

Avista Utilities
1411 E Mission Ave
Spokane, WA 99252

<Date>

Dear <Customer Name>,

This is a friendly reminder that starting October 1, 2023, we will be replacing Avista's Rate Discount Program with a new program called **My Energy Discount – Washington**. This new program will offer custom discount amounts to all our customers who meet income requirements. Below is a summary of what this program change means for you:

- You will automatically be enrolled into the program at a monthly discount of 15% beginning October 2023 and lasting for 2 years. This discount is based on the income information you provided to your local Community Action Agency when you applied for Avista's Rate Discount Program
- This new program may reduce your total benefit; with that in mind, Avista has proposed to make a one-time, automatic payment of \$250 to your account in September 2023 to support you in this transition

We understand that you may have experienced significant life changes in recent years and that hardships can happen to anyone. Avista offers additional assistance for customers who are struggling to pay their bill. If you find yourself in this situation, please contact us or your local community action agency. Whether it's making your home more energy-efficient, improving your heating system, offering financial assistance, helping with food and transportation, or preparing your taxes, we work together with these agencies to provide you with solutions.

Why are we making this change?

Our current discount program is only available to seniors and individuals living with a disability. Recent legislation will allow us to offer discounts to more customers. Starting in October 2023, Avista will replace the current program with My Energy Discount – Washington. The new program will be available to all customers who meet income requirements. Discount amounts will be based on household income.

Avista's proposals for program and rate changes such as this are subject to public review and a final decision by the Washington Utilities and Transportation Commission (UTC or Commission). The Commission has the authority to set final rates – which may be either higher or lower depending on the results of its investigation – or program design elements that may vary from the utility's request.

As an Avista customer, you may contact the UTC to inquire about the Commission process, or to be notified about the scheduled open meetings at which the proposal will be considered. You can contact the Commission to comment on Avista's proposals via email at comments@utc.wa.gov, by telephone at 1-888-333-WUTC (9882), via letter at: UTC, P.O. Box 47250, Olympia, WA

98504-7250, or online at: www.utc.wa.gov. Copies of our filings are available for public review at www.myavista.com/rates or on the Commission website at www.utc.wa.gov. You can also submit written questions directly to the Company via mail at: 1411 E Mission Ave, C/O Regulatory Affairs, Spokane, WA 99202.

As always, feel free to contact Avista at **(800) 227-9187** or **askavista@myavista.com**, Monday through Friday from 7:00 am to 7:00 pm, and Saturday from 9:00 am to 5:00 pm, for additional information or support.

Sincerely,

Avista Customer Service