

AVISTA CORP.
RESPONSE TO REQUEST FOR INFORMATION

JURISDICTION:	Washington	DATE PREPARED:	6/15/00
CASE NO:	UE-991606	WITNESS:	Brian Hirschhorn
	UG-991607	RESPONDER:	Brian Hirschhorn
REQUESTER:	Public Counsel	DEPT:	Rates
TYPE:	Data Request	TELEPHONE:	(509) 495-4723
DUE DATE:	6/19/2000	FIELD AUDIT:	___ Yes <u>X</u> No
REQUEST NO.:	149		

REQUEST:

Provide the results of the survey referenced at page 7, line 5.

RESPONSE:

See attached.

WUTC		
DOCKET NO.	<u>UE-991606</u>	
EXHIBIT #	<u>508</u>	
ADMIT	W/D	REJECT
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Washington Water Power: Alternatives to Current Meter Reading Practices

Crosstabulations

Note: A capital letter appearing under any statistic (percentage or mean) indicates a statistically significant difference between the two categories being compared. A letter indicates the inference (about the difference between the two populations) is made with 90% confidence. The letter itself is placed under the larger of the statistics being compared.

Prepared by:

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(509)-324-4200

May 19, 1997

Table 2 Page 2

WWP Customer Services
 Alternatives to Current Meter Reading Practices

Q1. One alternative would be for Washington Water Power to read your meter and bill you every other month rather than every month. How acceptable would this be for you?

	Total	==LOCATION==		==GENDER==		==RESIDENCE==		==HOUSEHOLD INCOME==			==CREDIT CODE== Good Pay (3)	Fair Pay or Worse (1,2,5,6) (L)	==Q3B.COMFORT LEVEL== ==BILLING PROGRAM==	
		Rural	Urban/ Suburb	Male	Female	House	Other	<\$20k	\$20k- <\$50k	>=\$50k			Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
TOTAL	200 100.0	43 100.0	156 100.0	68 100.0	132 100.0	164 100.0	36 100.0	49 100.0	67 100.0	28 100.0	181 100.0	13 100.0	47 100.0	153 100.0
(4) VERY ACCEPTABLE	41 20.5%	15 34.9%	26 16.7%	17 25.0%	24 18.2%	34 20.7%	7 19.4%	10 20.4%	13 19.4%	5 17.9%	33 18.2%	6 46.2%	8 17.0%	33 21.6%
			C									K		
(3) SOMEWHAT ACCEPTABLE	55 27.5%	12 27.9%	43 27.6%	18 26.5%	37 28.0%	48 29.3%	7 19.4%	12 24.5%	21 31.3%	7 25.0%	53 29.3%	1 7.7%	13 27.7%	42 27.5%
											L			
(2) NOT VERY ACCEPTABLE	39 19.5%	8 18.6%	31 19.9%	12 17.6%	27 20.5%	33 20.1%	6 16.7%	7 14.3%	13 19.4%	9 32.1%	35 19.3%	2 15.4%	11 23.4%	28 18.3%
										H				
(1) NOT AT ALL ACCEPTABLE	64 32.0%	8 18.6%	55 35.3%	20 29.4%	44 33.3%	49 29.9%	15 41.7%	19 38.8%	20 29.9%	7 25.0%	60 33.1%	4 30.8%	15 31.9%	49 32.0%
			B											
DON'T KNOW / NA	1 0.5%	-	1 0.6%	1 1.5%	-	-	1 2.8%	1 2.0%	-	-	-	-	-	1 0.7%
MEAN	2.37	2.79	2.26	2.48	2.31	2.41	2.17	2.27	2.40	2.36	2.33	2.69	2.30	2.39
		C												

Comparison Groups: BC/DE/FG/HIJ/KL/MN
 Independent T-Test for Means, Independent Z-Test for Percentages
 Upper case letters indicate significance at the 90% level.
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Table 3 Page 3

WWP Customer Services
 Alternatives to Current Meter Reading Practices

Q2. The next alternative would be to read your meter every other month but to bill you every month. For the month that your meter was not read, your usage would be estimated. How acceptable would this method be to you?

	Total	==LOCATION==		==GENDER==		==RESIDENCE==		==HOUSEHOLD INCOME==			==CREDIT CODE==		=Q3B.COMFORT LEVEL= =BILLING PROGRAM=	
		Rural	Suburb	Male	Female	House	Other	<\$20k	\$20k- <\$50k	>=\$50k	Good Pay (3)	Fair Pay or Worse (1,2,5,6)	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
TOTAL	200 100.0	43 100.0	156 100.0	68 100.0	132 100.0	164 100.0	36 100.0	49 100.0	67 100.0	28 100.0	181 100.0	13 100.0	47 100.0	153 100.0
(4) VERY ACCEPTABLE	45 22.5%	15 34.9%	30 19.2%	18 26.5%	27 20.5%	38 23.2%	7 19.4%	7 14.3%	15 22.4%	6 21.4%	41 22.7%	3 23.1%	11 23.4%	34 22.2%
			C											
(3) SOMEWHAT ACCEPTABLE	69 34.5%	10 23.3%	58 37.2%	26 38.2%	43 32.6%	55 33.5%	14 38.9%	20 40.8%	25 37.3%	9 32.1%	59 32.6%	5 38.5%	18 38.3%	51 33.3%
			B											
(2) NOT VERY ACCEPTABLE	29 14.5%	9 20.9%	20 12.8%	10 14.7%	19 14.4%	24 14.6%	5 13.9%	9 18.4%	11 16.4%	3 10.7%	28 15.5%	1 7.7%	3 6.4%	26 17.0%
														M
(1) NOT AT ALL ACCEPTABLE	56 28.0%	9 20.9%	47 30.1%	13 19.1%	43 32.6%	46 28.0%	10 27.8%	13 26.5%	15 22.4%	10 35.7%	52 28.7%	4 30.8%	14 29.8%	42 27.5%
					D									
DON'T KNOW / NA	1 0.5%	-	1 0.6%	1 1.5%	-	1 0.6%	-	-	1 1.5%	-	1 0.6%	-	1 2.1%	-
MEAN	2.52	2.72	2.46	2.73 E	2.41	2.52	2.50	2.43	2.61	2.39	2.49	2.54	2.57	2.50

Comparison Groups: BC/DE/FG/HIJ/KL/MN
 Independent T-Test for Means, Independent Z-Test for Percentages
 Upper case letters indicate significance at the 90% level.
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