BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,

        Complainant,

v.

AVISTA CORPORATION d/b/a AVISTA
UTILITIES,

        Respondent.

DOCKET UE-240006 and UG-240007
(Consolidated)

EXHIBIT SNS-11

Avista Response to TEP DR 003

July 3, 2024

AVISTA CORP.
RESPONSE TO REQUEST FOR INFORMATION

JURISDICTION:	WASHINGTON	DATE PREPARED:	03/05/2024
CASE NO.:	UE-240006 & UG-240007	WITNESS:	Nicole Hydzik
REQUESTER:	The Energy Project	RESPONDER:	Alvaro Figueroa
TYPE:	Data Request	DEPT:	Customer Solutions
REQUEST NO.:	TEP – 003	TELEPHONE:	(509) 495-7650
		EMAIL:	alvaro.figueroa@avistacorp.com

SUBJECT: Equity

REQUEST:

Does Avista's Customer Relationship Management System track a customer's language preference? If so, please describe:

(A) How Avista determines what language an individual customer prefers to use when contacting the Company.
(B) What languages a customer may select as their preferred language.
(C) What percentage of customers selected each language.

RESPONSE:

A) Avista's has the capability to track a customer's language preference in our Customer Information System. The most common way Avista is informed about a language preference is through the call center when a customer asks for a translator. During this call, a Customer Service Representative (CSR) will ask through the translator if the customer would like to receive correspondence in their preferred language, if offered in the future. If the customer agrees, the CSR will add the language preference to the customer's account. Other methods include receiving letters from customers – although rare – and updating customer accounts to reflect the language indicated by the customer.

B) A customer may select the following preferred languages: Spanish, Russian, Arabic, Chinese/Mandarin, Japanese, Nepali, Ukranian, Vietnamese, Deaf/Hard of Hearing, Speech Impaired, Amharic, Assyrian, Burmese, Cambodian, Cantonese, Chuukese, Dari, Dinka, Farsi, French, Hindi, Ilocana, Karen, Kinyarwanda, Korean, Marshallese, Other Asian/Pacific Island, Other Eastern European, Other Middle Eastern, Other, Pashto, Portuguese, Punjabi, Romanian, Rundi, Somali, Sudanese Arabic, Swahili, Tagalog, Thai, and Tigrinya.

C) The table below provides the percent of customers by language preference who have identified that they have a language preference other than English.

Language	Count	%
Spanish	996	69.85%
Other	121	8.49%
Russian	113	7.92%
Marshallese	39	2.73%
Arabic	24	1.68%
Ukranian	23	1.61%
Vietnamese	13	0.91%
Other - European	12	0.84%
Hearing Impaired	11	0.77%
Chinese	10	0.70%
Dari	8	0.56%
Other - Asian/Pacific Islands	8	0.56%
Pashto	7	0.49%
Kinyarwanda	5	0.35%
Burmese	4	0.28%
Karen	4	0.28%
Swahili	4	0.28%
Fasi	3	0.21%
Korean	3	0.21%
Speech Impaired	2	0.14%
Cambodian	2	0.14%
Chuukese	2	0.14%
Portuguese	2	0.14%
Tigrinya	2	0.14%
English	1	0.07%
Nepali	1	0.07%
Dinka	1	0.07%
French	1	0.07%
Punjabi	1	0.07%
Romanian	1	0.07%
Sudanese Arabic	1	0.07%
Thai	1	0.07%
Grand Total	**1426**	**100%**