



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 August 2021 COVID-19 Report, UM 2114

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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.

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Spokane, Washington 99220-0500
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Toll Free 800-727-9170

September 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 August 2021 COVID-19 Monthly Reporting requirements per order No. 20-057

Filing Center:

Avista Corporation, dba Avista Utilities, hereby submits its August 2021 COVID-19 Monthly Report per order No. 20-057 in Docket UM 2114. Included with its COVID-19 Collections Report is Avista's response to update Information Request (IR) No. 25 and newly requested IR No. 41. Information Request No. 41 replaces IR No. 26 which has been submitted in the Company's previous filings.

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

Sincerely,

/s/ Amanda Ghering

Amanda Ghering
Regulatory Policy Analyst

POSTAL	a. Number of Customers by Customer Class				b. Fees assessed by Customer Class				c. Time Payment Agreement Active During Month				d. Time Payment Agreement Started During Month				e. Disconnects For Non-payment				m. Number of service reconnects								
	Commercial	Industrial	Residential	Total	Commercial	Industrial	Residential	Total	Commercial	Industrial	Residential	Total	Commercial	Industrial	Residential	Total	Commercial	Industrial	Residential	Total	24-Hour	48-Hour	Less than 7	7+ Days	Total				
97417	101		323	424	3			3	0	0	4	4	0	0	4	4			5	5	1		1		2				
97432	10		55	65				0	0	0	1	1	0	0	0	0			1	1					0				
97442	23	1	158	182	1			1	0	0	1	1	0	0	0	0			1	1					0				
97457	179		1,482	1661	6			6	1	0	15	16	1	0	11	12			3	4					3				
97462	36		275	311	4			4	0	0	2	2	0	0	1	1			3	3			2		3				
97469	40	8	267	315				0	0	0	4	4	0	0	1	1			7	7			2	1	1				
97470	876	4	3,533	4413	27			27	5	0	30	35	4	0	19	23			21	21			2	2	7				
97471	595	5	5,071	5671	9			9	2	1	38	41	0	1	25	26			18	19			6	4	11				
97479	234	3	1,657	1894	8			8	1	0	6	7	0	0	3	3									0				
97495	17		506	523				0	0	0	1	1	0	0	0	0			2	2			2		2				
97496	117	2	1,147	1266	3			3	0	0	10	10	0	0	8	8			9	9			2	1	4				
97497			2	2				0	0	0	0	0	0	0	0	0									0				
97501	1,458	11	9,167	10636	47			47	9	0	67	76	6	0	47	53			26	26			6	2	10				
97502	651	3	6,440	7094	30			30	2	0	41	43	0	0	25	25									0				
97503	240	17	1,680	1937	9	1		10	2	0	15	17	2	0	7	9									0				
97504	1,401	1	13,106	14508	37			37	2	0	85	87	2	0	51	53			10	12			6	1	9				
97520	904	1	7,374	8279	45			45	14	0	46	60	1	0	33	34			1	1					0				
97524	137		2,770	2907	10			10	1	0	8	9	1	0	4	5									0				
97525	62		592	654	1			1	0	0	8	8	0	0	3	3			4	4			1		1				
97526	1,242	7	6,415	7664	45			45	7	0	31	38	4	0	19	23			13	15			2	1	3				
97527	433	5	5,563	6001	8			8	0	0	49	49	0	0	38	38			15	15			3	2	5				
97528			2	2				0	0	0	0	0	0	0	0	0									0				
97530	129		1,243	1372	1			1	0	0	6	6	0	0	2	2									0				
97535	147		1,071	1218	4			4	0	0	12	12	0	0	8	8			1	1					0				
97537	89		557	646	4			4	0	0	4	4	0	0	4	4			7	7			2		4				
97539	43		221	264	1			1	1	0	1	2	0	0	0	0									0				
97540	67		1,295	1362				0	0	0	8	8	0	0	5	5									0				
97601	844	9	6,483	7336	41			41	9	0	57	66	5	0	26	31			3	3					0				
97603	913	6	8,830	9749	33	1		34	8	0	94	102	3	0	46	49			1	27					0				
97623	10		56	66	1			1	0	0	0	0	0	0	0	0									0				
97627	8		207	215				0	0	0	1	1	0	0	0	0									0				
97632	32	1	125	158	2			2	0	0	1	1	0	0	1	1									0				
97634	1		26	27				0	0	0	0	0	0	0	0	0									0				
97824	31	1	315	347				0	0	0	0	0	0	0	0	0									0				
97827	68	3	551	622	2			2	0	0	2	2	0	0	2	2			3	3					0				
97841	16	1	129	146				0	0	0	0	0	0	0	0	0									0				
97850	734	7	5,012	5753	28			28	3	0	26	29	3	0	19	22			33	33			6	1	12				
97867	28		143	171				0	0	0	0	0	0	0	0	0			2	2					0				
97876	8	2	52	62				0	0	0	0	0	0	0	0	0									0				
97883	63	1	776	840				0	0	0	5	5	0	0	3	3									0				
Total	11997	99	94677	106773	410	2	0	412	67	1	679	747	32	1	415	448			8	0			218	226	35	13	23	7	78

Staff IR_25 Please provide the Company's Whole Company small commercial customer count and small commercial disconnects in an MS Excel table as shown below from December 2020 through the present month. This is an ongoing request through December 2021.													
All Company Small Commercial	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Customers	77391	77386	77329	77435	77407	77369	77436	77385	77433				
Non-Payment Disconnects	3		35	32	22	20	22	28	11				
All Other Disconnects	18	20	13	58	75	22	17	37	35				
Disconnects as Percentage of Customers	0.027%	0.026%	0.062%	0.116%	0.125%	0.054%	0.050%	0.084%	0.059%				
Non-Payment Disconnect %	0.004%	0.000%	0.045%	0.041%	0.028%	0.026%	0.028%	0.036%	0.014%				
All Other Disconnects %	0.023%	0.026%	0.017%	0.075%	0.097%	0.028%	0.022%	0.048%	0.045%				

Staff IR_41_ Standing Information Request for Monthly data updates in the form of the complete tables shown below January thru the just prior month, monthly Oregon small commercial number of customers and customer disconnects, also providing monthly small Oregon commercial customers and disconnects for each month of 2018 and 2019

Oregon Small Commercial Disconnects	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Small Commercial Customers	12,018	12,039	12,037	12,004	11,945	11,923	11,898	11,864				
Small Commercial Disconnects	7	34	28	21	15	22	24	8				
Disconnects as Percentage of Customers	0.06%	0.28%	0.23%	0.17%	0.13%	0.18%	0.20%	0.07%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Oregon Small Commercial Disconnects	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Small Commercial Customers	11,974	11,956	11,951	11,936	11,927	11,907	11,884	11,891	11,881	11,955	11,978	12,024
Small Commercial Disconnects	10	13	12	12	17	12	7	13	15	11	2	10
Disconnects as Percentage of Customers	0.08%	0.11%	0.10%	0.10%	0.14%	0.10%	0.06%	0.11%	0.13%	0.09%	0.02%	0.08%

Oregon Small Commercial Disconnects	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Small Commercial Customers	11,951	11,913	11,899	11,881	11,835	11,811	11,789	11,871	11,780	11,860	11,916	11,926
Small Commercial Disconnects	10	10	22	15	34	19	16	28	7	12	8	10
Disconnects as Percentage of Customers	0.08%	0.08%	0.18%	0.13%	0.29%	0.16%	0.14%	0.24%	0.06%	0.10%	0.07%	0.08%

Avista Debt Relief Spending						Estimated Total Benefit and Cost per Customer				
2021-2022	Automatic			Forgiveness			Total	Cost Per Customer		
	\$ 214,661.76			\$ 675,211.07			\$ 889,890.00	\$ 9.84		
	Automatic	Customer Count	Avg Benefit	Forgiveness	Customer Count	Avg Benefit	Total Benefit	Customers Served	Avg Benefit	
February			#DIV/0!			#DIV/0!			#DIV/0!	
March	\$ -	-	#DIV/0!			#DIV/0!	\$ -	-	#DIV/0!	
Apr-21	\$214,661.76	654	\$ 328.23	\$275,831.87	514	\$536.64	\$490,493.63	1,168	\$ 419.94	
May-21	\$ -	-	#DIV/0!	\$150,135.75	340	\$441.58	\$150,135.75	340	\$ 441.58	
Jun-21	\$ -	-	#DIV/0!	\$ 41,566.58	93	\$446.95	Residential Customer Count	\$ 41,566.58	93	\$ 446.95
Jul-21	\$ -	-	#DIV/0!	\$ 39,600.83	72	\$550.01		90,436	\$ 39,600.83	72
Aug-21	\$ -	-	#DIV/0!	\$167,300.46	253	\$661.27	Avg Cost per Customer YTD	\$167,300.46	253	\$ 661.27
Sep-21	\$ -	-	#DIV/0!	\$ 775.58	1	\$775.58	\$ 9.84	\$ 775.58	1	\$ 775.58
Oct-21	\$ -	-	#DIV/0!			#DIV/0!	Total Average Cost per Customer	\$ -	-	#DIV/0!
Nov-21	\$ -	-	#DIV/0!			#DIV/0!	\$ 9.84	\$ -	-	#DIV/0!
Dec-21	\$ -	-	#DIV/0!			#DIV/0!	Total Spent	\$ -	-	#DIV/0!
Jan-22	\$ -	-	#DIV/0!			#DIV/0!	\$ 889,872.83	\$ -	-	#DIV/0!
Feb-22	\$ -	-	#DIV/0!			#DIV/0!	Total Remaining	\$ -	-	#DIV/0!
Mar-22	\$ -	-	#DIV/0!			#DIV/0!	\$ 17.17	\$ -	-	#DIV/0!
Apr-22	\$ -	-	#DIV/0!			#DIV/0!		\$ -	-	#DIV/0!
May-22	\$ -	-	#DIV/0!			#DIV/0!		\$ -	-	#DIV/0!
Jun-22	\$ -	-	#DIV/0!			#DIV/0!		\$ -	-	#DIV/0!
Jul-22	\$ -	-	#DIV/0!			#DIV/0!		\$ -	-	#DIV/0!
Aug-22	\$ -	-	#DIV/0!			#DIV/0!		\$ -	-	#DIV/0!
Sep-22	\$ -	-	#DIV/0!			#DIV/0!		\$ -	-	#DIV/0!
Oct-22	\$ -	-	#DIV/0!			#DIV/0!		\$ -	-	#DIV/0!
Total	\$214,661.76	654	\$ 328.23	\$675,211.07	1,273	\$530.41		\$889,872.83	1,927	\$ 461.79
Percentage of Total	24%			76%				100%		