

Customer Information Privacy Notice

Last revised: January 31, 2022

This notice describes how Avista Corporation (“Avista”, “we” or “our”) handles your private and proprietary information (“personal information”) collected by virtue of the customer-utility relationship. Protecting your personal information is a top priority for us. This notice is designed to explain how we safeguard the information we collect during the course of providing services to you (this includes interactions with us such as when you fill out a form of interest, participate in a survey or promotion, create an account, or browse our website).

Our utility business practices are regulated by the Washington Utilities and Transportation Commission, the Idaho Public Utilities Commission, the Oregon Public Utilities Commission, and the Regulatory Commission of Alaska (collectively “Commissions”). These Commissions have adopted regulations that define how we may disclose your personal information, which can include your name, service address, mailing address, telephone number, and any other personally identifiable information (such as a social security number) collected via the customer-utility relationship. Also protected is identifiable information related to the type of service, the quantity of electricity or natural gas used, and your payment history. Such regulations also grant you certain rights as a customer depending on your location. These rights may include access to your personal information, deletion of your personal information, and rectification of your personal information.

Only authorized Avista employees or representatives have access to your personal information. To protect your personal information from unauthorized access and disclosure, we apply security measures and technological safeguards such as secured files and facilities and our retention policy. If your personal information is disclosed by an unauthorized party, we may notify you in accordance with your state’s breach notification law.

Your personal information will not be disclosed or sold to Avista affiliates, subsidiaries, or third parties for purposes of marketing services or product offerings for which you are not already subscribed, unless we first have your written or electronic consent and such consent has not been withdrawn. In certain circumstances your personal information may be disclosed when required by law (i.e. a government agency, law enforcement, or subpoena request) and to collection agencies in the event of non-payment of utility bills. This disclosure will only occur only after the identity and affiliation of the requesting party has been verified by us.

We reserve the right to amend this Privacy Notice at any time. Changes to our Privacy Notice will be available on our website or notified to you via direct communications. For more information or any questions regarding our Privacy Notice, please visit Policies and Guidelines (myavista.com) or contact Customer Service at **(800) 227-9187**.

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