

Case: 170485

Title: Avista 2016 Rate Request

PI Coordinator: Andrew Roberts

Staff Lead:

**Total Comments:** 191

**In Favor:** 0

**Opposed:** 181

**Undecided:** 10

Filing Support	Commenter	Source	Comments
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## Public Comments by Case

Filing Support	Commenter	Source	Comments
No			
	Zack Kennedy	E-mail	<p>Hi my name is Zack Kennedy. My address is 2903 N Perry St Spokane Washington 99207. UE 150204 / UG 150205</p> <p>I am writing you this letter today because I am at the end of my patience with avista. I am a single father and am barely making it as is. Every single month I get an avista bill is pretty much like hearing I'm going to be homeless every month. I have rented several places in my time as an adult and every place used avista. Every year they raise their rates fee's which takes money from every person in Spokane. More than they should have to pay. The average bill here at my house was said to be around \$200.00-\$300.00 during winter. Just this year we have had to pay near \$450.00 a month for gas and electricity. That is twice as much as the average cost. Mind you I am a poor person trying to take care of my daughter the best I can. The other house I lived at Last year was the same situation. That being the bill was twice as much as usual. I am asking you what can Spokane citizens... Who work so hard to make it through the month, be subjected to avista raising rates like it's fun to do. They profited 14 million last year and bragged about it on Facebook. While all of us having to pay these outrageous prices suffer. Avista has not only stole money from Spokane's citizens they have made it impossible to do anything about it. As well as made a terrible reputation for themselves just because they control the power. I call them and they tell me there is nothing they can do about the huge difference in my bill, yet want me to pay it or they will shut my power off. My rent is already expensive and yes this is my doing. But when I called avista they told me the average here at this house. And this winter that bill has more than doubled. I am considering getting a large group together to protest this. I am asking you what can a Washington citizen do to protect themselves from this theifery and unethical capitalizing business that is draining Spokane of its money. We can't afford to put back into our economy when our power/gas bill is half the rent money. It is impossible to catch up. Minimum wage can't even touch what is going on here. \$1400 a month after tax and my bill just for Avista is \$450.00. I am at my last straw and need help from our leaders in Washington. Please! For me and thousands of others. Please help us! Bob furgeson even sees how badly avista is treating its customers. He saw the hike and for no reason except more profits. We need ethical leadership giving our cities power. How can they get away with this! Please help.</p>

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	Jim Wade	E-mail	here we go again,,,,11% profit and they want an increase in rates for 2018...they are still crying cause you did not give them one for this year...to bad...they need to live within their means..i cant see a rate increase when you have 11% profit...use that money for repairs...the paper this morning that they are trying to upgrade on the backs of the people,,that is wrong..so please dont give them one...jim wade, mead,wa
	Rosalie Hand	Phone	Thank you for denying Avista's last rate increase. I appreciate your service. I feel that the CEO gets paid so much and does not do enough to earn that pay. Thank you for putting a stop to their last rate increase. I would appreciate your consideration to not give the company a raise in 2017.
	Karen Rambo	Mail	***SEE ATTACHED - Newspaper clipping and customer comment***

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	Paul Weber	E-mail	<p>This is in regard to the filing by Avista to increase both electric and gas rates. Please deny this request. Avista has shown little regard to containing costs by continued large increases in compensation to upper management. These increases in competition are out of line with current economic conditions in this community. Please deny this rate increase and suggest to Avista that they can obtain their goals by proper fiscal management in their own company.</p> <p>Paul Weber 2716 W Jillian Spokane WA</p> <p>***Customer filed second comment with alternative email address: paulhw61@yahoo.com***</p> <p>This is in regard to the filing by Avista to increase both electric and gas rates. Please deny this request. Avista has shown little regard to containing costs by continued large increases in compensation to upper management. These increases in competition are out of line with current economic conditions in this community. Please deny this rate increase and suggest to Avista that they can obtain their goals by proper fiscal management in their own company.</p> <p>Paul Weber 2716 W Jillian Spokane WA</p>

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	Jackie McCowen-Rose	Phone	<p>Avista is apparently filing yet another rate increase request - this one even more outrageous than the last one. People on fixed incomes, working people, almost anyone in the state, cannot afford a \$100/month bill for electricity alone!</p> <p>They tell us to conserve, and when we do, they cry they have not enough revenue. Yet the salaries of their top executives are enormous...</p> <p>They threaten with dire predictions of power failure/blackouts/etc. etc. How do they bid out repairs and such? Do they even try to save money on these? How many are truly necessary and not just "wouldn't it be nice if...."?</p> <p>We, as retired folks, earn a little too much to qualify for help with utility bills and yet not enough to easily deal with this latest huge rate increase request.</p> <p>We respectfully ask that the UTC decline this request, or at least modify it, and insist that Avista executive salaries be frozen or reduced until ratepayers have affordable utilities again.</p> <p>Thank you.</p> <p>Jackie McCowen-Rose 4805 E. Buckeye Ave. Spokane 99217</p>

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	Norman	Phone	<p>To whom it may concern .</p> <p>I think raising the price for our utility's is not right they are all ready high . I do not think we should have to pay for mother nature's wrath . Avista should have insurance for the loss of revenue .do to the wind storms we have had. There are lots of people on fixed income that this raise will hurt . I know several people who should have to give up something they need. If this raise goes through. i am very concerned for the elderly and disabled who use ebery penny they get and a raise in utilities. Will be hard on them</p> <p>Thanks you very much</p> <p>Norman</p>
	Marylin Brewer	E-mail	<p>Some of us are on limited income and everyone keeps chipping away at it. With record profits, I don't know why Avista needs my money more than I.</p> <p>Sent from Yahoo Mail on Android</p>

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	Shane Devlin	E-mail	<p>To whom it may concern</p> <p>I am extremely unhappy with the only option being Avista for utilities. I have worked so hard to provide for my family. I'm still paying college debt to WSU and was renting a duplex in Spokane valley and for 1400 square feet the power and water was "affordable". I saved and bought my first home and now am forced to use Avista due to location. Now we have 1900 sq ft and my utility bill has gone up 4 times. It is though to pay this when we are not using more energy. When a power outage happens I feel we are bottom of the stack to help get power on. And the profits show they do need need to charge more for limited use. I'm appalled that this monopoly is in my are and feel this is illegal to force me to only have one vendor to use. I wish something could be done. I'm currently looking into alternate sources of reusable energy to cut back - even considering cutting all power for a month to show this is not right and should not be tolerated. Example solar. this is not ok and the state should step in.</p> <p>Shane - pisses off consumer.</p> <p>Sent from my iPhone</p>
	Casey	E-mail	<p>Please do not approve this latest request by avista to increase our rates. Asking for a request when your company continues to report record seems beyond arrogant to me! It sends the message that they do not care that increasing our rates only adds to the struggle of maintaining a family budget. It seems as if Avista knows it has a strangle hold (see: monopoly) on this area and they can charge what ever they want. Please continue to stand up for us. Thank you.</p> <p>Casey</p>



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Filing Support	Commenter	Source	Comments
	Douglas Shafer	E-mail	<p>The requested rate increase by Avista is totally uncalled for given record profits and executive salaries. This would be nothing more than a fleecing of the public. Do the right thing and deny this request.</p> <p>Douglas Shafer 20301 E Happy Trails Ln Otis Orchards, WA</p>
	Robin Larsen	Phone	<p>Avista in Spokane, Wa. asks for a utility increase almost every year and when they are denied the increase then they change the cost of the kil. per unit which gives them the rate hike they were denied. Now they are once again asking for a rate increase over the next 3yrs. This is outrageous. We in Spokane do not have a choice of whom we get our electricity from, Avista holds a monopoly on our gas and ele. and we the consumers Do Not have a choice, this is unethical and should be illegal. Do Not allow our rates to continuously increase we can Not afford this financially, our rates are already too high.</p> <p>THANK YOU</p>

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	Gary Misbach	E-mail	<p>To whom it may concern, With all the fraud and unauthorized expenditures for employee benefits that have been in the news lately , increases should only be allowed after proper accounting, wind power should lower costs not increase costs, all sources of energy production such as hydro and geo thermal and wind power should have budgeted maintenance and replacement cost built in to regular expenses. Please do not approve any increase of rates with out necessary accounting. No increase should be for middle or upper management at all. Thank you for reading my plea. Gary Misbach</p>

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	Jim Wavada	E-mail	<p>***This email was sent to askavista@avistautilities.com with UTC public involvement CCd***</p> <p>Dear Avista Utility Managers,</p> <p>Your message to me via email about your WUTC rate increase proposal makes it sound like these rate increases are miniscule. But when scaled up to actual usage for a 3,200 square foot home, they are more like \$20-30 a month. We are senior citizens on a fixed income. This is not an insignificant increase in cost when combined with inflation in medical costs, groceries and other costs of living.</p> <p>That's why I would like to see executive compensation and lobbying funds cut back before you start jacking up my monthly bill and I have to decide what to forego in my daily life.</p> <p>I appreciate that we in the Northwest have some of the best utility rates in the country, but I also know that your company enjoys a very lucrative market monopoly and a unique mix of sunken investment generation capacity that many would-be competitors in other parts of the country and the Pacific Northwest lack. While your power generating resource needs to be maintained, it still gives you a distinct advantage in terms of a low cost portfolio. I don't think you need this proposed increase right now, not really.</p> <p>Jim Wavada 318 W. 32nd Ave. Spokane, WA. 99203</p>
	Deanna Mallet	Web	<p>Yet again, Avista Corp is requesting rate hikes. More info here: <a href="https://avistautilities.com/services/energypricing/wa/Pages/default.aspx">https://avistautilities.com/services/energypricing/wa/Pages/default.aspx</a>. I'm saddened by this act. There are many reasons why I believe they shouldn't be raising their rates again.</p>

Why is it that they seem to be managing their funds poorly? Every couple of months I receive a letter from Avista telling me that I'm using too much energy. This letter shows a bar graph of my energy usage as compared to my neighbor's energy usage. What a waste of money. Do they think I want' to waste money? Do they think I'm ignorant? No! I'm not ignorant! I'm a stay at home mom who cooks all our meals, cans, has a hot tub, & is extremely conscious of money! I can't even imagine how much money they spend on these mailers. The only reason I think they're sending them is because if a residential customer uses less energy, then they can resell that at a higher price thereby making money.

In addition, why isn't Avista taking advantage of our rising stock market? Are they? If they have then they wouldn't be needed more funds?

Every where we look nowadays, we see companies tightening their belts, like my husband's work. Health insurance premiums are up over 40%, 401K match is gone, prices for consumer goods is up, etc. Where is Avista showing they are tightening their belts? Are their employee benefits in line with those of comparable companies in our area? I think not. In fact, my sister works for Avista and she's communicated with me how disgusted she is regularly as she sees such waste. Although I won't share that specifically because I don't want her to lose her job.

Furthermore, what about the "Smart Meters" they're going to be requiring us to have installed on our homes? How has this proactively been communicated? I believe in this time, because the rates are so high and it is causing those I know in my neighborhood & in my county a financial hardship, would they be spending so much money foolishly? To put it in perspective, I own a 1997 Buick Regal. This car is old but it's still running well and doesn't need much for repair. Buying a new car may make sense to some who spend foolishly, but for me it works well and I need to be thinking more of who I serve...my twin 17 year olds that will need the funds for college. Likewise, Avista needs to be thinking of those they serve and how they spend affects them. I don't believe they are doing that.

Also, I wonder how many grant dollars Avista has and is receiving? I have a neighbor who also works for Avista and has shared how he is angry about the waste caused from this.

In closing, I'd like someone to take a good look at their books. Someone who is qualified to read

			<p>through them with an eye toward what is a "want" and what is a "need". Weren't we all taught that in simple economics? I think Avista needs an eye-opener in this regard. I don't believe they live in the real world in a family of four household with a stay-at home mom, or an elderly woman two houses down who chooses to forgo her medicine so she can pay for her heat &amp; lights, or a woman across the street who's husband is recently disabled who can't afford groceries because she needs to pay for her lights for her daughter to do her homework late into the night instead of eating because she needs to do well in school. Avista makes me sick! In fact, for our December bill, it was \$284.36 and we were gone for 2 weeks. January was \$233.97. April was \$185.31. We don't have any competition in our area, and I believe that's why our rates are out of control. Our only hope is that you take mercy and see that these rates are getting out of control. Our pay isn't going up, but Avista keeps asking for us to pay more! When will it stop! Please help.</p> <p>Respectfully Praying for your help in this matter, Deanna Mallet</p>
	Emily Gisselberg	Web	<p>Avista is proposing another rate increase, that could elevate residential utility rates by \$8 or more per month. An extra \$8 to utilities is simply not affordable for single-income homes like mine. \$8 can buy us enough chicken breasts for 3 dinners, enough milk for two weeks, or yogurt and eggs for an additional week. Avista's CEO makes an exorbitant amount of money, while single-income homes, like mine, are struggling. Please reconsider this rate increase.</p>
	Larsen	Web	<p>Avista is Spokane, Washington's only form of gas and ele. Their profits have hit high in the past few years, yet they are asking for a rate increase. The consumers in Spokane do not have a choice but to pay higher rates when Avista increases our gas and ele., this is completely unfair to the consumer. Avista needs to budget their funds instead of raising rates!</p>
	Linda	Phone	<p>Customer states that the Avista rate proposal is unfair. Customer argues that with the recent posing of record profits by Avista that customers need a break.</p> <p>***Customer left voicemail - AR***</p>
	Leonard Wood	Mail	<p>***SEE ATTACHED LETTER FOR COMMENT***</p>

Filing Support	Commenter	Source	Comments
	Mike Carver	E-mail	<p>Commission Panel, I would request this panel reject this latest proposal of a rate increase, and the proposed increase for 2019.</p> <p>The approach that Avista needs money to maintain lines and equipment no longer is acceptable. It is not secret this is a on going fixed amount. I have to maintain my home. I budget years in advance. They must also. Severe wether event's etc are not new--set aside monies in such accounts to be reserved in advance!</p> <p>In my billing notice the average number of pages of paper is five! Full color process printing and heavy card stock( former press operator myself) is not needed. Information is mundane and does nothing to save AVista or myself money. It adds to my cost!</p> <p>Buying and Giving away cars at events is forcing me to subsidize their advertising. I should not , and do not wish to subsidize these, free in home plug in rechargers for electric cars and changing stations statewide. When consumers purchase "electric " cars it is part of "owner " costs, I choose not to buy one and I do not want to support those consumers. Ironic. One electric car has the foot print of 100 cars on the street. Battery disposal in land fills.</p> <p>And in conclusion: compensation of CEO's and other high end board members. Obscene! If I ran a business with no accountability to stockholders and not one bit of foresight as to rainy day funds, total waste of advertising programs to "promote" themselves and hundreds of give away programs I would be fired in do time. Lastly- share holders "do not have a guarantee " as to profit on shares.</p> <p>I have had my share of loss on stocks, it is called adjustment. If stocks are not performing as expected, stop rewarding poor management and or remove them-not reward them</p> <p>Mike Carver POB 604 Medical, Lake Wa. 99022</p>

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Filing Support	Commenter	Source	Comments
	Michael L. Shevham	Mail	***SEE ATTACHED LETTER***
	Cheryl Johnson	Mail	***SEE ATTACHMENTS CUSTOMER LETTER***
	Terry Weitz	E-mail	We received a notice from avista that they are applying for another rate increase not only for natural gas but also for electritical and also for a general rate increase of 9.2%. When is this going to stop? We are both disabled and can not pay our bills now and buy food. Avista asks for increases every year because they desperatly need more money and yet they give millions in bonuses every year to their employees. We cant buy food but their CO. and CEO. and others are making millions and WUTC kepps o.k.ing their rate increases. Please say no to these increases. We are not the only ones who can not keep up with the raising cost of living. What do we do? Buy food and not pay our heating bill. Then they shut off the power!!! But Avista is still making millions!!!.
	Carole Gauche	E-mail	Just want to voice my opinion about another rate increase request from Avista filed on May 26, effective Sept. 1. Rates for power are at there lowest in quite some time. Why does Avista seem to always be filing for increases when rates are so low. I find it totally wrong that a company is ensuring a bonus for all their executives at the expense of us working class citizens.  I am not in favor of any increase at this time and hope the board votes down such requests.  Carole Gauche-Spokane Valley, WA
	Steffanie Shaw	Mail	*SEE ATTACHED LETTER FOR COMMENT***
	Sydney L. Shaw	Mail	***SEE ATTACHED LETTER FOR CUSTOMER COMMENT***
	Mack H. Cain	Mail	***SEE ATTACHED LETTER FOR CUSTOMER COMMENT*** **** Attended and spoke at Spokane Public Comment Hearing***

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	Robert Heritage	Phone	<p>PHONE/RS</p> <p>On the rates and they are charging us \$18 for basic service. I have three meter and at \$18 per month is a lot. They are paying the CEO way too much money a year at over \$6 million a year. I am 81 and do not get that much of an increase on my social security. The company is already charging us too much.</p>
	Davis A Weisel	Mail	***SEE ATTACHED LETTER FOR CUSTOMER COMMENT***
	Eric Davis	E-mail	<p>Short-term fluctuations in energy supply costs or energy output prices should be borne by the Avista's shareowners, not by the Company's customers. Plenty of hedging instruments are available to management to cover fluctuations and shareowners ultimately have control over management—customers don't. Nor is it appropriate for short-term fluctuations to be included in the rate base where a the allowable rate of return is applied to those fluctuations. Avista's request for these inclusions should be denied.</p> <p>In any event, given the pending acquisition of Avista (AVA) by Hydro One (HO), consideration of a ROR on Avista's capital should be moot. Hydro One has the apparent ability to downstream capital to Avista in any amount needed, especially after being willing to pay 2 times book value for AVA's common stock while assuming a reported \$1.9B in debt. That implies that a ROE of only about 4% was acceptable to the buyer. Also, the current rate of interest on long-term debt with AVA's Baa1 rating is no more than 4%. Last December, AVA sold \$175M of 35 year 1st mortgage bonds at a rate of 3.54%.</p>



Regarding the UTC’s analysis of the pending acquisition, I would urge the Commission to consider Avista’s ability to pay Hydro One’s cost of the acquisition. Hydro One pays 70-80% of it’s earnings out in dividends and is funding the equity portion of the Avista acquisition with a combination of \$1.4B in convertible debentures and \$2.0B in other debt (presumably long-term). It’s ability to raise funding is dependent on its 49.9% ownership by the Province of Ontario (Moody’s Aa2 bond rating). However, unless HO is willing to cover its cost of acquiring Avista, a substantial increase in rates to Avista’s customers appears to be needed per the following simplistic, “normalized” estimate:

of ‘15 & ‘16) (2016 only)	Avista’s internal sources of funds:	Net cash from ops	\$382.9M (ave.
		Dividends	87.2
			----- \$470.1
of ‘15 & ‘16)	Avista’s internal uses of funds:	Capex	400.7 (ave.
			-----
	Avista’s net internal sources:		\$ 69.4
(interest only at 4.0%)	Less Acquisition Cost to HO:	\$1.4B CvD	\$ 56.0
year ofs annual payment at 4%)		\$2.0B LTD	107.2 (35
			----- \$163.2

			<p style="text-align: right;">Avista's Funding Shortfall: \$ 93.8M</p> <p>(internal net funding sources less acquisition costs) HO</p> <p>This appears to present a significant problem for Avista's customers over time. Press releases by both Companies emphasized that no rate increase were required due to the acquisition. That may be true momentarily but not longer term.</p> <p>Eric Davis Loon Lake, Wa.</p>
	Dennis and Jessica Briscoe	E-mail	As a customer, I do not support Avista's proposals for any additional rate increases. Thank you.
	Dean Curtis	E-mail	Protest to Avista rate increase. I apposed any new rate increase being grated Avista in Wa State . DEAN A CURTIS , 1489 College Ln . Kettle Falls , WA 99141

Filing Support	Commenter	Source	Comments
	David Weisel	Mail	<p>See attached letter from consumer.</p> <p>Washington Utilities and Transportation Commission 1300 s. Evergreen Park Drive S.W. PO Box 47250 Olympia, WA 98504-7250</p> <p>Subject: Rate increases for Avista Utilities To the Commission Staff:</p> <p>It is quite evident that Avista has figured that they will keep presenting Power Cost Rate Adjustments and Increases to see how many will stick.. The latest adjustment of \$2.58 of 3.1% that they want to become effective September 1,2017 is an unsubstantiated request as the raw material of natural gas has not increased to that level. Then they propose a trial balloon of a General Rate Increase of \$8.05 of a 9.2% increase. Not one of any commodities are getting a 9.2% increase.</p> <p>While I understand that you must provide shareholder value, it should not be on the backs of the consumers especially if they are not costs justified. Just floating increases to get more bonuses or margins does not make sense.</p> <p>Today I notice that Avista is joining a Canadian Company Hydro One. While this may be okay on some level, this also may lend itself to question what is this company about. Is it customer service, is it about continual rate increases, is it about higher bonuses?</p> <p>As the raw material to generate electricity is hydro, and natural gas, and some cases coal, a 9.2% statistically cannot be justified.</p> <p>if d. -W David A. Weisel 2150 Quailwood Drive Clarkston, WA 99403 Phone 509-758-3591 Cel 509-780-1168</p>

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	Aging & Long Term Care of Eastern Washington	E-mail	<p>***SEE ATTACHED LETTER FOR COMMENT***</p> <p>Hello,</p> <p>I am writing on behalf of the Aging &amp; Long Term Care of Eastern Washington Planning and Management Council to submit the attached PDF to comment on docket number(s) (UE-170485 and UG-170486). Please find the attached.</p> <p>Sincerely,            Khristina Scheideler            Executive Assistant            Aging &amp; Long Term Care of Eastern Washington            1222 N. Post St.   Spokane, WA 99201            TEL 509-458-2509 EXT 215   FAX 509-458-2003            Khristina.Scheideler@dshs.wa.gov   www.altcew.org</p>
	Celina Thomas	Mail	***SEE ATTACHED LETTER FOR COMMENT***
	George Goss	Web	<p>I object to the amount of the proposed increase of electric and gas rates for the Spokane region. Although I understand the reason for the upgrades to the dams and infrastructure may be needed to keep operating, I don't think the rates should exceed the costs of inflation. I am on a fixed income and am subject to pressures by pension and social security systems to keep those increases down. Yet, I see constant upward pressure on prices for food and clothing (or a commensurate decrease in product size), while the inflation rate is supposedly low. Please keep the utilities in check. Encourage them to make cost cuts and keep salaries low, so that they can continue to give us good service at a reasonable rate.</p>

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	Pat Halland	E-mail	<p>I am begging you to deny any and all rate increases to Avista for natural gas and electric...</p> <p>We consumers can not afford these increases... many are on fixed incomes and hardly getting by.. having to decide do they eat, pay rent, buy meds or pay Avista... in a USA such as we have, this is shameful...</p> <p>I also would like to see the UTC change the charges for reading the meters ... I have 3 meters... so you can see, I pay quite a sum for those...no need for that at all....</p> <p>Also,I would like to see our rates go totally to a flat rate, no matter the amount one uses..</p> <p>I would very much like to the UTC to deny the sale of Avista to the Canadian company. from what I have read, they continually raise rate too... I feel we live in the USA and that is where the company that gives us our power should be too..</p> <p>I also feel other electric companies should be allowed to sell us our electricity and natural gas.. Monopolies are not a consumers friend...</p> <p>Pat Halland Colville, WA</p>

Robin Wong

E-mail

To Those Who Will Listen,

My family and I live in the Spokane, Washington area and Avista is the company that supplies our power. We want to comment on the recent request from Avista to increase electricity 17.5 percent and gas 18.2 percent over the next 3 years. This is so... wrong. Avista spent years and most likely a considerable amount of money on educating the populace regarding energy conservation, better appliances, LED lights, turning our thermostats down, and insulating our homes.

Now that we as a populace are using our power and resources more wisely Avista wants to increase the rates to make up for the less resources that they are selling. My question WHY? Avista explains that it needs the money to cover on going capital spending. My question is than what is happening to the profits that has made Avista so profitable? The only winners in this increase are the share holders of the company not the public. From our perspective the money for investment must come from the profits from the previous years business receipts. Modest increases are absolutely acceptable to help cover unforeseen local weather events that cause damage to the infrastructure but what gets me is that when they get that modest increase do we as a populace get a rate reduction once those expenses are done and paid for? "No," Avista comes back to us looking for more rate increases to add to the earlier requests.

The cost of the resources that Avista uses to generate the power used by the communities it supplies has not seen a 17.5 or 18.2 percent increase. These "on going capital spending" projects are not just thrown at Avista they have spent years planning them and that would include how they were going to cover the expenses of these projects. This request is totally unacceptable. In all well run businesses the investments back into the business are covered mainly from the profits accrued in the course of doing business. But Avista wants the public to pick up a bigger share of this expense and I again ask why? As Avista describes the reasons for this request as "on going capital spending" than these should have been budgeted for and we as a public should not be "forced" to pay for them. We as a family budget and plan to save the money we need for large expenditures and we pay them either out of the profits (savings) we have accrued or we go to the bank and talk with them. But either way we don't ask our neighbor to pay for them even if that neighbor benefits from the expenditure. Why is Avista being allowed to say "we have these projects to improve our business to make us more profitable and we want you to cover some or most of the expenses." Who benefits the most from this request the shareholders or the communities? I can tell you from the perspective of a member of this community, it isn't us!

			The Wong Family Sent from Mail for Windows 10
	Laurie Fleming	E-mail	To Whom It May Concern:  I am writing in opposition to the outrageous electric 12.5% rate increase request for Spokane customers. Rate increases need to be more comparable to wage increases for those who are not making a living wage, which has been little to nothing.  Sincerely,  Laurie Fleming 2724 E. 44th Avenue Spokane, WA 99223 509-869-7437
	Tommy Walen	Mail	***See attached post card for comment***
	Linda Morris	Mail	***See attached letter for comment***
	Mary Matheidas	Mail	***See attached letter for comment***
	Margaret Herzog	In person	Spoke at Public Comment Hearing in Spokane
	Jace Bylenga	In person	Spoke at Public Comment Hearing in Spokane 11-7-2017
	David Camp	In person	Spoke at Public Comment Hearing in Spokane 11-7-2017
	Brian Henning	In person	Spoke at Public Comment Hearing in Spokane 11-7-2017
	Stephen Chanter	In person	Provided Comment at Public Comment Hearing in Spokane 11-7-2017
	Yolanda M. Lovato	In person	Provided Comment at Public Comment Hearing in Spokane 11-7-2017
	Kathy LeTellier	In person	Provided Comment at Public Comment Hearing in Spokane 11-7-2017
	Bob Heritage	In person	Provided Comment at Public Comment Hearing in Spokane 11-7-2017

**Total Comments:** 191**In Favor:** 0**Opposed:** 181**Undecided:** 10

Filing Support	Commenter	Source	Comments
	Julie Honekamp	In person	Provided Comment at Public Comment Hearing in Spokane 11-7-2017
	Brad Sauer	In person	Provided Comment at Public Comment Hearing in Spokane 11-7-2017
	Doug Howell	In person	Provided Comment at Public Comment Hearing in Spokane 11-7-2017
	Bill Gillis	In person	Provided Comment at Public Comment Hearing in Spokane 11-7-2017
	Elizabeth Williams	In person	Provided Comment at Public Comment Hearing in Spokane 11-7-2017
	Dave Richardson	In person	Attended Public Comment Hearing in Spokane 11-7-2017
	Antone Velone	In person	Provided Comment at Public Comment Hearing in Spokane 11-7-2017
	Rebecca MacMullan	In person	Provided Comment at Public Comment Hearing in Spokane 11-7-2017
	Jean Kindem	In person	Provided Comment at Public Comment Hearing in Spokane 11-7-2017
	Pauline Druffel	In person	Attended Public Comment Hearing in Spokane 11-7-2017
	Bonnie Roberts	In person	Attended Public Comment Hearing in Spokane 11-7-2017
	Thomas Wagoner	E-mail	<p>Hello.</p> <p>Once again we have been served notice by Avista of proposed Gas and Electric rate increases over a 3 year period starting in 2018.</p> <p>It seems we have to bear and deal with Avista who seems to constantly seek re-occurring rate increases every year! When will it stabilize or level out? This is totally wrong to request year after year new rate increases in spite of many if not most users trying to conserve by using more efficient ways to save energy. It seems that if the average consumer lowers their usage it translates to less revenue for Avista which then seems to trigger a rate increase to appease the stock holders to make up the difference.</p>



Please I adjure you do not allow these rate increases to take place. Every other year to 18 months would be maybe reasonable but how are the Senior citizens or the financially handicapped able to deal with these constant increases??

I'm sure that the rate requests are padded so that even if you deny the original rate increase they'll still get what they need anyway.

Avista needs to layout a comprehensive detailed itemized accounting that can be cross confirmed showing why these increases are warranted. Then if validated then they should be phased in over a period of 5 years or more especially if they are large amounts for certain projects. At minimum the rates increases should be tied to a form of cost of living so that consumers can pay for it and I'm sure that there is an imbalance between the increases and the increases and wage raises for cost of living depending on the family sizes.

There is just too much stockholder pressure to earn certain amount of return and it costing us consumers dearly!!!

I venture to say that at some point if this doesn't stop there will be a civil or legal action against all parties to investigate this and that could result to a refund by way of an audit that proves the increases were too high and the money was not spent as indicated.

Someone needs to look into what we are not seeing in the Avista proposals to ensure there are no hidden, inflated or skewed costs that are not evident in their spending amounts Avista says it will cost.

Please - enough is enough!!!!

Sincerely,

Thomas Wagoner

**Total Comments:** 191**In Favor:** 0**Opposed:** 181**Undecided:** 10

Filing Support	Commenter	Source	Comments
	Jay Birge	E-mail	<p>Avista's Cost Comparison Advertising???</p> <p>Avista spends THEIR money advertising OUR electric service cost as "33% lower than the national average" – duh!; so what?</p> <p>Here's what! A more local comparison puts our residential cost nearly 300% HIGHER than Wenatchee's (9.3 v/s 3.2 cents/kwh, respectively). But, so much for the ridiculous comparisons.</p> <p>Let's do this more reasonable comparison: my own Avista cost "consumption rate" is over 200% HIGHER than it was in 1999 (9.3 v/s 4.5 cents/kwh respectively).</p> <p>Yup! Right here!!! And that 200% rate increase is all Avista experience.</p> <p>Yup! Executive comp., bonus', future liabilities covered (pensions?), and all the justified "costs"; finally attractive enough to be bought out. Well, just considering some of the possibilities for a public entity.....regulated, however, as it is.</p> <p>Jay Birge Odessa, WA 99159</p>

**Total Comments:** 191  
**In Favor:** 0  
**Opposed:** 181  
**Undecided:** 10

Filing Support	Commenter	Source	Comments
	Thomas Manfred	E-mail	<p>To the Washington State Utilities Commission,                      About the Avista raise increase.I would like to address the proposed rate increase of there basic charge for there meters.I will tell you a true story that happened this summer.In July of 2017 I installed solar panels(24).part of the cost was to pay Avista \$100 for meters.When Avista came out to install the new meters(they replaced the old ones)The worker said that my meter had been in place since 1974 and was still working properly.I asked him why it needed replaced.He said because I paid for it and all so the new meter could be read without someone coming in our back yard.So let me get this straight.For years Avista has been charging me a basic fee for this meter That has been in service since 1974.???????????????????? for the first time since I've had natural gas Avista came out last year and inspected my gas meter.It took this young lady all of 4 minutes to say it was working properly.I think you should look in to this practice of charging monthly for meters.Also whats Avista going to do with the tax windfall that they will receive this year?The state of Montana has already said they are looking into it.Indications are they will return it to the rate payers.As you can see I'm against any rate increases.I would hope you can see through there smoke and mirrors and denie any rate increase and make sure any tax windfall goes to the rate payers.</p> <p>Thanks for your time                      Sincerely Thomas Manfred                      23417 East Valleyway Liberty Lake Wa.                      509-255-9210</p>

**Total Comments:** 191**In Favor:** 0**Opposed:** 181**Undecided:** 10

Filing Support	Commenter	Source	Comments
	Sharyl McBride	E-mail	<p>Avista has made another request to increase rates over the next 3 years. The first year is approx. a 12% increase and 3% the subsequent years. This request follows another request for increase to help support customer's who cannot afford their utilities. This also follows two more requests for increase prior to the purchase of Avista to a Canadian owned firm that were denied. There was a profit of \$13 million reported for 2017. These continuous requests for increases are not warranted based on inflation or with the profits already being realized by the company.</p> <p>As a retired person, my income has increased by 0%, with no increase to be realized in the near future. My medical insurance increased by 375% for 2018 and these utility increases will further reduce and make the cost of utilities harder to pay for a majority of the public. This request is to deny the proposed increases or at least to sustain the affordability to the public.</p> <p>Sincerely, Sharyl McBride</p>
	Jon Powell	E-mail	***Customer comment exceeded the character limit, please see attached Word document***

**Total Comments:** 191**In Favor:** 0**Opposed:** 181**Undecided:** 10

Filing Support	Commenter	Source	Comments
	Becky Moat	Web	<p>I am In favor of a small increase but certain not the amount Avista is requesting. Why are we the customers expected to fund their projects, they are not government. If the government needs to make improvements to the roads they raise our taxes. If Avista needs to make upgrades they need to tighten their belts in their house to pay for their projects. The rate increases that they expect their customers to pay goes far beyond inflation and is neither fair or necessary. It is well know within the communities that they serve that if you can get a job at Avista you will not only be paid very handsomely but you can retire early why is this? Because most of them are overpaid and overcompensated and that money comes from us. Avista continues to take advantage of a necessity that everyone in the community needs and depends on to function.</p> <p>I am just thankful that there is a system in place to keep them from Price gouging their customers. Which include not only senior citizens on fixed incomes but many other vulnerable sectors of our community.</p> <p>For far too long the citizens in communities that these large corporations serve have been responsible to fill their coffers. If they need to improve or replace equipment, let them figure it out. These upgrades are not emergency situations, by this I mean they can see these projects coming down the road and they need to prepare for them financially as a company. Maybe senior staff could take a pay cut or not receive their hefty bonuses for a year to help pay for it. Instead they expect us to pay for it? Avista then goes about doing small projects throughout the community that they serve to give them a good image within the community that they are here to help us. This is much like the tobacco company supporting people quitting tobacco.</p> <p>Once again I would like to thank you for being a neutral board who helps the communities that Avista serves, it certainly is not Avista who is looking out for the communities that they serve.</p>

**Total Comments:** 191**In Favor:** 0**Opposed:** 181**Undecided:** 10

Filing Support	Commenter	Source	Comments
	Skylor Mitchell	Web	<p>Why would a company that had over \$14 million in net profit need to increase their rates "to meet operating need"? I don't care what the "state commission" sets as a reasonable level of return, anything over their "break even point" should be considered as a "reasonable level of return".</p> <p>I'm not even sure why I am sending this in because even if the rate increase is denied, Avista will still increase it anyway. They did it the last time their request was denied, though they didn't increase it by as much as they were asking.</p>
	Shaylin Patt	Web	<p>After a company boasts record profits, and a CEO making millions, I don't think it's fair for them to say that they need to keep making more and more each year. Customers don't have much of a choice but to use the power company used where they live. I know I don't at least, and I don't want to be punished because they think that their record profit needs to be beat. I am aware the proposal will only raise the cost a few dollars a month for each person, but why do they need it? I don't think they should be able to up their pricing unless they can't afford to generate power, and before asking for a rate increase, maybe drop the CEO pay.</p>
	Meagen Knapp	Web	<p>Not only is it morally wrong to raise our monthly bills, but I believe it to be unfair in so many ways! If the CEO is making millions of dollars a month, maybe he should get a pay cut! Also, if they are receiving a huge increase from 2015-2016, there shouldn't be a need to increase our monthly rate! We all pay enough as it is. I believe if this increase happens many people will be angry, including me. I also feel like people will be put in a position where they can't pay their bill, which many already have had to do! Finally, why is it okay, for someone else who isn't paying the bill to decide how much we pay?</p>
	John Nord	Web	<p>Please do NOT approve Acosta's rate request. Come on. An \$18 dollar per month rate hike????? Maybe they need to stop paying the monstrous salaries to management!!! This would put the average bill layer at \$155 per month. Yikes! Please say no.</p>
	Ryan Remington	Web	<p>Our monthly rates are already incredibly high. We rarely have a bill under \$100, if ever, and sometimes incur bills as high as \$400-500 per month!</p>

Filing Support	Commenter	Source	Comments
	Matthew Walton	Web	<p>Hello,</p> <p>Please note this as my strong opposition to the proposed Avista Utilities requests for 1) Power Cost Rate Adjustment 2) General Rate Increase filed before the Commission on 5/26/2017. Avista has habitually and aggressively requested rate increases year after year, asking their customers to foot the cost of infrastructure and claiming higher energy costs all the while giving significant bonuses to their leadership team and turning significant profits as well as stock dividends. Customers do not have a choice when it comes to our energy provider and Avista, a publically traded company, knows this and seeks to take advantage of this monopoly to continue to profit rather than just serve their customers.</p> <p>I would strongly prefer a public utility district with a leadership answerable to voters and a company answerable for each and every dollar spent - Avista does not offer this transparency to their customers nor do we have a say in Avista leadership unless we choose to buy stock in the company.</p> <p>Avista is a generally despised company here in the Inland Northwest and the running joke is that they are more despised than the IRS, Government and politicians. This is due in no small part to their insensitivity to their customers and their rate increases. The cost of living does not adjust proportionately to the annual Avista rate increases and this inflation in energy cost far outstrips the average citizen's annual pay increase. The hurts our most vulnerable but also impacts the average family and forces those on budgets to cut in ways that really hurt.</p> <p>Please wholly reject the Avista Utilities requests for a general rate increase as well as the power cost rate adjustment.</p> <p>Sincerely,</p> <p>Matthew Walton 18706 E 9th Ct Spokane Valley, WA 99016</p>

**Total Comments:** 191**In Favor:** 0**Opposed:** 181**Undecided:** 10

Filing Support	Commenter	Source	Comments
	Jordan Evans	Web	<p>PHONE/RS</p> <p>I think the rate increases are unjustified. They ask for and get them every year from you guys. They say they need to do these maintenance improvements and there are no improvements. They are not fixing anything and nothing is being done. They should work within their budget just like everyone else in Washington state. There is a monopoly and I have no choice who my company is and we are stuck. If I live somewhere else, I have a choice. I thought monopolies were against the law, but I guess not because you guys approved their location and it's not right. If they can't do their job with their budget now, then they shouldn't get a rate increase again. Do not approve another rate increase.</p>
	Kip	Web	<p>Avista is asking for another rate increase after a very profitable year. They have been asking for rate increases every year for the last 10 to 15 years. I think it is about time you tell them to stop increasing. I have not seen the individual yearly income increasing every year. Maybe you should tell them to use their profits to do their repairs. I understand that they need to be profitable but they ARE a Government Approved Monopoly. The definition of a Monopoly is "The lack of ability to switch to the company of your choice and forced to do business with a certain business".</p> <p>I ask that you refuse Avista request and tell them to streamline their company to be more profitable that way. They need to learn to live on the income they currently make ( Like We Do) and quit trying to get our rates as high as the rest of the country. It does not cost more each year to run FREE WATER through a Dam you Already Own.</p> <p>Thank You for allowing me to Rant Kip</p>
	Stacey Carlton	Web	<p>They posted record profits last year, so I feel that they are earning enough to cover the cost of producing energy.</p>
	Stephanie Thrasher	Web	



**Total Comments:** 191**In Favor:** 0**Opposed:** 181**Undecided:** 10

Filing Support	Commenter	Source	Comments
	Joseph P Portier	Web	<p>Not in favor Example:            Avista had been granted a rate increased because of the peak on gas prices, now that gas price lowered and stabilized we did not see a rate decrease. Avista does not propose any rate decrease when they enjoy a cost reduction in there operation.            Does anyone ever research and consider Avista's past proposed Rate increases?</p>
	Donna Gadau	Web	<p>PLEASE DO NOT ALLOW THE RATE INCREASE!!</p> <p>***Customer filed second public comment***            PLEASE DO NOT ALLOW THE RATE INCREASE!! They continually ask for rate increases no matter how much profit they make. My income is low and does not increase.</p>

**Total Comments:** 191**In Favor:** 0**Opposed:** 181**Undecided:** 10

Filing Support	Commenter	Source	Comments
	William Frenger	Web	My comments are based upon the information provided as background by the UTC. I understand the need for increases in general but lack the detailed knowledge and accounting skills necessary for a specific discussion so I have more questions than comments. From what I am seeing, the total increase over the three year period varies by a factor of about 2.6 between Avista and the UTC; why is there such a difference? Without knowing specifics I cannot justify the Avista increase when the difference is so great. This difference needs to be explained in a clear, concise, and simple manner (perhaps two simple pie chart graphs). The \$61.4m increase requested for Electricity in year one is an anomaly that stands out and needs special attention. How does this increase compare with an increase in the cost of living in general? I am especially interested in how stock holder return and high profile Executive compensation effect this increase. Regarding the Environment, any increase must also be justified, at least in equal part, by environmental and Green sustainability concerns. How are these responsibilities addressed in this increase and to what degree? In the future I will be looking for increased investment in sustainable and environmentally responsible energy that will be of obvious benefit to our quality of life and also result in stabilized and even reduced rates. A verifiable commitment to the transition away from fossil fuel and traditional energy technology must also be demonstrated in any rate increase request, especially those that exceed the general cost of living index.
	Eric Townsend	Web	With record profits and massive executive salaries, Avista has no business asking for more money. Gas & electric are basic staples of life and their cost to the public should be kept to a minimum.
	Dwite Ramsey	Web	Phone (SC) I am a senior citizen on fixed income and the rate increase proposal would hurt me financially.

**Total Comments:** 191**In Favor:** 0**Opposed:** 181**Undecided:** 10

Filing Support	Commenter	Source	Comments
	Karen Mobley	Web	<p>I believe that Avista Utilities should not receive rate increases at this time. The company is producing a profit and is paying their executives and share holders substantially. I believe that the rate payers should receive the service they need within the current rate structure. From what I understand, it appears that the company should be able to meet the improvements in infrastructure without the rate increase. This is a complex issue and I trust that you will be thoughtful in assessing the need vs the community members ability to pay.</p> <p>Thank you for your consideration.</p>

Filing Support	Commenter	Source	Comments
	Lauren	Web	<p>I would like to submit my thoughts on Avista's proposal to increase rates. As a consumer who has no other option other than Avista for my utilities, I am highly against this rate increase. Three years ago I moved into my home which is a bit out dated, but old country homes are. I have been trying to update it and improve its energy saving as instructed so that I can save money (lower bills). So far I received help from a local program that fixed two of my windows and added some insulation. This did nothing according to my bills to help me conserve energy. I am a three person household, all adults and we are very aware of lights being on and try to minimize our usage to lower our monthly bill. Sadly I was unable to maintain my utility bill which would get up to \$600 or more certain months and trust me I was not warm in the winter or cooled in the summer. I am not on "comfort level billing" which still has me paying \$252 a month and each month I get to see how far behind I am and what I truly owe Avista. I was recently informed that they will be increasing this again because it is not enough to balance out. Well that's because we live in a four season area and the winters are freezing and the summers are hot. There is no time for a balance where we use less utilities. I am not the only one who finds the amount we pay for utilities to be outrageous, especially since their cost of production is decreasing and their profit most certainly increasing. Yes, our minimum wage will increase to \$15/hr but that doesn't mean all wages will increase with that. I know this because I as a college graduate with two BA am still struggling while working my 9-5 as a paralegal and bartending full time as well just to pay my bills. I do not live a lavish life style. I have student loans, a mortgage and a truck payment. Sadly regular life bills amount to almost \$3,000. I am currently paid \$16/hr as a Paralegal (surprisingly this is good) and my paychecks are about \$800/80hrs. So as you can see my one job doesn't come close to supporting just regular life. Why when Avista is finding ways to maximize profit and minimize expense do they need to continually increase their rates. They try every year and for what reason? An even larger profit so the consumer can continue to barely make ends meet. I asked before if there was a way to propose a decrease in their rates and i will ask again if their ever is a way to inform me and I will prepare a much more eloquent argument to present. Until then I ask that this be read at the hearing. I ask that you deny Avista's proposal to increase their rates. I ask that you deny a company who has continually increased their profits each year without a rates increase to deny them again. I ask that you find a \$14 million dollars profit INCREASE for 2016 be sufficient enough. I ask that if you cannot lower these absurd rates for a product that is a necessity, that you at the very least do not increase them. I hope that you deny Avista's proposal to increase their rates and I thank you for your time especially the person who has to read my droning on.</p>

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Filing Support	Commenter	Source	Comments
	Denece Caton	Web	Certainly companies are entitled to a net profit. However, \$14 Million NET profit in 2016 is beyond comprehension. Many, many people in this economy will be struggling to come up with that measly averaged \$8 more per month. Social Security is fixed income. Working single moms stretching their hard earned paycheck already. Under employed, over 50, hiking rents, and still Avista needs more? When will enough Net profit EVER be enough? Tell us to wear another layer of sweaters in the winter? Turn the heat down to 60 in the winter? Don't use AC in the summer? That seems to be their answers when you call about rate hikes. I implore you, do not allow this rate hike to be approved, Avista profits are obscene. Regular Joe makes \$15 an hour, Avista CEO makes 4.5 Million? Greed. Pure Greed.
	Miranda Remington	Web	
	Cindy Jeannotte	Web	Another rate increase should not accepted by the WA UTC at a time when they are making a profit but annual wage earnings are flat for the rate payers. We can not afford to continue to pay out more when we don't take home any more.
	Amanda Blankenship	Web	<p>No to the rate increase. Their excellent profit and high pay to executives is evidence they are not struggling.</p> <p>The public are the one struggling to pay bills. If the public is responsible for paying for increase costs of repairs/expansions to the infrastructure then the company should not be for profit. None of our local hard-working families should have to sit in a cold house.</p> <p>All other for-profit businesses have to pay for their own business operating costs. My business pays it own operating costs.</p>

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Filing Support	Commenter	Source	Comments
	Jessica Rising	Web	Avista boasted record profits last year, while thousands of residents froze, burned, were left in the dark, etc. because they couldn't pay the already astronomical fees Avista forces on us. It's bad enough they're allowed to be a monopoly with services so vital to human life, but now they want MORE money? No way. They have more than enough. When is enough enough with these greedy bastards?
	Peter Rolando	Web	Avista charges customers substantial amount for wind storm damage and says they didn't pass the cost to consumer, then reports an 11% increase in profit or around \$14 million dollars and they need more money for "infrastructure"? This is a joke right...
	Theresa McGinnis	Web	I am so tired of a monopoly such as Avista constantly asking and usually getting a rate increase! Their big wig make millions in salary, and receive millions in bonuses, while the customers suffer with increase after increase. We are a retirement community not a big city, we don't have high wages to pay for these increases. The fact that Avista spends millions of dollars on remodeling their main building for no one but the employees, when most can't afford to remodel a closet in our homes! Avista uses something free, water, to make electricity, with a infrastructure, as far as I can see, works fine! It is just an excuse! Please don't let them get away with another rate increase! Their profit, after everything is paid, including those bonuses, is in the millions! Make them live within a budget like the customers they serve!
	Patti Elshafei	Web	It is completely unseemly for our rates to be raised when the company profit margin is not critical, and when the CEO and others are overpaid already and get bonuses.  Stop using us to support the wealthy upper class; shame on AVISTA.

Filing Support	Commenter	Source	Comments
	Lauren	Web	<p>I would like to submit my thoughts on Avista's proposal to increase rates. As a consumer who has no other option other than Avista for my utilities, I am highly against this rate increase. Three years ago I moved into my home which is a bit out dated, but old country homes are. I have been trying to update it and improve its energy saving as instructed so that I can save money (lower bills). So far I received help from a local program that fixed two of my windows and added some insulation. This did nothing according to my bills to help me conserve energy. I am a three person household, all adults and we are very aware of lights being on and try to minimize our usage to lower our monthly bill. Sadly I was unable to maintain my utility bill which would get up to \$600 or more certain months and trust me I was not warm in the winter or cooled in the summer. I am not on "comfort level billing" which still has me paying \$252 a month and each month I get to see how far behind I am and what I truly owe Avista. I was recently informed that they will be increasing this again because it is not enough to balance out. Well that's because we live in a four season area and the winters are freezing and the summers are hot. There is no time for a balance where we use less utilities. I am not the only one who finds the amount we pay for utilities to be outrageous, especially since their cost of production is decreasing and their profit most certainly increasing. Yes, our minimum wage will increase to \$15/hr but that doesn't mean all wages will increase with that. I know this because I as a college graduate with two BA am still struggling while working my 9-5 as a paralegal and bartending full time as well just to pay my bills. I do not live a lavish life style. I have student loans, a mortgage and a truck payment. Sadly regular life bills amount to almost \$3,000. I am currently paid \$16/hr as a Paralegal (surprisingly this is good) and my paychecks are about \$800/80hrs. So as you can see my one job doesn't come close to supporting just regular life. Why when Avista is finding ways to maximize profit and minimize expense do they need to continually increase their rates. They try every year and for what reason? An even larger profit so the consumer can continue to barely make ends meet. I asked before if there was a way to propose a decrease in their rates and i will ask again if their ever is a way to inform me and I will prepare a much more eloquent argument to present. Until then I ask that this be read at the hearing. I ask that you deny Avista's proposal to increase their rates. I ask that you deny a company who has continually increased their profits each year without a rates increase to deny them again. I ask that you find a \$14 million dollars profit INCREASE for 2016 be sufficient enough. I ask that if you cannot lower these absurd rates for a product that is a necessity, that you at the very least do not increase them. I hope that you deny Avista's proposal to increase their rates and I thank you for your time especially the person who has to read my droning on.</p>

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Filing Support	Commenter	Source	Comments
	Jarrold Goodwin	Web	I am a rate payer for Avista. We pay more per Kilowatt hour than most in our state and Avista Continues to post record profits. You decline their Rate increase last year please do the same this year.
	Norma Becker	Web	They need to think about the consumer not the those that have stock in the Company. Their top leaders need to realize that they are overpaid for what they do. the leaders are paid too much. they cut back on the number of workers. They are very well paid and work hard. management continue to give themselves more pay and the directors are chosen from those that are willing to agree with their requests....Please slow th em down and do not allow their requests.
	Cheryl Alton	Web	A for profit monopoly!! No choices, needs tighter regulations. Their profit margins are bountiful right now. Should have never went private.Wish it was still state/federal control. Avista greed is off the charts. I will be looking at public record on who supports this outrageous increase. Of course if I made millions like the CEO, 8\$ is no big deal. But if you are o. A fixed retirement with no other income 8\$ is less food in the pantry.
	Phil Blankenship	Web	Avista just had a rate increase last year. They are constantly asking for additional rate increases, they cost more than any public utility or co-op I have used. They have an inability to conserve and save rather, they seem to spend then raise rates. They have had record profits yet need additional funds.  I adamantly reject any rate increase as Avista has not shown cause to do so.
	Emilie	Web	I think it is horable to raise the rates when they have posted record profits. They do not consider the plight of the working poor.
	Jennifer Moseley-williams	Web	We were stuggling as it were and now our bill has doubled, i have three kids in my home and i am on a fixed income. How do they expect us to pay for our bill now. Are my kids supposed to be cold and go with out?



**Total Comments:** 191**In Favor:** 0**Opposed:** 181**Undecided:** 10

Filing Support	Commenter	Source	Comments
	Robert Kasberger	Web	This is disappointing that Avista wants to again increase our rates. Electric 12.5%!!!, Gas 9.3%!! If this passes then how do we know Avista Utilities will not come back in 3-6 months and ask for another rate hike? Avista has be newest best equipment known to man and are buying property and making property improvements as if there are no money limits. We object to the high cost of Avista's upper management team. Why do they need an airplane have their name on the baseball field. We are a captive audience and have no recourse to other utility companies. Why the advertising? While I do appreciate their service there does not seem to be an incentive for them to cut costs and manage their business more efficiently.
	carole gauche	Web	Asking for a 12% increase in electrical rates for 2018 and a 5.4% increase for gas is such an unfair and unrealistic request. Who in this day and age gets that much for a rasiie in wages. Most of us get nothing each year. All of these rate requests in the 3 year rate plan are unfair and unjust to the citizens that Avista serves. More people would be forced to apply for assistance if these rates go into affect. Please deny these rate increases for the good of us working class citizens trying to make ends meet. Is this just an increase in revenue to make them look good for the new company taking over? Thank you.
	William Benson	Web	A company boasting record profit in the multi-millions, providing multi-million dollar compensation to its executive, with a stranglehold monopoly does NOT need a rate increase!
	Brenda Barrio	Web	An increase in fees was recently made by Avista and they are now proposing another without a proper rationale for it. This is not only going to affect most middle class and low income communities, but the bottom line is going to an increase of CEO and other leadership salaries in which they are earning well over their fare share (tens of millions). The shareholders of Avista have also seen an increase in their shares, therefore, instead of increasing their fees, they should rethink a way to decrease them and/or leave them as is so most families can afford to have heat in the winter and live a comfortable and affordable life overall.

**Total Comments:** 191**In Favor:** 0**Opposed:** 181**Undecided:** 10

Filing Support	Commenter	Source	Comments
	William Frenger	Web	My comments are based upon the information provided as background by the UTC. I understand the need for increases in general but lack the detailed knowledge and accounting skills necessary for a specific discussion so I have more questions than comments. From what I am seeing, the total increase over the three year period varies by a factor of about 2.6 between Avista and the UTC; why is there such a difference? Without knowing specifics I cannot justify the Avista increase when the difference is so great. This difference needs to be explained in a clear, concise, and simple manner (perhaps two simple pie chart graphs). The \$61.4m increase requested for Electricity in year one is an anomaly that stands out and needs special attention. How does this increase compare with an increase in the cost of living in general? I am especially interested in how stock holder return and high profile Executive compensation effect this increase. Regarding the Environment, any increase must also be justified, at least in equal part, by environmental and Green sustainability concerns. How are these responsibilities addressed in this increase and to what degree? In the future I will be looking for increased investment in sustainable and environmentally responsible energy that will be of obvious benefit to our quality of life and also result in stabilized and even reduced rates. A verifiable commitment to the transition away from fossil fuel and traditional energy technology must also be demonstrated in any rate increase request, especially those that exceed the general cost of living index.
	Shannon Hughes	Web	I am discouraged to see that again Avista is asking for rate increases that will hurt low income families. This for profit company has rates which are much higher than Inland Power and Light. Avista pays its CEO over 1 million dollars annually. The commission needs to stand up to Avista and make them bring their rates in line with Inland Power and Light. Thank you. Shannon
	Stan Gilmore	Web	Record profits do not support Avista's claims. I understand the rate must be approved by the commission but who approves the commission? Just say no!

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Filing Support	Commenter	Source	Comments
	Amy Chastain	Web	No rate increase, please. Avista needs to live within it's means like we all do.
	Roy F Kel	Web	In sorry but when the biggest share of their customer base is hurting for jobs and money.And they pay the CEO and upper personal so much money. It's just not right. Plus the profit margins is so big. Just maybe they might want to pay a lot less to the upper management and stop taking it from the people who are having a hard time just putting food on the table.
	Shelley Pangle	Web	The increase for electricity is a hardship on my household. I cannot afford an \$8 a month increase to my electric bill. Spokane already pays a lot for electricity. Avista is already making multi-million dollar profits from a service that citizens have no choice, but to have or be in the dark. Please consider voting no on the increase! Thank you, Shelley Pangle
	Jack McGrath	Web	Thank you for rejecting the last Avista price increase request. Once again they feel they need more money to recover costs of what they claim to be necessary maintenance and upgrades to their system. They don't seem interested in using the money they currently get for these purposes. Avista gives their investors a return that, as far as I can tell, exceeds any other investment return. They could easily cover these costs by cutting the salary of their CEO to a level more in line with their regular employees. Once again please reject this outrageous rate request as well as their request to increase the basic electric and natural gas rates they charge even when no energy is being used. (Their monthly basic rate) Avista has not been failing to make profits, so I don't feel any rate increase is justified. Thank you for your considerations.
	Judy Lowe	Web	I want to vote against increase. I am very against the increase in the basic charge. With usage charged, I can control my usage, but with basic charge, I have no control. Basic charge is going from \$8 to \$10 and with three homes that I pay for, it will have some impact. No to increase.  ***comment taken by phone, MMS.

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Filing Support	Commenter	Source	Comments
	William Frenger	Web	<p>My comments are based upon the information provided as background by the UTC. I understand the need for increases in general but lack the detailed knowledge and accounting skills necessary for a specific discussion so I have more questions than comments. From what I am seeing, the total increase over the three year period varies by a factor of about 2.6 between Avista and the UTC; why is there such a difference? Without knowing specifics I cannot justify the Avista increase when the difference is so great. This difference needs to be explained in a clear, concise, and simple manner (perhaps two simple pie chart graphs). The \$61.4m increase requested for Electricity in year one is an anomaly that stands out and needs special attention. How does this increase compare with an increase in the cost of living in general? I am especially interested in how stock holder return and high profile Executive compensation effect this increase. Regarding the Environment, any increase must also be justified, at least in equal part, by environmental and Green sustainability concerns. How are these responsibilities addressed in this increase and to what degree? In the future I will be looking for increased investment in sustainable and environmentally responsible energy that will be of obvious benefit to our quality of life and also result in stabilized and even reduced rates. A verifiable commitment to the transition away from fossil fuel and traditional energy technology must also be demonstrated in any rate increase request, especially those that exceed the general cost of living index.</p>
	carole gauche	Web	<p>Asking for a 12% increase in electrical rates for 2018 and a 5.4% increase for gas is such an unfair and unrealistic request. Who in this day and age gets that much for a raise in wages. Most of us get nothing each year. All of these rate requests in the 3 year rate plan are unfair and unjust to the citizens that Avista serves. More people would be forced to apply for assistance if these rates go into affect. Please deny these rate increases for the good of us working class citizens trying to make ends meet. Is this just an increase in revenue to make them look good for the new company taking over? Thank you.</p>

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Filing Support	Commenter	Source	Comments
	Scott Niebel	Web	After posting record profits Avista is wanting more money? They were denied last time and yet still posted RECORD profits....how could they or anyone consider giving them even more money. While our home is prepared to take a little increase there are many who can barely or even not afford what they want now. A company who posts record profits should not be allowed to ask for more money for at least 5 years. Think of all the people who have to choose lights and heat over food or medication.
	Carrie Daniel	Web	Every year Avista asks for a rate increase. They already charge more than other companies. They just got a rate increase for electrical and natural gas before that. They are not providing any additional services and should not be granted a rate increase.
	Rob and Yvonne Crumley	Web	We were appalled to receive a notice from Avista with their proposed electric rate increase for the next 3 years! It seems that they ask for an increase every year! Not just a 1-2% increase, but this one is for 12% increase in 1 year and then 2 more increases the following 2 years! ! No one we know is getting a 12% wage increase. We are senior citizens on a fixed income and feel that this increase is way too steep. We don't understand why Avista is ALWAYS asking for an increase. We are very much against this and hope you will not grant their request. Thank you!
	MaryAnne John	Web	They are price gouging. They are taking advantage of the fact that they are a Monopoly and their customers have no alternative. They continually raise their rates well beyond the CPI and every year they are showing higher profits while they charge more and provide less due to the huge push for energy efficiency. What do you do when one company starts overcharging you for a product? Get it from a different company. What do you do if there isn't another company to choose from?

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Filing Support	Commenter	Source	Comments
	Angela Gregerson	Web	<p>Avista is asking for a rate increase. I believe if Avista invested more in taking care of their power poles, wiring, ect. during the year and people actually seen Avista anywhere in this town updating anything. (which I never do)would make a difference to the community. Maybe the profits wouldn't be so much if they had to take that money and use it during the year to fix things. All we ever see if crappy stuff from Avista and all they do is keep asking for money. I believe this is why people are so upset. Then they ask for all these increases and once there is an actual emergency (ice storm) (wind Storm) They blame that and want more money. Maybe they should not cry wolf all the time.</p> <p>in the end: fix more during the year=maybe less profit  Don't ask for rate increases all the time unless really needed=Don't cry wolf.</p>

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Filing Support	Commenter	Source	Comments
	Chad Solberg	Web	<p>Once again - like clockwork, as Avista definitely has the rate request game down - Avista is asking for an uncalled for and absolutely ridiculous rate increase. They ask for the world, knowing you will scale it back, and they get what they wanted all along. They continue the tired arguments of upgrading, maintenance and investing back into the business on our dime. They trot out the phrase "regulated utility" as if this actually means something. No other for profit businesses in this fine state of ours are guaranteed a rate of return - and according to Avista's own fliers - sometimes at %10. TEN PERCENT! A guaranteed profit on a service/product that all of us need, my goodness, it is almost like legalized extortion. They have consistently been awarded around an 8 percent guaranteed return. Still absurd when you consider a 5% return these days is considered a wonderful return. Man, how do I sign up to own a utility business. Legalized crime. I'm in. They love to point out in their fliers that the State sets CEO compensation, the State sets their rate of return (although their flier also states no return is a guarantee, but we all know that's not true is it, nudge nudge, wink wink, say no more, say no more...), the State does all, and they are completely blameless. They have played you long enough. How embarrassing for you. Perhaps the commission can finally grow a spine, say enough is enough, no more guaranteed rate returns, and let the fine people of Washington keep a little bit more of their hard earned money. Somehow I think Avista will be just fine, and if they don't like it, perhaps the fine State of Washington can find another utility company to replace Avista.</p> <p>Thank you. Perhaps you can FINALLY do what is right for the citizens of Washington.</p>
	Bradley Marks	Web	<p>It says there's an increase of 5.6% effective May 2018 if the increase is approved and I think it's ridiculous. I believe it should be in line with the cost of living. It also says they're going to request a monthly basic charge from \$9 to \$10. I believe they should be reducing it. They're showing record profits from this company. I'm not sure how they come up with this stuff. They should be contracting with a better actuary company to find data and get facts.</p>

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Filing Support	Commenter	Source	Comments
	Tricia Scott	Web	<p>I am a disabled person on a very low income (\$849.00 a month). I have had to use SNAP for help with my heating bills and I won't be able to apply again until the fall. I can barely afford to feed myself or buy toilet paper after my bills are paid. Please don't allow this Monopoly of a company to increase our electricity rate. We don't have any choice, they own us. Please, I will freeze in the winters and bake in the summer if you allow them to rake us across the coals again.</p> <p>***CUSTOMER SUBMITTED TWO COMMENTS***</p> <p>I am a disabled person on a very low income (\$849.00 a month). I have had to use SNAP for help with my heating bills and I won't be able to apply again until the fall. I can barely afford to feed myself or buy toilet paper after my bills are paid. Please don't allow this Monopoly of a company to increase our electricity rate. We don't have any choice, they own us. Please, I will freeze in the winters and bake in the summer if you allow them to rake us across the coals again.</p>
	Lana Matern	Web	<p>Our rates have increased dramatically year after year and the company keeps posting record profits. Our electricity has traditionally come from the dams...the hydro-power is promoted as being cheap and efficient. My area has not seen improvements, nor does it need them. We seniors need some protection from these rate increases...out social security does not increase...why should their profits?</p>
	Ryan Coles	Web	<p>I do not think it is reasonable for Avista to ask for rate increases every year. Every time I see Avista trucks and equipment it looks brand new. They have expanded their headquarters several times of the last few years. I see no evidence that expansion is needed. No evidence that infrastructure is failing. They post record profits every year. This is helped greatly buy approved rate increases every year. I would feel better if I had a choice about who I can use for electricity. Then I could choose a company more frugal in its habits.</p>
	Debbie Finkbonner	Web	<p>I disagree with the rate increase.</p>



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Filing Support	Commenter	Source	Comments
	David Shoemaker	Web	I don't believe increases and electric rates should be higher than increases in my wages.
	Phil Blankenship	Web	<p>Avista just had a rate increase last year. They are constantly asking for additional rate increases, they cost more than any public utility or co-op I have used. They have an inability to conserve and save rather, they seem to spend then raise rates. They have had record profits yet need additional funds.</p> <p>I adamantly reject any rate increase as Avista has not shown cause to do so.</p>
	Brian Mize	Web	Avista Utilites posted a \$14 million net profit increase from 2015 to 2016, and is able to pay their top executive 4.5 million dollars a year. Instead of raising our rates they can manage their profits better and reduce their top salaries to a reasonable level.
	Whaley	Web	<p>Docket number: UE-170485/UG-170486</p> <p>Avista's request for a 12% increase in 2018, 2.4% in 2019, and 2.5% in 2020 for electric is unreasonable, as is the request for natural gas increases of 5.4% in 2018, 2.6% in 2019, and 2.7% in 2020. There are many people on fixed incomes who absolutely can not afford these increases. We already keep our thermostat low (64 degrees F). We will be forced to look to alternate heating sources which will lower our bill to what we currently pay. We are sure others will do the same and thus the increases requested will not result in increased revenue.</p> <p>Please do not approve these increases.</p>
	Robert Kasberger	Web	<p>This is dissapointing that Avista wants to again increase our rates. Electric 12.5%!!!, Gas 9.3%!!</p> <p>If this passes then how do we know Avista Utilities will not come back in 3-6 months and ask for another rate hike? Avista has the best and newest equipment known to man and are buying property and making property improvements as if there are no money limits. We object to the high cost of Avista's upper management team. Why do they need an airplane have their name on the baseball field. We are a captive audience and have no recourse to other utility companies. Why the advertising? While I do appreciate their service there does not seem to be an incentive for them to cut costs and manage their business more efficiently.</p>

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Filing Support	Commenter	Source	Comments
	Nicole	Web	Avista reported record profits and their CEOs are making enormous amounts of money. I do not agree with paying them more money.
	Abby Byrne	Web	There is absolutely no good reason that rate payers should be burdened with a rate increase. Currently the company is receiving earnings above the authorized rate. Stockholders will benefit from this proposed rate increase, not rate payers. This is not fair to rate payers. In addition, expenses consistently over the years have exceeded inflation. My biggest concern is unnecessary spending not in the best interest of rate payers. Why should rate payers support ever expanding budgets, especially discretionary spending. It would be reassuring to see that cost controls were demonstrated first before rate increases were approved. A bloated management structure, unnecessary spending on amenities such as covered parking lots and massive public relation campaigns are a few examples. The only hope for rate payers is fair play from the Commission.
	Sandra Moy	Web	Avista has been robbing the public for years. Other electric companies in the same area are. It charging nearly as much as Avista and they run just fine.
	Phil Blankenship	Web	Avista just had a rate increase last year. They are constantly asking for additional rate increases, they cost more than any public utility or co-op I have used. They have an inability to conserve and save rather, they seem to spend then raise rates. They have had record profits yet need additional funds.  I adamantly reject any rate increase as Avista has not shown cause to do so.

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Filing Support	Commenter	Source	Comments
	Helen leguis	Web	Raising the rates for Avista is ludicrous! When a CEO makes 4.5 million and bonuses something is not right and the parachute money being given to employees who leave! You can spin the information all you want on consumers not paying that much of their salaries but bottom line millions of money is being paid to executives and who is suffering these effects? The low income consumers! When the salaries are cut to a sane amount these ceos make, then talk about rate increases. Living in Spokane and making millions is unacceptable for CEO's. I remember a time in the distant past when money donated to help the less fortunate was used not for these people but WSP was putting it back into their coffers so check further on how the executives can make a ungodly salary and the company can ask again for a rate increase after record profits! NO RATE INCREASE!
	Maureen Jones	Web	This utility has posted record profits for the year, but their greed knows no bounds. The CEO is receiving a huge salary and can well afford his utility bills. For the average Spokane homeowners an \$8.00+ increase per month will work a hardship. Their shareholders are doing just fine. We who are trying to survive on fixed incomes can't even keep our homes comfortably warm in the winter. Please deny this latest money grab by Avista.
	Kasondra	Web	Avista runs a monopoly in Spokane, WA. Their CEO makes millions every year, and we the people are stuck with ridiculously high bills. Avista is trying to raise rates again, which is in no way needed. Approving the rate increase will only put more of our population into a hole with avista, and put more money in their CEOs pocket.
	Ruby Estell	Web	How can a utility company, that provides something so very essential to our every day lives, a company that many have no choice but to use, ask for increases in their rates? Their last quarter alone they had record PROFITS, yet couldn't even answer it's customers why their bills had gone up tremendously with any additional power used, in some cases less than half of the same amount. It is gutwrenching to see everyday people, people who work, some more than one job, who can't afford to keep their electricity on. I am here to support cuts to avista utilities CEO's record take home pay. N

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	Joseph P Portier	Web	<p>Not in favor Example:            Avista had been granted a rate increased because of the peak on gas prices, now that gas price lowered and stabilized we did not see a rate decrease. Avista does not propose any rate decrease when they enjoy a cost reduction in there operation.            Does anyone ever research and consider Avista's past proposed Rate increases?</p>
	Richard Henry	Phone	<p>This increase would make it very hard for someone like me on a fixed income of \$1000 per month. Company is requesting a increase of 12.6% which is 3 or 4 tomes rate of inflation. I have had no increase in the last two years and will only get a 2% this year. My lowest bill was around \$70 other than that they are normally over \$100 in the summer and \$250 to \$300 in the winter. I am also totally dependent on electricity. The figure they are using are for few people with an average bill of \$85, but most people like me are way above that. I do not support this increase.</p> <p>11/22/17, 1:34pm; taken by phone. MS</p>
	Theckla Garcia	Web	<p>I can't pay for the winter electric bill. We got hit hard with needing heat this past winter and then losing jobs because of the minimum wage hike. Then the state the go ahead to raise car insurance costs. You are killing us here. I can only find part time work. Please stop raising the cost of our living. So please stop this increase. I for one can not afford a higher cost when I already owe so much. We had such large increase in rainfall we should be seeing a rate DE-crease, not an IN-crease.</p>

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Filing Support	Commenter	Source	Comments
	Amanda Blankenship	Web	<p>No to the rate increase. Their excellent profit and high pay to executives is evidence they are not struggling.</p> <p>The public are the one struggling to pay bills. If the public is responsible for paying for increase costs of repairs/expansions to the infrastructure then the company should not be for profit. None of our local hard-working families should have to sit in a cold house.</p> <p>All other for-profit businesses have to pay for their own business operating costs. My business pays it own operating costs.</p>
	Miranda Taylor	Web	<p>I would like to say that the rate increase that Avista is looking to have approved is absolutely 100% ridiculous! I would like to know how it is that they can pay their top CEO upwards of SIX MILLION DOLLARS in the year 2016 and report record earnings for the year 2016 and then have the audacity to put in for a rate increase! Then, when their consumers ask how can this be? We get the runaround with excuses that the money is needed for infrastructure. Can someone please explain to me how it is that I have never paid so much in my life time as I do with Avista Utilities! And now they want more money! No, I do not agree with this rate increase I think it's absolutely absurd! And it's not like I can go with a different utilities company because Avista is all we have around here to choose from. Someone needs to put a stop to this!</p>

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	Adrian Washington	Web	<p>Docket Number: UE-170485 &amp; UG-170486</p> <p>I am staunchly opposed to the rate hike proposed by Avista Utilities. Implementing a rate hike would be ill advised at a time like this. Spokane Utility patrons cannot withstand a rate hike of the magnitude that is being proposed. With rising home values come rising property taxes. Spokane homeowners and home renters are feeling the squeeze. I want to keep Spokane a livable place.</p> <p>Also, Avista Utilites will soon be owned by a larger Utility company that is outside of the state of Washington. That additional revenue that would be generated from the drastic increase in Utility rates would not be used to benefit the local community. All or a large portion of the additional revenue would benefit the economy of a state far away. The local community would experience a larger financial burden without ANY gain to the local economy. This is UNACCEPTABLE to me!</p> <p>Please DO NOT allow the increase to go through.</p>
	Jerry Inahara	Web	<p>Avista is a publicly held company and therefore is a for-profit. One of their goals is to produce profits for their shareholders. Residents within the service area of Avista are subject to the power of a monopoly, since there is no other choice for our energy needs. I believe that these conditions create a conflict of interest. Avista should limit price increases by creating efficiency by trimming waste and limit executive compensation to something reasonable for this region, not on the backs of its customers. Natural gas production is reaching all time highs where the U.S. is exporting. The cost of hydroelectric power and natural gas is not rising enough to justify their request for a rate increase.</p>

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Filing Support	Commenter	Source	Comments
	Becky Moat	Web	<p>I am In favor of a small increase but certain not the amount Avista is requesting. Why are we the customers expected to fund their projects, they are not government. If the government needs to make improvements to the roads they raise our taxes. If Avista needs to make upgrades they need to tighten their belts in their house to pay for their projects. The rate increases that they expect their customers to pay goes far beyond inflation and is neither fair or necessary. It is well know within the communities that they serve that if you can get a job at Avista you will not only be paid very handsomely but you can retire early why is this? Because most of them are overpaid and overcompensated and that money comes from us. Avista continues to take advantage of a necessity that everyone in the community needs and depends on to function.</p> <p>I am just thankful that there is a system in place to keep them from Price gouging their customers. Which include not only senior citizens on fixed incomes but many other vulnerable sectors of our community.</p> <p>For far too long the citizens in communities that these large corporations serve have been responsible to fill their coffers. If they need to improve or replace equipment, let them figure it out. These upgrades are not emergency situations, by this I mean they can see these projects coming down the road and they need to prepare for them financially as a company. Maybe senior staff could take a pay cut or not receive their hefty bonuses for a year to help pay for it. Instead they expect us to pay for it? Avista then goes about doing small projects throughout the community that they serve to give them a good image within the community that they are here to help us. This is much like the tobacco company supporting people quitting tobacco.</p> <p>Once again I would like to thank you for being a neutral board who helps the communities that Avista serves, it certainly is not Avista who is looking out for the communities that they serve.</p>
	Stan Gilmore	Web	Record profits do not support Avista's claims. I understand the rate must be approved by the commission but who approves the commission? Just say no!

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Filing Support	Commenter	Source	Comments
	Andrew Hovren	Web	I am against the rate increases that Avista is proposing. The 12% increase for 2018 is ridiculous! Avista has not proven they are using past increases to upgrade the transmission lines. Avista is now just trying to be more attractive to the company buying them, which is something I am against as well!
	Edward caldwell	Web	avista seems to have made massive profits, and shouldn't get a rate hike. this year. thank you.
	Jeanne H Culligan	Web	I read in the paper that Avista Utilities is again asking for a rate hike. It seems as though every time I try to do things to save on my bill (gas heater and LED bulbs) they ask and receive a rate hike, therefor the customer loses again.  Jeanne H Culligan
	Henry Kusel	Web	For 10-12 years, Avista has applied for a rate increase. They state the monies are for capital projects, such as new power poles and working on dams. These are capital projects that should be paid for out of the previous year's earnings before bonuses and wage hikes. It's not fair to put these projects on the backs of the rate payers. Avista has recorded higher earnings several quarters in a row and being a senior citizen whose electric bill has gone from \$35 to \$100 in the last five years, it's just too much to bear. I think the company should stay within their budget as much as we seniors and rate payers have to do so. In closing, the rater payers in Avista's territory cannot afford them. I had a place that had Inland Power, which is a cooperative, and the rates were much lower because it was a non-profit company. I would just like to say there is something very wrong when 15,000 people, customers of Avista, had to have their power shut off for lack of payment last year. Thank you for taking my comments.



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	Ann Anderson	Web	The article I read stated that Avista hasn't had an increase since January 2015, as if that were so very long ago?!? The average customer will ONLY see an \$8/month increase?!? I don't think executives making millions in salary understand the impact of what an extra \$8 taken away from a household living on a tight budget can have. Additionally, the article stated that 50% of our monthly bill goes towards operating costs, surely those million dollar salaries are included in that. It's greedy and shameful!
	Anthony Bonnett	Web	Vista does not need a rate increase with a 14 million dollar net profit between 2015 and 16. Their rates are the highest of all the utilities companies in the area. People are struggling enough the way it is with their outrageous monthly bills. Please don't give Avista the rate increase. Thank you Anthony
	Nicole thorson	Web	Avista utilities has seen record profits in the last year. This shows the increase in rates is not needed, and allowing the increase to happen will hurt Avistas customers, many of which are living paycheck to paycheck. Many of Avistas customers have no other choice or option to go to for power and energy providers and it is wrong to benefit one company that is already doing very well, at the expense of many who are not.
	Alicia Noble	Web	No increase, tired of more money to big companies. Profits over people. Just stop
	Helena Smith-Franke	Web	I see these rate increases as extremely excessive. Really, maybe if I got raises as high as Avista always asks for I wouldn't mind the increases so much. As a senior couple trying to budget what little income I bring in is impossible. My husband is disabled and because he doesn't qualify for medical or prescription help, it scares me to death and breaks my heart to think we might have to decide whether to have power & heat or his MS medicine. I'm sure we're not the only seniors that have these concerns. Never thought I'd see this much greed in the world. Thank you for taking our comments & concerns. God bless.

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	Todd Sligar	Web	No company that could be considered a monopoly that pays their CEO multi millions, shows multi million profits every year, be able to raise rates once again. And if you live twenty miles north of Spokane your bill will be almost half as much as an Avista bill. That's not fair!
	Sean Ryan	Web	Highway robbery of people's money when the company and executives are making record profits/salaries. Please lower rates.
	Nicole	Web	Avista reported record profits and their CEOs are making enormous amounts of money. I do not agree with paying them more money.
	Bradley Marks	Web	<p>***Customer submitted two separate comments, one for electric one for natural gas***</p> <p>***electric comment***</p> <p>It says there's an increase of 12.6% effective May 2018 if the increase is approved and I think it's ridiculous. I believe it should be in line with the cost of living. It also says they're going to request a monthly basic charge from \$8.50 to \$10. I believe they should be reducing it. They're showing record profits from this company. I'm not sure how they come up with this stuff. They should be contracting with a better actuary company to find data and get facts.</p> <p>***natural gas***</p> <p>It says there's an increase of 5.6% effective May 2018 if the increase is approved and I think it's ridiculous. I believe it should be in line with the cost of living. It also says they're going to request a monthly basic charge from \$9 to \$10. I believe they should be reducing it. They're showing record profits from this company. I'm not sure how they come up with this stuff. They should be contracting with a better actuary company to find data and get facts.</p>

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	Gary Busch	Web	After repeated rate increases or rate increase requests, and Avista having enormous profit margins, at this time, I feel the rate increase is unwarranted. I live on a fixed income and every dollar in my household is important.
	Damon H	Web	We as a city are barely scraping by with what they charge. We used to live in spokane valley where the power there was modern electric and Vera electric, and they are so much cheaper. When the power went out in November of 2015 it was a nightmare two weeks with out power and we still had a large bill. What makes it right for them to extract so much money and yet CEO sit back and make millions. They moved my plant to put a new pole, and it's been weeks and they have done nothing with the pole. So many wrongs don't make a right. Please vote no on a rate increases.....
	Shane Brown	Web	I am opposed to Avista asking for a rate hike when they have cleared record profits for the year and they continue to do so almost every single year! They can afford to absorb some of that into their profits especially when the big wigs make \$5 mill a year! And yet every winter thru have no explanation as to why our bills jump and quadruple when I'm reality it's price gouging on their part and that's how they post those record profits for the year! Thousands of people struggle to pay their bill including the elderly and less fortunate and do you think Avista cares when they can't afford to pay them!? NO THEY SURE DON'T! REMEMBER THAT WHEN YOU CONSIDER GIVING THEM THE INCREASE!

**Total Comments:** 191**In Favor:** 0**Opposed:** 181**Undecided:** 10

Filing Support	Commenter	Source	Comments
	Whitney	Web	This past year, our average avista bill in the winter was over \$300 for a household of two. My husband and I live in a double wide trailer from the '70s. Despite barely being home, and shutting off everything that used electricity while we were home if possible, we still had very large bills. We struggle to make ends meet and I was in the third trimester of my pregnancy during this last winter. We have horrible insulation. In march, Avista cut our power when we had a one month old baby and it was snowing outside. We had to stay with my parents. My point of this story is that avistas rates already hurt the lower class. The upper class, those that can afford homes with good insulation, aren't as affected by the increase because their bills aren't as high and even if they were, they could pay for it. Please don't allow avista to increase rates because it will cause my husband and I with our little baby to have to downsize even further and possibly move away from the home we love in Idaho. There is no reason for us to have to choose between power and food.
	Neal Curtis	Web	Avista executives are consistently the top paid in all of Spokane and the company recently posted record profits. This request is a slap in the face to all the hardworking citizens that are struggling to make ends meet. A rate increase should only be considered in order to maintain viability NOT profitability of the company. Avista has a monopoly on the market and therefore needs to be kept in check unlike other free market business.
	Samantha	Web	I am a single mother of 2. I work 40 plus hours a week. I get no help from the state and I don't ask for help. I work hard to provide for my children and myself. When I make minimum wage and \$200-\$300 of it goes to Avista a month so I can heat my house for my kids or cool it for my kids, that's alot of money out of my check when I'm doing this all alone. And then for Avista to post profits of 14 million. That's what they made after paying everything. Are you kidding me. I can't take my kids to dinner one night and splurge but they can make 14 million. What is this world coming to. Rich get richer the poor suffer.

**Total Comments:** 191**In Favor:** 0**Opposed:** 181**Undecided:** 10

Filing Support	Commenter	Source	Comments
	Sarah Abdur Raheem	Web	It is absurd the amount of profit this company is "allowed" when we struggle to put food on the table for our children! I know it's not realistic, but energy companies should be non-profit. Profit off the survival of people is wrong! Asking for a rate increase is greedy and unacceptable especially when we have no other options for energy providers.
	Jim Williams	Web	I dont know why Avista is asking for rate increases again. They already have record profits and top management that make way more than yhey should. It's pretty bad when they get just about every increase they ask for. How fair is it when we as customers don't have a choice in choosing our utility provider. We have a Avista and Bonneville substation where we live but are stuck with Avista. It's a monopoly and I don't know why our state can't see that and do something about Avista always asking for rate increases again!
	Tom mccraley	Web	GREED,GREED. If they are struggling I can see to a raise the rates. but when you have record profit years. They do have to keep the board members and investors happy. Screw the little guy. Lovely
	Bonnie & Harry Larrison	Web	Avista, use some of your record profits to fund your cost of business projects. A lot of us are retired living on fixed incomes and can't afford your constant rate increases

Filing Support	Commenter	Source	Comments
	Matthew Grover	Web	<p>I am not in favor of Avista Corporation’s (also known as “Avista”) recent request for the three year rate increases. Per Avista’s recently filed 10-Q, Avista’s net revenue for the first quarter of the year was \$62 million dollars. If you disallow their depreciation and amortization charges, their net income would be approximately \$108 million dollars. In their 10-K (filed around February 1, 2017), their net income for all of 2016 was \$137 million dollars (without adding back the depreciation).</p> <p>Per the same 10-K aforementioned, Avista stated they have increased their dividends to shareholders from \$1.16 per share to \$1.37 per share, a total increase of 18%.</p> <p>I propose two alternative solutions.</p> <p>Solution One: Avista would be allowed to raise prices 1% above the inflation rate (using the Consumer Price Index) and finance the remainder of the necessary funds via a bond offering (which could be done as the company has a BAA1 rating from Moody’s) or a stock offering.</p> <p>Solution Two: Allow only half of Avista’s proposed rates—on residential customers—and pass the rest of the increase to Avista’s commercial customers. Another energy company asked for a rate increase but split the increase between their residential and commercial customers.</p> <p>Duke Energy has 7.2 million customers, more than Avista, but they are an energy company (like Avista). Duke Energy’s net income for the first quarter of 2017 was \$717 million dollars (on \$4.91 billion of revenue), so Duke Energy’s net margin was 14.6%. Avista’s net margin was 14.4%. Duke Energy’s bond rating from Moody’s is also BAA1.</p> <p>In April 2017, Duke Energy asked the Florida Public Service Commission for a rate increase (<a href="https://news.duke-energy.com/releases/releases-20170413-6032650">https://news.duke-energy.com/releases/releases-20170413-6032650</a>). The requested rate increase was half of what Avista is asking for.</p> <p>Additionally, the State Attorney General's office is investigating Avista's 2016 rates since rates didn't decrease as much as they should have.</p> <p>I ask you to not allow Avista's rate increase.</p>

**Total Comments:** 191**In Favor:** 0**Opposed:** 181**Undecided:** 10

Filing Support	Commenter	Source	Comments
	Peter Rolando	Web	<p>11% increase or \$14 million extra profit (on top of gouging customers for windstorm damage and claiming they didn't) and then they need more money for "infrastructure" get real...</p> <p>***SECOND COMMENT***</p> <p>Avista charges customers substantial amount for wind storm damage and says they didn't pass the cost to consumer, then reports an 11% increase in profit or around \$14 million dollars and they need more money for "infrastructure"? This is a joke right...</p>
	Brandi David	Web	<p>What does Avista consider an average family? I am a single woman living in a small, 2 bedroom, fully updated home (good insulation in walls and attic, new roof, new windows, etc.... I am the only one living in my home and the "small" rate increase last November translated into more than a few dollars per month to my energy bill. I froze all winter with my heater between 50 and 55 degrees and still saw bills over 300 per month. Avista claims that an Average family would see their rates around 100 per month in 4 years. I am already seeing 100 bills per month with no air or heat on, and minimal large appliance use. (I went with energy star appliances) Now I am to potentially see even higher energy costs? I can't afford that. Avista is pricing anyone with a moderate to low income out of affording energy at all. I have a hard time believing that they can't use their "record profits" to update their infrastructure. Maybe they should give slightly smaller bonuses and payouts to their executive staff and stock holders and focus more into their upgrades.</p>

**Total Comments:** 191**In Favor:** 0**Opposed:** 181**Undecided:** 10

Filing Support	Commenter	Source	Comments
	William Frenger	Web	<p>My comments are based upon the information provided as background by the UTC. I understand the need for increases in general but lack the detailed knowledge and accounting skills necessary for a specific discussion so I have more questions than comments. From what I am seeing, the total increase over the three year period varies by a factor of about 2.6 between Avista and the UTC; why is there such a difference? Without knowing specifics I cannot justify the Avista increase when the difference is so great. This difference needs to be explained in a clear, concise, and simple manner (perhaps two simple pie chart graphs). The \$61.4m increase requested for Electricity in year one is an anomaly that stands out and needs special attention. How does this increase compare with an increase in the cost of living in general? I am especially interested in how stock holder return and high profile Executive compensation effect this increase. Regarding the Environment, any increase must also be justified, at least in equal part, by environmental and Green sustainability concerns. How are these responsibilities addressed in this increase and to what degree? In the future I will be looking for increased investment in sustainable and environmentally responsible energy that will be of obvious benefit to our quality of life and also result in stabilized and even reduced rates. A verifiable commitment to the transition away from fossil fuel and traditional energy technology must also be demonstrated in any rate increase request, especially those that exceed the general cost of living index.</p>
	Amara Bates	Web	<p>Please do not allow Avista to continue to raise their rates year after year. My heat bill continues to increase despite fewer people living in my house. There a record-breaking profits should show That they are making more than enough money to pay their employees a living wage and then some and still provide service to its customers.</p>



**Total Comments:** 191**In Favor:** 0**Opposed:** 181**Undecided:** 10

Filing Support	Commenter	Source	Comments
	Jason Beetham	Web	PLEASE do not approve Avista's request for another rate hike. It damages single family households and others living on a fixed income. In the last 2.5 years, my Avista Utilities have increased, my Comcast rates have increased, my rent has increased, my insurance has increased, and my child support has increased all while having my child 50% of the time. The only thing not going up are my paychecks. And with the minimum wage hike the liberals passed in this ridiculous blue state, with a college degree, I will be making minimum wage in 2-3 years. Please do not allow these obnoxious money hungry dolts from stealing from the lower-lower-middle class working people! Thank you for your time.... -- Jason
	Amy	Web	Corporate greed at it's finest. Company reported a 123 million dollar profit in 2015 and 137 million profit in 2016. 11% increase. CEO is overpaid. 5.5 million is ridiculous. No valid reason for an increase in consumer rates.
	Ric Gasperino	Web	Try all of Avista's increases EVERY year on a fixed income. Shame,shame.....Rick
	Julie Mosey	Web	Avista generates enough money already with free hydro power. Avista fails to follow a budget to get the necessary work complete without penalizing customers again and again. The rate proposed is terribly high as well. We say no to Avista's proposal.
	Agnessa Lapik	Web	I am NOT in favor of proposed rate increases over the next three years. Give us new Homeowners a break! We can't keep getting notices of increases here and increases there!
	Phil Blankenship	Web	Avista just had a rate increase last year. They are constantly asking for additional rate increases, they cost more than any public utility or co-op I have used. They have an inability to conserve and save rather, they seem to spend then raise rates. They have had record profits yet need additional funds.  I adamantly reject any rate increase as Avista has not shown cause to do so.

**Total Comments:** 191**In Favor:** 0**Opposed:** 181**Undecided:** 10

Filing Support	Commenter	Source	Comments
	kevin holden	Web	Avista is a monopoly, with executive pay that is completely out of line. Avista is also experiencing record profits at this time. Granting a rate increase because of both factors listed above would be completely unwarranted and irresponsible. warranted.
<b>Undecided</b>			
	Dan Griffith	Mail	***SEE ATTACHMENT - for customer letter***
	Royce Cuneo	In person	Attended Public Comment Hearing in Spokane 11-8-2017
	Linda Cuneo	In person	Attended Public Comment Hearing in Spokane 11-7-2017
	Jim LeTellier	In person	Attended Public Comment Hearing in Spokane 11-7-2017
	Vivian Coleman	In person	Attended Public Comment Hearing in Spokane 11-7-2017
	Kristine Bertram	In person	Attended Public Comment Hearing in Spokane 11-7-2017
	Joe Reilly	In person	Attended Public Comment Hearing in Spokane 11-7-2017
	Fawna Slavik	In person	Attended Public Comment Hearing in Spokane 11-7-2017
	Daniel Pikulik	In person	Attended Public Comment Hearing in Spokane 11-7-2017
	Erik Gurdyumon	In person	Attended Public Comment Hearing in Spokane 11-7-2017