



*Case No. AVU-E-18-10 and AVU-G-18-06*

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## **Comment deadline set for Avista proposal**

**BOISE (Oct. 11, 2018)** – State regulators are accepting comments on an Avista Utilities proposal to develop performance standards for its Idaho customers.

Customer service and electric system reliability would be the focus of the Idaho Service Quality Program (ISQ).

Rates would not be affected by the creation of the program, which dates to a 2017 decision by the Idaho Public Utilities Commission in a general rate case.

That decision called for the utility to work with interested parties to develop performance standards and customer guarantees similar to those in place for Avista's customers in Washington.

Since implementation of the ISQ requires revisions to the company's electric and natural gas tariffs, Commission approval is required.

Avista has asked for a decision by Nov. 1. The Commission is accepting comments on [the proposal](#) through Oct. 19.

The proposal calls for the utility to track and report its annual performance in meeting benchmarks established for 13 electric measures and 9 natural gas measures.

These measures fall into three categories - customer service, electric system reliability and customer guarantees.

Among them are benchmarks for customer satisfaction based on a quarterly survey; response time for outages, electric system emergencies, connections of service and billing inquiries; and timely completion of investigations related to problems reported by customers.

Under the proposal, Avista would track and report the results of the ISQ to the Commission via a report filed on or before April 30 each year.

In addition, the company would send a Service Quality Report Card to its customers within 90 days of filing the annual report, with results on customer service performance and electric system reliability, and performance highlights for the year.

The company agreed to develop the ISQ as part of a [settlement agreement](#) approved by the Commission in a [general rate case](#) in 2017. Parties involved in the rate case included Commission staff, Clearwater Paper Corporation, Idaho Forest Group, Idaho Conservation League, Sierra Club and Community Action Partnership Association of Idaho.

Avista's proposal calls for the 2018 calendar year to be the initial reporting period, with the first annual report filed on or before April 30, 2019.

Avista provides electric service to approximately 129,000 customers in north Idaho, and it provides natural gas service to approximately 83,000 northern Idahoans.

The Commission is accepting comments on this case through Oct. 19. Go [here](#) to submit a comment electronically. Or go to the Commission's web site, [www.puc.idaho.gov](http://www.puc.idaho.gov) and click on "Case Comment Form" under the "Electric" or "Natural Gas" heading.

Comments can also be submitted via fax to (208) 334-3762 or by mail to P.O. Box 83720, Boise, ID 83720-0074. Please be sure to include at least one of the case numbers, AVU-E-18-10 or AVU-G-18-06.

All documents related to this case, including Avista's application, are available [here](#). Or go to the Commission's web site, [www.puc.idaho.gov](http://www.puc.idaho.gov), click on "Open Cases" under the "Electric" heading and scroll down to case number AVU-E-18-10, or AVU-G-18-06 under the "Natural Gas" heading.