



Avista Corp.

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February 2, 2016

Public Utility Commission of Oregon
Filing Center
201 High St SE Suite 100
PO Box 1088
Salem, OR 97308

Attention: Filing Center

RE: Avista Tariff Filing 16-02-G Supplemental

Pursuant to OAR 860-022-0025(1), enclosed for filing with the Commission is an electronic copy of Avista Corporation's ("Avista" or the "Company") Supplemental revisions to the following tariff, P.U.C. OR. No. 5:

Supplemental Second Revision Sheet 9B Canceling First Revision Sheet 9B

On January 15, 2016, Avista filed with the Commission Tariff Sheet 9B for purposes of being able to offer to its residential customers a fee free payment program for all payment methods available. Based on discussions with Staff, Avista has revised the language of Sheet 9B to provide better clarification of residential customers ability to pay by any method without a transaction fee when the fee free payment program available.

The Company requests that the Commission approve Sheet 9B with an effective date of March 1, 2016. Please contact me with any questions related to this filing at (509) 495-2782.

Sincerely,

Shawn Bonfield

Sr. Regulatory Policy Analyst
Avista Utilities
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509-495-2782

AVISTA CORPORATION
dba Avista Utilities

RULE NO. 9 (continued)

RENDERING AND PAYMENT OF BILLS

B. Payment of Bills

1. Periodic Bills: Bills are due and payable upon presentation and become past due if not paid within 15 days thereafter. To receive credit, payment must be made to any Company office or to an authorized representative or agent, either in person or by mail.
2. Payment Methods Accepted: Customers may be eligible to pay their bill by checking or savings account (electronically or mailed check), bankcard (credit, debit, or prepaid card), cash, or money order. At such time Avista offers a transaction fee free bankcard payment option to any of its residential customers on Rate Schedule 410, all residential customers on Schedule 410 will be able to pay by any payment method listed above without a transaction fee. Similar programs for transaction fee free payment options are not available to non-residential customers.
3. Returned Check Charge: The Company will require payment of a \$25.00 returned check charge for any check returned from the bank unpaid.
4. Closing Bills: Where gas service is terminated, closing bills will be due and payable upon presentation and become past due if not paid within 15 days thereafter. To receive credit, payment must be made to any Company office or to an authorized representative or agent, either in person or by mail.
5. In the event that a check, or draft, for payment of a bill, is not honored by the Customer's respective financial institution, the bill will be deemed unpaid. In such event, if valid payment is not received within one business day, the account may be subject to discontinuance under Rule 11. The Company may require payment by cash, certified check, or money order, if more than two payments are not honored within any consecutive twelve (12) month period.

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C. Adjustment for Over-Billing and Under-Billing

Except as provided in Rule No. 18, whenever a bill presented to a customer for service is determined to be incorrect, the Company, without delay, will make appropriate adjustment as follows:

1. When an under or overbilling occurs, the Company will provide written notice to the customer detailing the circumstances, period of time, and amount of adjustment. If it can be shown that the error was due to some cause, the date of which can be fixed, the over or undercharge shall be computed back to such date. If no date can be fixed, the Company will refund the overcharge or rebill the undercharge for no more than six months' usage. In no event shall an over or underbilling be for more than three years' usage.
2. Where a customer is required to repay an underbilling, the customer is entitled to enter into a time payment agreement without regard to whether the customer already participates in such an agreement. If the customer and the Company cannot agree

(continued)

Advice No.	16-02-G	Effective For Service On & After
Issued	February 2, 2016	March 1, 2016

Issued by Avista Utilities
By Kelly Norwood, Vice President, State & Federal Regulation

