



ID 2024 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.**

Customer Service Measures	Benchmark	2024 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%	98%	✓
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 65 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	41 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	1,389	6	\$300
Electric outage restoration within 24 hours of notification from customer, excluding major events	7,781	0	\$0
Switch on power or connect gas services the same day of request	4,384	3	\$150
Provide cost estimate for new electric or natural gas supply within 10 business days	518	0	\$0
Investigate and respond to billing inquiries within 10 business days	394	0	\$0
Investigate customer-reported problems with a meter, or conduct a meter test, and report results within 20 business days	197	0	\$0
Provide notification at least 24 hours in advance of disconnecting service for scheduled electric interruptions	22,496	16	\$800
Totals	37,159	25	\$1,250

2024 Idaho 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 also celebrates a 100% success rate in restoring service within 24 hours of notification from customers after they have reported an electric outage, totaling 7,781 customers in 2024.

Finally, Avista successfully met 99.93% of its applicable Customer Service Guarantees in 2024, providing customers a Guarantee credit in 25 out of 37,184 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.