



ID 2025 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	2025 Performance	Achieved
Percent of customers satisfied with our Contact Center services, based on survey results	At least 90%	98%	✓
Percent of customers satisfied with field services, based on survey results	At least 90%	93%	✓
Percent of calls answered live within 60 seconds by our Contact Center	At least 80%	82.8%	✓
Average time from customer call to arrival of field technicians in response to electric system emergencies, per year	No more than 65 minutes	52.6 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	38 minutes	✓

Electric System Reliability	5-Year Average (2021-2025)	2025 Result	Change in 5-Year Average
Frequency of non-major-storm power interruptions, per year, per customer (SAIFI)	0.96	0.94	0.010
Length of power outages, per year, per customer (SAIDI)	141 minutes	150 minutes	3.65 minutes

Customer Service Guarantees	Successful	Missed	\$ Paid
Electric & Natural Gas service appointments	1,234	3	\$150
Electric outage restoration within 24 hours of notification from customer, excluding major events	6,868	5	\$250
Switch on power or connect gas services the same day of request	4,025	0	\$0
Provide cost estimate for new electric or natural gas supply within 10 business days	1,454	0	\$0
Investigate and respond to billing inquiries within 10 business days	242	0	\$0
Investigate customer-reported problems with a meter, or conduct a meter test, and report results within 20 business days	103	0	\$0
Provide notification at least 24 hours in advance of disconnecting service for scheduled electric interruptions	16,305	29	\$1,450
Totals	30,231	37	\$1,850

2025 Idaho Performance Highlights

For the 2025 program year, Avista exceeded all Customer Service Measures. The percentages of customers satisfied with our Contact Center and field services are 98% and 93%, respectively. We achieved 100% success in switching on power or connecting gas services on the same day

as the request, responding to billing inquiries within 10 business days, and conducting meter tests. Overall, these numbers reflect a 99.88% success rate, with a total of 30,231 successful outcomes and only 37 misses in 2025. Avista is committed to serving our customers,

as reflected in this high overall success rate. We continue our mission to improve our customers' lives through innovative energy solutions by providing safe, affordable, and reliable service now and into the future.