



Avista Utilities | Energy Affordability Customer Assistance Programs

The goal at Avista Utilities is to help customers meet their electric and natural gas needs through a variety of programs and services. Customers can talk to a customer service representative at 1-800-227-9187 or visit our website at www.avistautilities.com for more information.

Avista Utilities CARES: Avista Utilities CARES representatives assist customers with special needs -- the elderly, the disabled and customers who find themselves in difficulty due to health, employment, family or other problems. They provide assistance in understanding energy bills, payment arrangements and advice on budgeting, and make referrals to community agencies that can also help. They also administer the Life Support and Gatekeepers Programs. Of a total caseload of 4,500 customers, approximately 21% are Idaho customers. CARES representatives can be reached toll free at 1-800-227-9187.

Comfort Level Billing: Comfort Level Billing can help smooth out the seasonal highs and lows of the customer's energy bill. If a customer qualifies for this program, Avista will average their annual energy bill and divide it into equal monthly payments.

Low Income Rate Assistance Program (LIRAP) in Washington & Oregon: The low-income rate assistance program collects approximately \$3.75 million (gas and electric combined) per year through electric and natural gas tariff surcharges on Schedules 91 and 191. These funds are distributed by community action agencies in a manner similar to the Federal Low Income Heating Energy Assistance Program (LIHEAP). The purpose of the LIRAP program is to reduce the energy cost burden among those customers least able to pay energy bills.

Senior Outreach: As part of the LIRAP Program in Washington, Avista has created a Senior Energy Outreach Program that is designed to assist senior customers (age 60 or above) with energy assistance grants. This program, administered by the company's CARES representatives in partnership with participating LIRAP agencies, provides a maximum grant of \$300 to eligible seniors through a simplified certification process.

Project Share: Project Share is a customer, community and company-funded program that provides one-time emergency energy assistance to families in our region. Grants are available to those in need without regard to their heating source or their utility company.

Energy Efficiency Incentive Programs: Avista, through its electric and natural gas tariff surcharges on Schedules 91 and 191, will provide a financial incentive or "rebate" for any cost-effective efficiency measure installed by customers with a simple pay-back of greater than one year. This includes over 300 measures that are packaged into over 30 programs for customer convenience. Avista's "Every Little Bit" campaign, aimed at making customers more efficient in their use of energy, focuses on low-cost and no-cost measures, with information on rebates and energy efficiency. Campaign includes television, radio, and print ads. Visit www.everylittlebit.com for more information.

Low Income Energy Efficiency Programs: Avista contracts with six local Community Action Partnerships (CAP agencies) on an annual basis to deliver programs and funding to increase energy efficiency and reduce energy usage for limited income customers. Based on the 2008 General Rate Case settlements, approved in Idaho and proposed in Washington, limited income funding should be approximately \$1.972 million in 2009. Funding in Idaho is \$490k (which includes \$25k for agency personnel dedicated to outreach and education). Funding in Washington includes a proposed \$350k increase for a total 2009 funding of \$1.482 million.

Senior Energy Conservation Workshops: Energy conservation workshops for seniors are held in Washington and Idaho service areas at senior nutrition meal sites, senior centers and non-profit organizations. Each attendee receives an "Every Little Bit" Energy Conservation Kit filled with CFLs, easy home weatherizing supplies and energy savings tips. The workshops focus on energy savings and how to stay comfortable and safe with home energy use.

Wattson Energy Conservation Education Program for Children: The energy conservation education outreach program for children is designed to develop long-term, lifestyle behavioral changes for the efficient and wise use of energy. It features the character of Wattson the Energy Watchdog and primarily targets children ages 4 to 8 with an emphasis on reaching low income children and their families. The Wattson mascot visits family-friendly community events, and his messaging also reaches children and families through television, print media and the website www.avistakids.com.

Home Energy Analyzer: Customers can determine their energy efficiency needs by using the interactive, comprehensive Home Energy Analyzer at www.avistautilities.com.

Payment Arrangements & Other Convenience Options: Avista works with any customer having difficulty paying their bill. At the earliest sign that the customer may be temporarily unable to pay their bill, they are encouraged to contact us. We value their business and can usually work out special payment arrangements or help them find other forms of assistance during difficult times. Avista also offers several convenience options for customers such as automatic payment service (APS), in which money is deducted from a customer's checking account automatically each month.

Other convenient services include debit and credit card service (via phone or web -- \$5.25 transaction fee applies); check-by-phone or over the Web; preferred due date (customers can pick a more convenient date to pay than the one stated on their bill); and e-billing. This helps those who need flexibility but are generally able to pay. Self-service is another convenience offered. Customers can make payment arrangements, check account balances or schedule payments using Avista's Interactive Voice Response system. They can view and pay their bills on the website and can enroll in other convenient options. Customers can also contact us via e-mail.

COMPANY INFORMATION

Customer Contact Center - 1-800-227-9187

Internet - www.avistautilities.com