



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 29, 2024

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

RE: RG 83—Avista Utilities 2023 Annual Language Report per OAR 860-021-0010(7)

Filing Center:

Avista Corporation, dba Avista Utilities (Avista or the Company), hereby submits its 2023 Annual Language Report pursuant to OAR 860-021-0010(7).

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

Sincerely,

/s/ Jaime Majure

Regulatory Affairs Manager
Avista Utilities

Avista Oregon Language Report | 2023

Date Range: January 1 – December 31, 2023

Oregon		
Opened During Year		
	# of Accounts Opened	# of Customers who Opened an Account
2023	18,869	17,534

Oregon	
Oregon Calls utilizing In-House Interpreter Services (includes all call types, not just opens)	
2023	383
Company-wide, 95% of customers using interpreter services are Spanish speakers.	

Oregon			
Number of OR customers noting non-English language preference for notices upon starting service			
Year	Language	Accounts	Customer
2023	Spanish	102	105

Language Line Calls (includes all states, not just Oregon)		
Year	Language	# of Calls
2023	SPANISH	3,335
2023	RUSSIAN	66
2023	ARABIC	28
2023	PASHTO	15
2023	MANDARIN	14
2023	DARI	11
2023	MARSHALLESE	6
2023	SWAHILI	5
2023	TIGRIGNA	5
2023	FARSI	5
2023	UKRAINIAN	5
2023	KINYARWANDA	4
2023	NEPALI	3
2023	VIETNAMESE	2
2023	KAREN	2
2023	PORTUGUESE	1
2023	MIXTECO	1
2023	HEBREW	1
2023	HAITIAN CREOLE	1
2023	FRENCH	1
2023	BURMESE	1
2023	KOREAN	1
Total		3,513