



STATE OF WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION

621 Woodland Square Loop S.E. • Lacey, Washington 98503

P.O. Box 47250 • Olympia, Washington 98504-7250

(360) 664-1160 • TTY 1-800-833-6384 or 711

State Of WASH.  
UTIL. AND TRANSP.  
COMMISSION

05/04/20 15:20

Received  
Records Management

May 4, 2020

Mark L. Johnson, Executive Director and Secretary  
Washington Utilities and Transportation Commission  
1300 S. Evergreen Park Dr. SW  
P. O. Box 47250  
Olympia, Washington 98504-7250

RE: *Petition of Avista Corporation for an Accounting Order Authorizing the Deferral of Costs Related to Offering a Fee-Free Credit and Debit Card Payment Program for the Company's Residential Customers, Dockets No. UE-160071 and UG-160072 –Avista Utilities Q1 2020 Fee-Free Payment Program Report*

Dear Mr. Johnson:

Commission Staff has reviewed the compliance filing of Avista Corporation dated April 30, 2020, titled *Avista Utilities Q1 2020 Fee-Free Payment Program Report*. This report – the twelfth of a series of required reports - provides updates to the Commission about the program's progress through the first quarter of 2020. Subsequent reports are due quarterly. Staff believes that the filing complies fully with the Commission's Order 01, entered March 24, 2016.

Staff would like to bring to the Commission's attention that the customer adoption rate for this program has notably exceeded the presumed 15 percent adoption rate when this program was originally proposed and approved. The adoption rate shown in this report for calendar year 2019 was 29.5 percent and 33.1 percent for the first quarter of 2020. The adoption rate has climbed nearly every month since the inception of the program in January 2017, when 8.8 percent of payments were made through the program. However, there was a small decrease from February 2020's rate of 33.4 percent to 32.6 percent in March 2020.

Sincerely,

AMY I. WHITE  
Regulatory Analyst, Energy Regulation

