



Avista Utilities

Performance Based Ratemaking Metrics

Customer Experience

Metric 1: Customer satisfaction, by class, with telephone service provided by customer service representatives

Details: this metric is reported on a quarterly basis and is only available for residential customers only.

Customer Satisfaction with Telephone Service Provided by Customer Service Representatives				
Year	Q1	Q2	Q3	Q4
2023	97%			

Metric 2: Customer satisfaction, by class, with Avista’s field service representatives

Details: this metric is reported on a quarterly basis and is only available for residential customers only.

Customer Satisfaction with Field Service Representatives				
Year	Q1	Q2	Q3	Q4
2023	97%			

Metric 3: Customer Complaints, by class, made to the Commission

Details: this metric is reported on a quarterly basis.

2023 Customer Complaints Made to the Commission				
Customer Class	Q1	Q2	Q3	Q4
Residential	10			
Commercial	0			
Industrial	0			
Total	10			

Metric 4: Percentage of customers call answered live by a customer service representative within 60 seconds

Details: this metric is reported on a quarterly basis.

Grade of Service - % of Calls Answered Within 60 Seconds				
Year	Q1	Q2	Q3	Q4
2023	84.1%			

Metric 5: Number of outreach contacts

Details: this metric is reported on an annual basis.

Year	# of Outreach Contacts
2022	5,890

Metric 6: Number of Marketing Impressions

Details: this metric is reported on an annual basis.

Year	# of Marketing Impressions
2022	42,395,723