

**AVISTA CORP.**  
**RESPONSE TO REQUEST FOR INFORMATION**

JURISDICTION: Washington  
CASE NO: UE-991606  
              UG-991607  
REQUESTER: Public Counsel  
TYPE: Data Request  
DUE DATE: 3/2/2000  
REQUEST NO.: 97

DATE PREPARED: 2/25/00  
  
WITNESS: Brian Hirsch Korn  
RESPONDER: Brian Hirsch Korn  
DEPT: Rates  
TELEPHONE: (509) 495-4723  
FIELD AUDIT: \_\_\_ Yes X No

**REQUEST:**

Provide copies of all bill inserts for the test period.

**RESPONSE:**

Attached is a copy of all bill inserts sent to Washington customers during the test period. The Company was not able to locate a copy of the "gas rate notification" referred to on the first page of the attachment, which was a notice of a small PGA rate change.

<b>WUTC</b>		
DOCKET NO. <u>UE-991606</u>		
EXHIBIT # <u>501</u>		
ADMIT	W/D	REJECT
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**What's new**  
**@**  
**Washington Water Power**  
 www.wwpco.com  
 Update May 1998

## We Can Help Untangle Your Budget Problems

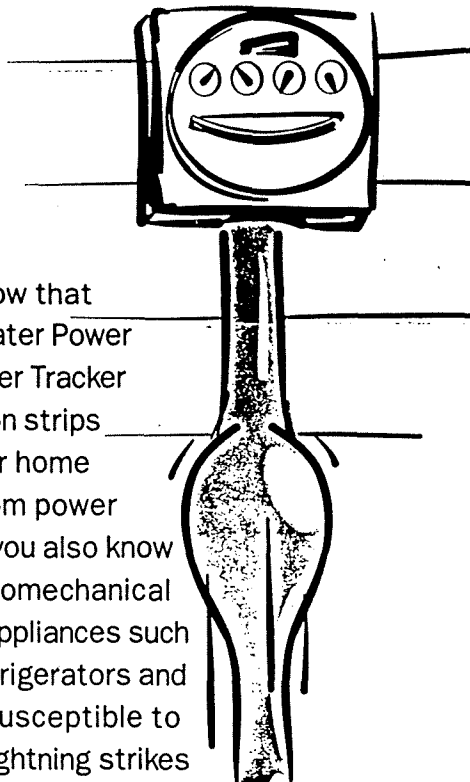
If you're having trouble making ends meet and it looks like you may have difficulty paying your utility bill, Washington Water Power can help. The key to avoiding serious credit problems is to call Washington Water Power at the first sign of difficulties.

To assist you, Washington Water Power can set up a temporary payment plan to help you through an emergency. We also work with the Consumer Credit Counseling Service of Spokane to provide professional financial help free of charge. In addition, we can direct you to a variety of community service programs that can help you meet your individual needs.

If you have a budget problem, call your local Washington Water Power office.

## Turning Ideas Into Energy

# Stop Electrical Surges at the Meter!



You may know that Washington Water Power offers PSP Power Tracker surge protection strips to protect your home electronics from power spikes. But did you also know that the electromechanical parts of large appliances such as washers, refrigerators and furnaces are susceptible to damage from lightning strikes entering the home through the electric service? Protect them with the Meter Socket Lightning Arrestor (MSA), available through Washington Water Power.

Installed by Washington Water Power, the MSA is installed at your electric meter and can help your cord-connected protectors work more effectively. Washington Water Power recommends installing both types for the best lightning protection.

The MSA will be available only to Washington Water Power residential electric customers. The cost is \$195 plus tax, and payment can be made by check, credit card, or can be spread out for up to 12 equal payments on your Washington Water Power bill. Call 1-800-394-7547 to order your MSA today!

## 1998 WSU Football Schedule

### HOME GAMES

Sept. 5-ILLINOIS-Shriners Day  
 Sept. 19-IDAHO-Watao/Band/Future Cougar Day  
 Oct. 10-OREGON-Homecoming/Land Grant Day  
 Oct. 17-USC-WSU Foundation Day  
 Oct. 31-ARIZONA STATE-Dad's Day  
 Nov. 21-WASHINGTON-Apple Cup

### AWAY GAMES

Sept. 12-AI BOISE STATE, Boise, ID  
 Sept. 26-AI CALIFORNIA, Berkeley  
 Oct. 3-AI UCLA, Los Angeles  
 Nov. 7-AI ARIZONA, Tucson  
 Nov. 14-AI STANFORD, Palo Alto

### 7-UP/Dr. Pepper Game Day Giveaways

Sept. 5-10 Mountain Bikes  
 Sept. 19-10 VCR's  
 Oct. 10-10 CD Boom Boxes  
 Oct. 17-10 Microwave Ovens  
 Oct. 31-5 Apple Cup Packages for Two  
 Nov. 21-10 Color TV's (13")

## Ticket Information

### Season Tickets

Reserved \$119  
 Family Plan \$265  
 Extra Youth \$60  
 WSU Student \$70  
 (The "all year, all sports" pass)

### Two Pack - Customer Choice

This package includes games of your choice before single game tickets go on sale to the general public.

1 Conference Game & UW \$53  
 1 Non-Conference Game & UW \$50  
 2 Non-Conference Games \$30  
 2 Conference Games \$36  
 1 Conference & 1 Non-Conference game \$33

### Single Game Tickets

Reserved-Conference \$20  
 Reserved-Non-Conference \$17  
 Reserved-UW \$35  
 Adult GA (no UW) \$10  
 Youth GA (no UW) \$5  
 Family GA (no UW) \$25  
 Single game tickets available 8/1/98.

WSU Faculty/Staff plan available.  
 Please call 509-335-9626 for more information.

## How to Order Tickets

By Phone  
 Central Ticket Office  
**1-800-GO-COUGS**

In Person  
 WSU Ticket Depot in Pullman  
 (M-F, 9 am - 4:30 pm)  
 Beasley Coliseum Ticket Office in Pullman  
 (M-F, 10 am - 4 pm)

By Mail  
 WSU Ticket Office  
 PO Box 641910  
 Pullman, WA 99164-1910  
[www.wsu.edu/athletics/](http://www.wsu.edu/athletics/)

# WANTED!



kids 12 'n Under to join the  
**Junior Cougar Program**

Join Today for Fun  
 Friends 'n Great Cougar Sports

### Membership Benefits Include:

- \* Official Junior Cougar Shirt, Membership Card, Newsletters & Gift Pack
- \* Special \$2.50 Ticket to WSU Home Football Games < Excluding UW >
- \* Special \$1.50 Ticket to WSU Home Men's Basketball Games
- \* FREE ADMISSION to all home events for Volleyball, Baseball, Track & Field and Women's Basketball
- \* Plus, opportunities to win VIP Packages, meet Cougar Coaches and Athletes and participate in special Junior Cougar Events

Only \$10.<sup>00</sup>

Call Cougar Marketing at 509-335-0214 for more info.

What's new



**WWP** Washington Water Power  
www.wwpco.com

Update June 1998

## Get a Kick Out of Giving to Project Share

For a second year, the Spokane Soccer Club is helping your neighbors by donating a portion of each ticket sale for their July 11th game to Project Share.

Bring this What's New @ Washington Water Power newsletter to the July 11 Spokane Shadow soccer game at Joe Albi Stadium and adults will get a \$3 discount! Just present the newsletter at the walk-up ticket office.

July 11 is also "Jersey Off the Back Night." The Shadow will play the Yakima Reds starting at 7:05 p.m., and 11 lucky fans will win game-worn jerseys at halftime.

Enjoy a family night of great soccer and help support Project Share at the same time. It'll be a kick. Project Share is a community supported emergency energy assistance program that helps local families stay warm and pay their energy bills.

## Turning Ideas Into Energy

### Protect Your Appliances

Now you can protect just about all of your electrical appliances from electrical spikes or surges. For plug-in electronic devices such as televisions,



computers and VCRs, Washington Water Power offers PSP Power Tracker surge protection strips. These plug-in protectors stop transient surges that can enter your home through telephone cords, TV cable and electrical wires. They protect the sensitive electronics that are found in most new appliances, and are available in a variety of sizes and configurations.

The electrical motors, fans and other electro-mechanical parts of large appliances can be protected from large surges caused by lightning strikes with the Meter Socket Lightning Arrestor (MSA). This device is installed at your meter by Washington Water Power. Not only does the MSA protect your large appliances, but it also helps your PSP Power Tracker surge protection strips work more effectively.

The MSA Lightning Arrestor is currently available to Washington Water Power residential electric customers only.

For complete protection of all your expensive appliances, both types of protectors should be used. You can order by calling 1-800-394-7547. Several payment options are available.

# STEAM PLANT SQUARE

*Now Leasing* —

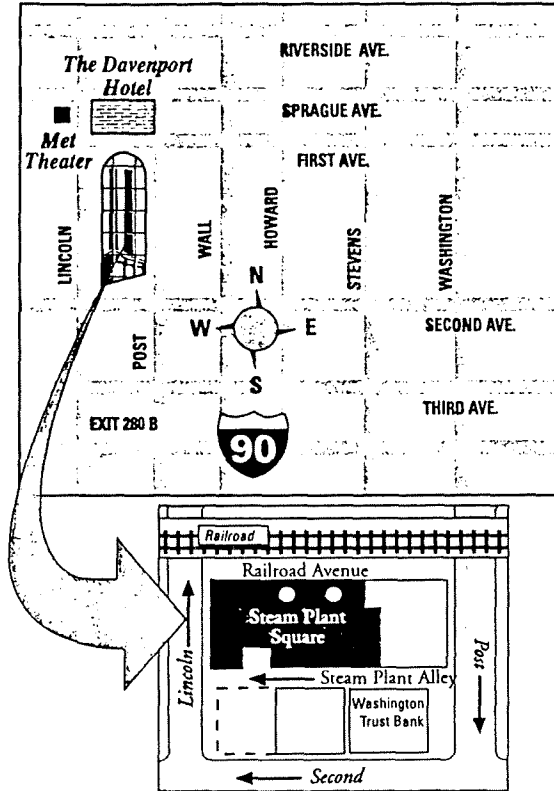
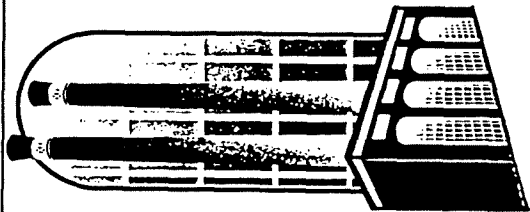
74,000 sq. ft. of unique commercial,  
retail & professional office space

For informaion call:

Wells Investment Real Estate

**624-8050**

Steam Plant Square is a project brought to you by WP Finance,  
a Washington Water Power subsidiary and Wells and Company



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Finance, a Washington  
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850 W. Steam Plant Alley

Mailing: 1325 W. First Suite 300

Spokane, Washington 99204

(509) 624-8050

FAX (509) 624-0305

[www.steamplantsquare.com](http://www.steamplantsquare.com)



Call Cathy...

Or one of the many people waiting to  
serve you in our Customer Service Centers.

convenience

When you call one of Washington Water Power's customer service centers, the first voice you'll hear is Cathy's. She's the voice of our new integrated voice response system. From answering a question about your bill to reporting an outage and dispatching a crew, our new automated customer assistance system makes just about everything easier. And you always have the option to talk to a real person. Just press \*0.

**1-800-227-9187**

**Remember: when you need to talk to someone  
at Washington Water Power, just call Cathy.**



**WWP**  
Washington Water Power

*a better way*

**What's new**  
  
**WWP Washington Water Power**  
 www.wwpco.com  
 Update September 1998

## BBQ Pros Share Ideas at the Home Idea Show, October 9-11

becuing all year 'round is easy when you have natural gas piped to your patio or deck. It's more fun than ever



when you try some of the ideas that will be presented by nationally known cooking specialists Mad Dog & Merrill. Returning for a second year to the Home Idea Show at the Spokane Interstate Fairgrounds October 9 - 11, this duo combines humor, education and taste samples in a quick-paced demonstration everyone can enjoy.

Cooking demonstrations will be held several times each day. Attendants will receive a free sample of BBQ marinade compliments of Washington Water Power.

While you're at the show, be sure to stop by the Washington Water Power booth. You'll see emergency backup generators, home systems products and services. Talk to our specialist about these products for your home.

## Turning Ideas Into Energy

### Show You Care With Truck, Bear and Project Share



Start or continue to build your own fleet with the Washington Water Power auger truck - the second in a continuing series of collectible toy vehicles. The custom made 11" truck is constructed of durable, high impact plastic with moveable parts and working headlights, taillights and caution strobe lights atop the cab. Two AA batteries are required to operate the lights and are not included. The auger arm extends to 14", and the utility box serves as a coin bank. Because of small parts, the truck is not recommended for children under the age of four.



New this year, the Washington Water Power Service Bear is cute, cuddly and 16 inches tall. He comes equipped with his own Washington Water Power hard hat and safety vest. Made of soft, honey-brown "fur," this huggable toy makes a great gift for any age.

For every truck or bear purchased, \$5 will be donated to Project Share, a community supported emergency energy assistance program that helps local families stay warm and pay their energy bills.

### Toy Order Form

Please send me \_\_\_\_\_ collectible Washington Water Power Auger Truck(s).  
 I am enclosing \$25.90 for each truck.

Please send me \_\_\_\_\_ collectible Washington Water Power Service Bear(s).  
 I am enclosing \$35.00 for each bear.

**PAYMENT METHOD**

Money Order  Check  VISA  MasterCard

Credit Card Number \_\_\_\_\_ Expires \_\_\_\_\_

Name \_\_\_\_\_ Total Amount Enclosed \$ \_\_\_\_\_

Address \_\_\_\_\_ Daytime Phone \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Signature \_\_\_\_\_  
 (Signature required for all credit card orders.)

Make your check or money order payable to DG Productions. If you charge your toy order to your credit card, the charge will be posted on the day your order is processed by DG Productions. Delivery will be between Dec. 1 and Dec. 15, 1998. Orders received after Oct. 31, 1998 will not be processed.

**Mail orders to DG Productions, P.O. Box 522288, Longwood, FL 32752.**  
**Phone Orders: 1-888-434-8697, Fax Orders: 1-407-331-1513**

(Clip and Return)

# *Framing America's* LANDSCAPES



PAINTINGS FROM THE  
ADDISON GALLERY OF AMERICAN ART

**Cheney Cowles Museum, November 21, 1998 through March 7, 1999.**

Use this coupon for 50% off the regular admission price and view 30 of America's most famous landscape oil paintings from the 19th and 20th centuries.

Cheney Cowles Museum is proud to present *Framing America's Landscapes*; 30 of America's most famous painted landscapes created by some of the greatest oil painters from the 19th and 20th centuries. Observe awe-inspiring American landscapes, European landscapes, waterscapes, mountains, arctic, winter, rural, and Western scenes from the pre-Civil War era through the Great Depression. This exhibit, from the Hudson River, American Impressionism and Regionalism movements, runs November 21, 1998 through March 7, 1999. For more information, call 509-456-3931 ext. 101 or 122.

*Framing America's*  
LANDSCAPES



Cheney Cowles Museum, 2316 W. First Avenue, Spokane, WA 99204

## 50% Off Regular Admission

View *Framing America's Landscape* for half-price compliments of Washington Water Power, soon to be AVISTA Corp.

Valid November 21, 1998  
to March 7, 1999.

Sponsored by:

... SOON TO BE ...  
  
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**Get a Free DISH Network System or 12 Easy Interest-Free Payments on Advanced Models!**

Sign up now through Washington Water Power for a one year programming service agreement to the DISH Network® One Rate Plan and receive a Model 3720 TV satellite system free! Or instead, choose an advanced DISH model that offers more features, and we'll simply add the cost to your monthly utility bill in 12 easy installments at no interest.

Give Washington Water Power a call, and we'll provide unbiased, professional advice on DISH satellite systems based upon the area you live, signal obstructions and other important factors. And with your order, you'll receive a free self-installation kit. Or have your system professionally installed for just \$49—that's \$150 off the standard rate for installation!

Washington Water Power will also help you choose the perfect system to match your viewing habits. DISH Network lets you choose from hundreds of TV services, all at a great value! DISHTV is the perfect holiday gift for the whole family. For full details, call Washington Water Power today at 1-800-394-7547.

... SOON TO BE ...

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All prices, packages and programming subject to change without notice. Does not include shipping and handling. Local and state sales taxes may apply. Programming is available for single-family dwellings located in the continental United States. All DISH Network programming, and any other services that are provided, are subject to the terms and conditions of the Residential Customer Agreement, which is available upon request. Prepaid one-year subscriptions are non-refundable and subject to early termination if additional services ordered are not paid in accordance with agreed-upon terms. Local TV channels are offered only in specified areas and may be provided through an outdoor antenna or a dish antenna. MSRP Standard Professional installation \$199. \$49 Professional installation offer valid on systems installed and programming activated by 1/9/99. Standard Professional installation includes installation of one 18" dish antenna, hook-up of one receiver to one TV and equipment testing. Other installation restrictions apply. Offer valid with approved credit. Offer limited to new customer subscribers to qualifying programming. Cancellation fees apply for early termination of services contract. See DISH Network One-Rate Service Agreement for details. All service marks and trademarks belong to their respective owners. ©1998, EchoStar Communications Corporation