



Avista Corp.

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October 11, 2022

Public Utilities Commission of Oregon
Attn: Filing Center
201 High Street SE, Suite 100
Salem, OR 97301-3612

RE: ADV 1434 – Avista Utilities Proposed Tariff Schedule Modifications in Compliance with Order No. 22-353

Filing Center:

Avista Corporation, dba Avista Utilities (Avista or Company) appreciates Staff's feedback pertaining to the Company's proposed tariff modifications filed on October 7, 2022, to align with the Division 21 rulemaking in Docket AR 623, adopted by Order No. 22-353. Avista hereby submits for electronic filing, its substitute proposed tariff schedules incorporating Staff's feedback. Specifically, the Company submits the proposed substitute modifications and additions included in the following tariff sheets, P.U.C. OR. No. 5:

Substitute First Revision Sheet 6	Canceling	Original Sheet 6
Substitute First Revision Sheet 8A	Canceling	Original Sheet 8A
Substitute First Revision Sheet 8B	Canceling	Original Sheet 8B
Substitute First Revision Sheet 11F	Canceling	Original Sheet 11F

Avista hereby respectfully requests the attached substitute tariff schedule modifications be incorporated within the Company's original filing on October 7, 2022 and requests approval effective November 15, 2022. If you have any questions regarding this filing, please contact me at (509) 495-2782 or shawn.bonfield@avistacorp.com.

Sincerely,

/s/ Shawn Bonfield

Shawn Bonfield
Sr. Manager of Regulatory Policy & Strategy



AVISTA CORPORATION
dba Avista Utilities

RULE NO. 6

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

A. Establishment of Credit - Residential Service

1. Satisfactory Credit – An applicant/customer may demonstrate satisfactory credit for new/continuing service by showing any of the following (providing a deposit is not required under Section A-2 of this rule):

a. Received 12 months of continuous utility service with the Company or other utility provider, of the same type applied for, during the preceding 24 months which the Company can verify within its service records or by either contacting the former utility or through an authorized letter, provided by the former utility on utility letterhead, to include the name(s) of the responsible person(s) on the account, dates of service, a statement that the applicant/customer was not disconnected for nonpayment during the final 12 months of service and timely paid for all services rendered;

(C)

b. A residential customer meeting the definition of Low-Income.

(C)

c. Proof of ability to pay by providing either:

(N)

(1) Proof of employment during the entire 12 months previous to the application of service for person(s) responsible for payment on the account and a work phone number to enable the Company to verify employment; or

(2) A statement or other documentation from the income provider or an authorized representative, that the Company can verify, indicating that the applicant/customer receives a regular source of income.

2. Mandatory Deposit –

An applicant/customer may be required to pay a deposit at the time of application for new/continuing service when:

a. The applicant/customer is unable to establish credit as defined in Section A-1 of this rule,

b. The applicant/customer received the same type of utility service from the Company, or any Oregon energy utility, within the preceding 24 months and owed an account balance that was not paid in full when service was terminated. This sub-paragraph does not apply to a customer who registered a dispute with the OPUC within 60 days after service was terminated and who paid all undisputed or adjudicated amounts, or

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Advice No. 22-10-G
Issued October 11, 2022

Effective For Service On & After
November 15, 2022

Issued by Avista Utilities

By Patrick Ehrbar, Director of Regulatory Affairs



AVISTA CORPORATION
dba Avista Utilities

RULE NO. 8 (continued)

NOTICES

- e. Procedures for conflict resolution, including how to register a dispute with the Company and with the Commission and the toll-free number of the Consumer Services Section; and
 - f. Listings of consumer intervenor organizations, including address and telephone number, may be requested from Consumer Services Division.
2. When service is initiated, the Company will inquire whether the customer would like to receive notices in a language other than English and will inform the customer of the type of notices and translations currently available. If the language chosen is not available, the Company will tell the consumer that the translated version does not yet exist, but that the consumer's interest will be recorded for the Commission.

C. Notice of Pending Disconnection - Residential

The Company will give at least 20 days written notice to residential customers, and the customers designated representative for non-payment for services rendered before termination of service.

The notice is printed in bold face type and states:

- 1. The reason for the proposed disconnection;
- 2. The amount to be paid to avoid disconnection;
- 3. The earliest date for disconnection;
- 4. An explanation of the time-payment agreement;
- 5. An explanation of the medical certificate provisions;
- 6. Name and telephone number of the appropriate unit of the Department of Human Resources or other agencies which may be able to provide financial aid; and
- 7. An explanation of the Commission's dispute resolution procedure and toll-free number.

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(C)

(C)

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RULE NO. 8 (continued)

NOTICES

D. Service of Notice of Pending Disconnection - Residential

1. At least 20 days before the Company can disconnect a residential customer for nonpayment of services rendered, the Company will provide written notice to the customer. A 20-day notice is not required when disconnection is for failure to establish credit or theft of service. (C)
2. A notice of disconnection may not be sent prior to the due date for payment of a bill. (C)
3. The Company may serve the 20-day notice of disconnection in person or send it by first class mail or electronically to the last known address of the customer. Service is complete on the day after the date of the US Postal Service postmark or postage metering, electronic transmittal, or personal delivery. (C)
4. At least five business days before the proposed disconnection date, the Company will mail or deliver a written or electronic disconnection notice to the customer. (C)
 - a. The disconnection notice informs the person that service will be disconnected on or after a specific date and explains the alternatives and assistance that might be available as required in this rule.
 - b. If notification is made by delivery to the residence, the Company will attempt personal contact. If personal contact cannot be made with the customer or an adult resident, the Company will leave the notice in a conspicuous place at the residence.
5. On the day that the Company expects to disconnect service, and prior to disconnection, the Company will make a good faith effort to personally contact the customer or an adult at the residence to be disconnected.
 - a. If the contact is made, the Company will advise the person of the proposed disconnection;

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RULE NO. 11 (continued)

DISCONTINUANCE AND RESTORATION OF SERVICE

4. The notice will not be sent prior to the due date for payment for the services billed.

(M)

5. The Company may serve the notice of disconnection in person or send it by first class mail to the last known addresses of the customer and the customer's designated representative. Service is complete on the day after the date of the US Postal Service postmark or postage metering or personal delivery.

(C)
(C) (M)

6. If a premise visit is required to complete disconnection, the Company will make a good faith effort to personally contact the customer or a resident at the service address to be disconnected. If the attempt to make personal contact fails, the Company will leave a notice in a conspicuous place at the premise informing the customer that service has been disconnected.

7. Weekend and Holidays - Nonresidential service shall not be terminated on, or the day prior to, a weekend or State or Company recognized holiday.

8. If a Customer makes a payment subsequent to the issuance of a five (5) day notice, whether payment is made to prevent a service discontinuance or to reactivate a previously discontinued service, and the Customer's financial institution fails to honor said payment, the account shall be deemed unpaid. The Company will attempt to notify the Customer in person, by telephone, or by written notice, of the payment failure. The Customer shall have one business day to correct the failure. If a valid payment is not received, service to the customer may be discontinued after the duration of the previously issued five (5) day notice, and without further written notice. This process may proceed separate from the normal notice process described herein.

G. Residential service will not be discontinued because of nonpayment of bills for other classes of service or other types of utility service.

(T)

H. Service will not be discontinued for nonpayment of a bill issued in correction of charges billed incorrectly until the corrected bill becomes past due, and then discontinuance shall be in accordance with other provisions of this rule and Rule No. 10.

(T)

I. Service Detrimental to Other Customers

(T)

The Company will not supply service to a customer operating equipment which is considered by the Company to be detrimental to the service of its other customers or to the Company, and will discontinue service to any customer who continues to operate such equipment after having been given notice by the Company to discontinue such operation.

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