



e-FILING REPORT COVER SHEET

COMPANY NAME:

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:

Report is required by: OAR
Statute
Order

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:

List Key Words for this report. We use these to improve search results.

Send the completed Cover Sheet and the Report in an email addressed to 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.

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Toll Free 800-727-9170

January 16, 2019

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

RE: RG 83—Avista Utilities 2019 Annual Language Report per OAR 860-021-0010(7)

Filing Center:

Avista Corporation, dba Avista Utilities (“Avista” or “Company”), hereby submits its 2019 Annual Language Report per OAR 860-021-0010(7).

If you have any questions regarding this filing please contact me at (509) 495-7839.

Sincerely,

/s/ Jaime Majure

Regulatory Policy Analyst
Avista Utilities
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509.495.7839

Avista Oregon Language Report | 2019

Date Range: January 1 – December 31, 2019

Oregon		
Opened During Year		
	# of Accounts Opened	# of Customers who Opened an Account
2019	20,283	18,836

Oregon			
Number of Open Oregon Accounts as of January 2020	# of Collection Notices Mailed to Oregon Accounts	Oregon Accounts Mailed Collection Notices	% of Oregon Customer Mailed Notices
2019	101,285	17,351	5%

Oregon	
Oregon Calls utilizing In-House Interpreter Services (includes all call types, not just opens)	
2019	209
Company-wide, 95% of customers using Interpreter services are Spanish speakers.	

Language Line Calls (includes all states, not just Oregon)		
Year	Language	# of Calls
2019	SPANISH	2719
2019	RUSSIAN	38
2019	MANDARIN	30
2019	ARABIC	25
2019	FARSI	8
2019	MARSHALLESE	7
2019	NEPALI	6
2019	BURMESE	5
2019	KOREAN	5
2019	SWAHILI	3
2019	CHUUKESE	2
2019	FRENCH	2
2019	KAREN	2
2019	UKRAINIAN	2
2019	AMHARIC	1
2019	DARI	1
2019	SOMALI	1
2019	SUDANESE ARABIC	1
2019	THAI	1
2019	TIGRINYA	1
Total		2860