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IDAHO PUBLIC
UTILITIES COMMISSION

Avista Corp.
1411 East Mission P.O. Box 3727
Spokane, Washington 99220-0500
Telephone 509-489-0500
Toll Free 800-727-9170

VIA: Electronic Mail

March 10, 2015

Jean D. Jewell, Secretary
Idaho Public Utilities Commission
P O Box 83720
Boise, ID 83720-0074

Dear Ms. Jewell:

Re: Case No. GNR-U-14-01

Dear Ms. Jewell:

Attached for filing with the Commission is an electronic copy of Avista Corporation's dba Avista Utilities ("Avista or the Company") filing in compliance with Commission Order 33229 in the above referenced Case No. to the following tariff sheets, I.P.U.C. No. 28:

Second Revision Sheet 70-g.1 Canceling First Revision Sheet 70-g.1

Per Commission Order No. 33229 filed in Case No. GNR-U-14-01, Avista is required to file a revised tariff to reduce its reconnection charge for customers with remote disconnect/reconnect meters to \$12.00 during all hours. Also, the Order requires the Company update its customer communication plan including at minimum:

- a. Before implementing the change in utility practices, provide field personnel and customer service representatives with additional training for handling customer questions and concerns; and
- b. Before implementing the change and for at least one (1) year thereafter:

- i. Inform customers of the change when they contact the utility about a past-due balance, a payment arrangement, where to make a payment, or a pending disconnection;
- ii. Include a message about the change in the bills of customers with past due account balances and on the initial past-due notice and final disconnection notice; and
- iii. Inform customers of the change when contacting them by phone before disconnection.

Attached is a copy of the Company's updated communication plan as well as a strikeout/underline and clean tariff Schedule 70-g.1.

Please direct any questions on this matter to myself at (509) 495-4975.

Sincerely,



Manager, Regulatory Policy
Avista Utilities
linda.gervais@avistacorp.com
509-495-4975

Attachments



AVISTA CORPORATION
d/b/a Avista Utilities

IDAHO
RULES AND REGULATIONS - continued

14. RECONNECTION CHARGE: - continued

14.1 Reconnection Charge:

When service has been discontinued for failure of the Customer to comply with the Company's rules and regulations under this tariff including default (nonpayment), a charge shall be made for reconnection. The charge for reconnection shall be:

\$24.00, provided satisfactory arrangements for payment of all proper charges have been made during the hours of 8:00 a.m. through 4:00 p.m. Monday through Friday, except holidays; or \$48.00 if such arrangements are made during the hours of 4:00 p.m. through 7:00 p.m. Monday through Friday, except holidays.

\$12.00, provided satisfactory arrangements for payment of all proper charges have been made during all hours where remote capability of reconnection is available.

If such arrangements are made during hours other than the above, the reconnection shall be completed on the following day except for medical emergencies or a customer disconnected in error. Any reconnection completed on a weekend or holiday will be charged \$48.00.

14.2 Electric Reestablishment Charge

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, as well as a reestablishment charge. The charge for reestablishment shall be:

\$24.00, provided satisfactory arrangements for payment of all proper charges have been made during the hours of 8:00 a.m. through 4:00 p.m. Monday through Friday, except holidays; or \$48.00 if such arrangements are made during the hours of 4:00 p.m. through 7:00 p.m. Monday through Friday, except holidays.

\$12.00, provided satisfactory arrangements for payment of all proper charges have been made during all hours where remote capability of reconnection is available.

If such arrangements are made during hours other than the above, the reestablishment shall be completed on the following day except for medical emergencies or a customer disconnected in error. Any reestablishment completed on a weekend or holiday will be charged \$48.00.

Issued March 10, 2015 ~~October 15, 2004~~ Effective May 1, 2015 ~~November 1, 2004~~

Issued by Avista Utilities

By

Kelly O. Norwood – Vice President, State & Federal Regulation



AVISTA CORPORATION
d/b/a Avista Utilities

IDAHO
RULES AND REGULATIONS - continued

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Issued March 10, 2015

Effective May 1, 2015

Issued by Avista Utilities

By

Kelly O. Norwood – Vice President, State & Federal Regulation

Kelly Norwood

Avista Idaho No-Knock Communication Plan

Per Commission Order No. 33229 filed in Case No. GNR-U-14-01, Avista is required to file a revised communication plan including at minimum:

- a. Before implementing the change in utility practices, provide field personnel and customer service representatives with additional training for handling customer questions and concerns; and
- b. Before implementing the change and for at least one (1) year thereafter:
 - i. Inform customers of the change when they contact the utility about a past-due balance, a payment arrangement, where to make a payment, or a pending disconnection;
 - ii. Include a message about the change in the bills of customers with past due account balances and on the initial past-due notice and final disconnection notice; and
 - iii. Inform customers of the change when contacting them by phone before disconnection.

To meet the requirement set forth above Avista plans to do the following.

1. Provide Training to all Customer Service Representatives
 - a. Avista will include the changes to the disconnection notification process and the change to Reconnection charges in the knowledge base provided to representatives. This knowledge base, called the Flip Chart contains the Company's business processes and step-by-steps on how to perform transactions and tasks within its Customer Care and Billing system.
 - b. Include information about the changes in the April Customer Service employee meetings, which all Customer Service employees attend.
 - c. Modify its Credit & Collections training to include the changes.
 - d. Send out a process email on May 1st letting its representatives know the change is now in effect.
2. Provide Training to Field personnel
 - a. Collections training will be provided to Field personnel in March/April which will include information about the new changes.
3. When customers contact the utility regarding a past-due balance, payment arrangement, where to make a payment, or a pending disconnection representatives will educate customers of the new policy that field personnel may not notify them in person at their service address prior to disconnection.

4. The Company will add a message to its bill for all customers with a past-due balance that states the following:

Payment is required to avoid shut off of your energy service; we may not notify you in person at your service address prior to shutting off your service.

5. The Company will add a message to its past-due and final notice that states the following:

Important: We may not notify you in person at your service address prior to shutting off your service. If a serviceman does collect the total amount past due to prevent shut off, a charge may be assessed. Servicemen do not accept cash in Washington and Idaho.

6. The Company will add a message to its website regarding the change in policy.