

THIRD PARTY NOTIFICATION

As an Avista customer, you may select a third party 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 suspension and/or help in making payment arrangements.

MEDICAL EMERGENCIES

If you are not able to pay your bill or only able to pay in installments, and if loss of 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. After receiving this certificate, Avista will grant up to a 60-day extension of the shut-off date.

MOVING OR CANCELLING SERVICE

You need to notify Avista that you are moving or cancelling service at least seven calendar days prior to your last day of service.

ELECTRIC OR NATURAL GAS EMERGENCIES

You can report a power outage online at **www.myAvista.com** or call **(800) 227-9187** 24-hours a day to report an emergency. If you smell (or hear) natural gas, contact us immediately.

DISPUTE RESOLUTION PROCESS

If you have questions, concerns, or a dispute regarding your energy bill or service, please call Avista 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 Affairs section of the Washington Utilities and Transportation Commission (UTC) at (888) 333-9882 or complete an online complaint form at www.utc.wa.gov.

This brochure is a summary of the rules set forth by the UTC. Complete sets of the UTC regulations and Avista's tariff, filed with the UTC, are available on the commission's webpage at www.utc.wa.gov or for a copy write to:

WA UTC
P.O. Box 47250
Olympia, WA, 98504-7250

By phone at:

(888) 333-9882

They are also available on Avista's website **www.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
MSC-34
P.O. Box 3727
Spokane, WA 99220

(800) 227-9187

www.myAvista.com

02-18



Washington 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 services safe 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 when you are moving.
- Notify Avista about stopping service in your name or about stopping service altogether.
- Allow safe, unobstructed access to your property for meter reading, tree pruning, and other essential Avista personnel and equipment.
- Notify us if you are making any significant change that may affect the electrical character of your usage.

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 utility where you received electric or natural gas service;
- You have someone with good credit guarantee payment of your account balance up to the amount of the deposit required for your account;
- You have previously established credit with Avista;
- You are the owner of the property;
- You have been fully employed for the prior 12 consecutive months; are currently employed with a 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) your electric or natural gas has been disconnected for failure to pay your bill; or (b) where there is an unpaid, overdue balance owing for service; or (c) when you are unable to establish credit with Avista.

Deposit Requirements for Commercial Service -

A deposit for commercial service will be required from applicants who have an unpaid, overdue bill with Avista, or are unable to reasonably demonstrate that they are a satisfactory credit risk.

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 50% of the deposit prior to service, with the remaining amount payable in equal amounts during the first two months of service.

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 use 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.
- **Bill Assistance** – available for qualifying customers from various agencies and sources. To find out more, visit our website at www.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 18 days after issuance) or any other charges or installments, including deposits; (b) for the use of service for purposes or properties other than that specified in your service application; (c) under flat rate service for increased use of service without Avista's approval; (d) for tampering with any service wires, meter, seal or any other facilities of Avista; (e) for use of equipment that adversely affects the Avista's service to its other customers; (f) for refusal to allow authorized Avista employees access to your premises at reasonable hours that are necessary to read meters, perform testing, maintenance and installation or removal of our property; (g) when wiring or equipment does not meet Avista's standards or fails to comply with other applicable codes and regulations; (h) for fraudulent use of service. Whenever fraud is detected, Avista can disconnect service without notice, unless the customer makes immediate payment for the estimated amount of service that was taken

and all costs resulting from such fraudulent use. If a second offense of fraudulent use of service is detected, Avista may refuse to reestablish service subject to appeal to the Washington Utilities and Transportation Commission.

Restrictions on Service Disconnection - Your service will not be disconnected on Saturdays, Sundays, legal holidays or any other day when Avista employees are not available to reconnect the service within 24 hours.

Notice Requirements for Service Disconnection - In most instances, Avista must provide a written notice to you 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. If we do not act on the disconnection within 10 days of the deadline date, we will re-notify you with a new deadline date. Avista does not have to give you prior warning of disconnection when: (a) a situation exists that causes immediate danger to life, property or physical safety; (b) you are receiving service through fraud; (c) your equipment causes deterioration of our service; or (d) the law is being violated.

Payment Arrangements to Avoid Disconnection -

We want to keep your service on. Please call us at (800) 227-9187 if you are unable to pay the past due balance on your account. Our customer service representatives are trained to work with you to find plans that will let you keep your service while you bring payment of your account up to date. If such arrangements include an employee collecting payment at a premise, such payment shall be a check, money order or receipt of payment from a designated payment agency, unless Avista determines that conditions warrant otherwise.

Service Reconnection - If your service is disconnected for nonpayment and you request a reconnect, the following reconnect fees apply:

\$16.00 Monday-Friday 8 a.m.-4 p.m. (except holidays)
\$32.00 Monday-Friday 4 p.m.-7 p.m. (except holidays)
Any reconnect requested during hours other than the above, will be completed the following day. If the reconnect is completed on a weekend or holiday, the charge is \$32.00.