



STATE OF WASHINGTON  
UTILITIES AND TRANSPORTATION  
COMMISSION

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August 4, 2020

Mark L. Johnson, Executive Director and Secretary  
Washington Utilities and Transportation Commission  
621 Woodland Square Loop SE  
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 Q2 2020 Fee-Free Payment Program Report*

Dear Mr. Johnson:

Commission Staff has reviewed the compliance filing of Avista Corporation dated July 31, 2020, titled *Avista Utilities Q2 2020 Fee-Free Payment Program Report*. This report - number thirteen in the series - provides updates to the Commission about the program's progress through the second quarter of 2020. Staff believes that the filing complies fully with the Commission's Order 01, entered March 24, 2016.

The company notes that the deferral period for the fee-free payment program expired March 31, 2020. The company has deferred program costs through that date. Therefore, this Quarterly Report is the last report that will be filed by the company under Order 01.

Staff would like to point out that the customer adoption rate for this program has notably exceeded the initially-presumed 15 percent adoption rate. The first six months of 2020 had an adoption rate of 33.3 percent; in June 2020, the rate was 35.7 percent. The adoption rate was 8.8 percent in January 2017, the first month of the program.

Sincerely,

AMY I. WHITE  
Regulatory Analyst, Energy Regulation