



# ID 2022 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](https://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%	✓
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 65 minutes	60	✓
Average time from customer call to arrival of field technicians in response to natural gas system emergencies, per year	No more than 55 minutes	40	✓

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 minutes

Customer Service Guarantees	Successful	Missed	\$ Paid
Electric & Natural Gas service appointments	1,510	7	\$350
Electric outage restoration within 24 hours of notification from customer, excluding major events	11,062	0	\$0
Switch on power or connect gas services the same day of request	3,427	1	\$50
Provide cost estimate for new electric or natural gas supply within 10 business days	1,333	0	\$0
Investigate and respond to billing inquiries within 10 business days	498	0	\$0
Investigate customer-reported problems with a meter, or conduct a meter test, and report results within 20 business days	255	1	\$50
Provide notification at least 24 hours in advance of disconnecting service for scheduled electric interruptions	18,295	145	\$7,250
<b>Totals</b>	<b>36,380</b>	<b>154</b>	<b>\$7,700</b>

## 2022 Idaho Performance Highlights

Avista is pleased to report that the Company has once again exceeded all five of its Customer Service Measures. With regard to customers satisfied with our Contact and Field services based on survey results, Avista achieved a 97% satisfaction score for both categories. The Company also celebrates a 100% success rate for a third year in row in restoring service within 24

hours of notification from customers after they have reported an electric outage, totaling 11,062 customers in 2022. Finally, Avista successfully met 99.58% of its applicable Customer Service Guarantees in 2022, providing customers a guarantee credit in 154 out of 36,534 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.