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)

CROSS EXAMINATION EXHIBIT OF KELLY E. MAGALSKY
ON BEHALF OF THE
WASHINGTON STATE OFFICE OF THE ATTORNEY GENERAL
PUBLIC COUNSEL UNIT

EXHIBIT KEM-__X

Avista’s Response to Public Counsel’s Data Request No. 351
on Customer Service Expense

September 14, 2022
AVISTA CORP.
RESPONSE TO REQUEST FOR INFORMATION

JURISDICTION: WASHINGTON
CASE NO.: 220053/54/210854
REQUESTER: Public Counsel
REQUEST NO.: PC – 351

DATE PREPARED: 09/07/2022
WITNESS: Kelly Magalsky
RESPONDER: Andrea Pike
DEPT: Customer Service
EMAIL: andrea.pike@avistacorp.com

SUBJECT: Customer Service expense

REQUEST:
Refer to Rebuttal Testimony of Kelly E. Magalsky, Exh. KEM-3T at 3:1–4.
Please explain what is causing the increase of 2.5 percent in live contacts in 2022 and why the sudden reversal in the trend of declines that occurred in each year since 2009.

RESPONSE:
The supporting data the Company provided was a comparison of Q1 & Q2 of 2021 compared to 2022, which contacts are up in 2022. Looking at historical years it is true that live contacts, year over year have a declining trend.

<table>
<thead>
<tr>
<th>Live Contacts Q1&amp;Q2</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>(2018 - 2022)</td>
<td>337,444</td>
<td>325,634</td>
<td>279,582</td>
<td>253,975</td>
<td>260,379</td>
</tr>
</tbody>
</table>

The increase of live contacts in Q1 and Q2 of 2022 compared to 2021 is due to several factors, including an increase in calls to our credit queue which involves the resumption of collection activities following the moratorium on disconnections for nonpayment due to COVID-19, and the general queue, Option 0, supporting the belief that more customers want to speak with a CSR regarding their more complex questions.