

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

DOCKET NO. UE-15_____

DOCKET NO. UG-15_____

EXHIBIT NO. _____ (JMK-5)

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REPRESENTING AVISTA CORPORATION



Important information
about changes
coming to your Avista
account and bill



We're making changes to serve you better.

Avista is launching our new customer information and billing system in February. We are excited about the new system and the increased efficiencies it provides, along with new opportunities to build on the excellent customer service that you expect. This system is the core of our day-to-day operations and touches each of our more than 650,000 electric and natural gas customers – residential, commercial and industrial - in Washington, Idaho and Oregon.

We're working hard to make the transition as seamless as possible for you. To make sure you know what to expect and what you may need to do, please take a few minutes to read the following information. More information will be available in your first new bill and online at avistautilities.com.

We are here to make the transition to our new customer information and billing system as easy as possible for you. If you have questions, visit our website at avistautilities.com or call our customer service center at (800) 227-9187. We're available 7 a.m. to 7 p.m. Monday through Friday and Saturday 9 a.m. to 5 p.m.

Quick facts you need to know:

- ▶ **Your account number will change.** All customers will receive a new 10-digit account number. Refer to your February bill for your new account number.



- ▶ **You may need to take action.** Your new account number will be on your first redesigned energy bill. You will need to use your new account number on any correspondence with Avista, including writing your new account number on your payment. **If you pay your monthly Avista bill through your bank or other third party, you will need to update your account number with your financial institution or payment service.**
- ▶ **Your monthly bill will be new and improved.** The updated monthly bill will be easier to read and make it easier to find your bill amount and payment due date, and it will have more information to help you manage your energy use.
- ▶ **Some areas of our avistautilities.com website will be down during conversion.** Conversion to the new customer information and billing system is planned for Thursday, January 29, at 8 p.m., until Monday, February 2, at 7 a.m. During this time, access to your My Account information and self-service options at avistautilities.com and on our automated phone system will not be available. However, our customer service team will be available to help you.

Frequently Asked Questions

We're making upgrades to serve you better – what you need to know

► **Why is my account number changing?** The updated system requires a 10-digit account number rather than a nine-digit account number that is currently used. Changing account numbers can be a little inconvenient initially, but we're sure our updated customer information and billing system will provide new opportunities to build on the excellent customer service that you expect when you contact Avista.

► **How do I find my new account number?** Your new account number will be in the top center of your first bill following the conversion, which should be your February bill. You'll be reminded about your new account number with a message on the bill and on the outer envelope of your bill.



► **Do I need to use my new account number to pay my bill?** Yes. To make sure your payment is correctly applied to your account, please start using your new account number as soon as possible after receiving it on your first new bill and make sure to write it on your check or money order.



► **What if I pay my bill by....**

- **Check or money order by mail** – Simply write your new account number in the memo field of your check or on a money order and place it, along with the payment stub, in the return envelope included with your bill.
- **Online payment by bank** – If you have an online payment account set up, **please update your account number with your bank or other third party** as soon as possible after receiving your first updated bill. Your new account number will be on the bill.
- **Payment service** – You do not need to take any action if you have Avista make automatic payment withdrawals from your checking or savings account each month or if you have a payment profile set up through Avista's My Account.
- **One-time electronic payment** – You can continue to make a one-time payment with a credit or debit card or from your checking or savings account. Just make sure to enter your new 10-digit account number.

► **Why is the bill changing?** The updated bill will be easier to read and make it easier to find information on your bill amount and payment due date, and will have an expanded message center with helpful information. Your first bill after the conversion will include an insert with more information on how to read the updated bill. You can also visit our website at avistautilities.com for a video to help you become familiar with the new bill.

► **How will I know when the change to the new system has taken place?** Watch for a specially-marked Avista envelope in the mail that will include your first updated bill following the change to our new system. If you're an eBill customer, look for a message on the email notifying you that your bill is available for viewing. The transition is planned for Thursday, January 29, at 8 p.m., until Monday, February 2, at 7 a.m.

► **What if I still have questions?** We are here to help make the transition to our new customer information system and new bill as easy as possible for you. If you have questions, visit our website at avistautilities.com or call our customer service center at (800) 227-9187. Call volumes may be higher in the early days after conversion, so we appreciate your patience and understanding.

