

AVISTA CORPORATION
dba Avista Utilities

RULE NO. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

A. Service will be disconnected:

1. For failure to establish credit by:
 - a. Failing to pay a deposit or make payments in accordance with the terms of a deposit payment arrangement; or
 - b. Providing false identification or verification of identity; or
2. Where facilities provided are unsafe or do not comply with state and municipal codes governing service or the rules and regulations of the Company; or
3. For failure of the customer to cooperate in providing access to the meter; or
4. When the customer requests the Company to disconnect service or close an account or where a co-customer fails to reapply for service within 20 days after a joint account is closed by the other co-customer, so long as the Company has provided a notice of pending disconnection; or
5. For failure to pay within 15 days after bills are presented, Oregon tariff or price listed charges for services rendered; or
6. For meter-tampering, diverting service, or theft of service; or
7. For failure to abide by the terms of a time-payment agreement; or
8. Where the Commission approves the disconnection of service; or
9. Where dangerous or emergency conditions exist at the service premises.
10. For return of a dishonored check, or draft, presented for payment of a deposit or monthly bill, from the Customers respective financial institution.

B. Voluntary Discontinuance of Service

Every customer who is about to vacate any premises supplied with service by the Company, or who for any reason wishes to have such service discontinued, shall

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Issued March 31, 2008

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April 1, 2008

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give five working days notice in advance of specified date of discontinuance of service to the Company. Until the Company shall have such notice, the customer shall be held responsible for all service rendered.

C. Restrictions on Residential Service Termination

1. Emergency Medical Certificate For Residential Service - The Company will not disconnect residential service if the customer submits certification from a qualified medical professional stating that disconnection would significantly endanger the physical health of the customer or a member of the customer's household. "Qualified Medical Professional" means a licensed physician, nurse-practitioner, or physician's assistant authorized to diagnose and treat the medical condition described without direct supervision by a physician.
2. An oral certification must be confirmed in writing within 14 days by the qualified medical professional prescribing medical care. Written certifications must include:
 - a. The name of the person to whom the certificate applies and relationship to the customer;
 - b. A complete description of the health condition;
 - c. An explanation how the health of the person will be significantly endangered by the termination of service;
 - d. A statement indicating how long the health condition is expected to last;
 - e. A statement specifying the particular type of utility service required (e.g., electricity for respirator); and
 - f. The signature of the qualified medical professional prescribing medical care.

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3. If a medical certificate is not submitted in compliance with Sections C.1. and C.2. above, the Company will disconnect service after providing a five-day notice to the customer. The notice will comply with all the requirements of Rule 8 except for Sections C.5., D.2., D.9., and D.10.
4. An emergency medical certificate will be valid only for the length of time the health endangerment is certified to exist, but no longer than six months without renewal for certificates not specifying chronic illnesses and no longer than twelve (12) months for certificates specifying illnesses identified as chronic by a "Qualified Medical Professional" as defined in Rule No. 1. At least 15 days before the certificate's expiration date, the Company will give the customer written notice of the date the certificate expires, unless it is renewed with the Company before that day arrives.
5. A customer submitting a medical certificate is not excused from paying for utility service. Customers are required to enter into a written time-payment agreement with the Company where an overdue balance exists. Terms of the time-payment agreement shall be those set forth in the Rules or such other terms as agreed upon in writing between the parties.
6. Where financial hardship can be shown, a customer with a medical certificate will be permitted to renegotiate the terms of a time-payment agreement with the Company.
7. Time-payment arrangements in effect when a medical certificate terminates remain in effect for the balance then owing. If a customer fails to pay charges incurred after the certificate terminates, the provisions of the standard time-payment will apply to payment of the arrearage incurred after the medical certificate expires. The terms of the medical certificate time-payment plan continue to apply to the arrearage accrued during the disability.
8. If a medical certificate customer fails to enter into a written time-payment agreement within 20 days of filing the certificate or to abide by its terms, the Company will notify the Consumer Services Division of its intent to

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disconnect service and the reason for the disconnection. The Company may disconnect service after providing a notice 15 days in advance of disconnection for nonpayment or five days before disconnection for failure to enter into a written time-payment agreement. The notice shall comply with the requirements of Rule 8, except that Subsection C.5. will not apply. A hearing may thereafter be held to determine whether the Company should be permitted to disconnect service to the customer.

9. The Company may verify the accuracy of a medical certificate. If the Company believes a customer does not qualify, or no longer qualifies for a medical certificate, the Company may apply to the Commission for permission to terminate the service of the customer.
10. Weekends and Holidays. Residential service shall not be disconnected for nonpayment on a weekend or a state- or Company-recognized holiday. Residential service shall not be disconnected for nonpayment on a Friday or the day before a state- or Company-recognized holiday unless mutually agreed upon by the customer, the Company, and the Commission's Consumer Services Division.

D. Time Payment Agreements for Residential Gas Service (Non-Medical Certificate Customers)

1. The Company will not disconnect residential service for nonpayment if a customer enters into a written time-payment plan. The Company offers customers a choice of payment agreements. At a minimum, the customer may choose between a levelized payment plan and an equal-pay arrearage plan.
2. A customer who selects a levelized-payment plan will pay a down payment equal to the average annual bill including the account balance, divided by 12, and a like payment each month for 11 months thereafter.

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- a. The monthly installment plan will be reviewed by the Company periodically. If necessary, due to changing rates or variations in the amount of service used by the customer, the installment amount will be adjusted in order to bring the account into balance within the time period specified in the original agreement.
 - b. If a customer changes service address at any time during the period of a time-payment agreement, provided that payments are then current and the customer pays other tariff charges associated with the change in residence, the Company will recalculate the customer's deposit and/or monthly installment. The recalculated amount will reflect the balance of the account at the previous service address and the average annual bill at the new service address for the months remaining in the original time-payment agreement. When installments on a time-payment agreement have not been kept current, a customer is required to pay all past-due installments together with any other applicable charges before service is provided at the new residence.
3. A customer who selects an equal-pay arrearage plan will pay a down payment equal to one-twelfth the amount owed for past utility service (including the overdue amount and any amounts owed for a current bill or a bill being prepared but not yet delivered to the customer). Each month, for the next 11 months, an amount equal to the down payment will be added to, and payable with, the current charges due for utility service. If a customer changes service address at any time during the period of an equal-pay arrearage plan, the plan continues. However, the customer must pay any past-due charges and all other applicable charges before the Company provides service at the new address.
 4. The Company and customer may agree in writing to an alternate payment arrangement, provided the Company first informs the customer of the availability of the payment terms set forth in Sections D.2. and D.3. of this rule.

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5. If a customer fails to abide by the time-payment agreement, the Company may disconnect service after serving 15 days notice. The notice will comply with Rule No. 8 except for Section C.4. If a medical certificate is in effect, Section C.1. will apply.

E. Disconnection Procedures - Non-Residential Customers

1. Involuntary termination and restoration of utility service other than residential service are under the provisions of this section.
2. The Company will give at least 5 days written notice to nonresidential customers before termination of service for non-payment of bills or for violation of its rules or regulations. A written notice of disconnection will be provided to the customer.
3. The notice will be printed in bold face type and must state in easy to understand language:
 - a. The reasons for the proposed disconnection;
 - b. The earliest date for disconnection;
 - c. The amount to be paid to avoid disconnection; and
 - d. An explanation of the Commission's dispute resolution procedure and the Commission's toll-free number.
4. The notice will not be sent prior to the due date for payment for the services billed.
5. The Company may serve the notice of disconnection in person or send it by first class mail to the last known addresses of the customer and the customer's designated representative. Service is complete on the date of mailing or personal delivery.

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6. If a premise visit is required to complete disconnection, the Company will make a good faith effort to personally contact the customer or a resident at the service address to be disconnected. If the attempt to make personal contact fails, the Company will leave a notice in a conspicuous place at the premise informing the customer that service has been disconnected.
7. Weekend and Holidays - Nonresidential service shall not be terminated on, or the day prior to, a weekend or State or Company recognized holiday.
8. If a Customer makes a payment subsequent to the issuance of a five (5) day notice, whether payment is made to prevent a service discontinuance or to reactivate a previously discontinued service, and the Customer's financial institution fails to honor said payment, the account shall be deemed unpaid. The Company will attempt to notify the Customer in person, by telephone, or by written notice, of the payment failure. The Customer shall have one business day to correct the failure. If a valid payment is not received, service to the customer may be discontinued after the duration of the previously issued five (5) day notice, and without further written notice. This process may proceed separate from the normal notice process described herein.

F. Residential service will not be discontinued because of nonpayment of bills for other classes of service or other types of utility service.

G. Service will not be discontinued for nonpayment of a bill issued in correction of charges billed incorrectly until the corrected bill becomes past due, and then discontinuance shall be in accordance with other provisions of this rule and Rule No. 10.

H. Service Detrimental to Other Customers

The Company will not supply service to a customer operating equipment which is considered by the Company to be detrimental to the service of its other customers or to the Company, and will discontinue service to any customer who continues to operate such equipment after having been given notice by the Company to discontinue such operation.

I. Other Conditions

The Company may apply to the Commission for permission to terminate service to a customer at any time the Company believes that it would be inequitable to follow the prescribed procedures, particularly in situations where it is necessary to expedite action in order to protect the Company against abuse, harassment, theft or fraud.

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J. Revocation to Use Property

If the Company's service facilities and/or a customer's facilities to the meter are installed on property other than the customer's property and the owner of such property revokes his permission to use it, the Company will have the right to discontinue service upon the date of such revocation. If service is discontinued under these conditions, the customer may have service re-established under the provisions of Rules Nos. 15 and/or 16.

K. Non-liability of Company for Discontinuance or Refusal of Service

If the Company refuses or discontinues service to a person or customer for any of the reasons or upon any of the grounds specified in this rule, it shall incur no liability whatsoever to said person or customer or any other persons or customers.

L. Restoration of Service

1. Compliance with Tariff Schedules

As a condition for restoration of service, the customer shall comply with all applicable tariff schedules.

2. Reconnection Charge

The Company requires a reconnection charge before restoring service which has been discontinued pursuant to this rule. (See Rule No. 20) In addition, the Company may charge and collect any unusual costs incident to the discontinuance or restoration of service which has resulted from the customer's action or negligence.

M. Refusal of Service

1. Except as provided in Section M.2. below, the Company may refuse to provide service to an applicant until it receives full payment of any overdue amount and any other obligation related to an Oregon prior account.

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2. Except for consumers who were disconnected for theft of service, the Company will provide service to an applicant upon receipt of payment equal to at least one-half of any overdue amount and any other obligation related to a prior account, except deposits which must be paid in full, provided that the person has made reasonable partial payment on the account during the time service has been discontinued. The balance of the amount owed to the Company must be paid within 30 days of the date service is initiated. Upon failure to pay, the Company will disconnect service after providing a five-day notice. The notice will contain the information set forth in Rule 8, Section C.1., 2., 3., 6. and 7. and will be served in the manner set forth in Rule 8, Section D.3. In the event a customer whose service was terminated applies for service within 20 days of the termination, provisions of this rule apply.
3. If service is disconnected for failure to comply with the payment terms set forth in Section M.2. above, the Company will refuse to restore service until it receives full payment of any overdue obligation, including any reconnection fee, late payment fee, and past due bill.
4. The Company will refuse to provide service until payment is received where the following circumstances exist:
 - a. An overdue balance has been incurred by a person at a service address;
 - b. An applicant for service resided at the service address described in Section M.4.a. of this rule during the time the overdue balance was incurred; and
 - c. The person described in Section M.4.a. of this rule will reside at the location to be served under the new application.
5. The Company will refuse to provide service if a customer or applicant has not complied with state and municipal codes and regulations governing service and with the rules and regulations of the Company.

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6. The Company will not accept an application for service or materially change service to a customer, if, in the best judgment of the Company, it does not have adequate facilities to render the service applied for, or if the desired service is of a character that is likely to unfavorably affect service to other customers.
7. The Company will refuse to serve a customer or applicant, if, in the best judgment of the Company, the facilities of the customer or applicant are of such a character that safe and satisfactory service cannot be given.
8. In the event service is refused, the Company will notify the customer or applicant of the reasons for refusal and the Commission's dispute resolution procedure.

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Issued by Avista Utilities
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