



**Avista Corp.**

1411 East Mission P.O. Box 3727  
Spokane, Washington 99220-0500  
Telephone 509-489-0500  
Toll Free 800-727-9170

**VIA: Electronic Mail**

May 14, 2015

Jean D. Jewell, Secretary  
Idaho Public Utilities Commission  
P O Box 83720  
Boise, ID 83720-0074

Dear Ms. Jewell:

Re: Case No. GNR-U-14-01

Dear Ms. Jewell:

Attached for filing with the Commission is an electronic copy of Avista Corporation's dba Avista Utilities ("Avista or the Company") "Substitute" revised filing dated April 24, 2015 in compliance with Commission Order 33229 in the above referenced Case No. to the following tariff sheets, I.P.U.C. No. 28:

<b>First Revision Sheet 70-a</b>	<b>Canceling</b>	<b>Original Sheet 70-a</b>
<b>Third Revision Sheet 70-d</b>	<b>Canceling</b>	<b>Second Revision Sheet 70-d</b>
<b>Substitute Third Revision Sheet 70-g</b>	<b>Canceling</b>	<b>Substitute Second Revision Sheet 70-g</b>
<b>Second Revision Sheet 70-g.1</b>	<b>Canceling</b>	<b>First Revision Sheet 70-g.1</b>
<b>First Revision Sheet 70-i</b>	<b>Canceling</b>	<b>Original Sheet 70-i</b>

This filing includes corrections to the above referenced pages in tariff Schedule 70 that have updated in more clarity the information required in Order 33229, as well as some housekeeping that has corrected some page lettering. A legislative copy and a clean copy of the tariff's are provided as Attachment A.

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The Company also provides the following update related to pre-paid service and third-party notification, compliance with the monthly Credit Tracking Report and revisions to the Company's customer notices:

**Pre-Paid Service:**

Avista currently does not have the technology in place to offer pre-paid service to its Idaho customers. Avista has explored this option and will continue to do so as it upgrades technology in the future. Having a remote disconnect device installed does allow the ability for pre-paid service. In order to offer pre-paid service in the future it would also require collaboration between the Company, the Commission, and consumer affairs advocates to ensure that the appropriate consumer protections remain in place.

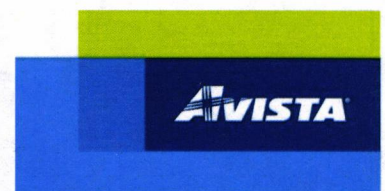
**Third Party Notification Rights:**

On page 19 of the Order, the Commission directed utilities to notify affected customers about the new, no-knock policy and their third-party notification rights under UCRR 307. In addition, the Commission encouraged the utilities to find out who a customer's third party designee is when the customers signs up for service.

When a customer signs up for service with Avista over the phone with a Customer Service Representative (CSR), the CSR is alerted if a remote disconnect device is installed at the premise where the customer is requesting service. When the CSR sees this alert, they will educate the customer about the no-knock policy. In all situations, when a customer signs up for service, the CSR will ask if the customer would like third-party designee added to their account for notification purposes. Also, Avista sends a new customer packet to new customers that sign up for service, which contains information about the customer's rights and responsibilities as well as information about third-party notification. Lastly, the Company sends an annual notice to all residential customers with their rights and responsibilities<sup>1</sup>, as well as information about third-party notification.

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<sup>1</sup> Provided as Attachment B.



**Credit Tracking Report:**

Please see Attachment C for Avista's most recent credit tracking report in compliance with Commission Order 33229.

**Customer Notice:**

The attached "revised" customer notice<sup>2</sup> includes revisions made with input from the Commission Staff.

Please direct any questions on this matter to myself at (509) 495-4975.

Sincerely,



Manager, Regulatory Policy  
Avista Utilities  
[linda.gervais@avistacorp.com](mailto:linda.gervais@avistacorp.com)  
509-495-4975

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<sup>2</sup> Provided as Attachment D.



# ATTACHMENT A

**Schedule 70**

**Strike & Underline**

AVISTA CORPORATION  
d/b/a Avista Utilities

## IDAHO RULES AND REGULATIONS

### 1. ADOPTION OF RULES OF REGULATORY AUTHORITIES:

The rules regulating electric service, prescribed by the Idaho Public Utilities Commission, hereinafter called the Commission, are hereby adopted and by this reference are made a part of this tariff.

The following customer relations rules are not listed in detail in this tariff: Deposits, Termination/Discontinuance of Service, Master-Metering, Bills, Complaint Procedures, Information to Electric Customers, and Meter Reading and Billing Practices. These rules will instead be able to be found in the Commission's "Utility Customer Relations Rules", "~~Utility Customer Information Rules~~", and "Master Metering Rules for Electric Companies". Current copies of these Rules will be avail able for Customer reference at each of the Company's business offices.

### 2. SCHEDULES AND CONDITIONS:

The schedules and conditions specified in this tariff for electric service are subject to change in accordance with the laws of the State of Idaho or any amendment thereof. All schedules apply to electric service available on the established circuits of the Company.

### 3. TAX ADJUSTMENT:

The rates named in this tariff shall be proportionately increased to compensate for any county or municipal tax, including franchise fees, or other charges, upon or in respect of the right of the Company to operate, to use the public streets, alleys or thoroughfares, or to do business within the jurisdiction imposing the charge.

### 4. SUPPLY AND USE OF SERVICE:

Service will be supplied only under and pursuant to these Rules, and any modifications or additions thereto lawfully made, and under such applicable rate schedule or schedules as may from time to time be lawfully fixed. Service will be supplied only to those who secure their source of electric power exclusively from the Company, unless otherwise provided under appropriate contract. Service shall be used by the Customer only for the purposes specified in the service agreement and applicable rate schedule or schedules, and Customers shall not sell, or permit others to use such service, except when expressly authorized to do so under appropriate contract.

Issued August 26, 1999

Effective September 27, 1999

Issued by Avista Utilities  
By

Thomas D. Dukich

,Manager, Rates & Tariff Administration

AVISTA CORPORATION  
d/b/a Avista Utilities

IDAHO  
RULES AND REGULATIONS - continued

6. APPLICATION AND AGREEMENT FOR SERVICE: - continued  
to constitute an agreement by and between the Company and the Customer for the delivery and acceptance of service under the applicable rate schedule or schedules and said Rules and Regulations.

The Company will provide to its Customers at time of application for service and thereafter such information relative to its rates, rules and regulations as may from time to time be required by law or Commission rule and regulation.

All service shall be furnished under an agreement for a term of one year, at the option of the Company, or longer when so provided in the applicable rate schedule. When optional rate schedules are available the Customer may not change from one rate schedule to another more frequently than once in any 12-month period.

For service in large volumes or received under unusual circumstances, the Company may require the Customer to execute a special written agreement.

6.1 New Customer Turn-On Charge (After-Hours):

There will be no charge for new customer turn-ons when such service connection is performed during office hours regularly maintained by the Company. For new customer turn-ons requested to be completed during other hours there will be a charge of \$48.00. When a new Customer receives Company-supplied electric and gas service, a single charge of \$48.00 will be required for after hours service turn-ons.

6.2 If the new customer's service is turned on remotely without having to visit the customer's premises, the charge for connection shall be \$12.00 any day, any time.

6.23 Return Trip Charge

If the conditions stated in Sections 7 and 8, below, are not satisfied prior to the Customer's request for temporary service, a \$55.00 charge, per trip, will be billed to the Customer whenever Company personnel are dispatched to the job site but are unable to connect the service. The charge will be billed after the conditions have been satisfied and the connection has been made. When a residential Customer supplies the trench, backfill, conduit, and compaction for an underground service, a charge of \$55.00 per trip return charge will be assessed if the Company's installation crew cannot install cable on the first appointment or subsequent appointments.

7. CUSTOMER'S SERVICE ENTRANCE AND RELATED FACILITIES:

The Customer shall provide a suitable service entrance facility to the premises to be served at the point specified by the Company which facility shall meet local, state and national code requirements. The Customer shall also provide a structurally sound point of attachment for the Company's service connections which will permit the clearance required for safety. All wiring and other distribution facilities on the Customer's side of the point of delivery shall be provided by the Customer and maintained and operated at his expense.

The Customer shall furnish a convenient place, readily accessible without risk of bodily harm to the Company employees, free from vibration, corrosive atmosphere, and abnormal temperatures, in which to install the metering equipment. Usually residential meters will be installed on

Issued October 15, 2004

Effective November 1, 2004

Issued by Avista Utilities  
By

Kelly O. Norwood, Vice President, State & Federal Regulation

AVISTA CORPORATION  
d/b/a Avista Utilities

IDAHO  
RULES AND REGULATIONS - continued

11. PAYMENTS: - continued

Company employees collecting payment at the customer's premises will not accept cash. If the customer offers payment in cash during a field collection visit, discontinuance of service will be postponed and the customer given the opportunity to either make payment at a designated payment agency or provide an alternative form of payment acceptable to the Company.

Monthly bills for services rendered and other charges are due and payable in full within 15 days from their date and if not so paid shall be in default. When a residential Customer certifies in writing that payment by the ordinary due date creates a hardship due to the particular date when the Customer receives funds, the due date shall be extended up to an additional 15 days.

In the event the Customer tenders a payment of less than the full amount of the monthly bill for services and/or other charges, the Company, unless otherwise directed by the Customer when payment is made, will apply said payment pro rata first to the charges in default and the remainder, if any, to the current monthly charges.

11.1 Returned Check Charge; Checks or payments remitted by Customers in payment of bills are accepted conditionally. A charge of \$20.00 will be assessed the Customer for handling checks or payments upon which payment has been refused by the bank.

11.2 Late Payment Charge; Payments not received by the next month's bill date will be considered late. A late payment charge will be applied to the delinquent amount and will be computed at the rate of 12 percent per annum or one percent per month. The late payment charge will not be applied to time-payment or equal payment accounts that are current.

~~11.3 Automatic Check Handling (ACH) Withdrawal Charge: When a Customer requests that the Company initiate a draft drawn on the Customer's financial institution, a charge of \$1.50 per draft will be assessed and billed to the Customer.~~

12. DEPOSITS:

See Utility Customer Relations Rules 100-109 and 601.

~~(Note: On April 20, 1999, an exception was granted to Rule 107.02, allowing the Company to credit deposits which are no longer required, including accrued interest, directly to customer accounts).~~

13. DISCONTINUANCE OF SERVICE:

See Utility Customer Relations Rules 300-313 and 602-605.

13.1 Field Collection Charge:

A personal visit performed by a Company representative to a service address subsequent to satisfying the provisions regarding Discontinuance of Service shall be deemed a field collection visit. A \$16.00 fee will be assessed for visits that result in the collection of past-due balances from the Customer during the visit. The fee will be waived if service is disconnected during the visit. The Customer will receive one free visit on a 12-month rolling basis.

~~14. RECONNECTION CHARGE:~~

~~All applicable reconnection charges shall be paid before service is restored. Customer payments may be made to authorized Company employees or at a designated payment agency.~~

Issued July 26, 2004

Effective September 1, 2004

Issued by Avista Utilities  
By

Kelly Norwood, Vice President, State & Federal Regulation



AVISTA CORPORATION  
d/b/a Avista Utilities

IDAHO  
RULES AND REGULATIONS - continued

14. SERVICE RECONNECTION AND REESTABLISHMENT CHARGES:—continued

14.1 Reconnection Charge:

When service has been discontinued for failure of the Customer to comply with the Company's rules and regulations under this tariff including ~~default~~ (nonpayment), a charge shall be made for reconnection. ~~The charge for reconnection shall be:~~

If a visit to the customer's premises is required to manually restore service, the charge for reconnection shall be:

\$24.00, provided satisfactory payment arrangements ~~for payment of all proper charges~~ have been made during the hours of 8:00 a.m. through 4:00 p.m. Monday through Friday, except holidays; or

\$48.00 if such arrangements are made during the hours of 4:00 p.m. through 7:00 p.m. Monday through Friday, except holidays.

If such arrangements are made during hours other than the above, the reconnection shall be completed on the following day except for medical emergencies or a customer disconnected in error. Any reconnection completed on a weekend or holiday will be charged \$48.00.

If the customer's service is restored remotely without visiting the customer's premises, the charge for reconnection shall be:

\$12.00 any day, any time, provided satisfactory payment arrangements have been made.

State of Idaho Legal Holidays include: New Years Day, Idaho Human Rights Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving and Christmas.

14.2 Electric Reestablishment Charge

When service has been discontinued at the Customer's request and then reestablished within a twelve-month period, the Customer shall be required to pay the monthly minimum charges that would have been billed had service not been discontinued, as well as a reestablishment charge. The charge for reestablishment shall be:

\$24.00, provided satisfactory payment arrangements ~~for payment of all proper charges~~ have been made during the hours of 8:00 a.m. through 4:00 p.m. Monday through Friday, except holidays; or

\$48.00 if such arrangements are made during the hours of 4:00 p.m. through 7:00 p.m. Monday through Friday, except holidays.

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Issued October 15, 2004

Effective November 1, 2004

Issued by Avista Utilities  
By

Kelly O. Norwood – Vice President, State & Federal Regulation

AVISTA CORPORATION  
d/b/a Avista Utilities

IDAHO  
RULES AND REGULATIONS - continued

15. PERSONALIZED BILLING PLANS: - continued

The Company will review each Customer's CLB account on a regular basis. At the time of the review, the Company will recalculate the Customer's Base Plan Amount by using the most recent twelve months of consumption history. If the "recalculated" Base Plan Amount differs, by 25% or more from the "previous" Base Plan Amount, the customer will be given the choice of either discontinuing the CLB Plan or continuing the CLB Plan with the recalculated amount. Under normal circumstances, the company will not change the amount more than twice in any twelve (12) month period.

A review will be completed at the twelfth month anniversary of the date the Customer began their CLB plan. If the Customer's recalculated Base Plan Amount differs by 10% or more from the previous Base Plan Amount, the customer will be given the choice of either continuing or discontinuing their CLB Plan. If the Customer chooses to continue their CLB Plan, their new monthly payments will be their recalculated Base Plan Amount. This recalculated Base Plan Amount will be based on previous usage or estimated future usage. A Customer's Base Plan Amount may decrease, increase, or remain the same. Customers with a debit balance will be given the opportunity to either pay off their balance or have it included in their CLB payments. If the customers elect to have their debit balance included in their monthly payments, their monthly payments will equal their Base Plan Amount plus 1/12th of their debit balance. Customers with credit balances will have the overpayment applied to their next statement(s). At the customer's request, any credit balance will be refunded in full.

16. CONTINUITY OF SERVICE:

Electric service is inherently subject to interruption, suspension, curtailment, and fluctuation. The Company will endeavor at all times to provide a regular and uninterrupted supply of service, but in case the supply of service shall be interrupted or irregular or defective or fail from causes beyond its control, the Company will not be liable therefor. Circumstances exonerating the Company shall include, but not be limited to:

(a) causes beyond Company's reasonable control including fire, flood, drought, winds, acts of the elements, court orders, insurrections or riots, generation failures, lack of sufficient generating capacity, breakdowns of or damage to facilities of Company or of third parties, acts of God or public enemy, strikes or other labor disputes, civil, military or governmental authority, electrical disturbances originating on or transmitted through electrical systems with which Company's system is interconnected and acts or omissions of third parties;

Issued August 26, 1999

Effective September 27, 1999

Issued by Avista Utilities  
By

Thomas D. Dukich, Manager, Rates & Tariff Administration

# **Schedule 70**

**Clean**

AVISTA CORPORATION  
d/b/a Avista Utilities

IDAHO  
RULES AND REGULATIONS

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2. SCHEDULES AND CONDITIONS:

The schedules and conditions specified in this tariff for electric service are subject to change in accordance with the laws of the State of Idaho or any amendment thereof. All schedules apply to electric service available on the established circuits of the Company.

3. TAX ADJUSTMENT:

The rates named in this tariff shall be proportionately increased to compensate for any county or municipal tax, including franchise fees, or other charges, upon or in respect of the right of the Company to operate, to use the public streets, alleys or thoroughfares, or to do business within the jurisdiction imposing the charge.

4. SUPPLY AND USE OF SERVICE:

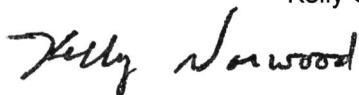
Service will be supplied only under and pursuant to these Rules, and any modifications or additions thereto lawfully made, and under such applicable rate schedule or schedules as may from time to time be lawfully fixed. Service will be supplied only to those who secure their source of electric power exclusively from the Company, unless otherwise provided under appropriate contract. Service shall be used by the Customer only for the purposes specified in the service agreement and applicable rate schedule or schedules, and Customers shall not sell, or permit others to use such service, except when expressly authorized to do so under appropriate contract.

Issued May 14, 2015

Effective May 29, 2015

Issued by Avista Utilities  
By

Kelly O. Norwood, Vice President, State & Federal Regulation



AVISTA CORPORATION  
d/b/a Avista Utilities

IDAHO  
RULES AND REGULATIONS - continued

6. APPLICATION AND AGREEMENT FOR SERVICE: - continued  
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6.3 Return Trip Charge

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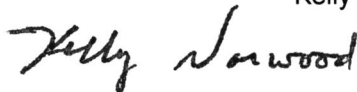
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By

Kelly O. Norwood, Vice President, State & Federal Regulation



AVISTA CORPORATION  
d/b/a Avista Utilities

IDAHO  
RULES AND REGULATIONS - continued

11. PAYMENTS: - continued

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12. DEPOSITS:

See Utility Customer Relations Rules 100-109 and 601.

13. DISCONTINUANCE OF SERVICE:

See Utility Customer Relations Rules 300-313 and 602-605.

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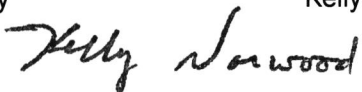
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Kelly Norwood,

Vice President, State & Federal Regulation



AVISTA CORPORATION  
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IDAHO  
RULES AND REGULATIONS - continued

14. SERVICE RECONNECTION AND REESTABLISHMENT CHARGES:

14.1 Reconnection Charge:

When service has been discontinued for failure of the Customer to comply with the Company's rules and regulations under this tariff including (nonpayment), a charge shall be made for reconnection.

If a visit to the customer's premises is required to manually restore service, the charge for reconnection shall be:

\$24.00, provided satisfactory payment arrangements have been made during the hours of 8:00 a.m. through 4:00 p.m. Monday through Friday, except holidays; or

\$48.00 if such arrangements are made during the hours of 4:00 p.m. through 7:00 p.m. Monday through Friday, except holidays.

If such arrangements are made during hours other than the above, the reconnection shall be completed on the following day except for medical emergencies or a customer disconnected in error. Any reconnection completed on a weekend or holiday will be charged \$48.00.

If the customer's service is restored remotely without visiting the customer's premises, the charge for reconnection shall be:

\$12.00 any day, any time, provided satisfactory payment arrangements have been made.

State of Idaho Legal Holidays include: New Years Day, Idaho Human Rights Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving and Christmas.

14.2 Electric Reestablishment Charge

When service has been discontinued at the Customer's request and then reestablished within a twelve-month period, the Customer shall be required to pay the monthly minimum charges that would have been billed had service not been discontinued, as well as a reestablishment charge. The charge for reestablishment shall be:

\$24.00, provided satisfactory payment arrangements have been made during the hours of 8:00 a.m. through 4:00 p.m. Monday through Friday, except holidays; or

\$48.00 if such arrangements are made during the hours of 4:00 p.m. through 7:00 p.m. Monday through Friday, except holidays.

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IDAHO  
RULES AND REGULATIONS - continued

15. PERSONALIZED BILLING PLANS: - continued

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16. CONTINUITY OF SERVICE:

Electric service is inherently subject to interruption, suspension, curtailment, and fluctuation. The Company will endeavor at all times to provide a regular and uninterrupted supply of service, but in case the supply of service shall be interrupted or irregular or defective or fail from causes beyond its control, the Company will not be liable therefor. Circumstances exonerating the Company shall include, but not be limited to:

(a) causes beyond Company's reasonable control including fire, flood, drought, winds, acts of the elements, court orders, insurrections or riots, generation failures, lack of sufficient generating capacity, breakdowns of or damage to facilities of Company or of third parties, acts of God or public enemy, strikes or other labor disputes, civil, military or governmental authority, electrical disturbances originating on or transmitted through electrical systems with which Company's system is interconnected and acts or omissions of third parties;

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Effective May 29, 2015

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By

Kelly O. Norwood, Vice President, State & Federal Regulation





# ATTACHMENT B

### What About Medical Emergencies?

If you are not able to pay your bill or are able to pay only in installments, and if disconnecting your service would create or aggravate a medical condition for you or a member of your household, you must provide the Company a written certificate signed by a licensed physician or public health official. After receiving this certificate, the Company will grant a 30-day extension of the shutoff date.

### What About the Winter Months?

If you are unable to pay your bill in full and have children, elderly or infirm in the household, you may qualify for protection from disconnection of service with the Winter Payment Plan or Moratorium during the winter months. You should notify the Company if one of these conditions does exist and you have received a shut-off notice. It is important to make payment arrangements during this time. Special winter payment plans are available to those who qualify.

The Winter Payment Plan offers a monthly payment arrangement equal to one-half of your level pay amount during the months of November, December, January, February, and March. The level pay amount is based on the average monthly billing + 1/12 of your account balance. You must make your monthly payments each month and by April 1 you must either pay your account balance or negotiate a new payment arrangement.

The Winter Moratorium will provide protection from disconnection during the months of December, January, and February. During this time, any payment toward your utility bill will help reduce the balance due by March 1st. We encourage you to continue to make regular monthly payments.

### Charges for Special Services

There is no charge to connect new customers during regular business hours. A reconnection charge will apply when service has been discontinued at the request of the customer or when service has been discontinued for failure to comply with Commission rules and regulations including nonpayment.

Avista Utilities charges a service fee for handling any payment for which your bank refuses payment. Checks returned for nonpayment will be re-deposited electronically.

We want to do our best to provide efficient, reliable, and courteous service to you. Please do not hesitate to call us with any questions you may have about your service.

Visit our website at [www.avistautilities.com](http://www.avistautilities.com), or contact one of our customer service representatives at 1-800-227-9187.

This brochure is a summary of some rules set forth by the Idaho Public Utilities Commission (Commission or IPUC).

Complete sets of the IPUC regulations and Avista Utilities' tariff, filed with the IPUC, are available on their website, <http://www.puc.state.id.us>. Avista Utilities' tariffs can also be found on the Company website and at all Avista Utilities offices. If you need more information, please contact one of our customer service representatives at 1-800-227-9187.

If our representative cannot answer your questions, you may contact the Idaho Public Utilities Commission, P.O. Box 83720, Boise, Idaho 83720-0074, 1-800-432-0369, for additional help.



IDAHO CUSTOMERS

## Helpful Information About Your Avista Utilities Account

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

### RULES FOR DEPOSITS

#### When is a Deposit for Residential Service Required?

A deposit for new residential service may be required if: (a) you had an unpaid, overdue bill with our utility in the last four years and the bill remains unpaid and is not in dispute at the time of application for service; or (b) your service was terminated in the past four years because you did not pay a bill; you misrepresented your identity for the purpose of obtaining service from us; or you did not pay for damages to our facilities caused by your negligence; or (c) you have sought any form of relief under federal bankruptcy laws; or (d) you obtained your service without the Company's permission; or (e) you did not have service with the Company for at least twelve (12) consecutive months during the last four (4) years, and do not pass a credit screen; or (f) you are requesting service for a residence where a former customer who owes a past due balance for service incurred still resides; or (g) the Company has given you two (2) or more written final notices of termination within the last twelve (12) consecutive months.

#### When is a Deposit for Non-Residential Service Required?

A deposit will be required from commercial applicants for the same reasons as from residential applicants, or if application for service is made for the first time.

#### How Much is the Deposit?

If a residential/small commercial deposit is required, the amount will not be more than one-sixth of the amount reasonably expected to be billed at your location over the next year.

#### Do I Get Interest on My Deposit?

Yes. Interest is computed from the time the deposit is paid until the time it is refunded to you or applied to your account. The Commission sets the interest rate annually based on the average interest rate on one-year Treasury Bills.

#### What If I Cannot Pay the Entire Deposit?

If you are unable to pay the entire deposit, you may pay the deposit in two installments – one-half of the deposit amount when you apply for service, and the second half one month after that.

#### When Do I Get My Deposit Back?

Your deposit and the interest earned on it will be refunded to you or applied to your account balance when you have paid your bills without receiving more than one notice during the past 12 successive months, or when you close your account.

### **What Happens When I Move?**

When you move, your deposit will apply first to any unpaid balance owing at the time the final bill is prepared. If there is a credit on your account after the deposit is applied to your final bill, the credit will be refunded promptly, or transferred to your new address if you move within our service territory.

### **RULES FOR SERVICE TERMINATION**

#### **When is a Bill Past Due?**

Your monthly bill is due within 15 days after issuance. The past due date is shown on your bill. A late charge of 1% may be added to past due balances if carried to the next month's bill.

#### **What If I Can't Pay by the Past Due Date Each Month?**

If it is a hardship for you to pay by the past due date, please call us as soon as possible. A customer service representative will make a note on your account that you will pay each month on the date you request, instead of by the past due date.

#### **When Can Service Be Terminated?**

Your service can be terminated for a variety of reasons, including any of the following: (a) not paying your bill by the due date, or (b) failing to pay a deposit or deposit installment; or (c) giving a false identity to the utility in order to get service; or (d) failing to keep the terms of a payment arrangement; or (e) willfully preventing the Company's access to the meter; or (f) willfully wasting service through improper equipment or otherwise as prescribed by State or other applicable standards; or (g) you are a minor not competent to contract as described in Sections 29-101 and 32-101, Idaho Code. In addition, the Company is not required to connect service for you if you owe a balance on an existing or previous account.

#### **Is Notice Required?**

In most instances, Avista Utilities must provide you a **written** notice seven days before we intend to disconnect your service. The notice tells you the reason for the planned disconnection, what you can do to keep your service on, and the date by which you must take action.

At least 24 hours before the time of the planned disconnection, we must try to contact you again to remind you to take action to avoid the disconnection.

If we do not disconnect your service within twenty-one days of the deadline date on your notice, we will issue another notice before disconnecting your service.

The Company does **not** have to give you prior notice of disconnection when: (a) a situation exists that causes immediate danger to life, property or physical safety; (b) you are receiving service without Avista Utilities' permission; or (c) the Commission or other authorized public agency orders your service disconnected.

#### **Can Payment Arrangements Be Made to Avoid Service Termination?**

We want to keep your service on. Please call us 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 a plan that will let you keep your service, while you bring payment of your account up to date. In weighing payment plan options, Avista will consider your

ability to pay, your account balance, your past payment record, how far past due your account is, and why past due payments have not been paid. The following are payment plans and options the Company may offer:

- Level Pay Plan (Comfort Level Billing) — Equalize monthly payments of all arrears, if any, and anticipated future bill amounts over a period of not less than one (1) year
- 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—and with an online account, you can even make them online.
- Bill Assistance — available for qualifying customers from various agencies and sources.
- 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.
- 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.

#### **Are There Restrictions on Service Terminations?**

Your service may not be terminated for nonpayment of:

- An unpaid bill that totals less than fifty dollars (\$50) or two (2) months' charges for service, whichever is less.
- An unpaid bill for utility service to any other customer, or for any other class of service (residential or commercial).
- An unpaid bill for purchase of non-utility goods or services.
- An unpaid bill for service provided four (4) or more years ago unless there have been a promise in writing to pay or make arrangements.
- Charges on which a decision from the Commission is pending based on a complaint you filed, as long as all other charges are paid.

If Avista Utilities disconnects your service, it must be between 8 a.m. and 5 p.m. Monday through Thursday. We will not disconnect your service on Fridays, Saturdays, Sundays, legal holidays, any day preceding a legal holiday, or on any other day when our customer service offices are not open for business. These restrictions do not apply when there is danger to life, safety of property, or when a court or public authority orders disconnection.

If a Company employee is at your service address to disconnect your service for nonpayment, you may show proof of payment, or make payment to him/her of the amount required to keep your service on. Company employees collecting payment at your service address will not accept cash.

#### **Third Party Notification**

As an Avista Utilities customer, you may select a third party to be notified if your service is in danger of suspension. 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.

# ATTACHMENT C

## Avista Credit Tracking Report – Idaho

March 2015		
	Non-Low Income	Low-Income**
1. Accounts	117,959	4,259
2. Accounts with Moratoriums	1,273	523
3. Accounts with Arrears*	17,691	1,865
4. Total Arrears Amount*	\$ 3,504,835	\$ 444,468
5. Past Due Notices*	432	122
6. Past Due Notice Collect Amount*	\$ 239,660	\$ 81,076
7. Final Notice Letter*	124	51
8. Disconnects for Non-Pay*	-	-
9. Total Collect Amount at Disconnect*	\$ -	\$ -
10. Same Day Reconnects*	0	0
11. Reconnects within 1 week*	0	0
12. Total Dollars Written Off (gross)*	\$ -	\$ -
13. Write Offs due to Bankruptcy	\$ 363	\$ -
14. Total Kwh Billed	100,577,314	4,598,367
15. Total Therms Billed	5,204,798	104,533

\* With the conversion to our new customer information and billing system in February, all customer accounts were considered current in Feb and began to age in March. Collection notices started March 16, 2015. There were not any disconnects that occurred in March.

Data is gathered on approximately the first business day of the following month.

### Credit Tracking Definitions

\*\* **Low-Income:** Accounts receiving Energy Assistance within last 12 months.

1. **Accounts:** Accounts are metered service of electric and/or gas services and active at the time the data is gathered. Typically one account is associated with a specific service address, customers can have multiple accounts.
2. **Accounts with Moratorium:** Accounts with an enrollment date for Moratorium within the last 12 months and are active at the time data is gathered.
3. **Accounts in Arrears:** Accounts with a past due balance (Arrears Amount) and active at the time data is gathered. Comfort Level Billing (levelized pay) accounts with a past due amount are included.
4. **Reconnects within 1 week:** Accounts where service was reconnected within 5 calendar days of disconnect, excluding same day reconnects. Reconnects reported this month can be for disconnects which occurred in the last week of the last month.
5. **Total Dollars Written Off:** Gross write offs.
6. **Write Offs Due to Bankruptcy:** Gross write offs due to bankruptcy and reported based on the date the Company is notified of the bankruptcy filing.

# ATTACHMENT D





## Medical Emergency

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### In Washington:

If you have a medical emergency, we will postpone termination of service, upon notification for a grace period of five business days, during which time a written certification from a qualified medical professional must be received.

### In Idaho:

Upon receipt of a certificate by a licensed physician or public health official, termination of your service will be postponed for 30 days.

## Would Any of These Service Be Helpful to You?

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- Special Billing Plans
- Information on energy use and tips on how to reduce your bill.
- Customer Assistance Representatives to advise customers with financial and other hardships.

## Complaints and Disputes

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**If you have a complaint of dispute with Avista, please contact our office at 1-800-227-9187.** Any complaint or dispute received by us will be promptly investigated. If we cannot resolve your complaint, you can appeal for further review by writing or calling your state public utility commission.

Washington Utilities and Transportation Commission  
Chandler Plaza Building  
1300 S. Evergreen Park Drive S.W.  
Olympia, Washington 98504  
[www.wutc.wa.gov](http://www.wutc.wa.gov)  
or by calling 1-800-562-6150

Idaho Public Utilities Commission  
Consumer Assistance  
P.O. Box 83720  
Boise, ID 83720-0074  
[www.puc.idaho.gov](http://www.puc.idaho.gov)  
or by calling 1-800-432-0369

Your service will not be terminated during any unresolved, open complaint with a governing commission.

We are willing to make mutually satisfactory payment arrangements.

You may call our toll-free number 1-888-427-3403.  
For paystation locations, visit [www.avistautilities.com](http://www.avistautilities.com)





1411 East Mission Avenue  
PO Box 3727  
Spokane, WA 99220-3727

Account Number: 6992240000  
Paystation Code: 2  
Notice Date: May 5, 2015  
[www.avistautilities.com](http://www.avistautilities.com)

**Past Due Notice**

Payment was due: 04/13/2015  
Total Amount Past Due: \$ 469.02

**Charges for Service at:**

IDAHO CUSTOMER  
123 W ANY ST # 1 E DUPLEX  
RATHDRUM, ID 83858

**Our records indicate your account is past due.**

To avoid shut off of your energy service for nonpayment of your past due balance, we must receive your payment of \$469.02 by 05/21/2015, or your service will be disconnected without further notice as early as 05/22/2015.

Important: If a remote disconnect/reconnect device is installed on your electric meter, we will not notify you in person at your service address prior to shutting off your service. Otherwise, a serviceman will notify you in person at your service address prior to shutting off your service, and if they collect the total amount past due to prevent shut off, a charge may be assessed. Servicemen do not accept cash in Washington and Idaho.

If your service is shut off, you will be required to pay a deposit in addition to a reconnection fee. Any reconnection of service requested during the hours of 7:00 a.m. – 7:00 p.m., Monday – Friday, will be completed the same day. Any reconnect requested after 7:00 p.m. or on a weekend or holiday will be completed the next day.

**Payments made at paystations take 3-4 days to post to your account. If you have already sent your payment, please notify us.**

Customer Service Representatives are available to assist you Monday through Friday 7:00 a.m. to 7:00 p.m. and Saturday 9:00 a.m. to 5:00 p.m. at (800) 227-9187. You can also visit us at [www.avistautilities.com](http://www.avistautilities.com).

Sincerely,  
Avista Utilities

**Please read other side for important customer information.**



1411 E MISSION AVE  
SPOKANE WA 99252-0001

Account Number: 6992240000  
Paystation Code: 2



Due Date: 05/21/2015  
Total Amount Past Due: \$469.02

Amount Enclosed \$

IDAHO CUSTOMER  
PO BOX 1  
RATHDRUM, ID 83858  
USA

AVISTA  
1411 E MISSION AVE  
SPOKANE WA 99252-0001

69922400002000007690200000000000000000656184



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