



January 28, 2010

Jean Jewell, Commission Secretary
State of Idaho
Idaho Public Utilities Commission
Statehouse
Boise, ID 83720

Idaho Public Utilities Commission
Office of the Secretary
RECEIVED

JAN 28 2010

Boise, Idaho

Re: AVU-E-07-09

Dear Ms. Jewell:

On April 25, 2008, Avista requested that the Commission approve a pilot program for "Remote Disconnect/Reconnect" and requested that the Commission issue in its order providing the Company with a limited waiver of IDAPA 31.21.01 (311.03) and (311.04) [Utility Customer Relation Rules] for the term of the pilot. The pilot was intended to implement a system for remote disconnection and reconnections, without the need for an employee visit to the affected premises.

On July 30, 2008, the Commission, in Order No. 30603 stated that "Upon the expiration of the 18-month approved term for the pilot program, Avista shall prepare and file a detailed report with the Commission documenting its findings and utilizing the data identified in its Revised Application, as well as any other useful and relevant data which could be used to assess the effectiveness of the remote disconnect and reconnect program in reducing the Company's overall operating costs, enhancing employee safety or improving the quality of service to its customers."

The 18-month pilot program is set to expire on January 30, 2010. Per the reporting requirements of the pilot program, as detailed in the Company's filing and the Commission Order No. 30603, Avista requests 90 days to complete and report on the results of the pilot program. The Company intends to complete its study and file it with the Commission no later than April 30, 2010.

The Company will continue the terms of the pilot as the documentation is being prepared, these terms include the limited waiver of the above mentioned rule for the customers that are currently participating in the pilot and the 50% reduction in disconnect fees until such time that the Commission has had the opportunity to assess the effectiveness of the remote disconnect and reconnect program.

If you have any questions regarding this letter, please let me know or you can contact Greg Paulsen at 509-495-4976.

Sincerely,

/s/Linda Gervais

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