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February 1, 2021

Mark L. Johnson
Executive Director and Secretary
Washington Utilities & Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

RE: U-200281 - Avista Utilities' COVID-19 Credit & Collections Report

Dear Mr. Johnson:

Avista Corporation, dba Avista Utilities (Avista or Company), submits its COVID-19 Credit and Collections Report in accordance with Order 01 issued in Docket U-200281 on October 20, 2020, in response to the COVID-19 pandemic. This report outlines collections data for the time period of October 1, 2020 through December 31, 2020.

The Company would like to highlight a correction to its original deposit data for 2019 and 2020, which was submitted with its first compliance filing on December 1st, 2020. An error in the reporting criteria was uncovered that led the Company overstating the number of deposits reported compared to the number that were actually charged to customers. The original report included an average of 10,576 deposits per month in 2019 compared to the corrected count of 9,756 deposits per month. For 2020, the initial report indicated an average of 12,570 deposits per month for the months of March through September 2020 compared to the corrected count of 10,576 for the same time period. All deposit information submitted within this filing has been reviewed and verified to be correct.

While gathering data to report this quarter, Avista also observed the low-income arrears information submitted for past due data in subsection c also included incorrect data. Customers who received bill assistance within the past five years were included in the low income set of customers. The Company typically uses a twenty-four-month period when reviewing low income customer data. The data submitted this quarter includes corrected data for 2019 and 2020 to reflect customers who received bill assistance in the last 2 years instead of the last 5 years.

If you have any questions, please contact Amanda Ghering at 509-495-7950 or amanda.ghering@avistacorp.com.

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02/02/21 07:59
State Of WASH.
UTIL. AND TRANSP.
COMMISSION

Sincerely,

/s/ Shawn Bonfield

Shawn Bonfield
Sr. Manager, Regulatory Policy & Strategy

