



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 November 2020 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

February 18, 2021

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

RE: UM 2114 - Avista Utilities January 2021 COVID-19 Monthly Report per order No. 20-324

Filing Center:

Avista Corporation, dba Avista Utilities (“Avista” and/or the “Company”), hereby submits its January 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		320	425
97432	10		55	65
97442	32	1	155	188
97457	180		1,476	1656
97462	37		276	313
97469	41	8	272	321
97470	881	4	3,553	4438
97471	600	5	5,039	5644
97479	235	3	1,656	1894
97495	17		504	521
97496	117	2	1,141	1260
97497			2	2
97501	1,476	11	9,165	10652
97502	664	3	6,364	7031
97503	241	17	1,684	1942
97504	1,408	1	13,006	14415
97520	916	1	7,312	8229
97524	141		2,721	2862
97525	63		592	655
97526	1,259	7	6,410	7676
97527	447	5	5,544	5996
97528			2	2
97530	130		1,234	1364
97535	143		1,039	1182
97537	96		555	651
97539	42		215	257
97540	67		1,252	1319
97601	855	9	6,476	7340
97603	922	5	8,803	9730
97623	10		56	66
97627	7		199	206
97632	32	1	129	162
97634	1		25	26
97824	31	1	317	349
97827	70	3	544	617
97841	16	1	132	149
97850	743	7	5,005	5755
97867	26		144	170
97876	8	2	52	62
97883	64	1	776	841
<b>Total</b>	<b>12133</b>	<b>98</b>	<b>94202</b>	<b>106433</b>

b. Late fees assessed by Customer Class			
Commercial	Industrial	Residential	Total
2			2
4			4
1			1
6			6
74			74
30			30
20			20
2			2
4	1		5
54			54
66	1		67
29	1		30
101			101
81			81
18			18
3			3
106			106
33			33
6			6
12			12
13			13
3			3
1			1
100			100
102			102
1			1
2			2
2			2
6			6
1			1
36			36
3			3
<b>922</b>	<b>3</b>	<b>0</b>	<b>925</b>

c. Time Payment Agreement Active During Month			
Commercial	Industrial	Residential	Total
		5	5
1			1
		10	10
		1	1
		2	2
4		34	38
2		26	28
5		7	12
		3	3
2		9	11
10		64	74
7		47	54
3		13	16
9		78	87
5		40	45
1		14	15
		2	2
4		46	50
1		27	28
		1	1
1		10	11
3		9	12
		5	5
		4	4
3		50	53
12		79	91
4		31	35
3		4	7
		2	2
4		19	23
		7	7
		4	4
84	0	653	737

d. Time Payment Agreement Started During Month			
Commercial	Industrial	Residential	Total
		3	3
		8	8
		1	1
		2	2
2		20	22
1		20	21
2		6	8
		2	2
1		7	8
6		47	53
4		23	27
2		5	7
8		53	61
3		28	31
1		5	6
		1	1
1		34	35
1		16	17
1		5	6
1		5	6
		3	3
		1	1
2		27	29
8		39	47
1		11	12
3		1	4
		1	1
4		18	22
		6	6
		3	3
52		401	453



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

Small Commercial - January 2021							
POSTAL	Total Accts	Total Arrears	30+ Acct	30+ Arrears	30 Avg Arrears	60+ Acct	60+ Arrears
97417	23	\$ 4,870.35	20	\$ 3,507.63	\$ 175.38		
97432							
97442	4	\$ 1,780.59	2	\$ 388.05	\$ 194.03		
97457	24	\$ 6,309.12	15	\$ 1,783.49	\$ 118.90		
97462	9	\$ 2,547.23	5	\$ 503.95	\$ 100.79	1	\$ 84.80
97469	5	\$ 5,741.69	5	\$ 5,741.69	\$ 1,148.34		
97470	116	\$ 29,541.26	59	\$ 12,903.47	\$ 218.70	20	\$ 3,379.25
97471	62	\$ 17,345.93	47	\$ 12,028.91	\$ 255.93	9	\$ 2,034.79
97479	30	\$ 9,197.69	14	\$ 2,148.65	\$ 153.48	8	\$ 4,686.02
97495	4	\$ 1,183.56	3	\$ 646.29	\$ 215.43		
97496	17	\$ 3,158.21	15	\$ 2,632.15	\$ 175.48		
97497							
97501	235	\$ 94,770.14	138	\$ 28,500.71	\$ 206.53	37	\$ 14,291.07
97502	75	\$ 20,606.18	44	\$ 8,100.18	\$ 184.10	11	\$ 2,185.87
97503	23	\$ 6,395.29	14	\$ 2,778.27	\$ 198.45	5	\$ 2,275.32
97504	99	\$ 31,221.87	57	\$ 12,049.32	\$ 211.39	13	\$ 6,898.69
97520	122	\$ 35,314.27	68	\$ 11,398.48	\$ 167.62	27	\$ 8,692.77
97524	23	\$ 7,209.81	11	\$ 1,571.04	\$ 142.82	3	\$ 271.13
97525	4	\$ 1,824.65	3	\$ 504.46	\$ 168.15		
97526	140	\$ 57,574.04	70	\$ 16,618.96	\$ 237.41	24	\$ 6,524.68
97527	23	\$ 9,204.04	9	\$ 416.31	\$ 46.26	4	\$ 803.84
97528							
97530	7	\$ 5,254.05	4	\$ 325.63	\$ 81.41		
97535	16	\$ 7,293.63	7	\$ 1,286.31	\$ 183.76	2	\$ 223.88
97537	15	\$ 3,454.01	8	\$ 931.43	\$ 116.43	3	\$ 1,252.75
97539	4	\$ 1,960.26	2	\$ 513.75	\$ 256.88		
97540	12	\$ 2,308.62	9	\$ 2,197.66	\$ 244.18	2	\$ 43.67
97601	80	\$ 30,657.85	41	\$ 9,681.02	\$ 236.12	5	\$ 654.56
97603	133	\$ 56,245.43	58	\$ 10,459.72	\$ 180.34	58	\$ 37,687.06
97623	2	\$ 224.16	1	\$ 4.25	\$ 4.25		
97627							
97632							
97634							
97824							
97827	1	\$ 279.95	1	\$ 279.95	\$ 279.95		
97841							
97850	62	\$ 27,769.20	38	\$ 13,773.08	\$ 362.45	4	\$ 203.75
97867							
97876							
97883							
<b>TOTAL</b>	<b>1,370</b>	<b>\$ 481,243.08</b>	<b>768</b>	<b>\$ 163,674.81</b>	<b>\$ 213.12</b>	<b>236</b>	<b>\$ 92,193.90</b>

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

60 Avg Arrears	90 + Acct	90+ Arrears	90 Avg Arrears	POSTAL	Total Accts
	3	\$ 1,362.72	\$ 454.24	97417	1
				97432	
	2	\$ 1,392.54	\$ 696.27	97442	
	9	\$ 4,525.63	\$ 502.85	97457	
\$ 84.80	3	\$ 1,958.48	\$ 652.83	97462	
				97469	
\$ 168.96	37	\$ 13,258.54	\$ 358.34	97470	1
\$ 226.09	6	\$ 3,282.23	\$ 547.04	97471	1
\$ 585.75	8	\$ 2,363.02	\$ 295.38	97479	
	1	\$ 537.27	\$ 537.27	97495	
	2	\$ 526.06	\$ 263.03	97496	
				97497	
\$ 386.25	60	\$ 51,978.36	\$ 866.31	97501	
\$ 198.72	20	\$ 10,320.13	\$ 516.01	97502	2
\$ 455.06	4	\$ 1,341.70	\$ 335.43	97503	1
\$ 530.67	29	\$ 12,273.86	\$ 423.24	97504	
\$ 321.95	27	\$ 15,223.02	\$ 563.82	97520	
\$ 90.38	9	\$ 5,367.64	\$ 596.40	97524	
	1	\$ 1,320.19	\$ 1,320.19	97525	
\$ 271.86	46	\$ 34,430.40	\$ 748.49	97526	
\$ 200.96	10	\$ 7,983.89	\$ 798.39	97527	
				97528	
	3	\$ 4,928.42	\$ 1,642.81	97530	
\$ 111.94	7	\$ 5,783.44	\$ 826.21	97535	
\$ 417.58	4	\$ 1,269.83	\$ 317.46	97537	
	2	\$ 1,446.51	\$ 723.26	97539	
\$ 21.84	1	\$ 67.29	\$ 67.29	97540	
\$ 130.91	34	\$ 20,322.27	\$ 597.71	97601	1
\$ 649.78	17	\$ 8,098.65	\$ 476.39	97603	1
	1	\$ 219.91	\$ 219.91	97623	
				97627	
				97632	
				97634	
				97824	
				97827	
				97841	
\$ 50.94	20	\$ 13,792.37	\$ 689.62	97850	2
				97867	
				97876	
				97883	
<b>\$ 390.65</b>	<b>366</b>	<b>\$ 225,374.37</b>	<b>\$ 615.78</b>	<b>TOTAL</b>	<b>10</b>

**Large Commercial - January 2021**

<b>Total Arrears</b>	<b>30+ Acct</b>	<b>30+ Arrears</b>	<b>30 Avg Arrears</b>	<b>60+ Acct</b>	<b>60+ Arrears</b>
\$ 2,224.88	1	\$ 2,224.88	\$ 2,224.88		
\$ 322.81					
\$ 1,014.98	1	\$ 1,014.98	\$ 1,014.98		
\$ 12,597.08	1	\$ 894.38	\$ 894.38	1	\$ 11,702.70
\$ 6,770.85	1	\$ 6,770.85	\$ 6,770.85		
\$ 1,017.07	1	\$ 1,017.07	\$ 1,017.07		
\$ 7,209.79	1	\$ 7,209.79	\$ 7,209.79		
\$ 0.44	2	\$ 0.44	\$ 0.22		
<b>\$ 31,157.90</b>	<b>8</b>	<b>\$ 19,132.39</b>	<b>\$ 2,391.55</b>	<b>1</b>	<b>\$ 11,702.70</b>



60 Avg Arrears	90 + Acct	90+ Arrears	90 Avg Arrears	POSTAL
				97417
				97432
				97442
				97457
				97462
				97469
	1	\$ 322.81	\$ 322.81	97470
				97471
				97479
				97495
				97496
				97497
				97501
\$ 11,702.70				97502
				97503
				97504
				97520
				97524
				97525
				97526
				97527
				97528
				97530
				97535
				97537
				97539
				97540
				97601
				97603
				97623
				97627
				97632
				97634
				97824
				97827
				97841
				97850
				97867
				97876
				97883
\$ 11,702.70	1	\$ 322.81	\$ 322.81	TOTAL

Resident				
Total Accts	Total Arrears	30+ Acct	30+ Arrears	30 Avg Arrears
70	\$ 12,695.26	43	\$ 3,902.92	\$ 90.77
6	\$ 747.87	2	\$ 173.29	\$ 86.65
17	\$ 3,719.89	9	\$ 789.34	\$ 87.70
273	\$ 45,000.23	181	\$ 15,820.61	\$ 87.41
37	\$ 7,956.64	15	\$ 760.03	\$ 50.67
66	\$ 15,053.70	37	\$ 3,625.11	\$ 97.98
572	\$ 103,095.08	248	\$ 17,972.35	\$ 72.47
527	\$ 95,635.69	277	\$ 21,760.99	\$ 78.56
156	\$ 28,323.89	74	\$ 5,650.12	\$ 76.35
46	\$ 9,278.44	20	\$ 2,219.83	\$ 110.99
158	\$ 27,667.44	75	\$ 5,558.79	\$ 74.12
1	\$ 94.08	1	\$ 94.08	\$ 94.08
1,562	\$ 288,488.79	778	\$ 62,723.12	\$ 80.62
606	\$ 115,204.90	278	\$ 22,471.74	\$ 80.83
280	\$ 48,607.48	115	\$ 8,409.00	\$ 73.12
938	\$ 191,031.74	414	\$ 36,345.81	\$ 87.79
433	\$ 79,918.75	171	\$ 12,766.52	\$ 74.66
250	\$ 40,745.76	119	\$ 10,292.10	\$ 86.49
95	\$ 19,390.56	40	\$ 4,145.81	\$ 103.65
706	\$ 121,953.65	323	\$ 26,424.74	\$ 81.81
506	\$ 97,417.83	186	\$ 13,615.67	\$ 73.20
68	\$ 11,275.26	41	\$ 2,983.21	\$ 72.76
116	\$ 23,406.07	55	\$ 4,212.49	\$ 76.59
68	\$ 12,534.33	35	\$ 2,914.03	\$ 83.26
18	\$ 2,860.61	8	\$ 380.89	\$ 47.61
129	\$ 21,501.81	47	\$ 3,396.60	\$ 72.27
724	\$ 149,082.07	256	\$ 18,648.21	\$ 72.84
859	\$ 188,767.51	391	\$ 34,133.42	\$ 87.30
4	\$ 834.54			
16	\$ 2,717.48	8	\$ 586.36	\$ 73.30
15	\$ 2,560.21	5	\$ 395.44	\$ 79.09
2	\$ 557.78			
15	\$ 2,009.95	8	\$ 709.26	\$ 88.66
49	\$ 10,470.14	19	\$ 939.47	\$ 49.45
3	\$ 382.18	1	\$ 140.46	\$ 140.46
461	\$ 110,386.34	196	\$ 17,820.41	\$ 90.92
20	\$ 6,489.45	7	\$ 375.20	\$ 53.60
4	\$ 888.79	1	\$ 40.00	\$ 40.00
54	\$ 11,050.09	20	\$ 1,541.42	\$ 77.07
<b>9,930</b>	<b>\$ 1,909,802.28</b>	<b>4504</b>	<b>\$ 364,738.84</b>	<b>\$ 80.98</b>

ial - January 2021

60+ Acct	60+ Arrears	60 Avg Arrears	90 + Acct	90+ Arrears
			27	\$ 8,792.34
2	\$ 133.80	\$ 66.90	2	\$ 440.78
1	\$ 206.16	\$ 206.16	7	\$ 2,724.39
			92	\$ 29,179.62
9	\$ 2,152.54	\$ 239.17	13	\$ 5,044.07
			29	\$ 11,428.59
87	\$ 13,215.98	\$ 151.91	237	\$ 71,906.75
64	\$ 9,593.37	\$ 149.90	186	\$ 64,281.33
23	\$ 3,168.04	\$ 137.74	59	\$ 19,505.73
8	\$ 1,286.76	\$ 160.85	18	\$ 5,771.85
13	\$ 1,550.66	\$ 119.28	70	\$ 20,557.99
226	\$ 34,193.34	\$ 151.30	558	\$ 191,572.33
85	\$ 10,752.10	\$ 126.50	243	\$ 81,981.06
51	\$ 6,171.57	\$ 121.01	114	\$ 34,026.91
130	\$ 19,320.97	\$ 148.62	394	\$ 135,364.96
50	\$ 5,419.48	\$ 108.39	212	\$ 61,732.75
41	\$ 6,538.74	\$ 159.48	90	\$ 23,914.92
14	\$ 1,641.78	\$ 117.27	41	\$ 13,602.97
101	\$ 14,925.54	\$ 147.78	282	\$ 80,603.37
74	\$ 8,354.64	\$ 112.90	246	\$ 75,447.52
8	\$ 852.86	\$ 106.61	19	\$ 7,439.19
19	\$ 2,753.71	\$ 144.93	42	\$ 16,439.87
11	\$ 1,600.29	\$ 145.48	22	\$ 8,020.01
3	\$ 90.50	\$ 30.17	7	\$ 2,389.22
29	\$ 4,145.46	\$ 142.95	53	\$ 13,959.75
105	\$ 12,881.41	\$ 122.68	363	\$ 117,552.45
117	\$ 15,763.70	\$ 134.73	351	\$ 138,870.39
1	\$ 20.00	\$ 20.00	3	\$ 814.54
3	\$ 510.28	\$ 170.09	5	\$ 1,620.84
2	\$ 327.22	\$ 163.61	8	\$ 1,837.55
1	\$ 157.23	\$ 157.23	1	\$ 400.55
			7	\$ 1,300.69
			30	\$ 9,530.67
			2	\$ 241.72
67	\$ 10,586.45	\$ 158.01	198	\$ 81,979.48
2	\$ 386.77	\$ 193.39	11	\$ 5,727.48
			3	\$ 848.79
7	\$ 388.49	\$ 55.50	27	\$ 9,120.18
<b>1354</b>	<b>\$ 189,089.84</b>	<b>\$ 139.65</b>	<b>4072</b>	<b>\$ 1,355,973.60</b>

		POSTAL	Total Accts	Total Arrears	30+ Acct	30+ Arrears
<b>90 Avg Arrears</b>						
\$ 325.64		97417				
\$ 220.39		97432				
\$ 389.20		97442				
\$ 317.17		97457				
\$ 388.01		97462				
\$ 394.09		97469				
\$ 303.40		97470				
\$ 345.60		97471				
\$ 330.61		97479				
\$ 320.66		97495				
\$ 293.69		97496				
		97497				
\$ 343.32		97501				
\$ 337.37		97502				
\$ 298.48		97503				
\$ 343.57		97504				
\$ 291.19		97520				
\$ 265.72		97524				
\$ 331.78		97525				
\$ 285.83		97526				
\$ 306.70		97527	1	\$ 66.00		
		97528				
\$ 391.54		97530				
\$ 391.43		97535				
\$ 364.55		97537				
\$ 341.32		97539				
\$ 263.39		97540				
\$ 323.84		97601				
\$ 395.64		97603				
\$ 271.51		97623				
\$ 324.17		97627				
\$ 229.69		97632	1	\$ 318.13	1	\$ 318.13
\$ 400.55		97634				
\$ 185.81		97824				
\$ 317.69		97827				
\$ 120.86		97841				
\$ 414.04		97850				
\$ 520.68		97867				
\$ 282.93		97876				
\$ 337.78		97883				
<b>\$ 333.00</b>		<b>TOTAL</b>	<b>2</b>	<b>\$ 384.13</b>	<b>1</b>	<b>\$ 318.13</b>



