



Avista Corp.

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Via: Electronic Filing

September 10, 2019

Ms. Diane Hanian
Secretary
Idaho Public Utilities Commission
PO Box 83720
Boise, ID 83720-0074

Re: Case No. RUL-U-19-01 – Comments of Avista Utilities

Dear Ms. Hanian,

Avista Corporation, dba Avista Utilities (Avista or Company), submits the following comments in accordance with the Idaho Public Utilities Commission's ("Commission") "Request to Extend Comment Period" ("Notice") issued in Case No. RUL-U-19-01 on August 26, 2019 regarding proposed changes to the Utility Customer Relations Rules ("UCRR") (IDAPA 31.21.01). The Company supports Staff's revisions to the proposed rules in general, with the minor exception provided below:

Avista General Comments: The Company would like a definition of "written", for example, in proposed rule 206 "Responsibility for Payment of Bills," the word "written" can apply to many actions on the customers part. Would an electronic, voice, text, and/or web box that customers check be sufficient or deemed written?

The Company has also been in discussions with Idaho Power and Rocky Mountain Power and support their recommended modifications.

Avista appreciates the opportunity to provide these comments, as well as the opportunity to participate in the public comment hearing on August 20, 2019. Please direct any questions regarding these comments to me at 509-495-4975.

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IDAHO PUBLIC
UTILITIES COMMISSION

Sincerely,

/S/Linda Gervais

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Avista Utilities