



e-FILING REPORT COVER SHEET

COMPANY NAME: Avista Corporation, dba Avista Utilities

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: UM 2114

Report is required by:  OAR  
 Statute  
 Order 20-324

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: UM 2114

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

Avista's December 2020 COVID-19 Monthly and Fourth Quarter 2020 Report, UM 2114

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**Avista Corp.**

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Spokane, Washington 99220-0500  
Telephone 509-489-0500  
Toll Free 800-727-9170

January 20, 2021

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

RE: UM 2114 - Avista Utilities December 2020 COVID-19 Monthly and Quarterly Reporting requirements per order No. 20-324

Filing Center:

Avista Corporation, dba Avista Utilities (“Avista” and/or the “Company”), hereby submits its December 2020 COVID-19 Monthly Report and its Fourth Quarter 2020 COVID-19 Report per order No. 20-324 in Docket UM 2114.

If you have any questions regarding this filing please contact me at (509) 495-7950.

Sincerely,

*/s/ Amanda Ghering*

Amanda Ghering  
Regulatory Policy Analyst  
Avista Utilities  
[amanda.ghering@avistacorp.com](mailto:amanda.ghering@avistacorp.com)  
509.495.7950

POSTAL	a. Number of Customers by Customer Class			
	Commercial	Industrial	Residential	Total
97417	105	0	323	428
97432	10	0	56	66
97442	32	1	153	186
97457	180	0	1481	1661
97462	36	0	280	316
97469	41	8	269	318
97470	885	4	3567	4456
97471	602	5	5056	5663
97479	236	3	1657	1896
97495	17	0	504	521
97496	113	2	1135	1250
97497		0	2	2
97501	1481	11	9186	10678
97502	664	3	6389	7056
97503	240	17	1683	1940
97504	1413	1	13022	14436
97520	916	1	7315	8232
97524	142	0	2706	2848
97525	63	0	594	657
97526	1258	7	6422	7687
97527	451	5	5556	6012
97528		0	2	2
97530	130	0	1232	1362
97535	144	0	1034	1178
97537	95	0	551	646
97539	43	0	214	257
97540	67	0	1248	1315
97601	850	9	6463	7322
97603	921	5	8816	9742
97623	10	0	56	66
97627	7	0	200	207
97632	32	1	128	161
97634	1	0	25	26
97824	31	1	317	349
97827	70	3	546	619
97841	16	1	130	147
97850	743	7	5035	5785
97867	27	0	146	173
97876	8	2	52	62
97883	63	1	780	844
Total	12143	98	94331	106572

POSTAL	b. Fees assessed by Customer Class			
	Commercial	Industrial	Residential	Total
97417	0	0	0	0
97432	0	0	0	0
97442	0	0	0	0
97457	0	0	0	0
97462	0	0	0	0
97469	0	0	0	0
97470	0	0	0	0
97471	0	0	0	0
97479	0	0	0	0
97495	0	0	0	0
97496	0	0	0	0
97497	0	0	0	0
97501	0	0	0	0
97502	0	0	0	0
97503	0	0	0	0
97504	0	0	0	0
97520	0	0	0	0
97524	0	0	0	0
97525	0	0	0	0
97526	0	0	0	0
97527	0	0	0	0
97528	0	0	0	0
97530	0	0	0	0
97535	0	0	0	0
97537	0	0	0	0
97539	0	0	0	0
97540	0	0	0	0
97601	0	0	0	0
97603	0	0	0	0
97623	0	0	0	0
97627	0	0	0	0
97632	0	0	0	0
97634	0	0	0	0
97824	0	0	0	0
97827	0	0	0	0
97841	0	0	0	0
97850	0	0	0	0
97867	0	0	0	0
97876	0	0	0	0
97883	0	0	0	0
Total	0	0	0	0





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

Commercial - November 2020							
POSTAL	Total Accts	Total Arrears	30+ Acct	30+ Arrears	30 Avg Arrears	60+ Acct	60+ Arrears
97417	5	\$ 2,268.63				1	\$ 935.51
97432	0	\$ -					
97442	5	\$ 2,164.70	3	\$ 1,026.64	\$ 342.21	1	\$ 34.68
97457	10	\$ 3,093.55				5	\$ 200.37
97462	5	\$ 1,639.05	2	\$ 58.12	\$ 29.06		
97469	0	\$ -					
97470	116	\$ 20,298.13	66	\$ 7,595.32	\$ 115.08	11	\$ 2,053.92
97471	55	\$ 11,822.10	43	\$ 7,579.36	\$ 176.26	6	\$ 1,801.43
97479	25	\$ 8,876.26	15	\$ 3,239.07	\$ 215.94	2	\$ 479.64
97495	2	\$ 699.07	1	\$ 284.43	\$ 284.43		
97496	5	\$ 476.16	3	\$ 113.71	\$ 37.90	1	\$ 89.57
97497	0	\$ -					
97501	166	\$ 66,924.80	65	\$12,548.72	\$ 193.06	16	\$ 7,825.60
97502	66	\$ 26,294.69	32	\$14,003.50	\$ 437.61	11	\$ 4,432.41
97503	28	\$ 5,652.40	17	\$ 3,682.63	\$ 216.63	6	\$ 412.80
97504	101	\$ 23,202.01	55	\$ 5,077.21	\$ 92.31	13	\$ 5,009.54
97520	133	\$ 17,780.04	90	\$ 5,306.88	\$ 58.97	19	\$ 1,707.12
97524	19	\$ 4,699.19	6	\$ 626.16	\$ 104.36	3	\$ 312.99
97525	3	\$ 1,551.50	2	\$ 257.95	\$ 128.98		
97526	143	\$ 39,574.72	73	\$ 9,708.89	\$ 133.00	22	\$ 1,986.87
97527	26	\$ 7,880.92	13	\$ 604.14	\$ 46.47	1	\$ 48.48
97528	0	\$ -					
97530	10	\$ 4,432.17	2	\$ 60.65	\$ 30.33	1	\$ 98.72
97535	13	\$ 4,868.99	6	\$ 464.08	\$ 77.35	1	\$ 35.61
97537	11	\$ 2,529.26	5	\$ 182.19	\$ 36.44	2	\$ 1,108.75
97539	4	\$ 1,397.18	2	\$ 155.35	\$ 77.68		
97540	7	\$ 335.94	5	\$ 299.58	\$ 59.92	1	\$ 20.60
97601	81	\$ 19,853.27	25	\$ 1,273.87	\$ 50.95	15	\$ 1,262.75
97603	104	\$ 14,140.98	73	\$ 4,414.10	\$ 60.47	6	\$ 807.74
97623	1	\$ 125.02				1	\$ 125.02
97627	1	\$ 10.00				1	\$ 10.00
97632	0	\$ -					
97634	0	\$ -					
97824	2	\$ 273.84					
97827	3	\$ 322.95				2	\$ 95.58
97841	0	\$ -					
97850	33	\$ 12,780.81	5	\$ 1,433.96	\$ 286.79	5	\$ 312.19
97867	0	\$ -					
97876	0	\$ -					
97883	2	\$ 312.67				2	\$ 312.67
<b>TOTAL</b>	<b>1185</b>	<b>\$306,281.00</b>	<b>609</b>	<b>\$79,996.51</b>	<b>\$ 131.36</b>	<b>155</b>	<b>\$31,520.56</b>

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

60 Avg Arrears	90 + Acct	90+ Arrears	90 Avg Arrears
\$ 935.51	4	\$ 1,333.12	\$ 333.28
\$ 34.68	1	\$ 1,103.38	\$ 1,103.38
\$ 40.07	5	\$ 2,893.18	\$ 578.64
	3	\$ 1,580.93	\$ 526.98
\$ 186.72	39	\$ 10,648.89	\$ 273.05
\$ 300.24	6	\$ 2,441.31	\$ 406.89
\$ 239.82	8	\$ 5,157.55	\$ 644.69
	1	\$ 414.64	\$ 414.64
\$ 89.57	1	\$ 272.88	\$ 272.88
\$ 489.10	85	\$ 46,550.48	\$ 547.65
\$ 402.95	23	\$ 7,858.78	\$ 341.69
\$ 68.80	5	\$ 1,556.97	\$ 311.39
\$ 385.35	33	\$ 13,115.26	\$ 397.43
\$ 89.85	24	\$ 10,766.04	\$ 448.59
\$ 104.33	10	\$ 3,760.04	\$ 376.00
	1	\$ 1,293.55	\$ 1,293.55
\$ 90.31	48	\$ 27,878.96	\$ 580.81
\$ 48.48	12	\$ 7,228.30	\$ 602.36
\$ 98.72	7	\$ 4,272.80	\$ 610.40
\$ 35.61	6	\$ 4,369.30	\$ 728.22
\$ 554.38	4	\$ 1,238.32	\$ 309.58
	2	\$ 1,241.83	\$ 620.92
\$ 20.60	1	\$ 15.76	\$ 15.76
\$ 84.18	41	\$ 17,316.65	\$ 422.36
\$ 134.62	25	\$ 8,919.14	\$ 356.77
\$ 125.02			
\$ 10.00			
	2	\$ 273.84	\$ 136.92
\$ 47.79	1	\$ 227.37	\$ 227.37
\$ 62.44	23	\$ 11,034.66	\$ 479.77
\$ 156.34			
<b>\$ 203.36</b>	<b>421</b>	<b>\$194,763.93</b>	<b>\$ 462.62</b>

POSTAL	Total Accts	Total Arrears
97417	39	6205.79
97432	8	730.24
97442	27	4146.69
97457	148	22726.49
97462	42	6978.92
97469	45	8622.93
97470	591	85663.57
97471	531	76487.71
97479	174	24451.87
97495	46	7589.87
97496	168	24549.88
97497	0	0
97501	1188	175740.15
97502	632	\$ 89,583.80
97503	279	\$ 35,897.28
97504	1000	\$ 153,346.04
97520	450	\$ 64,010.08
97524	263	\$ 32,407.81
97525	93	\$ 15,204.85
97526	725	\$ 98,173.34
97527	506	\$ 75,217.83
97528	0	\$ -
97530	72	\$ 9,287.19
97535	97	\$ 17,082.89
97537	62	\$ 8,727.00
97539	15	\$ 2,163.17
97540	144	\$ 17,698.44
97601	728	\$ 118,397.90
97603	808	\$ 140,728.15
97623	5	\$ 785.10
97627	17	\$ 2,292.68
97632	14	\$ 1,623.75
97634	3	\$ 464.21
97824	11	\$ 1,060.72
97827	50	\$ 9,950.04
97841	3	\$ 181.38
97850	358	\$ 66,892.58
97867	19	\$ 5,121.44
97876	5	\$ 599.31
97883	74	\$ 9,700.24
<b>TOTAL</b>	<b>9440</b>	<b>\$1,420,491.33</b>

**Residential - November 2020**

<b>30+ Acct</b>	<b>30+ Arrears</b>	<b>30 Avg Arrears</b>	<b>60+ Acct</b>	<b>60+ Arrears</b>	<b>60 Avg Arrears</b>	<b>90 + Acct</b>
			7	\$ 216.41	\$ 30.92	32
4	\$ 151.37	\$ 37.84				4
8	\$ 687.80	\$ 85.98	7	\$ 511.97	\$ 73.14	12
2	\$ 81.21	\$ 40.61	40	\$ 1,131.19	\$ 28.28	106
13	\$ 996.17	\$ 76.63	7	\$ 708.64	\$ 101.23	22
			14	\$ 360.07	\$ 25.72	31
242	\$ 14,712.34	\$ 60.79	85	\$ 7,747.10	\$ 91.14	264
258	\$ 14,879.35	\$ 57.67	74	\$ 7,368.81	\$ 99.58	199
78	\$ 4,137.51	\$ 53.05	25	\$ 2,502.78	\$ 100.11	71
22	\$ 1,673.77	\$ 76.08	4	\$ 321.44	\$ 80.36	20
56	\$ 2,821.50	\$ 50.38	27	\$ 1,794.65	\$ 66.47	85
322	\$ 17,173.38	\$ 53.33	232	\$ 12,534.16	\$ 54.03	634
261	\$ 11,080.01	\$ 42.45	102	\$ 8,110.96	\$ 79.52	269
129	\$ 5,602.58	\$ 43.43	35	\$ 2,332.62	\$ 66.65	115
406	\$ 23,685.78	\$ 58.34	136	\$ 12,059.93	\$ 88.68	458
130	\$ 4,732.20	\$ 36.40	83	\$ 4,652.88	\$ 56.06	237
117	\$ 6,600.67	\$ 56.42	44	\$ 3,548.12	\$ 80.64	102
35	\$ 1,645.87	\$ 47.02	13	\$ 1,093.43	\$ 84.11	45
294	\$ 15,848.17	\$ 53.91	116	\$ 8,846.42	\$ 76.26	315
169	\$ 6,868.11	\$ 40.64	69	\$ 4,202.32	\$ 60.90	268
41	\$ 1,838.10	\$ 44.83	8	\$ 485.10	\$ 60.64	23
37	\$ 1,950.45	\$ 52.71	12	\$ 890.29	\$ 74.19	48
30	\$ 1,555.86	\$ 51.86	5	\$ 574.44	\$ 114.89	27
6	\$ 133.84	\$ 22.31	1	\$ 81.56	\$ 81.56	8
57	\$ 2,857.44	\$ 50.13	21	\$ 1,501.07	\$ 71.48	66
218	\$ 8,965.97	\$ 41.13	107	\$ 6,555.52	\$ 61.27	403
288	\$ 12,918.36	\$ 44.86	105	\$ 8,386.67	\$ 79.87	415
2	\$ 83.28	\$ 41.64				3
7	\$ 310.65	\$ 44.38	1	\$ 41.01	\$ 41.01	9
5	\$ 148.10	\$ 29.62	1	\$ 56.82	\$ 56.82	8
2	\$ 145.56	\$ 72.78				1
			1	\$ 93.66	\$ 93.66	10
			16	\$ 1,124.41	\$ 70.28	34
			2	\$ 127.09	\$ 63.55	1
54	\$ 2,034.99	\$ 37.69	85	\$ 4,475.09	\$ 52.65	219
6	\$ 488.17	\$ 81.36	2	\$ 230.22	\$ 115.11	11
			3	\$ 93.36	\$ 31.12	2
30	\$ 1,020.61	\$ 34.02	7	\$ 515.15	\$ 73.59	37
<b>3329</b>	<b>\$167,829.17</b>	<b>\$ 50.41</b>	<b>1497</b>	<b>\$105,275.36</b>	<b>\$ 70.32</b>	<b>4614</b>



90+ Arrears	90 Avg Arrears
\$ 5,989.38	\$ 187.17
\$ 578.87	\$ 144.72
\$ 2,946.92	\$ 245.58
\$ 21,514.09	\$ 202.96
\$ 5,274.11	\$ 239.73
\$ 8,262.86	\$ 266.54
\$ 63,204.13	\$ 239.41
\$ 54,239.55	\$ 272.56
\$ 17,811.58	\$ 250.87
\$ 5,594.66	\$ 279.73
\$ 19,933.73	\$ 234.51
\$ 146,032.61	\$ 230.34
\$ 70,392.83	\$ 261.68
\$ 27,962.08	\$ 243.15
\$ 117,600.33	\$ 256.77
\$ 54,625.00	\$ 230.49
\$ 22,259.02	\$ 218.23
\$ 12,465.55	\$ 277.01
\$ 73,478.75	\$ 233.27
\$ 64,147.40	\$ 239.36
\$ 6,963.99	\$ 302.78
\$ 14,242.15	\$ 296.71
\$ 6,596.70	\$ 244.32
\$ 1,947.77	\$ 243.47
\$ 13,339.93	\$ 202.12
\$ 102,876.41	\$ 255.28
\$ 119,423.12	\$ 287.77
\$ 701.82	\$ 233.94
\$ 1,941.02	\$ 215.67
\$ 1,418.83	\$ 177.35
\$ 318.65	\$ 318.65
\$ 967.06	\$ 96.71
\$ 8,825.63	\$ 259.58
\$ 54.29	\$ 54.29
\$ 60,382.50	\$ 275.72
\$ 4,403.05	\$ 400.28
\$ 505.95	\$ 252.98
\$ 8,164.48	\$ 220.66
<b>\$1,147,386.80</b>	<b>\$ 248.68</b>

Industrial -					
POSTAL	Total Accts	total Arrear	30+ Acct	30+ Arrears	Avg Arrea
97417	0	0	0	0	0
97432	0	0	0	0	0
97442	0	0	0	0	0
97457	0	0	0	0	0
97462	0	0	0	0	0
97469	0	0	0	0	0
97470	0	0	0	0	0
97471	0	0	0	0	0
97479	0	0	0	0	0
97495	0	0	0	0	0
97496	0	0	0	0	0
97497	0	0	0	0	0
97501	0	0	0	0	0
97502	0	0	0	0	0
97503	0	0	0	0	0
97504	0	0	0	0	0
97520	0	0	0	0	0
97524	0	0	0	0	0
97525	0	0	0	0	0
97526	0	0	0	0	0
97527	1	6.32	1	\$ 6.32	\$ 6.32
97528	0	0	0	0	0
97530	0	0	0	0	0
97535	0	0	0	0	0
97537	0	0	0	0	0
97539	0	0	0	0	0
97540	0	0	0	0	0
97601	0	0	0	0	0
97603	1	3619.53	0	0	0
97623	0	0	0	0	0
97627	0	0	0	0	0
97632	0	0	0	0	0
97634	0	0	0	0	0
97824	0	0	0	0	0
97827	0	0	0	0	0
97841	0	0	0	0	0
97850	0	0	0	0	0
97867	0	0	0	0	0
97876	0	0	0	0	0
97883	0	0	0	0	0
<b>TOTAL</b>	<b>2</b>	<b>3625.85</b>	<b>1</b>	<b>\$ 6.32</b>	<b>\$ 6.32</b>



POSTAL	e. The number of customers completing a TPA during the period			
	Commercial	Industrial	Residential	Total
97417	0	0	3	3
97432	0	0	0	0
97442	0	0	0	0
97457	0	0	27	27
97462	0	0	2	2
97469	1	0	10	11
97470	7	0	41	48
97471	3	0	31	34
97479	2	0	15	17
97495	0	0	3	3
97496	0	0	13	13
97497	0	0	0	0
97501	9	0	92	101
97502	7	0	65	72
97503	1	0	17	18
97504	12	0	118	130
97520	13	0	87	100
97524	1	0	22	23
97525	0	0	5	5
97526	9	0	65	74
97527	3	0	40	43
97528	0	0	0	0
97530	1	0	11	12
97535	2	0	9	11
97537	1	0	1	2
97539	0	0	1	1
97540	0	0	11	11
97601	5	0	86	91
97603	14	0	99	113
97623	0	0	0	0
97627	0	0	3	3
97632	0	0	3	3
97634	0	0	0	0
97824	0	0	2	2
97827	0	0	8	8
97841	0	0	1	1
97850	1	0	47	48
97867	0	0	2	2
97876	0	0	1	1
97883	0	0	9	9
<b>Total</b>	<b>92</b>	<b>0</b>	<b>950</b>	<b>1042</b>

f. The number of customers, by customer class, renegotiating TPAs during the period			
Commercial	Industrial	Residential	Total
0	0	1	1
0	0	0	0
0	0	0	0
0	0	1	1
0	0	0	0
0	0	0	0
0	0	1	1
0	0	2	2
1	0	0	1
0	0	1	1
0	0	0	0
0	0	0	0
2	0	2	4
1	0	5	6
0	0	0	0
0	0	4	4
1	0	1	2
0	0	0	0
0	0	0	0
0	0	3	3
0	0	2	2
0	0	0	0
0	0	0	0
1	0	0	1
0	0	0	0
0	0	0	0
1	0	6	7
1	0	8	9
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	3	3
0	0	0	0
0	0	0	0
0	0	1	1
<b>8</b>	<b>0</b>	<b>41</b>	<b>49</b>





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\* Avista is currently working on its bill assistance program filing in compliance with the term sheet.



\*528 distinct customers (8 have more than 1 zipcode)

\*Avista sent it's first 30 day notice on December 1st.

No 15 day, 5 day or personal contacts have been made for disconnection within the fourth quarter

2020