



STATE OF WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION  
1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250  
(360) 664-1160 • [www.utc.wa.gov](http://www.utc.wa.gov)

July 1, 2013

**RE: Data Request**

To: Avista Corp.  
Cascade Natural Gas  
Northwest Natural Gas  
PacifiCorp d/b/a Pacific Power & Light  
Puget Sound Energy

Under Washington state law, RCW 80.04.090, the commission has the right to inspect the accounts, books, papers and documents of any investor-owned electric or natural gas company doing business in this state.

In order to properly evaluate the issues before the commission in Docket U-131087, commission staff requires the following documents and information:

1. For the years 2009 through 2013, the number of Washington residential customers and meters, by year.
2. For the years 2009 through 2013, the number of field interactions of any type (including but not limited to: meter testing, meter reading, disconnecting service, reconnecting service, etc.) with customers in Washington state, by year.
3. For the years 2009 through 2013, the number of disconnections in Washington state, by year.
4. For the years 2009 through 2013, the number of payments and the amount of those payments received to stop disconnection at a service address in Washington state, by year.
5. Of those payments received to stop disconnection at the service address listed in number 4, above, a breakdown by the type and amount of each payment (cash, credit card, check, money order), by year.
6. For the years 2009 through 2013, the number of documented threats against company personnel in Washington state, by year, including the following information: type or context of each threat, method of threat delivery (e.g., in the field while trying to

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complete a disconnection, in the field while trying to complete a reconnection, in the field for anything other than a disconnection or reconnection, over the phone, at a company office, etc.), and the actual number of documented robberies or assaults on company employees in Washington state while working in the field.

7. For the years 2009 through 2013, the total number employee on the job injuries, by year and type of injury.
8. For the years 2009 through 2013, the total number and locations of free pay stations.
9. For the years 2009 through 2013, the total number and locations of pay stations that accept payment for a fee.
10. The name, title, telephone number, and email address of a company contact person that our staff can work with directly for questions that may arise concerning any details of the data.

Please provide all requested documents and information by July 15, 2013. The response should be directed to Rayne Pearson, Consumer Protection Manager. Ms. Pearson can be reached at (360) 664-1103 or [rpearson@utc.wa.gov](mailto:rpearson@utc.wa.gov). You may also contact Ms. Pearson if you have any questions regarding this data request.

Sincerely,



Steven V. King  
Acting Executive Director and Secretary