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-12

Avista Response to TEP DR 002

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 – 002	TELEPHONE:	(509) 495-7650
		EMAIL:	alvaro.figueroa@avistacorp.com

SUBJECT: Equity

REQUEST:

(A) Which of self-service capabilities listed in NLH-1T at 32:3-23 are available today in languages other than English? For each, please indicate the channel through which other languages are available (e.g., desktop web, mobile web, automated phone, text), and which other languages are available.

(B) Which of the listed self-service capabilities listed in NLH-1T at 32:3-23 does Avista plan to provide in languages other than English? For each, please indicate the date Avista expects to provide the self-service capability in a different language, the channel (e.g., desktop web, mobile web, automated phone, text), and which other languages will be available.

RESPONSE:

A) The self-service capabilities available today in languages other than English from the customer self-service channels listed in NLH-1T at 32:3-23 include Avista's payment kiosks, which offers Spanish translation as an added language capability. The Company is currently working on enhancement to its website to provide its customers with a Spanish translation option. Avista anticipates Spanish to be available by the second half of 2024. Additional languages will be included in this upgrade once the Company is able to verify the Spanish translations are working as designed.

B) Through the upgrade discussed above, the self-service capabilities listed in NLH-1T at 32:3-23 that Avista plans to provide in languages other than English include, but are not limited to:

- Viewing bill and associated info (desktop web, mobile web)
- Paying bill (desktop web, mobile web, payment kiosk)
- Viewing meter data and usage info (desktop web, mobile web)
- Outage Reporting (desktop web, mobile web, mobile app)
- Viewing outage information (desktop web, mobile web, mobile app)
- Start Service (desktop web, mobile web)
- Stop Service (desktop web, mobile web)
- Transfer Service (desktop web, mobile web)
- Apply for Energy Efficiency Rebates (desktop web, mobile web)
- Reporting an Issue or Concern (desktop web, mobile web)
- Enroll in Payment Arrangements (desktop web, mobile web)
- Update Personal Contact and Account Information (desktop web, mobile web)