



RECEIVED

2018 OCT 9 AM 9:06

IDAHO PUBLIC
UTILITIES COMMISSION

Avista Corp.

1411 East Mission P.O. Box 3727
Spokane, Washington 99220-0500
Telephone 509-489-0500
Toll Free 800-727-9170

October 5, 2018

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

Re: AVU-E-18-10 and AVU-G-18-06 – Avista Corporation Idaho Service Quality Program

Dear Ms. Hanian:

On September 7, 2018, Avista Corporation, dba Avista Utilities (Avista or the Company), filed an Application for approval of proposed electric tariff Schedule 85 and natural gas tariff Schedule 185, "Service Quality Measures Program—Idaho", and implementation of the associated Service Quality Measures Program. A Substitute Tariff Sheet 185A was subsequently filed on September 26, 2018 to correct a typographical error.

Upon further discussion with Commission Staff, a couple additional modifications have been made to the original Application and all associated tariff sheets for Schedule 85 and Schedule 185. As such, the first modification is to change the proposed program title to "Idaho Service Quality Program" ("ISQ" or "Program") and the second is to include information in the Application and tariffs regarding shareholder funding of the proposed Program.

The Company requests to maintain the original effective date of November 1, 2018, and that the Application be processed under Modified Procedure. 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
linda.gervais@avistacorp.com

Enclosure



RECEIVED

2018 OCT 19 AM 9:06

IDAHO PUBLIC
UTILITIES COMMISSION

1 DAVID J. MEYER
2 VICE PRESIDENT AND CHIEF COUNSEL FOR
3 REGULATORY AND GOVERNMENTAL AFFAIRS
4 AVISTA CORPORATION
5 1411 E. MISSION AVENUE
6 P.O. BOX 3727
7 SPOKANE, WASHINGTON 99220
8 PHONE: (509) 495-4316
9

10 **BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION**

11

12 IN THE MATTER OF THE APPLICATION OF) CASE NOS. AVU-E-18-10
13 AVISTA CORPORATION FOR AN ORDER) AND AVU-G-18-06
14 AUTHORIZING APPROVAL OF PROPOSED)
15 IDAHO SERVICE QUALITY PROGRAM) APPLICATION OF
16 AND ASSOCIATED REVISIONS TO ITS) AVISTA CORPORATION
17 ELECTRIC AND NATURAL GAS TARIFFS)

18

19

20

21

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, "Idaho Service Quality Program" ("ISQ
30 Program"), and implementation of the associated ISQ 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
14 Avista Corporation
15 P.O. Box 3727
16 MSC-27
17 1411 E. Mission Ave
18 Spokane, WA 99220-3727
19 Phone: (509) 495-4316
20 David.Meyer@avistacorp.com

21
22 Linda M. Gervais
23 Senior Manager, Regulatory Policy
24 Avista Utilities
25 P.O. Box 3727
26 MSC-27
27 1411 E. Mission Ave
28 Spokane, WA 99220-3727
29 Phone: (509) 495-4975
30 Linda.Gervais@avistacorp.com

31
32

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27

II. SUMMARY OF APPLICATION

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

<u>Tariff I.P.U.C No. 28</u>	<u>Tariff I.P.U.C No. 27</u>
Original Sheet 85	Original Sheet 185
Original Sheet 85A	Original Sheet 185A
Original Sheet 85B	Original Sheet 185B
Original Sheet 85C	Original Sheet 185C
Original Sheet 85D	

III. BACKGROUND

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

Avista has established Service Quality Performance, Customer Guarantees and a Service Quality Measure Report Card for its customers in Washington. The Company and interested parties will work to develop similar performance standards, customer guarantees and a reporting mechanism for its Idaho customers. Following those discussions, the Company will file its

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 proposal with the Commission requesting implementation
2 on or before July 1, 2018. (Stipulation and Settlement
3 Para. 21)
4

5 An initial draft of the proposed SQ Program, nearly
6 identical to the program in place for the Company's
7 Washington customers, was provided to IPUC Staff on February
8 15, 2018. After subsequent correspondence between the
9 Company and Staff, a conference call regarding this matter
10 was held on June 13, 2018. On June 25, 2018, Avista filed a
11 Motion for Procedural Relief under Rule 256, requesting to
12 extend the filing deadline from July 1, 2018 to October 1,
13 2018 to allow sufficient time to complete the proposed
14 measures. With no parties in this case objecting to the
15 motion, the Commission granted the request for extension on
16 July 3, 2018 in Order No. 34102. An additional conference
17 call was held between Commission Staff and Avista on July
18 28, 2018. Final consensus on the measures between Commission
19 Staff and Avista, as described below, was reached on August
20 27, 2018.

21
22

IV. PROPOSED IDAHO SERVICE QUALITY PROGRAM

23 Under the ISQ Program, Avista and Commission Staff
24 agree that the Company will track and report its annual
25 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/guarantees apply to the
5 Company's electric service, and nine measures/guarantees are
6 applicable to natural gas service. A description of the
7 measures and 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;

18
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:

32
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;

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40

- 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:
10
11 a. Response time is measured from the time of the
12 customer call to the arrival of a field service
13 technician; and
14
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
27 1. The Company will report the frequency of electric system
28 interruptions per Customer for the calendar year, where:
29
30 a. The interruptions are measured as the System
31 Average Interruption Frequency Index ("SAIFI"), as
32 calculated by IEEE Std.1366;
33
34 b. The calculation of SAIFI excludes interruptions
35 associated with any MED in Idaho;
36
37 c. The report will provide a brief description of the
38 predominant factors influencing the current-year
39 results, the previous year's system results, and
40 the Company's historic five-year rolling average of
41 SAIFI; and
42
43 d. The results will be reported on a system basis, as
44 well as Idaho only.

- 1 2. The Company will report the duration of electric system
2 interruptions per Customer for the calendar year, where:
3
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;
10
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
16
17 d. The results will be reported on a system basis, as
18 well as Idaho only.

19
20 **C. Customer Service Guarantees** (7 guarantees)
21

22 For failure to meet any of the Customer Service
23 Guarantees under this ISQ 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. All costs
32 associated with the payment of customer service guarantees
33 are paid by Avista's shareholders, not by customers.
34

- 35 1. The Company will keep mutually agreed upon appointments
36 with customers regarding electric or natural gas
37 service, scheduled in the time windows of either 8:00
38 a.m. to 12:00 p.m. or 12:00 p.m. to 5:00 p.m., except
39 for the following instances:

- 40
41 a. The Customer or Applicant cancels the appointment;
42

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

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45

- 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 (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
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45

- 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. The service cannot be turned on or 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.
4. The Company will provide a cost estimate to the Customer or Applicant for new electric or natural gas supply within 10 business days upon receipt of all the necessary information from the Customer or Applicant.
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.
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.
7. The Company will provide notification to the Customer, through means normally used by the Company, at least 24 hours in advance of disconnecting electric service for scheduled interruptions, except for the following instances:

1
2
3
4
5
6
7
8
9
10
11
12
13

- 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

14
15
16
17
18

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

19
20
21
22
23
24
25
26
27

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.

12

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;
21
22 b. Report on the Company's Electric System Reliability;
23
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

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23

d. Performance highlights for the year.

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

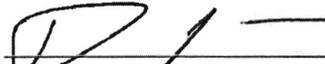
VI. CONCLUSION

The purpose of the ISQ 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 ISQ Program to the Commission and its customers each year. Accordingly, Avista requests that the Commission issue an Order approving the ISQ 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 5th day of October
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**IDAHO SERVICE QUALITY PROGRAM****PURPOSE:**

This Schedule provides general terms and conditions for the Company's Idaho Service Quality 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

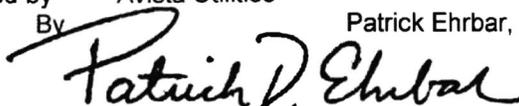
Issued October 5, 2018

Effective November 1, 2018

Issued by Avista Utilities

By

Patrick Ehrbar, Director of Regulatory Affairs



AVISTA CORPORATION
d/b/a Avista Utilities

SCHEDULE 85A

IDAHO SERVICE QUALITY PROGRAM (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;

Issued October 5, 2018

Effective November 1, 2018

Issued by Avista Utilities

By

Patrick Ehrbar, Director of Regulatory Affairs



AVISTA CORPORATION
d/b/a Avista Utilities

SCHEDULE 85B

IDAHO SERVICE QUALITY PROGRAM (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

Issued October 5, 2018

Effective November 1, 2018

Issued by Avista Utilities

By



Patrick Ehrbar, Director of Regulatory Affairs

AVISTA CORPORATION
d/b/a Avista Utilities

SCHEDULE 85C

IDAHO SERVICE QUALITY PROGRAM (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.

Issued October 5, 2018

Effective November 1, 2018

Issued by Avista Utilities

By

Patrick Ehrbar, Director of Regulatory Affairs



AVISTA CORPORATION
d/b/a Avista Utilities

SCHEDULE 85D

IDAHO SERVICE QUALITY PROGRAM (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. All costs associated with the payment of Customer Service Guarantees are paid by Avista's shareholders, not by customers.

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 October 5, 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

IDAHO SERVICE QUALITY PROGRAM

PURPOSE:

This Schedule provides general terms and conditions for the Company's Idaho 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).

Issued October 5, 2018

Effective November 1, 2018

Issued by Avista Utilities

By

Patrick Ehrbar, Director of Regulatory Affairs



AVISTA CORPORATION
d/b/a Avista Utilities

SCHEDULE 185A

IDAHO SERVICE QUALITY PROGRAM (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.

Issued October 5, 2018

Effective November 1, 2018

Issued by Avista Utilities

By

Patrick Ehrbar, Director of Regulatory Affairs



AVISTA CORPORATION
d/b/a Avista Utilities

SCHEDULE 185B

IDAHO SERVICE QUALITY PROGRAM (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.

Issued October 5, 2018

Effective November 1, 2018

Issued by Avista Utilities

By

Patrick Ehrbar, Director of Regulatory Affairs



AVISTA CORPORATION
d/b/a Avista Utilities

SCHEDULE 185C**IDAHO SERVICE QUALITY PROGRAM (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. All costs associated with the payment of Customer Service Guarantees are paid by Avista's shareholders, not by customers.

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.

Issued October 5, 2018

Effective November 1, 2018

Issued by Avista Utilities

By

Patrick Ehrbar, Director of Regulatory Affairs

