

AVISTA CORPORATION
dba Avista Utilities

RULE NO. 5

SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts

Each contract for gas service will contain substantially the following provision:

"This contract shall at all times be subject to such changes or modifications by the Public Utility Commission of Oregon as said Commission may, from time to time, direct in the exercise of its jurisdiction."

B. Customers' Bills

The following statement will be printed on each bill for gas service:

"Should you question this bill, please request an explanation from the Company. If you thereafter believe you have been billed incorrectly, a Company representative in the local business office will be happy to explain to you the procedure for obtaining review of the amount in question by the state agency which regulates public utility companies."

C. Disconnect Notice

The following statement will be printed on each disconnect notice in English, Spanish, Vietnamese, Cambodian, Laotian, and Russian:

IMPORTANT NOTICE: Your gas service will be shut off because of an unpaid balance on your account. You must act immediately to avoid shut-off. Important information about how you can avoid shut-off is printed in English in the enclosed notice. If you cannot understand English, please find someone to translate the notice. If translation assistance is unavailable, please contact Customer Service at 503-776-0763 who will try to help you. Information on customer's rights and responsibilities printed in this language is also available by calling that number.

YOU MUST ACT NOW TO AVOID SHUT-OFF

(continued)

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April 1, 2008

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RULE NO. 5 (continued)

SPECIAL INFORMATION REQUIRED ON FORMS

D. Deposit Receipts

Each receipt for a cash deposit to establish or re-establish credit for service will contain the following statement:

"This deposit, less the amount of any unpaid service bill, will be refunded, together with any interest due upon discontinuance of service. This deposit is subject to refund, with interest, in accordance with rules and regulations approved by the state regulatory commission. Copies of such rules and regulations are available upon request."

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