



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:

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.

Send the completed Cover Sheet and the Report in an email addressed to 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 201 High Street SE Suite 100, Salem, OR 97301.



Avista Corp.

1411 East Mission P.O. Box 3727
Spokane, Washington 99220-0500
Telephone 509-489-0500
Toll Free 800-727-9170

January 23, 2019

Public Utilities Commission of Oregon
Attn: Filing Center
201 High Street SE, Suite 100
Salem, OR 97301-3612

RE: RG 24: Avista Utilities 2018 Annual Language Report per OAR 860-021-0010(7)

Filing Center:

Avista Corporation, dba Avista Utilities (“Avista” and/or the “Company”), hereby submits its 2018 Annual Language Report per OAR 860-021-0010(7).

If you have any questions regarding this filing please contact me at (509) 495-7839.

Sincerely,

/s/ Jaime Majure

Regulatory Policy Analyst
Avista Utilities
jaime.majure@avistacorp.com
509.495.7839

Avista Oregon Language Report | 2018

Date Range: January 1 – December 31, 2018

Oregon		
Opened During Year		
	# of Accounts Opened	# of Customers who Opened an Account
2018	21,082	19,592

Oregon				
Number of Open Oregon Accounts as of January 2019	# of Collection Notices Mailed to Oregon Accounts	Oregon Accounts Mailed Collection Notices	% of Oregon Customer Mailed Notices	
2018	100,324	16,082	5,389	5%

Oregon	
Oregon Calls utilizing In-House Interpreter Services (includes all call types, not just opens)	
2018	42
Company-wide, 91% of customers using Interpreter services are Spanish.	

Language Line Calls (includes all states, not just Oregon)		
Year	Language	# of Calls
2018	SPANISH	2234
2018	RUSSIAN	55
2018	MANDARIN	43
2018	ARABIC	37
2018	FARSI	21
2018	VIETNAMESE	8
2018	MARSHALLESE	7
2018	SWAHILI	7
2018	KINYARWANDA	4
2018	BURMESE	4
2018	NEPALI	3
2018	SUDANESE ARABIC	3
2018	AMHARIC	3
2018	PASHTO	2
2018	RUNDI	2
2018	KOREAN	2
2018	TIGRINYA	1
2018	ASSYRIAN	1
2018	DARI	1
2018	FRENCH	1
2018	KAREN	1
2018	SOMALI	1
2018	PORTUGUESE	1
2018	JAPANESE	1
Total		2443