

AVISTA CORPORATION
dba Avista Utilities

RULE NO. 12

OPTIONAL RATES AND INFORMATION TO BE PROVIDED THE PUBLIC

A. Tariff Schedules

The rates and charges for gas service are those contained in the Company's tariff schedules and written contracts on file with the Commission and legally in effect. A copy of the complete rate schedules, contract forms, rules, and regulations as filed with the Commission and a copy of the Commission's rules and regulations are maintained in the Company's general office where they may be examined by the public during office hours. The Company maintains in each of its local offices copies of its tariff available for public inspection.

B. Optional Rates

1. Where two or more rate schedules, rates, or optional provisions applicable to the class of gas service requested by an applicant are available, the Company will call the applicant's attention to the several options at the time of application or when such options become available and the applicant will designate which of the options he elects.
2. When a customer notifies the Company of any material change in the size, character, or extent of his utilizing equipment or operations, the Company will promptly advise the customer of any resulting rate options available, at which time the customer may elect to be served and billed under a rate schedule, rate or optional provision different from the one under which he has been served and billed.

C. New or Revised Rates

The Company posts Commission approved notices in a conspicuous place in each Company office where credit matters are transacted setting forth the rights and responsibilities of customers under these Rules. The notices are printed in large boldface type and are written in language that is easy to understand.

D. The Company assists the consumer in selecting the most advantageous rate to meet individual service requirements. The consumer is responsible for making the final selection of a rate schedule.

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April 1, 2008

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RULE NO. 12 (continued)

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E. Change of Schedule by Customer

1. At the time of application or upon written request to the Company a customer may elect to be served and billed under a different applicable rate schedule, rate or optional provision and the Company will make such change effective for gas service furnished after the next regular meter reading date. If however, such rate schedule, rate, or optional provision was applicable to service furnished during the entire billing period in which the written request was received, the Company may make such change effective for said billing period, but not prior thereto.
2. No change of schedule will be made if a change has been made effective during the past twelve-month period unless:
 - a. The change is made as the result of the establishment of a new or revised rate schedule; or
 - b. The change is due to revisions in the customer's equipment or operating conditions which, in the opinion of the Company, warrant the change.
3. Seasonal changes from one rate schedule to another will not be made.

F. Assistance to Customers

The Company, upon request, will give applicants and customers such information as is reasonable in order that they may secure efficient service and select appliances properly adapted to their service needs. Also, the Company, upon request will inspect and adjust customer-owned appliances and facilities for safe and efficient operation.

G. Change in Character of Service

The Company will supply, upon request, a copy of the tariffs applicable to the type or types of services furnished to the customer.

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RULE NO. 12 (continued)

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H. Meter Reading

Upon request of an applicant or a customer, the Company will inform its customers how to read meters, either in writing or by explanation at the office of the Company.

I. Written Summary of Rights

At the time service is initiated and not less than once each year thereafter, the Company will give its residential customers a written summary of their rights and responsibilities. If service is initiated without a personal visit between the Company and the customer, the Company shall mail the summary to the customer no later than the time that the first bill statement is mailed. The summary includes the text of a summary prepared by Consumer Services Division and describes:

1. The option to designate a third party to receive bills and notices and the availability of notices in languages other than English;
2. Applicable financial assistance programs, such as the Energy Assistance Fund;
3. The availability of medical certificates;
4. Special payment options such as equal payment plans and late-payment penalty fees;
5. Procedures for conflict resolution, including how to register a dispute with the Company and with the Commission and the toll-free number of the Consumer Services Division; and
6. Listings of consumer intervenor organizations, including address and telephone number, may be requested from Consumer Services Division.

J. Language Other than English

When service is initiated, the Company will inquire whether the customer would like to receive notices in a language other than

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English and will inform the customer of the type of notices and translations currently available. If the language chosen is not available, the Company will tell the consumer that the translated version does not yet exist, but that the consumer's interest will be recorded for the Commission. The Company will report to the Commission the number of requests for notices and summaries in non-English languages.

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