

AVISTA CORPORATION
d/b/a Avista Utilities

SCHEDULE 85

IDAHO SERVICE QUALITY PROGRAM

PURPOSE:

This Schedule provides general terms and conditions for the Company's Idaho Service Quality Program. The purpose of this program is to monitor and measure Avista's performance with respect to customer service and electric system reliability. The results of the program will be reported annually to the Idaho Public Utilities Commission and the Company's electric customers.

Customer Service Measures

1. The level of Customer satisfaction with telephone service, as provided by the Company's Contact Center, will be at least 90 percent, where:
 - a. The measure of Customer satisfaction is based on Customers who respond to Avista's quarterly survey of Customer satisfaction, known as the "Voice of the Customer", as conducted by its independent survey contractor;
 - b. The measure of satisfaction is based on Customers participating in the survey who report the level of their satisfaction as either "satisfied" or "very satisfied"; and
 - c. The measure of satisfaction is based on the statistically-significant survey results for both electric and natural gas service for Avista's entire service territory (Idaho, Oregon, and Washington) for the calendar year.

2. The level of Customer satisfaction with the Company's field services will be at least 90 percent, where:
 - a. The measure of Customer satisfaction is based on Customers who respond to Avista's quarterly survey of Customer satisfaction, known as the "Voice of the Customer", as conducted by its independent survey contractor;
 - b. The measure of satisfaction is based on Customers participating in the survey who report the level of their satisfaction as either "satisfied" or "very satisfied"; and
 - c. The measure of satisfaction is based on the statistically-significant survey results for both electric and natural gas service for Avista's entire service territory (Idaho, Oregon, and Washington) for the calendar year.

3. The percentage of Customer calls answered by a live representative within 60 seconds will be at least 80 percent for the calendar year, where:
 - a. The measure of response time is based on results from the Company's Contact Center, and is initiated when the Customer requests to speak to a Customer service representative; and

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- b. Response time is based on the combined results for both electric and natural gas Customers for Avista's entire service territory (Idaho, Oregon, and Washington).
4. The Company's average response time to an electric system emergency in Idaho will not exceed 65 minutes for the calendar year, where:
- a. Response time is measured from the time of the Customer call to the arrival of a field service technician;
 - b. Response times are excluded from the calculation for those periods of time when the Company is experiencing an outage that qualifies as a Major Event Day (MED) in Idaho, as defined by the Institute of Electrical and Electronics Engineers, Inc. (IEEE) Guide for Electric Power Distribution Reliability Indices, Standard 1366. This includes the 24 hour period following an MED.
 - c. An "electric system emergency" is defined as an event involving police/fire departments, arcing/flashing wires down, or a feeder lockout.

Electric System Reliability Measures

1. The Company will report the frequency of electric system interruptions per Customer for the calendar year, where:
 - a. The interruptions are measured as the System Average Interruption Frequency Index ("SAIFI"), as calculated by IEEE Std.1366;
 - b. The calculation of SAIFI excludes interruptions associated with any MED in Idaho;
 - c. The report will provide a brief description of the predominant factors influencing the current-year results, the previous year's system results, and the Company's historic five-year rolling average of SAIFI; and
 - d. The results will be reported on a system basis for Washington and Idaho as well as for Idaho only.
2. The Company will report the duration of electric system interruptions per Customer for the calendar year, where:
 - a. The interruption duration is measured as the System Average Interruption Duration Index ("SAIDI"), as defined by IEEE Std.1366;
 - b. The calculation of SAIDI excludes interruptions associated with any MED in Idaho;
 - c. The report will provide a brief description of the predominant factors influencing the current-year system results, the previous year's system results, and the Company's historic five-year rolling average of SAIDI;

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- d. The results will be reported on a system basis for Washington and Idaho as well as for Idaho only.

Customer Service Guarantees

Keeping Appointments

1. The Company will keep mutually agreed upon appointments regarding electric service, scheduled in the time windows of either 8:00 a.m. – 12:00 p.m. or 12:00 p.m. – 5:00 p.m., except for the following instances:
 - a. The Customer or Applicant cancels the appointment;
 - b. The Customer or Applicant fails to keep the appointment;
 - c. The Company reschedules the appointment with at least 24 hour notice; or
 - d. The Company is experiencing an MED in Idaho. In such cases, the Company will notify the customer and reschedule the appointment.

Restoring Service

2. When the Customer experiences an electric service interruption, the Company will restore the service within 24 hours of notification from the Customer, except for the following instances:
 - a. During periods of time when the outage is associated with an MED in Idaho;
 - b. An action or event that is outside the control of the Company prevented the Company from restoring supply or accessing the Company's equipment to restore supply;
 - c. The premise is vacant, disconnected or not receiving service immediately preceding the outage; or
 - d. The customer notifies the Company that service restoration does not require immediate attention.

Turning on Power

3. The Company will turn on power the same day the Customer or Applicant requests service, except for the following instances:
 - a. The service request is received by the Company after 7:00pm on weekdays, or on a weekend or holiday;
 - b. The Customer requests an alternative future date for service connection;
 - c. Construction is required before the service can be energized;
 - d. The Customer or Applicant does not provide evidence that all required government inspections have been satisfied;
 - e. Required payments to the Company have not been received

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- f. The service was disconnected for nonpayment or theft/diversion of service
- g. The service cannot be turned on due to an outage; or
- h. An action or event that is outside the control of the Company prevents the Company from connecting service.

Providing Cost Estimates

- 4. The Company will provide a cost estimate to the Customer or Applicant for new electric supply within 10 business days upon receipt of all the necessary information from the Customer or Applicant.

Responding to Bill Inquiries

- 5. The Company will respond to most billing inquiries at the time of the initial contact. For those inquiries that require further investigation, the Company will investigate and respond to the Customer within 10 business days.

Resolving Meter Problems

- 6. The Company will investigate Customer-reported problems with a meter and/or conduct a meter test and report the results to the Customer within 20 business days from the date of the report or request.

Notification of Scheduled Interruptions

- 7. The Company will provide notification to the Customer, through means normally used by the Company, at least 24 hours in advance of disconnecting service for scheduled interruptions, except for the following instances:
 - a. The interruption is a momentary interruption of less than five minutes in duration;
 - b. The safety of the public or Company personnel or the imminent failure of Company equipment is a factor leading to the interruption; or
 - c. The interruption was due to work on the Customer's meter.

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CUSTOMER SERVICE GUARANTEE CREDITS

For failure to meet a Customer Service Guarantee for service provided to an electric Customer, the Company will apply a \$50 credit to the Customer's account. For failure to meet a Customer Service Guarantee for service provided to an Applicant, the Company will mail a check for \$50 to the Applicant. Avista will provide the qualifying credit or check without any requirement on the part of the Customer or Applicant to either apply for or request the applicable credit or check. All costs associated with the payment of Customer Service Guarantees are paid by Avista's shareholders, not by customers.

Tracking of the Company's performance on the Customer Service Guarantees, including the application of customer credits, will begin on January 1, 2019.

ANNUAL REPORT

The Company will include the results of its Customer Service Measures, Electrical System Reliability Measures, and Customer Service Guarantees in an annual report to be filed with the Idaho Public Utilities Commission on or before April 30th of each year.

CUSTOMER REPORT CARD

Within 90 days of filing its Annual Customer Service Quality & Electric System Reliability Report with the Commission, the Company will send a Service Quality Report Card to its Customers, which will include the following:

- a. Results for each of the Company's Customer Service Measures, compared with the respective performance benchmarks;
- b. Report on the Company's Electric System Reliability;
- c. Results for each of the Customer Service Guarantees, compared with the respective benchmarks, the number of events for each measure where a credit was provided, and the total dollar amount of the credits paid for each measure; and
- d. Performance highlights for the year.

The Company will issue its first Report Card to customers on or before July 31, 2020.

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