

**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-13

Avista Response to TEP DR 005

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

SUBJECT: Equity

REQUEST:

Please provide any documents or policies that describe when and how Avista decides to provide services or communications in a language that is not English.

RESPONSE:

Avista does not have documents or policies formally in place regarding when it decides to provide services or communications in a language that is not English. In 2023, Avista formally kicked off a Multi-Language Strategy (MLS) Team to review opportunities within the organization that would help non-English speaking customers. Since its inception, the MLS Team identified its website (myavista.com) as the top focus for translation through digital channels to prioritize in 2024. Spanish has been prioritized as the first non-English language to be translated on the website to address self-service opportunities for Avista’s largest non-English customer base. Demographically, Spanish customers compose 93.67% of non-English customers as of 2023 per the Language Line Calls received into the Company’s contact center as shown in the table below with additional detail provided in the Company’s response to TEP-DR-004 Attachment B.

2023 Percent of Language Translation

Language	Percent
Spanish	93.67%
Russian	2.31%
Arabic	1.23%
Mandarin	0.41%
Pashto	0.39%
Other	1.99%

Additionally, while developing creative materials and messaging pertaining to the company’s Clean Energy Implementation Plan, wildfire resiliency, and its energy assistance and energy efficiency programs, Avista prioritizes translation of printed program collateral and applications into the top preferred languages as identified in a previous community assessment provided by Public Participation Partners as Marshallese, Spanish, Russian and Ukrainian. When placing print advertisements, Avista has emphasized the inclusion of Spanish publications, when available.