



January 25, 2016

Idaho Public Utilities Commission
472 W. Washington
Boise, Idaho 83720-0074
Attn: Ms. Jean Jewell, Commission Secretary
Via email: jean.jewell@puc.idaho.gov

Idaho Public Utilities Commission
Office of the Secretary
RECEIVED

JAN 25 2016

Boise, Idaho

RE: Avista Utilities / Via USPS Priority Mail
Addendum to Letter Dated 12-29-2015

Dear Ms. Jewell,

On December 29, 2015, I submitted to you a letter of complaint against Avista Utilities for erroneously billing us for another company's usage for over seven (7) years.

I would like to take this opportunity to address a portion of my request whereby I asked to see the actual billing information for the usage we should have been paying for the past seven (7) years so that we could determine the actual difference. Last week I did receive this information, as noted below, and as you can see, the difference is substantial:

2008-2015 Amount Paid by YOUR EQUITY SOURCE (This amount was incorrectly billed to us)	\$19,219.00
2008-2015 Amount Billed to adjacent office (This is the actual billing for YOUR EQUITY SOURCE)	<u>\$10,196.06</u>
Amount of <u>overpayment</u> by YOUR EQUITY SOURCE	\$9,022.94

The error created by Avista whereby they billed us for electric usage for another Business created a situation where we were paying 88% more than our actual usage. This may not seem like a large amount; however, as a small business with less than 5 employees, this is a significant difference.

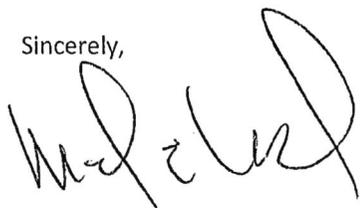
As stated in my previous letter, our request is simple. We have, in good faith, substantially overpaid for our utility services since 2008 when Avista failed to properly research the problem after our initial complaint; therefore, we feel we should not be encumbered by the 36 month period. We are requesting that Avista Utilities promptly refund to us the full amount overpaid (as noted above). We are not requesting interest on

the amount due; however, we are requesting that they issue us a refund check instead of a credit on the account.

*Also, we have still not had any communication regarding the gas portion of the billing; therefore, we are requesting that Avista research to ensure that the gas meter's are not also incorrectly billed.

I appreciate your time and consideration in this matter and should you have any questions or need any additional information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mel E. Wach', written in a cursive style.

Mel E. Wach
Owner

YES Mortgage, NMLS #3079

2426 N. Merritt Creek Loop, Suite A

Coeur d'Alene, ID 83814

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