

	a. Number of Customers by Customer Class			
POSTAL	Commercial	Industrial	Residential	Total
97417	105		320	425
97432	10		55	65
97442	32	1	154	187
97457	181		1476	1657
97462	36		277	313
97469	41	8	273	322
97470	885	4	3571	4460
97471	602	5	5059	5666
97479	234	3	1663	1900
97495	17		507	524
97496	114	2	1139	1255
97497			2	2
97501	1485	11	9180	10676
97502	657	3	6401	7061
97503	243	17	1676	1936
97504	1418	1	13074	14493
97520	915	1	7337	8253
97524	144		2725	2869
97525	63		592	655
97526	1264	7	6426	7697
97527	447	5	5560	6012
97528			2	2
97530	131		1241	1372
97535	148		1036	1184
97537	94		556	650
97539	42		218	260
97540	67		1263	1330
97601	858	9	6517	7384
97603	927	5	8838	9770
97623	10		57	67
97627	7		201	208
97632	32	1	128	161
97634	1		26	27
97824	31	1	318	350
97827	69	3	544	616
97841	16	1	132	149
97850	742	7	5031	5780
97867	26		146	172
97876	8	2	52	62
97883	65	1	781	847
Total	12167	98	94554	106819

b. Fees assessed by Customer Class			
Commercial	Industrial	Residential	Total
10			10
2			
3			3
12			12
5			5
2			
65			65
48			48
15			15
1			1
5			5
176			176
71	1		72
23	2		25
110			110
71			71
16			16
4			4
100			100
30			30
5			5
11			11
12			12
			0
3			3
107			107
100			100
2			2
12			12
			0
5			5
			0
54			54
2			2
1082	3	0	1081

c. Time Payment Agreement Active During Month			
Commercial	Industrial	Residential	Total
2	0	8	10
2	0	0	2
0	0	2	2
2	0	19	21
0	0	0	0
0	0	0	0
6	0	36	42
12	0	28	40
8	0	8	16
0	0	0	0
2	0	10	12
0	0	0	0
34	0	80	114
15	0	49	64
5	0	31	36
23	0	106	129
21	0	45	66
2	0	21	23
0	0	7	7
14	0	61	75
3	0	44	47
0	0	0	0
1	0	11	12
6	0	6	12
1	0	9	10
1	0	3	4
0	0	9	9
21	0	104	125
23	0	118	141
0	0	0	0
0	0	5	5
2	0	0	2
0	0	1	1
0	0	1	1
2	0	4	6
0	0	1	1
14	0	40	54
0	0	2	2
0	0	0	0
1	0	5	6
223	0	874	1097

d. Time Payment Agreement Started During Month			
Commercial	Industrial	Residential	Total
0	0	6	6
2	0	0	2
0	0	2	2
1	0	8	9
0	0	0	0
0	0	0	0
3	0	19	22
12	0	18	30
7	0	5	12
0	0	0	0
2	0	6	8
0	0	0	0
24	0	53	77
12	0	31	43
4	0	19	23
19	0	60	79
15	0	29	44
1	0	15	16
0	0	4	4
11	0	40	51
0	0	23	23
0	0	0	0
1	0	6	7
3	0	4	7
1	0	6	7
1	0	3	4
0	0	7	7
13	0	58	71
18	0	74	92
0	0	0	0
0	0	4	4
2	0	0	2
0	0	0	0
0	0	1	1
2	0	4	6
0	0	0	0
11	0	30	41
0	0	1	1
0	0	0	0
1	0	2	3
166	0	538	704

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	4	\$ 1,568.88	1	\$ 67.13	\$ 67.13		
97432							
97442	3	\$ 1,954.38	1	\$ 325.38	\$ 325.38		
97457	7	\$ 4,577.38	2	\$ 222.65	\$ 111.33	1	\$ 79.82
97462	8	\$ 6,418.11	4	\$ 622.72	\$ 155.68	1	\$ 5,433.77
97469							
97470	82	\$ 24,609.54	37	\$ 5,255.22	\$ 142.03	30	\$ 11,146.41
97471	44	\$ 12,408.24	24	\$ 5,544.75	\$ 231.03	12	\$ 3,509.23
97479	25	\$ 8,703.45	10	\$ 1,449.97	\$ 145.00	5	\$ 1,016.45
97495	1	\$ 72.70	1	\$ 72.70	\$ 72.70		
97496	12	\$ 2,067.60	9	\$ 1,309.32	\$ 145.48	1	\$ 34.68
97497							
97501	96	\$ 64,148.95	47	\$ 11,989.66	\$ 255.10	12	\$ 7,716.23
97502	65	\$ 22,790.50	41	\$ 14,043.33	\$ 342.52	11	\$ 2,235.64
97503	21	\$ 7,161.11	13	\$ 3,562.43	\$ 274.03	4	\$ 1,901.63
97504	73	\$ 26,998.81	47	\$ 14,093.60	\$ 299.86	9	\$ 2,765.54
97520	55	\$ 22,320.93	36	\$ 14,831.90	\$ 412.00	9	\$ 4,228.53
97524	20	\$ 5,541.93	9	\$ 899.71	\$ 99.97	2	\$ 779.27
97525	5	\$ 2,641.47	3	\$ 460.16	\$ 153.39		
97526	125	\$ 56,706.97	68	\$ 11,459.63	\$ 168.52	32	\$ 22,703.65
97527	20	\$ 10,126.17	8	\$ 1,649.96	\$ 206.25		
97528							
97530	7	\$ 4,147.28	4	\$ 773.30	\$ 193.33	1	\$ 173.08
97535	13	\$ 8,278.37	5	\$ 860.37	\$ 172.07	3	\$ 1,219.06
97537	15	\$ 6,583.90	5	\$ 433.65	\$ 86.73	5	\$ 983.67
97539	1	\$ 64.40	1	\$ 64.40	\$ 64.40		
97540	6	\$ 504.58	6	\$ 504.58	\$ 84.10		
97601	62	\$ 28,445.97	37	\$ 9,978.33	\$ 269.68	11	\$ 2,407.54
97603	68	\$ 57,137.25	39	\$ 6,442.89	\$ 165.20	14	\$ 40,000.20
97623	2	\$ 408.42				2	\$ 408.42
97627							
97632	4	\$ 1,131.10	3	\$ 658.00	\$ 219.33	1	\$ 473.10
97634							
97824							
97827	4	\$ 580.57	3	\$ 320.18	\$ 106.73	1	\$ 260.39
97841							
97850	24	\$ 23,684.96	8	\$ 8,141.23	\$ 1,017.65	5	\$ 7,229.81
97867							
97876							
97883	3	\$ 850.70	2	\$ 223.33	\$ 111.67	1	\$ 627.37
TOTAL	875	\$412,634.62	474	\$116,260.48	\$ 245.28	173	\$117,333.49

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

60 Avg Arrears	90 + Acct	90+ Arrears	90 Avg Arrears	POSTAL	Total Accts	Total Arrears
	3	\$ 1,501.75	\$ 500.58	97417	1	\$ 1,654.29
				97432		
	2	\$ 1,629.00	\$ 814.50	97442		
\$ 79.82	4	\$ 4,274.91	\$ 1,068.73	97457		
\$ 5,433.77	3	\$ 361.62	\$ 120.54	97462		
				97469		
\$ 371.55	15	\$ 8,207.91	\$ 547.19	97470	1	\$ 423.94
\$ 292.44	8	\$ 3,354.26	\$ 419.28	97471		
\$ 203.29	10	\$ 6,237.03	\$ 623.70	97479		
				97495		
\$ 34.68	2	\$ 723.60	\$ 361.80	97496		
				97497		
\$ 643.02	37	\$ 44,443.06	\$ 1,201.16	97501		
\$ 203.24	13	\$ 6,511.53	\$ 500.89	97502	1	\$ 2,711.04
\$ 475.41	4	\$ 1,697.05	\$ 424.26	97503	1	\$ 2,215.62
\$ 307.28	17	\$ 10,139.67	\$ 596.45	97504		
\$ 469.84	10	\$ 3,260.50	\$ 326.05	97520		
\$ 389.64	9	\$ 3,862.95	\$ 429.22	97524		
	2	\$ 2,181.31	\$ 1,090.66	97525		
\$ 709.49	25	\$ 22,543.69	\$ 901.75	97526		
	12	\$ 8,476.21	\$ 706.35	97527		
				97528		
\$ 173.08	2	\$ 3,200.90	\$ 1,600.45	97530		
\$ 406.35	5	\$ 6,198.94	\$ 1,239.79	97535		
\$ 196.73	5	\$ 5,166.58	\$ 1,033.32	97537		
				97539		
				97540		
\$ 218.87	14	\$ 16,060.10	\$ 1,147.15	97601	1	\$ 1,048.69
\$ 2,857.16	15	\$ 10,694.16	\$ 712.94	97603		
\$ 204.21				97623		
				97627		
\$ 473.10				97632		
				97634		
				97824		
\$ 260.39				97827		
				97841		
\$ 1,445.96	11	\$ 8,313.92	\$ 755.81	97850		
				97867		
				97876		
\$ 627.37				97883		
\$ 678.23	228	\$179,040.65	\$ 785.27	TOTAL	5	\$ 8,053.58

90+ Arrears	90 Avg Arrears	POSTAL	Total Accts	Total Arrears	30+ Acct	30+ Arrears
		97417	40	\$ 10,048.08	11	\$ 873.60
		97432	7	\$ 863.02	2	\$ 22.16
		97442	18	\$ 4,354.82	8	\$ 468.17
		97457	149	\$ 35,024.39	48	\$ 2,568.93
		97462	38	\$ 8,058.22	20	\$ 1,243.02
		97469	40	\$ 13,585.29	16	\$ 1,094.85
\$ 423.94	\$ 423.94	97470	486	\$ 114,754.12	173	\$ 13,087.55
		97471	338	\$ 80,890.13	149	\$ 10,559.13
		97479	166	\$ 37,782.67	63	\$ 4,441.96
		97495	33	\$ 8,836.60	10	\$ 618.48
		97496	162	\$ 35,343.21	54	\$ 4,233.13
		97497	1	\$ 65.73		
		97501	970	\$ 256,548.34	350	\$ 27,462.69
		97502	595	\$ 138,824.07	259	\$ 19,988.52
		97503	290	\$ 60,616.64	131	\$ 8,793.68
		97504	892	\$ 226,569.59	388	\$ 38,086.82
		97520	428	\$ 104,949.90	169	\$ 14,745.09
		97524	235	\$ 46,995.77	109	\$ 9,129.69
		97525	82	\$ 25,081.09	25	\$ 2,251.59
		97526	733	\$ 157,119.60	331	\$ 27,664.91
		97527	497	\$ 118,939.52	182	\$ 12,812.98
		97528				
		97530	73	\$ 15,499.70	38	\$ 3,592.12
		97535	113	\$ 29,921.62	50	\$ 4,122.08
		97537	61	\$ 14,455.67	32	\$ 2,471.09
		97539	16	\$ 3,257.82	6	\$ 417.65
		97540	142	\$ 28,312.63	56	\$ 3,382.85
		97601	750	\$ 196,580.09	281	\$ 22,753.39
		97603	868	\$ 248,987.28	368	\$ 33,776.68
		97623	3	\$ 1,057.07	1	\$ 83.21
		97627	19	\$ 4,489.91	6	\$ 550.66
		97632	12	\$ 2,800.40	5	\$ 377.36
		97634	2	\$ 579.62	1	\$ 21.66
		97824	6	\$ 1,278.58	1	\$ 123.70
		97827	49	\$ 14,735.25	15	\$ 995.61
		97841	2	\$ 436.46		
		97850	303	\$ 96,401.23	96	\$ 7,987.38
		97867	15	\$ 6,633.34	4	\$ 267.38
		97876	5	\$ 951.62	2	\$ 74.53
		97883	45	\$ 11,341.77	12	\$ 862.18
\$ 423.94	\$ 423.94	TOTAL	8,684	\$ 2,162,970.86	3472	\$282,006.48

Residential - March 2021						
30 Avg Arrears	60+ Acct	60+ Arrears	60 Avg Arrears	90 + Acct	90+ Arrears	90 Avg Arrears
\$ 79.42	4	\$ 539.74	\$ 134.94	25	\$ 8,634.74	\$ 345.39
\$ 11.08	2	\$ 244.92	\$ 122.46	3	\$ 595.94	\$ 198.65
\$ 58.52	4	\$ 569.12	\$ 142.28	6	\$ 3,317.53	\$ 552.92
\$ 53.52	29	\$ 4,334.91	\$ 149.48	72	\$ 28,120.55	\$ 390.56
\$ 62.15	5	\$ 1,364.83	\$ 272.97	13	\$ 5,450.37	\$ 419.26
\$ 68.43	3	\$ 555.70	\$ 185.23	21	\$ 11,934.74	\$ 568.32
\$ 75.65	77	\$ 10,887.65	\$ 141.40	236	\$ 90,778.92	\$ 384.66
\$ 70.87	30	\$ 4,284.67	\$ 142.82	159	\$ 66,046.33	\$ 415.39
\$ 70.51	35	\$ 4,911.17	\$ 140.32	68	\$ 28,429.54	\$ 418.08
\$ 61.85	7	\$ 1,214.26	\$ 173.47	16	\$ 7,003.86	\$ 437.74
\$ 78.39	40	\$ 5,399.80	\$ 135.00	68	\$ 25,710.28	\$ 378.09
	1	\$ 65.73	\$ 65.73			
\$ 78.46	124	\$ 22,412.13	\$ 180.74	496	\$ 206,673.52	\$ 416.68
\$ 77.18	119	\$ 20,309.95	\$ 170.67	217	\$ 98,525.60	\$ 454.04
\$ 67.13	53	\$ 7,740.99	\$ 146.06	106	\$ 44,081.97	\$ 415.87
\$ 98.16	149	\$ 25,085.90	\$ 168.36	355	\$ 163,396.87	\$ 460.27
\$ 87.25	85	\$ 14,043.54	\$ 165.22	174	\$ 76,161.27	\$ 437.71
\$ 83.76	48	\$ 8,564.60	\$ 178.43	78	\$ 29,301.48	\$ 375.66
\$ 90.06	19	\$ 3,416.06	\$ 179.79	38	\$ 19,413.44	\$ 510.88
\$ 83.58	153	\$ 24,593.80	\$ 160.74	249	\$ 104,860.89	\$ 421.13
\$ 70.40	92	\$ 14,159.99	\$ 153.91	223	\$ 91,966.55	\$ 412.41
\$ 94.53	17	2043.72	\$ 120.22	18	\$ 9,863.86	\$ 547.99
\$ 82.44	16	3060.37	\$ 191.27	47	\$ 22,739.17	\$ 483.81
\$ 77.22	10	1609.12	\$ 160.91	19	\$ 10,375.46	\$ 546.08
\$ 69.61	4	229.57	\$ 57.39	6	\$ 2,610.60	\$ 435.10
\$ 60.41	31	4576.57	\$ 147.63	55	\$ 20,353.21	\$ 370.06
\$ 80.97	134	22262.87	\$ 166.14	335	\$ 151,563.83	\$ 452.43
\$ 91.78	145	28375.54	\$ 195.69	355	\$ 186,835.06	\$ 526.30
\$ 83.21				2	\$ 973.86	\$ 486.93
\$ 91.78	4	677.37	\$ 169.34	9	\$ 3,261.88	\$ 362.43
\$ 75.47	1	80.54	\$ 80.54	6	\$ 2,342.50	\$ 390.42
\$ 21.66				1	\$ 557.96	\$ 557.96
\$ 123.70	2	224.13	\$ 112.07	3	\$ 930.75	\$ 310.25
\$ 66.37	13	2671.54	\$ 205.50	21	\$ 11,068.10	\$ 527.05
	1	183.18	\$ 183.18	1	\$ 253.28	\$ 253.28
\$ 83.20	55	9262.53	\$ 168.41	152	\$ 79,151.32	\$ 520.73
\$ 66.85	3	985.12	\$ 328.37	8	\$ 5,380.84	\$ 672.61
\$ 37.27	2	288.77	\$ 144.39	1	\$ 588.32	\$ 588.32
\$ 71.85	12	2311.57	\$ 192.63	21	\$ 8,168.02	\$ 388.95
\$ 81.22	1529	\$253,541.97	\$ 165.82	3683	\$ 1,627,422.41	\$ 441.87

Industrial - March 2021							
POSTAL	Total Accts	Total Arrear	30+ Acct	30+ Arrears	Avg Arrea	60+ Acct	60+ Arrears
97417							
97432							
97442							
97457							
97462							
97469							
97470							
97471							
97479							
97495							
97496							
97497							
97501							
97502							
97503							
97504							
97520							
97524							
97525							
97526							
97527							
97528							
97530							
97535							
97537							
97539							
97540							
97601							
97603							
97623							
97627							
97632	1	\$ 363.42	1	\$ 363.42	\$ 363.42		
97634							
97824							
97827							
97841							
97850							
97867							
97876							
97883	1	\$ 34.00				1	\$ 34.00
TOTAL	2	\$ 397.42	1	\$ 363.42	\$ 363.42	1	\$ 34.00

POSTAL	e. The number of customers completing a TPA during the period			
	Commercial	Industrial	Residential	Total
97417	2	0	6	8
97432	3	0	1	4
97442	0	0	1	1
97457	2	0	21	23
97462	0	0	2	2
97469	0	0	2	2
97470	8	0	59	67
97471	8	0	46	54
97479	8	0	17	25
97495	0	0	3	3
97496	4	0	21	25
97497	0	0	0	0
97501	34	0	156	190
97502	17	0	78	95
97503	7	0	30	37
97504	34	0	148	182
97520	24	0	80	104
97524	4	0	33	37
97525	0	0	4	4
97526	21	0	83	104
97527	3	0	64	67
97528	0	0	0	0
97530	2	0	19	21
97535	8	0	15	23
97537	3	0	15	18
97539	1	0	1	2
97540	0	0	8	8
97601	21	0	131	152
97603	26	0	166	192
97623	0	0	0	0
97627	0	0	4	4
97632	2	0	0	2
97634	0	0	1	1
97824	0	0	1	1
97827	4	0	8	12
97841	0	0	2	2
97850	18	0	66	84
97867	0	0	1	1
97876	0	0	0	0
97883	0	0	11	11
Total	264	0	1304	1568

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
8	0	41	49

covered by vintage (t)
Total
23
2
16
44
13
18
399
190
73
6
31
0
957
387
179
591
367
116
31
588
121
0
19
86
27
16
21
428
469
6
0
10
0
10
30
4
254
4
0
14
5550

e)

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

	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
Customers	77391	77386	77329	77435	
Non-Payment Disconnects	3		35	32	
All Other Disconnects	18	20	13	58	
Disconnects as Percentage of Customers	0.027%	0.026%	0.062%	0.116%	
Non-Payment Disconnect %	0.004%	0.000%	0.045%	0.041%	
All Other Disconnects %	0.023%	0.026%	0.017%	0.075%	

Staff DR_26 Please provide the Company's **Oregon** small commercial customer count and small cor through the present month. This is an ongoing re

Oregon- Small Commercial	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
Customers	12015	12018	12039	12037	
Non-Payment Disconnects	0	0	27	25	
All Other Disconnects	5	7	7	3	
Disconnects as Percentage of Customers	0.042%	0.058%	0.282%	0.233%	
Non-Payment Disconnect %	0.000%	0.000%	0.224%	0.208%	
All Other Disconnects %	0.042%	0.058%	0.058%	0.025%	



Avista Corp.

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

April 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 March 2021 COVID-19 Monthly Report along with its First Quarter 2021 COVID-19 Report per order No. 20-324 in Docket UM 2114. Included with its COVID-19 Collections Report is Avista’s 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



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

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