



**Avista Corp.**

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

June 17, 2021

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

RE: UM 2114 - Avista Utilities May 2021 COVID-19 Monthly Reporting requirements per  
order No. 20-324

Filing Center:

Avista Corporation, dba Avista Utilities (“Avista” and/or the “Company”), hereby submits its May 2021 COVID-19 Monthly Report per order No. 20-324 in Docket UM 2114. Included with its COVID-19 Collections Report is Avista’s monthly response to Information Requests No. 25 and 26.

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

Sincerely,

*/s/ Amanda Ghering*

Amanda Ghering  
Regulatory Policy Analyst

	<b>a. Number of Customers by Customer Class</b>			
POSTAL	Commercial	Industrial	Residential	Total
97417	103		319	422
97432	10		54	64
97442	34	1	155	190
97457	182		1,486	1668
97462	36		276	312
97469	40	8	271	319
97470	878	4	3,549	4431
97471	597	5	5,054	5656
97479	234	3	1,659	1896
97495	17		505	522
97496	115	2	1,144	1261
97497			2	2
97501	1,471	11	9,159	10641
97502	653	3	6,400	7056
97503	240	17	1,688	1945
97504	1,411	1	13,085	14497
97520	913	1	7,348	8262
97524	139		2,742	2881
97525	62		585	647
97526	1,245	7	6,413	7665
97527	442	5	5,554	6001
97528			2	2
97530	129		1,244	1373
97535	150		1,053	1203
97537	91		555	646
97539	43		217	260
97540	68		1,278	1346
97601	847	9	6,487	7343
97603	921	6	8,822	9749
97623	10		56	66
97627	9		202	211
97632	32	1	128	161
97634	1		27	28
97824	31	1	315	347
97827	68	3	547	618
97841	16	1	131	148
97850	742	7	5,015	5764
97867	26		145	171
97876	8	2	52	62
97883	64	1	777	842
<b>Total</b>	<b>12078</b>	<b>99</b>	<b>94501</b>	<b>106678</b>

	<b>b. Fees assessed by Customer Class</b>			
	Commercial	Industrial	Residential	Total
	8			8
	1			1
	1			1
	12			12
	4			4
	1			1
	46			46
	13			13
	13			13
	2			2
	6			6
				0
	80			80
	49			49
	20			20
	79			79
	77			77
	9			9
	3			3
	76			76
	31			31
				0
	3			3
	10			10
	7			7
	3			3
	3			3
	84			84
	66			66
	2			2
				0
	5			5
				0
				0
	3			3
	1			1
	34			34
	1			1
				0
	5			5
	<b>758</b>	<b>0</b>	<b>0</b>	<b>758</b>

c. Time Payment Agreement Active During Month			
Commercial	Industrial	Residential	Total
0	0	3	3
0	0	0	0
0	0	1	1
1	0	12	13
1	0	1	2
0	0	3	3
7	0	35	42
2	0	25	27
2	0	8	10
0	0	0	0
1	0	11	12
0	0	0	0
13	0	79	92
10	0	39	49
1	1	16	18
5	0	81	86
15	0	45	60
1	0	10	11
1	0	8	9
14	0	40	54
0	0	44	44
0	0	0	0
0	0	6	6
2	0	5	7
0	0	5	5
1	0	1	2
0	0	2	2
6	0	68	74
12	1	76	89
0	0	0	0
0	0	2	2
0	0	0	0
0	0	0	0
0	0	0	0
0	0	2	2
0	0	1	1
8	0	20	28
0	0	1	1
0	0	0	0
1	0	4	5
<b>104</b>	<b>2</b>	<b>654</b>	<b>760</b>

d. Time Payment Agreement Started During Month			
Commercial	Industrial	Residential	Total
	0	3	3
	0		0
	0		0
1	0	7	8
1	0		1
	0	3	3
2	0	16	18
1	0	9	10
1	0	4	5
	0		0
	0	3	3
	0		0
7	0	30	37
2	0	14	16
	0	8	8
	0	21	21
5	0	3	8
1	0	1	2
	0	3	3
1	0	18	19
	0	9	9
	0		0
	0		0
	0	4	4
	0	1	1
1	0		1
	0		0
2	0	19	21
5	0	28	33
	0		0
	0	1	1
	0		0
	0		0
	0		0
	0		0
	0		0
	0		0
	0		0
	0		0
	0		0
	0		0
3	0	7	10
	0	1	1
	0		0
	0	2	2
<b>33</b>	<b>0</b>	<b>215</b>	<b>248</b>



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

Small Commercial - May 2021							
POSTAL	Total Accts	Total Arrears	30+ Acct	30+ Arrears	30 Avg Arrears	60+ Acct	60+ Arrears
97417	6	\$ 810.05	5	\$ 476.23	\$ 95.25		
97432	1	\$ 295.97				1	\$ 295.97
97442	4	\$ 227.75	3	\$ 94.37	\$ 31.46		
97457	2	\$ 242.43				2	\$ 242.43
97462	6	\$ 1,121.06	3	\$ 240.06	\$ 80.02	1	\$ 497.21
97469	1	\$ 25.35	1	\$ 25.35	\$ 25.35		
97470	70	\$ 18,591.57	34	\$ 4,294.78	\$ 126.32	13	\$ 2,491.34
97471	41	\$ 8,602.30	26	\$ 3,242.75	\$ 124.72	11	\$ 3,774.98
97479	19	\$ 3,664.80	9	\$ 433.36	\$ 48.15	5	\$ 838.14
97495	2	\$ 517.45	1	\$ 346.67	\$ 346.67		
97496	10	\$ 1,375.67	3	\$ 103.86	\$ 34.62	4	\$ 906.50
97497	0	\$ -					
97501	158	\$ 53,911.57	94	\$ 18,235.85	\$ 194.00	35	\$ 8,438.94
97502	58	\$ 13,750.70	26	\$ 3,527.43	\$ 135.67	17	\$ 2,133.84
97503	25	\$ 5,584.11	14	\$ 1,525.66	\$ 108.98	3	\$ 561.68
97504	83	\$ 18,197.41	41	\$ 5,241.30	\$ 127.84	25	\$ 8,680.25
97520	71	\$ 18,245.96	34	\$ 8,255.00	\$ 242.79	23	\$ 3,976.71
97524	21	\$ 6,591.89	9	\$ 728.13	\$ 80.90	4	\$ 1,198.15
97525	4	\$ 1,727.86	1	\$ 25.17	\$ 25.17	1	\$ 222.76
97526	121	\$ 29,107.56	56	\$ 5,017.34	\$ 89.60	32	\$ 5,503.25
97527	17	\$ 4,965.20	7	\$ 903.99	\$ 129.14	4	\$ 597.52
97528	0	\$ -					
97530	9	\$ 1,114.03	4	\$ 64.16	\$ 16.04	3	\$ 665.25
97535	12	\$ 6,462.77	3	\$ 585.09	\$ 195.03	3	\$ 194.27
97537	9	\$ 2,036.25	2	\$ 37.76	\$ 18.88	2	\$ 108.70
97539	2	\$ 732.99	1	\$ 67.55	\$ 67.55		
97540	2	\$ 238.71	2	\$ 238.71	\$ 119.36		
97601	57	\$ 16,295.88	24	\$ 3,550.32	\$ 147.93	17	\$ 4,049.42
97603	61	\$ 23,891.05	28	\$ 6,649.02	\$ 237.47	13	\$ 4,189.35
97623	1	\$ 55.75	1	\$ 55.75	\$ 55.75		
97627	0	\$ -					
97632	1	\$ 52.73	1	\$ 52.73	\$ 52.73		
97634	0	\$ -					
97824	0	\$ -					
97827	5	\$ 1,262.52	3	\$ 479.61	\$ 159.87	1	\$ 115.79
97841	0	\$ -					
97850	38	\$ 19,061.49	21	\$ 4,598.88	\$ 218.99	5	\$ 1,083.32
97867	2	\$ 263.35	2	\$ 263.35	\$ 131.68		
97876	0	\$ -					
97883	2	\$ 716.42				2	\$ 716.42
<b>TOTAL</b>	<b>921</b>	<b>\$ 259,740.60</b>	<b>459</b>	<b>\$ 69,360.23</b>	<b>\$ 151.11</b>	<b>227</b>	<b>\$ 51,482.19</b>

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

60 Avg Arrears	90 + Acct	90+ Arrears	90 Avg Arrears	POSTAL	Total Accts	Total Arrears
	1	\$ 333.82	\$ 333.82	97417	1	\$ 3,217.32
\$ 295.97				97432	0	\$ -
	1	\$ 133.38	\$ 133.38	97442	0	\$ -
\$ 121.22				97457	0	\$ -
\$ 497.21	2	\$ 383.79	\$ 191.90	97462	0	\$ -
				97469	0	\$ -
\$ 191.64	23	\$ 11,805.45	\$ 513.28	97470	1	\$ 146.95
\$ 343.18	4	\$ 1,584.57	\$ 396.14	97471	0	\$ -
\$ 167.63	5	\$ 2,393.30	\$ 478.66	97479	0	\$ -
	1	\$ 170.78	\$ 170.78	97495	0	\$ -
\$ 226.63	3	\$ 365.31	\$ 121.77	97496	0	\$ -
				97497	0	\$ -
\$ 241.11	29	\$ 27,236.78	\$ 939.20	97501	1	\$ 1,295.33
\$ 125.52	15	\$ 8,089.43	\$ 539.30	97502	0	\$ -
\$ 187.23	8	\$ 3,496.77	\$ 437.10	97503	1	\$ 25.65
\$ 347.21	17	\$ 4,275.86	\$ 251.52	97504	1	\$ 152.19
\$ 172.90	14	\$ 6,014.25	\$ 429.59	97520	0	\$ -
\$ 299.54	8	\$ 4,665.61	\$ 583.20	97524	0	\$ -
\$ 222.76	2	\$ 1,479.93	\$ 739.97	97525	0	\$ -
\$ 171.98	33	\$ 18,586.97	\$ 563.24	97526	0	\$ -
\$ 149.38	6	\$ 3,463.69	\$ 577.28	97527	0	\$ -
				97528	0	\$ -
\$ 221.75	2	\$ 384.62	\$ 192.31	97530	0	\$ -
\$ 64.76	6	\$ 5,683.41	\$ 947.24	97535	0	\$ -
\$ 54.35	5	\$ 1,889.79	\$ 377.96	97537	0	\$ -
	1	\$ 665.44	\$ 665.44	97539	0	\$ -
				97540	0	\$ -
\$ 238.20	16	\$ 8,696.14	\$ 543.51	97601	0	\$ -
\$ 322.26	20	\$ 13,052.68	\$ 652.63	97603	0	\$ -
				97623	0	\$ -
				97627	0	\$ -
				97632	0	\$ -
				97634	0	\$ -
				97824	0	\$ -
\$ 115.79	1	\$ 667.12	\$ 667.12	97827	0	\$ -
				97841	0	\$ -
\$ 216.66	12	\$ 13,379.29	\$ 1,114.94	97850	0	\$ -
				97867	0	\$ -
				97876	0	\$ -
\$ 358.21				97883	0	\$ -
<b>\$ 226.79</b>	<b>235</b>	<b>\$ 138,898.18</b>	<b>\$ 591.06</b>	<b>TOTAL</b>	<b>5</b>	<b>\$ 4,837.44</b>

Large Commercial - May 2021						
30+ Acct	30+ Arrears	30 Avg Arrears	60+ Acct	60+ Arrears	60 Avg Arrears	90 + Acct
						1
1	\$ 146.95					
1	\$ 1,295.33					
1	\$ 25.65					
1	\$ 152.19					
4	\$ 1,620.12	\$ 405.03	0	\$ -		1

90+ Arrears		90 Avg Arrears						
90+ Arrears	90 Avg Arrears	POSTAL	Total Accts	Total Arrears	30+ Acct	30+ Arrears		
\$ 3,217.32	\$ 3,217.32	97417	41	\$ 7,717.00	15	\$ 946.57		
		97432	10	\$ 1,164.86	5	\$ 74.43		
		97442	23	\$ 3,575.07	10	\$ 681.62		
		97457	166	\$ 36,767.41	82	\$ 4,517.81		
		97462	38	\$ 7,404.71	21	\$ 1,097.19		
		97469	46	\$ 14,223.49	20	\$ 1,526.74		
	#DIV/0!	97470	583	\$ 105,912.78	261	\$ 12,902.09		
		97471	526	\$ 93,516.02	259	\$ 12,579.55		
		97479	183	\$ 31,082.11	90	\$ 4,235.29		
		97495	41	\$ 7,618.50	19	\$ 857.04		
		97496	176	\$ 33,361.21	74	\$ 3,040.06		
		97497	0	\$ -				
		97501	1,591	\$ 278,482.59	940	\$ 56,147.09		
		97502	622	\$ 118,270.11	300	\$ 16,109.15		
		97503	288	\$ 47,801.44	127	\$ 5,041.10		
		97504	1,001	\$ 197,394.24	514	\$ 31,225.88		
		97520	454	\$ 97,195.19	201	\$ 12,732.61		
		97524	257	\$ 39,431.86	135	\$ 7,147.81		
		97525	90	\$ 17,595.64	36	\$ 1,468.53		
		97526	777	\$ 131,798.39	400	\$ 20,795.91		
		97527	499	\$ 106,569.31	215	\$ 13,885.33		
		97528	0	\$ -				
		97530	80	\$ 14,711.86	42	\$ 1,910.58		
		97535	122	\$ 27,108.38	61	\$ 3,309.52		
		97537	70	\$ 13,124.57	36	\$ 1,443.79		
		97539	22	\$ 2,871.09	11	\$ 275.01		
		97540	149	\$ 25,357.01	75	\$ 3,475.84		
		97601	768	\$ 157,235.61	383	\$ 23,911.38		
		97603	950	\$ 204,429.26	447	\$ 28,395.10		
		97623	6	\$ 1,416.17	3	\$ 58.39		
		97627	19	\$ 3,002.34	9	\$ 793.39		
		97632	13	\$ 1,876.33	7	\$ 585.11		
		97634	0	\$ -				
		97824	9	\$ 1,399.37	6	\$ 326.46		
		97827	57	\$ 13,153.90	29	\$ 2,283.61		
		97841	4	\$ 739.31	2	\$ 174.98		
		97850	485	\$ 102,178.54	320	\$ 23,203.54		
		97867	17	\$ 3,642.20	13	\$ 1,052.44		
		97876	2	\$ 199.55	2	\$ 199.55		
		97883	58	\$ 11,349.86	28	\$ 1,881.67		
<b>\$ 3,217.32</b>	<b>\$ 3,217.32</b>	<b>TOTAL</b>	<b>10,243</b>	<b>\$ 1,960,677.28</b>	<b>5198</b>	<b>\$ 300,292.16</b>		



**Residential - May 2021**

<b>30 Avg Arrears</b>	<b>60+ Acct</b>	<b>60+ Arrears</b>	<b>60 Avg Arrears</b>	<b>90 + Acct</b>	<b>90+ Arrears</b>	<b>90 Avg Arrears</b>
\$ 63.10	9	\$ 1,006.15	\$ 111.79	17	\$ 5,764.28	\$ 339.08
\$ 14.89	1	\$ 97.20		4	\$ 993.23	\$ 248.31
\$ 68.16	7	\$ 1,002.49	\$ 143.21	6	\$ 1,890.96	\$ 315.16
\$ 55.10	16	\$ 2,154.53	\$ 134.66	68	\$ 30,095.07	\$ 442.57
\$ 52.25	7	\$ 1,798.87	\$ 256.98	10	\$ 4,508.65	\$ 450.87
\$ 76.34	8	\$ 1,131.48	\$ 141.44	18	\$ 11,565.27	\$ 642.52
\$ 49.43	146	\$ 18,818.11	\$ 128.89	176	\$ 74,192.58	\$ 421.55
\$ 48.57	135	\$ 18,283.01	\$ 135.43	132	\$ 62,653.46	\$ 474.65
\$ 47.06	35	\$ 3,802.71	\$ 108.65	58	\$ 23,044.11	\$ 397.31
\$ 45.11	10	\$ 1,363.81	\$ 136.38	12	\$ 5,397.65	\$ 449.80
\$ 41.08	40	\$ 4,415.46	\$ 110.39	62	\$ 25,905.69	\$ 417.83
\$ 59.73	262	\$ 35,136.29	\$ 134.11	389	\$ 187,199.21	\$ 481.23
\$ 53.70	132	\$ 18,935.23	\$ 143.45	190	\$ 83,225.73	\$ 438.03
\$ 39.69	70	\$ 7,143.81	\$ 102.05	91	\$ 35,616.53	\$ 391.39
\$ 60.75	220	\$ 29,806.37	\$ 135.48	267	\$ 136,361.99	\$ 510.72
\$ 63.35	104	\$ 15,547.03	\$ 149.49	149	\$ 68,915.55	\$ 462.52
\$ 52.95	57	\$ 7,255.47	\$ 127.29	65	\$ 25,028.58	\$ 385.06
\$ 40.79	25	\$ 2,917.66	\$ 116.71	29	\$ 13,209.45	\$ 455.50
\$ 51.99	166	\$ 22,858.91	\$ 137.70	211	\$ 88,143.57	\$ 417.74
\$ 64.58	105	\$ 14,107.59	\$ 134.36	179	\$ 78,576.39	\$ 438.97
\$ 45.49	20	\$ 2,342.84	\$ 117.14	18	\$ 10,458.44	\$ 581.02
\$ 54.25	21	\$ 2,558.46	\$ 121.83	40	\$ 21,240.40	\$ 531.01
\$ 40.11	18	\$ 2,315.82	\$ 128.66	16	\$ 9,364.96	\$ 585.31
\$ 25.00	6	\$ 196.85	\$ 32.81	5	\$ 2,399.23	\$ 479.85
\$ 46.34	23	\$ 2,755.50	\$ 119.80	51	\$ 19,125.67	\$ 375.01
\$ 62.43	132	\$ 19,912.51	\$ 150.85	253	\$ 113,411.72	\$ 448.27
\$ 63.52	244	\$ 41,327.77	\$ 169.38	259	\$ 134,706.39	\$ 520.10
\$ 19.46	1	\$ 139.38	\$ 139.38	2	\$ 1,218.40	\$ 609.20
\$ 88.15	4	\$ 193.79	\$ 48.45	6	\$ 2,015.16	\$ 335.86
\$ 83.59	1	\$ 162.27	\$ 162.27	5	\$ 1,128.95	\$ 225.79
\$ 54.41	2	\$ 372.69	\$ 186.35	1	\$ 700.22	\$ 700.22
\$ 78.75	13	\$ 1,961.84	\$ 150.91	15	\$ 8,908.45	\$ 593.90
\$ 87.49	2	\$ 564.33	\$ 282.17			
\$ 72.51	56	\$ 9,919.49	\$ 177.13	109	\$ 69,055.51	\$ 633.54
\$ 80.96	1	\$ 381.15	\$ 381.15	3	\$ 2,208.61	\$ 736.20
\$ 99.78						
\$ 67.20	14	\$ 2,154.28	\$ 153.88	16	\$ 7,313.91	\$ 457.12
<b>\$ 57.77</b>	<b>2113</b>	<b>\$ 294,841.15</b>	<b>\$ 139.54</b>	<b>2932</b>	<b>\$ 1,365,543.97</b>	<b>\$ 465.74</b>

Industrial - May 2021							
POSTAL	Total Accts	Total Arrear	30+ Acct	30+ Arrears	Avg Arrea	60+ Acct	60+ Arrears
97417	0	\$ -					
97432	0	\$ -					
97442	0	\$ -					
97457	0	\$ -					
97462	0	\$ -					
97469	0	\$ -					
97470	0	\$ -					
97471	0	\$ -					
97479	0	\$ -					
97495	0	\$ -					
97496	0	\$ -					
97497	0	\$ -					
97501	0	\$ -					
97502	0	\$ -					
97503	0	\$ -					
97504	0	\$ -					
97520	0	\$ -					
97524	0	\$ -					
97525	0	\$ -					
97526	0	\$ -					
97527	0	\$ -					
97528	0	\$ -					
97530	0	\$ -					
97535	0	\$ -					
97537	0	\$ -					
97539	0	\$ -					
97540	0	\$ -					
97601	0	\$ -					
97603	0	\$ -					
97623	0	\$ -					
97627	0	\$ -					
97632	0	\$ -					
97634	0	\$ -					
97824	0	\$ -					
97827	0	\$ -					
97841	0	\$ -					
97850	0	\$ -					
97867	0	\$ -					
97876	0	\$ -					
97883	1	\$ 3.00	1	\$ 3.00			
<b>TOTAL</b>	<b>1</b>	<b>\$ 3.00</b>	<b>1</b>	<b>\$ 3.00</b>	<b>\$ 3.00</b>	<b>0</b>	<b>\$ -</b>



Staff IR\_25 Please provide the Company's Whole Company small commercial customer count and small comn through the present month. This is an ongoing request t

	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21
Customers	77391	77386	77329	77435	77407	77369
Non-Payment Disconnects	3		35	32	22	20
All Other Disconnects	18	20	13	58	75	22
Disconnects as Percentage of Customers	0.027%	0.026%	0.062%	0.116%	0.125%	0.054%
Non-Payment Disconnect %	0.004%	0.000%	0.045%	0.041%	0.028%	0.026%
All Other Disconnects %	0.023%	0.026%	0.017%	0.075%	0.097%	0.028%

Commercial disconnects in an MS Excel table as shown below from December 2020 through December 2021.

Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
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Staff DR\_26 Please provide the Company's Oregon small commercial customer count and small commercial d  
 month. This is an ongoing request thro

Small Commercial	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
Customers	12015	12018	12039	12037	12004
Non-Payment Disconnects			27	25	16
All Other Disconnects	5	7	7	3	5
Disconnects as Percentage of Customers	0.042%	0.058%	0.282%	0.233%	0.175%
Non-Payment Disconnect %	0.000%	0.000%	0.224%	0.208%	0.133%
All Other Disconnects %	0.042%	0.058%	0.058%	0.025%	0.042%

disconnects in an MS Excel table as shown below from December 2020 through the present through December 2021

May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
11945							
13							
2							
0.126%							
0.109%							
0.017%							



e-FILING REPORT COVER SHEET

COMPANY NAME: Avista Corporation, dba Avista Utilities

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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)

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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 May 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)

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