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IDAHO PUBLIC UTILITIES COMMISSION

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10 **BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION**

11

12 IN THE MATTER OF THE APPLICATION OF) CASE NO.
13 AVISTA CORPORATION FOR AN ORDER) *AVU-E-18-10//AVU-G-18-04*
14 AUTHORIZING APPROVAL OF PROPOSED)
15 SERVICE QUALITY MEASURES PROGRAM) APPLICATION OF
16 AND ASSOCIATED REVISIONS TO ITS) AVISTA CORPORATION
17 ELECTRIC AND NATURAL GAS TARIFFS)

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I. INTRODUCTION

22 In accordance with Idaho Code §61-502 and RP 052, Avista
23 Corporation, doing business as Avista Utilities (hereinafter
24 "Avista" or "Company"), at 1411 East Mission Avenue,
25 Spokane, Washington, respectfully makes application to the
26 Idaho Public Utilities Commission ("IPUC" or the
27 "Commission") for an order authorizing the approval of
28 proposed electric tariff Schedule 85 and natural gas tariff
29 Schedule 185, "Service Quality Measures Program" ("SQM
30 Program"), and implementation of the associated SQM Program,
31 effective November 1, 2018.

1 Avista is a utility that provides service to
2 approximately 378,000 electric customers and 342,000 natural
3 gas customers, of which 129,000 and 81,000, respectively,
4 are Idaho customers. The largest community served by Avista
5 is Spokane, Washington, which is the location of its
6 corporate headquarters.

7 The Company requests that this filing be processed
8 under the Commission's Modified Procedure rules.

9 Communications in reference to this Application
10 should be addressed to:

11 David J. Meyer, Esq.
12 Vice President and Chief Counsel for
13 Regulatory & Governmental Affairs
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30 Linda.Gervais@avistacorp.com

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II. SUMMARY OF APPLICATION

1 Avista requests approval of the following revisions to
2 the Company's electric Tariff I.P.U.C No. 28 and natural gas
3 Tariff I.P.U.C No. 27.

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5	<u>Tariff I.P.U.C No. 28</u>	<u>Tariff I.P.U.C No. 27</u>
6	Original Sheet 85	Original Sheet 185
7	Original Sheet 85A	Original Sheet 185A
8	Original Sheet 85B	Original Sheet 185B
9	Original Sheet 85C	Original Sheet 185C
10	Original Sheet 85D	

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III. BACKGROUND

13 On December 28, 2017, the Commission issued Order No.
14 33953 in the Company's general rate case¹, approving the
15 Settlement Stipulation ("Settlement") filed by the Parties²
16 and requiring the Company to make additional compliance
17 filings to meet the terms and conditions of the Settlement.
18 With respect to Service Quality/Performance Measures, the
19 Parties agreed that:

20 *Avista has established Service Quality Performance,*
21 *Customer Guarantees and a Service Quality Measure*
22 *Report Card for its customers in Washington. The*
23 *Company and interested parties will work to develop*
24 *similar performance standards, customer guarantees and*
25 *a reporting mechanism for its Idaho customers.*
26 *Following those discussions, the Company will file its*
27 *proposal with the Commission requesting implementation*

¹ Case Nos. AVU-E-17-01/AVU-G-17-02

² Stipulation "Parties" include Avista, IPUC Commission Staff, Clearwater Paper Corporation, Idaho Forest Group, LLC, and the Community Action Partnership Association of Idaho ("CAPAI").

1 on or before July 1, 2018. (Stipulation and Settlement
2 Para. 21)
3

4 An initial draft of the proposed SQM Program, nearly
5 identical to the program in place for the Company's
6 Washington customers, was provided to IPUC Staff on February
7 15, 2018. After subsequent correspondence between the
8 Company and Staff, a conference call regarding this matter
9 was held on June 13, 2018. On June 25, 2018, Avista filed a
10 Motion for Procedural Relief under Rule 256, requesting to
11 extend the filing deadline from July 1, 2018 to October 1,
12 2018 to allow sufficient time to complete the proposed
13 measures. With no parties in this case objecting to the
14 motion, the Commission granted the request for extension on
15 July 3, 2018 in Order No. 34102. An additional conference
16 call was held between Commission Staff and Avista on July
17 28, 2018. Final consensus on the measures between Commission
18 Staff and Avista, as described below, was reached on August
19 27, 2018.

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IV. PROPOSED SERVICE QUALITY MEASURES PROGRAM

22 Under the SQM Program, Avista and Commission Staff
23 agree that the Company will track and report its annual
24 performance in meeting the benchmarks established for a

1 combined total of 22 electric and natural gas measures. These
2 measures are grouped into three categories - Customer
3 Service, Electric System Reliability, and Customer
4 Guarantees. Thirteen measures apply to the Company's
5 electric service, and nine measures are applicable to
6 natural gas service. A description of the measures and
7 respective benchmarks are provided below.

8 **A. Customer Service Measures** (5 measures)

9 1. The level of Customer satisfaction with telephone service,
10 as provided by the Company's Contact Center, will be at
11 least 90 percent, where:

12
13 a. The measure of Customer satisfaction is based on
14 Customers who respond to Avista's quarterly survey
15 of Customer satisfaction, known as the "Voice of the
16 Customer," as conducted by its independent survey
17 contractor;

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19 b. The measure of satisfaction is based on Customers
20 participating in the survey who report the level of
21 their satisfaction as either "satisfied" or "very
22 satisfied"; and

23
24 c. The measure of satisfaction is based on the
25 statistically-significant survey results for both
26 electric and natural gas service for Avista's entire
27 service territory (Idaho, Oregon, and Washington)
28 for the calendar year.

29
30 2. The level of Customer satisfaction with the Company's
31 field services will be at least 90 percent, where:

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33 a. The measure of Customer satisfaction is based on
34 Customers who respond to Avista's quarterly survey
35 of Customer satisfaction, known as the "Voice of the
36 Customer," as conducted by its independent survey
37 contractor;

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b. The measure of satisfaction is based on Customers participating in the survey who report the level of their satisfaction as either "satisfied" or "very satisfied"; and

c. The measure of satisfaction is based on the statistically-significant survey results for both electric and natural gas service for Avista's entire service territory (Idaho, Oregon, and Washington) for the calendar year.

3. The percentage of Customer calls answered by a live representative within 60 seconds will be at least 80 percent for the calendar year, where:

a. The measure of response time is based on results from the Company's Contact Center, and is initiated when the Customer requests to speak to a Customer service representative; and

b. Response time is based on the combined results for both electric and natural gas Customers for Avista's entire service territory (Idaho, Oregon, and Washington).

4. The Company's average response time to an electric system emergency in Idaho will not exceed 65 minutes for the calendar year, where:

a. Response time is measured from the time of the Customer call to the arrival of a field service technician;

b. Response times are excluded from the calculation for those periods of time when the Company is experiencing an outage that qualifies as a Major Event Day (MED) in Idaho, as defined by the Institute of Electrical and Electronics Engineers, Inc. (IEEE)³ Guide for Electric Power Distribution

³ IEEE is a professional organization that has developed a range of electric reliability standards, which have been broadly adopted by the electric utility industry.

- 1 Reliability Indices, Standard 1366. This includes
2 the 24 hour period following an MED.
- 3 c. An "electric system emergency" is defined as an
4 event involving police/fire departments,
5 arcing/flashings wires down, or a feeder lockout.
6
- 7 5. The Company's average response time to a natural gas
8 system emergency in Idaho will not exceed 55 minutes for
9 the calendar year, where:
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- 11 a. Response time is measured from the time of the
12 customer call to the arrival of a field service
13 technician; and
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- 15 b. A "natural gas system emergency" is defined as an
16 event involving a natural gas explosion or fire, a
17 fire in the vicinity of natural gas facilities,
18 police/fire departments, leaks identified in the
19 field as "Grade 1", high or low gas pressure problems
20 identified by alarms or customer calls, natural gas
21 system emergency alarms, or calls regarding carbon
22 monoxide, natural gas odor, runaway furnace, or
23 delayed ignition.
24
- 25 **B. Electric System Reliability** (2 measures)
- 26 1. The Company will report the frequency of electric system
27 interruptions per Customer for the calendar year, where:
- 28
- 29 a. The interruptions are measured as the System
30 Average Interruption Frequency Index ("SAIFI"), as
31 calculated by IEEE Std.1366;
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- 33 b. The calculation of SAIFI excludes interruptions
34 associated with any MED in Idaho;
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- 36 c. The report will provide a brief description of the
37 predominant factors influencing the current-year
38 results, the previous year's system results, and
39 the Company's historic five-year rolling average of
40 SAIFI; and
41
- 42 d. The results will be reported on a system basis, as
43 well as Idaho only.
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- 1 2. The Company will report the duration of electric system
2 interruptions per Customer for the calendar year, where:
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4 a. The interruption duration is measured as the System
5 Average Interruption Duration Index ("SAIDI"), as
6 defined by IEEE Std.1366;
7
8 b. The calculation of SAIDI excludes interruptions
9 associated with any MED in Idaho;
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11 c. The report will provide a brief description of the
12 predominant factors influencing the current-year
13 system results, the previous year's system results,
14 and the Company's historic five-year rolling
15 average of SAIDI; and
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17 d. The results will be reported on a system basis, as
18 well as Idaho only.
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20 **C. Customer Service Guarantees** (7 measures)
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22 For failure to meet any of the Customer Service
23 Guarantees under this SQM Program, Avista will provide
24 compensation in the amount of \$50 in the form of a bill credit
25 for service provided to an existing electric or natural gas
26 Customer, or, for service provided to an Applicant,⁴ the
27 Company will mail a check for \$50 to the Applicant. The
28 Company will provide the qualifying Customer credit or
29 Applicant check in a timely manner, without any requirement
30 on the part of the Customer or Applicant to either apply for
31 or request the applicable credit or check.
32

- 33 1. The Company will keep mutually agreed upon appointments
34 with customers regarding electric or natural gas
35 service, scheduled in the time windows of either 8:00
36 a.m. to 12:00 p.m. or 12:00 p.m. to 5:00 p.m., except
37 for the following instances:
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39 a. The Customer or Applicant cancels the appointment;
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41 b. The Customer or Applicant fails to keep the
42 appointment;

⁴ Per IDAPA 31.21.01.005, "Applicant" is defined as "any potential customer who applies for service from a utility."

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- c. The Company reschedules the appointment with at least 24 hour notice; or
- d. The Company is experiencing an MED in Idaho. In such cases, the Company will notify the customer and reschedule the appointment (electric service only).

2. When the Customer experiences an electric service interruption, the Company will restore the service within 24 hours of notification from the Customer, except for the following instances:

- a. During periods of time when the outage is associated with an MED in Idaho;
- b. An action or event that is outside the control of the Company prevented the Company from restoring supply or accessing the Company's equipment to restore supply;
- c. The premise is vacant, disconnected or not receiving service immediately preceding the outage; or
- d. The customer notifies the Company that service restoration does not require immediate attention.

3. The Company will turn on power or connect natural gas service the same day the Customer or Applicant requests service, except for the following instances:

- a. The service request is received by the Company after 7:00pm on weekdays, or on a weekend or holiday;
- b. The Customer requests an alternative future date for service connection;
- c. The Customer or Applicant is not available at the time of connection (natural gas service only)
- d. Construction is required before the service can be energized or connected;

- 1 e. The Customer or Applicant does not provide evidence
2 that all required government inspections have been
3 satisfied;
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- 5 f. Required payments to the Company have not been
6 received;
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- 8 g. The service was disconnected for nonpayment or
9 theft/diversion of service;
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- 11 h. The service cannot be turned on or connected due to
12 an outage;
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- 14 i. Electric service is not connected prior to
15 connecting gas service;
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- 17 j. When Applicable, water service is not connected
18 prior to connecting gas service; or
19
- 20 k. An action or event that is outside the control of
21 the Company prevents the Company from connecting
22 service.
23
- 24 4. The Company will provide a cost estimate to the Customer
25 or Applicant for new electric or natural gas supply
26 within 10 business days upon receipt of all the necessary
27 information from the Customer or Applicant.
28
- 29 5. The Company will respond to most billing inquiries at
30 the time of the initial contact. For those inquiries that
31 require further investigation, the Company will
32 investigate and respond to the Customer within 10
33 business days.
34
- 35 6. The Company will investigate Customer-reported problems
36 with a meter and/or conduct a meter test and report the
37 results to the Customer within 20 business days from the
38 date of the report or request.
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- 40 7. The Company will provide notification to the Customer,
41 through means normally used by the Company, at least 24
42 hours in advance of disconnecting electric service for
43 scheduled interruptions, except for the following
44 instances:
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- a. The interruption is a momentary interruption of less than five minutes in duration;
- b. The safety of the public or Company personnel or the imminent failure of Company equipment is a factor leading to the interruption; or
- c. The interruption was due to work on the Customer's meter.

V. PROPOSED IMPLEMENTATION TIMELINE AND REPORTING

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The proposed effective date of the new tariff Schedules 85 and 185 implementing the SQM Program is November 1, 2018. The Company proposes to begin tracking and reporting results of the SQM Program to the Commission and its customers as follows:

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- 1. The Company will include the results of its Customer Service Measures and Customer Service Guarantees in an annual report to be filed with the Commission on or before April 30th of each year for the prior calendar year.
- 2. The initial effective period for implementation of the Customer Service Measures and Electric System Reliability will be calendar year 2018, with results to be reported to the Commission on or before April 30,

1 2019. Thereafter, the report will be filed annually on
2 or before April 30 for the preceding year.

3 3. The initial implementation date for the Company's
4 Customer Service Guarantees, including tracking of the
5 Company's performance and application of customer
6 credits, will begin on January 1, 2019.

7 4. The Company's initial report of the results of its
8 Customer Service Guarantees, for the calendar year
9 2019, will be filed with the Commission on or before
10 April 30, 2020. Thereafter, the report will be filed
11 annually on or before April 30 for the preceding year.

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13 In addition, within 90 days of filing its Annual
14 Customer Service Quality and Electric System Reliability
15 Report, the Company will send a Service Quality Report Card
16 to its Customers, which will include the following
17 information:

18 a. Results for each of the Company's Customer Service
19 Measures, compared with the respective performance
20 benchmarks;

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22 b. Report on the Company's Electric System Reliability;

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24 c. Results for each of the Customer Service Guarantees,
25 compared with the respective benchmarks, and including
26 the number of events for each measure where a credit
27 was provided, and the total dollar amount of the credits
28 paid for each measure; and

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d. Performance highlights for the year.

The Company will issue its first Report Card to customers on or before July 31, 2020.

VI. CONCLUSION

The purpose of the SQM Program is to monitor and measure Avista's performance with respect to customer service and electric system reliability, ensuring that the Company is maintaining its service level to its customers, as demonstrated by reporting results of the SQM Program to the Commission and its customers each year. Accordingly, Avista requests that the Commission issue an Order approving the SQM Program and associated tariff Schedules 85 and 185.

WHEREFORE, Avista respectfully requests the Commission issue its Order finding the proposed Application to be fair, just, reasonable and nondiscriminatory, and effective for electric and natural gas service rendered on and after November 1, 2018, with this Application being processed under Modified Procedure.

Dated at Spokane, Washington this 7th day of Sept
2018.

AVISTA CORPORATION

By: 
David J. Meyer
Vice President and Chief Counsel for
Regulatory and Governmental Affairs

AVISTA CORPORATION
d/b/a Avista Utilities

SCHEDULE 85

SERVICE QUALITY MEASURES PROGRAM - IDAHO

PURPOSE:

This Schedule provides general terms and conditions for the Company's Service Quality Measures Program. The purpose of this program is to monitor and measure Avista's performance with respect to customer service and electric system reliability. The results of the program will be reported annually to the Idaho Public Utilities Commission and the Company's electric customers.

Customer Service Measures

1. The level of Customer satisfaction with telephone service, as provided by the Company's Contact Center, will be at least 90 percent, where:
 - a. The measure of Customer satisfaction is based on Customers who respond to Avista's quarterly survey of Customer satisfaction, known as the "Voice of the Customer", as conducted by its independent survey contractor;
 - b. The measure of satisfaction is based on Customers participating in the survey who report the level of their satisfaction as either "satisfied" or "very satisfied"; and
 - c. The measure of satisfaction is based on the statistically-significant survey results for both electric and natural gas service for Avista's entire service territory (Idaho, Oregon, and Washington) for the calendar year.

2. The level of Customer satisfaction with the Company's field services will be at least 90 percent, where:
 - a. The measure of Customer satisfaction is based on Customers who respond to Avista's quarterly survey of Customer satisfaction, known as the "Voice of the Customer", as conducted by its independent survey contractor;
 - b. The measure of satisfaction is based on Customers participating in the survey who report the level of their satisfaction as either "satisfied" or "very satisfied"; and
 - c. The measure of satisfaction is based on the statistically-significant survey results for both electric and natural gas service for Avista's entire service territory (Idaho, Oregon, and Washington) for the calendar year.

3. The percentage of Customer calls answered by a live representative within 60 seconds will be at least 80 percent for the calendar year, where:
 - a. The measure of response time is based on results from the Company's Contact Center, and is initiated when the Customer requests to speak to a Customer service representative; and

Issued September 7, 2018

Effective November 1, 2018

Issued by Avista Utilities
By

Patrick Ehrbar, Director of Regulatory Affairs



AVISTA CORPORATION
d/b/a Avista Utilities

SCHEDULE 85A

SERVICE QUALITY MEASURES PROGRAM – IDAHO (continued)

- b. Response time is based on the combined results for both electric and natural gas Customers for Avista's entire service territory (Idaho, Oregon, and Washington).
4. The Company's average response time to an electric system emergency in Idaho will not exceed 65 minutes for the calendar year, where:
- a. Response time is measured from the time of the Customer call to the arrival of a field service technician;
 - b. Response times are excluded from the calculation for those periods of time when the Company is experiencing an outage that qualifies as a Major Event Day (MED) in Idaho, as defined by the Institute of Electrical and Electronics Engineers, Inc. (IEEE) Guide for Electric Power Distribution Reliability Indices, Standard 1366. This includes the 24 hour period following an MED.
 - c. An "electric system emergency" is defined as an event involving police/fire departments, arcing/flashing wires down, or a feeder lockout.

Electric System Reliability Measures

1. The Company will report the frequency of electric system interruptions per Customer for the calendar year, where:
 - a. The interruptions are measured as the System Average Interruption Frequency Index ("SAIFI"), as calculated by IEEE Std.1366;
 - b. The calculation of SAIFI excludes interruptions associated with any MED in Idaho;
 - c. The report will provide a brief description of the predominant factors influencing the current-year results, the previous year's system results, and the Company's historic five-year rolling average of SAIFI; and
 - d. The results will be reported on a system basis for Washington and Idaho as well as for Idaho only.
2. The Company will report the duration of electric system interruptions per Customer for the calendar year, where:
 - a. The interruption duration is measured as the System Average Interruption Duration Index ("SAIDI"), as defined by IEEE Std.1366;
 - b. The calculation of SAIDI excludes interruptions associated with any MED in Idaho;
 - c. The report will provide a brief description of the predominant factors influencing the current-year system results, the previous year's system results, and the Company's historic five-year rolling average of SAIDI;

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Effective November 1, 2018

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By

Patrick Ehrbar, Director of Regulatory Affairs



AVISTA CORPORATION
d/b/a Avista Utilities

SCHEDULE 85B

SERVICE QUALITY MEASURES PROGRAM – IDAHO (continued)

- d. The results will be reported on a system basis for Washington and Idaho as well as for Idaho only.

Customer Service Guarantees

Keeping Appointments

1. The Company will keep mutually agreed upon appointments regarding electric service, scheduled in the time windows of either 8:00 a.m. – 12:00 p.m. or 12:00 p.m. – 5:00 p.m., except for the following instances:
 - a. The Customer or Applicant cancels the appointment;
 - b. The Customer or Applicant fails to keep the appointment;
 - c. The Company reschedules the appointment with at least 24 hour notice; or
 - d. The Company is experiencing an MED in Idaho. In such cases, the Company will notify the customer and reschedule the appointment.

Restoring Service

2. When the Customer experiences an electric service interruption, the Company will restore the service within 24 hours of notification from the Customer, except for the following instances:
 - a. During periods of time when the outage is associated with an MED in Idaho;
 - b. An action or event that is outside the control of the Company prevented the Company from restoring supply or accessing the Company's equipment to restore supply;
 - c. The premise is vacant, disconnected or not receiving service immediately preceding the outage; or
 - d. The customer notifies the Company that service restoration does not require immediate attention.

Turning on Power

3. The Company will turn on power the same day the Customer or Applicant requests service, except for the following instances:
 - a. The service request is received by the Company after 7:00pm on weekdays, or on a weekend or holiday;
 - b. The Customer requests an alternative future date for service connection;
 - c. Construction is required before the service can be energized;
 - d. The Customer or Applicant does not provide evidence that all required government inspections have been satisfied;
 - e. Required payments to the Company have not been received;

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By

Patrick Ehrbar, Director of Regulatory Affairs



AVISTA CORPORATION
d/b/a Avista Utilities

SCHEDULE 85C

SERVICE QUALITY MEASURES PROGRAM – IDAHO (continued)

- f. The service was disconnected for nonpayment or theft/diversion of service
- g. The service cannot be turned on due to an outage; or
- h. An action or event that is outside the control of the Company prevents the Company from connecting service.

Providing Cost Estimates

- 4. The Company will provide a cost estimate to the Customer or Applicant for new electric supply within 10 business days upon receipt of all the necessary information from the Customer or Applicant.

Responding to Bill Inquiries

- 5. The Company will respond to most billing inquiries at the time of the initial contact. For those inquiries that require further investigation, the Company will investigate and respond to the Customer within 10 business days.

Resolving Meter Problems

- 6. The Company will investigate Customer-reported problems with a meter and/or conduct a meter test and report the results to the Customer within 20 business days from the date of the report or request.

Notification of Scheduled Interruptions

- 7. The Company will provide notification to the Customer, through means normally used by the Company, at least 24 hours in advance of disconnecting service for scheduled interruptions, except for the following instances:
 - a. The interruption is a momentary interruption of less than five minutes in duration;
 - b. The safety of the public or Company personnel or the imminent failure of Company equipment is a factor leading to the interruption; or
 - c. The interruption was due to work on the Customer's meter.

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Effective November 1, 2018

Issued by Avista Utilities

By

Patrick Ehrbar, Director of Regulatory Affairs



AVISTA CORPORATION
d/b/a Avista Utilities

SCHEDULE 85D**SERVICE QUALITY MEASURES PROGRAM – IDAHO (continued)****CUSTOMER SERVICE GUARANTEE CREDITS**

For failure to meet a Customer Service Guarantee for service provided to an electric Customer, the Company will apply a \$50 credit to the Customer's account. For failure to meet a Customer Service Guarantee for service provided to an Applicant, the Company will mail a check for \$50 to the Applicant. Avista will provide the qualifying credit or check without any requirement on the part of the Customer or Applicant to either apply for or request the applicable credit or check.

Tracking of the Company's performance on the Customer Service Guarantees, including the application of customer credits, will begin on January 1, 2019.

ANNUAL REPORT

The Company will include the results of its Customer Service Measures, Electrical System Reliability Measures, and Customer Service Guarantees in an annual report to be filed with the Idaho Public Utilities Commission on or before April 30th of each year.

CUSTOMER REPORT CARD

Within 90 days of filing its Annual Customer Service Quality & Electric System Reliability Report with the Commission, the Company will send a Service Quality Report Card to its Customers, which will include the following:

- a. Results for each of the Company's Customer Service Measures, compared with the respective performance benchmarks;
- b. Report on the Company's Electric System Reliability;
- c. Results for each of the Customer Service Guarantees, compared with the respective benchmarks, the number of events for each measure where a credit was provided, and the total dollar amount of the credits paid for each measure; and
- d. Performance highlights for the year.

The Company will issue its first Report Card to customers on or before July 31, 2020.

Issued September 7, 2018

Effective November 1, 2018

Issued by Avista Utilities

By

Patrick Ehrbar, Director of Regulatory Affairs



AVISTA CORPORATION
d/b/a Avista Utilities

SCHEDULE 185

SERVICE QUALITY MEASURES PROGRAM - IDAHO

PURPOSE:

This Schedule provides general terms and conditions for the Company's Service Quality Program. The purpose of this program is to monitor and measure Avista's customer service performance. The results of the program will be reported annually to the Idaho Public Utilities Commission and the Company's gas customers

Customer Service Measures

1. The level of Customer satisfaction with telephone service, as provided by the Company's Contact Center, will be at least 90 percent, where:
 - a. The measure of Customer satisfaction is based on Customers who respond to Avista's quarterly survey of Customer satisfaction, known as the "Voice of the Customer", as conducted by its independent survey contractor;
 - b. The measure of satisfaction is based on Customers participating in the survey who report the level of their satisfaction as either "satisfied" or "very satisfied"; and
 - c. The measure of satisfaction is based on the statistically-significant survey results for both electric and natural gas service for Avista's entire service territory (Idaho, Oregon, and Washington) for the calendar year.

2. The level of Customer satisfaction with the Company's field services will be at least 90 percent, where:
 - a. The measure of Customer satisfaction is based on Customers who respond to Avista's quarterly survey of Customer satisfaction, known as the "Voice of the Customer", as conducted by its independent survey contractor;
 - b. The measure of satisfaction is based on Customers participating in the survey who report the level of their satisfaction as either "satisfied" or "very satisfied"; and
 - c. The measure of satisfaction is based on the statistically-significant survey results for both electric and natural gas service for Avista's entire service territory (Idaho, Oregon, and Washington) for the calendar year.

3. The percentage of customer calls answered by a live representative within 60 seconds will be at least 80 percent for the calendar year, where:
 - a. The measure of response time is based on results from the Company's Contact Center, and is initiated when the customer requests to speak to a customer service representative; and
 - b. Response time is based on the combined results for both electric and natural gas customers for Avista's entire service territory (Idaho, Oregon, and Washington).

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By

Patrick Ehrbar, Director of Regulatory Affairs



AVISTA CORPORATION
d/b/a Avista Utilities

SCHEDULE 185A

SERVICE QUALITY MEASURES PROGRAM – IDAHO (continued)

4. The Company's average response time to a natural gas system emergency in Idaho will not exceed 55 minutes for the calendar year, where:
 - a. Response time is measured from the time of the customer call to the arrival of a field service technician; and
 - b. A "natural gas system emergency" is defined as an event involving a natural gas explosion or fire, a fire in the vicinity of natural gas facilities, police/fire departments, leaks identified in the field as "Grade 1", high or low gas pressure problems identified by alarms or customer calls, natural gas system emergency alarms, or calls regarding carbon monoxide, natural gas odor, runaway furnace, or delayed ignition.

Customer Service Guarantees

Keeping Appointments

1. The Company will keep mutually agreed upon appointments regarding natural gas service, scheduled in the time windows of either 8:00 a.m. – 12:00 p.m. or 12:00 p.m. – 5:00 p.m., except for the following instances:
 - a. The Customer or Applicant cancels the appointment;
 - b. The Customer or Applicant fails to keep the appointment; or
 - c. The Company reschedules the appointment with at least 24 hours' notice.

Connecting Gas Service

2. The Company will connect gas service on the same day the Customer or Applicant requests service, except for the following instances:
 - a. The service request is received by the Company after 7:00pm on weekdays, or on a weekend or holiday;
 - b. The Customer requests an alternative future date for service connection;
 - c. The Customer or Applicant is not available at the time of connection;
 - d. Construction is required before the service can be connected;
 - e. The Customer or Applicant does not provide evidence that all required government inspections have been satisfied;
 - f. Required payments to the Company have not been received;
 - g. The service was disconnected for nonpayment or theft/diversion of service;
 - h. Gas service cannot be connected due to an outage;
 - i. Electric service is not connected prior to connecting gas service;
 - j. When applicable, water service is not connected prior to connecting gas service; or
 - k. An action or event that is outside the control of the Company prevents the Company from connecting service.
 - l.

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SCHEDULE 185B

SERVICE QUALITY MEASURES PROGRAM – IDAHO (continued)

Providing Cost Estimates

- 3. The Company will provide a cost estimate to the Customer or Applicant for new natural gas supply within 10 business days upon receipt of all the necessary information from the Customer or Applicant.

Responding to Bill Inquiries

- 4. The Company will respond to most billing inquiries at the time of the initial contact. For those inquiries that require further investigation, the company will investigate and respond to the Customer within 10 business days.

Resolving Meter Problems

- 5. The Company will investigate Customer-reported problems with a meter and/or conduct a meter test and report the results to the Customer within 20 business days from the date of the report or request.

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SCHEDULE 185C

SERVICE QUALITY MEASURES PROGRAM – IDAHO (continued)

CUSTOMER SERVICE GUARANTEE CREDITS

For failure to meet a Customer Service Guarantee for service provided to a gas Customer, the Company will apply a \$50 credit to the Customer's account. For failure to meet a Customer Service Guarantee for service provided to an Applicant, the Company will mail a check for \$50 to the Applicant. Avista will provide the qualifying credit or check without any requirement on the part of the Customer or Applicant to either apply for or request the applicable credit or check.

Tracking of the Company's performance on the Customer Service Guarantees, including the application of customer credits, will begin on January 1, 2019.

ANNUAL REPORT

The Company will include the results of its Customer Service Measures and Customer Service Guarantees for gas customers in an annual report to be filed with the Idaho Public Utilities Commission on or before April 30th of each year.

CUSTOMER REPORT CARD

Within 90 days of filing its Annual Customer Service Quality & Electric System Reliability Report, the Company will send a Service Quality Report Card to its Customers, which will include the following:

- a. Results for each of the Company's Customer Service Measures, compared with the respective performance benchmarks;
- b. Report on the Company's Electric System Reliability;
- c. Results for each of the Customer Service Guarantees, compared with the respective benchmarks, and including the number of events for each measure where a credit was provided, and the total dollar amount of the credits paid for each measure; and
- d. Performance highlights for the year.

The Company will issue its first Report Card to customers on or before July 31, 2020.

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