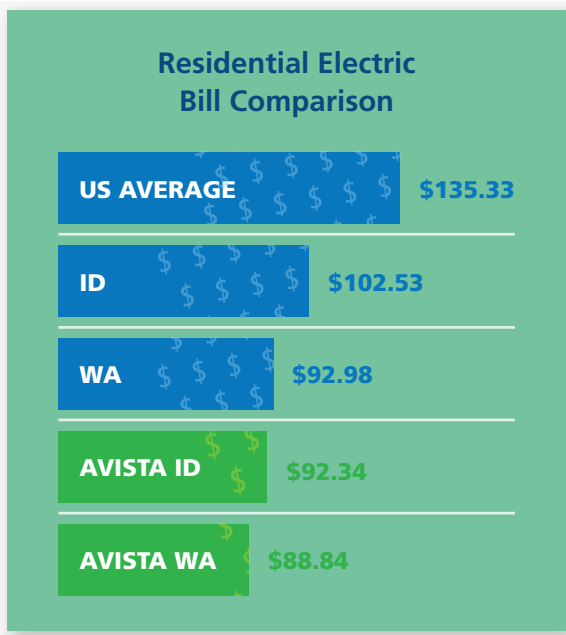
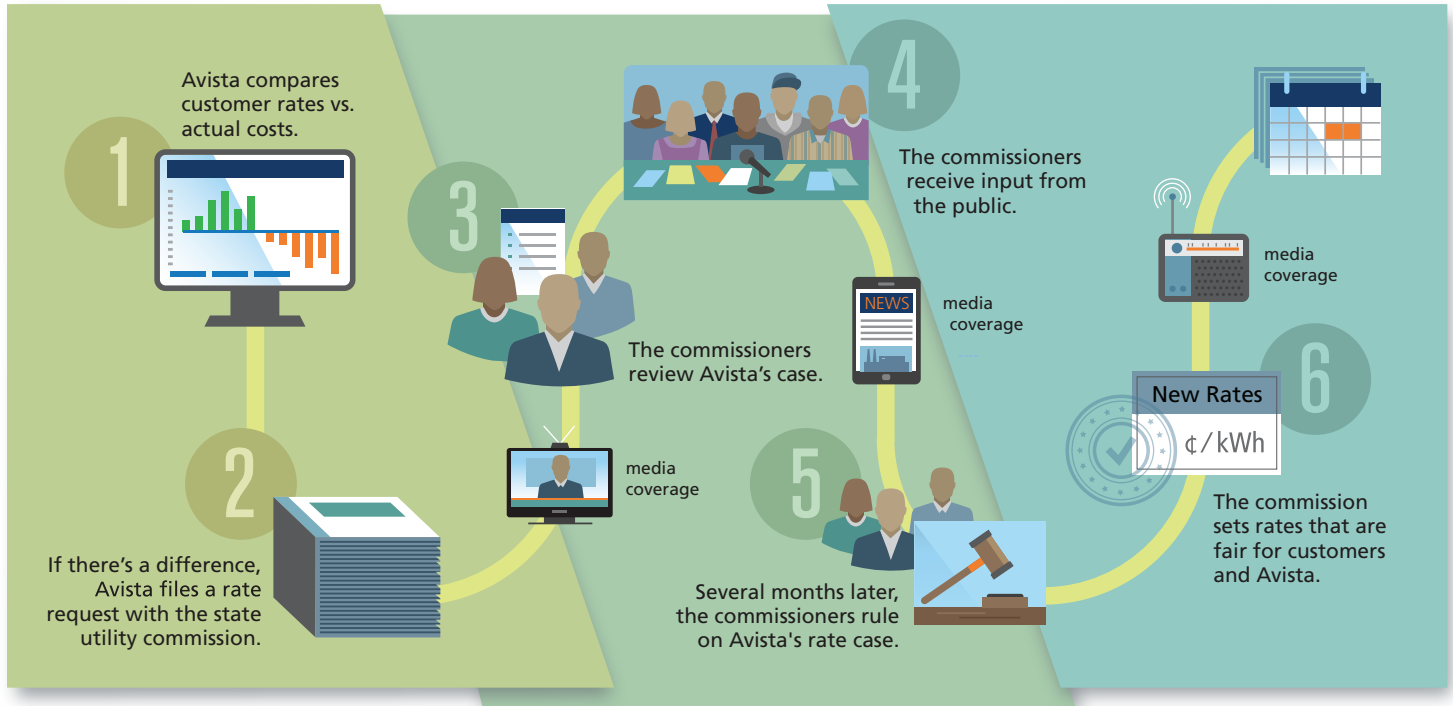


You want fair, reasonable rates. So do we.



Sources: Avista and Edison Electric Institute

Unlike most companies, Avista can't just raise its rates whenever it wants to. In fact, quite the opposite. We make a request, but, since we're a regulated utility, our rates are set by state public utility commissions. But how does it work?

When the rates we charge aren't sufficient to cover the rising costs of facilities, equipment, damage repair, etc., we file a request with the commission to adjust those rates. It's a lengthy and detailed process – one that involves extensive analysis and thousands of pages of documents to ensure we're doing right by our customers. The commission reviews our case, evaluates additional data, and takes testimony from the public, from interest groups, and from consumer advocates. Once all this information is gathered and considered, the commission then sets rates that are fair – both for customers and for Avista.

Questions about Avista's rates?
Visit myavista.com to learn more.

