

AVISTA CORPORATION
dba Avista Utilities

RULE NO. 12

OPTIONAL RATES AND INFORMATION AVAILABLE TO CONSUMERS (T)

A. Tariff Schedules

The rates and charges for gas service are those contained within 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 of the Company 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 copies of its tariff at each of its local offices, available for public inspection.

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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 they elect.
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 they have been served and billed.

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C. 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.

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Issued January 16, 2026

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February 16, 2026

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By

Patrick Ehrbar, Director, Regulatory Affairs



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RULE NO. 12 (continued)

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- 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 Consumers

The Company, upon request, will give Consumers 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.

H. Meter Reading

Upon request of a Consumer, the Company will inform them of how to read meters, either in writing or by explanation at the office of the Company.

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