



WA 2021 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 Washington Utilities and Transportation Commission (WUTC) 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.**

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%	✓
Number of complaints to the WUTC per 1,000 customers, per year	Less than 0.40	0.03	✓
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 80 minutes	53 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	49 minutes	✓

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	3,171	53	\$2,650
Electric outage restoration within 24 hours of notification from customer, excluding major events	53,031	6	\$300
Switch on power within one business day of request	474	0	\$0
Provide cost estimate for new electric or natural gas supply within 10 business days	1,697	0	\$0
Investigate and respond to billing inquiries within 10 business days	824	0	\$0
Investigate customer-reported problems with a meter, or conduct a meter test, and report results within 20 business days	355	3	\$150
Provide notification at least 24 hours in advance of disconnecting service for scheduled electric interruptions	30,140	143	\$7,150
Totals	89,692	205	\$10,250

2021 Washington Performance Highlights

Avista once again exceeded all six of its Customer Service Measures benchmarks for 2021. Despite the work-from-home model maintained throughout the year, Avista's Contact Center was able to answer 86% of calls live within 60 seconds. The Company also celebrates improvements made in its endeavors to provide notification at least 24 hours in advance of disconnecting service for scheduled

electric interruptions, appropriately notifying 99.53% of affected customers, in comparison to 97.22% of customers being adequately notified of a scheduled interruption in 2020. Finally, Avista successfully met 99.77% of its applicable Customer Service Guarantees, providing customers a guarantee credit in just 205 out of 89,897 applicable cases, which is an improvement over 2020's success rate of

99.14%, or 633 guarantee credits provided out of 74,268 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.