

**AVISTA CORP.**  
**RESPONSE TO REQUEST FOR INFORMATION**

JURISDICTION:	WASHINGTON	DATE PREPARED:	09/18/2015
CASE NO.:	UE-150204 & UG-150205	WITNESS:	Larry La Bolle
REQUESTER:	Public Counsel/Energy Project	RESPONDER:	Larry La Bolle
TYPE:	Data Request	DEPT:	State & Federal Regulation
REQUEST NO.:	PC/EP – 081	TELEPHONE:	(509) 495-4710
		EMAIL:	larry.labolle@avistacorp.com

**REQUEST:**

With regard to the Company's estimated incremental efficiency savings associated with AMI and customer access to interval data, please describe in detail what actions customers will take to provide this benefit, with what additional technologies or investments, and at what costs incurred by the customer.

**RESPONSE:**

Customers will have access to their interval data through a web-portal, which will include useful graphs and charts, accessible from a computer or mobile device. Customers will also be able to download their interval data via a CSV file into Excel format, or by Green Button. Green Button downloads can be used with a free on-line tool provided by the Department of Energy, called Yardstick, which can help customers benchmark themselves against others based on additional inputs the customer provides (home square footage, number in household, etc). There are also other third party tools available that can be used with the Green Button download. Avista also plans to provide an alerts and notifications program to customers, which will allow those who sign-up to receive usage information on the basis of parameters they select. Customers will be able to receive these notifications or alerts by email or in a text message. Avista will also support In-Home-Display (IHD) and Home-Area-Network (HAN) devices, with the details of this support to be determined based on the AMI technology to be selected. These technologies vary in hardware and software depending on customer's preferences and requirements. For example, some HAN systems are tied to security systems as the primary functionality, with energy management and remote access and control, etc., being secondary uses.

It is the Company's intention to support customers who may want to better understand their energy use, whether they choose a 'no incremental cost' approach, such as our on-line portal and a free analysis tool like DOE's Yardstick, or their own 3<sup>rd</sup> party tool, or a more sophisticated system that has the technology to connect with and receive real time energy use from our advanced meters. In this respect, the ultimate cost to the customer can be zero, or it could range up to hundreds of dollars, depending on what additional tools are of interest and useful to the customer.

Having additional information, as described above, and coupled with Avista's many energy-savings tips, customer education, or rebates and upstream buy-downs to help offset customer costs for more expensive energy efficiency measures, customers may be prompted to take a variety of actions to save energy and money, ranging from no-cost behavioral changes, to low-cost measures, to more expensive investments that could range up to several thousands of dollars.