

## Late Payment Charges

Payments are considered late when not received by the next billing date. No late fee is charged on balances under \$50. Balances between \$50 and \$200 incur a \$3 minimum late fee, and balances over \$200 are charged a monthly late payment rate based on the overdue amount. Late fees do not apply to income qualified customers or to current time payment or equal payment accounts.

## Returned Check Charge

Avista will charge \$25 for any payment returned from your bank unpaid.

## Third-Party Notices

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

## Moving Or Canceling Service

You must give Avista notice at least five working days before you move or cancel service. You are responsible for all charges until we receive your notice.

## 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.

## Weather Protections

To ensure your safety, your service will remain connected during periods of severe weather such as wildfire events, poor air quality, or extreme cold. Disconnections will be suspended during any of the following:

- From November 1st through April 30th, if temperatures are forecasted to drop below 32°F
- From May 1st through October 31st, if the low temperature is forecasted to drop below 32°F and the high temperature below 60°F
- A winter storm warning is issued, or weather conditions pose a threat to life or property
- Air Quality Index is anticipated to be 100 or above
- Level 2 or 3 wildfire evacuations are in place

During cold weather events, no disconnects will occur 24 hours before the forecasted event and 48 hours after.

## Dispute Resolution Process

If you have questions or concerns about your energy bill or service, please call us at **(800) 227-9187**, Monday through Friday from 7 a.m. to 6 p.m. If your issue needs more follow up, you may ask to speak with a customer service supervisor.

If you are not satisfied with how Avista handled your account, you may direct questions to the Oregon Public Utilities Commission (PUC) by calling (800) 522-2404, submitting an online complaint at [puc.oregon.gov/complaint](https://puc.oregon.gov/complaint), emailing [puc.consumer@puc.oregon.gov](mailto:puc.consumer@puc.oregon.gov), or writing the Consumer Services Section at 201 High St SE #100, Salem, OR 97301.

A list of customer assistance organizations that participate in PUC proceedings, including contact information for each organization, may be requested from the PUC Consumer Services Section by calling (800) 522-2404 or via email at [puc.consumer@puc.oregon.gov](mailto:puc.consumer@puc.oregon.gov).

This brochure is a summary of the rules set forth by Oregon PUC. Full PUC regulations and Avista Utilities' tariffs are available on the commission's website at [oregon.gov/puc](https://oregon.gov/puc) or you may request copies by calling (800) 522-2404 or via email at [puc.consumer@puc.oregon.gov](mailto:puc.consumer@puc.oregon.gov).

This information is also available on Avista's website at [myavista.com](https://myavista.com). If you need more information, please contact us at **(800) 227-9187** or write to:

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

**(800) 227-9187**  
[myavista.com](https://myavista.com)

Oregon Residential Customers

# Helpful information about your Avista Utilities account.

You are a valued customer of Avista Utilities. To help you benefit the most 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 if you need assistance with payment, billing, customer service, or safety.
- Notify us if you are an income-qualified customer or if you prefer to receive notices in a language other than English.
- 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, tasks, and equipment.
- Notify us of any significant changes that may affect your usage or the service of others.

## Protections for Medically Vulnerable and Income Qualified Customers

If you are an income-qualified or medically vulnerable customer, you have access to additional protections.

### Income-Qualified Protections

You qualify as an income-qualified residential customer if you received energy assistance in the last 12 months, are enrolled in a utility income-qualified assistance program, or self-certify that your household income is at or below 60% of Oregon's state median income.

#### Specific protections include:

- No deposits or late fees
- No reconnect fees during regular business hours
- Maximum of \$200 required at reconnection, with payment arrangements for the remaining balance
- No upfront payment for reconnections within 7 days of a severe weather event

### Medical Emergencies

If you or someone in your household has a medical condition that could be harmed by losing service, you may self-certify to prevent disconnection. We will keep your service connected while the condition is confirmed by a medical professional, and we'll work with you on a payment plan for any past-due balance. Medical certificates remain active for up to six months, or up to twenty-four months for chronic conditions and include the same protections as income qualified customers.

### Deposits

With the exception of income qualified customers, a residential deposit may be required if, within the past 12 months, you were:

- Disconnected for nonpayment
- Terminated for theft of service by any Oregon utility
- Found tampering with the meter or other utility equipment, or diverting service
- Applying for service with an overdue balance

**Deposit Amount** – Shall not exceed one-sixth of the reasonable estimated billings for 12 months at current rates.

**Deposit Payment Arrangements** – You can pay one-third of the deposit upfront, with the remaining amount billed over the next two months.

**Deposit Refund** – Deposits (plus interest) are refunded or

applied to your account after 12 months of on-time payments or when the account is closed.

**Deposit Guarantor** – In lieu of a deposit, you can have an Avista customer guarantee your account. Their account must have been in good standing for the past 12 months, with no past-due notices and no involuntary disconnections.

### Billing Options

- **E-Bill and Online Payments** – Sign up to view and manage your account at [myavista.com](http://myavista.com). Also, enroll in text or email notifications.
- **Comfort Level Billing** – Level out the seasonal highs and lows of your bill by dividing your yearly energy costs into 12 equal monthly payments.
- **Payment Arrangements** – If you're having trouble paying, we offer various payment options. Please give us a call to discuss what might work for you.
- **Preferred Due Date** – Lets you adjust your billing due date to align with your payday, depending on your account status and specific situation.
- **Levelized Bill** – Your balance is divided by 12 and added to your average bill amount.
- **Usage Plus** – Your balance is divided by 12 and added to your monthly billed amount.
- **Bill Assistance** – Bill assistance programs may be available if you qualify. Contact us to learn which programs you might be eligible for. Your local community action agency may also offer additional resources.

### Service Disconnection and Delinquent Accounts

**Service Disconnection** – Your service can be disconnected for any one of the following reasons:

- Nonpayment of bills or required charges, including deposits, that are not paid by the due date
- Providing false identification or verification of identity
- Failing to cooperate in providing access to the meter
- Meter-tampering, diverting service, or theft of service
- Dangerous or emergency conditions exist or do not comply with state and municipal codes governing service or the rules and regulations of Avista
- A payment returned by your bank (such as a bounced check) that is not replaced with a valid payment by the deadline on your notice

**Restrictions on Service Disconnection** – Your service will not be disconnected on—or the day prior to—a weekend or during a holiday recognized by Avista, the state, or during a severe weather event as described in the Weather Protections section.

### Notice Requirements for Service Disconnection

We provide at least 20 days' written notice before disconnecting service. This notice explains why disconnection is planned, what steps to take to keep service on, and the deadline to act. A final notice is mailed or delivered at least five business days before the proposed disconnect date. On the day of disconnect, we will make a good-faith effort to personally contact you or an adult at the property. If we're unable to reach you, we'll leave a notice in a visible location informing you that service is being, or is about to be, disconnected.

**Service Reconnection** – Requirements depend on your customer status and how long service has been off:

**Option 1** – If service has been off 20 days or less: Pay one-half of the outstanding balance, full deposit (if required), and the reconnection fee. Remaining balance must be paid within 6 months.

- Income-Qualified or Medical Certificate Customers: Pay one-half of the outstanding balance (up to \$200) and no deposit or reconnect fee is required. Remaining balance must be paid within 6 months.

**Option 2** – If service has been off more than 20 days: Pay all outstanding balances, one-third of any required deposit, and the reconnection fee. The remaining deposit is billed in two monthly installments. No deposit or reconnect fee for Income-Qualified or Medical Certificate Customers.

If your service is disconnected because a deposit wasn't paid, you'll need to pay the full deposit, the reconnect fee, any late payment fee, and half of the past due balance to restore service. The remaining balance is due within 30 days of reconnection. If you already have a time payment agreement, you can continue it by paying any past due installments, the full deposit, and other applicable fees.

**Reconnection Charges** – If your service is disconnected for nonpayment, reconnection fees are \$30 during regular business hours (8 a.m. to 5 p.m., weekdays) and \$50 at other times. Income-qualified customers are not charged a reconnect fee during regular business hours.