

**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-26

Avista's Response to Public Counsel Data Request No. 309

July 29, 2022

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

JURISDICTION:	WASHINGTON	DATE PREPARED:	6/24/2022
CASE NO.:	UE-220053 & UE-220054	WITNESS:	David Howell
REQUESTER:	Public Counsel	RESPONDER:	David James
TYPE:	Data Request	DEPT:	Wildfire Resiliency
REQUEST NO.:	PC – 309	TELEPHONE:	(509) 495-4185
		EMAIL:	dave.james@avistacorp.com

**SUBJECT: RE: Wildfire Plan
Avista's Response to Public Counsel Data Request No. 290.**

REQUEST:

Avista provided its latest wildfire communications plan in response to Public Counsel Data Request No. 290. Does Avista translate outreach materials related to wildfire, outage, or other emergency information into non-English languages?

- a) If yes, please elaborate on which types of materials are translated, into what languages, and how and where those materials are distributed.
- b) If yes, please provide samples of different types of translated outreach materials within the past year.

RESPONSE:

Avista currently does not have any wildfire outreach materials that are translated. However, the Company established a team of employees to go out to customer areas and discuss wildfire issues, safety, and customer interests/needs related to wildfire. Avista's Wildfire Community Outreach subcommittee was launched this summer to serve as a central forum for developing approaches to coordinate, educate and engage Avista's partners in our wildfire resiliency efforts. It is important to ensure there is awareness of how the proposed implementation of our Wildfire Resiliency Plan may impact the customers and communities we serve. We view this outreach as a shared opportunity with our community partners to learn and refine our collective approaches for public safety. These interactive meetings will help the Company understand what customers want and require, allowing us to more fully understand language issues. In addition, customers can reach a translator if they call customer service.