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September 30, 2022

Amanda Maxwell  
Executive Director and Secretary  
Washington Utilities & Transportation Commission  
621 Woodland Square Loop SE  
Lacey, Washington 98503

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UTIL. AND TRANSP.  
COMMISSION

**RE: UE-210628 - Avista Utilities 2021 Clean Energy Implementation Plan, Public Participation Progress Report, Condition 30**

Dear Ms. Maxwell:

Avista Corporation, dba Avista Utilities (Avista or the Company), submits its Public Participation Progress Report in compliance with Condition 30, as approved in Order 01 issued in Docket UE-210628, pertaining to Avista's Clean Energy Implementation Plan (CEIP). Condition 30 directs the Company to provide a progress report on what actions the Company has made to reduce barriers to public participation and provide an update to the Company's customer engagement plan that it will implemented during the 2022-2025 timeframe.

Additionally, Avista provides the following update on CEIP Condition 19, which states the following:

"Avista agrees that for its CBI – Availability of Methods/Modes of Outreach and Communications, an additional metric will be identified to track increased availability of translation services by October 1, 2022. Once identified, a baseline for the metric will be established and the metric will be reported in the 2023 Biennial CEIP Update."

Avista's metrics proposed in its CEIP pertaining to the availability of methods/modes of outreach and communication will measure the number of outreach contacts and the number of marketing impressions for energy assistance and energy efficiency outreach events offered along

with impressions from marketing geared towards these areas. In addition to these metrics, the following new metrics have been identified, as required by Condition 19, and supported by Avista's EAG to track the increased availability of translation services:

- **The number of translation services provided by customer outreach channel.**
  - Avista will track the number of translation services provided in Energy Assistance and Energy Efficiency identified channels.
- **The number of translation options utilized in customer outreach channel.**
  - A count of the distinct languages translated for each Energy Assistance and Energy Efficiency channel identified above.

Avista will provide a baseline along with its progress made towards these metrics in its 2023 biennial CEIP Update.

Please direct any questions to Tamara Bradley at [tamara.bradley@avistacorp.com](mailto:tamara.bradley@avistacorp.com) or (509) 495-7896 or me at [shawn.bonfield@avistacorp.com](mailto:shawn.bonfield@avistacorp.com) or (509) 495-2782.

Sincerely,

/s/ *Shawn Bonfield*

Shawn Bonfield  
Sr. Manager of Regulatory Policy & Strategy