

AVISTA CORP.
RESPONSE TO REQUEST FOR INFORMATION

JURISDICTION:	WASHINGTON	DATE PREPARED:	09/27/2016
CASE NO.:	UE-160228 & UG-160229	WITNESS:	Heather L. Rosentrater
REQUESTER:	Public Counsel/Energy Project	RESPONDER:	Leona Doege/ Larry La Bolle
TYPE:	Data Request	DEPT:	State & Federal Regulation
REQUEST NO.:	PC/EP – 094	TELEPHONE:	(509) 495-4710
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REQUEST:**RE: Rebuttal Testimony of Heather L. Rosentrater, Exhibit No. HLR-9T at 13:14-17.**

How does the OPower program and experience impact or support your estimate of an additional three percent savings for customers who access the AMI-enabled web portal?

- a. If it is your conclusion that customers will do more than what is being done via the current OPower program, please explain the basis for this assumption.
- b. Are there any costs associated with changes to the OPower program included in this business case?

RESPONSE:

The Opower program energy savings results are the average for the entire customer group that is receiving the reports, compared with the energy use of a similar control group of customers who are not receiving reports. While the individual participation rates of customers are not known, the savings they achieve as a group (the average for 100% of the customers receiving the reports) is approximately 1.5%. The Company's experience with the Opower reports program, and the average savings achieved, helped inform Avista's estimate of the energy savings likely to be achieved by customers accessing their five-minute interval data, personalized interval weather data, analytical tools, energy alerts, an on-line energy audit tool, and energy conservation tips, all presented on the landing page of their personal Avista web account. Based on the percentage of our customers who use a personal web-based Avista account, we have minimally estimated that 31% of our customers will see their interval data and tools. The Company's estimate of the energy savings that will be achieved by customers accessing interval data via the web portal is based on three percent of all our customers (or 10% of the group currently using a personal web account) taking some action to save energy, and that their average savings will be three percent. The resulting energy savings is 0.09% or less than 1/16th of the energy savings rate achieved by the Opower program.

- a. Though we have not accounted for any additional such benefit in our business case, we believe that customers receiving conservation messaging, such as the Opower report or other Avista energy conservation communications, in addition to having access to their interval energy data and analytics, will ultimately participate at a higher rate and will save more energy than the 0.09% that has been included by Avista in its business case.
- b. Avista has not anticipated making any changes to the Opower program, which it does not administer, and which program has not been relied upon for estimating the average energy savings of 0.09%.