

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 – 095	TELEPHONE:	(509) 495-4710
		EMAIL:	larry.labolle@avistacorp.com

REQUEST:

Does Avista agree that the only information that will differ in terms of customer exposure to usage data with AMI is interval or hourly usage information as compared to the web portal that allows customers to currently see the monthly usage data? If not, please explain.

RESPONSE:

No, Avista does not agree. The customer's personal Avista web account (or web portal) will provide our customers much more than just their interval usage data, including the following features:

1. The five-minute interval data combined with load-disaggregation tools will allow customers to isolate usage associated with always-on uses, lighting, certain appliances, and space heating and cooling loads with precision and accuracy;
2. The bill-to-date feature will show customers their cumulative usage and associated costs since their last bill;
3. Customers will be able to select the option to receive home energy alerts based on usage metrics and preferences they choose;
4. The landing page will contain relevant and meaningful energy-saving tips, tools, and insights that employ the granularity of the interval energy usage and weather data;
5. Customers will be able to see their usage data in several chart formats that can be customized by the customer, such as daily usage versus average usage for a specified time frame down to the 5-minute interval for electric use for the day;
6. Very importantly, as described in PD EP_DR-57, customers will not have to make additional "clicks" to access this information from their personal web account, rather it will be presented on their main account landing page and account summary.