

**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. 352
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 – 352	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 4:1–6.

Please:

- a. Identify the month and year when these additional activities took place.
- b. Confirm that those activities will not reoccur in 2023 and 2024. If you are not confirming, explain.

RESPONSE:

- a. These activities first began in March of 2020 and have continued through today in support of new collection requirements.
- b. We cannot definitively confirm that these activities will not reoccur in 2023 and 2024. As always, we will continue to be responsive to any Commission requirements and our evolving customer needs.