

**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	DATE PREPARED:	09/07/2022
CASE NO.:	220053/54/210854	WITNESS:	Kelly Magalsky
REQUESTER:	Public Counsel	RESPONDER:	Andrea Pike
TYPE:	Data Request	DEPT:	Customer Service
REQUEST NO.:	PC – 351	TELEPHONE:	(509) 495-2843
		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.

Live Contacts Q1&Q2	2018	2019	2020	2021	2022
(2018 - 2022)	337,444	325,634	279,582	253,975	260,379

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.