

## DECISION MEMORANDUM

**TO: COMMISSIONER KJELLANDER  
COMMISSIONER REDFORD  
COMMISSIONER RAPER  
COMMISSION SECRETARY  
LEGAL  
WORKING FILE**

**FROM: BEVERLY BARKER**

**DATE: MAY 8, 2015**

**RE: AVISTA FILING IN COMPLIANCE WITH ORDER NO. 33229  
CASE NO. GNR-U-14-01**

In Order No. 33229, the Commission granted Avista, Idaho Power and Rocky Mountain Power an exemption to the requirements of Rule 311.04 and .05 of the Utility Customer Relations Rules (IDAPA 31.21.01.11.04. and .05). Briefly, subsection (4) required the utilities to attempt to meet customers at their home or business before disconnecting service for non-payment to allow the customer an opportunity to avoid disconnection by paying their bill. Subsection (5) required the utilities to inform customers how to have service restored if payment is not made at the time of disconnection.

On March 10, 2015, Avista filed its customer communication plan and a proposed tariff revision in compliance with Order No. 33229. The Commission, however, suspended the proposed tariffs May 1 effective date for 30 days to provide the Company more time to file a revised tariff for Staff's review. On April 27, 2015, the Company filed a revised Sheet 70-g to replace the sheet 70g that the Company had filed on March 10. In addition, the Company filed proposed revisions to Sheet 70-h. Both of these sheets have a proposed effective date of May 1.

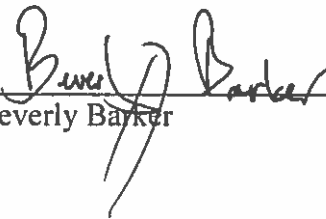
Staff has some concerns with the April 27 filing and has communicated those concerns to Avista. Since one of Staff's concerns involves discrepancies between the tariff on file with the Commission and the tariff Avista maintains in-house, further research will need to be done to resolve the discrepancies.

## STAFF RECOMMENDATION

Staff recommends that the Commission suspend for 60 days the proposed May 1 effective date of the revisions to Sheets 70-g and 70-h that Avista filed on April 27. This additional suspension period will enable the Company and Staff to address Staff's concerns about the filing.

## COMMISSION DECISION

Does the Commission wish to suspend for 60 days the proposed effective date of the revisions to Sheet 70-g and 70-h that the Company filed on April 27?

  
Beverly Barker

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