

## MEDICAL EMERGENCIES

If you are not able to pay your bill or only able to pay in installments, and if shutting of your service would create or aggravate a medical condition for you or a member of your household, you can provide Avista with a written medical certificate from a qualified medical professional. A medical certificate will prevent immediate disconnection of your service and allow you to set up a payment plan to pay any overdue bill.

## LATE PAYMENT CHARGES

Payments not received by next month's bill date will be considered late. The late payment charge will not be applied to time-payment or equal-payment accounts that are current. For balances less than \$50, no late payment charge will be assessed. For balances between \$50 and \$200, a \$3 minimum late payment charge will be assessed. For balances over \$200, the charge will be based on a monthly late-payment rate applied to overdue account balances at the time of preparing the subsequent month's bill.

## RETURNED CHECK CHARGE

Avista will require a payment of a \$5.00 charge for any payment returned from the bank unpaid.

## THIRD-PARTY NOTICES

As an Avista customer, you may select a third party to receive bills and to be notified if your service is in danger of being disconnected. The third party (a friend, relative, social agency, etc.) has no obligation to pay the bill, but can notify or remind you of the pending disconnection and/or help you in making payment arrangements.

## MOVING OR CANCELLING SERVICE

You need to give notice to Avista that you are moving or cancelling service at least five working days prior to your last day of service. Until we receive notice, you are responsible for all services rendered.

## NATURAL GAS EMERGENCIES

If you smell (or hear) natural gas, call us immediately at **(800) 227-9187**, 24-hours a day to report an emergency.

## DISPUTE RESOLUTION PROCESS

If you have questions, concerns, or a dispute regarding your energy bill or service, please call us during business hours Monday-Friday, 7 a.m. – 7 p.m., at (800) 227-9187. If further follow-up is required, please ask for a Customer Service supervisor to assist you.

If you are dissatisfied with the resolution of an energy bill or service issue, you may contact the Consumer Services Division of the Oregon Public Utilities Commission (PUC) at (800) 522-2404 or complete an online complaint form at [www.puc.state.or.us](http://www.puc.state.or.us).

This brochure is a summary of the rules set forth by Oregon PUC. Complete sets of the PUC regulations and Avista Utilities' tariff, filed with the PUC, are available on the commission's website at [www.puc.state.or.us](http://www.puc.state.or.us), by phone at (800) 522-2404, or for a copy write to:

### Oregon Public Utility Commission Consumer Services Section

P.O. Box 2148  
Salem, OR 97308-2148

They are also available on Avista's website [myavista.com](http://myavista.com) and at all Avista Utilities offices. If you need more information, please contact us at **(800) 227-9187** or write us at:

**Avista Utilities**  
Customer Service, MSC-34  
P.O. Box 3727  
Spokane, WA 99220-3727

**(800) 227-9187**  
**myavista.com**



OREGON RESIDENTIAL CUSTOMERS

## Helpful Information about Your Avista Utilities Account

You are a valued customer of Avista Utilities. To help you get the most benefit from our services, we want you to know your rights and responsibilities.

## CUSTOMER RESPONSIBILITIES

- Use our services safely and pay for them promptly.
- Contact us when you have a problem with payment, service, safety, billing or customer service.
- Notify us about billing or other errors.
- Contact us when you anticipate a payment problem to try to set up payment arrangements.
- Notify us about stopping service in your name or about stopping service altogether.
- Allow safe, unobstructed access to your property for meter reading and other essential Avista personnel and equipment.
- Notify us if you are making any significant change that may affect the character of your usage affecting you or others.

## ESTABLISHING CREDIT

Credit with Avista is established in one of the following ways:

- You have paid your bills without receiving more than two notices during 12 successive months;
- You provide a letter of reference from another energy utility where you received service;
- You have previously established credit with Avista;
- You have been fully employed for the prior 12 consecutive months; or
- You have a verified regular source of income

## DEPOSITS

### Deposit Requirements for Residential Service –

A deposit for **residential** service may be required if within the past 12 months: (a) you were unable to establish credit with Avista at the time of application; or (b) you were previously terminated for theft of service by any Oregon utility, were found to have tampered with the meter or other utility facilities, or were otherwise found to have diverted utility service; or (c) where there is an unpaid, overdue balance owing for service at the time of application.

**Deposit Guarantor** – in lieu of a deposit you may have someone with good credit guarantee payment up to the amount of the deposit required on your account.

**Deposit Amount** – If a deposit is required, it will be an estimate of two month's average bills based on current rates.

**Deposit Payment Arrangements** – You can pay 1/3 of the deposit prior to service, with the remaining amount payable the first two months of service with the exception of paying a deposit after disconnection. This is described in the Service Reconnection section.

**Return of Deposit** – Your deposit and the interest earned on it will be refunded to you or applied to your account balance when you have established credit or when you close your account.

## BILLING OPTIONS

- **E-bill and Online Payments** – Keeps you in touch with your account no matter what your schedule, and makes it easy to stay ahead no matter where you are.
- **Comfort Level Billing** – Level out seasonal highs and lows of your bill by dividing your yearly energy used into equal monthly payments.
- **Payment Arrangements** – Can help customers who find themselves in a difficult situation due to a variety of reasons. You may qualify for a special payment arrangement.
- **Preferred Due Date** – Can help align the billing due date with your payday. We may be able to adjust your payment due date, depending on your account status and specific situation.
- **Levelized Bill** – The average bill plus the current balance divided by the number of months (12-month maximum), allowing you to get caught up.
- **Bill Assistance** – Available for qualifying customers from various agencies and sources. To find out more, visit our website at [myavista.com](http://myavista.com) or call us at (800) 227-9187.

## SERVICE DISCONNECTION & DELINQUENT ACCOUNTS

**Service Disconnection** – Your service can be disconnected for any one of the following reasons: (a) nonpayment of delinquent bills (bills are due within 15 days after issuance) or any other charges or installments, including deposits; (b) providing false identification or verification of identity; (c) failing to cooperate in providing access to the meter; (d) meter-tampering, diverting service, or theft of service; (e) where dangerous or emergency conditions exist or do not comply with state and municipal codes governing service or the rules and regulations of Avista; or (f) return from your financial institution of a dishonored check or draft presented for payment of a deposit or monthly bill that is not replaced with a real payment by the notice date.

**Restrictions on Service Disconnection** – Your service will not be disconnected on or the day prior to a weekend or a state or Avista recognized holiday.

**Notice Requirements for Service Disconnection** – Avista gives, at a minimum, 15 days written notice that we intend to disconnect your service. The notice tells you the reason for the planned disconnection, what to do to keep your service on, and the deadline date by which you must act. At least five business days before the proposed disconnection date, Avista will mail or deliver a written disconnection notice to you. On the day that Avista expects to disconnect service, and prior to disconnection, we will make a good faith effort to personally contact you or an adult at the residence to be disconnected. If the contact is made, Avista will advise you of the proposed disconnection. If contact is not made, we will leave a notice in a conspicuous place at your residence informing you that service has been, or is about to be, disconnected.

**Service Reconnection** – In order for you to be reconnected you have two options:

1. Pay all outstanding balances, a minimum of 1/3 a deposit if charged, and reconnect fee. If a deposit is charged to you, the remaining deposit installments are due 30 days and 60 days after the first installment payment. Except for the last payment, installments will be the greater of \$30 or 1/3 of the deposit.
2. Pay 1/2 of the outstanding balance, full deposit if charged, and reconnect fee. The remaining outstanding balance owed to Avista must be paid within 30 days of the date service is initiated.

Should disconnection for nonpayment of a deposit occur, you will be required to pay the full amount of the deposit, any applicable reconnection fee, late-payment fee and ½ the past due amount before service is restored. The balance of the past due amount must be paid within 30 days of the date service is restored. You may continue with an existing time-payment agreement by paying all past due installments, along with the full deposit and other applicable fees.

**Reconnection Charges** – If your service is disconnected for nonpayment and you request a reconnect, you will be charged \$30 during office hours (8:00 a.m. – 5:00 p.m. on weekdays) and \$50 for all other times