



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

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January 21, 2021

RE: *In the Matter of Avista Corporation d/b/a Avista Utilities 2019 Service Quality and Electric Reliability Report, Docket UE-200373*

TO ALL PARTIES:

On February 4, 2014, Avista Corporation d/b/a Avista Utilities (Avista or Company) filed with the Washington Utilities and Transportation Commission (Commission) revisions to its Tariff WN U-28, Electric Service in Docket UE-140188, and its Tariff WN U-29, Gas Service in Docket UG-140189. On February 14, 2014, the Commission suspended operation of the tariffs and consolidated the dockets.

On June 25, 2015, the Commission entered Order 06, Final Order Approving Avista's Service Quality Measures Program Compliance Filing (Order 06). Among other things, Order 06 approved the Service Quality Measures Program tariff, which requires Avista to file a report annually regarding five customer service quality measures, as well as System Average Interruption Frequency Index and System Average Interruption Duration Index.

On April 24, 2020, Avista filed with the Commission its 2019 Service Quality and Electric Reliability Report (Report), which was assigned to Docket UE-200373.

On January 11, 2021, Commission staff (Staff) filed a letter in this docket informing the Commission that Staff had reviewed the Report and believes that Avista has complied with the reporting requirements.

The Commission accepts the Report as compliant with Order 06 and the Service Quality Measures Program tariffs for 2019.

MARK L. JOHNSON
Executive Director and Secretary