

AVISTA CORP.
RESPONSE TO REQUEST FOR INFORMATION

JURISDICTION:	WASHINGTON	DATE PREPARED:	06/14/2015
CASE NO.:	UE-150204 & UG-150205	WITNESS:	Don Kopczynski
REQUESTER:	Public Counsel/Energy Project	RESPONDER:	Linda Gervais
TYPE:	Data Request	DEPT:	State & Federal Regulation
REQUEST NO.:	PC/EP – 047	TELEPHONE:	(509) 495-4975
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REQUEST:

Does Avista agree that the privacy issues associated with the availability of detailed customer usage data associated with AMI will require new or different privacy and access to data policies? For example, how will Avista handle customers who may seek to connect their own devices to the meter to get “real time” usage information, or customers who are solicited by third parties to obtain access to this information to provide programs to customers that make use of this more detailed usage data? In your response, discuss the privacy policies adopted in California and Avista’s opinion as to the applicability of those policy issues in Washington.

RESPONSE:

As with customer usage data today, the Company will insure that customer privacy is maintained. With more detailed customer usage data associated with AMI, if a third party requests customer data, the customer authorization process will need to be clearly identified.

Since it is likely that third party measurement devices may be less accurate, Avista will need to insure that devices added on the customer side of the meter do not impact meter accuracy. The difference in accuracy may cause customers to question bills and their meter data.

We have not conducted research on the specific privacy policies in California.