

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

JURISDICTION:	WASHINGTON	DATE PREPARED:	9/18/2009
CASE NO:	UE-090134 & UG-090135	WITNESS:	Kelly Norwood/Jon Powell
REQUESTER:	Public Counsel	RESPONDER:	Bruce Folsom
TYPE:	Data Request	DEPT:	Energy Solutions
REQUEST NO.:	PC - 520	TELEPHONE:	(509) 495-8706
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REQUEST:

At page 34, Mr. Norwood's Rebuttal Testimony refers to Avista's "Every Little Bit program and states, "The facts are that the Every Little Bit program does lead to customers undertaking no-cost and low-cost steps towards being more efficient." Please identify with specificity each study, report, analyses, projection and other document relied upon to support this assertion and provide complete copies of same.

RESPONSE:

The Company has not conducted statistically valid surveys of our customers as to their adoption of no-cost and low-cost measures resulting from the Every Little Bit campaign. For that reason we do not claim energy savings from these non-programmatic measures in the DSM acquisition quantified in our Triple-E Report or submitted as part of the evaluation of the decoupling mechanism pilot.

In our most recent customer survey of those who completed the home energy audit, more than three-quarters of the customers surveyed (77%) initiated some action based on the Home Energy Center recommendations. Actions most cited by respondents where no-cost or low-cost solutions were implemented included:

- turn off lights not being used (63%)
- turn off electronic equipment not being used (56%)
- lowered thermostat settings (48%)
- use compact fluorescent bulbs (47%)
- avoid heating unoccupied areas (39%)
- wash full loads of dishes (39%)
- air dry dishes (38%)
- don't over dry clothes (37%)
- lowered water heater temperature (33%)
- maintain heating system (22%)
- installed weather-stripping or caulking to control air leakage (22%)