



e-FILING REPORT COVER SHEET

COMPANY NAME:

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION?  No  Yes If yes, submit a redacted public version (or a cover letter) by email. Submit the confidential information as directed in OAR 860-001-0070 or the terms of an applicable protective order.

Select report type:  RE (Electric)  RG (Gas)  RW (Water)  RT (Telecommunications)  
 RO (Other, for example, industry safety information)

Did you previously file a similar report?  No  Yes, report docket number: No Docket

Report is required by:  OAR  
 Statute  
 Order

Note: A one-time submission required by an order is a compliance filing and not a report (file compliance in the applicable docket)

Other  
(For example, federal regulations, or requested by Staff)

Is this report associated with a specific docket/case?  No  Yes, docket number:

List Key Words for this report. We use these to improve search results.

OAR 860-21-0170, Billing Error Report

Send the completed Cover Sheet and the Report in an email addressed to [PUC.FilingCenter@state.or.us](mailto:PUC.FilingCenter@state.or.us)

Send confidential information, voluminous reports, or energy utility Results of Operations Reports to PUC Filing Center, PO Box 1088, Salem, OR 97308-1088 or by delivery service to 3930 Fairview Industrial Drive SE, Salem, OR 97302.



**Avista Corp.**

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January 16, 2017

Public Utilities Commission of Oregon  
Attn: Filing Center  
3930 Fairview Industrial Dr SE  
Salem, OR 97302-1166

RE: Avista Utilities 2016 Annual Billing Error Report

Filing Center:

Avista Corporation, dba Avista Utilities or (“Avista” and/or the “Company”), hereby submits its 2016 Annual Billing Error Report per OAR 860-021-0170. OAR 860-021-0170 requires the following:

Within 60 calendar days following the end of each calendar year, an energy utility must file an annual report with the Commission’s filing center that summarizes all billing errors reported during the prior calendar year.

As used in this rule, “billing error” means an error by an energy utility in the calculation of tariffed amounts billed to customers that:

- (a) Is due to a single, specific event, reason, or condition;
- (b) Resulted in the issuance of a corrected bill; and
- (c) Affected an estimated 0.5 percent or more of customer bills issued in any billing month by an average of \$5.00 or more

The Company is pleased to report that it did not experience any billing errors in 2016 that met the criteria defined above to report. If you have any questions regarding this report please contact me at (509) 495-2782.

Sincerely,

*Shawn Bonfield*

Sr. Regulatory Policy Analyst  
Avista Utilities  
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