



## 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](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.**

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January 31, 2022

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

RE: RG 83—Avista Utilities 2021 Annual Language Report per OAR 860-021-0010(7)

Filing Center:

Avista Corporation, dba Avista Utilities (Avista or “the Company”), hereby submits its 2021 Annual Language Report pursuant to OAR 860-021-0010(7).

If you have any questions regarding this filing, please contact me at (509) 495-7839 or [jaime.majure@avistacorp.com](mailto:jaime.majure@avistacorp.com).

Sincerely,

*/s/ Jaime Majure*

Regulatory Policy Analyst  
Avista Utilities  
[jaime.majure@avistacorp.com](mailto:jaime.majure@avistacorp.com)  
509.495.7839

# Avista Oregon Language Report | 2021

Date Range: January 1 – December 31, 2021

<b>Oregon</b>		
Opened During Year		
	# of Accounts Opened	# of Customers who Opened an Account
<b>2021</b>	21,114	19,918

<b>Oregon</b>	
<b>Oregon Calls utilizing In-House Interpreter Services (includes all call types, not just opens)</b>	
<b>2021</b>	452
Company-wide, 97% of customers using interpreter services are Spanish speakers.	

<b>Oregon</b>			
Number of OR customers noting non-English language preference for notices upon starting service			
Year	Language	Accounts	Customers
2021	Spanish	360	320

<b>Language Line Calls (includes all states, not just Oregon)</b>		
Year	Language	# of Calls
2021	SPANISH	3621
2021	RUSSIAN	34
2021	MANDARIN	12
2021	ARABIC	11
2021	MARSHALLESE	7
2021	KOREAN	4
2021	ROMANIAN	2
2021	VIETNAMESE	2
2021	PORTUGUESE	1
2021	TAGALOG	1
2021	AMHARIC	1
2021	FRENCH	1
2021	FARSI	1
2021	DARI	1
2021	CANTONESE	1
2021	BURMESE	1
2021	THAI	1
2021	JAPANESE	1
	<b>Total</b>	<b>3703</b>