



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

621 Woodland Square Loop S.E. • Lacey, Washington 98503

P.O. Box 47250 • Olympia, Washington 98504-7250

(360) 664-1160 • TTY (360) 586-8203

Received
Records Management
11/01/19 14:41
State Of WASH.
UTIL. AND TRANSP.
COMMISSION

November 1, 2019

Mark L. Johnson, Executive Director and Secretary
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr. SW
P. O. Box 47250
Olympia, Washington 98504-7250

RE: *Petition of Avista Corporation for an Accounting Order Authorizing the Deferral of Costs Related to Offering a Fee-Free Credit and Debit Card Payment Program for the Company's Residential Customers, Dockets No. UE-160071 and UG-160072 –Avista Utilities Q3 2019 Fee-Free Payment Program Report*

Dear Mr. Johnson:

Commission Staff has reviewed the compliance filing of Avista Corporation dated October 31, 2019, titled *Avista Utilities Q3 2019 Fee-Free Payment Program Report*. This report – the eleventh of a series of required reports - provides updates to the Commission about the program's progress through the third quarter of 2019. Subsequent reports are due quarterly. Staff believes that the filing complies fully with the Commission's Order 01, entered March 24, 2016.

Staff would like to bring to the Commission's attention that the customer adoption rate for this program has notably exceeded the presumed 15 percent adoption rate when this program was originally proposed and approved. The adoption rate shown in this report is 31.5 percent. The adoption rate has climbed steadily since the inception of the program.

Sincerely,

AMY I. WHITE
Regulatory Analyst, Energy Regulation