



## 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](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 201 High Street SE Suite 100, Salem, OR 97301.



**Avista Corp.**

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January 29, 2021

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

RE: RG 83—Avista Utilities 2020 Annual Language Report per OAR 860-021-0010(7)

Filing Center:

Avista Corporation, dba Avista Utilities (Avista or “the Company”), hereby submits its 2020 Annual Language Report pursuant to OAR 860-021-0010(7).

As the Company continues to refine its processes for tracking and reporting of customer translation requests, a data point has been added to the report to capture the number of customers noting a non-English language preference for notices upon starting service. This metric will be included on all future language report filings.

If you have any questions regarding this filing, please contact me at (509) 495-7839 or [jaime.majure@avistacorp.com](mailto:jaime.majure@avistacorp.com).

Sincerely,

*/s/ Jaime Majure*

Regulatory Policy Analyst  
Avista Utilities  
[jaime.majure@avistacorp.com](mailto:jaime.majure@avistacorp.com)  
509.495.7839

# Avista Oregon Language Report | 2020

Date Range: January 1 – December 31, 2020

<b>Oregon</b>		
<b>Opened During Year</b>		
	# of Accounts Opened	# of Customers who Opened an Account
<b>2020</b>	22,975	21,516

<b>Oregon</b>				
	Number of Open Oregon Accounts as of January 2020	# of Collection Notices Mailed to Oregon Accounts	Oregon Accounts Mailed Collection Notices	% of Oregon Customer Mailed Notices
<b>2020</b>	101,582	3,633	1,858	2%

<b>Oregon</b>	
<b>Oregon Calls utilizing In-House Interpreter Services (includes all call types, not just opens)</b>	
<b>2020</b>	41
Company-wide, 97% of customers using interpreter services are Spanish speakers.	

<b>Oregon</b>			
<b>Number of Oregon customers noting non-English language preference for notices upon starting service</b>			
Year	Language	Accounts	Customers
2020	SPANISH	12	10

<b>Language Line Calls (includes all states, not just Oregon)</b>		
Year	Language	# of Calls
2020	SPANISH	3282
2020	RUSSIAN	31
2020	ARABIC	22
2020	MANDARIN	17
2020	FARSI	10
2020	VIETNAMESE	6
2020	DARI	4
2020	FRENCH	3
2020	MARSHALLESE	2
2020	PORTUGUESE	1
2020	AMHARIC	1
2020	KAREN	1
2020	JAPANESE	1
2020	ROHINGYA	1
2020	SUDANESE ARABIC	1
2020	SWAHILI	1
2020	CANTONESE	1
2020	TAGALOG	1
2020	KOREAN	1
<b>Total</b>		<b>3387</b>