield

Shawn Bonfield
Sr. Manager of Regulatory Policy & Strategy

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

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Enclosure

