

**BEFORE THE WASHINGTON
UTILITIES & TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION,

Complainant,

v.

AVISTA CORPORATION D/B/A/ AVISTA UTILITIES

Respondent.

DOCKETS UE-220053, UG-220054, and UE-210854 (Consolidated)

**AARON TAM
ON BEHALF OF THE
WASHINGTON STATE OFFICE OF THE ATTORNEY GENERAL
PUBLIC COUNSEL UNIT**

EXHIBIT AT-19

Avista's Response to Public Counsel Data Request No. 287

July 29, 2022

**AVISTA CORP.
RESPONSE TO REQUEST FOR INFORMATION**

| | | | |
|---------------|-----------------------|----------------|---------------------------|
| JURISDICTION: | WASHINGTON | DATE PREPARED: | 05/17/2022 |
| CASE NO.: | UE-220053 & UG-220054 | WITNESS: | David Howell |
| REQUESTER: | Public Counsel | RESPONDER: | David James |
| TYPE: | Data Request | DEPT: | Wildfire Resiliency |
| REQUEST NO.: | PC – 287 | TELEPHONE: | (509) 495-4185 |
| | | EMAIL: | dave.james@avistacorp.com |

SUBJECT: RE: Wildfire Plan, Docket U-210254 Recessed Open Meeting.

REQUEST: David James asserted during the Open Meeting on April 27, 2022, in Docket U-210254 that self-identified individuals who are dependent on medical devices are tracked by the Company. With regard to these medical-device dependent customers:

- a) How many of these customers have you identified in Washington State?
- b) How many calls to these customers has the Company conducted each year for the past three years in Washington?
- c) Do you provide other resources or services for these customers in the case of extended outages (i.e., access to backup generators or community center location information)?
- d) Does the Company conduct outreach to identify customers who depend on medical devices? If yes, please explain current and planned outreach strategies. If no, please explain why not.

RESPONSE:

- a) Since 2019 we have identified 383 customers as Life Support customers or EMC (Emergency Medical Certificate).

| | Average Yearly Life Support/EMC Customer Count |
|------|--|
| 2019 | 134 |
| 2020 | 158 |
| 2021 | 179 |
| 2022 | 189 |

- b) Since 2019, our 4 CARES (Customer Assistance Referral and Evaluation Service) representatives have accessed (left customer contacts) and completed call outs on Life Support/EMC customer's accounts 2,277 times. Calls to Life Support customers occur for a variety of reasons including but not limited to:

- Notification of a planned outage
- Active collections with pending disconnect
- Requests for certification paperwork
- Follow-up on previous discussions
- Referral return call

- c) During the recent 2021 windstorm the CARES team called individual customers who are reported as having life support and that were impacted by the outage to inquire about whether they had energy back-up. Additionally, when extended service interruptions occur, the Community and Economic Vitality Department (CEVD) along with CARES inquires with strategic partners to

gather information about support services that are available and provides that information to the call center to share with customers. The call center reps also refer customers to 211, and for emergency situations to 911. Additionally, the CEVD will collaborate to support the establishment of community resources and support (such as warming centers), as needed.

- d) The Company has not undertaken outreach to inquire with customers about whether they have medical devices. The company's approach has been to provide customers with information regarding outage preparation through traditional outreach activities.