

CLAIM INQUIRY FORM

Avista Claims Department – MSC 22
 PO Box 3727
 Spokane, WA 99220-3727

Please complete this form and email to: claimsinquiry@avistacorp.com or Fax to: 509-495-4962. If you have questions or need immediate assistance, please call Customer Service at 1-800-227-9187.

PLEASE PRINT

Mr./ Mrs./ Ms./ Dr.

Last Name	First Name	Primary Telephone w/ Area Code	Secondary Telephone w/ Area Code	
Business name (if claim is for business)				Avista Account Number
Mailing Address - Street				Apt. Number
City	State	Zip Code	Email Address	
Date of Incident	Time AM/PM	Location of Incident (check if same as mailing address)		
Description of Incident				
OWN RENT (please provide name and contact information of property owner)				

PROPERTY DAMAGE: Attach repair estimates, invoices, proof of purchase, or supporting documents. (Do Not Send Originals).

FOOD SPOILAGE: Include a separate itemized list of each item of food spoiled and documentation of cost.

NOTE: Under Washington, Idaho and Oregon damages law you are entitled to reimbursement at fair market value or the cost to repair your damaged property, if there is negligence on the part of Avista. We use the replacement cost of the item and depreciate that amount to arrive at the fair market value. You may consider consulting with your insurance carrier.

Item Description	Make/Brand	Model: Name /Number/Size	Age	Amount Claimed
Total Amount Claimed			\$	

Were you injured? Yes No If yes, please describe (please note that we may require additional information):

Other Losses (lost wages, lost revenue, medical expenses, etc.) Use Additional paper if necessary

Witnesses: Name, Address, and Telephone	<input type="checkbox"/> Avista Employee <input type="checkbox"/> Other
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I understand that Avista will review all documentation in support of this claim. I certify that the foregoing is true and correct.

Prepared By	Relationship to Claimant
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Signature	Date
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All claims will be reviewed for liability. Submission of a claim does not guarantee compensation.

CLAIM INQUIRY PROCESS

If you have sustained a loss for which Avista is responsible, we want to promptly and fairly compensate you for your loss. To evaluate your claim, we will determine how the incident happened, whether or not it was caused by Avista, the extent of your damages and what the low consider fair compensation. Below are some frequently asked questions about submitting a claim to Avista.

WHAT IS THE CLAIM INQUIRY POLICY AND PROCESS? It is Avista's policy to respond to claims promptly and fairly. Each claim is evaluated on the information you provide and on our investigation. The time to investigate your claim will depend on the information you provide and the complexity of the incident. You should have a decision on your claim within 30 days of its receipt. However, if there are complex issues involved or if we need additional information, the process may take longer.

WHO IS RESPONSIBLE FOR DAMAGES? Our responsibility is to fairly compensate you for damages that happen because of negligence on our part. That responsibility does not extend to damages not caused by Avista. Some examples of damages not covered by Avista are those caused by:

- Weather-related conditions such as ice, wind, lightning, heat, snow
- Animal contacts with equipment • Equipment failure
- External causes such as motor vehicle accidents, trees, construction activity

WHAT IS YOUR RESPONSIBILITY? You have a responsibility to minimize your loss, and to make sure that losses or expenses incurred because of an incident are not accumulating needlessly and that they are reasonable in relation to the loss.

WHAT DO YOU NEED TO PROVIDE? It is important that you retain copies of all receipts so you can provide full and accurate documentation of your losses or damages. Completing the claim form as thoroughly as possible and enclosing appropriate photographs and supporting documentation will expedite the processing of your claim. Below are general examples of the types of information that you will need to include with a claim form .

Property Damage	Personal Injury*	Lost Wages	Business Losses	Miscellaneous Losses	Food Spoilage**
Detailed repair estimates	Date of Birth	Amount of time off	Tax records	Hotel receipts	Itemized purchase receipts
Detailed repair invoices	Gender	Employer's verification	Bank statements	Restaurant receipts	Itemized list of cost and type of food
Purchase receipts	Treatment bills	Payroll stubs	Payroll records	Car rental receipts	List to identify if items were frozen or refrigerated
Appraisals	*Treatment records		Revenue statements	Photographs	
Photographs	Prescription receipts		Expense statements		
Rental receipts			Sales Receipts		

*For personal injury losses, we will contact you for additional information.

**Food spoilage claims are evaluated based on the recommended guidelines from the US Department of Agriculture:

- A fully stocked freezer will usually keep food frozen for 2 days after losing power, if the door remains closed.
- A half-full freezer will usually keep food frozen about 1 day, if the door remains closed.
- Food will usually stay cold in the refrigerator up to 4 hours, if the door remains closed.

WHAT ARE YOUR CLAIM OPTONS? You may wish to refer your claim to your insurance company, which may be able to reimburse you without an investigation and, depending on your coverage, may pay replacement values for damaged items.

Avista evaluates all claims fairly. If your claim is denied, we will explain the reason for the denial. If a specific natural gas or electric rule applies, we will provide you with an explanation or a copy of the tariff.

We are committed to evaluating all claims in a responsive and fair manner to help promptly resolve your claim. Thank you for your patience as we work through the process on your behalf.