



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)

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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)

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**Avista Corp.**

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

December 16, 2021

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

**RE: UM 2114 - Avista Utilities November 2021 COVID-19 Monthly Reporting requirements per order No. 20-057**

Filing Center:

Avista Corporation, dba Avista Utilities, hereby submits its November 2021 COVID-19 Report per order No. 20-057 in Docket UM 2114. Included with its COVID-19 Collections Report is Avista's response to updated Information Request (IR) No. 25 and No. 41.

If you have any questions regarding this filing, please contact me at (509) 495-7950 [amanda.ghering@avistacorp.com](mailto:amanda.ghering@avistacorp.com).

Sincerely,

*/s/ Amanda Ghering*

Amanda Ghering  
Regulatory Policy Analyst

	a. Number of Customers by Customer Class			
POSTAL	Commercial	Industrial	Residential	Total
97417	102		318	420
97432	10		55	65
97442	33	1	154	188
97457	178		1,478	1656
97462	35		274	309
97469	40	8	274	322
97470	891	4	3,559	4454
97471	598	5	5,080	5683
97479	238	3	1,679	1920
97495	16		507	523
97496	116	2	1,153	1271
97497			2	2
97501	1,479	11	9,206	10696
97502	663	3	6,448	7114
97503	244	17	1,674	1935
97504	1,415	1	13,128	14544
97520	907	1	7,363	8271
97524	140		2,785	2925
97525	62		585	647
97526	1,239	7	6,440	7686
97527	444	5	5,582	6031
97528			2	2
97530	130		1,251	1381
97535	148		1,083	1231
97537	90		565	655
97539	42		221	263
97540	69		1,337	1406
97601	846	9	6,532	7387
97603	923	6	8,869	9798
97623	10		56	66
97627	8		203	211
97632	32	1	126	159
97634	1		28	29
97824	31	1	316	348
97827	69	3	541	613
97841	16	1	133	150
97850	746	7	5,023	5776
97867	26		145	171
97876	8	2	52	62
97883	64	1	776	841
<b>Total</b>	<b>12109</b>	<b>99</b>	<b>95003</b>	<b>107211</b>

	b. Fees assessed by Customer Class			
	Commercial	Industrial	Residential	Total
	1			1
				0
	4			4
	1			1
	6			6
				0
	42			42
	16			16
	9			9
	1			1
	6			6
				0
	59			59
	38			38
	13	1		14
	51			51
	50			50
	7			7
	3			3
	68			68
	11			11
				0
	1			1
	4			4
	5			5
	1			1
	1			1
	39			39
	41	1		42
	2			2
	1			1
	2			2
				0
				0
	2			2
				0
	26			26
				0
				0
	1			1
<b>Total</b>	<b>512</b>	<b>2</b>	<b>0</b>	<b>514</b>

c. Time Payment Agreement Active During Mon			
Commercial	Industrial	Residential	Total
0		3	3
0		2	2
1		0	1
0		15	15
0		2	2
0		2	2
0		31	31
4		35	39
1		13	14
0		5	5
1		10	11
0		0	0
5		80	85
2		54	56
2		25	27
2		67	69
9		49	58
1		16	17
0		3	3
2		44	46
1		36	37
0		0	0
0		15	15
1		7	8
0		8	8
0		0	0
2		14	16
6		85	91
4		115	119
0		1	1
1		3	4
0		1	1
0		0	0
0		0	0
0		8	8
0		1	1
4		33	37
0		2	2
0		1	1
1		1	2
50	0	787	837

d. Time Payment Agreement Started During			
Commercial	Industrial	Residential	Total
0		1	1
0		1	1
1		0	1
0		7	7
0		0	0
0		1	1
0		17	17
3		20	23
0		6	6
0		3	3
1		2	3
0		0	0
4		40	44
2		33	35
2		14	16
2		35	37
3		20	23
1		11	12
0		0	0
2		26	28
1		16	17
0		0	0
0		10	10
1		3	4
0		4	4
0		0	0
2		7	9
4		33	37
1		50	51
0		0	0
1		0	1
0		0	0
0		0	0
0		0	0
0		4	4
0		1	1
2		23	25
0		1	1
0		1	1
1		0	1
34	0	390	424





Item j. Total number of residential and small commercial customers with arrears, segmented by 30-60 days

Small Commercial - Nov 2021							
POSTAL	Total Accts	Total Arrears	30+ Acct	30+ Arrears	30 Avg Arrears	60+ Acct	60+ Arrears
97417	8	\$ 730.33	5	\$ 310.23	\$ 62.05	1	\$ 72.75
97432	0	\$ -					
97442	3	\$ 694.78	1	\$ 85.63	\$ 85.63	2	\$ 609.15
97457	20	\$ 3,431.57	12	\$ 531.55	\$ 44.30	5	\$ 2,082.36
97462	7	\$ 1,714.40	3	\$ 333.74	\$ 111.25	1	\$ 278.46
97469	1	\$ 123.96					
97470	79	\$ 9,589.67	49	\$ 5,647.92	\$ 115.26	10	\$ 627.28
97471	37	\$ 4,727.18	25	\$ 2,495.19	\$ 99.81	6	\$ 883.93
97479	16	\$ 1,118.62	11	\$ 346.63	\$ 31.51	2	\$ 77.59
97495	1	\$ 64.22					
97496	13	\$ 2,132.83	4	\$ 662.40	\$ 165.60	4	\$ 440.82
97497	0	\$ -					
97501	151	\$ 20,738.50	87	\$ 7,756.52	\$ 89.16	28	\$ 5,669.06
97502	56	\$ 6,559.29	21	\$ 1,124.58	\$ 53.55	15	\$ 2,193.55
97503	17	\$ 1,873.69	10	\$ 507.43	\$ 50.74	2	\$ 729.56
97504	68	\$ 8,029.51	37	\$ 3,202.55	\$ 86.56	10	\$ 1,971.10
97520	71	\$ 8,680.60	33	\$ 3,489.06	\$ 105.73	14	\$ 906.73
97524	17	\$ 1,824.99	7	\$ 398.82	\$ 56.97	2	\$ 332.73
97525	3	\$ 286.29	1	\$ 17.51	\$ 17.51	1	\$ 77.01
97526	105	\$ 16,308.13	62	\$ 7,790.82	\$ 125.66	16	\$ 2,789.15
97527	23	\$ 2,749.63	13	\$ 1,952.88	\$ 150.22	7	\$ 544.00
97528	0	\$ -					
97530	3	\$ 99.42	2	\$ 27.27	\$ 13.64	1	\$ 72.15
97535	8	\$ 1,172.79	4	\$ 561.82	\$ 140.46	2	\$ 406.11
97537	9	\$ 1,477.94	3	\$ 216.83	\$ 72.28		
97539	1	\$ 17.34	1	\$ 17.34	\$ 17.34		
97540	7	\$ 203.57	6	\$ 148.97	\$ 24.83		
97601	50	\$ 5,770.31	24	\$ 1,616.45	\$ 67.35	8	\$ 1,763.05
97603	61	\$ 9,983.29	29	\$ 4,717.94	\$ 162.69	12	\$ 1,127.63
97623	2	\$ 89.97	2	\$ 89.97	\$ 44.99		
97627	0	\$ -					
97632	3	\$ 313.12	3	\$ 313.12	\$ 104.37		
97634	0	\$ -					
97824	0	\$ -					
97827	4	\$ 429.69	4	\$ 429.69	\$ 107.42		
97841	0	\$ -					
97850	40	\$ 7,515.08	24	\$ 4,051.84	\$ 168.83	7	\$ 1,834.94
97867	0	\$ -					
97876	0	\$ -					
97883	0	\$ -					
<b>TOTAL</b>	<b>884</b>	<b>\$ 118,450.71</b>	<b>483</b>	<b>\$ 48,844.70</b>	<b>\$ 101.13</b>	<b>156</b>	<b>\$ 25,489.11</b>

**; 61-90 days; 91+ days, by zip code**

60 Avg Arrears	90 + Acct	90+ Arrears	90 Avg Arrears	POSTAL	Total Accts	Total Arrears
\$ 72.75	2	\$ 347.35	\$ 173.68	97417	1	\$ 1,089.24
				97432	0	\$ -
\$ 304.58				97442	0	\$ -
\$ 416.47	3	\$ 817.66	\$ 272.55	97457	0	\$ -
\$ 278.46	3	\$ 1,102.20	\$ 367.40	97462	0	\$ -
	1	\$ 123.96	\$ 123.96	97469	0	\$ -
\$ 62.73	20	\$ 3,314.47	\$ 165.72	97470	3	\$ 3,181.75
\$ 147.32	6	\$ 1,348.06	\$ 224.68	97471	0	\$ -
\$ 38.80	3	\$ 694.40	\$ 231.47	97479	0	\$ -
	1	\$ 64.22	\$ 64.22	97495	0	\$ -
\$ 110.21	5	\$ 1,029.61	\$ 205.92	97496	0	\$ -
				97497	0	\$ -
\$ 202.47	36	\$ 7,312.92	\$ 203.14	97501	0	\$ -
\$ 146.24	20	\$ 3,241.16	\$ 162.06	97502	1	\$ 1,144.59
\$ 364.78	5	\$ 636.70	\$ 127.34	97503	0	\$ -
\$ 197.11	21	\$ 2,855.86	\$ 135.99	97504	0	\$ -
\$ 64.77	24	\$ 4,284.81	\$ 178.53	97520	0	\$ -
\$ 166.37	8	\$ 1,093.44	\$ 136.68	97524	0	\$ -
\$ 77.01	1	\$ 191.77	\$ 191.77	97525	0	\$ -
\$ 174.32	27	\$ 5,728.16	\$ 212.15	97526	0	\$ -
\$ 77.71	3	\$ 252.75	\$ 84.25	97527	0	\$ -
				97528	0	\$ -
\$ 72.15				97530	0	\$ -
\$ 203.06	2	\$ 204.86	\$ 102.43	97535	0	\$ -
	6	\$ 1,261.11	\$ 210.19	97537	0	\$ -
				97539	0	\$ -
	1	\$ 54.60	\$ 54.60	97540	0	\$ -
\$ 220.38	18	\$ 2,390.81	\$ 132.82	97601	0	\$ -
\$ 93.97	20	\$ 4,137.72	\$ 206.89	97603	0	\$ -
				97623	0	\$ -
				97627	0	\$ -
				97632	0	\$ -
				97634	0	\$ -
				97824	0	\$ -
				97827	0	\$ -
				97841	0	\$ -
\$ 262.13	9	\$ 1,628.30	\$ 180.92	97850	0	\$ -
				97867	0	\$ -
				97876	0	\$ -
				97883	0	\$ -
<b>\$ 163.39</b>	<b>245</b>	<b>\$ 44,116.90</b>	<b>\$ 180.07</b>	<b>TOTAL</b>	<b>5</b>	<b>\$ 5,415.58</b>





90+ Arrears	90 Avg Arrears	POSTAL	Total Accts	Total Arrears	30+ Acct	30+ Arrears
		97417	73	\$ 7,442.41	32	\$ 1,448.96
		97432	6	\$ 316.38	3	\$ 149.56
		97442	16	\$ 1,619.48	6	\$ 381.59
		97457	240	\$ 27,002.56	105	\$ 5,036.37
		97462	35	\$ 4,014.06	15	\$ 884.27
		97469	64	\$ 6,636.48	32	\$ 1,242.66
		97470	544	\$ 58,078.30	211	\$ 9,098.34
		97471	484	\$ 49,193.51	231	\$ 9,744.16
		97479	160	\$ 17,202.22	71	\$ 2,720.26
		97495	42	\$ 4,705.35	21	\$ 1,427.35
		97496	160	\$ 16,967.62	72	\$ 2,742.37
		97497	1	\$ 145.12		
		97501	1,477	\$ 178,355.78	601	\$ 22,699.67
		97502	618	\$ 77,987.65	245	\$ 7,576.14
		97503	281	\$ 38,625.29	104	\$ 3,342.17
		97504	1,010	\$ 116,230.47	376	\$ 14,319.46
		97520	466	\$ 52,557.34	144	\$ 4,021.45
		97524	237	\$ 26,940.98	102	\$ 4,089.65
		97525	76	\$ 6,562.41	33	\$ 1,225.57
		97526	701	\$ 74,768.50	262	\$ 9,326.90
		97527	523	\$ 68,679.03	168	\$ 6,917.97
		97528	0	\$ -		
		97530	80	\$ 12,581.25	29	\$ 1,111.97
		97535	101	\$ 12,257.94	40	\$ 1,389.92
		97537	64	\$ 4,296.66	36	\$ 1,183.88
		97539	12	\$ 932.01	6	\$ 119.53
		97540	157	\$ 19,503.00	59	\$ 2,028.24
		97601	729	\$ 100,931.95	223	\$ 8,250.80
		97603	762	\$ 109,864.21	263	\$ 13,507.22
		97623	5	\$ 1,191.59	2	\$ 81.63
		97627	15	\$ 1,657.46	4	\$ 86.91
		97632	18	\$ 2,251.16	8	\$ 163.48
		97634	4	\$ 212.87	2	\$ 66.36
		97824	8	\$ 227.91	5	\$ 90.21
		97827	53	\$ 5,715.40	19	\$ 529.59
		97841	6	\$ 476.77	4	\$ 246.07
		97850	431	\$ 40,546.84	186	\$ 8,682.81
		97867	19	\$ 3,010.63	9	\$ 1,727.61
		97876	4	\$ 305.25	2	\$ 58.67
		97883	55	\$ 5,258.02	15	\$ 1,174.38
\$	-	<b>TOTAL</b>	<b>9,737</b>	<b>\$ 1,155,251.86</b>	<b>3746</b>	<b>\$ 148,894.15</b>

**Residential - Nov 2021**

<b>30 Avg Arrears</b>	<b>60+ Acct</b>	<b>60+ Arrears</b>	<b>60 Avg Arrears</b>	<b>90 + Acct</b>	<b>90+ Arrears</b>	<b>90 Avg Arrears</b>
\$ 45.28	17	\$ 1,189.58	\$ 69.98	24	\$ 4,803.87	\$ 200.16
\$ 49.85				3	\$ 166.82	\$ 55.61
\$ 63.60	6	\$ 409.76	\$ 68.29	4	\$ 828.13	\$ 207.03
\$ 47.97	35	\$ 2,166.98	\$ 61.91	100	\$ 19,799.21	\$ 197.99
\$ 58.95	2	\$ 132.84	\$ 66.42	18	\$ 2,996.95	\$ 166.50
\$ 38.83	8	\$ 574.30	\$ 71.79	24	\$ 4,819.52	\$ 200.81
\$ 43.12	84	\$ 6,660.83	\$ 79.30	249	\$ 42,319.13	\$ 169.96
\$ 42.18	69	\$ 4,521.94	\$ 65.54	184	\$ 34,927.41	\$ 189.82
\$ 38.31	20	\$ 1,093.09	\$ 54.65	69	\$ 13,388.87	\$ 194.04
\$ 67.97	3	\$ 211.24	\$ 70.41	18	\$ 3,066.76	\$ 170.38
\$ 38.09	18	\$ 1,007.92	\$ 56.00	70	\$ 13,217.33	\$ 188.82
				1	\$ 145.12	\$ 145.12
\$ 37.77	298	\$ 20,632.52	\$ 69.24	578	\$ 135,023.59	\$ 233.60
\$ 30.92	104	\$ 6,706.26	\$ 64.48	269	\$ 63,705.25	\$ 236.82
\$ 32.14	45	\$ 2,652.91	\$ 58.95	132	\$ 32,630.21	\$ 247.20
\$ 38.08	183	\$ 12,175.61	\$ 66.53	451	\$ 89,735.40	\$ 198.97
\$ 27.93	80	\$ 3,730.01	\$ 46.63	242	\$ 44,805.88	\$ 185.15
\$ 40.09	37	\$ 2,811.42	\$ 75.98	98	\$ 20,039.91	\$ 204.49
\$ 37.14	13	\$ 1,374.68	\$ 105.74	30	\$ 3,962.16	\$ 132.07
\$ 35.60	117	\$ 6,760.77	\$ 57.78	322	\$ 58,680.83	\$ 182.24
\$ 41.18	84	\$ 5,263.73	\$ 62.66	271	\$ 56,497.33	\$ 208.48
\$ 38.34	10	\$ 764.89	\$ 76.49	41	\$ 10,704.39	\$ 261.08
\$ 34.75	11	\$ 656.18	\$ 59.65	50	\$ 10,211.84	\$ 204.24
\$ 32.89	9	\$ 485.92	\$ 53.99	19	\$ 2,626.86	\$ 138.26
\$ 19.92	2	\$ 75.99	\$ 38.00	4	\$ 736.49	\$ 184.12
\$ 34.38	30	\$ 1,419.63	\$ 47.32	68	\$ 16,055.13	\$ 236.10
\$ 37.00	114	\$ 6,177.28	\$ 54.19	392	\$ 86,503.87	\$ 220.67
\$ 51.36	131	\$ 7,423.74	\$ 56.67	368	\$ 88,933.25	\$ 241.67
\$ 40.82	1	\$ 237.75	\$ 237.75	2	\$ 872.21	\$ 436.11
\$ 21.73	1	\$ 34.71	\$ 34.71	10	\$ 1,535.84	\$ 153.58
\$ 20.44	3	\$ 93.86	\$ 31.29	7	\$ 1,993.82	\$ 284.83
\$ 33.18				2	\$ 146.51	\$ 73.26
\$ 18.04				3	\$ 137.70	\$ 45.90
\$ 27.87	8	\$ 767.99	\$ 96.00	26	\$ 4,417.82	\$ 169.92
\$ 61.52	1	\$ 173.57	\$ 173.57	1	\$ 57.13	\$ 57.13
\$ 46.68	60	\$ 4,103.65	\$ 68.39	185	\$ 27,760.38	\$ 150.06
\$ 191.96	2	\$ 189.46	\$ 94.73	8	\$ 1,093.56	\$ 136.70
\$ 29.34				2	\$ 246.58	\$ 123.29
\$ 78.29	12	\$ 464.26	\$ 38.69	28	\$ 3,619.38	\$ 129.26
<b>\$ 39.75</b>	<b>1618</b>	<b>\$ 103,145.27</b>	<b>\$ 63.75</b>	<b>4373</b>	<b>\$ 903,212.44</b>	<b>\$ 206.54</b>

Industrial - Nov 2021						
POSTAL	Total Accts	Total Arrears	30+ Acct	30+ Arrears	30 Avg Arrears	60+ Acct
97417	0	\$ -				
97432	0	\$ -				
97442	0	\$ -				
97457	0	\$ -				
97462	0	\$ -				
97469	0	\$ -				
97470	0	\$ -				
97471	0	\$ -				
97479	0	\$ -				
97495	0	\$ -				
97496	0	\$ -				
97497	0	\$ -				
97501	0	\$ -				
97502	0	\$ -				
97503	0	\$ -				
97504	0	\$ -				
97520	0	\$ -				
97524	0	\$ -				
97525	0	\$ -				
97526	0	\$ -				
97527	0	\$ -				
97528	0	\$ -				
97530	0	\$ -				
97535	0	\$ -				
97537	0	\$ -				
97539	0	\$ -				
97540	0	\$ -				
97601	0	\$ -				
97603	1	\$ 92.28	1	\$ 92.28	\$ 92.28	
97623	0	\$ -				
97627	0	\$ -				
97632	0	\$ -				
97634	0	\$ -				
97824	0	\$ -				
97827	0	\$ -				
97841	0	\$ -				
97850	0	\$ -				
97867	0	\$ -				
97876	0	\$ -				
97883	0	\$ -				
<b>TOTAL</b>	<b>1</b>	<b>\$ 92.28</b>	<b>1</b>	<b>\$ 92.28</b>	<b>\$ 92.28</b>	<b>0</b>



**Staff IR\_41\_ Standing Information Request for Monthly data updates in the form of the complete tables shown customers and customer disconnects, also providing monthly small Oregon commercial customers and disconn**

<b>Oregon Small Commercial Disconnects</b>	<b>Jan-21</b>	<b>Feb-21</b>	<b>Mar-21</b>	<b>Apr-21</b>	<b>May-21</b>
Small Commercial Customers	12,018	12,039	12,037	12,004	11,945
Small Commercial Disconnects	7	34	28	21	15
Disconnects as Percentage of Customers	0.06%	0.28%	0.23%	0.17%	0.13%

<b>Oregon Small Commercial Disconnects</b>	<b>Jan-19</b>	<b>Feb-19</b>	<b>Mar-19</b>	<b>Apr-19</b>	<b>May-19</b>
Small Commercial Customers	11,974	11,956	11,951	11,936	11,927
Small Commercial Disconnects	10	13	12	12	17
Disconnects as Percentage of Customers	0.08%	0.11%	0.10%	0.10%	0.14%

<b>Oregon Small Commercial Disconnects</b>	<b>Jan-18</b>	<b>Feb-18</b>	<b>Mar-18</b>	<b>Apr-18</b>	<b>May-18</b>
Small Commercial Customers	11,951	11,913	11,899	11,881	11,835
Small Commercial Disconnects	10	10	22	15	34
Disconnects as Percentage of Customers	0.08%	0.08%	0.18%	0.13%	0.29%

\* Data includes disconnects for any reason for all small businesses throughout Avista's service territory in Oregon

below January thru the just prior month, monthly Oregon small commercial number of  
 ects for each month of 2018 and 2019

Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
11,923	11,898	11,864	11,888	11,939	11,974	
22	24	8	5	10	11	
0.18%	0.20%	0.07%	0.04%	0.08%	0.09%	

Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
11,907	11,884	11,891	11,881	11,955	11,978	12,024
12	7	13	15	11	2	10
0.10%	0.06%	0.11%	0.13%	0.09%	0.02%	0.08%

Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
11,811	11,789	11,871	11,780	11,860	11,916	11,926
19	16	28	7	12	8	10
0.16%	0.14%	0.24%	0.06%	0.10%	0.07%	0.08%

only

**Staff IR\_25 Please provide the Company's Whole Company small commercial customer count and small commercial disconnects for the present month. This is an ongoing request through December 2021.**

<b>Small Commercial</b>	<b>Dec-20</b>	<b>Jan-21</b>	<b>Feb-21</b>	<b>Mar-21</b>	<b>Apr-21</b>
Customers	77391	77386	77329	77435	77407
Non-Payment Disconnects	3		35	32	22
All Other Disconnects	18	20	13	58	75
Disconnects as Percentage of Customers	0.027%	0.026%	0.062%	0.116%	0.125%
Non-Payment Disconnect %	0.004%	0.000%	0.045%	0.041%	0.028%
All Other Disconnects %	0.023%	0.026%	0.017%	0.075%	0.097%

\* Data includes credit only disconnects for all small businesses throughout Avista's service territory



Commercial disconnects in an MS Excel table as shown below from December 2020 through

May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
77369	77436	77385	77433	77529	77832	77864	
20	22	28	11	10	9	9	
22	17	37	35	24	27	32	
0.054%	0.050%	0.084%	0.059%	0.044%	0.046%	0.053%	
0.026%	0.028%	0.036%	0.014%	0.013%	0.012%	0.012%	
0.028%	0.022%	0.048%	0.045%	0.031%	0.035%	0.041%	