

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

JURISDICTION:	WASHINGTON	DATE PREPARED:	07/15/2015
CASE NO.:	UE-150204 & UG-150205	WITNESS:	Don Kopczynski/Tara Knox
REQUESTER:	ICNU	RESPONDER:	Larry La Bolle
TYPE:	Data Request	DEPT:	State & Federal Regulation
REQUEST NO.:	ICNU – 076 Supplemental	TELEPHONE:	(509) 495-4710
		EMAIL:	larry.labolle@avistacorp.com

**REQUEST:**

Please refer to Exhibit No.\_\_(DFK-5), page 23. Please provide Avista's proposed: a) digital meter installation schedule, according to rate schedule; and b) allocation of digital meter installation costs, per year, according to rate schedule.

**RESPONSE:**

The Company's preliminary estimate of the expected capital costs associated with the Washington advanced metering project, by year, is provided in Exhibit No.\_\_(DFK-1T), Illustration No. 5, page 14. The costs for the metering project will be allocated to each rate schedule based on the metering that is ultimately installed for customers served under that rate schedule. The Company anticipates at this time that the costs for the metering project will be principally applied to rate schedules other than schedule 025. This is the case because we expect that many of the industrial customers we serve will continue to be metered under the Company's existing MV-90 program. The basis for the allocation of metering costs among rate schedules is provided in Exhibit No.\_\_(TLK-2), page 5, lines 6-8, and in the related work papers TLK-E-135-137.

**SUPPLEMENTAL RESPONSE:**

In the Company's previous response, we referred to the initial preliminary capital estimate developed and approved for the advanced metering project in late 2014, as presented in Exhibits No.\_\_(DFK-1T and DFK-5). Avista has noted that its initial preliminary estimate would be revised through the course of implementation as new information is developed in support of the project, most notably, when we have firm costs from vendors for various solutions. Though the Company has no firm pricing at this point, and will not have firm prices for most of the required solutions until the end of 2015, and into early 2016, we have made revisions to the initial preliminary capital and O&M estimates based on the best information available to the Company at this time.

**Capital Revisions**

The table, below, presents the initial preliminary project capital cost categories, as described in Exhibit No.\_\_(DFK-5), pages 20-23. The costs in the table show the initial preliminary budget as presented in Exhibit No.\_\_(DFK-5), and the costs reflecting the most-recent revisions, referenced above.

<b>Description</b>	<b>July 2015 Revision</b>	<b>Initial Budget</b>
Electric Meters	\$ 35,829,062.40	\$ 33,830,016.00
Electric Meter Labor - in house	\$ 9,054,202.59	\$ 3,389,938.72
Electric Meter Labor - contract	\$ 7,464,774.25	\$ 6,815,950.03
Gas Modules	\$ 8,942,246.42	\$ 8,443,322.80
Gas Module Labor - contract	\$ 5,555,646.75	\$ 4,261,977.50
Head End Hardware	\$ 4,922,650.48	\$ 4,922,650.48
Head End Software	\$ 5,140,000.00	\$ 859,650.00
Head End Labor - Internal	\$ 21,592,959.72	\$ 9,075,925.85
Network Communications - Hardware	\$ 30,105,294.83	\$ 26,152,769.50
Network Communications - Software	\$ 3,522,185.00	\$ 3,015,100.00
Network Communications - Labor	\$ 19,938,151.52	\$ 29,268,731.80
Customer Communications	\$ 4,500,000.00	\$ 5,500,000.00
AFUDC	\$ 7,361,195.68	\$ 6,591,694.62
Additional Project Costs (Spread Across All Units)	\$ 1,624,231.37	
<b>Totals</b>	<b>\$ 165,552,601.00</b>	<b>\$ 142,127,727.31</b>

An additional change to the revised estimated capital costs, which is embedded in the revised cost categories shown above, and in the project total of \$165.6 million, is an increase in the financial contingency for the project, in the amount of \$5.8 million. A brief explanation of the reasons for the changes in each capital cost category, is provided below.

Electric Meters – Increase in the equipment loading charges applied to the meters.

Electric Meter Labor / Avista – Upward revision of the estimate of the internal labor resources required to install the advanced meters.

Electric Meter Labor / Contract – Increase in the initial estimate of the contract labor resources required for meter installation.

Gas Modules – Increase in the equipment costs associated with the natural gas modules.

Gas Module Labor / Contract – Increase in the initial estimate of the contract labor resources required to install the natural gas modules.

Head-End Software – Increase in the initial estimate for the meter data management system based on more refined technical specifications, and recent discussions with potential vendors.

Head-End Labor / Avista – Increase in the initial estimate of labor resources, and a transfer of labor from other areas, needed to install and integrate the meter data management system.

Network Communication Hardware – Increase in the initial estimate of the contract labor resources required for network installation.

Network Communication Software – Increase in the initial estimate of the network software costs.

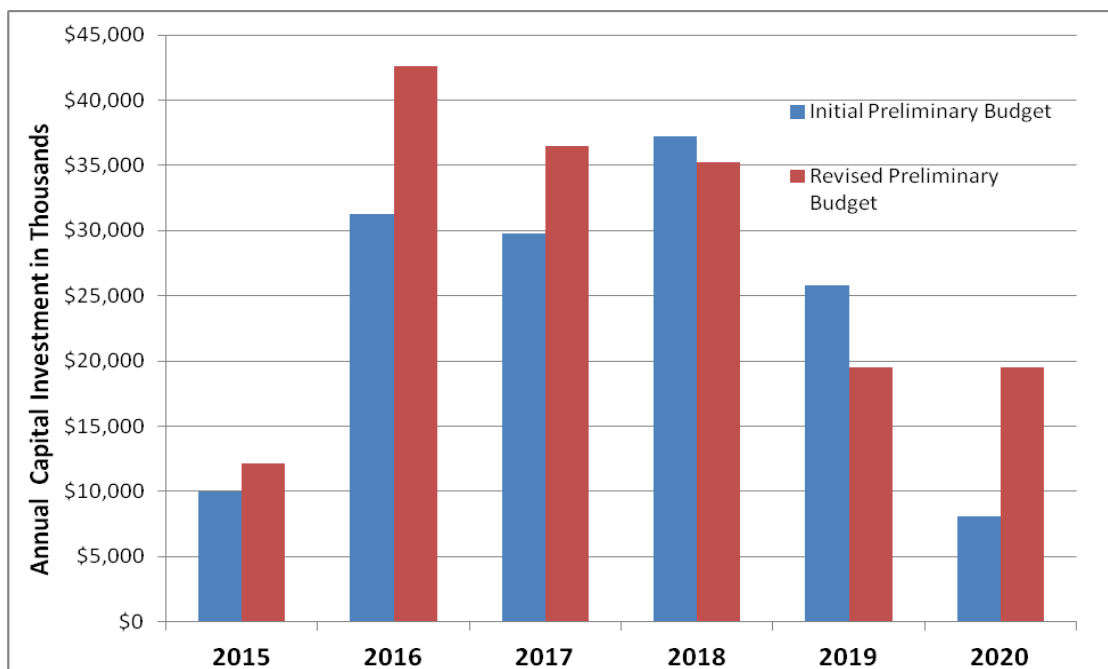
Network Communication Labor – Reduction, representing a shift in the initial estimate of labor resources to other elements of the project, such as Head-End Labor, above.

Customer Communications – Reduction in the initial estimate of the costs for customer communications required to support the project.

AFUDC – Increase reflecting the greater capital costs associated with the project.

Additional Project Costs – Recognition of additional costs associated with implementation of the advanced metering system.

In addition to changes in project costs by category, Avista also revised the initial preliminary forecast of annual capital spending during each year of implementation. The illustration, below, shows the initial forecast of annual capital expenditures for the Washington advanced metering project, as provided in Exhibit\_No. (DFK-1T), page 14, and the most-recent revisions of the forecast, as described above.



To determine the overall cost impact associated with these capital additions, Avista revised its initial project financial model, provided in the workpapers of Company witness Mr. Kopczynski, under the tab labeled “AMI Financials.” The revised model is provided as ICNU\_DR\_076 Supplemental Attachment A. As shown in the model in column “T,” lines 28 through 48, the overall cost impact related to the increase in estimated capital costs, measured as the change in the net present value of the overall project revenue requirement, is \$24.9 million, or approximately 10.9 percent.

### Operations & Maintenance Costs

The Company’s initial preliminary estimate of the annual O&M costs required to support the fully-deployed project was \$5,191,063, which was escalated at two percent annually over the life of the project. Avista has made two revisions to this initial preliminary forecast. The estimate of the required O&M costs has been increased from \$5.19 million, above, to \$5,400,023, which is also subject to the two percent annual adjustment. The second adjustment involves “phasing in” the full O&M costs over the period of the deployment of the advanced metering system. In its initial financial model, noted above, the Company inadvertently applied the O&M costs, associated with the fully deployed advanced metering system, to each year of the implementation of the project, resulting in an overestimate of the lifecycle operating costs for the system. The net effect of these two O&M adjustments is a \$20.8 million reduction (or approximately 9.1 percent) in the overall net present value of the revenue requirement associated with the advanced metering system. These two changes to the Company’s initial financial model are shown in ICNU\_DR\_076 Supplemental Attachment B, in the “AMI Financials” tab, under column “N,” lines 28 through 48.

## **Net Effect of Capital and O&M Revisions**

The overall cost impact of these revisions in estimated capital and O&M costs, as described above, is an increase of \$4.1 million in the overall net present value of the revenue requirement for the project, or 1.8 percent. Revisions to the Company's initial financial model, reflecting the changes described above in the estimated capital and O&M costs, are provided in ICNU\_DR\_076 Supplemental Attachment C, under the "AMI Financials" tab. The Company is also continuing to refine its preliminary estimate of offsetting quantifiable benefits. It is anticipated that those estimated benefits will increase.

In addition to the advanced metering project costs noted above, Avista is also in the process of developing a business case for a network communications system that would support a variety of utility functions. Some of these functions include distribution grid modernization and operation, SCADA telemetry to all substations, physical and infrastructure security, field mobility workforce solutions, replace leased fiber and telecommunications facilities, and support of advanced metering in Washington, and subsequently in Idaho. The Company believes the value associated with this network communications system will support its development, likely irrespective of the benefits provided to advanced metering. However, because the network communications project will have an association with the advanced metering system now being deployed by the Company, we will evaluate the costs and benefits of each project in parallel to ensure the costs and benefits of the communications network are properly allocated. Avista is presently engaged in the process of identifying use cases to be evaluated as part of the communications network project, and subsequently, will be preparing a Capital Project Business Case for the program.



Knowlidge Response Center Solution - Facilities

Knowlidge Response Center Solution - Facilities

Dan Burgess

51	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(48,697)
52	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(45,690)
53	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(42,870)
54	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(40,223)
55	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(37,740)
56	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(35,410)
57	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(33,224)
58	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(31,173)
59	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(29,249)
60	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(27,443)
61	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(25,749)
62	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(24,159)
63	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(22,668)
64	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(21,265)
65	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(19,850)
66	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(18,422)
67	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(17,088)
68	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(15,843)
69	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(14,681)
70	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(13,615)
71	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(12,775)
72	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(11,986)
73	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(11,246)
74	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(10,552)
75	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(9,900)
76	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(9,289)
77	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(8,716)
78	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(8,178)
79	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(7,673)
80	(9,664,200)	180,420,601	0	0	(9,664,200)	(292,825)	(445,520)	0	(223,020)	(54,352)	0	(239,895)	(1,255,612)	(7,173)

- (a) Time Period in Years
- (b) Capital Additions Tax Basis
- (c) Rate Base Beginning of Period = Previous(i) + Previous(c)
- (d) Accumulated Depreciation = Previous(e) + (j)
- (e) Tax Depreciation = Modified ACIRS Schedules Times The Tax Basis
- (f) Book Depreciation on Tax Basis = Straight Line Depreciation of Tax Basis
- (g) Deferred Taxes = [(f)-(g)] \* Federal Income Tax Rate
- (h) Rate Base End of Period = (d) - (i) - (h)
- (i) Book Depreciation = Straight Line Per Book Life
- (j) Average Rate Base = [(c) + (i)] / 2
- (k) Interest Expense = Weighted Cost of Debt \* (k)
- (l) Equity Return = [Weighted Cost of Preferred + Weighted Cost of Common] \* (k)
- (m) Operating and Maintenance Expense = Previous(n) \* [1 + O&M Escalation Factor]
- (n) Property Taxes = Property Tax Rate \* (d)
- (o) Miscellaneous Revenue Items = Revenue Requirements \* Miscellaneous Revenue Items Percentage
- (p) State Income Tax = [Revenue Requirement - (lg) + (l) + (m) + (o) + (p)] \* State Income Tax Rate
- (q) Federal Income Taxes = [Revenue Requirements - (lg) + (l) + (m) + (o) + Miscellaneous Revenue Items + State Tax] \* Federal Income Tax Rate
- (r) Total Revenue Requirements = (j) + (m) + (n) + (o) + (p) + (q) + (r)
- (s) Present Value Revenue Requirements = Total Revenue Requirements / [1 + Discount Factor] \* [(q) - (s)]

Revenue Requirements = [(j) + (m) + (n) + (o) - Federal Income Tax Rate \* [(lg) + (l) + (m) + (o)]] / Conversion Factor









BOOK DEPRECIATION ON BOOK BASIS

Class ->	3	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	
Rate	Capital	12,157,944	42,633,364	36,500,857	35,256,966	19,497,938	19,505,532	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0.03333	1	405,265																				
0.06667	2	810,530	1,421,112																			
0.06667	3	810,530	2,842,224	1,216,695																		
0.06667	4	810,530	2,842,224	2,433,390	1,175,232																	
0.06667	5	810,530	2,842,224	2,433,390	2,350,464	649,931																
0.06667	6	810,530	2,842,224	2,433,390	2,350,464	1,299,863	650,184															
0.06667	7	810,530	2,842,224	2,433,390	2,350,464	1,299,863	1,300,369															
0.06667	8	810,530	2,842,224	2,433,390	2,350,464	1,299,863	1,300,369															
0.06667	9	810,530	2,842,224	2,433,390	2,350,464	1,299,863	1,300,369															
0.06667	10	810,530	2,842,224	2,433,390	2,350,464	1,299,863	1,300,369															
0.06667	11	810,530	2,842,224	2,433,390	2,350,464	1,299,863	1,300,369															
0.06667	12	810,530	2,842,224	2,433,390	2,350,464	1,299,863	1,300,369															
0.06667	13	810,530	2,842,224	2,433,390	2,350,464	1,299,863	1,300,369															
0.06667	14	810,530	2,842,224	2,433,390	2,350,464	1,299,863	1,300,369															
0.06667	15	810,530	2,842,224	2,433,390	2,350,464	1,299,863	1,300,369															
0.03333	16	405,265	2,842,224	2,433,390	2,350,464	1,299,863	1,300,369															
0.00000	17	0	1,421,112	1,216,695	2,350,464	1,299,863	1,300,369															
0.00000	18	0	0	0	1,175,232	649,931	1,300,369															
0.00000	19	0	0	0	0	0	650,184															
0.00000	20	0	0	0	0	0	0															
0.00000	21	0	0	0	0	0	0															
0.00000	22	0	0	0	0	0	0															
0.00000	23	0	0	0	0	0	0															
0.00000	24	0	0	0	0	0	0															
0.00000	25	0	0	0	0	0	0															
0.00000	26	0	0	0	0	0	0															
0.00000	27	0	0	0	0	0	0															
0.00000	28	0	0	0	0	0	0															
0.00000	29	0	0	0	0	0	0															
0.00000	30	0	0	0	0	0	0															
0.00000	31	0	0	0	0	0	0															
0.00000	32	0	0	0	0	0	0															
0.00000	33	0	0	0	0	0	0															
0.00000	34	0	0	0	0	0	0															
0.00000	35	0	0	0	0	0	0															
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0.00000	37	0	0	0	0	0	0															
0.00000	38	0	0	0	0	0	0															
0.00000	39	0	0	0	0	0	0															
0.00000	40	0	0	0	0	0	0															
0.00000	41	0	0	0	0	0	0															
0.00000	42	0	0	0	0	0	0															
0.00000	43	0	0	0	0	0	0															
0.00000	44	0	0	0	0	0	0															
0.00000	45	0	0	0	0	0	0															
0.00000	46	0	0	0	0	0	0															
0.00000	47	0	0	0	0	0	0															
0.00000	48	0	0	0	0	0	0															
0.00000	49	0	0	0	0	0	0															
0.00000	50	0	0	0	0	0	0															
0.00000	51	0	0	0	0	0	0															
0.00000	52	0	0	0	0	0	0															
0.00000	53	0	0	0	0	0	0															
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0.00000	55	0	0	0	0	0	0															
0.00000	56	0	0	0	0	0	0															
0.00000	57	0	0	0	0	0	0															
0.00000	58	0	0	0	0	0	0															
0.00000	59	0	0	0	0	0	0															
0.00000	60	0	0	0	0	0	0															
0.00000	61	0	0	0	0	0	0															
0.00000	62	0	0	0	0	0	0															
0.00000	63	0	0	0	0	0	0															
0.00000	64	0	0	0	0	0	0															
0.00000	65	0	0	0	0	0	0															
0.00000	66	0	0	0	0	0	0															
0.00000	67	0	0	0	0	0	0															
0.00000	68	0	0	0	0	0	0															
0.00000	69	0	0	0	0	0	0															
0.00000	70	0	0	0	0	0	0															
0.00000	71	0	0	0	0	0	0															
0.00000	72	0	0	0	0	0	0															







**Washington**

Meter Distribution	Electric	Electric %	Electric kWh	Electric kWh %	Gas	Gas %	Gas therms	Gas therms %	Total Meters
Residential	220,110	86.9%	2,524,439,400	56%	140,259	90.5%	107,183,063	60%	360,369
Commercial/Industrial (Rate 025 not represented)	33,222	13.1%	1,983,744,827	44%	14,722	9.5%	72,202,475	40%	47,944
<b>Total</b>	<b>253,332</b>	<b>100.0%</b>	<b>4,508,184,227</b>	<b>100%</b>	<b>154,981</b>	<b>100.0%</b>	<b>179,385,538</b>	<b>100%</b>	<b>408,313</b>
Percent	62%				38%				100.0%

0.6%

Customer		
Adjustable Assumptions	Growth Rate	O&M Escalation
LifeCycle Years	1.40%	3%

Dan Burgess Knowledge Response Center Solution - Facilities Software for Building service maintenance

Value of old Meters	Depr Rate	Depr Exp	Amort Rate	Amort Exp	DFIT
\$ 21,000,000	2.92%	\$ 613,200.00	10%	\$ 2,100,000	Accrual Reduction
					\$ 520,380.00
				<b>\$ 1,486,800</b>	
				Additional Book Depreciation	
				For ten years 2016-2025	

\*manually add into the financial model

**Benefit Summary**

	1st Year %	Percent of Total	CAGR	Weighted CAGR	Total AMI Benefit (for project comparison only)	One time	Permanent Reduction of Annual Cost	Re-deployment of Annual Cost	Avoided Annual Cost	Revenue Shift
<b>Meters</b>	0.5	43%	1.4%	0.60%	\$4,842,671	\$0	\$1,391,190	\$3,451,481	\$0	\$0
Meter Reading		1%	1.4%	0.02%	\$204,017	\$0	\$0	\$148,794	\$0	\$0
Obtain Special Read		1%	1.4%	0.02%	\$128,500	\$130,000	\$0	\$0	\$128,500	\$0
Replace Interval Meters										
<b>Contact Center</b>										
Bill Inquiry		1%	1.4%	0.01%	\$99,756	(\$68,000)	\$0	\$99,756	\$0	\$0
Estimated Bills		2%	1.4%	0.03%	\$266,658	\$0	\$0	\$266,658	\$0	\$0
Outage Calls		1%	1.4%	0.01%	\$69,498	\$0	\$0	\$69,498	\$0	\$0
<b>Billing</b>										
Bill Analysis		1%	1.4%	0.01%	\$71,338	(\$16,000)	\$0	\$71,338	\$0	\$0
Rebills		0.4%	1.4%	0.01%	\$43,692	\$0	\$0	\$43,692	\$0	\$0
<b>Collections</b>	1									
Write-Off Reductions					\$0	\$0	\$252,757	\$327,075	\$0	\$0
OSM					\$0	\$0	\$0	\$0	\$0	\$0
Back-Off Expenses					\$0	\$0	\$0	\$0	\$0	\$0
<b>Outage Management</b>										
False Positives (NOP)		3%	1.0%	0.03%	\$396,967	(\$32,360)	\$0	\$396,967	\$0	\$0
Restoration		0%		0.00%	\$0	\$0	\$0	\$0	\$0	\$0
<b>Meter Shop</b>										
Meter Testing		0%	1.4%	0.01%	\$54,150	\$0	\$0	\$54,150	\$0	\$0
Meter Repair		0%	1.4%	0.00%	\$0	\$0	\$0	\$0	\$0	\$0
<b>Field Services</b>										
Service Remote Switching	0.5	27%	5.0%	1.35%	\$3,065,274	\$0	\$238,612	\$1,061,689	\$1,764,973	\$0
Problem Customers		0.2%	0.0%	0.00%	\$25,896	\$0	\$0	\$25,896	\$0	\$0
<b>Revenue Protection</b>										
Theft and Diversion		9%	3.0%	0.28%	\$1,063,322	\$0	\$0	\$0	\$1,063,322	\$1,063,322
Slow Run or Failed Meters		1%	3.0%	0.04%	\$169,817	\$0	\$0	\$0	\$0	\$169,817
Unbilled Usage		2%	1.4%	0.03%	\$235,081	\$0	\$0	\$0	\$0	\$235,081
Stopped Meters		2%	1.4%	0.03%	\$205,924	\$0	\$0	\$205,924	\$0	\$0
<b>Engineering</b>										
Distribution Optimization		0%	3.0%	0.00%	\$0	\$0	\$0	\$0	\$994,627	\$0
CVR		0%	3.0%	0.00%	\$0	\$0	\$0	\$0	\$0	\$0
<b>Customer</b>										
Modeling Rates		0%	3.0%	0.00%	\$16,667	\$0	\$0	\$0	\$16,667	\$0
<b>Total</b>		100%		2.37%	\$11,402,681	\$13,640	\$1,882,559	\$6,222,918	\$2,904,767	\$1,458,220

**Preliminary Estimate of Lifetime Net Benefits of Washington AMI**

Gap Plus	Costs	Operational Savings	Customer Direct Savings
Gap	0	0	\$7,565,589
Operating Expense	(\$77,608,318)	(\$52,513,760)	0
Capital Investment	(\$145,307,246)	\$0	\$0
Meter Reading	0	\$0	\$0
Remote Rapid Connect	0	(\$53,228,684)	\$0
<b>Total</b>	<b>(\$223 M**</b>	<b>\$170.4 M</b>	<b>\$60.1 M</b>

Net Benefits \$7.5 M\*\*

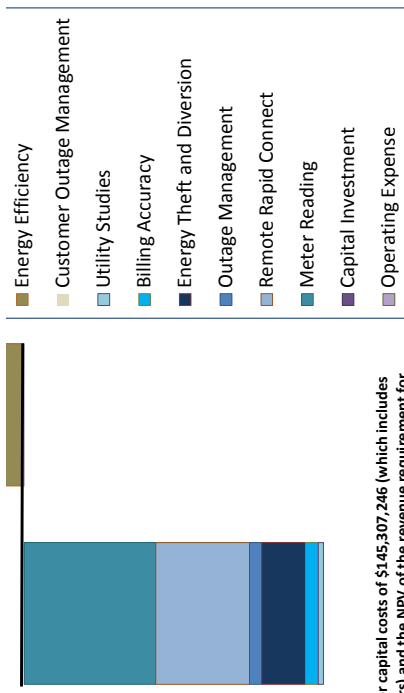
After Hours Fees



Outage Management	0	(\$7,004,787)	\$0
Energy Theft and Diversion	0	(\$24,990,009)	\$0
Billing Accuracy	0	(\$7,229,719)	\$0
Utility Studies	0	(\$2,993,086)	\$0
Customer Outage Management	0	(\$25,744,464)	\$0
Energy Efficiency	0	(\$25,206,955)	\$0
After Hours Fees	0	(\$1,562,341)	\$0
	0	(\$222,915,564)	(\$22,513,760)
			(\$7,565,589)
			(\$60,079,350)

222,915,564  
230,483,153

Meter Reading	32.5%
Remote Rapid Connect	23.1%
Outage Management	3.0%
Energy Theft and Diversion	10.8%
Billing Accuracy	3.1%
Utility Studies	1.3%
Customer Outage Management	14.5%
Energy Efficiency	10.9%
After Hours Fees	0.7%



\* Includes the NPV of the revenue requirement for capital costs of \$145,307,246 (which includes the cost of retirement of existing electric meters) and the NPV of the revenue requirement for operating expenses of \$77,608,318, over a 21 year project life.  
\*\* Does not include the unquantified customer experience benefits (e.g., text alerts, web portal, access to real time data, etc.)

**Benefit Summary**

	Percent of Total	CAGR	Weighted CAGR	Total AMI Benefit (for project comparison only)	One time	Permanent Reduction of	Re-deployment of Annual Cost	Avoided Annual Cost	Revenue Shift
<b>Meter Reading</b>									
Meter Reading	31%	1.4%	0.44%	\$4,842,671	\$0	\$1,351,190	\$3,451,481	\$0	\$0
Special Read	1%	1.4%	0.02%	\$204,017	\$0	\$0	\$148,794	\$0	\$0
<b>Remote Rapid Connect</b>									
Account Open, Close, Transfer	11.2%	1.4%	0.16%	\$1,728,042		\$0	\$0	\$1,728,042	\$0
Credit Reconnects	7.7%	1.4%	0.11%	\$1,193,060		\$238,612	\$954,448	\$0	\$0
Credit Collections	2.9%	1.4%	0.04%	\$453,454		\$252,757	\$327,075	\$0	\$0
After Hour Fees	0.7%	1.4%	0.01%	\$104,040		\$0	\$25,896	\$0	\$0
Special Cases	0.2%	1.4%	0.00%	\$25,896		\$0	\$107,242	\$0	\$0
Reduced Customer Call Time	0.7%	1.4%	0.01%	\$107,242		\$0	\$0	\$36,931	\$0
Reduced Lost Revenue	0.2%	1.4%	0.00%	\$36,931		\$0	\$0	\$0	\$0
<b>Outage Management</b>									
Customer Savings	14%	1.4%	0.20%	\$2,218,195		\$0	\$396,967	\$0	\$0
Customer Side of Meter	3%	1.0%	0.03%	\$396,967	(\$32,360)	\$0	\$69,498	\$0	\$0
Reduced Customer Calls	0%	1.4%	0.01%	\$69,498		\$0	\$0	\$0	\$0
<b>Energy Efficiency</b>									
Conservation Voltage Reduction	8%	1.4%	0.11%	\$1,186,709					
Customer Installed Measures	3%	1.4%	0.04%	\$491,882					
<b>Energy Theft and Diversion</b>									
Theft and Diversion	7%	3.0%	0.21%	\$1,053,322		\$0	\$0	\$0	\$1,053,322
Unbilled Usage	2%	1.4%	0.02%	\$235,081		\$0	\$0	\$0	\$235,081
Slow Run or Failed Meters	1%	3.0%	0.03%	\$169,817		\$0	\$0	\$0	\$169,817
Stopped Meters	1%	1.4%	0.02%	\$205,924		\$0	\$205,924	\$0	\$0
<b>Billing Accuracy</b>									

Know ledge R esponse Center Solution - Facilities

Sch w are for Building service m aintenance

Estimated Bills	2%	1.4%	0.02%	\$266,658	\$0	\$0	\$266,658	\$0	\$0
Bill Inquiries	1%	1.4%	0.01%	\$99,756	(\$68,000)	\$0	\$99,756	\$0	\$0
Billing Analysis	0%	1.4%	0.01%	\$71,338	(\$16,000)	\$0	\$71,338	\$0	\$0
Rebilling	0.3%	1.4%	0.00%	\$43,692	\$0	\$0	\$43,692	\$0	\$0
<b>Utility Studies</b>									
Retail Load Studies	1%	3.0%	0.03%	\$145,167	\$130,000	\$0	\$54,150	\$0	\$0
Meter Sampling	0%	1.4%	0.00%	\$54,150	\$0	\$0	\$54,150	\$0	\$0
Engineering Studies									
<b>Total</b>	<b>100%</b>		<b>1.53%</b>	<b>\$15,403,507</b>	<b>\$13,640</b>	<b>\$1,882,559</b>	<b>\$6,222,918</b>	<b>\$1,764,973</b>	<b>\$1,458,220</b>

**Direct Customer Benefit Summary**

	Annual Customer Cost Savings AMI
<b>Customer Experience</b> Web Interface for Interval Data Text Alerts based on personal energy budget Better information during high bill inquiries More timely energy usage information	\$0 \$0 \$0 \$0
<b>Energy Efficiency</b> CVR Energy usage reduction Energy Savings due to better understanding of energy usage Demand Response (future)	\$1,186,709 \$491,882 \$0
<b>Privacy</b> Fewer Avista employees on customer property	\$0
<b>Outage Restoration</b> Improved Estimated Restoration Times during outages Reduced Outage Hours due to OMT integration	\$2,218,195
<b>Disconnect/Reconnect</b> Reduced Time for reconnect after payment Reduced Reconnect Fee	\$0 \$104,040
<b>Billing Accuracy</b> Elimination of estimated reads faster open/close/transfer of service disconnect while home is vacant (landlords)	\$0 \$0
<b>Billing Options</b> Flexible Billing Schedules Time of use rate discounts (Future, e.g. night for Electric Vehicles) Pre-pay programs (future)	\$0 \$0 \$0
<b>Total</b>	<b>\$4,000,826</b>

Washington										
Meter Distribution		Electric	Electric %	Electric kWh	Electric kWh %	Gas	Gas %	Gas therms	Gas therms %	Total Meters
Residential		220,110	86.9%	2,524,439,400	56%	140,259	90.5%	107,183,063	60%	360,369
Commercial/Industrial (Rate 025 not represented)		33,222	13.1%	1,983,744,827	44%	14,722	9.5%	72,202,475	40%	47,944
Total		253,332	100.0%	4,508,184,227	100%	154,981	100.0%	179,385,538	100%	408,313
Percent		62%				38%				100.0%
0.6%										

Customer		
Adjustable Assumptions		
Growth Rate	O&M Escalation	
LifeCycle Years	1.40%	3%

Value of old Meters	Depr Rate	Depr Exp	Amort Rate	Amort Exp	DFIT Accrual Reduction
\$ 21,000,000	2.92%	\$ 613,200.00	10%	\$ 2,100,000	\$ 520,380.00

**\$ 1,486,800**

Additional Book Depreciation  
For ten years 2016-2025

\*manually add into the financial model

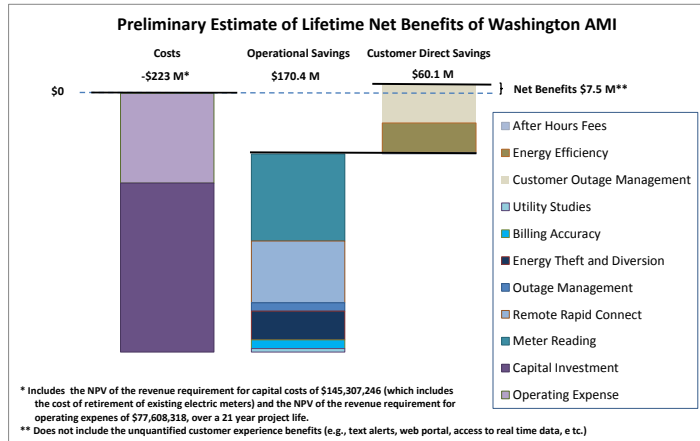
Benefit Summary

	1st year %	Percent of Total	CAGR	Weighted CAGR	Total AMI Benefit (for project comparison only)	One time	Permanent Reduction of Annual Cost	Re-deployment of Annual Cost	Avoided Annual Cost	Revenue Shift
<b>Meters</b>										
Meter Reading	0.5	43%	1.4%	0.60%	\$4,842,671	\$0	\$1,391,190	\$3,451,481	\$0	\$0
Obtain Special Read		1%	1.4%	0.02%	\$204,017	\$0	\$0	\$148,794	\$0	\$0
Replace Interval Meters		1%	1.4%	0.02%	\$128,500	\$130,000	\$0	\$0	\$128,500	\$0
<b>Contact Center</b>										
Bill Inquiry		1%	1.4%	0.01%	\$99,756	(\$68,000)	\$0	\$99,756	\$0	\$0
Estimated Bills		2%	1.4%	0.03%	\$266,658	\$0	\$0	\$266,658	\$0	\$0
Outage Calls		1%	1.4%	0.01%	\$69,498	\$0	\$0	\$69,498	\$0	\$0
<b>Billing</b>										
Bill Analysis		1%	1.4%	0.01%	\$71,338	(\$16,000)	\$0	\$71,338	\$0	\$0
Rebills		0.4%	1.4%	0.01%	\$43,692	\$0	\$0	\$43,692	\$0	\$0
<b>Collections</b>										
Write-Off Reductions	1				0		\$252,757	\$327,075		
ODM					\$453,454	0				
Back-Off Expenses					0					
<b>Outage Management</b>										
False Positives (NOP)		3%	1.0%	0.03%	\$396,967	(\$32,360)	\$0	\$396,967	\$0	\$0
Restoration		0%		0.00%						
<b>Meter Shop</b>										
Meter Testing		0%	1.4%	0.01%	\$54,150	\$0	\$0	\$54,150	\$0	\$0
Meter Repair		0%	1.4%	0.00%						
<b>Field Services</b>										
Service Remote Switching	0.5	27%	5.0%	1.35%	\$3,065,274		\$238,612	\$1,061,689	\$1,764,973	\$0
Problem Customers		0.2%	0.0%	0.00%	\$25,896		\$0	\$25,896	\$0	\$0
<b>Revenue Protection</b>										
Theft and Diversion		9%	3.0%	0.28%	\$1,053,322					\$1,053,322
Slow Run or Failed Meters		1%	3.0%	0.04%	\$169,817					\$169,817
Unbilled Usage		2%	1.4%	0.03%	\$235,081					\$235,081
Stopped Meters		2%	1.4%	0.03%	\$205,924			\$205,924	\$0	\$0
<b>Engineering</b>										
Distribution Optimization		0%	3.0%	0.00%	\$0	\$0				\$0
CVR		0%	3.0%	0.00%	\$0				\$994,627	\$0
<b>Customer</b>										
Modding Rates		0%	3.0%	0.00%	\$16,667		\$0	\$0	\$16,667	\$0
<b>Rates Department</b>										
Modding Rates		0%	3.0%	0.00%	\$16,667		\$0	\$0	\$16,667	\$0
<b>Total</b>		100%		2.37%	\$11,402,681	\$13,640	\$1,882,559	\$6,222,918	\$2,904,767	\$1,458,220

	Costs	Operational Savings	Customer Direct Savings
Gap Plus	0	0	\$7,565,589
Gap	0	(\$52,513,760)	0
Operating Expense	(\$77,608,318)	\$0	\$0
Capital Investment	(\$145,307,246)	\$0	\$0
Meter Reading	0	(\$74,955,518)	\$0
Remote Rapid Connect	0	(\$53,228,684)	\$0
Outage Management	0	(\$7,004,787)	\$0
Energy Theft and Diversion	0	(\$24,990,009)	\$0
Billing Accuracy	0	(\$7,229,719)	\$0
Utility Studies	0	(\$2,993,086)	\$0
Customer Outage Management	0	0	(\$25,744,464)
Energy Efficiency	0	0	(\$25,206,955)
After Hours Fees	0	0	(\$1,562,241)
	(\$222,915,564)	(\$170,401,803)	(\$52,513,760)
			(\$7,565,589)
			(\$60,079,350)

222,915,564  
230,481,153

Meter Reading	32.5%
Remote Rapid Connect	23.1%
Outage Management	3.0%
Energy Theft and Diversion	10.8%
Billing Accuracy	3.1%
Utility Studies	1.3%
Customer Outage Management	14.5%
Energy Efficiency	10.9%
After Hours Fees	0.7%



Benefit Summary

	Percent of Total	CAGR	Weighted CAGR	Total AMI Benefit (for project comparison only)	One time	Permanent Reduction of Annual Cost	Re-deployment of Annual Cost	Avoided Annual Cost	Revenue Shift
<b>Meter Reading</b>									
Meter Reading	31%	1.4%	0.44%	\$4,842,671	\$0	\$1,391,190	\$3,451,481	\$0	\$0
Special Read	1%	1.4%	0.02%	\$204,017	\$0	\$0	\$148,794	\$0	\$0
<b>Remote Rapid Connect</b>									
Account Open, Close, Transfer	11.2%	1.4%	0.16%	\$1,728,042		\$0	\$0	\$1,728,042	\$0
Credit Reconnects	7.7%	1.4%	0.11%	\$1,193,060		\$238,612	\$954,448	\$0	\$0
Credit Collections	2.9%	1.4%	0.04%	\$453,454		\$252,757	\$327,075	\$0	\$0
After Hour Fees	0.7%	1.4%	0.01%	\$104,040					
Special Cases	0.2%	1.4%	0.00%	\$25,896		\$0	\$25,896	\$0	\$0
Reduced Customer Call Time	0.7%	1.4%	0.01%	\$107,242		\$0	\$107,242	\$0	\$0
Reduced Lost Revenue	0.2%	1.4%	0.00%	\$36,931		\$0	\$0	\$36,931	\$0
<b>Outage Management</b>									
Customer Savings	14%	1.4%	0.20%	\$2,218,195					
Customer Side of Meter	3%	1.0%	0.03%	\$396,967	(\$32,360)	\$0	\$396,967	\$0	\$0
Reduced Customer Calls	0%	1.4%	0.01%	\$69,498		\$0	\$69,498	\$0	\$0
<b>Energy Efficiency</b>									
Conservation Voltage Reduction	8%	1.4%	0.11%	\$1,186,709					
Customer Installed Measures	3%	1.4%	0.04%	\$491,682					
<b>Energy Theft and Diversion</b>									
Theft and Diversion	7%	3.0%	0.21%	\$1,053,322					\$1,053,322
Unbilled Usage	2%	1.4%	0.02%	\$235,081		\$0	\$0	\$0	\$235,081
Slow Run or Failed Meters	1%	3.0%	0.03%	\$169,817		\$0	\$0	\$0	\$169,817
Stopped Meters	1%	1.4%	0.02%	\$205,924		\$0	\$205,924	\$0	\$0
<b>Billing Accuracy</b>									
Estimated Bills	2%	1.4%	0.02%	\$266,658	\$0	\$0	\$266,658	\$0	\$0
Bill Inquiries	1%	1.4%	0.01%	\$99,756	(\$68,000)	\$0	\$99,756	\$0	\$0
Billing Analysis	0%	1.4%	0.01%	\$71,338	(\$16,000)	\$0	\$71,338	\$0	\$0
Rebills	0.3%	1.4%	0.00%	\$43,692	\$0	\$0	\$43,692	\$0	\$0
<b>Utility Studies</b>									
Retail Load Studies	1%	3.0%	0.03%	\$145,167	\$130,000				
Meter Sampling	0%	1.4%	0.00%	\$54,150		\$0	\$54,150	\$0	\$0
Engineering Studies									
<b>Total</b>	100%		1.53%	\$15,403,507	\$13,640	\$1,882,559	\$6,222,918	\$1,764,973	\$1,458,220

**Direct Customer Benefit Summary**

	Annual Customer Cost Savings AMI
<b>Customer Experience</b>	
Web interface for interval Data	\$0
Text Alerts based on personal energy budget	\$0
Better information during high bill inquiries	\$0
More timely energy usage information	\$0
<b>Energy Efficiency</b>	
CVR Energy usage reduction	\$1,186,709
Energy Savings due to better understanding of energy usage	\$491,882
Demand Response (future)	\$0
<b>Privacy</b>	
Fewer Avista employees on customer property	\$0
<b>Outage Restoration</b>	
Improved Estimated Restoration Times during outages	
Reduced Outage Hours due to OMT integration	\$2,218,195
<b>Disconnect/Reconnect</b>	
Reduced Time for reconnect after payment	\$0
Reduced Reconnect Fee	\$104,040
<b>Billing Accuracy</b>	
Elimination of estimated reads	\$0
faster open/close/transfer of service	\$0
disconnect while home is vacant (landlords)	
<b>Billing Options</b>	
Flexible Billing Schedules	\$0
Time of use rate discounts (Future, e.g. night for Electric Vehicles)	\$0
Pre-pay programs (future)	\$0
<b>Total</b>	<b>\$4,000,826</b>



Washington

Meter Distribution	Electric	Electric %	Electric kWh	Electric kWh %	Gas	Gas %	Gas therms	Gas therms %	Total Meters
Residential	220,110	86.9%	2,524,439,400	56%	140,259	90.5%	107,183,063	60%	360,369
Commercial/Industrial (Rate 025 not represented)	33,222	13.1%	1,983,744,827	44%	14,722	9.5%	72,202,475	40%	47,944
Total	253,332	100.0%	4,508,184,227	100%	154,981	100.0%	179,385,538	100%	408,313
Percent	62%				38%		0.6%		100.0%

Adjustable Assumptions	Customer	
	Growth Rate	O&M Escalation
LifeCycle Years	1.40%	3%



Dan Burgess

Knowledge Response Center  
Solution - Facilities

Software for Building  
service maintenance

Value of old Meters	Depr Rate	Depr Exp	Amort Rate	Amort Exp	DFIT Accrual Reduction
\$ 21,000,000	2.92%	\$ 613,200.00	10%	\$ 2,100,000	\$ 520,380.00

**\$ 1,486,800**

Additional Book Depreciation  
For ten years 2016-2025

\*manually add into the financial model

Benefit Summary

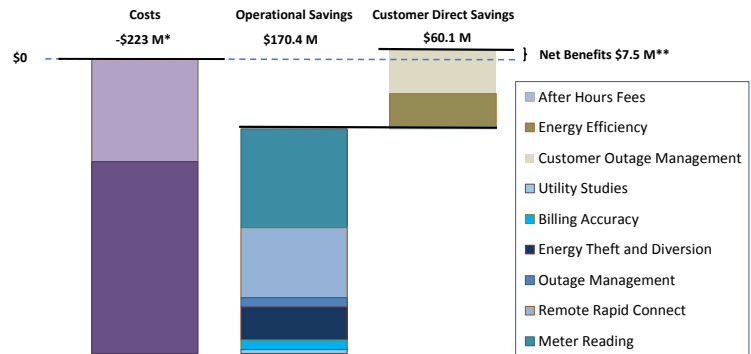
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Rebills		0.4%	1.4%	0.01%	\$43,692	\$0	\$0	\$43,692	\$0	\$0
<b>Collections</b>										
Write-Off Reductions	1				0					
OSM					\$453,454		\$252,757	\$327,075		
Back-Off Expenses					0					
<b>Outage Management</b>										
False Positives (NOP)		3%	1.0%	0.03%	\$396,967	(\$32,360)	\$0	\$396,967	\$0	\$0
Restoration		0%		0.00%						
<b>Meter Shop</b>										
Meter Testing		0%	1.4%	0.01%	\$54,150	\$0	\$0	\$54,150	\$0	\$0
Meter Repair		0%	1.4%	0.00%						
<b>Field Services</b>										
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Theft and Diversion		9%	3.0%	0.28%	\$1,053,322		\$0	\$0	\$0	\$1,053,322
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Stopped Meters		2%	1.4%	0.03%	\$205,924		\$0	\$205,924	\$0	\$0
<b>Engineering</b>										
Distribution Optimization		0%	3.0%	0.00%	\$0	\$0	\$0	\$0	\$994,627	\$0
<b>Customer</b>										
CVR		0%	3.0%	0.00%	\$0		\$0	\$0	\$994,627	\$0
<b>Rates Department</b>										
Modeling Rates		0%	3.0%	0.00%	\$16,667		\$0	\$0	\$16,667	\$0
<b>Total</b>		<b>100%</b>		<b>2.37%</b>	<b>\$11,402,681</b>	<b>\$13,640</b>	<b>\$1,882,559</b>	<b>\$6,222,918</b>	<b>\$2,904,767</b>	<b>\$1,458,220</b>

	Costs	Operational Savings	Customer Direct Savings
Gap Plus	0	0	\$7,565,589
Gap	0	(\$52,513,760)	0
Operating Expense	(\$77,608,318)	\$0	\$0
Capital Investment	(\$145,307,246)	\$0	\$0
Meter Reading	0	(\$74,955,518)	\$0
Remote Rapid Connect	0	(\$53,228,684)	\$0
Outage Management	0	(\$7,004,787)	\$0
Energy Theft and Diversion	0	(\$24,990,009)	\$0
Billing Accuracy	0	(\$7,229,719)	\$0
Utility Studies	0	(\$2,993,086)	\$0
Customer Outage Management	0	0	(\$25,744,464)
Energy Efficiency	0	0	(\$25,206,955)
After Hours Fees	0	0	(\$1,562,341)
	(\$222,915,564)	(\$170,401,803)	(\$52,513,760)
			(\$7,565,589)
			(\$60,079,350)

222,915,564  
 230,481,153

Meter Reading	32.5%
Remote Rapid Connect	23.1%
Outage Management	3.0%
Energy Theft and Diversion	10.8%
Billing Accuracy	3.1%
Utility Studies	1.3%
Customer Outage Management	14.5%
Energy Efficiency	10.9%
After Hours Fees	0.7%

Preliminary Estimate of Lifetime Net Benefits of Washington AMI



\* Includes the NPV of the revenue requirement for capital costs of \$145,307,246 (which includes the cost of retirement of existing electric meters) and the NPV of the revenue requirement for operating expenses of \$77,608,318, over a 21 year project life.

\*\* Does not include the unquantified customer experience benefits (e.g., text alerts, web portal, access to real time data, e.t.c.)

Benefit Summary

	Percent of Total	CAGR	Weighted CAGR	Total AMI Benefit (for project comparison only)	One time	Permanent Reduction of Annual Cost	Re-deployment of Annual Cost	Avoided Annual Cost	Revenue Shift
<b>Meter Reading</b>									
Meter Reading	31%	1.4%	0.44%	\$4,842,671	\$0	\$1,391,190	\$3,451,481	\$0	\$0
Special Read	1%	1.4%	0.02%	\$204,017	\$0	\$0	\$148,794	\$0	\$0
<b>Remote Rapid Connect</b>									
Account Open, Close, Transfer	11.2%	1.4%	0.16%	\$1,728,042		\$0	\$0	\$1,728,042	\$0
Credit Reconnects	7.7%	1.4%	0.11%	\$1,193,060		\$238,612	\$954,448	\$0	\$0
Credit Collections	2.9%	1.4%	0.04%	\$453,454		\$252,757	\$327,075	\$0	\$0
After Hour Fees	0.7%	1.4%	0.01%	\$104,040		\$0	\$0	\$0	\$0
Special Cases	0.2%	1.4%	0.00%	\$25,896		\$0	\$25,896	\$0	\$0
Reduced Customer Call Time	0.7%	1.4%	0.01%	\$107,242		\$0	\$107,242	\$0	\$0
Reduced Lost Revenue	0.2%	1.4%	0.00%	\$36,931		\$0	\$0	\$36,931	\$0
<b>Outage Management</b>									
Customer Savings	14%	1.4%	0.20%	\$2,218,195		\$0	\$0	\$0	\$0
Customer Side of Meter	3%	1.0%	0.03%	\$396,967	(\$32,360)	\$0	\$396,967	\$0	\$0
Reduced Customer Calls	0%	1.4%	0.01%	\$69,498		\$0	\$69,498	\$0	\$0
<b>Energy Efficiency</b>									
Conservation Voltage Reduction	8%	1.4%	0.11%	\$1,186,709					
Customer Installed Measures	3%	1.4%	0.04%	\$491,882					

Customer Related Measures	2%	1.7%	0.07%	\$72,000					
<b>Energy Theft and Diversion</b>									
Theft and Diversion	7%	3.0%	0.21%	\$1,053,322					\$1,053,322
Unbilled Usage	2%	1.4%	0.02%	\$235,081		\$0	\$0	\$0	\$235,081
Slow Run or Failed Meters	1%	3.0%	0.03%	\$169,817		\$0	\$0	\$0	\$169,817
Stopped Meters	1%	1.4%	0.02%	\$205,924		\$0	\$205,924	\$0	\$0
<b>Billing Accuracy</b>									
Estimated Bills	2%	1.4%	0.02%	\$266,658	\$0	\$0	\$266,658	\$0	\$0
Bill Inquiries	1%	1.4%	0.01%	\$99,756	(\$68,000)	\$0	\$99,756	\$0	\$0
Billing Analysis	0%	1.4%	0.01%	\$71,338	(\$16,000)	\$0	\$71,338	\$0	\$0
Rebilling	0.3%	1.4%	0.00%	\$43,692	\$0	\$0	\$43,692	\$0	\$0
<b>Utility Studies</b>									
Retail Load Studies	1%	3.0%	0.03%	\$145,167	\$130,000				
Meter Sampling	0%	1.4%	0.00%	\$54,150		\$0	\$54,150	\$0	\$0
Engineering Studies									
<b>Total</b>	<b>100%</b>		<b>1.53%</b>	<b>\$15,403,507</b>	<b>\$13,640</b>	<b>\$1,882,559</b>	<b>\$6,222,918</b>	<b>\$1,764,973</b>	<b>\$1,458,220</b>

**Direct Customer Benefit Summary**



	Annual Customer Cost Savings AMI
<b>Customer Experience</b>	
Web Interface for Interval Data	\$0
Text Alerts based on personal energy budget	\$0
Better information during high bill inquiries	\$0
More timely energy usage information	\$0
<b>Energy Efficiency</b>	
CVR Energy usage reduction	\$1,186,709
Energy Savings due to better understanding of energy usage	\$491,882
Demand Response (future)	\$0
<b>Privacy</b>	
Fewer Avista employees on customer property	\$0
<b>Outage Restoration</b>	
Improved Estimated Restoration Times during outages	
Reduced Outage Hours due to OMT integration	\$2,218,195
<b>Disconnect/Reconnect</b>	
Reduced Time for reconnect after payment	\$0
Reduced Reconnect Fee	\$104,040
<b>Billing Accuracy</b>	
Elimination of estimated reads	\$0
faster open/close/transfer of service	\$0
disconnect while home is vacant (landlords)	
<b>Billing Options</b>	
Flexible Billing Schedules	\$0
Time of use rate discounts (Future, e.g. night for Electric Vehicles)	\$0
Pre-pay programs (future)	\$0
<b>Total</b>	<b>\$4,000,826</b>