



WA 2024 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	2024 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%	96%	✓
Number of complaints to the WUTC per 1,000 customers, per year	Less than 0.40	0.02	✓
Percent of calls answered live within 60 seconds by our Contact Center	At least 80%	87.3%	✓
Average time from customer call to arrival of field technicians in response to electric system emergencies, per year	No more than 80 minutes	45.2 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	46 minutes	✓

Electric System Reliability	5-Year Average (2020-2024)	2024 Result	Change in 5-Year Average
Frequency of non-major-storm power interruptions, per year, per customer (SAIFI)	0.95	0.91	-0.010
Length of power outages, per year, per customer (SAIDI)	137 minutes	131 minutes	-1.2 minutes

Customer Service Guarantees	Successful	Missed	\$ Paid
Electric & Natural Gas service appointments	2,569	10	\$500
Electric outage restoration within 24 hours of notification from customer, excluding major events	17,761	5	\$250
Switch on power within one business day of request	677	0	\$0
Provide cost estimate for new electric or natural gas supply within 10 business days	458	0	\$0
Investigate and respond to billing inquiries within 10 business days	746	0	\$0
Investigate customer-reported problems with a meter, or conduct a meter test, and report results within 20 business days	401	0	\$0
Provide notification at least 24 hours in advance of disconnecting service for scheduled electric interruptions	17,979	24	\$1,200
Totals	40,591	39	\$1,950

2024 Washington Performance Highlights

Avista is pleased to report that the Company has again exceeded all its Customer Service Measures for the 2024 Program year. The Company celebrates several 100% success rates, including providing cost estimates for the new electric or natural gas services within 10 business days, investigating billing inquiries within 10 business days, and turning on

power within one business day of the customer's request. Most notably, Avista met 99.90% of its applicable Customer Service Guarantees in 2024, providing customers a Guarantee credit in 39 out of 40,630 cases. The overall success rate of these Guarantees shows Avista's continued commitment to putting those we serve at the center of

everything we do. Avista is committed to pursuing further improvements in each of these areas as we continue our mission of enabling vibrant communities through energy by providing safe, responsible, affordable service now and into the future.