



Avista Corp.

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Toll Free 800-727-9170

September 26, 2018

Diane Hanian, Secretary
Idaho Public Utilities Commission
Statehouse Mail
W. 472 Washington Street
Boise, Idaho 83720

Re: AVU-G-18-06 – Avista Corporation Tariff Schedule 185, Service Quality Measures Program
– Substitute Original Sheet 185A

Dear Ms. Hanian:

On September 7, 2018, Avista Corporation, dba Avista Utilities (Avista or the Company), filed proposed tariff Schedule 185, “Service Quality Measures Program—Idaho”. The Company has since become aware of a typographical error on its tariff sheet 185A. As such, the purpose of this filing is to substitute a corrected sheet in place of the Original Sheet 185A.

The Company requests to maintain the original effective date of November 1, 2018. If you have any questions regarding this filing, please contact Jaime Majure at (509) 495-7839 or jaime.majure@avistacorp.com.

Sincerely,

/s/Linda M. Gervais

Linda Gervais
Senior Manager, Regulatory Policy
Avista Utilities
509-495-4975
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Enclosure

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IDAHO PUBLIC
UTILITIES COMMISSION

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 GuaranteesKeeping 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

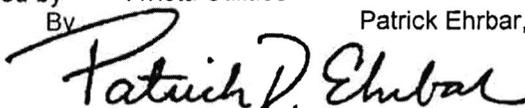
2. The Company will connect gas service on the same day the Customer or Applicant requests service, except for the following instances:
 - a. The service request is received by the Company after 7:00pm on weekdays, or on a weekend or holiday;
 - b. The Customer requests an alternative future date for 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.

Issued September 26, 2018

Effective November 1, 2018

Issued by Avista Utilities

By



Patrick Ehrbar, Director of Regulatory Affairs