



# Oregon

Kate Brown, Governor

## Public Utility Commission

201 High St SE Suite 100

Salem, OR 97301-3398

**Mailing Address:** PO Box 1088

Salem, OR 97308-1088

503-373-7394

October 12, 2022



BY EMAIL

Idaho Power Company

dockets@idahopower.com

RE: Advice No. 22-10-G

The tariff sheets in your October 7, 2022, compliance filing, and October 11, 2022, replacement sheets, docketed in ADV 1434, are accepted in compliance with Order No. 22-353. Attached is a receipted copy of the sheets in your compliance filing for your records.

*/s/ Nolan Moser*

Nolan Moser

Chief Administrative Law Judge

Public Utility Commission of Oregon

503-689-3622

AVISTA CORPORATION  
dba Avista Utilities

RULE NO. 1 (continued)

DEFINITIONS

Gas Service (Service): The supply or availability of gas for use irrespective of whether gas is actually utilized.

General Gas Service: Firm gas service supplied under a schedule not restricted to a specific class of service, a specific type of load, or a specific use.

High Priority Use: Natural gas for use as defined in 281.203(a), Title 18, Code of Federal Regulations.

High Priority and Essential Agricultural Service: Service to a customer for high priority or essential agricultural user who has requested protection from curtailment as contemplated by Section 401 of the NGPA (Public Law 95-621).

Industrial Establishment: An establishment primarily engaged in a process which creates a product or changes materials into another form or product, or which involves the extraction of material from the earth.

Interruptible Gas Service: Gas service which is surplus to firm market requirements and made available under schedules which permit curtailment or cessation of delivery by the Company.

Low-Income: A residential customer or applicant whose eligibility has been verified under OAR 860-021-0180.

Mailed: Any notice or other communication will be considered mailed when it is properly addressed and deposited in any United States Postal Service depository, postage prepaid.

Main Extension: The length of main and its related facilities required to transport gas from the existing facilities to the point of connection with the service pipe.

Meter: The apparatus used for measuring and registering the volume or volumetric flow rate of gas supplied from the Company's facilities.

Multi-Family Dwelling: An apartment building, duplex, court group, or any other group of residential units located upon a single premises, provided each residential unit therein meets the requirements for a residential dwelling unit. Hotels, guest or resort ranches, tourist camps, motels, auto courts, and trailer courts, consisting primarily of guest rooms and/or transient accommodations, are not classed as multi-family dwellings.

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By Patrick Ehrbar, Director, Regulatory Affairs



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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;

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

c. Proof of ability to pay by providing either:

- (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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RULE NO. 6 (continued)

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT


- c. The applicant/customer was previously terminated for theft of service by any Oregon utility, was found to have tampered with the meter or other utility facilities, or was otherwise found to have diverted utility service.
3. In Lieu of Paying a Deposit – an applicant/customer may:
- a. Provide the Company a written surety agreement, from a responsible a party, to secure payment in an amount equal to 2 months' average usage and may be transferred to the responsible party's account as established in OAR 860-021-0334. (For purposes of this section, a responsible party is a customer with the same utility that has maintained credit in good standing for the preceding 12 months without receiving a past due notice or incurring involuntary disconnection. The surety agreement obligation will automatically terminate should the responsible party no longer meet the conditions set forth herein. In the event a responsible party is subsequently found not to qualify, the applicant/customer will be required to either pay a deposit or obtain a written surety agreement from another responsible party. The surety obligation ceases when the customer established good credit.)
4. Deposit Requirements:
- a. The deposit required shall not exceed one-sixth the amount of reasonable estimated billing for 12 months at rates then in effect. The estimate will be based upon the use of service at the premises during the prior 12 months, if known, or upon the type and size of the equipment at the premises. Each deposit shall be rounded to the nearest whole dollar.
5. New or Additional Deposits – may be required from a customer as a condition of continued service when:
- a. The Company discovers the customer gave false information to establish an account and/or credit status,
  - b. The Company discovers the customer has stolen utility service, has tampered with the meter or other utility facilities, or was otherwise found to have diverted utility service, or
  - c. A customer moves and the anticipated bill at the new residence will be at least 20 percent greater than the basis of the existing deposit.
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RULE NO. 7

DEPOSITS

A. Deposit Payment Arrangements-Residential Service

1. When a deposit is required by the Company, the consumer may pay the deposit in full or elect to pay the deposit in three installments. The first installment is due immediately; the remaining installments are with the subsequent two monthly bills after the first installment payment. Except for the last payment, installments will be the greater of \$30 or one-third of the deposit.
2. Where an installment payment of a deposit is made together with a payment for utility service, the amount paid will first be applied toward payment of the amount due for deposit.
3. In the event a consumer is required to pay an additional deposit, the customer will pay one-third of the total deposit, or at least \$30, whichever is greater, within five days. The remainder of the deposit is due under the terms of section A.1. above. If the customer has an existing deposit installment agreement, the remaining installment payments will be adjusted to include the additional deposit; however, two installment payments cannot be required within the same 30-day period.
4. Where a consumer enters into an installment agreement for payment of a deposit under Section A.1. of this rule, the Company will provide written notice explaining its deposit requirements. The notice specifies the date each installment is due and includes a statement printed in boldface type informing the person that utility service will be disconnected if payment is not received when due. The notice also sets forth the name and telephone number of the appropriate unit within the Department of Human Services or other agencies which may be able to help the customer obtain financial aid.
5. Except in compliance with section "F" of this rule, if a customer fails to abide by the terms of a deposit installment agreement, the Company may disconnect service after providing a 5-day notice. The notice contains the information set forth in Rule 8, Sections C.1., 2., 3., 5., 6. and 7. and will be served in the manner set forth in Rule 8, Section D.

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RULE NO. 7 (continued)

DEPOSITS

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

B. Payment of Deposit - Nonresidential Service

An applicant for nonresidential service, who is required to pay a deposit, shall pay the deposit in full prior to receiving service. An applicant may also fulfill the deposit requirement with an irrevocable letter of credit, surety bond (performance bond), or some other form of guaranty acceptable to the Company.

1. If service is subsequently disconnected for nonpayment of a deposit, the customer disconnected will be required to pay the full amount of the deposit, plus any applicable reconnection fee, late-payment fee, and past-due amount before service is restored. Written notice of disconnection for nonpayment of a deposit will be provided nonresidential customers five (5) days before service disconnection. The procedures in Rule 11, Section E. will be used in issuing the notice of disconnection.

C. Refund of Deposits for Residential and Non-Residential Service

1. A customer's deposit, plus accrued interest, shall be promptly refunded when service is terminated, provided that refunds due shall first be applied to any unpaid balance on the customer's account.

2. If a customer is identified as low-income after paying all or a portion of a deposit, the Company will return the deposit within two billing cycles. The deposit will first be applied to any outstanding balance on a low-income residential customer's account. If there are any remaining funds, the funds will be applied to the customer's account or returned by electronic payment or check mailed to the last-known address. If a low-income residential customer account is current, the deposit will be applied to a customer's account or returned by electronic payment or check mailed to the last-known address.

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RULE NO. 7 (continued)

DEPOSITS

3. The Company may continue holding a deposit until such time as credit is satisfactorily established or re-established. For purposes of this rule, credit shall be considered to be established or re-established if one year after a deposit is made except as outlined in Section C-2 of this rule:

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a. The account is current;

b. Not more than two five-day disconnection notices were issued to the customer during the previous 12 months; and

c. The customer was not disconnected for nonpayment during the previous 12 months.

4. After satisfactory credit has been established or re-established, the deposit plus any accrued interest will be promptly refunded or credited to the customer's account. A customer is entitled to a refund upon request.

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5. In the event the customer moves to a new address within the Company's service area, the deposit, plus accrued interest, will be transferred to the new account.

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6. Deposits plus accrued interest can be refunded or credited, in whole or in part, to the customer's account at any time provided that procedures followed by the Company are non-discriminatory.

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7. Unless otherwise specified by the customer, the Company will mail deposit refunds to the customer's last known address. Valid claims for payment of refunds will be promptly honored by the Company if received within one year of the date service is terminated. Funds held beyond one year will be disposed of in accordance with ORS 98.316.

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D. Interest on Deposits for Residential and Non-Residential Service.

1. Each year, the Commission shall establish an annual interest rate that must be paid on customer deposits. The Commission will base the rate upon consideration of the effective interest rate for new issues of one-year Treasury Bills issued during the last week of October, the interest rate on the most recent issuance of one-year Treasury Bills, or the effective interest rate for the average yield of Treasury Bills of the closest term issued during the last week of October. This interest rate applies to deposits held during January 1 through December 31 of the subsequent year. The current interest rate is 0.1%.

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RULE NO. 7 (continued)

DEPOSITS

- 2. Upon payment of a deposit, the Company will provide the customer documentation showing the date, name of the applicant or customer, the service address, amount of deposit, a statement that the deposit accrues interest at the rate prescribed by the Commission, and an explanation of the conditions under which the deposit will be refunded.
- 3. If the deposit is held beyond one year, accrued interest will be paid by a credit to the customer's account. If held less than one year, interest will be prorated. The Company will keep a detailed record of each deposit received until the deposit is credited or refunded.
- E. Where good cause exists, the Commission or the Company may provide more liberal arrangements for payment of deposits than those set forth in this rule. The Company keeps a written record of the reason for such action.
- F. In the event that a check, or draft for payment of an Applicant deposit is not honored by the Applicant's respective financial institution, the debt shall be deemed unpaid. The application for service shall be denied, and the Applicant shall be considered to have not acquired customer status. The Company will attempt to notify the Applicant of the failed payment, and the Applicant shall have one business day in which to make valid payment. If a valid payment is not received, and the gas service has already been activated, service may be discontinued without further notice.

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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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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. 8 (continued)

NOTICES

- b. If contact is not made, the Company will leave a notice in a conspicuous place at the residence informing the customer that service has been, or is about to be, disconnected.
- 6. Where personal contact is made and the circumstances are such that a reasonable person would conclude that the customer does not understand the consequences of disconnection, the Company will:
  - a. Notify the Department of Human Resources and the Commission; and
  - b. Delay the proposed disconnection date for five additional business days.
- 7. Where personal contact is made, the representative of the Company making contact is empowered to accept reasonable partial payment of the overdue balance in accordance with Rule No. 11 Section D.
- 8. The Company documents its efforts to provide notice under this rule and will make that documentation available to the customer and the Commission upon request.
- 9. When the Company record shows that a residential billing address is different from the service address, and the Company has reason to believe that the service address is not occupied by the customer or co-customer, the Company must provide a five-day disconnect notice to the occupants of the premises described in OAR-860-021-0405(6). The five-day disconnect notice must be addressed to "tenant" or "occupant" and must include a statement regarding the impending disconnection of service, the earliest date for disconnection and an explanation of the Commission's complaint process and toll-free number. The notice to occupants may not include the dollar amount owing or the reason for disconnection.
- 10. When a record shows that a residence is a master-metered multi-family dwelling (including rooming houses), the Company will notify the Consumer Services Division at least five business days prior to disconnecting the service. The Company will use reason able efforts to notify occupants of the impending disconnection and alternatives available to them.

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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.

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

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RULE NO. 9 (continued)

RENDERING AND PAYMENT OF BILLS

- 2. If the customer has six months or more remaining on a time-payment agreement, the installment amount will be adjusted in order to bring the account into balance within the time period specified in the original agreement. If the customer has less than six months remaining on a time-payment agreement, the Company will recalculate the agreement to bring that account into balance within 12 months. The customer must pay any past due time-payment installments before the Company adjusts or recalculates the agreement. The Company may make more liberal payment arrangements for customers on medical certificates who cannot reasonably be expected to pay the outstanding balance in the time otherwise applicable under this rule.

G. Late Payment Charge

- 1. Identified low-income customers will not be subject to late payment charges.
- 2. Payments not received by the next month's bill date will be considered late.
- 3. The late payment charge will not be applied to time-payment or equal-payment accounts that are current.
- 4. For balances less than \$50, no late payment charge will be assessed.
- 5. For balances between \$50 and \$200, a \$3 minimum late payment charge may be assessed.
- 5. For balances over \$200, if charged, the late payment 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. The Commission determines the late-payment rate annually based on a survey of prevailing market rates for late-payment charges of commercial enterprises and advises all utilities by November 15, of each year what rate to use to determine late-payment charges on overdue customer accounts during the following calendar year. The current late-payment rate and the conditions for its application to customer accounts are specified on the utility bill.
- 6. Payment received on the day of the next month's bill date may result in a Late Payment Charge on the next bill; however, this charge will be adjusted on the following bill.

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RULE NO. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

A. Service may be disconnected:

1. For failure to establish credit by:
  - a. Failing to pay a deposit or make payments in accordance with the terms of a deposit payment arrangement; or
  - b. Providing false identification or verification of identity; or
2. Where facilities provided are unsafe or do not comply with state and municipal codes governing service or the rules and regulations of the Company; or
3. For failure of the customer to cooperate in providing access to the meter; or
4. When the customer requests the Company to disconnect service or close an account or where a co-customer fails to reapply for service within 20 calendar days after a joint account is closed by the other co-customer, so long as the Company has provided a notice of pending disconnection; or
5. For failure to pay within 15 days after bills are presented, Oregon tariff or price listed charges for services rendered; or
6. For meter-tampering, diverting service, or theft of service; or
7. For failure to abide by the terms of a time-payment agreement; or
8. Where the Commission approves the disconnection of service; or
9. Where dangerous or emergency conditions exist at the service premises.
10. For return of a dishonored check, or draft, presented for payment of a deposit or monthly bill, from the Customers respective financial institution.

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B. Voluntary Discontinuance of Service

Every customer who is about to vacate any premises supplied with service by the Company, or who for any reason wishes to have such service discontinued, shall

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RULE NO. 11 (continued)

DISCONTINUANCE AND RESTORATION OF SERVICE

give five working days notice in advance of specified date of discontinuance of service to the Company. Until the Company shall have such notice, the customer shall be held responsible for all service rendered.

C. Restrictions on Residential Service Termination

1. Emergency Medical Certificate For Residential Service - The Company will not disconnect residential service if the customer submits certification from a qualified medical professional or self-certifies that disconnection would significantly endanger the physical health of the customer or a member of the customer's household. "Qualified Medical Professional" means a licensed physician, nurse-practitioner, or physician's assistant authorized to diagnose and treat the medical condition described without direct supervision by a physician.

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2. Any oral certification by a qualified medical professional and any residential customer's initial self-certification must be confirmed in writing within 30 days by the qualified medical professional prescribing medical care. Written certifications must include:

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- a. The name of the person to whom the certificate applies and relationship to the customer;
- b. A complete description of the health condition;
- c. An explanation how the health of the person will be significantly endangered by the termination of service;
- d. A statement indicating how long the health condition is expected to last;
- e. A statement specifying the particular type of utility service required (e.g., electricity for respirator); and
- f. The signature of the qualified medical professional prescribing medical care.

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RULE NO. 11 (continued)

DISCONTINUANCE AND RESTORATION OF SERVICE

disconnect service and the reason for the disconnection. The Company may disconnect service after providing a notice 20 days in advance of disconnection for nonpayment or five days before disconnection for failure to enter into a written time-payment agreement. The notice shall comply with the requirements of Rule 8, except that Subsection C.5. will not apply. A hearing may thereafter be held to determine whether the Company should be permitted to disconnect service to the customer.

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- 9. The Company may verify the accuracy of a medical certificate. If the Company believes a customer does not qualify, or no longer qualifies for a medical certificate, the Company may apply to the Commission for permission to terminate the service of the customer.
- 10. Weekends and Holidays. Residential service shall not be disconnected for nonpayment on a weekend or a state- or Company-recognized holiday. Residential service shall not be disconnected for nonpayment on a Friday or the day before a state- or Company-recognized holiday unless mutually agreed upon by the customer, the Company, and the Commission's Consumer Services Division.
- 11. Hours of Disconnection. The Company will make best efforts to perform service disconnects for nonpayment between the hours of 8:00 am and 2:00 pm Monday through Thursday.

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D. Time Payment Agreements for Residential Gas Service (Non-Medical Certificate Customers)

- 1. The Company will not disconnect residential service for nonpayment if a customer enters into a written time-payment plan. The Company offers customers a choice of payment agreements. At a minimum, the customer may choose between a levelized payment plan and an equal-pay arrearage plan.
- 2. A customer who selects a levelized-payment plan will pay a down payment equal to the average annual bill including the account balance, divided by 12, and a like payment each month for 11 months thereafter.

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RULE NO. 11 (continued)

DISCONTINUANCE AND RESTORATION OF SERVICE

- a. The monthly installment plan may be reviewed by the Company periodically. If necessary, due to changing rates or variations in the amount of service used by the customer, the installment amount will be adjusted in order to bring the account into balance within the time period specified in the original agreement.
- b. If a customer changes service address at any time during the period of a time-payment agreement, provided that payments are then current and the customer pays other tariff charges associated with the change in residence, the Company may recalculate the customer's deposit and/or monthly installment. The recalculated amount will reflect the balance of the account at the previous service address and the average annual bill at the new service address for the months remaining in the original time-payment agreement. When installments on a time-payment agreement have not been kept current, a customer is required to pay all past-due installments together with any other applicable charges before service is provided at the new residence.
- 3. A customer who selects an equal-pay arrearage plan will pay a down payment equal to one-twelfth the amount owed for past utility service (including the overdue amount and any amounts owed for a current bill or a bill being prepared but not yet delivered to the customer). Each month, for the next 11 months, an amount equal to the down payment will be added to, and payable with, the current charges due for utility service. If a customer changes service address at any time during the period of an equal-pay arrearage plan, the plan continues. However, the customer must pay any past-due charges and all other applicable charges before the Company provides service at the new address.
- 4. The Company and customer may agree in writing to an alternate payment arrangement, including time-payment agreements of longer duration, provided the Company first informs the customer of the availability of the payment terms set forth in Sections D.2. and D.3. of this rule. (C)
- 5. A customer whose financial condition changes during the term of a time-payment agreement and who defaults on such an agreement may renegotiate their time-payment agreement at least one time. (N)  
(N)  
(N)

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dba Avista Utilities

RULE NO. 11 (continued)

DISCONTINUANCE AND RESTORATION OF SERVICE

6. If a customer fails to abide by the time-payment agreement, the Company may disconnect service after serving 20 days' notice. The notice will comply with Rule No. 8 except for Section C.4. If a medical certificate is in effect, Section C.1. will apply.

(T)  
(C)

E. Time Payment Agreements for Small Commercial Gas Service

(N)(T)

1. A small commercial customer who selects an equal-pay arrearage plan will pay a down payment equal to one-twelfth the amount owed for past utility service (including the overdue amount and any amounts owed for a current bill or a bill being prepared but not yet delivered to the customer). Each month, for the next 11 months, an amount equal to the down payment will be added to, and payable with, the current charges due for utility service. If a customer changes service address or place of business at any time during the period of an equal-pay arrearage plan, the plan continues. However, the small business customer must pay any past-due charges and all other applicable charges before the Company provides service at the new address.

(N)

F. Disconnection Procedures - Non-Residential Customers

(T)

1. Involuntary termination and restoration of utility service other than residential service are under the provisions of this section.
2. The Company will give at least 5 days written notice to nonresidential customers before termination of service for non-payment of bills or for violation of its rules or regulations. A written notice of disconnection will be provided to the customer.
3. The notice will be printed in bold face type and must state in easy to understand language:
  - a. The reasons for the proposed disconnection;
  - b. The earliest date for disconnection;
  - c. The amount to be paid to avoid disconnection; and
  - d. An explanation of the Commission's dispute resolution procedure and the Commission's toll-free number.

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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) (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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RULE NO. 11 (continued)

DISCONTINUANCE AND RESTORATION OF SERVICE

J. Other Conditions

The Company may apply to the Commission for permission to terminate service to a customer at any time the Company believes that it would be inequitable to follow the prescribed procedures, particularly in situations where it is necessary to expedite action in order to protect the Company against abuse, harassment, theft or fraud.

(T)(M)  
|  
(M)

K. Revocation to Use Property

If the Company's service facilities and/or a customer's facilities to the meter are installed on property other than the customer's property and the owner of such property revokes his permission to use it, the Company will have the right to discontinue service upon the date of such revocation. If service is discontinued under these conditions, the customer may have service re-established under the provisions of Rules Nos. 15 and/or 16.

(T)

L. Non-liability of Company for Discontinuance or Refusal of Service

If the Company refuses or discontinues service to a person or customer for any of the reasons or upon any of the grounds specified in this rule, it shall incur no liability whatsoever to said person or customer or any other persons or customers.

(T)

M. Restoration of Service

1. Compliance with Tariff Schedules

As a condition for restoration of service, the customer shall comply with all applicable tariff schedules.

2. Reconnection Charge

The Company may require a reconnection charge before restoring service which has been discontinued pursuant to this rule. (See Rule No. 20) In addition, the Company may charge and collect any unusual costs incident to the discontinuance or restoration of service which has resulted from the customer's action or negligence.

(T)

N. Refusal of Service

1. Except as provided in Section M.2. below, the Company may refuse to provide service to an applicant until it receives full payment of any overdue amount and any other obligation related to an Oregon prior account.

(T)

(Continued)

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RULE NO. 11 (continued)

DISCONTINUANCE AND RESTORATION OF SERVICE

- 2. Except for consumers who were disconnected for theft of service, the Company will provide service to an applicant upon receipt of payment equal to at least one-half of any overdue amount and any other obligation related to a prior account, except deposits which must be paid in full, provided that the person has made reasonable partial payment on the account during the time service has been discontinued. The balance of the amount owed to the Company must be paid within 30 days of the date service is initiated. Upon failure to pay, the Company may disconnect service after providing a five-day notice. The notice will contain the information set forth in Rule 8, Section C.1., 2., 3., 6. and 7. and will be served in the manner set forth in Rule 8, Section D.3. In the event a customer whose service was terminated applies for service within 20 days of the termination, provisions of this rule apply.
- 3. If service is disconnected for failure to comply with the payment terms set forth in Section M.2. above, the Company may refuse to restore service until it receives full payment of any overdue obligation, including any reconnection fee, late payment fee, and past due bill.
- 4. The Company may refuse to provide service until payment is received where the following circumstances exist:
  - a. An overdue balance has been incurred by a person at a service address;
  - b. An applicant for service resided at the service address described in Section M.4.a. of this rule during the time the overdue balance was incurred; and
  - c. The person described in Section M.4.a. of this rule will reside at the location to be served under the new application.
- 5. The Company may refuse to provide service if a customer or applicant has not complied with state and municipal codes and regulations governing service and with the rules and regulations of the Company.
- 6. The Company will not accept an application for service or materially change service to a customer, if, in the best judgment of the Company, it does not have adequate facilities to render the service applied for, or if the desired service is of a character that is likely to unfavorably affect service to other customers.

(Continued)

(M)  
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(M)

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RULE NO. 11 (continued)

DISCONTINUANCE AND RESTORATION OF SERVICE

- 7. The Company will refuse to serve a customer or applicant, if, in the best judgment of the Company, the facilities of the customer or applicant are of such a character that safe and satisfactory service cannot be given.
- 8. In the event service is refused, the Company will notify the customer or applicant of the reasons for refusal and the Commission's dispute resolution procedure.

O. Wildfire Displacement Protections

- 1. The Company shall make best efforts to put into effect a moratorium on the disconnection of residential and commercial service for nonpayment on any day a residential or commercial customer is under a level 2 or level 3 evacuation notice due to a wildfire.
  - a. The Company will continue such moratorium until the day after the evacuation notice has been lifted.
  - b. Upon request from a customer who has been disconnected for nonpayment within the previous 72 hours of a wildfire evacuation, the utility will reconnect the customers after the evacuation notice has been lifted.

P. Severe Winter Weather Moratorium

- 1. The Company will put into effect a moratorium on the disconnection of residential service for nonpayment from November through March on any day a temperature of less than 32 degrees Fahrenheit is forecasted or a winter storm warning indicates that weather conditions pose a threat to life or property.
  - a. Upon request from a customer who has been disconnected for nonpayment within the previous 72 hours of a severe weather condition outlined above, the Company will make best efforts to reconnect service. Reconnect fees may be assessed as described in Rule No. 20.

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(N)

(N)

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RULE NO. 11 (continued)

DISCONTINUANCE AND RESTORATION OF SERVICE

Q. Air Quality Moratorium

1. The Company will put into effect a moratorium on the disconnection of residential and small commercial service for nonpayment when the Air Quality Index (AQI) is at or above 100.

a. Upon request from a customer who has been disconnected for nonpayment within the previous 72 hours of an AQI condition outlined above, the Company will make best efforts to reconnect service. Reconnect fees may be assessed as described in Rule No. 20.

(N)  
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(N)

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RULE NO. 20  
MISCELLANEOUS CHARGES

The following schedule summarizes the Company's service charges to its natural gas customers:

Disconnect (normal business hours).....no charge

\*Reconnect charge for non-pay/Customer convenience ..... \$30 -during office hours\*\*\*\*  
(Reference Rule 11) ..... \$50 -other than office hrs\*\*\*\*

\* Seasonal Reconnect ..... \$30 -during office hours\*\*\*\*  
(Reference Schedule 410 and 420) ..... \$50 -other than office hrs\*\*\*\*

Returned checks from the Bank (Reference Rule 9) ..... \$ 25

\*\*Late Payment Fee ..... 2% of unpaid balance  
(Reference Rule 9)..... over \$200

(C)

2nd Meter Test within 12 Month Period ..... Company cost of\*\*\*  
(Reference Rule 18) ..... performing test

Deposits to establish credit - (Reference Rule 7) ..... Based on premise usage

Penalty Charge for Excess Therms Taken During Curtailment ..... \$10.00/therm  
(Reference Rule 14)

Customer Requested Removal and Replacement of Meter/Communication Equipment.....\$221.61  
(Reference Rule 17)

Monthly Meter Reading Expense ..... \$50.88/month  
(Reference Rule 17)

\* Avista Utilities may charge and collect any unusual costs incident to the discontinuance or restoration of a service which has resulted from the customer's action or negligence. In addition, this Commission approved fee may be charged whenever the Company visits a residential service address intending to reconnect service, but due to customer action, the Company is unable to complete the reconnection at the time of the visit. Further, when service has been discontinued at the Customer's request and then reestablished within a twelve-month period, the Customer shall be required to pay the monthly minimum charges that would have been billed had service not been discontinued. The first "during office hours" reconnect charge will be waived for low-income customers in a calendar year.

(C)  
(C)  
(N)  
(N)

\*\* Customers identified as low-income in accordance with Rule 1, will not be subject to late payment fees.

\*\*\* Cost based on company formula which allows the Company to recover expenses for payroll, taxes, insurance, and company vehicle used.

\*\*\*\* Office hours are between 8 a.m. and 5 p.m. on weekdays, other than holidays.  
(Reconnects must be accomplished before 5PM in order to merit the "during office hour" charge).

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