

SUB Jul 7, 2023

2nd Substitute Second Revision Sheet 70-N  
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First Revision Sheet 70-N

WN U-28

70-N

AVISTA CORPORATION  
dba Avista Utilities

SCHEDULE 70 – RULES AND REGULATIONS – WASHINGTON – Continued

E. Restrictions on Disconnection

a. Except in cases of danger to life or property, the Company will not disconnect service on Saturdays, Sundays, legal holidays, or on any day on which the Company cannot reestablish service on the same or following day.

b. The Company will not disconnect service when a Customer has met the requirements for "Medical Conditions or Emergencies" described herein or maintains agreed-upon payment arrangements with the Company, as described in WAC 480-100-143, Winter low-income payment program.

c. Service shall not be disconnected pending resolutions of complaints filed with the Commission, provided any amounts not in dispute are paid when due and any conditions posing a danger to health, safety, or property have been corrected.

d. The Company will cease nonvoluntary service disconnections during inclement weather events, which are days characterized by extreme cold (below 25 degrees Fahrenheit), excessive heat (above 100 degrees Fahrenheit), as established by a daily forecasted high temperature, or any heat related events (excessive heat warning, heat advisory, excessive heat watch or similar alert) issued by the National Weather Service, for each city within the Company's service territory at which a Company office is located.

e. Medical Conditions or Emergencies. The Company will postpone disconnection of electric service or will reinstate service to a residential Customer for a grace period of five business days after receiving notification of the existence of a medical condition or emergency that requires continued electric service. If the Customer contacts the Company prior to the close of the business day and requests a same-day reconnection, the Company must reinstate service same-day. Otherwise, the Company must restore service by 12:00 p.m. the next business day. When service is reinstated, payment of a reconnection charge and/or a deposit will not be required, but the Company may bill all such charges on the Customer's next regular bill or on a separate invoice.

a. Medical Certificates. Following the initial notification by the Customer of the existence of a medical condition or emergency, the Company may require that the Customer, within five business days, submit written electronic or paper certification from a qualified medical professional [a licensed physician, nurse practitioner, or physician's assistant authorized to diagnose and treat the medical condition without supervision of a physician] stating that the disconnection of electric service would aggravate an existing medical condition of an occupant of the household.

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By 

Patrick Ehrbar, Director of Regulatory Affairs

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2<sup>nd</sup> Substitute Original Sheet 70-AB

70-AB

AVISTA CORPORATION  
dba Avista Utilities

**24. STANDARD SERVICE VOLTAGE AND PERMISSIBLE VARIATIONS:**

- A. The Company adheres to the standards for voltage and permissible variation set forth in ANSI C84.1 and WAC 480-100-373.
- B. The Customer or Applicant must contact the Company for the available number of phases and voltages that can be delivered based upon the location, system capacity, and intended use. Not all service types are available in all locations.
  - a. Objectionable voltage variation caused by Customer loads are corrected at the expense of the Customer.
- C. Service voltage is measured at the point of delivery. The Company's electric supply system is designed and operated to be within the parameters of Range A as provided in Table 1 below (adopted from ANSI standard). Voltages may temporarily fluctuate outside the listed ranges as loads start and stop or during fault conditions.
- D. Single phase 120/240 volt services shall not exceed 800 amperes (amps) of continuous load. If load exceeds 800 amps, then service must be 3-phase 120/208 or 277/480 volt.
- E. Voltage correction shall be implemented in instances where the following criteria are met:
  - a. Service voltage ranges outside Range A under normal conditions shall be 'triggered' when 10-minute average customer meter voltages exceed:
    - i. Three (3) 12x10 minute intervals (2-hour) over three consecutive months, or;
    - ii. Thirty-six (36) 1x10 minute intervals in a six month period.
  - b. Service voltage ranges outside Range B under normal conditions shall be 'triggered' when 10-minute average customer meter voltages exceed:
    - i. Six (6) 1x10 minute intervals over three consecutive months.

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