



# ID 2019 Service Quality Measures Report Card



Each year, Avista measures how well we perform in meeting our goal to provide the best customer service possible. In line with that tradition, we've established a set of service quality measures in collaboration with the Idaho Public Utilities Commission (IPUC) and others. We provide an annual report card to customers showing how we are doing on meeting our goals

For more information, visit [myavista.com](http://myavista.com).

Customer Service Measures	Benchmark	2019 Performance	Achieved
Percent of customers satisfied with our Contact Center services, based on survey results	At least 90%	94.4%	✓
Percent of customers satisfied with field services, based on survey results	At least 90%	94.4%	✓
Percent of calls answered live within 60 seconds by our Contact Center	At least 80%	80.7%	✓
Average time from customer call to arrival of field technicians in response to electric system emergencies, per year	No more than 65 minutes	45.8 minutes	✓
Average time from customer call to arrival of field technicians in response to natural gas system emergencies, per year	No more than 55 minutes	42 minutes	✓

Electric System Reliability	5-Year Average (2015-2019)	2019 Result	Change in 5-Year Average
Frequency of non-major-storm power interruptions, per year, per customer (SAIFI)	0.97	0.94	-0.04
Length of power outages, per year, per customer (SAIDI)	151 minutes	137 minutes	2 minutes

Customer Service Guarantees	Successful	Missed	\$ Paid
Electric & Natural Gas service appointments	1,147	6	\$300
Electric outage restoration within 24 hours of notification from customer, excluding major events	18,773	1	\$50
Switch on power or connect gas services the same day of request	5,075	2	\$100
Provide cost estimate for new electric or natural gas supply within 10 business days	1,463	0	\$0
Investigate and respond to billing inquiries within 10 business days	189	0	\$0
Investigate customer-reported problems with a meter, or conduct a meter test, and report results within 20 business days	271	3	\$150
Provide notification at least 24 hours in advance of disconnecting service for scheduled electric interruptions	14,147	5	\$250
<b>Totals</b>	<b>41,065</b>	<b>17</b>	<b>\$850</b>

## 2019 Idaho Performance Highlights

Avista once again exceeded all five of its Customer Service Measure benchmarks for 2019. With regard to Electric System Reliability, the Company again decreased the average occurrence of outages per customer, per year (not related to a major storm event), thereby decreasing our five-year average for duration of service outages by two minutes for the second year in a row. In its first full year of providing Customer Service Guarantees in Idaho, the

Company is also pleased to have met 99.96% of its applicable commitments, providing customers a guarantee credit in just 17 out of 41,082 applicable cases. Avista remains committed to pursuing further improvement in each of these areas as we continue our mission of improving our customers' lives through innovative energy solutions by providing safe, affordable, and reliable service now and into the future.