



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

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January 11, 2021

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-200373

Dear Mr. Johnson:

On April 24, 2020, Avista submitted its annual Service Quality Measure Program (SQMP) report for the 12-month period, ending December 31, 2019. 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.

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Customer Service Measures

Avista reported meeting all Customer Service Measures for 2019.¹

Customer Service Measure	Description	Benchmark	2019 Performance
1	Customer satisfaction, measured through an independent customer survey	At least 90%	94%
2	Field service customer satisfaction, measured through an independent customer survey	At least 90%	94%
3	Avista complaint UTC ratio per 1,000 customers	Less than 0.40	0.13
4	Percent of calls answered by a live representative within 60 seconds	At least 80%	80.7%
Electric 5	Electric emergency response time	No more than 80 minutes	44 minutes
Natural Gas 5	Natural gas emergency response time	No more than 55 minutes	43 minutes

Customer Service Guarantee

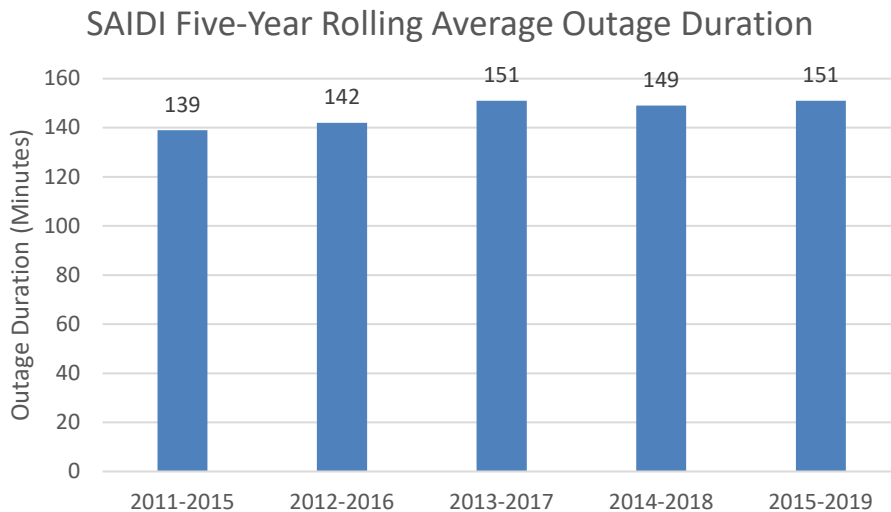
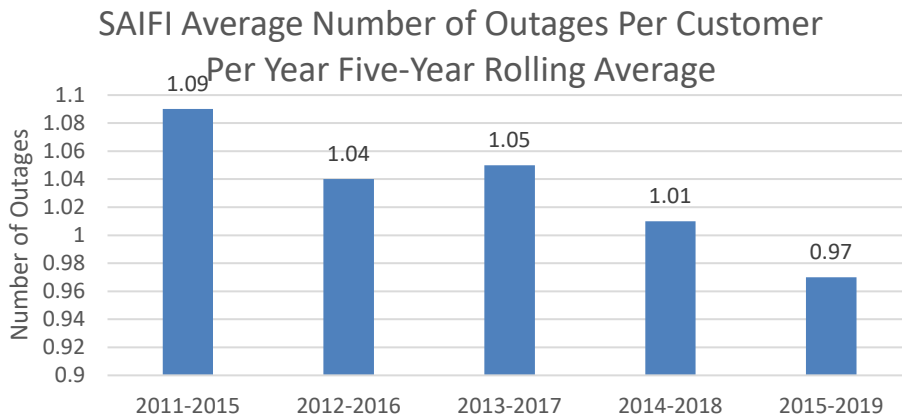
Avista's Customer Service Guarantee results showed low numbers of missed appointments.

Customer Service Guarantee	Successful	Missed	Amount Paid
Guaranteed service appointments kept	2,774	31	\$1,550
24-hour service restoration	39,687	16	\$800
Connecting service within one business day	5,557	2	\$100
Provide a cost estimate of new electric or natural gas service within 10 days	1,824	0	\$0
Investigate and respond to a billing inquiry within 10 business days	911	0	\$0
Investigate a reported meter problem within 20 business days	844	4	\$200
24-hour notification of planned service outage	22,092	125	\$6,250
Total	73,689	178	\$8,900

¹ 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.

Electric System Reliability SAIDI and SAIFI

Avista reports electric system reliability in accordance with WAC 480-100-388, 393 and 398, as modified by Order 06 in docket UE-140188 and described in its current electric service tariff, WN U-28, in Schedule 85. The data summarized in the following graphs indicates stable to somewhat improved performance across both parameters in recent years.



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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 Mr. Andrew Roberts at (360) 664-1101 or andrew.roberts@utc.wa.gov.

Sincerely,

Andrew Roberts
Regulatory Analyst, Consumer Protection

David Panco
Regulatory Analyst, Energy Regulation