

-----Original Message-----

From: PUCWeb Notification <[Do.Not.Reply@puc.idaho.gov](mailto:Do.Not.Reply@puc.idaho.gov)>

Sent: Sunday, October 15, 2023 1:00 PM

To: ConsumerComplaintsWeb

Subject: Notice: A complaint was submitted to PUCWeb

The following complaint was submitted via PUCWeb:

Name: Paul Horner

Submission Time: Oct 15 2023 12:01PM

Email: [abishai2@hotmail.com](mailto:abishai2@hotmail.com)

Telephone: 208-310-1857

Address: 1440 S Hawthorne dr apt A

Moscow , ID 83843

Name of Utility Company: Avista **AVU-E-23-01**

Contacted Utility: Yes

Comment: "So we've been gone six years from Idaho and after reading my power bill I see Avista is still up to its old tricks. Let's see, how do you charge for the first 600 kwh's a certain rate for certain days then charge a larger rate for the first 600 kwh's for another set of days? My experience says I get charged a rate for the first 600 kwh's and a different rate for anything over that. Also what's this minimum rate fee? And it jumped from \$7 to \$15. That's over double. I'm glad I'm back it appears Avista's been getting away with all their antics with no objections. Raising rates in the winter because people are using more power. Ummm what a racket. I now live in an apartment that has base board heaters, low income housing also. It's commercial residential. Base boards are not my fault and not Avista's either, however, why are we not getting a special rate being first low income and second my wife and I are both handicapped. Where's that special consideration? Just venting when my bill doubled and it's not even cold out yet."

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