

Medical Emergencies

If you are unable to pay your bill or make installment payments, and if shutting off your service would create or aggravate a medical condition for you or a member of your household, providing Avista with a written or verbal medical certificate from a qualified medical professional will prevent immediate disconnection of your service and allow you to set up a payment plan to pay any overdue bill.

Late Payment Charges

Payments are late when not received by the following month's billing date. For balances less than \$50, no late-payment charge will be assessed. For balances between \$50 and \$200, a \$3 minimum charge will be assessed. For balances over \$200, the charge will be based on a monthly late-payment rate applied to overdue account balances at the time of preparing the subsequent month's bill. Late-payment charges will not be applied to qualified low-income customer accounts or to time-payment or equal-payment accounts that are current.

Returned Check Charge

Avista will charge \$25 for any payment returned from your bank unpaid.

Third-Party Notices

As an Avista customer, you may select a third party to receive your bills and be notified if your service is in jeopardy of being disconnected. This third party (a friend, relative, social agency, etc.) has no obligation to pay your bill but can notify or remind you of the pending disconnection and/or help you in making payment arrangements.

Moving Or Canceling Service

You must give notice to Avista that you are moving or canceling service at least five working-days prior to your last day of service. You are responsible to pay for all services rendered until we receive this notice.

Natural Gas Emergencies

If you smell (or hear) natural gas, call us immediately at **(800) 227-9187**, 24 hours a day to report an emergency.

Dispute Resolution Process

If you have questions, concerns or a dispute regarding your energy bill or service, please call us at **(800) 227-9187** during business hours, Monday through Friday, 7 a.m. to 7 p.m. If follow-up is required, please ask for a customer-service supervisor to assist you.

If you are dissatisfied with the resolution of an energy bill or service issue, you may contact the Consumer Services Division of the Oregon Public Utilities Commission (PUC) at **(800) 522-2404** or via email at **puc.consumer@puc.oregon.gov** or complete an online complaint form at **apps.puc.state.or.us/consumer/complaint.asp**

A list of customer organizations that participate in PUC proceedings, including contact information for each organization, may be requested from the PUC Consumer Services Section via email at **puc.consumer@puc.oregon.gov** or by phone at **(800) 522-2404**.

This brochure is a summary of the rules set forth by Oregon PUC. Complete sets of PUC regulations and Avista Utilities' tariffs filed with the PUC are available on the commission's website at **oregon.gov/puc/Pages/default.aspx** or you may ask for a copy by calling **(800) 522-2404** or writing to:

Oregon Public Utility Commission Consumer Services Section

P.O. Box 2148
Salem, OR 97308-2148

This information is also available on Avista's website at **myavista.com** and at all Avista Utilities offices. If you need more information, please contact us at **(800) 227-9187** or write to:

Avista Utilities Customer Service, MSC-34

P.O. Box 3727
Spokane, WA 99220-3727

(800) 227-9187
myavista.com

Oregon Residential Customers

Helpful information about your Avista Utilities account.

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

Customer Responsibilities

- Use our services safely and pay for them promptly.
- Contact us when you have a problem with payment, billing, customer service or safety.
- Notify us if you are a low-income customer or if you prefer to receive notices in a language other than English.
- Notify us about stopping service in your name or about stopping service altogether.
- Allow safe, unobstructed access to your property for meter reading and other essential Avista tasks, personnel and equipment.
- Notify us if you are making any significant change that may affect the character of your usage affecting you or others.

Deposits

Deposit Requirements for Residential Service – With the exception of low-income customers, a deposit for residential service may be required if, within the past 12 months, you were:

- disconnected for nonpayment,
- terminated for theft of service by any Oregon utility,
- found to have tampered with the meter or other utility facilities or otherwise diverted utility service, or
- have an overdue balance for service at the time of the application.

Deposit Guarantor – In lieu of a deposit, you may have someone with good credit guarantee the payment up to the amount of the deposit required on your account.

Deposit Amount – If a deposit is required, the amount will be an estimate of two month's average bills based on current rates.

Deposit Payment Arrangements – You can pay 1/3 of the deposit prior to service with the remaining amount payable in the following two months of billing statements.

Return of Deposit – Your deposit and the interest it earns will be refunded to you or applied to your account balance once you have established 12 consecutive months of on-time payments or when you close your account.

Billing Options

- **E-bill and Online Payments** – Sign up to view and manage your account at myavista.com. Also enroll in text or email notifications.
- **Comfort Level Billing** – Level out the seasonal highs and lows of your bill by dividing your yearly energy costs into 12 equal monthly payments.
- **Payment Arrangements** – Customers who find themselves in a difficult situation due to a variety of reasons may qualify for special payment arrangements.
- **Preferred Due Date** – Lets you adjust your billing due-date to align with your payday, depending on your account status and specific situation.
- **Levelized Bill** – Can help you catch up on overdue payments. Your late balance is divided into a pre-determined number of months (12 months maximum) and added to your average bill amount.
- **Bill Assistance** – Customers may qualify for bill assistance from various community agencies and other sources. To find out more, visit myavista.com or call us at **(800) 227-9187**.

Service Disconnection and Delinquent Accounts

Service Disconnection – Your service can be disconnected for any one of the following reasons:

- nonpayment of delinquent bills (bills are due within 20 days of issuance) and any other charges or installments, including deposits.
- providing false identification or verification of identity.
- failing to cooperate in providing access to the meter.
- meter-tampering, diverting service, or theft of service.
- dangerous or emergency conditions exist or do not comply with state and municipal codes governing service or the rules and regulations of Avista, or
- return from your financial institution of a dishonored check or draft presented for payment of a deposit or monthly bill that is not replaced with a real payment by the notice date.

Restrictions on Service Disconnection – Your service will not be disconnected on—or the day prior to—a weekend or during a holiday recognized by Avista or the state.

Notice Requirements for Service Disconnection –

Avista gives a minimum of 20 days' written notice when we intend to disconnect a customer's service. This notice will tell you the reason for the planned disconnection, what to do to keep your service on and the deadline date by which you must act. Avista will mail or deliver a written disconnection notice to you at least five business days before the proposed disconnection date. On the day that Avista expects to disconnect service and prior to disconnection, we will make a good-faith effort to personally contact you or an adult at the residence to be disconnected. If contact is made, Avista will advise of the proposed disconnection. If no contact is made, we will leave a written notice in a conspicuous place at your residence informing you that service has been, or is about to be, disconnected.

Service Reconnection – To be reconnected to service, we give you two options:

Option 1 – Pay all outstanding balances, a minimum 1/3 of a deposit (if charged) and a reconnect fee. If you are charged a deposit, the remaining deposit amount is due in two installments added to the next two months of billing statements. Installment amounts will be the greater of \$30 or 1/3 of the deposit except for the final payment.

Option 2 – Pay 1/2 of the outstanding balance, the full deposit (if charged) and a reconnect fee. The remaining outstanding balance owed to Avista must be paid within 30 days of the date that service is reconnected.

Should disconnection occur for nonpayment of a deposit before service is restored, you will be required to pay the full amount of the deposit, any applicable reconnection fee, a late-payment fee and 1/2 the past-due amount. The balance of the past-due amount must be paid within 30 days of the date that service is restored. You may continue with an existing time-payment agreement by paying all past-due installments, along with the full deposit and other applicable fees.

Reconnection Charges – If your service is disconnected for nonpayment and you request to be reconnected, you may be charged a fee of \$30 if the reconnect is during Avista's regular office hours (8 a.m. to 5 p.m. on weekdays) and \$50 for all other times. Qualified low-income customers will have one \$30 fee waived per calendar year for reconnects during regular office hours.