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UTILITIES AND TRANSPORTATION COMMISSION

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July 10, 2019

Mark L. Johnson  
Executive Director and Secretary  
Utilities and Transportation Commission  
P.O. Box 47250  
Olympia, WA 98504-7250

Re: Avista’s Customer Service Quality and Electric System Reliability Report, Docket UE-190351

Dear Mr. Johnson:

On April 26, 2019, Avista submitted its annual Service Quality Measure Program (SQMP) report for the 12-month period, ending December 31, 2018. Order 06 in dockets UE-140188 and UG-140189 established service quality reporting requirements, a customer service guarantee program and set benchmarks for six customer service measures.

**Customer Service Measures**

Avista reported meeting all Customer Service Measures for 2018.<sup>1</sup>

Customer Service Measure	Description	Benchmark	2018 Performance
1	Customer satisfaction, measured through an independent customer survey	At least 90%	96%
2	Field service customer satisfaction, measured through an independent customer survey	At least 90%	97%
3	Avista complaint UTC ratio per 1,000 customers	Less than 0.40	0.11
4	Percent of calls answered by a live representative within 60 seconds	At least 80%	81.5%
Electric 5	Electric emergency response time	No more than 80 minutes	39.9 minutes
Natural Gas 5	Natural gas emergency response time	No more than 55 minutes	42 minutes

<sup>1</sup> Customer service measures 1-4 are identical in electric schedule 85 and natural gas schedule 185. The tariff allows Avista to report performance for electric and natural gas service in one result. Electric and natural gas service measure 5 have different benchmarks, the results are reported independently.

### Customer Service Guarantee

Avista’s Customer Service Guarantee results showed low numbers of missed appointments.

Customer Service Guarantee	Successful	Missed	Amount Paid
Guaranteed service appointments kept	2,216	5	\$250
24 hour service restoration	4,661	11	\$550
Connecting service within one business day	7,997	1	\$50
Provide a cost estimate of new electric or natural gas service within 10 days	2,356	0	\$0
Investigate and respond to a billing inquiry within 10 business days	990	1	\$50
Investigate a reported meter problem within 20 business days	741	3	\$150
24-hour notification of planned service outage	42,014	298	\$14,900
<b>Total</b>	<b>60,975</b>	<b>319</b>	<b>\$15,950</b>

### Electric System Reliability SAIFI and SAIDI

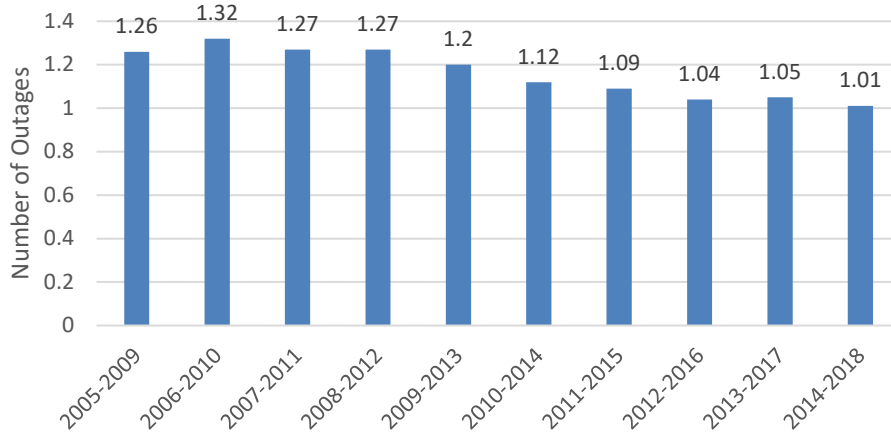
*System Average Interruption Frequency Index* - SAIFI figures tend to vary from year to year. However, Avista reports a significant improvement in SAIFI events, compared to last year.

*System Average Interruption Duration Index* – Avista also reported significant improvement in outage duration when compared to last year.

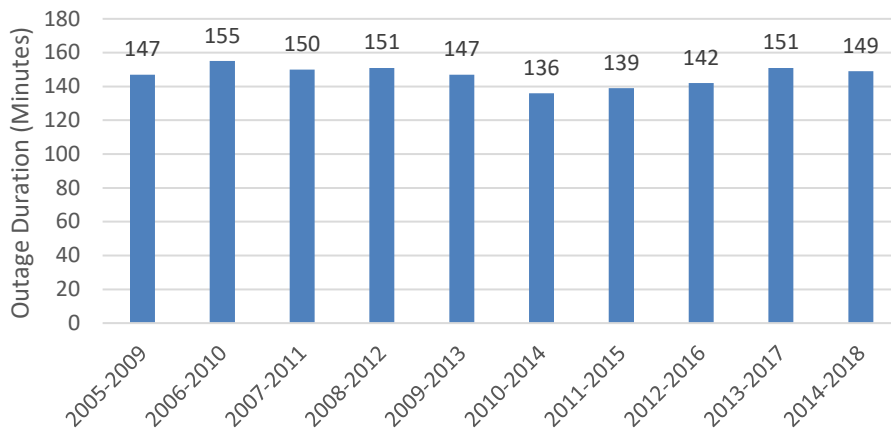
Reliability Measure	2018 Results	2017 Results	2016 Results	2005 Baseline
Number of Outages (SAIFI)	0.81	1.04	0.86	0.97
Outage Duration (SAIDI)	126	142	133	108

Avista’s SAIFI and SAIDI five-year rolling averages show a trend towards fewer outages per customer. The historical five-year rolling average for outage duration is flat to slightly declining.

SAIFI Historic Five-Year Rolling Average Number  
of Outages Per Customer Per Year



SAIDI Historic Five-Year Rolling Average Outage  
Duration



### Efforts to Improve SAIDI Metrics

In Docket UE-151958, Staff investigated reliability benchmarking using econometric models. In the Staff memo to the Commission on January 10, 2019, Staff suggested continued monitoring for Avista's SAIDI metrics. The current SAIDI metrics is among the lowest they have ever reported, which is an encouraging trend. However, given the amount of improvement in this

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measure, the yearly result could be an outlier and not represent a new normal. Therefore, Staff renews its suggestion for continued monitoring of the trend in duration of outages for Avista.

**Improvements to Reporting**

In response to Staff's reliability reporting inquiry published on January 10, 2019, Avista separated their Service Quality Measures report from their overall reliability report. While not an explicit recommendation directed to any company in particular, this separation did appear to reduce the length of the documents and improve readability. Staff will work with Avista going forward to continue to identify improvements to their report through the ongoing inquiry in reliability reporting in docket UE-190027.

**Conclusion**

Commission staff reviewed the compliance filing and believe Avista is in compliance with the customer service measures set in Order 06.

If you have any questions, please contact Andrew Roberts at (360) 664-1101, [andrew.roberts@utc.wa.gov](mailto:andrew.roberts@utc.wa.gov) or Jason Ball at (360) 664-1279, [jason.ball@utc.wa.gov](mailto:jason.ball@utc.wa.gov).

Sincerely,

Andrew Roberts  
Regulatory Analyst, Consumer Protection

Jason Ball  
Deputy Assistant Director, Energy Economics & Reliability (E2R)