

AVISTA CORPORATION
dba Avista Utilities

SCHEDULE 185
SERVICE QUALITY MEASURES PROGRAM
Washington

PURPOSE:

This Schedule provides general terms and conditions for the Company's Service Quality Measures Program. The purpose of this program is to establish a means to ensure the long-term stability of Avista's customer service performance. Results of the program will be reported annually to the Washington Utilities and Transportation Commission and the Company's natural gas customers.

SERVICE QUALITY MEASURES

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 for the calendar year, and if possible, will also be reported for Washington customers only.

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 for the calendar year, and if possible, will also be reported for Washington customers only.

Issued May 29, 2015

Effective July 1, 2015

Issued by Avista Corporation
By

Kelly Norwood

Vice President, State & Federal Regulation

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3. The number of complaints filed with the Washington Utilities and Transportation Commission by Avista's electric and natural gas customers will not exceed the rate of 0.4 complaints per 1,000 customers for the calendar year.
4. 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
 - b. Response time is based on the combined results for both electric and natural gas customers for Avista's entire service territory.
5. The Company's average response time to a natural gas system emergency in Washington will not exceed 55 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; and
 - b. "Natural gas system emergency" is defined as an event when there is a natural gas explosion or fire, fire in the vicinity of natural gas facilities, police or fire are standing by, leaks identified in the field as "Grade 1", high or low gas pressure problems identified by alarms or customer calls, natural gas system emergency alarms, carbon monoxide calls, natural gas odor calls, runaway furnace calls, or delayed ignition calls.

Customer Service Guarantees

1. The Company will keep mutually agreed upon appointments for natural gas 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. When the Customer or Applicant cancels the appointment;
 - b. The Customer or Applicant fails to keep the appointment; or
 - c. The Company reschedules the appointment with at least 24 hours notice.
2. The Company will provide a cost estimate to the Customer or Applicant for new natural gas supply within 10 business days upon receipt of all the necessary information from the Customer or Applicant.

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- 3. The Company will respond to most billing inquiries at the time of the initial contact, and for those inquiries that require further investigation, the company will investigate and respond to the Customer within 10 business days.
- 4. The Company will investigate Customer-reported problems with a meter, or conduct a meter test, and report the results to the Customer within 20 business days.

CUSTOMER SERVICE GUARANTEE CREDITS

For failure to meet a Customer Service Guarantee for service provided to a natural gas 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 timely provide the customer credit or applicant check without any requirement on the part of the customer or applicant to either apply for, or request the applicable credit or check.

Tracking of the Company's performance on the Customer Service Guarantees, including the application of customer credits, will begin on January 1, 2016.

ANNUAL REPORT

The Company will include the results of its Service Quality Measures Program as part of its Annual Electric Service Reliability Report filed with the Washington Utilities and Transportation Commission, per WAC 480-100-398, on or before April 30th of each year. Reporting of the results will begin with the Company's Electric Service Reliability Report, filed on or before April 30, 2016. The first annual reporting on the Customer Service Guarantee Credits will be filed on or before April 30, 2017.

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CUSTOMER REPORT CARD

Within 90 days of filing its Annual Electric Service Reliability Report, the Company will send a Service Quality Measures Program 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. Results for each of the Customer Service Guarantees, compared with the respective benchmarks, and including the number of events for each measure where a credit was provided, and the total dollar amount of the credits paid for each measure;
- c. Performance highlights for the year; and
- d. The Company will issue its first Report Card to customers on or before July 31, 2016.

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