



June 2024 | Idaho

Connections

See your energy dollars at work

Do you ever wonder what's behind your energy bill?

We've put together a few videos of recent projects that give you a behind-the-scenes look at what can impact your bill.

Avista is investing in our system today to continue to responsibly deliver safe and reliable energy tomorrow.

Visit myavista.com/energydollars to watch the videos.



Idaho 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/performance.

2023 Idaho Program Highlights

During its 2023 Program year, Avista is pleased to report the Company has again exceeded all of its Customer Service Measures.

For the fourth year in a row, the Company also celebrates a 100% success rate in restoring service within 24 hours of notification from customers after they have reported an electric outage, totaling 9,395 customers in 2023. Finally, Avista successfully met 99.93% of its applicable Customer Service Guarantees in 2023, providing customers a guarantee credit in 25 out of 36,503 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. Please see the chart on the back page for details.

100%
SUCCESS RATE
restoring service
within 24 hours of
customer-reported
electric outage
notification.



Continued on back



Continued from front

Idaho Service Quality Program Results

CUSTOMER SERVICE MEASURES	Benchmark	2023 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%	83%	✓
Average time from customer call to arrival of field technicians in response to electric system emergencies, per year	No more than 65 minutes	47	✓
Average time from customer call to arrival of field technicians in response to natural gas system emergencies, per year	No more than 55 minutes	46	✓

ELECTRIC SYSTEM RELIABILITY	5-Year Average (2019-2023)	2023 Result	Change in 5-Year Average
Frequency of non-major-storm power interruptions, per year, per customer (SAIFI)	0.96	0.79	-0.004
Length of power outages, per year, per customer (SAIDI)	138 minutes	113 minutes	-2.6 minutes

CUSTOMER SERVICE GUARANTEES	Successful	Missed	\$ Paid
Electric & Natural Gas service appointments	1,501	1	\$50
Electric outage restoration within 24 hours of notification from customer, excluding major events	9,395	0	\$0
Switch on power or connect gas services the same day of request	3,507	2	\$100
Provide cost estimate for new electric or natural gas supply within 10 business days	1,384	0	\$0
Investigate and respond to billing inquiries within 10 business days	448	0	\$0
Investigate customer-reported problems with a meter, or conduct a meter test, and report results within 20 business days	252	1	\$50
Provide notification at least 24 hours in advance of disconnecting service for scheduled electric interruptions	19,992	21	\$1,050
Totals	36,478	25	\$1,250

For more information, visit myavista.com/performance.



LOOK UP AND LOOK OUT FOR POWER LINES



Keep yourself and your tools away from power lines

When working or playing outdoors, be aware of overhead power lines. You could come in contact with a wire and be electrocuted by carrying a ladder, working on the roof or trimming trees. Long-handled pool-cleaning tools can also reach lines.

Tell kids to watch out for power lines, too, when climbing trees, flying kites and playing with water blasters and soakers. Anyone flying a drone needs to be careful, as well. We just want you to be safe.

Visit myavista.com/safetyvideos for more safety tips.

Connect with us

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