



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: RG 92

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 April 2021 COVID-19 Monthly Report, UM 2114

Send the completed Cover Sheet and the Report in an email addressed to PUC.FilingCenter@state.or.us

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Avista Corp.

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

May 19, 2021

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

RE: UM 2114 - Avista Utilities April 2021 COVID-19 Monthly Reporting requirements per order No. 20-324

Filing Center:

Avista Corporation, dba Avista Utilities (“Avista” and/or the “Company”), hereby submits its April 2021 COVID-19 Monthly Report per order No. 20-324 in Docket UM 2114. Included with its COVID-19 Collections Report is Avista’s monthly response to Information Requests No. 25 and 26.

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
509.495.7950

	a. Number of Customers by Customer Class			
POSTAL	Commercial	Industrial	Residential	Total
97417	103		316	419
97432	10		56	66
97442	33	1	154	188
97457	180		1477	1657
97462	36		278	314
97469	41	8	276	325
97470	881	4	3544	4429
97471	599	5	5059	5663
97479	237	3	1654	1894
97495	17		506	523
97496	114	2	1142	1258
97497			2	2
97501	1477	11	9182	10670
97502	652	3	6396	7051
97503	243	17	1684	1944
97504	1412	1	13070	14483
97520	927	1	7337	8265
97524	142		2745	2887
97525	62		592	654
97526	1258	7	6438	7703
97527	444	5	5582	6031
97528			2	2
97530	132		1244	1376
97535	149		1048	1197
97537	97		556	653
97539	44		216	260
97540	68		1268	1336
97601	848	9	6508	7365
97603	925	5	8815	9745
97623	10		56	66
97627	7		203	210
97632	32	1	128	161
97634	1		25	26
97824	31	1	314	346
97827	71	3	546	620
97841	16	1	135	152
97850	740	7	5014	5761
97867	26		144	170
97876	8	2	52	62
97883	64	1	778	843
Total	12137	98	94542	106777

	b. Fees assessed by Customer Class			
	Commercial	Industrial	Residential	Total
	5			5
	2			2
	2			2
	11			11
	4			4
	1			1
	73			73
	33			33
	14			14
	1			1
	9			9
				0
	146			146
	66			66
	28	1		29
	85			85
	84			84
	16			16
	2			2
	120			120
	28			28
				0
	6			6
	9			9
	8			8
				0
	1			1
	86			86
	75	1		76
	2			2
				0
	4			4
				0
	3			3
	3			3
				0
	68			68
	1			1
				0
	4	1		5
Total	1000	3	0	1003

c. Time Payment Agreement Active During Month			
Commercial	Industrial	Residential	Total
0	0	6	6
0	0	0	0
0	0	3	3
1	0	16	17
1	0	0	1
0	0	3	3
6	0	34	40
9	0	29	38
4	0	10	14
0	0	1	1
0	0	10	10
0	0	0	0
24	0	71	95
12	0	47	59
3	1	21	25
11	0	82	93
12	0	47	59
1	0	13	14
0	0	8	8
8	0	52	60
2	0	39	41
0	0	0	0
1	0	10	11
4	0	8	12
1	0	4	5
1	0	2	3
0	0	7	7
9	0	67	76
19	0	96	115
0	0	0	0
0	0	5	5
0	0	0	0
0	0	0	0
0	0	1	1
1	0	3	4
0	0	1	1
13	2	32	47
0	0	1	1
0	0	0	0
2	0	5	7
145	3	734	882

d. Time Payment Agreement Started During Month			
Commercial	Industrial	Residential	Total
0	0	1	1
0	0	0	0
0	0	2	2
1	0	6	7
1	0	0	1
0	0	3	3
4	0	22	26
3	0	17	20
0	0	8	8
0	0	1	1
0	0	8	8
0	0	0	0
13	0	49	62
4	0	26	30
1	1	5	7
8	0	48	56
5	0	32	37
1	0	5	6
0	0	3	3
7	0	27	34
1	0	27	28
0	0	0	0
1	0	7	8
2	0	6	8
1	0	1	2
0	0	0	0
0	0	1	1
2	0	29	31
8	0	54	62
0	0	0	0
0	0	4	4
0	0	0	0
0	0	0	0
0	0	1	1
0	0	1	1
0	0	1	1
9	2	17	28
0	0	0	0
0	0	0	0
1	0	4	5
73	3	416	492

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

Small Commercial - March 2021							
POSTAL	Total Accts	Total Arrears	30+ Acct	30+ Arrears	30 Avg Arrears	60+ Acct	60+ Arrears
97417	6	\$ 2,188.54	3	\$ 473.49	\$ 157.83	1	\$ 236.76
97432	1	\$ 156.12	1	\$ 156.12	\$ 156.12		
97442	4	\$ 2,452.23	1	\$ 17.99	\$ 17.99	1	\$ 653.72
97457	8	\$ 1,947.73	5	\$ 397.46	\$ 79.49	1	\$ 211.28
97462	4	\$ 1,192.50	2	\$ 866.37	\$ 433.19		
97469	1	\$ 131.89	1	\$ 131.89	\$ 131.89		
97470	84	\$ 28,566.76	47	\$ 8,592.18	\$ 182.81	13	\$ 3,974.45
97471	36	\$ 7,713.07	26	\$ 3,596.23	\$ 138.32	6	\$ 2,418.14
97479	20	\$ 8,897.91	11	\$ 5,776.68	\$ 525.15	3	\$ 763.88
97495	2	\$ 193.20	1	\$ 47.53	\$ 47.53	1	\$ 145.67
97496	14	\$ 2,931.73	8	\$ 1,874.08	\$ 234.26	4	\$ 456.94
97497	0	\$ -	0	\$ -			
97501	99	\$ 50,845.84	50	\$ 10,918.44	\$ 218.37	21	\$ 9,738.92
97502	64	\$ 16,101.41	32	\$ 4,995.60	\$ 156.11	17	\$ 3,346.17
97503	23	\$ 7,193.20	13	\$ 1,917.88	\$ 147.53	3	\$ 788.10
97504	66	\$ 15,046.11	36	\$ 4,077.93	\$ 113.28	16	\$ 5,364.99
97520	57	\$ 48,447.65	32	\$ 13,341.13	\$ 416.91	14	\$ 30,236.66
97524	21	\$ 6,433.73	8	\$ 1,063.44	\$ 132.93	5	\$ 1,036.35
97525	5	\$ 2,176.45	2	\$ 510.86	\$ 255.43	2	\$ 374.88
97526	135	\$ 45,334.25	67	\$ 11,745.03	\$ 175.30	31	\$ 7,796.19
97527	23	\$ 5,611.12	15	\$ 2,092.68	\$ 139.51	2	\$ 860.75
97528	0	\$ -					
97530	9	\$ 5,420.12	5	\$ 541.58	\$ 108.32	2	\$ 1,652.86
97535	11	\$ 5,599.66	3	\$ 169.47	\$ 56.49	3	\$ 873.35
97537	13	\$ 3,308.93	4	\$ 27.79	\$ 6.95	3	\$ 337.02
97539	1	\$ 64.40				1	\$ 64.40
97540	5	\$ 954.93	5	\$ 954.93	\$ 190.99		
97601	57	\$ 16,515.76	30	\$ 3,747.19	\$ 124.91	11	\$ 3,503.83
97603	72	\$ 28,294.82	38	\$ 10,431.63	\$ 274.52	16	\$ 4,696.07
97623	0	\$ -					
97627	0	\$ -					
97632	2	\$ 3.07	2	\$ 3.07	\$ 1.54		
97634	0	\$ -					
97824	0	\$ -					
97827	2	\$ 542.73	1	\$ 72.45	\$ 72.45		
97841	0	\$ -					
97850	38	\$ 23,460.91	22	\$ 4,627.14	\$ 210.32	4	\$ 953.03
97867	0	\$ -					
97876	0	\$ -					
97883	3	\$ 448.42	2	\$ 345.94	\$ 172.97	1	\$ 102.48
TOTAL	886	\$ 338,175.19	473	\$ 93,514.20	\$ 197.70	182	\$ 80,586.89

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

60 Avg Arrears	90 + Acct	90+ Arrears	90 Avg Arrears	POSTAL	Total Accts	Total Arrears
\$ 236.76	2	\$ 1,478.29	\$ 739.15	97417	1	\$ 2,997.01
				97432	0	\$ -
\$ 653.72	2	\$ 1,780.52	\$ 890.26	97442	0	\$ -
\$ 211.28	2	\$ 1,338.99	\$ 669.50	97457	0	\$ -
	2	\$ 326.13	\$ 163.07	97462	0	\$ -
				97469	0	\$ -
\$ 305.73	24	\$ 16,000.13	\$ 666.67	97470	1	\$ 423.94
\$ 403.02	4	\$ 1,698.70	\$ 424.68	97471	0	\$ -
\$ 254.63	6	\$ 2,357.35	\$ 392.89	97479	0	\$ -
\$ 145.67				97495	0	\$ -
\$ 114.24	2	\$ 600.71	\$ 300.36	97496	0	\$ -
				97497	0	\$ -
\$ 463.76	28	\$ 30,188.48	\$ 1,078.16	97501	0	\$ -
\$ 196.83	15	\$ 7,759.64	\$ 517.31	97502	1	\$ 122.75
\$ 262.70	7	\$ 4,487.22	\$ 641.03	97503	0	\$ -
\$ 335.31	14	\$ 5,603.19	\$ 400.23	97504	0	\$ -
\$ 2,159.76	11	\$ 4,869.86	\$ 442.71	97520	0	\$ -
\$ 207.27	8	\$ 4,333.94	\$ 541.74	97524	0	\$ -
\$ 187.44	1	\$ 1,290.71	\$ 1,290.71	97525	0	\$ -
\$ 251.49	37	\$ 25,793.03	\$ 697.11	97526	0	\$ -
\$ 430.38	6	\$ 2,657.69	\$ 442.95	97527	0	\$ -
				97528	0	\$ -
\$ 826.43	2	\$ 3,225.68	\$ 1,612.84	97530	0	\$ -
\$ 291.12	5	\$ 4,556.84	\$ 911.37	97535	0	\$ -
\$ 112.34	6	\$ 2,944.12	\$ 490.69	97537	0	\$ -
\$ 64.40				97539	0	\$ -
				97540	0	\$ -
\$ 318.53	16	\$ 9,264.74	\$ 579.05	97601	0	\$ -
\$ 293.50	18	\$ 13,167.12	\$ 731.51	97603	0	\$ -
				97623	0	\$ -
				97627	0	\$ -
				97632	0	\$ -
				97634	0	\$ -
				97824	0	\$ -
	1	\$ 470.28	\$ 470.28	97827	0	\$ -
				97841	0	\$ -
\$ 238.26	12	\$ 17,880.74	\$ 1,490.06	97850	0	\$ -
				97867	0	\$ -
				97876	0	\$ -
\$ 102.48				97883	0	\$ -
\$ 442.79	231	\$ 164,074.10	\$ 710.28	TOTAL	3	\$ 3,543.70

90+ Arrears	90 Avg Arrears	POSTAL	Total Accts	Total Arrears	30+ Acct	30+ Arrears
\$ 2,997.01	\$ 2,997.01	97417	34	\$ 7,740.64	10	\$ 577.88
		97432	7	\$ 994.58	3	\$ 121.70
		97442	20	\$ 3,715.02	12	\$ 1,126.50
		97457	128	\$ 32,935.75	34	\$ 1,931.56
		97462	32	\$ 7,451.39	12	\$ 1,103.84
		97469	34	\$ 12,473.26	12	\$ 906.15
\$ 423.94	\$ 423.94	97470	481	\$ 99,791.96	236	\$ 17,332.81
		97471	329	\$ 73,735.51	158	\$ 11,255.21
		97479	157	\$ 30,832.03	80	\$ 5,505.45
		97495	41	\$ 8,441.02	25	\$ 2,277.40
		97496	174	\$ 34,315.73	88	\$ 5,850.33
		97497	1	\$ 124.99		
		97501	1,110	\$ 247,922.35	584	\$ 47,433.66
		97502	613	\$ 121,630.85	315	\$ 23,394.49
		97503	281	\$ 50,395.26	146	\$ 9,043.96
		97504	782	\$ 187,442.51	357	\$ 29,021.64
		97520	428	\$ 95,923.24	200	\$ 16,357.11
		97524	228	\$ 37,803.83	126	\$ 8,689.38
		97525	81	\$ 20,510.27	39	\$ 3,148.60
		97526	680	\$ 138,503.33	344	\$ 28,379.51
		97527	457	\$ 108,261.24	178	\$ 13,059.08
		97528	0	\$ -		
		97530	78	\$ 15,524.72	44	\$ 3,429.48
		97535	105	\$ 27,489.93	45	\$ 2,839.57
		97537	67	\$ 14,161.34	39	\$ 3,096.57
		97539	20	\$ 4,145.32	10	\$ 477.48
		97540	146	\$ 27,706.43	70	\$ 4,930.59
		97601	601	\$ 154,596.90	243	\$ 19,674.01
		97603	827	\$ 205,669.19	418	\$ 38,516.76
		97623	4	\$ 1,358.34	1	\$ 77.52
		97627	16	\$ 3,165.88	8	\$ 385.81
		97632	11	\$ 2,778.19	3	\$ 293.43
		97634	2	\$ 749.66	1	\$ 129.70
		97824	6	\$ 1,184.91	4	\$ 376.24
		97827	39	\$ 10,479.15	18	\$ 1,333.93
		97841	3	\$ 443.68	2	\$ 282.80
		97850	249	\$ 78,853.38	101	\$ 8,850.04
		97867	8	\$ 3,167.05	4	\$ 364.56
		97876	2	\$ 779.46	1	\$ 94.64
		97883	45	\$ 10,803.56	21	\$ 2,085.65
\$ 3,420.95	\$ 1,710.48	TOTAL	8,327	\$ 1,884,001.85	3992	\$ 313,755.04

Residential - March 2021

30 Avg Arrears	60+ Acct	60+ Arrears	60 Avg Arrears	90 + Acct	90+ Arrears	90 Avg Arrears
\$ 57.79	8	\$ 1,447.05	\$ 180.88	16	\$ 5,715.71	\$ 357.23
\$ 40.57				4	\$ 872.88	\$ 218.22
\$ 93.88	1	\$ 23.58	\$ 23.58	7	\$ 2,564.94	\$ 366.42
\$ 56.81	31	\$ 3,741.70	\$ 120.70	63	\$ 27,262.49	\$ 432.74
\$ 91.99	9	\$ 1,333.19	\$ 148.13	11	\$ 5,014.36	\$ 455.85
\$ 75.51	7	\$ 1,102.41	\$ 157.49	15	\$ 10,464.70	\$ 697.65
\$ 73.44	71	\$ 12,111.67	\$ 170.59	174	\$ 70,347.48	\$ 404.30
\$ 71.24	58	\$ 8,716.32	\$ 150.28	113	\$ 53,763.98	\$ 475.79
\$ 68.82	22	\$ 2,709.35	\$ 123.15	55	\$ 22,617.23	\$ 411.22
\$ 91.10	4	\$ 538.35	\$ 134.59	12	\$ 5,625.27	\$ 468.77
\$ 66.48	14	\$ 2,144.66	\$ 153.19	72	\$ 26,320.74	\$ 365.57
				1	\$ 124.99	\$ 124.99
\$ 81.22	174	\$ 28,758.46	\$ 165.28	352	\$ 171,730.23	\$ 487.87
\$ 74.27	106	\$ 16,212.81	\$ 152.95	192	\$ 82,023.55	\$ 427.21
\$ 61.94	49	\$ 6,266.36	\$ 127.88	86	\$ 35,084.94	\$ 407.96
\$ 81.29	158	\$ 27,103.24	\$ 171.54	267	\$ 131,317.63	\$ 491.83
\$ 81.79	73	\$ 11,500.05	\$ 157.53	155	\$ 68,066.08	\$ 439.14
\$ 68.96	40	\$ 5,897.74	\$ 147.44	62	\$ 23,216.71	\$ 374.46
\$ 80.73	14	\$ 2,246.30	\$ 160.45	28	\$ 15,115.37	\$ 539.83
\$ 82.50	116	\$ 18,112.76	\$ 156.14	220	\$ 92,011.06	\$ 418.23
\$ 73.37	91	\$ 14,558.54	\$ 159.98	188	\$ 80,643.62	\$ 428.96
\$ 77.94	17	2867.06	\$ 168.65	17	\$ 9,228.18	\$ 542.83
\$ 63.10	20	3687.86	\$ 184.39	40	\$ 20,962.50	\$ 524.06
\$ 79.40	12	2208.59	\$ 184.05	16	\$ 8,856.18	\$ 553.51
\$ 47.75	4	502.45	\$ 125.61	6	\$ 3,165.39	\$ 527.57
\$ 70.44	24	3747.52	\$ 156.15	52	\$ 19,028.32	\$ 365.93
\$ 80.96	109	17898.1	\$ 164.20	249	\$ 117,024.79	\$ 469.98
\$ 92.15	156	29815.17	\$ 191.12	253	\$ 137,337.26	\$ 542.84
\$ 77.52	1	175.76	\$ 175.76	2	\$ 1,105.06	\$ 552.53
\$ 48.23	2	605.45	\$ 302.73	6	\$ 2,174.62	\$ 362.44
\$ 97.81	3	295.66	\$ 98.55	5	\$ 2,189.10	\$ 437.82
\$ 129.70				1	\$ 619.96	\$ 619.96
\$ 94.06	1	252.7	\$ 252.70	1	\$ 555.97	\$ 555.97
\$ 74.11	6	1057.35	\$ 176.23	15	\$ 8,087.87	\$ 539.19
\$ 141.40	1	160.88	\$ 160.88			
\$ 87.62	44	8709.61	\$ 197.95	104	\$ 61,293.73	\$ 589.36
\$ 91.14	1	72.19	\$ 72.19	3	\$ 2,730.30	\$ 910.10
\$ 94.64				1	\$ 684.82	\$ 684.82
\$ 99.32	9	1858.97	\$ 206.55	15	\$ 6,858.94	\$ 457.26
\$ 78.60	1456	\$ 238,439.86	\$ 163.76	2879	\$ 1,331,806.95	\$ 462.59

Industrial - March 2021							
POSTAL	Total Accts	Total Arrear	30+ Acct	30+ Arrears	Avg Arrea	60+ Acct	60+ Arrears
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	1	\$ 89.64	1	\$ 89.64	\$ 89.64		
97528	0	\$ -					
97530	0	\$ -					
97535	0	\$ -					
97537	0	\$ -					
97539	0	\$ -					
97540	0	\$ -					
97601	0	\$ -					
97603	0	\$ -					
97623	0	\$ -					
97627	0	\$ -					
97632	1	\$ 465.12				1	\$ 465.12
97634	0	\$ -					
97824	0	\$ -					
97827	0	\$ -					
97841	0	\$ -					
97850	0	\$ -					
97867	0	\$ -					
97876	0	\$ -					
97883	0	\$ -					
TOTAL	2	\$ 554.76	1	\$ 89.64	\$ 89.64	1	\$ 465.12

Staff IR_25 Please provide the Company's Whole Company small commercial customer count and small commercial customer disconnects through the present month. This is an ongoing request to

	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21
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%	

Staff DR_26 Please provide the Company's Oregon small commercial customer count and small commercial c
 month. This is an ongoing request thro

	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
Customers	12015	12018	12039	12037	12004
Non-Payment Disconnects			27	25	16
All Other Disconnects	5	7	7	3	5
Disconnects as Percentage of Customers	0.042%	0.058%	0.282%	0.233%	0.175%
Non-Payment Disconnect %	0.000%	0.000%	0.224%	0.208%	0.133%
All Other Disconnects %	0.042%	0.058%	0.058%	0.025%	0.042%

