



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 February 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](mailto:PUC.FilingCenter@state.or.us)

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.**

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

March 18, 2021

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

RE: RG 92 - Avista Utilities February 2021 COVID-19 Monthly Report per order No. 20-324  
in Docket UM 2114

Filing Center:

Avista Corporation, dba Avista Utilities (“Avista” and/or the “Company”), hereby submits  
its February 2021 COVID-19 Monthly 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		319	424
97432	10		55	65
97442	33	1	155	189
97457	181		1,480	1661
97462	36		278	314
97469	41	8	272	321
97470	891	4	3,551	4446
97471	601	5	5,049	5655
97479	235	3	1,650	1888
97495	17		501	518
97496	115	2	1,141	1258
97497			2	2
97501	1,489	11	9,170	10670
97502	659	3	6,386	7048
97503	242	17	1,675	1934
97504	1,417	1	13,038	14456
97520	916	1	7,307	8224
97524	142		2,736	2878
97525	63		595	658
97526	1,257	7	6,420	7684
97527	449	5	5,537	5991
97528			2	2
97530	129		1,233	1362
97535	147		1,043	1190
97537	96		555	651
97539	42		215	257
97540	67		1,254	1321
97601	850	9	6,493	7352
97603	930	5	8,809	9744
97623	10		56	66
97627	7		201	208
97632	32	1	127	160
97634	1		25	26
97824	31	1	315	347
97827	69	3	543	615
97841	16	1	131	148
97850	747	7	5,024	5778
97867	26		145	171
97876	8	2	52	62
97883	64	1	776	841
<b>Total</b>	<b>12171</b>	<b>98</b>	<b>94316</b>	<b>106585</b>

b. Late fees assessed by Customer Class			
Commercial	Industrial	Residential	Total
7			7
4			
3			3
10			10
5			5
4			
77			77
49			49
21			21
			0
9	1		10
147			147
72	1		73
37	2		39
88			88
82			82
15			15
3			3
96			96
28			28
10			10
9			9
10			10
1			1
5			5
82			82
80			80
3			3
5			5
3			3
4			4
			0
44			44
2			2
<b>1015</b>	<b>4</b>	<b>0</b>	<b>1011</b>



c. Time Payment Agreement Active During Month			
Commercial	Industrial	Residential	Total
2		3	5
0		1	1
0		0	0
1		16	17
0		1	1
0		1	1
4		36	40
1		22	23
4		12	16
0		2	2
2		12	14
0		0	0
15		90	105
8		47	55
3		21	24
13		86	99
16		37	53
2		20	22
0		3	3
8		48	56
3		39	42
0		0	0
1		8	9
5		10	15
1		10	11
1		0	1
0		4	4
11		77	88
15		92	107
0		0	0
0		1	1
0		0	0
0		1	1
0		0	0
0		2	2
0		1	1
9		31	40
0		1	1
0		0	0
0		5	5
125	0	740	865

d. Time Payment Agreement Started During Month			
Commercial	Industrial	Residential	Total
2		0	2
0		1	1
0		0	0
1		11	12
0		1	1
0		0	0
3		23	26
0		14	14
0		8	8
0		1	1
0		7	7
0		0	0
10		58	68
6		28	34
2		15	17
8		47	55
12		27	39
2		14	16
0		3	3
7		24	31
3		29	32
0		0	0
0		6	6
4		4	8
1		8	9
1		0	1
0		3	3
8		45	53
8		52	60
0		0	0
0		1	1
0		0	0
0		1	1
0		0	0
0		1	1
0		1	1
7		24	31
0		1	1
0		0	0
0		4	4
85	0	462	547





disconnected for non-payment during the month of February, Avista discovered that 27 business customers were ultimately disconnected with only 9 of those businesses reconnecting their natural gas service. The Company reached out to customers to learn what was preventing them from reconnecting their service and learned that 11 business customers are no longer in business while the Company was not able to reach the remaining 7 customers, despite multiple attempts.





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

Small Commercial					
POSTAL	Total Accts	Total Arrears	30+ Acct	30+ Arrears	30 Avg Arrears
97417	6	\$ 1,551.48	3	\$ 188.76	\$ 62.92
97432	4	\$ 3,028.39	4	\$ 3,028.39	\$ 757.10
97442	4	\$ 2,687.54	2	\$ 1,078.88	\$ 539.44
97457	6	\$ 1,835.18	3	\$ 156.88	\$ 52.29
97462	7	\$ 6,401.58	3	\$ 6,016.31	\$ 2,005.44
97469	1	\$ 268.97			
97470	106	\$ 34,772.04	70	\$ 17,761.10	\$ 253.73
97471	59	\$ 21,733.70	47	\$ 16,068.38	\$ 341.88
97479	30	\$ 20,965.40	14	\$ 9,394.26	\$ 671.02
97495					
97496	14	\$ 3,210.51	9	\$ 1,384.76	\$ 153.86
97497					
97501	121	\$ 71,318.61	53	\$ 19,370.15	\$ 365.47
97502	73	\$ 20,946.98	47	\$ 10,377.88	\$ 220.81
97503	31	\$ 31,266.74	20	\$ 27,245.85	\$ 1,362.29
97504	85	\$ 29,175.51	47	\$ 8,557.03	\$ 182.06
97520	81	\$ 56,024.02	44	\$ 42,129.93	\$ 957.50
97524	26	\$ 6,710.39	12	\$ 1,077.32	\$ 89.78
97525	4	\$ 2,476.32	2	\$ 274.37	\$ 137.19
97526	130	\$ 78,100.88	75	\$ 26,797.21	\$ 357.30
97527	24	\$ 8,833.70	10	\$ 1,692.47	\$ 169.25
97528					
97530	9	\$ 4,385.41	6	\$ 873.57	\$ 145.60
97535	10	\$ 4,314.32	3	\$ 864.71	\$ 288.24
97537	16	\$ 5,913.12	10	\$ 2,027.44	\$ 202.74
97539	3	\$ 1,231.69	2	\$ 513.75	\$ 256.88
97540	22	\$ 8,329.51	18	\$ 4,070.14	\$ 226.12
97601	77	\$ 38,628.92	48	\$ 12,686.16	\$ 264.30
97603	94	\$ 31,944.13	56	\$ 12,663.40	\$ 226.13
97623	2	\$ 368.93	2	\$ 368.93	\$ 184.47
97627					
97632	5	\$ 1,055.76	5	\$ 1,055.76	\$ 211.15
97634					
97824	1	\$ 96.78	1	\$ 96.78	\$ 96.78
97827	1	\$ 280.73	1	\$ 280.73	\$ 280.73
97841					
97850	45	\$ 25,340.39	25	\$ 9,899.22	\$ 395.97
97867					
97876					
97883	3	\$ 475.92	3	\$ 475.92	\$ 158.64
<b>TOTAL</b>	<b>1,100</b>	<b>\$ 523,673.55</b>	<b>645</b>	<b>\$ 238,476.44</b>	<b>\$ 369.73</b>

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

February 2021					
60+ Acct	60+ Arrears	60 Avg Arrears	90 + Acct	90+ Arrears	90 Avg Arrears
			3	\$ 1,362.72	\$ 454.24
			2	\$ 1,608.66	\$ 804.33
			3	\$ 1,678.30	\$ 559.43
3	\$ 278.23	\$ 92.74	1	\$ 107.04	\$ 107.04
1	\$ 268.97	\$ 268.97			
16	\$ 7,727.59	\$ 482.97	20	\$ 9,283.35	\$ 464.17
8	\$ 1,741.13	\$ 217.64	4	\$ 3,924.19	\$ 981.05
4	\$ 2,407.97	\$ 601.99	12	\$ 9,163.17	\$ 763.60
3	\$ 786.82	\$ 262.27	2	\$ 1,038.93	\$ 519.47
31	\$ 10,751.16	\$ 346.81	37	\$ 41,197.30	\$ 1,113.44
13	\$ 4,649.40	\$ 357.65	13	\$ 5,919.70	\$ 455.36
4	\$ 1,726.24	\$ 431.56	7	\$ 2,294.65	\$ 327.81
14	\$ 8,413.59	\$ 600.97	24	\$ 12,204.89	\$ 508.54
12	\$ 1,746.72	\$ 145.56	25	\$ 12,147.37	\$ 485.89
7	\$ 1,221.66	\$ 174.52	7	\$ 4,411.41	\$ 630.20
1	\$ 823.71	\$ 823.71	1	\$ 1,378.24	\$ 1,378.24
25	\$ 25,242.59	\$ 1,009.70	30	\$ 26,061.08	\$ 868.70
4	\$ 443.68	\$ 110.92	10	\$ 6,697.55	\$ 669.76
1	\$ 258.04	\$ 258.04	2	\$ 3,253.80	\$ 1,626.90
1	\$ 528.55	\$ 528.55	6	\$ 2,921.06	\$ 486.84
1	\$ 221.81	\$ 221.81	5	\$ 3,663.87	\$ 732.77
			1	\$ 717.94	\$ 717.94
3	\$ 4,112.73	\$ 1,370.91	1	\$ 146.64	\$ 146.64
10	\$ 8,942.09	\$ 894.21	19	\$ 17,000.67	\$ 894.77
18	\$ 7,624.79	\$ 423.60	20	\$ 11,655.94	\$ 582.80
5	\$ 4,785.27	\$ 957.05	15	\$ 10,655.90	\$ 710.39
<b>185</b>	<b>\$ 94,702.74</b>	<b>\$ 511.91</b>	<b>270</b>	<b>\$ 190,494.37</b>	<b>\$ 705.53</b>

Large Commercial

POSTAL	Total Accts	Total Arrears	30+ Acct	30+ Arrears	30 Avg Arrears
97417	1	\$ 1,520.94	1	\$ 1,520.94	\$ 1,520.94
97432					
97442					
97457					
97462					
97469					
97470	1	\$ 322.81			
97471	1	\$ 1,365.59	1	\$ 1,365.59	\$ 1,365.59
97479					
97495					
97496					
97497					
97501					
97502	2	\$ 1,825.27	1	\$ 115.84	\$ 115.84
97503	3	\$ 10,741.61	3	\$ 10,741.61	\$ 3,580.54
97504					
97520					
97524					
97525					
97526					
97527					
97528					
97530					
97535					
97537					
97539					
97540					
97601	1	\$ 2,131.35			
97603	1	\$ 44.00	1	\$ 44.00	\$ 44.00
97623					
97627					
97632					
97634					
97824					
97827					
97841					
97850					
97867					
97876					
97883					
<b>TOTAL</b>	<b>10</b>	<b>\$ 17,951.57</b>	<b>7</b>	<b>\$ 13,787.98</b>	<b>\$ 1,969.71</b>



90 Avg Arrears		POSTAL	Total Accts	Total Arrears	30+ Acct
		97417	46	\$ 10,130.26	16
		97432	11	\$ 1,092.29	6
		97442	26	\$ 5,322.61	17
		97457	160	\$ 31,229.27	56
		97462	33	\$ 8,523.81	11
		97469	36	\$ 12,486.71	8
\$	322.81	97470	609	\$ 124,415.21	269
		97471	356	\$ 81,950.52	148
		97479	191	\$ 37,019.89	96
		97495	44	\$ 10,180.56	20
		97496	198	\$ 34,819.09	108
		97497	1	\$ 167.58	
		97501	1,061	\$ 239,412.12	320
		97502	709	\$ 148,296.27	348
		97503	330	\$ 63,137.51	163
		97504	995	\$ 221,298.27	475
		97520	504	\$ 102,552.44	234
		97524	310	\$ 56,540.23	175
		97525	99	\$ 23,502.45	46
		97526	833	\$ 162,474.26	421
		97527	562	\$ 124,896.43	214
		97528			
		97530	81	\$ 15,951.54	48
		97535	130	\$ 31,948.65	55
		97537	79	\$ 15,906.04	46
		97539	28	\$ 4,644.07	15
		97540	166	\$ 29,205.86	87
		97601	833	\$ 189,822.82	357
		97603	993	\$ 247,908.10	463
		97623	6	\$ 1,067.54	2
		97627	22	\$ 3,909.21	9
		97632	12	\$ 2,754.39	3
		97634	3	\$ 770.56	2
		97824	16	\$ 2,430.09	6
		97827	56	\$ 14,049.88	25
		97841	3	\$ 589.77	1
		97850	362	\$ 100,283.11	127
		97867	20	\$ 7,006.39	7
		97876	3	\$ 1,286.54	1
		97883	57	\$ 9,892.90	27
\$	322.81	<b>TOTAL</b>	<b>9,984</b>	<b>\$ 2,178,875.24</b>	<b>4432</b>

**Residential - February 2021**

<b>30+ Arrears</b>	<b>30 Avg Arrears</b>	<b>60+ Acct</b>	<b>60+ Arrears</b>	<b>60 Avg Arrears</b>
\$ 1,054.22	\$ 65.89	5	\$ 669.26	\$ 133.85
\$ 253.22	\$ 42.20	2	\$ 293.27	\$ 146.64
\$ 1,491.76	\$ 87.75	2	\$ 360.20	\$ 180.10
\$ 3,866.69	\$ 69.05	34	\$ 4,069.54	\$ 119.69
\$ 648.44	\$ 58.95	7	\$ 1,814.37	\$ 259.20
\$ 589.92	\$ 73.74	4	\$ 930.11	\$ 232.53
\$ 21,500.06	\$ 79.93	98	\$ 16,847.66	\$ 171.91
\$ 12,060.27	\$ 81.49	61	\$ 9,633.03	\$ 157.92
\$ 6,950.62	\$ 72.40	26	\$ 4,249.31	\$ 163.44
\$ 2,100.53	\$ 105.03	6	\$ 698.32	\$ 116.39
\$ 8,417.75	\$ 77.94	31	\$ 4,977.96	\$ 160.58
		1	\$ 167.58	\$ 167.58
\$ 26,751.15	\$ 83.60	251	\$ 32,095.07	\$ 127.87
\$ 31,771.53	\$ 91.30	123	\$ 21,203.73	\$ 172.39
\$ 13,683.71	\$ 83.95	57	\$ 8,997.29	\$ 157.85
\$ 40,929.63	\$ 86.17	138	\$ 23,297.37	\$ 168.82
\$ 18,142.63	\$ 77.53	94	\$ 14,741.10	\$ 156.82
\$ 18,463.56	\$ 105.51	50	\$ 9,532.16	\$ 190.64
\$ 4,081.64	\$ 88.73	16	\$ 2,898.89	\$ 181.18
\$ 38,055.97	\$ 90.39	144	\$ 27,427.79	\$ 190.47
\$ 17,538.79	\$ 81.96	92	\$ 13,343.79	\$ 145.04
\$ 4,310.44	\$ 89.80	15	2843.78	\$ 189.59
\$ 5,320.15	\$ 96.73	26	5032.7	\$ 193.57
\$ 3,749.04	\$ 81.50	7	1344.36	\$ 192.05
\$ 1,304.59	\$ 86.97	4	377.18	\$ 94.30
\$ 6,627.95	\$ 76.18	16	2493.76	\$ 155.86
\$ 29,652.78	\$ 83.06	116	18426.04	\$ 158.85
\$ 44,681.26	\$ 96.50	171	34953.92	\$ 204.41
\$ 90.71	\$ 45.36			
\$ 679.09	\$ 75.45	7	985.29	\$ 140.76
\$ 364.32	\$ 121.44	2	187.91	\$ 93.96
\$ 292.01	\$ 146.01			
\$ 229.03	\$ 38.17	3	332.92	\$ 110.97
\$ 1,871.71	\$ 74.87	9	1104.99	\$ 122.78
\$ 95.63	\$ 95.63	1	293.18	\$ 293.18
\$ 9,791.41	\$ 77.10	58	9633.67	\$ 166.10
\$ 654.71	\$ 93.53	5	1009.24	\$ 201.85
\$ 108.12	\$ 108.12			
\$ 1,747.19	\$ 64.71	10	1342.03	\$ 134.20
<b>\$ 379,922.23</b>	<b>\$ 85.72</b>	<b>1692</b>	<b>\$ 278,608.77</b>	<b>\$ 164.66</b>

90 + Acct	90+ Arrears	90 Avg Arrears		POSTAL	Total Accts
25	\$ 8,406.78	\$ 336.27		97417	
3	\$ 545.80	\$ 181.93		97432	
7	\$ 3,470.65	\$ 495.81		97442	
70	\$ 23,293.04	\$ 332.76		97457	
15	\$ 6,061.00	\$ 404.07		97462	
24	\$ 10,966.68	\$ 456.95		97469	
242	\$ 86,067.49	\$ 355.65		97470	
147	\$ 60,257.22	\$ 409.91		97471	
69	\$ 25,819.96	\$ 374.20		97479	
18	\$ 7,381.71	\$ 410.10		97495	
59	\$ 21,423.38	\$ 363.11		97496	
				97497	
490	\$ 180,565.90	\$ 368.50		97501	
238	\$ 95,321.01	\$ 400.51		97502	
110	\$ 40,456.51	\$ 367.79		97503	
382	\$ 157,071.27	\$ 411.18		97504	
176	\$ 69,668.71	\$ 395.84		97520	
85	\$ 28,544.51	\$ 335.82		97524	
37	\$ 16,521.92	\$ 446.54		97525	
268	\$ 96,990.50	\$ 361.90		97526	
256	\$ 94,013.85	\$ 367.24		97527	
				97528	
18	\$ 8,797.32	\$ 488.74		97530	
49	\$ 21,595.80	\$ 440.73		97535	
26	\$ 10,812.64	\$ 415.87		97537	
9	\$ 2,962.30	\$ 329.14		97539	
63	\$ 20,084.15	\$ 318.80		97540	
360	\$ 141,744.00	\$ 393.73		97601	
359	\$ 168,272.92	\$ 468.73		97603	
4	\$ 976.83	\$ 244.21		97623	
6	\$ 2,244.83	\$ 374.14		97627	
7	\$ 2,202.16	\$ 314.59		97632	
1	\$ 478.55	\$ 478.55		97634	
7	\$ 1,868.14	\$ 266.88		97824	
22	\$ 11,073.18	\$ 503.33		97827	
1	\$ 200.96	\$ 200.96		97841	
177	\$ 80,858.03	\$ 456.83		97850	
8	\$ 5,342.44	\$ 667.81		97867	
2	\$ 1,178.42	\$ 589.21		97876	
20	\$ 6,803.68	\$ 340.18		97883	1
<b>3860</b>	<b>\$ 1,520,344.24</b>	<b>\$ 393.87</b>		<b>TOTAL</b>	<b>1</b>





