

Protecting Your Privacy

Protecting your account information is a top priority for Avista. That's why we have this policy that is designed to safeguard the information we collect during the course of providing services to you.

Your protected account information includes information that is available to Avista solely by virtue of the customer-utility relationship, including: your name, service address, mailing address, telephone number and any other personally identifying information (such as a social security number). Also protected is identifiable information related to the quantity, technical configuration, type, destination, and amount of use of service or products you are subscribed to, and your billing information.

Only authorized Avista employees or representatives have access to your account information. This account information is stored and processed in secure computer facilities.

Your account information will not be disclosed or sold to Avista affiliates, subsidiaries or third parties for purposes of marketing services or product offerings for which you are not already subscribed, unless we first have your written or electronic permission.

In certain circumstances your account information may be disclosed when requested by a federal, state or local government agency or law enforcement, in response to a subpoena or other operation of law, or to collection agencies in the event of non-payment of utility bills. This disclosure will occur only after the identity and affiliation of requesting party has been verified by Avista. Additionally, Avista may include marketing information into your billing package and may collect and release customer information in aggregate form as long as a specific customer is not identified.