

AVISTA CORPORATION
dba Avista Utilities

RULE NO. 3
APPLICATION FOR SERVICE

A. An application for utility service must be made when:

1. Service is requested by a person who has not previously been served by the Company.
2. Service has been involuntarily discontinued in accordance with these Rules, and the person subsequently seeks to have service restored; or
3. Service has been voluntarily discontinued, and a request to restore service has not been made within 20 days.

Each applicant for gas service may be required to sign an application on a form provided by the Company; otherwise an oral request for service may be accepted. Each applicant may be required to furnish the following information:

1. Name of person(s) responsible for payment of the account,
2. Name to be used to identify the account, if different than the actual name,
3. Birth date of person(s) responsible for payment of account,
4. Social Security Number (SSN) of person(s) responsible for payment of account,
5. Current valid Oregon driver license (ODL) number of the person(s) responsible for payment of the account,
6. Service address, and Billing address, if different than service address,
7. Any available telephone numbers where applicant can be reached, night and day,
8. Information, if any, pertinent to the design, installation, maintenance, or operation of facilities and to the administration of the Company's gas tariffs.

In lieu of providing a valid SSN or current valid ODL number, an applicant may provide:

1. A valid state/federal identification containing name and photograph of the person(s) responsible for payment of account,
2. A combination of: An original/certified true copy of his/her birth certificate; current identification from school/employer containing a photograph; and the name, address, and phone number of a person who can verify the applicant's identity; such as an employer or case worker, or
3. Other information deemed sufficient by Avista to establish an applicant's identification.

Upon request, the Company shall protect the customer's account from access by others through the use of a personalized password or other means acceptable to both the Company and the customer.

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By Kelly Norwood, Vice President, State & Federal Regulation

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RULE NO. 3 (continued)

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The application is a request for gas service and does not in itself bind the Company to serve except under its filed tariff schedules and under reasonable conditions, nor does it bind the applicant to take service for a longer period than the minimum requirements of the applicable tariff schedules.

Upon acceptance and approval of the application, the Company agrees to furnish and the applicant agrees to take gas service in accordance with the Company's applicable tariff schedules. These gas tariff schedules constitute the terms and conditions of the agreement between the Company and the customer for public utility gas service rendered hereunder unless agreed otherwise in writing.

B. Individual Liability for Joint Service

Two or more persons who join in one application or contract for gas service will be jointly and severally liable thereunder and will be billed by means of a single periodic bill mailed or delivered to said persons contracting for natural gas service.

C. Change in Customer's Equipment or Operations

Before making any equipment or operating change that may affect the character of gas use, or materially affect gas consumption, the customer shall telephone the Company or give written notice thereof in time for the Company to make any acceptable necessary changes in its facilities and operations. No changes in customer's equipment or operations that would require additional use of over 100 therms per day will be permitted.

D. Applications for Firm Natural Gas Service

Applications for new firm service (new meter installations of residential, institutional, commercial and industrial applicants), or for additional volumes under existing firm service agreements of institutional, commercial and industrial applicants, will be accepted, provided such applications would otherwise qualify under this tariff, except that applications for new firm service or for additional volumes under existing firm service agreements shall not exceed 100 therms per day cumulative over a 12-month period. Applications held in abeyance as a result of this rule will be recorded by name of applicant, date of receipt, and volume applied for by priority. Waivers to this rule may be granted only by the Commission.

The foregoing provisions shall not apply to applications for seasonal or interruptible natural gas service.

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RULE NO. 3 (continued)

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- E. The Company offers its customers and applicants the option to designate a third party to receive bills and notices set forth in these rules. When the Company receives such designation, required bills and notices will be sent to the representative, with duplicate copies of disconnect notices also served on the customer.
- F. An application is only a request for service. An application is not accepted until the applicant satisfies the credit screening criteria set forth in Rule No. 6 or pays a deposit or deposit installment as specified in Rule No. 7. However, the Company has the right to refuse an application for service as set forth in Rule No. 11-M.
- G. At the time of application for new service, or upon subsequent request, the Company will assist the consumer in selecting the most advantageous rate to meet individual service requirements. The consumer is responsible for making the final selection of a rate schedule.
- H. In the event that a check, or draft for payment of an Applicant deposit is not honored by the Applicant's respective financial institution, the debt shall be deemed unpaid. The application for service shall be denied, and the Applicant shall be considered to have not acquired customer status. The Company will attempt to notify the Applicant of the failed payment, and the Applicant shall have one business day in which to make valid payment. If a valid deposit payment is not received, and the gas service has already been activated, service may be discontinued without further notice.

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