

Avista Corporation Change in Customers and Usage

	Number of Customers	Sales (MWh)	Use per Customer (MWh)	Change in Use	
				Average Use from Existing Customers ----- (MWh) -----	Number of New Customers
Residential					
1991	157,271	2,197,818	14.0		
1992	159,613	2,089,066	13.1	(139,404)	30,653
1993	162,228	2,194,599	13.5	70,158	35,375
1994	165,509	2,090,355	12.6	(145,683)	41,439
1995	168,980	2,084,887	12.3	(48,294)	42,825
1996	170,858	2,184,928	12.8	76,026	24,016
1997	171,926	2,130,327	12.4	(67,835)	13,234
1998	175,322	2,138,834	12.2	(32,922)	41,429
1999	177,561	2,168,322	12.2	2,145	27,342
2000	178,707	2,160,946	12.1	(21,233)	13,858
2001	180,308	2,159,687	12.0	(20,435)	19,176
2002	181,660	2,136,803	11.8	(38,788)	15,903
2003	183,666	2,179,465	11.9	18,859	23,804
2004	186,321	2,202,623	11.8	(8,229)	31,386
2005	189,285	2,226,058	11.8	(11,423)	34,858
2006	193,060	2,332,184	12.1	60,526	45,600
2007	196,476	2,380,357	12.1	6,785	41,388
2008	198,705	2,380,896	12.0	(26,174)	26,713
2009	200,134	2,451,687	12.3	53,290	17,501
2010	200,677	2,369,444	11.8	(88,649)	6,405
General Service					
1991	18,531	328,987	17.8		
1992	18,934	328,199	17.3	(7,773)	6,986
1993	19,375	348,159	18.0	12,035	7,925
1994	19,870	358,034	18.0	955	8,919
1995	20,444	355,151	17.4	(12,854)	9,971
1996	21,008	355,473	16.9	(9,221)	9,543
1997	21,276	363,031	17.1	2,985	4,573
1998	21,882	370,747	16.9	(2,551)	10,267
1999	22,391	372,446	16.6	(6,767)	8,467
2000	22,830	375,601	16.5	(4,068)	7,222
2001	23,427	380,064	16.2	(5,223)	9,685
2002	23,915	372,470	15.6	(15,195)	7,600
2003	24,324	379,611	15.6	758	6,383
2004	24,718	375,709	15.2	(9,890)	5,989
2005	25,188	380,855	15.1	(1,961)	7,107
2006	25,810	407,333	15.8	16,663	9,815
2007	26,429	419,242	15.9	2,088	9,820
2008	26,886	416,704	15.5	(9,614)	7,077
2009	27,142	415,935	15.3	(4,692)	3,923

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				Average Use from Existing Customers	Number of New Customers
				----- (MWh) -----	-----
2010	27,496	411,045	14.9	(10,181)	5,291
Large General Service					
1991	2,551	1,256,027	492.4		
1992	2,609	1,274,025	488.3	(10,324)	28,323
1993	2,652	1,289,854	486.4	(5,085)	20,914
1994	2,709	1,345,243	496.6	27,084	28,305
1995	2,816	1,391,188	494.0	(6,916)	52,861
1996	2,894	1,408,710	486.8	(20,446)	37,968
1997	2,949	1,392,517	472.2	(42,163)	25,971
1998	3,058	1,448,271	473.6	4,131	51,622
1999	3,120	1,456,687	466.9	(20,531)	28,947
2000	3,209	1,487,575	463.6	(10,369)	41,257
2001	3,180	1,484,789	466.9	10,755	(13,541)
2002	3,182	1,452,794	456.6	(32,908)	913
2003	3,210	1,502,317	468.0	36,418	13,104
2004	3,302	1,535,419	465.0	(9,677)	42,780
2005	3,355	1,540,943	459.3	(18,782)	24,305
2006	3,304	1,577,886	477.6	61,340	(24,397)
2007	3,283	1,580,537	481.4	12,520	(9,868)
2008	3,315	1,575,845	475.4	(19,588)	14,896
2009	3,352	1,556,929	464.5	(36,027)	17,111
2010	3,275	1,542,455	470.9	21,435	(35,909)

Source: Exhibit No. RCC-3 and Exhibit No. RCC-4.