

**BEFORE THE WASHINGTON  
UTILITIES & TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION,

Complainant,

v.

AVISTA CORPORATION d/b/a AVISTA UTILITIES,

Respondent.

---

DOCKET NOS. UE-200900 and UG-200901 (*Consolidated*)

**SHAY BAUMAN**

**ON BEHALF OF THE  
WASHINGTON STATE OFFICE OF THE ATTORNEY GENERAL  
PUBLIC COUNSEL UNIT**

---

**EXHIBIT SB-7**

Avista Response to Public Counsel Data Request No. 197

**April 21, 2021**

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

JURISDICTION:	WASHINGTON	DATE PREPARED:	03/03/2021
CASE NO.:	UE-200900 & UG-200901	WITNESS:	Josh DiLuciano
REQUESTER:	Public Counsel	RESPONDER:	Robb Raymond
TYPE:	Data Request	DEPT:	Electrical Engineering
REQUEST NO.:	PC – 197	TELEPHONE:	(509) 495-4695
		EMAIL:	robb.raymond@avistacorp.com

**SUBJECT: AMI**

**REQUEST:**

**Please refer to Avista’s response to Public Counsel Data Request No. 137, in which Avista provides historical electric and gas spending detail for meter reading (PC-137, subpart (a)) and meter services (PC-137, subpart (d)) departments by year from 2016 through 2020.** Public Counsel is interested in the historical, current, and proposed organizational charts for all departments related to meter reading, meter services, credit collections connections, meter shop, meter communications network operations, and any other departments devoted to meter operations. For each of these named departments, and for any other departments Avista identifies as “meter related”, provide the actual or anticipated department organization charts as of:

- a) December 31, 2016, (intended to represent historical organizational structures and staffing levels in each of these departments)
- b) December 31, 2020, (intended to represent current organizational structures and staffing levels in each of these departments)
- c) Anticipated for December 31, 2021, (intended to represent the organizational structures and staffing levels anticipated upon full deployment of AMI)

**RESPONSE**

Please see the table below showing information for departments that are “meter related” and full-time employee equivalent (FTE) counts for 2016, 2021, and forecasted to the future. Some of the departments shown provide support to meter reading but are not dedicated to meter reading functions only, as they are a “shared service.” Comments have been provided where applicable clarifying the role or change in conditions that support the effort and expenses reported.

Department	Role	2016 FTE	2020 FTE	Forecasted FTE	Comment
Meter Reading	Dedicated	50	11	5	The meter reading department consists of meter readers and management of meter reading and credit/collections. Five are forecasted to be needed in part due to reading opt-out customers, customers that cannot receive AMI due to rural location, and customers in Avista's WA Gas Only areas.
Credit/Collections Field Personnel	Dedicated	10	0	6	2020 and 2021 FTEs account for WUTC mandated changes in requirements for customer prior notification regarding account disconnects, however they have not performed these activities in 2020 due to COVID restrictions mandating no credit/collections disconnects.
Electric Meter Techs	Dedicated	17	15	17	Meter techs support all meter forms for all Avista's service territory. Meter operations analysts and management are also included in this group.
Electric Meter Engineering	Dedicated	1	3	3	Electric metrology engineering management is also included in this group.
Meter Operations (Gas and Elect)	Dedicated	5	6	6	1 FTE utilized to manage AMI Operations
Gas Shop	Shared	17	17	17.8	Relative to AMI, the gas shop plays only a small role as the meter is managed separately from the billing module. 2021 growth includes student helpers.
Billing	Shared	33	33	35	Billing is a shared service and part of the role is the analysis of patterns and identification of anomalies that trigger action to investigate. 2 FTEs are forecasted pending the business need due to AMI activity.
Network Support	Shared	5	5	5	.8 FTE is currently being used for AMI network optimization activities.
Network Operations Center	Shared	0	5	5	The Network Operations Center (NOC) was formed as a shared service to the company to provide 24x7 monitoring of our critical systems. ~.25 FTE is dedicated to AMI
Applications Operations	Shared	5	7	7	2 FTEs are utilized for AMI support