



WA 2022 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	2022 Performance	Achieved
Percent of customers satisfied with our Contact Center services, based on survey results	At least 90%	97%	✓
Percent of customers satisfied with field services, based on survey results	At least 90%	97%	✓
Number of complaints to the WUTC per 1,000 customers, per year	Less than 0.40	0.05	✓
Percent of calls answered live within 60 seconds by our Contact Center	At least 80%	81%	✓
Average time from customer call to arrival of field technicians in response to electric system emergencies, per year	No more than 80 minutes	52 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	48 minutes	✓

Electric System Reliability	5-Year Average (2018-2022)	2022 Result	Change in 5-Year Average
Frequency of non-major-storm power interruptions, per year, per customer (SAIFI)	0.96	0.92	-0.06
Length of power outages, per year, per customer (SAIDI)	141 minutes	146 minutes	-7.4 minutes

Customer Service Guarantees	Successful	Missed	\$ Paid
Electric & Natural Gas service appointments	2,896	16	\$800
Electric outage restoration within 24 hours of notification from customer, excluding major events	25,337	136	\$6,800
Switch on power within one business day of request	503	1	\$50
Provide cost estimate for new electric or natural gas supply within 10 business days	1,328	0	\$0
Investigate and respond to billing inquiries within 10 business days	1,042	0	\$0
Investigate customer-reported problems with a meter, or conduct a meter test, and report results within 20 business days	526	4	\$200
Provide notification at least 24 hours in advance of disconnecting service for scheduled electric interruptions	27,155	645	\$32,250
Totals	58,787	802	\$40,100

2022 Washington Performance Highlights

Avista once again exceeded all six of its Customer Service Measures benchmarks for 2022. With regard to percent of customers satisfied with our Contact Center and Field services based on survey results, Avista achieved a 97% satisfaction score for both categories. The Company also celebrates a 100% success rate in the provision

of cost estimates for new electric or natural gas services within 10 business days for all 1,328 requests made in 2022. Finally, Avista successfully met 98.64% of its applicable Customer Service Guarantees in 2022, providing customers a guarantee credit in 802 out of 59,589 cases. The overall success rate of these Guarantees shows

Avista's continued commitment to serving our customers. Avista is 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.