

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

JURISDICTION:	WASHINGTON	DATE PREPARED:	10/07/2015
CASE NO:	UE-150204 & UG-150205	WITNESS:	D. Kopczynski / L. La Bolle
REQUESTER:	Bench	RESPONDER:	Larry La Bolle
TYPE:	Bench Request	DEPT:	State & Federal Regulation
REQUEST NO.:	Bench Request No. 7	TELEPHONE:	(509) 495-4710
		EMAIL:	<a href="mailto:larry.labolle@avistacorp.com">larry.labolle@avistacorp.com</a>

**REQUEST:**

**Bench Request No. 7:**

Please provide a copy of the Company's response to Staff Data Request No. 087.

**RESPONSE:**

Please see Bench\_DR\_07, Attachment A.

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

JURISDICTION:	WASHINGTON	DATE PREPARED:	04/10/2015
CASE NO.:	UE-150204 & UG-150205	WITNESS:	Don Kopczynski
REQUESTER:	UTC-Staff -Nightingale	RESPONDER:	Linda Gervais
TYPE:	Data Request	DEPT:	State & Federal Regulation
REQUEST NO.:	Staff - 087	TELEPHONE:	(509) 495-4975
		EMAIL:	linda.gervais@avistacorp.com

**REQUEST:**

See page 10 - section III.A. Please provide a detailed description and screen shots of Avista's utility web portal used during the Pullman project, including but not limited to the features it employs to enable customers to view and analyze their recent interval-energy use. What is the delay between customers' real-time energy use and when that energy use information is available on the utility web portal? Please provide a detailed description of any planned upgrades or changes to the utility web portal to better facilitate providing customers with their energy use information, and the estimated costs of such an upgrade during full utility deployment.

**RESPONSE:**

Avista's utility web portal allows customers to view their interval-energy usage in several ways. First, customers can view costs for their usage since their last bill, referred to as "bill-to-date." Then several load analysis charts are available that allow the customer to view their usage from day of the week to 5-minute increments. Customers can select a data range for viewing, such as "bill period," "week," or "month." Screen-shots of these tools are shown below. Up to two years of historical interval data can be queried by the customer, and all data can be downloaded by the customer in CSV format. Only validated interval data is presented to the customer on the web-portal, which causes a delay of about 24 hours between real-time and availability on the data on the portal. If customers choose to update their home profile on their web-portal dashboard, an estimate will provide them with a load disaggregation chart based on region and interval usage data.

Avista will be launching Green Button<sup>1</sup> functionality by May 1<sup>st</sup>, 2015 to all web-portal users, which will allow the capability of downloading usage in a standard format. And as a part of the Avista web upgrade, a new platform will enable customers to have immediate access to their validated interval data. This will involve several integration changes between our web-portal vendor and Avista for not only the interval data but other data displayed on the utility web-portal, examples are the Bill Analyzer tool and the Home Energy Analyzer tool. The result of this upgrade will be better reliability and decreased latency of the data presented. An implementation date for this new platform will be prior to the first test meter installations of the AMI Washington project. Incremental costs, if any, for additional AMI meters beyond the Pullman meters as a result of a full utility deployment have not been determined yet.

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<sup>1</sup> The Green Button initiative is an industry-led effort that responds to a White House call-to-action to provide utility customers with easy and secure access to their energy usage information in a consumer-friendly and computer-friendly format. Customers are able to securely download their own detailed energy usage with a simple click of a literal "Green Button" on electric utilities' websites.

**SCREEN SHOTS:**

Dashboard:

**Advanced Meter**  
**Bill-to-Date Estimate**

You are 26 days into your billing cycle

Estimated Cost as of 1/16/2012 **\$113.50**

**Detailed Service Listing**

Electric	\$39.99
Gas	\$73.51

This Bill-to-Date feature provides an estimate of electric and/or gas charges since your last statement, including the full amount of the monthly basic service charge(s). City tax, if applicable, is not included.

**How does my home use energy?**  
 23302 E Sharp Ave

**Total Costs 11/22/2011 - 12/21/2011**

- Heating \$82
- Other \$29
- Hot Water & Laundry \$13
- Food Storage \$6
- Lighting \$4
- Cooking \$3

Total
  Electricity
  Gas

Go to the [Appliances analysis](#) section to find out how much it costs to run your appliances.

**When does my home use energy?**  
 23302 E Sharp Ave

**Daily Energy & Average**

Meter: **Electric - 14000012**

**Energy Use Analysis**  
 View a variety of graphs to learn when you use energy

**How does my usage compare?**  
 23302 E Sharp Ave

**Usage Comparison**  
 Electric (kWh)

Electric
  Gas

**Bill History**  
 View up to 24 months of your bill history

Bill-to-Date:

**Advanced Meter  
 Bill-to-Date Estimate**

You are 23 days into your billing cycle.

Estimated Cost as of 1/13/2012      \$102.26

**Detailed Service Listing**

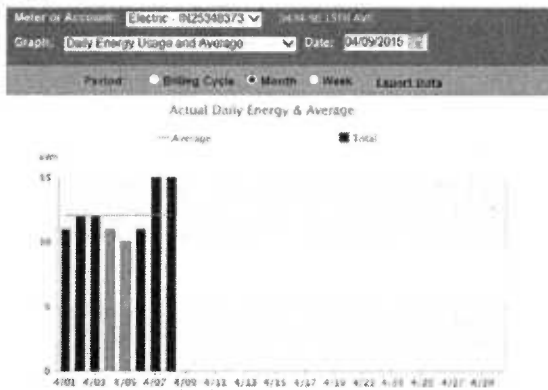
Electric	\$36.26
Gas	\$66.02

This Bill-to-Date feature provides an estimate of electric and/or gas charges since your last statement, including the full amount of the monthly basic service charge(s). City tax, if applicable, is not included.

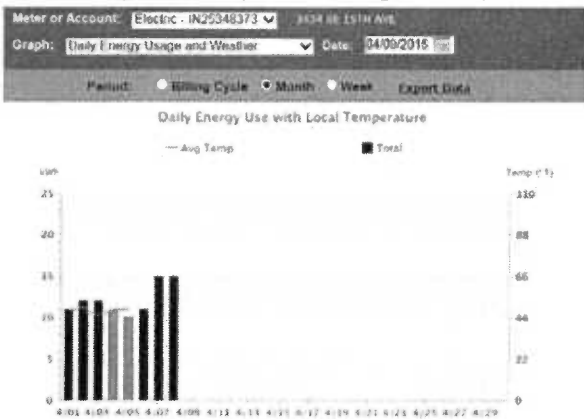
Load Analysis (Daily with Average): Courtesy of Aclara

My Energy Usage Patterns

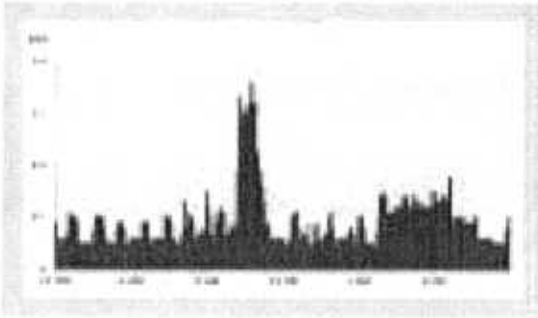
Check out the data from your meter and usage tips below. Select which meter, type of graph, and starting date.



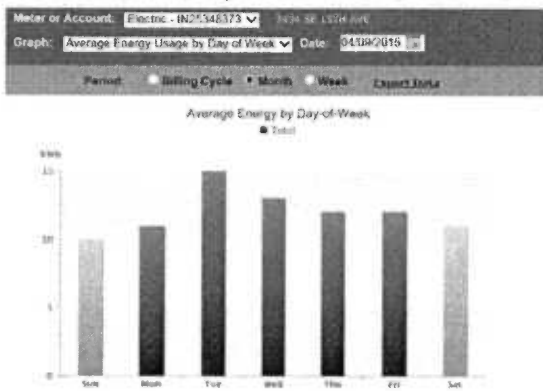
Load Analysis (Daily with Temperature): Courtesy of Aclara



Load Analysis (Hour by Hour):



Load Analysis (Day of the Week): Courtesy of Aclara



Load Disaggregation Chart:

