

AVISTA CORPORATION  
dba Avista Utilities

RULE NO. 5

SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts

Each contract for gas service will contain substantially the following provision:

"This contract shall at all times be subject to such changes or modifications by the Public Utility Commission of Oregon as said Commission may, from time to time, direct in the exercise of its jurisdiction."

B. Customers' Bills

The following statement will be printed on each bill for gas service:

"Should you question this bill, please request an explanation from the Company. If you thereafter believe you have been billed incorrectly, a Company representative in the local business office will be happy to explain to you the procedure for obtaining review of the amount in question by the state agency which regulates public utility companies."

C. Disconnect Notice

The following statement will be printed on each disconnect notice in English and 1) Spanish, Vietnamese, Cambodian, Laotian, and Russian, or 2) the five most used non-English languages in the Company's service territory:

IMPORTANT NOTICE: Your gas services will be shut off because of an unpaid balance on your account. You must act immediately to avoid shutoff. Important information about how you can avoid shutoff is printed in English in the enclosed notice. If you cannot understand English, please find someone to translate the notice. If translation assistance is unavailable, please contact Customer Service at 1-800-227-9187 who will try to help you. Information on customer's rights and responsibilities printed in this language is also available by calling that number.

YOU MUST ACT NOW TO AVOID SHUTOFF.

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By

Patrick Ehrbar, Director, Regulatory Affairs

