



WA 2025 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	2025 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%	97%	✓
Number of complaints to the WUTC per 1,000 customers, per year	Less than 0.40	0.03	✓
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 80 minutes	50.5 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	42 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	2,440	8	\$400
Electric outage restoration within 24 hours of notification from customer, excluding major events	11,211	0	\$0
Switch on power within one business day of request	571	0	\$0
Provide cost estimate for new electric or natural gas supply within 10 business days	1,010	0	\$0
Investigate and respond to billing inquiries within 10 business days	1,051	0	\$0
Investigate customer-reported problems with a meter, or conduct a meter test, and report results within 20 business days	372	1	\$50
Provide notification at least 24 hours in advance of disconnecting service for scheduled electric interruptions	49,703	48	\$2,400
Totals	66,358	57	\$2,850

2025 Washington 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 96% and 97%, respectively. We achieved 100% success in electric outage restoration within 24 hours, switching on power or

connecting gas services on the same day as the request, and responding to billing inquiries within 10 business days. Overall, these numbers reflect a 99.91% success rate, with a total of 66,358 successes and 57 misses in 2025. Avista is committed to serving our customers, as reflected in

this high overall success rate for these guarantees. 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.