

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

**IN THE MATTER OF AVISTA CORPORATION,)
IDAHO POWER COMPANY, AND) CASE NO. GNR-U-14-01
PACIFICORP DBA ROCKY MOUNTAIN)
POWER'S PETITION FOR AN EXEMPTION TO) NOTICE OF
UTILITY CUSTOMER RELATIONS RULES) PUBLIC WORKSHOP
311(4) AND (5).)**

On September 30, 2014, Avista Corporation, Idaho Power Company, and PacifiCorp dba Rocky Mountain Power (the "Petitioners") petitioned the Idaho Public Utilities Commission for an Order exempting them from Utility Customer Relations Rule ("UCRR") 311.04 and .05 (IDAPA 31.21.01.311.04 and .05). The Commission has directed its Staff to hold a public workshop to inform interested persons about this matter. This Notice summarizes the Petition, schedules a November 21, 2014 workshop in Boise, Idaho, and notifies interested persons that they may participate in the workshop in-person or by telephone.

NOTICE OF PUBLIC WORKSHOP

YOU ARE HEREBY NOTIFIED that UCRR 311.04 and .05, in summary, require a utility to try to make face-to-face contact with its customer immediately before terminating the customer's service for non-payment. The purpose of this final, in-person contact is for the utility to give the customer a final chance to avoid termination of service by paying the bill at that time. And, if the customer does not pay at that time, the utility is to notify the customer about how the customer can have service reconnected. The Petitioners say they want the exemption so they can opt to discontinue current, payment-at-the-door practices and can notify customers in ways besides providing mandatory on-site notice. The Petitioners explain that they would use advances in metering, communication, and electronic payment technologies to reduce operating costs and increase the safety of utility employees without sacrificing customer service. The Petitioners request that the proposed exemption take effect at the end of the winter disconnection moratorium on March 1, 2015.¹ See Joint Petition for Exemption.

¹ The "winter disconnection moratorium" is specified in UCRR 306, IDAPA 31.21.01.306. That rule generally precludes utilities from terminating service in December through February for residential customers who declare that they cannot fully pay for utility service and whose household includes children, elderly, or infirm persons.

YOU ARE HEREBY NOTIFIED that the Commission Staff will hold a public workshop for customers of Avista, Idaho Power, and Rocky Mountain Power on **FRIDAY, NOVEMBER 21, 2014 AT 9:30 A.M. IN THE COMMISSION'S HEARING ROOM, 472 WEST WASHINGTON STREET, BOISE, IDAHO.** The purpose of the workshop is to provide customers with an overview of the Petition and to dispense information. At this workshop, customers will have an opportunity to ask Staff questions about the Petition and how customers may further participate in the proceeding. Representatives of the utilities will also be available.

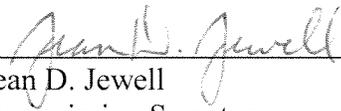
YOU ARE FURTHER NOTIFIED that persons wishing to participate in the workshop attend the workshop in person in Boise or by telephone. Persons wishing to participate telephonically may do so by dialing the following number: **1-888-706-6468 followed by the Participant Code: 4435939.**

YOU ARE FURTHER NOTIFIED that the Petition and supporting workpapers have been filed with the Commission and are available for public inspection during regular business hours at the Commission offices. The Petition is also available on the Commission's web site at www.puc.idaho.gov. Click on the "File Room" tab at the top of the page, scroll down to "Multi-Utility Cases," and then click on the case number as shown on the front of this document.

YOU ARE FURTHER NOTIFIED that all workshops and hearings in this matter will be held in facilities meeting the accessibility requirements of the Americans with Disabilities Act (ADA). Persons needing the help of a sign language interpreter or other assistance in order to participate in or to understand testimony and argument at a public hearing may ask the Commission to provide a sign language interpreter or other assistance at the hearing. The request for assistance must be received at least five (5) working days before the hearing by contacting the Commission Secretary at:

IDAHO PUBLIC UTILITIES COMMISSION
PO BOX 83720
BOISE, IDAHO 83720-0074
(208) 334-0338 (Telephone)
(208) 334-3762 (FAX)
E-Mail: secretary@puc.idaho.gov

DATED at Boise, Idaho this 29th day of October 2014.



Jean D. Jewell
Commission Secretary

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