



# ID 2021 Service Quality Program Results

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	2021 Performance	Achieved
Percent of customers satisfied with our Contact Center services, based on survey results	At least 90%	96%	✓
Percent of customers satisfied with field services, based on survey results	At least 90%	96%	✓
Percent of calls answered live within 60 seconds by our Contact Center	At least 80%	86%	✓
Average time from customer call to arrival of field technicians in response to electric system emergencies, per year	No more than 65 minutes	58	✓
Average time from customer call to arrival of field technicians in response to natural gas system emergencies, per year	No more than 55 minutes	43	✓

Electric System Reliability	5-Year Average (2017-2021)	2021 Result	Change in 5-Year Average
Frequency of non-major-storm power interruptions, per year, per customer (SAIFI)	1.02	1.24	0.08
Length of power outages, per year, per customer (SAIDI)	148 minutes	164 minutes	6.35 minutes

Customer Service Guarantees	Successful	Missed	\$ Paid
Electric & Natural Gas service appointments	1,544	4	\$200
Electric outage restoration within 24 hours of notification from customer, excluding major events	36,886	0	\$0
Switch on power or connect gas services the same day of request	3,188	3	\$150
Provide cost estimate for new electric or natural gas supply within 10 business days	2,040	0	\$0
Investigate and respond to billing inquiries within 10 business days	338	0	\$0
Investigate customer-reported problems with a meter, or conduct a meter test, and report results within 20 business days	180	3	\$150
Provide notification at least 24 hours in advance of disconnecting service for scheduled electric interruptions	11,730	38	\$1,900
<b>Totals</b>	<b>55,906</b>	<b>48</b>	<b>\$2,400</b>

## 2021 Idaho Performance Highlights

Avista is pleased to report that the Company has once again exceeded all five of its Customer Service Measures. Despite the work-from-home model maintained throughout 2021, Avista's Contact Center was able to answer 86% of calls live within 60 seconds. For its third year in a row, the Company also celebrates a 100% success rate regarding restoration of service within 24

hours of a customer-reported electric outage, with a total of 36,886 customers restored within 24 hours in 2021. Finally, Avista successfully met 99.91% of its applicable Customer Service Guarantees, providing customers a guarantee credit in just 48 out of 55,954 cases. The overall success rate of these Guarantees shows Avista's continued commitment to serving our customers

and 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.