

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

JURISDICTION:	WASHINGTON	DATE PREPARED:	05/20/2022
CASE NO.:	UE-220053 & UG-220054	WITNESS:	Jim Kensok
REQUESTER:	Public Counsel	RESPONDER:	Karen Schuh
TYPE:	Data Request	DEPT:	Enterprise Technology
REQUEST NO.:	PC – 234 Revised	TELEPHONE:	(509) 495-2293
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SUBJECT:

IS/IT Expense Pro-Forma, Direct Testimony of James M. Kensok, Exh. JMK-1T at 55:15–23 and 56:1–5.

REQUEST:

Pertaining to the digital transformation of the utility, please:

- a. Provide the total capital investment in IT/IS systems made from 2018 to 2021 and forecasted for 2022–2024 on a Company-wide basis and the portion applicable to Washington.
- b. For each year 2018 through 2024, provide the quantified O&M expense savings across the Company in various departments or functions and the portion applicable to Washington related to the implementation of IT software systems to accomplish the digital transformation. Please provide references where the incremental O&M savings for 2022–2024 are shown in the Pro-forma adjustments.

RESPONSE:

a. There could be many projects that encompass the “digital transformation of the utility” in addition to the Customer at the Center Platform discussed at James M. Kensok, Exh. JMK-1T at 55:15–23 and 56:1–5. However, the Company doesn’t track these projects using a “digital transformation” designation, as it is really more a colloquial term than a term of art. That said, because Customer and the Center projects are transformative in terms of how the utility operates, we are providing the information requested for those, below:

Customer Experience Platform Program
Customer Facing Technology Program
Customer Transactional Systems

See PC-DR-234 Attachment A for amounts for 2018 – 2024, system and Washington allocated.

b. As noted above, many capital projects could encompass “digital transformation of the utility, ” and the Company doesn’t track these projects using a “digital transformation” designation for capital projects. Therefore the Company is unable to designate quantified O&M expense savings across the Company related to digital transformation. Please see Exh. EMA-5 for all detailed direct offsets, or the 2% efficiency adjustment applied to the remainder of Business Case additions, where applicable.