

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

IN THE MATTER OF THE APPLICATION) CASE NOS. AVU-E-18-10
OF AVISTA FOR APPROVAL OF) AVU-G-18-06
PROPOSED SERVICE QUALITY)
MEASURES PROGRAM AND ASSOCIATED)
REVISIONS TO ITS ELECTRIC AND) ORDER NO. 34181
NATURAL GAS TARIFFS)

On September 10, 2018, Avista Corporation (“Avista” or “Company”) filed an Application seeking approval of the Company’s proposed Service Quality Measures Program and authorization to revise its associated electric and natural gas tariffs, Schedule 85 and Schedule 185 respectively. The proposed changes were to take effect November 1, 2018. On October 3, 2018, the Commission issued a Notice of Application and Notice of Modified Procedure setting comment and reply deadlines. Order No. 34161. On October 9, 2018, Avista filed an amendment that updated the name of the program to the Idaho Service Quality Program (“ISQ Program”). Commission Staff filed the only comments in the case, and recommended the Commission approve the Company’s Application, as amended.

Having reviewed the record, the Commission issues this Order approving the Application as amended, including the ISQ Program and the associated changes to the Company’s electric and natural gas tariffs, effective November 1, 2018.

BACKGROUND

In Final Order No. 39593, the Commission approved the stipulated settlement (“Settlement”) in Avista’s 2017 general rate case, AVU-E-17-01/AVU-G-17-02. One condition of the Settlement was that Avista would work with interested parties to develop a service quality measures program similar to the Company’s program in Washington. Settlement at ¶ 21. The Company worked with Staff to develop the ISQ Program using the Company’s Washington program as a template. Application at 4.

THE APPLICATION

Under the ISQ Program, Avista will track and report to the Commission annually its performance in meeting thirteen electric measures and nine natural gas measures. *Id.* The program for electric service consists of four customer service measures, seven customer guarantees, and two electric system reliability measures. *Id.* at 5-11. The gas service program consists of four

customer service measures and five customer guarantees. *Id.* All costs associated with the payment of customer service guarantees are paid by Avista shareholders. *Id.* at 8.

STAFF'S COMMENTS

Staff filed the only comments in this matter, and recommended the Commission approve the Application. In forming its recommendation, Staff compared the ISQ Program to the Company's Washington program and Rocky Mountain Power's Idaho service quality program. Staff concluded that the proposed ISQ Program is appropriately tailored to the specific characteristics of Avista in Idaho.

COMMISSION FINDINGS AND DECISION

The Commission has jurisdiction over this matter under *Idaho Code* § 61-520. The Commission has the express statutory authority to ascertain and fix just and reasonable standards, practices, and measurements of service quality applicable to public utilities in Idaho. The Commission has reviewed the record, including the Application and the comments of Commission Staff. We find that the ISQ Program complies with Order No. 39593 and provides adequate service measures to ensure quality service for the Company's Idaho customers.

ORDER

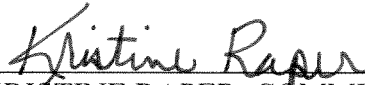
IT IS HEREBY ORDERED that the Company's amended Application is approved. The ISQ Program, and proposed electric tariff Schedule 85 and natural gas tariff Schedule 185, are approved as filed, effective November 1, 2018.

THIS IS A FINAL ORDER. Any person interested in this Order may petition for reconsideration within twenty-one (21) days of the service date of this Order with regard to any matter decided in this Order. Within seven (7) days after any person has petitioned for reconsideration, any other person may cross-petition for reconsideration. *See Idaho Code* § 61-626.

DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 31st
day of October 2018.



PAUL KJELLANDER, PRESIDENT



KRISTINE RAPER, COMMISSIONER



ERIC ANDERSON, COMMISSIONER

ATTEST:



Diane M. Hanian
Commission Secretary

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