

## Public Comments by Case

**Total Comments:** 130  
**In Favor:** 0  
**Opposed:** 130  
**Undecided:** 0

Filing Support	Commenter	Source	Comments
No			
	James P. Johnson	E-mail	***SEE ATTACHMENT
	David Feldberg	E-mail	<p>Every three months it seems these groups want to raise their prices yet they give their executives millions in bonuses each year.....</p> <p>I believe they can have a living wage. me and every other sap in Washington, has to stop giving them bonuses.</p> <p>NO PRICE INCREASES.....they are just like gas stations and Fred Meyers and all the other money grabbing inflated price companies.</p> <p>This has to stop.</p> <p>I vote....NO PRICE INCREASES!</p>
	Sidney Lee	E-mail	<p>I'm opposed to the current rate increase by Avista. I feel it is too inflationary. I feel the basic billing levels for natural gas and electricity should be raised. For example, the first billing level for natural gas should be raised from 70 therms to 100 therms before higher rates kick in. These have been the same level forever. Should also continue for second and third levels as well. Thank you.</p> <p>Sent from my iPhone</p>
	Bobby Hills	E-mail	<p>WUT Commission,</p> <p>I am strongly against the proposed rate increase. Avista continues to pay out dividends at the expense</p>

			<p>of the consumer. Until Avista stops providing profits at the expense of its customers Avista should not be allowed to increase their rates. Avista has consistently provided a dividend payment of \$0.37.25-0.475 per share four times a year to their shareholders from 2019 until 2024. Furthermore the dividend payment has increased from \$0.3725 in 2019 to \$0.475 in 2024. Avista has 78.7 million shares outstanding. A dividend payment of \$0.475 to 78.7 shares four times a year results in \$149 million the consumer has to pay. As a consumer I don't have a choice on who provides my power so the consumer is depending on the Commission for protection from unrealistic rate increases. Avista and their Stockholders are profiting off a basic need for one to survive. Electricity.</p> <p>Sincerely,</p> <p>Bobby Hills</p>
Cynthia Freyer	E-mail		<p>I am in Colton, Wash., where I live alone at 72 years old in a 1700 one-story ranch-style home. I have an all-electric home. I pay \$171 month for electric on the comfort plan. I do not use my oven. I use an air fryer instead and only cook one meal daily. During our snowy winters, my thermostat is set at 60 degrees during the day and 55 degrees during the night. I do get a senior discount but it is only \$20 monthly. I have had folks in to check on weatherization. Work has been done but there is nothing more to do. I am living on \$2160 monthly SS. I would have had savings to draw on for retirement as we saved all of our lives but the government hurt us with the economic collapse during the Great Short fiasco, which was complicated by my husband getting cancer without health insurance because of that economic collapse. His contracting business could not afford it. We used all of our retirement funds to cover cancer treatment and then, he died. Can I reduce my thermostat more this winter? I guess I will have to. One idea is to provide us with more thermal underwear so we can stay warm.</p> <p>Please consider the impact of government decisions on our lives. I only have one.</p> <p>Cynthia (Sunni) Freyer ~~~~~</p>
John Ringler	E-mail		<p>Avista is proposing to increase of the Basic Charge for electric service by 67% and for Natural Gas by 58%. This is beyond the inflation rate. If these large rate increases are approved the kWhs/month should be also increased by the same percentage. 800 kWhs/month to 1336 kWh/month , 700 kWh/month to 1503 kWh/month , and 1500 kWh/month to 1969 kWh's/month. This method should also be applied to the Natural Gas rate change. Thanks, John Ringler</p>
Gayvdb	E-mail		<p>I am absolutely against the proposed rate increases that Avista has asked for - they are one of the biggest beaucratic organizations that I know about - when I'm talking to somebody about a</p>

			<p>bureaucratic place. I always mentioned Avista! when i drive by there work yard. It's all full of new trucks new fencing, new buildings new offices, they have everything at our expense please deny their requests Thank you. Gary/Cathy VDB</p>
Bob Hodge	E-mail		<p>So just reading ANOTHER rate hike proposal. Im on disability .900 a MONTH . Non USA Citizens get paid more then that from our government . To pay electric, water, garbage, house insurance, car insurance,internet, property taxes, phone...dont have tv anymore . I was JUST placed on a program that is giving me 35%? off . I thought this was amazing help and extremely grateful. I am on oxygen 24hrs a day, I was BORN with a rare kung disease , I didnt ask for it or go out and get it , and no matter how many lights I turn off or keep the thermostat set at 66 in winter and 74 in summer [ I cant breath when it gets too hot] my bill never seems to go down or lower ,so I guess the oxygen machine is a big consumer. 😞</p> <p>So by the end of next year , just before this program runs out Im to pay 20.5% MORE PLUS the extra \$6.00 for basic service , which Im not going to bother calculating .Which basically eats up the discount and I get to feel the pain twice as hard . 😞 Not to mention a city fee . Funny enough when I lived out of town I didnt have to pay that .</p> <p>You state its to cover your "investments" and "wildfire resiliency" Shouldnt you be paying for your upgrades with your PROFIT ? Joes Pizzaria doesnt charge everybody 23% more because they need new pans and table clothes . Yes , it's the same thing .You also mention your share holders . I'm tired of "share holders" and I dont care how much profit they make . WE shouldn't have to pay for shareholders checks .</p> <p>Doesnt Avista get most of its power from WATER ? You know that free stuff that falls from the sky ?Yep, I know it costs money to maintain equipment , I also know I had to pay you 1000's of dollars to toss some wire in the ground . As has every other house and building . Why is it "rich people" [ compared to me and many others everybody that works for you is rich] get to keep their standard of living ,while regular folk getting less and less?</p> <p>My feelings of someone actually caring about people and what they deal with for "basic necessities " in my case with oxygen , thats EXACTLY what it is went from gratitude to disgust . ESPECIALLY the bit about your shareholders and paying YOUR debt . Nobody is coming around to pay everybody's elses debt or investments. Gee, would someone please buy me 1000 bitcoin and 10,000 shares of Tesla ? Here is a tip.....maybe next time just leave all that out because it looks like another Big Corp money grab 23% is a LOT 😞😞</p> <p>Bob Hodge</p> <p>Sent with Proton Mail secure email.</p>

	Jenni Light	E-mail	<p>I've just read through the request to increase rates and I object to raising the basic charge. The change is significant and the impact deters me from investing in any residential energy saving infrastructure or equipment because the potential reduction in energy is essentially meaningless because the proposed base rates are so high. In essence, there is an insignificant net gain for any residence investing in energy saving equipment because the proposed base rates eviscerate any energy savings. This doesn't incentivize energy saving activities (except the ones that have little to no cost associated with them like closing curtains) at the residential level at all.</p> <p>Thank you for considering my comments.</p>
	Ron Clem	E-mail	<p>Honorable Members of the Commission: My comments to the Avista rate increase are: I feel these are increases are excessive and are not in the best interest of the public. The Basic Charge per meter rates Double so the average homeowner will be paying \$40 per month up from the current rate of \$18.50 up from \$11 a few years ago with no change to service except they have eliminated meter readers. That has reduced the expense per household and saves Avista a great deal of money for wages, benefits and vehicles that they used. Every time they ask for an increase in rates the selling point is infrastructure improvements. What happened to all the money they have been collecting for those rate increases after the infrastructure that increase was for have been improved? The only thing I see are the large increases in company profits and Executive Bonuses! Ron Clem</p>
	DV	E-mail	<p>No more rate hikes, we can't keep up with everything now. Money is being thrown at poor people, soon we will all be poor!</p>
	JT Johnson	E-mail	<p>To UTC,</p> <p>We can not afford another rate increase on power and water bills . The rate increase is to much and us on fixed incomes can not afford this</p> <p>Please do not allow another rate increase.</p>

			j. Johnson
	Andrea Inama	E-mail	<p>You want to increase our rates on top of the other increase imposed on us everywhere else? Are you crazy? Do you recall you have a homeless problem because people can't afford to frickin pay rent.</p> <p>Have you lost your mind?</p>
	Laurie Jones	E-mail	<p>I have recently moved to Spokane. The 12 year old house I purchased has a natural gas fireplace. No other appliances use gas. Avista supplies this to us. Avista address is 1411 E Mission Ave Spokane Wa 99252.</p> <p>Currently my bill for NO usage is \$9.50. Repeat no energy use. Avista is requesting an increase just to have the opportunity to use their product of \$5.50 per month. This is approximately 57 PERCENT RATE HIKE for nothing. A hike of 57 percent is outrageous.</p> <p>Please rethink the amount of this increase.</p> <p>Thank you.</p> <p>Laurie Jones</p>
	Duane Statler	E-mail	<p>Good afternoon, I am a long time SpokaneValley resident. We have been bled dry increase by increase. I can't imagine Avista needing any more funds or increases. Being a sole provider with no competition. We are at their mercy. With increase after increase. It is obvious they have no mercy on anybody. I am urging you to deny any future increases till the economy gets better. Thank You for your help bringing Avista under a more conservative posture. We have been victimized by Avista since they took over Washington Water Power. Please help !</p> <p>Duane Statler</p>
	Penni Guenther	E-mail	<p>Dear Sirs,</p> <p>I would like to be able to attend the hearing on the 19th of September via zoom.</p> <p>I feel that the rate increase they are proposing is excessive at the least. I understand that it isn't cheap to provide energy to the area but the 60 % increase seems little high to me. Most of the customers in the avista area are low income and have difficulties paying the powerbill at the current rates. I can only</p>

			<p>imagine how many of these people will be needing assistance from the state should these enormous increases be allowed.</p> <p>Thank you for taking the time to considering my thought and approving my request.</p>
	Paxton and Christie Anderson	E-mail	<p>Dear Washington UTC,</p> <p>Avista Utilities recently provided notice that they have filed for a general rate increase with the WUTC for both electricity and gas services. The request seeks to increase the basic access charge for service to consumers over 2024 and 2025.</p> <p>In reflecting on our gas services bills for the last four years, our rate has increased an astronomical amount. We live in the same home, built in 2015, and beginning in May 2022, we have one less individual residing in our home. The average temperature has been quite similar year over year. In January 2020, our gas bill was \$121.50 and average Therm price for our home was \$.081. In January 2024, our gas bill is \$287.85 and average Therm price \$1.44 for our home. Note that in these two comparing years. the average temperature for the month of Janury 2020 was actually 2 degrees colder. As a working, middle-class family of five, we are being priced out of our home and potentially Washington State. This adds incredible burden of vehicle and home insurance that has more than doubled for residents as well.</p> <p>Natural gas price has fallen significantly. At a time when many companies are providing rebates and lowering the price of utilities for consumers, Avista is filing to increase rates, again. In our neighborhood, we are not provided options to utilize for utility companies and Avista has a monopoly strong hold on us.</p> <p>Please follow the lead of our neighboring state of Idaho, take care of Washington citizens, and do not allow the requested increase to Avista.</p> <p>Thank you for your time,</p> <p>Paxton and Christie Anderson</p>
	Arielle Anderson	E-mail	<p>Hello,</p> <p>I'm not sure how you all expect working people to afford heating their homes? I am 65% above higher than my average last year! How is this possible? My current projected bill is nearly \$700. This is outrageous. And please do not quip back with alternative solutions to weatherizing my house. Many people in our community do not qualify for services offered (SNAP) and they equally do not have the</p>

			<p>savings to invest.</p> <p>Avista needs to be taken over by the state and made into a PUC. They are answerable to their investors FIRST and the community second. WUTC continues to approve rate increases for this privately owned business and you are bleeding the community dry.</p> <p>Sent by Arielle Anderson</p>
	Sheri R. Johnson	E-mail	<p>Good morning,</p> <p>I am writing to you to ask you to please take a long, hard look at the requested rate hikes proposed by Avista. I understand that you carefully evaluate Avista rate increase requests, but in the economy we are currently experiencing, their rate hike requests are going to cause people a lot of harm. Please, please take a look at the shareholder disbursements and the bonuses paid to executives. Are they reasonable? Or are they being paid on the backs of consumers? This is absolutely too much!!</p> <p>I understand there will be rate hikes in order to keep up with infrastructure, but are the executives still being paid the highest salaries in the region, with bonuses that 90% of the region don't EARN in a year of working full time?</p> <p>Thank you for listening,</p> <p>Sheri R. Johnson, IACCP</p>
	Jim Wade	E-mail	<p>Here we go again..they want to raise the rates again...live within your means..they dont need one...we get an social security raise and they want part of it...stop them please..jim wade mead wa..</p>
	Lisa Haugen	E-mail	<p>Avista is raping us customers! They increased our rates twice in 2023, now they're trying to increase again in 2024 and 2025. This is Bull! All they care about is their CEO's getting richer! My electric bills are already 300-500 a month during the winter months! We the people have no choice of whom we can use, Avista has a monopoly! Please DON'T let Avista raise rates again!</p>
	John Marvicsin	E-mail	<p>Good Day:</p> <p>I am urging you to deny the request by Avista to increase their rates. They have done so many times in</p>

			<p>the past.</p> <p>The citizens of this state cannot afford ANY increase. Our bill was well over \$200. last month (before the cold snap). Food is nearly off of mylist. Every cost is our lives on fixed incomes have increased substantially. \$30. here, \$100. there, \$10 there, and on and on. Insurance, Medicare, Prescription Ins,car ins, home insurance, property taxes. Where would you like the people of this state to pick a few thousand dollars from?</p> <p>Avista sells its energy to California and Mexico. And, what did you say the CEO is making including bonuses and stock? There comes a time when we have to say enough!</p> <p>Thank you for your time,</p> <p>JoAnn Marvicsin</p>
	Tina Jinotti	E-mail	<p>I am opposing the proposed Avista rates. Our economy is in the gutter, people are out of work, many, many senior citizens on limited income. Please reconsider and check top employment salaries, company profits. Our country needs to help “our” citizens and help each other. Thank you for this opportunity.</p> <p>Sincerely, Tina Jinotti</p>
	Lucas Henriod	E-mail	<p>Avista has been raising rates at astronomical rates the past handful of years and now they've sent out a notice of a two year increase that will more than double the base rate for electricity, in a time when all of us are struggling to make ends meet.</p> <p>The plight of the unhoused in our community has reached unprecedented levels this year and these rate increases are not at all reflective of an increase in service levels provided or system resilience upgrades. These gouges put so many more residents much closer to falling on the same hard times. Please help us</p> <p>Thank you</p> <p>Lucas Henriod</p>
	Joseph Spencer	E-mail	<p>Subject: Subject: Urgent Action Needed - Challenging Unlawfully High Rates</p> <p>Message: Hi,</p>



			<p>I hope this message finds you well. I am writing to express my concern regarding the current rates imposed by Avista. It has come to my attention that these rates may be unlawfully high, and I believe it is our duty to advocate for the rights of ratepayers. I have expressed letters and phone calls to them. I have lived living at 60 degrees in the house. At times, I have slept at 39 degrees. They insist if I want to be part of their programs or a third party government programs. They always say they have emergency like gas on Friday. I have a baby who lives with three days a week.</p> <p>As a consumer, I am deeply invested in ensuring fair and reasonable utility rates. I urge you to initiate a thorough review of Avista's pricing structure to determine if it complies with legal standards. If there are discrepancies, I request your immediate action in rectifying this issue and ensuring that ratepayers are not burdened with unjust costs.</p> <p>I appreciate your attention to this matter and trust that you will take the necessary steps to safeguard the interests of the community.</p> <p>Best regards, Joseph Spencer</p>
	Johnny Angioi	Phone	<p>Just to let you know I'm not very happy about it. I understand I don't really have a lot of choice. I think someone should put a stop to Avista's amazing amount of money they get from us, especially when they pay their CEO 6 or 7 million dollars a year. We're paying most of our money on these increases is probably going to peoples' wages. 509-939-3391.</p>
	Celina Thomas	Mail	<p>***SEE ATTACHMENT</p>
	Mary Arlt	Mail	<p>***SEE ATTACHMENT</p>
	Tommy Walen	Mail	<p>***SEE ATTACHMENT</p>
	Mary Arlt	Mail	<p>To Whom It May Concern:</p> <p>There was another notice in my recent Avista bill about another rate increase. Is this a monthly or quarterly thing now? Yes I am against another rate increase of any kind. Now they want an increase for connections to the system of \$3.27 per month {3.5%} if connected before July 25, 2021 and a 16% or \$14.76 per month increase for connections after that. We are already looking at a 3.1% rate increase in July of 2025 and there was a 3.2% increase last July. All this is based on using 64 therms a month. I looked at my 2023 bills. In January I used 154,944 for \$200.95; February 137.771 for \$178.69; March I used 92.389 therms for \$119.85; April 44.963 for \$63.97 (which also included a New Rate line); October 57.389 therms for \$89.98; November 132.251 therms for \$200.16 and December 134.379 for \$204.13. I am totally afraid of what January's usage will be with this very cold weather.</p>

			<p>I live in an older home. I'm 72 years old, widowed and freezing. I keep my thermostat between 64-66. During the recent cold snap I had the free standing gas stove in the living room on for 5 days but turned it and the pilot light off yesterday to use less gas. I looked at my Avista account estimates and freaked. When I checked on the discount program, I make a little too much in my retirement income to qualify for any discounts. So guess I am stuck paying very high bills to Avista. Today's minimum wage is probably more than what many people my age retired on. Today's retirees are competing with Avista wages and minimum. Hard to do.</p> <p>Avista seems more concerned about getting the shareholders money than they are about budgeting for updates, etc. They have stuck everything onto the rate payers. Hopefully you all will do your job and say no.</p>
	Kathleen Ewart	Mail	<p>To Whom It May Concern:</p> <p>It has come to our attention that Avista Utility has requested an increase in rates. I am requesting that you deny that request. Further, I do not know whether you have input regarding the breaching of the dams. If you do have any influence please do not allow this. Washington State residents rely on hydroelectricity.</p> <p>Fish can be farmed, but electricity cannot.</p> <p>My husband and I live on our pensions. We received a small increase in our allotment, however, the beginning of 2024 we have learned the following; our home owner's insurance had gone up; our car insurance has gone up; our local Millwood water bill is increasing; our phone bill is increasing and my Medicare Part D went up \$8.00. Our last payment for services to Avista was \$260.00, and that was before the cold snap, and we won't even talk about what has happened to groceries and notions. Between the two of us we pay \$848.00 per month in medical insurance ( not including Dental insurance which we pay separately)</p> <p>The above amount includes our Medicare which is automatically taken out each month.</p> <p>I respectfully request that you do not allow an increase. Please draw the line. Unlike persons still working we cannot demand a 25% increase in our pay, yet we are competing with those people for goods and services.</p> <p>I thank you for your consideration of this request.</p>
	Aaron Whiteman	Web	<p>Avista is proposing an increase in the basic connection from the existing \$10 per utility to \$15 , and then \$20. This means for a customer that uses gas and electricity, the customer would be paying \$40, without using any energy.</p> <p>My household fits this use case. I recently moved from a Natural gas stove to Induction, primarily for environmental reasons. However, since my furnace is natural gas, I still need to maintain a natural gas connection. Avista is rewarding my efforts to reduce my gas usage by increasing the component of my bill that I cannot control through efficiency. The only way I can prevent a 90% increase in my summer gas bill (when I effectively do not use natural gas) is to spend significant money to replace my gas</p>

			<p>furnace with electricity.</p> <p>Avista is effectively insulating its investor profits by reducing the capacity of its customers to control costs by improving efficiency.</p> <p>Because the proposal does not demonstrate that Avista's costs are increasing on a per-customer, rather than actual usage basis, it should be rejected.</p>
	Danielle	Web	
	K. Arleth	Web	<p>I am writing this to express deep concerns regarding Avista Utilities' persistent pursuit of rate increases. The regular hikes in utility rates have not only doubled my energy bill within a span of just 5 years, but I have yet to witness any tangible benefits from the substantial investments made by Avista Utilities.</p> <p>The escalating rates, with no apparent correlation to improvements in service or infrastructure, have created an untenable burden on the residents of Spokane and the broader state of Washington. As a concerned citizen, I firmly believe that Avista Utilities' consistent upward trajectory in rates warrants a critical examination of their practices.</p> <p>First and foremost, the relentless rate increases have placed an undue financial strain on consumers. The doubling of my energy bill in just 5 years is an alarming trend that raises questions about the transparency and fairness of Avista Utilities' pricing models. These hikes are not only burdensome for individual households but also adversely impact local businesses and community organizations, contributing to an overall economic challenge.</p> <p>Moreover, the lack of perceptible benefits from the investments made by Avista Utilities is a cause for serious concern. If consumers are expected to shoulder the financial burden of increased rates, there should be a clear and demonstrable connection between these hikes and improvements in service quality, infrastructure reliability, or the integration of sustainable practices. Unfortunately, the absence of such tangible benefits has left many consumers questioning the legitimacy of these continuous rate adjustments.</p> <p>Beyond individual financial hardships, the monopolistic position that Avista Utilities holds in the utility sector is also a matter of deep concern. The absence of competition has limited the options available to consumers, leaving them with no alternative but to accept the imposed rate increases. This monopolistic control over utility services is not in the best interest of the City of Spokane or the state of Washington as a whole.</p> <p>To address these pressing issues, I propose a shift towards public ownership of utility services. Transforming Avista Utilities into a publicly owned entity could provide the necessary checks and balances, ensuring that the interests of the community take precedence over profit motives. A publicly owned utility model has the potential to enhance transparency, accountability, and citizen participation in decision-making processes.</p> <p>In conclusion, the relentless rate increases imposed by Avista Utilities demand a thorough review and</p>

			reconsideration. The financial burden placed on consumers without corresponding benefits is unjustifiable. A transition towards public ownership could foster a more equitable and community-oriented approach to utility services, ultimately serving the best interests of the residents of Spokane and the state of Washington.
	Megan	Web	I do not agree with the proposed rate increases as they indicating regular business maintenance costs that should not be paid by customers. It is unethical to allow this private owned company with executives on the board of black rock (a multi billion dollar company) to be allowed to pass their desired business improvements onto customers that have no choice on energy providers. I am tired of footing the bill for billionaires to improve their business while paying nothing out-of-pocket and improving their bottom dollar in profits. There is no improvements I have seen to my service and I do not think that it is something I need to pay for. The CEOs who wrote me the nice email about how they're proposing the rate increases can take a fucking pay cut.
	Mike Lindle	Web	I don't see why they need to raise the rates the way they are. They are just killing the seniors in this country. I used to live in Moses Lake and now the bills are twice as high here. How come a private company out of Canada have control over public utility, I have never heard of that before.
	Bonnie Rae	Web	I literally couldn't believe what I was reading when Avista recently sent their "Proposed Electric Bill Changes" and "Proposed Natural Gas Bill Changes" to my mailbox. Surely you folks are going to look at these ridiculously high increases with some skepticism. This is way out of proportion to any degree of inflation or any other economic factor that is happening. This appears to be greed, plain and simple. They're blaming "investment costs to infrastructure and systems" which are basically their cost of doing business. What other business can cloak business expenses as something that the customers have to pay for? My favorite coffee shop just remodeled their drive-through and, guess what? Their prices stayed the same. Avista is a monopoly. We can't go anywhere else. Please keep that in mind when addressing these unreal requests for rate increases. I should tell you that my husband--who's passed away--was a 50 year employee of Avista--formerly called Washington Water Power. So I feel like I know what I'm talking about. They became a hugely successful company and a great asset to Eastern Washington by following sound business practices. This money grab isn't one of them. Thanks for letting me have my say.
	Chase Copeland	Web	I am an Avista customer that uses natural gas for heat. My electric is with another utility company. I just read a news article about Avista filing for a multi-year rate increase with Washington Utilities and Transportation Commission. This comes just weeks after I sent a complaint to Avista regarding their past rate increases. My gas usage has remained pretty consistent over the years and ranges between 1062 and 1161 therms per year. The cost for this energy without their \$9.50 basic monthly charge was \$692.81 in 2019 (\$0.64/therm) and \$1318.94 in 2023 (\$1.24/therm). This is a 94% rate increase over the last 4 years. As a business owner prior to my retirement 2 years ago I can tell you that if I raised

			my customer prices by 94% over 4 years and wanted additional increases, I would lose these customers. Unfortunately, with Avista being a monopoly I have no choice except to complain to you. And that is what I am doing now. Please tell Avista NO to their rate increase request. A further note. Cumulative inflation during the last 4 years in the United States was 19.5%.
	sunnyandpickles@msn.com	Web	Please do not approve their proposed rate increases for 2024 or 2025.
	Adam Schooley	Web	I am wondering when as a county we started to allow billion dollar companies to pass the costs of their buisness onto the consumer. Avista bills existing customers for their responsibilities. Instead of a rate increase I want an email from avista that apologizes to their stakeholders about how they will have to wait for free money, i mean dividends until they fix their shit and bring it up to code.
	Jordan Evans	Web	I do not understand why you allow Avista to continually raise rates well above access that of other power companies in Washington state. I know that they are a private company and you allow them to do whatever they want. However, the new rate increases that you have allowed are absolutely ridiculous. They are bankrupting my household budget. A standard base charge of \$15 for electricity and natural gas even if the power is shut off is absolutely ridiculous. You can't go over 70 therms or 70 kW before they increase the standard rate. This used to be 100. How do you allow them to charge at triple the price of every other company in Washington state. Why do you continue to allow this? My address is also covered by inland power; however, I am not allowed to switch power companies due to the monopoly that Avista has in the city of Spokane Washington. This is a great disservice and causing a severe financial burden. I will either have to leave the state or go on permanent disability. I am paralyzed from the chest down and work full-time. I am on a limited income and this is very unfair for people in my situation. Why do you allow this to continue and when will you finally tell Avista that they can no longer continue to make excuses and continuously raise rates and overcharge compared to other power providers? They rates are not even close to any other provider in the area. Please promptly respond and justify why you allow the board of directors to make millions of dollars and gouge their customers! You have never told Avista they cannot raise rates and they continually ask for increases over the above rates other providers in this county charge. Please start a real investigation or allow customers in the city of Spokane to switch to inland power and start to create competition for Avista.
	Susan Eichler	Web	Avistas annual income is somewhere around 1.4 billion. Please stop the greediness and raping of the people of Adams country. The lowest income of the states counties. Rate upon rate increase is beyond civil. They have been getting away with this for far to long!  There needs to be some control over Avista utility.
	Kendra Broadwater	Web	This rate increase is yet another in a long line of increases. This is unacceptable as its investors--like black rock--continue to rake in profits and the CEO gets paid 4+ million dollars a year. Utilities are a public necessity and are--by definition--monopolies. We don't have a choice and there is a bare

			minimum of energy we all need to survive. This rate increase proposal for 2024 and 2025 should be rejected.
	Scott Gary Grayban	Web	I make just a little over \$1200 a month and my rent is \$900 and byt the time I pay my utilities I have noting left for food and because I make to much I can't even get food stamps.... Avista needs to eat costs at some point.
	Briana Osborn	Web	Avista put a HUGE solar panel farm in Lind WA, yet lind customers are drowning in their Avista bills! I am already paying \$322 and owe over \$1200!! Just from this last winter! I don't know why Lind residents were given a discount with all the energy and power they get from Lind! We are almost ALL low income. We can't afford bills now. Let alone if they raise the bill!! Please help this small town not destroy it even more!!! We can't afford to live ad it is!!!
	Barbara Fe Vore	Web	I cannot afford the present rate and in the winter the bill is usually \$600 a month November thru February or March. As a senior citizen, my income is \$1646 a month. After insurances, and other bills, I have less than \$100 a month for groceries and gas. I am 81 years old and working in fast food but will have to quit before snow and icy roads. It is a 17 mile commute to work and roads are not maintained as they once were. I've slid off the road twice when hitting an icy patch... even traveling at 35 mph. Avista does not need to pay the amount they do to CEO. They need to learn to budget better and absolutely do NOT need an increase. I qualify for some help and it only covers 1 1/2 months in coldest month, so I'm usually still paying off winter bills from Avista in June!
	Mike Lindle	Web	I don't see why they need to raise the rates the way they are. They are just killing the seniors in this country. I used to live in Moses Lake and now the bills are twice as high here. How come a private company out of Canada have control over public utility, I have never heard of that before.
	Charles Taggart	Web	I see no reason to increase the Basic Charge by 58% for year 1 and another 33% for year 2. The Basic Charge is for having a meter in place that is a static piece of equipment that requires virtually no maintenance and has probably been paid for many times over.
	Esther Larsen	Web	I am not in favor of doubling the basic charge. I understand that there need to be rate increase for what they are providing. I am supporting moving to cleaner energy, but the basic charge for someone who has gas and electricity. I am opposed to that large increase and the basic charge.
	Penni Guenther	Web	I am a avista customer and I am opposed to the excessive increase of 60% that Avista is proposing and then another 40% on top of that for the following year. That's doubling what we are paying now at least. Most of us that are avista customers are low income and struggling to pay our electricity bills now. I can o ly imagine how many of us will be turning to the state for assistance should these enormous rate increases take effect. I understand it isn't cheap to provide the energy that they provide but this much of an increase is excessive. I assume that Avista is operating in the black but they have to take Into consideration the impact that

			<p>these rate increases will have on their customers. How many will be accumulating higher bills and not be able to pay them. Couldn't they make their increases less dramatic so that the low income person can attempt to keep their dignity and not have to ask for charity. The communities are struggling now and these rate increases will only increase the poverty level of the families that live in this area.</p> <p>Thank you for considerng my plea for you not to allow Avista to rase their rates.</p> <p>Respectfully, Penni I. GUENTHER</p> <p>Penni L Guenther</p>
	Calvin Meredith	Web	<p>Dockets UE-240006 and UG-240007. We received notice Avista is requesting rate increases, what I see, totalling \$70.00 per month in Dec 24 and Dec 25. That's outrageous! Elderly folks on limited income cannot afford groceries now with Bidenomics. To have to choose between food on the table and power is unconscionable. Not to mention people on public assistance. Add to that Inslee's cost implementing CCA, depending on if it doesn't get repealed in November. Costs are rising and people can't afford such huge increases. It's insane! We urge you to deny these requests.</p>
	Sidney Lee	Web	<p>I normally do not comment when Avista wants a rate increase. I understand that their costs go up like everything else. However, when Avista wants to increase their basic rates for electric and gas over period of 366 days (12/21/24 to 12/21/25) to more than double the current rate basic rate, that warrants a protest by me. You can see the specific numbers on their application as well as I can. That alone is a monthly increase to my bill by over 10%. Increase in the basic rates, is just pure profit to Avista. Please do not approve the basic rate increases as requested by Avista. Thank you.</p>
	Robert Boyle	Web	<p>Docket UG-240007: the monthly increase for 2024 is about 60% higher than current rate; the proposed monthly rate for 2025 is +100% increase from current monthly fees. These are too high in such a short period of time. AVISTA must scale back its improvements, or, spread the costs out over a longer period of time.</p>
	Lori Pierce	Web	<p>The newly proposed rates for both gas and electric are unacceptable. We have gas heating, water and cooking as well as fireplace and the increase PSE is asking for is absolutely ridiculous. With the cost of property taxes doubling in the last four years, as well as gasoline and food prices, this is really going to push many people over the edge of being able to survive in their homes. The pandemic is no longer an excuse to gouge the public/customers.</p>
	Peggy Rolando	Web	<p>In their recent rate requests, Avista has proposed increases in electric and natural gas basic charges for 2024 and 2025 ranging from \$5.00 to \$6.00 per month. For a household with both electricity and natural gas service, this will result in \$258.00 of additional basic charges annually after both increases have been put in places. This will disproportionately affect low-income households and raises costs most for those least able to afford them. This also disincentivizes energy conservation efforts. Utility costs should be borne ratably by those using the utilities. The more you use, the more you pay. Please disallow these basic charge increases.</p>

	Karrie Schoesler	Web	It's criminal that Avista is asking for price increases after posting record profits. More and more of my expendable income goes to utilities leaving very little at the end of the month. Please don't allow this price increase by the monopoly company, Avista.
	Matthew Walton	Web	<p>Avista Utilities recently provided notice that they have filed for a general rate case for a requested increase with the WUTC for both electricity and gas services.</p> <p>The request seeks to increase the basic access charge for service to consumers over 2024 and 2025. This request is ridiculous given that Avista continues to operate as a monopoly for gas and electric services and citizens do not have the ability to directly participate in the election of directors given that the company is publicly traded and only shareholders may vote for the board. Further, record profits, record dividends, an absurdly high CEO salary as well as other governing officers salaries, and a botched takeover from Hydro 1, should not be paid for by consumers who have no say in these poor business practices. Inflation is hurting every consumer and Avista CHOSE to undertake expensive upgrades at a time when rate increases would disproportionately hurt those on fixed incomes and special communities already impacted more severely.</p> <p>Avista should be cutting back on dividends, offering more public stock and undertaking other methods of cost-cutting to fund their infrastructure upgrades rather than socking the consumers with the cost while stock holders get all the perks of earning income with no direct harm.</p> <p>I strongly oppose any FOR-PROFIT company being granted protected utility status and believe Avista should be forced to follow the model of other public utilities such as Inland Power and Light and Vera Power &amp; Water, where consumers have a direct say in governance and the utilities operate as a public good rather than a for-profit scheme.</p> <p>Please reject Avista Utilities petition for rate increase.</p>
	Carol Bryan	Web	CEO makes over 1 million a year. I am a retiree that makes barely enough money to make ends meet. I'm very resentful that the CEO makes all that money, and the company is raising my rates.
	Brenden Covington	Web	There is no valid reason that during uncertain economic times that Avista needs to be raising their prices when they haven't taken steps to lower their dividend payouts or executive bonus pay. This will only put undo stress on the working class trying to survive out here and lead to another flip in elected leadership.
	Melissa Hodgson	Web	I eyes almost popped out when I saw the request for a multi-year rate increase by Avista. An increase for 2024 Electric of 13.3% Natural Gas 6.7%. Then again in 2025? Absolutely NOT. Our bill literally DOUBLED a few months go from previous same time frames. The consumer is getting crushed. I work fulltime at a decent salary and cannot afford heat! This is insane. No, No, No. How can this be justified with their huge profits?



	Elisabeth Herbert	Web	Avista raising rates does not benefit the customers. All it does is keep thr shareholders happy and buy the CEO a 4th vacation home. Do what is right for the people of Washington state and make utilities affordable!
	Tim Bradford	Web	I live on Social security and if I got a 20% increase that would help, but I don't. Every year you keep raising your rates and I fall back further and further each time. The last time the rates went up the other utilities also went up, so any extra income went away. I think that you guys have gotten out of control, for my income anyway.
	Emily Holloway	Web	Avista’s profits in 2023 exceeded its profits in 20222 by \$20,000,000. There is absolutely no need for yet another rate increase. WA state citizens are already suffering from inflation in most areas of life, a public utility should not be one of them. This rate hike is pure corporate greed. Public utilities should not be beholden to the profit margins of shareholders. Please vote against this rate hike.
	Karl	Web	<p>Dear Washington State Utilities and Transportation Commission,</p> <p>I am writing to express my concern about the proposed rate increase by Avista Utilities. It seems as though every year Avista requests an increase. I believe this is because they are a public for profit company and care little about the consumer and more about making a profit. My utilities bill has gone up an average of \$330 a month since 2020, and I have no other options for electricity or gas. I also have a child with blood circulation issues due to multiple heart defects, and we can only keep the house so cold. Not only will my family and I be deeply impacted by another price hike from Avista, but so will everyone else in my community.</p> <p>I urge you to deny the rate increase and protect the interests of the consumers.</p> <p>Thank you for your attention to this matter.</p> <p>Karl Kohler</p>
	Victoria corradino	Web	This rate increase is outrageous. We are already struggling to make our electric and gas payments let alone any other payments in this economy and do not have the option to go with any other company for this service. What avista is proposing is robbery. They have a monopoly and are capitalizing on it being our only option for power and gas.
	Brandon	Web	<p>I am writing this to express deep concerns regarding Avista Utilities' persistent pursuit of rate increases. The regular hikes in utility rates have not only doubled my energy bill within a span of just 5 years, but I have yet to witness any tangible benefits from the substantial investments made by Avista Utilities.</p> <p>The escalating rates, with no apparent correlation to improvements in service or infrastructure, have created an untenable burden on the residents of Spokane and the broader state of Washington. As a</p>

			<p>concerned citizen, I firmly believe that Avista Utilities' consistent upward trajectory in rates warrants a critical examination of their practices.</p> <p>First and foremost, the relentless rate increases have placed an undue financial strain on consumers. The doubling of my energy bill in just 5 years is an alarming trend that raises questions about the transparency and fairness of Avista Utilities' pricing models. These hikes are not only burdensome for individual households but also adversely impact local businesses and community organizations, contributing to an overall economic challenge.</p> <p>Moreover, the lack of perceptible benefits from the investments made by Avista Utilities is a cause for serious concern. If consumers are expected to shoulder the financial burden of increased rates, there should be a clear and demonstrable connection between these hikes and improvements in service quality, infrastructure reliability, or the integration of sustainable practices. Unfortunately, the absence of such tangible benefits has left many consumers questioning the legitimacy of these continuous rate adjustments.</p> <p>Beyond individual financial hardships, the monopolistic position that Avista Utilities holds in the utility sector is also a matter of deep concern. The absence of competition has limited the options available to consumers, leaving them with no alternative but to accept the imposed rate increases. This monopolistic control over utility services is not in the best interest of the City of Spokane or the state of Washington as a whole.</p> <p>To address these pressing issues, I propose a shift towards public ownership of utility services. Transforming Avista Utilities into a publicly owned entity could provide the necessary checks and balances, ensuring that the interests of the community take precedence over profit motives. A publicly owned utility model has the potential to enhance transparency, accountability, and citizen participation in decision-making processes.</p> <p>In conclusion, the relentless rate increases imposed by Avista Utilities demand a thorough review and reconsideration. The financial burden placed on consumers without corresponding benefits is unjustifiable. A transition towards public ownership could foster a more equitable and community-oriented approach to utility services, ultimately serving the best interests of the residents of Spokane and the state of Washington.</p>
	Tammy Hoffman	Web	<p>I am trying to survive on very little money as I am disabled. I can't afford electricity as it is. Now, with this hike it is gonna make harder to afford to pay my bill.</p>
	carole gauche	Web	<p>These constant increases are creating such a burden for so many people. Every increase requested Avista says it is for infrastructure. How much is constantly needed to be done. I say no on any increase at this time. Enough is enough!!</p>
	Bettie Maron	Web	<p>The increase in basic charges from \$9 to \$15 and \$15 to \$20 is absurd. It should be \$1 a year. The first increase is 13.3%, which is much too high... lowered to the cost of inflation. The 3.1% increase is much more reasonable.</p>

	Gary Buerck	Web	<p>I absolutely regard the most recent Avista increase as theft from their customers, not only does Avista want to raise the per kilowatt rate they also want to increase the base rate from \$9.00 to \$20.00 over the next two years. The base rate raise is completely un-necessary as they make more than enough per kilowatt hour to pay their costs. The base rates just covers Avistas costs for perks and other things. I have a 900 square foot home and have done everything possible to seal it up. I used a thermal image camera too find and plug air leaks and installed new vinyl windows. Last winter I ran at 68 degrees and</p> <p>this winter I have run at 65 degrees and I still pay more. The Utilities Commission needs to put their foot down and say no to Avistas continuous increases and start protecting the consumer. Its to bad that the customer can be held hostage by the corporate greed of this Monopoly called Avista. To end this letter I would like to let you know I just received my bill for Dec 2023 to Jan 2024 and the kilowatt rates have been increased again.</p>
	Denise Snead	Web	<p>I live in Lind right next to the solar farm. Avista said the solar farm would create 16 jobs in Lind. The solar farm has provided NO BENEFIT to Lind or Avista customers, the electricity is being sold to California. The cost of Avista's projects to increase their profit should not come out of customers pockets. Eastern Wa, Eastern OR, and Idaho are low-income areas and have been hit hard by inflation. We do not need Avista big business digging into OUR pockets to fund their wasteful administration and money-making projects that we receive no benefit from. I WOULD RATHER BE ON BIG BEND ELETRIC BUT I HAVE NO CHOICE.</p>
	David Hemmert	Web	<p>In the E-mail it states that Avista is wanting to recoup money that they spend on infrastructure improvements, upgrades and anything else that Avista spends money on to keep the power flowing. Isn't company improvements part of the corporate budget? Paying the monthly power bill is for improvements and upgrades on the infrastructure and the running of the business. It is not to keep the shareholders happy. What Avista is doing is called theft, they are literally stealing from the consumer to pay for there negligence, and inept ability to run and maintain a power utility. If Avista uses the excuse of supply chain or things are more expensive then you know that they hiding illegal activity and/or are plain out lying just to keep the profits up.</p>
	Calvin Cullitan	Web	<p>Avista is a profit-seeking company with a local monopoly on a necessary service. If approved, this rate increase is much more likely to go into shareholders' pockets than infrastructure improvements. Please say no to price gouging and deny the request.</p>
	Karin Morris	Web	<p>Re: docket number UG240007 Avista</p> <p>The customers of Avista are paying too much already for their heat/electric bill. Avista needs to find other sources of money for these projects. Please deny this rate increase request. Thank-you!!</p>

			<p>Best Regards,</p> <p>Karin Morris Spokane Valley, Washington</p>
	Johnny Angioi	Web	<p>I have a problem with Avista in Spokane because it seems to me, I get rate increases for electric or gas every six months. Weather in Spokane last year's average was nicer at this time period then this year. As soon as I get a notification of a rate hike it is not long before I get another for the other energy source. I was on a budget plan of \$213 a month but Avista raised the \$213 to \$243 starting this month. I am on a budget and other companies continue to raise rates. Does Avista ever get declined for a rate hike? Avista's CEO makes approximately 6 to 10 million a year. Why would anyone need to make that much money a month. The customers who pay their bill have to assist with the other customers that do not pay, but the CEO's annual income does not ever go down.</p>
	Cody Davis	Web	<p>Upgrades to Avista's own infrastructure are a normal expense of every corporation. There is no good reason why the people's rates for an essential service should more than double, when people are already struggling to afford it. Avista reported high profits in recent years, so I do not feel as though the burden of the cost for the supposed upgrades should fall solely on the people. If Avista wants to upgrade their own company, they should pay for it, not us. Thank you.</p>
	Kathy Bumgarner	Web	<p>Avista is proposing an increased to the basic fee for gas and electricity. But they've not been clear on why the fee. I agree that I need to pay for what I use. But I have some control over that. For example, I can wear a coat, take a shorter showers, etc. But to impose a fee on top of usage, seems unfair, when I fill up my car at the gas station, I don't pay a fee for the maintenance of the gas pump..</p>
	Lori Freshman	Web	<p>This is a multi billion dollar company. They want more money from people who can barely afford the last rate hikes as it is for maintenance of equipment and infrastructure: they can take it out of some of their goddamn profits. It is ridiculous that the little person has to pay pay pay when we can't afford it. People are shutting down parts of their houses, so they can just live in one room that they heat because avista wants so much for electricity and gas. Please do not let them do this we beg you.</p>
	Lyn Mobley	Web	<p>Strongly opposed, very unhappy.</p> <p>Customers that have both electric and natural gas will be paying an additional \$258 per YEAR in basic charges ALONE. That does NOT include the % increase on the electric and gas itself.</p> <p>(Electric: increase from \$9 to \$20 = \$11. 1 year = \$11 x 12 which is \$132 Gas: increase from \$5.5 to \$20 = \$10.5. 1 year = \$10.5 x 12 which is \$126 \$132 + \$126 = \$258)</p>
	Rickey Edward Kipfer	Web	<p>I was reading the two year rate plan request included with my monthly bill and it is a typical bull shit request. The requested basic charge increase is totally out of wack. Going from \$9 a month to \$15 and then \$20 is simply asking for free money to a monopoly business. This increase gives Avista no incentive to control costs. I just had to pay them \$100 to install a net meter which will last for over 10</p>

			<p>years and they want another monthly fee on top of that. As our representatives regulating rates I encourage you to cut the Basic charge and allow Avista increases based on the actual cost of energy they sell. Their investors want to make money then have them make a concrete plan to control costs and grade Avista on how well they do business. If they want to expand, let the investors cover the cost as they should expect when doing business. "The Basic charge slush fund" is simply a way to hide what they are not doing well. Meters last a long time and are not very expensive. I paid for mine and the administrative expenses need to be automated and should be very little per month. Please have Avista itemize everything they want the Basic charge to cover and make them control the cost to the public. I have worked in big business as a cost accountant and the schemes to hide actual costs never end. It is time to insist that the Basic charge is tightly controlled and stop blaming everything on inflation, since the real cause of inflation is ignorance by people who simply choose to pay more for convivence. I appreciate your agencies hard work and encourage you to reject most of the Avista requested increase that is not related to actual energy production cost and make Avista show they appreciate being allowed to serve the public as a monopoly or allow the grid to be served by multiple suppliers.</p> <p>Thank You</p>
	Michael McMullen	Web	<p>During this time of economic insecurity, a basic need should NOT be thinking about raising prices. If Avista wants to get some more money, their CEO can take a pay cut. Give us a chance to catch our breath.</p>
	Andrew Ohear	Web	<p>I think that the rate increases are hurting all of the consumers in Spokane. The rates that are being imposed are to high and we are without another company to switch to for service.</p>
	Ann Hundebly	Web	<p>The rates just get higher and .higher. very difficult on a fixed income wonder what the CEO makes</p>
	Danielle Bean	Web	<p>Avista is requesting a rate increase for a second consecutive year. Last year they recorded profits in excess of 1 billion dollars! Executive compensation is embarrassingly rich and yet at a time when families are struggling with inflation this greedy company wants to continue to enrich itself and its shareholders. Please protect the public from this monopoly. Thank you.</p>
	Kenneth Stone	Web	<p>My wife and I are seniors and on a fixed income. Between electric and natural gas Avista is asking for a 20% increase Dec 21, 2024 and 5.2% Dec 21, 2025. This based on a ROR of 7.61% and a ROE of 10.4%, to service debt expenses and give a fair return on shareholder investments. The increases need to be much smaller. For docket UE - 240006 (electric) it should be 5% on Dec21, 2024 and 2% on Dec 21, 2025. For docket UG - 240007 (natural gas) it should be 3% on Dec 21, 2024 and 1% on Dec 21, 2025. Avista also wants to more than double the basic charges for both electricity and natural gas. For electric and natural gas it should be \$1 each for Dec 21, 2024 and \$1 each for Dec 21, 2025 for increases in basic charges. I want to thank the Commission for taking the time to listen to customer comments.</p>

	Erynne von Olnhausen	Web	I cannot make money appear, nor can I take my service elsewhere. This company keeps raising rates for my electricity and natural gas usage, which I need to live, for purported “improvements” that never appear to materialize, nor do my rates ever go down. A utility company should not be privately owned or subject to the whims of shareholders. This isn’t the 1890s; we can and should expect the services we need to live to be publicly owned and as close to free as possible, since we pay taxes for the infrastructure these guys use. NO, I’m not okay with their proposal to raise rates AGAIN for the third time in two months.
	Alex Steffenson	Web	Avista's proposed rate hike is unnecessary and unethical. The company raises prices every single year and then posts record profits in the billions of dollars. This needs to stop.
	Megan Shepard	Web	Acosta has a monopoly in Eastern Washington and their rates continue to rise without real backing as to why they need the rate hikes. They have the highest rates compared to other energy providers that are in the rural areas. Big Bend electric and Grant County public utility districts have rates far below Avista and have far better service. Avista continues to squeeze their consumers for all their worth while other utility companies rarely raise rates. I understand they are a large company and are publicly traded and are their for profit for their investors, but enough is enough.
	Mavis Clinton	Web	<p>Avista's continuous request for price increases is getting out of control. As a consumer I am not made of money and my salary does not increase enough to keep up with the demand of their requests, for increases.</p> <p>Are they truly being held accountable for how they spend their money, when was the last time they were audited?</p> <p>should you approve this current request for the outlandish increase to the base charge, I would hope That you carefully monitor their future requests for increased fees.</p> <p>I am not made of money, and they are not the only ones that I have to keep up with increases. Please pay careful attention to where all their increases are going.</p> <p>Thank you for your time.</p>
	Richard Oates	Web	The Base charges are over %100 percent increases to \$40 charge before any use of electricity or natural gas is used. For most of the summer I use no electricity and almost no natural gas. I installed solar and Avista will be getting back my produced power for on every March 31st, yet they expect me to pay them now \$20 a month every month and I actually only use electricity at the most 2 months a year, yet this will cost me over \$200 a year for nothing.
	Craig Bender	Web	<p>Dockets UE-240006 and UG-240007</p> <p>While some increase in base service fees and metered rates can be justified the increases being requested are outrageously greedy.</p> <p>Raising costs must not be 110% covered by utility customers, Avista has a responsibility to cost effectively manage their operations. When was the last time they reduced Sr Management salary &amp;</p>

			<p>bonuses, when have they diverted stock dividends to Avista's operating budget .</p> <p>UTC should not approve these rate increases as written/requested by Avista.</p>
	Cheryl Johnson	Web	<p>Avista has always been a reliable company for our family and I have been dismayed by the rate increases in the past, but I realize prices of equipment and materials continue to rise so I accepted the increases. In the past the increases have been relatively small , but now we have jumped to about a 10% increase. This past decade we have seen the largest increases and they are occurring annually! Also when denied the increases by the UTC, Avista seems to still increase prices. For example in 2016 electric rate increases were denied and the UTC suggested Avista lower rates by 1%. Is this what occurred, NO! Avista was able to raise rates by 3%! My husband and I are on a fixed income which does not give us yearly rate increases and definitely not 10% increases. Please consider the plight of the customer and the economy we're suffering through when considering granting rate increases to Avista!</p>
	Lori Freshman	Web	<p>This is a multi billion dollar company. They want more money from people who can barely afford the last rate hikes as it is for maintenance of equipment and infrastructure: they can take it out of some of their goddamn profits. It is ridiculous that the little person has to pay pay pay when we can't afford it. People are shutting down parts of their houses, so they can just live in one room that they heat because avista wants so much for electricity and gas. Please do not let them do this we beg you.</p>
	Barry Remboldt	Web	<p>NO INCREASES IN GAS AND ELECTRONIC BILLS. Inflation is rampant. Prices are high. Business is slow. Avista needs to "tighten its belts" like all WASHINGTON residents are doing</p>
	Randy Heckman	Web	<p>I am writing to express my deep concern regarding Avista's recent filing to raise electricity rates. As a customer and member of the community, I am troubled by the implications this increase will have on individuals and families who rely on affordable electricity to meet their basic needs.</p> <p>Furthermore, I was shocked to discover after moving only 10 miles that my electricity bill is already more than \$20 higher than that of Spokane Valley. This substantial cost difference raises questions about the fairness and justification of Avista rate increases, particularly compared to a service provider only 10 miles away.</p> <p>In addition to this disparity, I recently learned that Avista Corp pays a total dividend payment of \$139,840,000 yearly. While I understand the importance of rewarding shareholders, it isn't easy to reconcile this substantial dividend payout with the company's claims of needing additional funds for repairs and maintenance. It seems unjustifiable to burden customers with higher rates under such circumstances, especially when Avista Corp is already allocating significant sums to shareholders.</p> <p>Many individuals and families are already facing economic challenges, particularly after recent global events. Forcing them to shoulder additional expenses for essential services like electricity only</p>

			<p>exacerbates their financial strain and threatens their well-being.</p> <p>Moreover, raising electricity rates disproportionately impacts vulnerable populations, including low-income households and older adults, who may struggle to afford even modest increases in their utility bills. UTC must consider the potential hardships these communities face and work towards solutions that promote equity and accessibility.</p> <p>In conclusion, I respectfully request that Avista be denied the ability to raise electricity rates and instead explore alternative measures that prioritize affordability and equitable access to essential services.</p>
	Peggy Collins	Web	<p>We moved back to Spokane 1 1/2 years ago. After dealing with pg&amp;e ripping everyone off with overwhelming profits and not fixing infrastructure, it was a bit refreshing to see Avista. However, I see them making the same mistakes as pg&amp;e; constantly wanting more money but NOT providing better infrastructure. In this day and age we should not be losing power in the winter. As a child in Spokane 60 years ago we never lost power in the winter (including 1968-69) under WWP. It is a sign that the money has gone to the shareholders and not to improve the systems. They have plenty of money to spend on the infrastructure improvements. They should be forced to do that before any further rate hikes. UTC needs to quit kowtowing to these companies.</p> <p>Additionally, why is a monopoly allowed? Please explain that. Thank you.</p>
	Mirza Alagic	Web	<p>I am writing this to express deep concerns regarding Avista Utilities' persistent pursuit of rate increases. The regular hikes in utility rates have not only doubled my energy bill within a span of just 5 years, but I have yet to witness any tangible benefits from the substantial investments made by Avista Utilities.</p> <p>The escalating rates, with no apparent correlation to improvements in service or infrastructure, have created an untenable burden on the residents of Spokane and the broader state of Washington. As a concerned citizen, I firmly believe that Avista Utilities' consistent upward trajectory in rates warrants a critical examination of their practices.</p> <p>First and foremost, the relentless rate increases have placed an undue financial strain on consumers. The doubling of my energy bill in just 5 years is an alarming trend that raises questions about the transparency and fairness of Avista Utilities' pricing models. These hikes are not only burdensome for individual households but also adversely impact local businesses and community organizations, contributing to an overall economic challenge.</p> <p>Moreover, the lack of perceptible benefits from the investments made by Avista Utilities is a cause for serious concern. If consumers are expected to shoulder the financial burden of increased rates, there should be a clear and demonstrable connection between these hikes and improvements in service</p>



			<p>quality, infrastructure reliability, or the integration of sustainable practices. Unfortunately, the absence of such tangible benefits has left many consumers questioning the legitimacy of these continuous rate adjustments.</p> <p>Beyond individual financial hardships, the monopolistic position that Avista Utilities holds in the utility sector is also a matter of deep concern. The absence of competition has limited the options available to consumers, leaving them with no alternative but to accept the imposed rate increases. This monopolistic control over utility services is not in the best interest of the City of Spokane or the state of Washington as a whole.</p> <p>To address these pressing issues, I propose a shift towards public ownership of utility services. Transforming Avista Utilities into a publicly owned entity could provide the necessary checks and balances, ensuring that the interests of the community take precedence over profit motives. A publicly owned utility model has the potential to enhance transparency, accountability, and citizen participation in decision-making processes.</p> <p>In conclusion, the relentless rate increases imposed by Avista Utilities demand a thorough review and reconsideration. The financial burden placed on consumers without corresponding benefits is unjustifiable. A transition towards public ownership could foster a more equitable and community-oriented approach to utility services, ultimately serving the best interests of the residents of Spokane and the state of Washington.</p>
	Frances Lindberg	Web	<p>Comments typed verbatim by Sam Cooper per customer call to the Consumer Protection hotline: So they have been granted an increase in the last what, three years, at least one. I know they just got one. The bills are outrageous and I thought they were not-for profit (I explained that's not the case). I had a relative, my mother owned Washington Water Power or Avista stock, and I sold that stock and I don't know. Her largest dividends came when they were crying, always crying for more money. She always got the largest dividends. Stockholders take a chance when they are purchasing stock in the company and we've gotten away with that where we will let construction companies put in a bid. If they have an overage they get to charge this just more. It always goes over. I am against paying more for what they need to put in as customers using electricity. There comes a point they are doing it at our cost to the shareholders increase of value and it's not fair. They should be thinking about the customer also, not just the stockholder. And that seems to be what Avista thinks about or has over the last 15-20 years or so. That just is not right. We are supposed to have natural gas, cleanest form of energy and what do they want to do, get rid of it now. And of course we had to have certain light bulbs to save energy. We didn't use a lot. And they charged us more. Natural gas is still the cleanest energy.</p>
	Kelly Hogan	Web	<p>They make enough profit. We have the highest rates already and I can barely make my payments now. All utilities should not be allowed to raise their rates because they just want more money. It's a hardship too so many. We are poor but we need to be able to have rates we can afford.</p>

	Susan K Babbitt	Web	Avista has recorded record profits in the last few years and they are still requesting a rate increase. With inflation as it is, families are struggling to put food on the table and seniors are struggling to eat and pay for prescriptions. In financial times like this, people should not have to struggle to afford be comfortable in their homes. When I relocated to my current residence, my monthly bills were around \$225.00 and now my bill is well over \$300.00 and now it's going to go up even further if an increase is approved. Please consider denying this request.
	Amy Chastain	Web	No more increases! Shareholders can sit with their current profits for a while. We have a four bedroom home and never turn our heat up above 63. Ever! We have done all of the improvements to make our home as efficient as possible. We have new windows, insulation and everything from those big ticket items to putting towels down in front of the doors. We still aren't really ever warm, but we manage. Our bills are too high. We are always juggling food, gas and Avista. Every single month. It would be different if our money wasn't lining shareholder pockets, but it is. Shareholders don't need more money while people are cold and broke!
	Jim Poston	Web	Avisita's proposed increase is a 50% hike in natural gas for the first year and 33% more in the second year. I think this is way to much for most people in Eastern Washington to be able to handle. Eastern Washington does not have the incomes that the West side does. We rate payers should not have to reimburse the utility company for improvements/changes it needs to make to comply with mandated wildfire improvements. Most neighbors here are retired, many are widowed and how will they afford to heat their homes. A 50% increase on top of all the increases in food costs and many other items is just exorbitant. In 2 yrs., the cost will more than double per therm. If an increase must be, it should be done slowly over time and not in huge increments. This feels like and instant whammy between the eyes. This should be denied.
	Bailey Sampson	Web	Avista is trying to raise rates again in service to their shareholders instead of the community that a utility company should serve. Please block this rate increase. Their CEO does not need a 7 figure salary.
	Joyce wedde	Web	We as consumers cannot keep funding the CEO's of this company the cost are out rages I'm a 65 year senior citizen who can barely afford food for my husband and myself but make a small amount just above what I can be approved for assistance during this recent cold spell it showed Avista again not putting there money we already pay toward the infrastructure they so talk about I feel that if you did a audit of Avista and there practices you would find that this increase is unfounded considering,the government money they received for infrastructure improvements these increases comes at a time when we are tapped out there is no more money to give right now please vote no on this proposal and please do a audit of this company's practices
	Matt Leonard	Web	Avista has great dividends for shareholders, always going up! But making customers pay ever more to fund that instead of maintaining and upgrading equipment and transitioning to to sustainable energy sources ASAP should be their top priority. Runaway inflation fueled by corporate greed is already killing us - please give this disabled guy living on SSDI a break!

Robert Flowers	Web	<p>RE: Avista Corporation Midstream HVAC or Water Heating incentive</p> <p>Greetings:</p> <p>This month I contracted with my "trusted" HVAC company to replace a functional heat pump with a much more efficient model. During the discussions with the company representative, I asked about rebates that might be available for this purchase. The salesman stated that there were rebates, they were automatic and that Avista would take care of the application for them, I need do nothing.</p> <p>The purchase of this new heat pump became embroiled in many half-truths and misrepresentations by the company's salesman and as a result I started to look into the features he promised regarding my installation. I began to investigate Avistas rebate program and I was surprised at what I found.</p> <p>Yes, Avista does have a rebate program, but it is ther "new" "midstream model" which seeks to lower the price of the unit before it is installed at the customers location and does not involve the customer or even the installer. It supposedly lowers the price at the distributor, three full links away from the customer.</p> <p>Since I was not aware of this change - from customer to distributor - I was misinformed by the company salesman in a way that made sense based upon my previous experience with Avista rebates. Only by checking Avista's web page about rebates did I discover this new version of the process and the salesman's dishonesty.</p> <p>First, really? You expect a distributor to get a rebate from Avista and then diligently pass that along to the customer, whom they don't even know, via some magic method through the installer. The installer, if they should get a unit with a lowered price due to a rebate being applied will, in most cases, continue to sell that unit for the price that all the traffic will bear and pocket the difference between the normal cost to them and the lowered cost due to the rebate.</p> <p>These industries already have a license to steal and they exercise it at every opportunity. Now, the UTC has given them another way to steal. I cannot imagine any government rule that would allow such an arrangement. Put the consumer back into the equation so that Avista's qualified distributors cannot steal from the ratepaying public through their new midstream model.</p>
Anna Dobbins	Web	<p>It costs too much to heat/cool our homes in this area already. Fixed incomes are hot hardest. Are they not making enough as it is? Please stop the greed. Anna Dobbins</p>
Charles Garman	Web	<p>Saturday, January 20, 2024</p> <p>Washington State Representative Jaquelin Maycumber 425B Legislative Building P.O. Box 40600 Olympia, WA 98504-0600 RE: Avista Rate Increase</p> <p>Dear Representative Maycumber,</p>

			<p>I am asking you to please do what you can to look into the latest rate increase proposal from Avista Utilities. Avista has, with increasing frequency, applied for yet another large rate increase. Customers cannot sustain the amounts and frequency Avista is proposing, especially those who are on a fixed income. I would appreciate hearing from you concerning any action you can take on this matter.</p> <p>Thank you,</p> <p>Charles Garman 1345 Larch Street Kettle Falls, WA 99141</p>
	Beth Koller	Web	<p>The consumers are stretched thin already. Avista needs to focus on reliable energy not fad green energy that doesn't have what we need in this area. I've had solar panels since 2016 and the savings to small to weigh the material cost from mining, creating, installing and disposing. Avista cuts the solar power to our homes when they lose power so that was a fail. Just focus on reliability and affordability for the customers.</p>
	Brandon Evans	Web	
	Ricci Husky	Web	<p>My utility bill has already almost doubled in the last few months. I recently read about a decrease in the cost of natural gas but, instead, Avista seems to be asking for an increase. For people on fixed incomes, like myself, this is turning into a definite hardship. I am not asking for help on my bills, just no more increases.</p>
	Nate Crumet	Web	<p>Avista has repeatedly raised rates and are now seeking to raise rates again despite paying out substantial dividends to their shareholders. They should go into their own pockets for capital improvement projects and should cut dividends to do so if necessary. A utility company that the entire region is forced to use should not play so fast and loose with their rate hikes.</p>
	Edward Miller	Web	<p>Keep the basic charge for electric at \$9 and for natural gas \$9.50. I don't know why they are charging us for that anyway. I'm on SSD and a veteran and I can't afford to go from \$18 to \$40 over the next 2 years. I would like someone from Public Involvement to call me to discuss my concerns.</p>
	Denise Snead	Web	<p>Avista is making 1.4 billion profit. Avista serves the poorest regions of Wa state and Eastern Oregon and Idaho. Avista rates are already one of the highest if not THE highest. Please stop the price gouging. It does not appear anyone monitors Avista's spending. ALL consumers have had to tighten their belts. Avista should have to budget what they have. There are no meter readers anymore. Meters are read by computer. Yet they have 400 more employees. <b>NO RATE INCREASES OR BASE RATE INCREASES</b></p>
	Dawn Soehren	Web	<p>I'm very puzzled as they just increased their rates not long ago. They say it's for infrastructure but isn't there grants or funding for that from the U.S. Government? Wasn't a bill passed to provide money to</p>

			upgrade "infrastructure"? Shouldn't they a multi-million (billion?) dollar company have the money for infrastructure budget included in what they already get? I'm tired of Avista not having their ducks in a row and figuring out exactly what is needed and constantly going to the consumers with their hand out saying they have to "Pay their share holders". If the power grid is being strained with new construction then make the builders pony up to pay for further infrastructure where they are going to build. We don't need more sprawl we need to keep some open spaces for the wild life that are being forced into neighborhoods. Gads I'm so tired of everybody nickel and diming us to death. NO I don't want to have to pay another increase, my budget is tight enough as it is. Let their top executives cut their bonuses to pay for the infrastructure.
	Barry Remboldt	Web	NO INCREASES IN GAS AND ELECTRONIC BILLS. Inflation is rampant. Prices are high. Business is slow. Avista needs to "tighten its belts" like all WASHINGTON residents are doing
	Erin Louthian	Web	I am not in favor of their sizable rate hike!
	Jeff scharpenberg	Web	Your making enough money the way it is already. Don't raise the rates anymore, many of us are barely getting by.
	Denice Campbell	Web	Avista is requesting a whopping 20% in the next two years citing increased pressure from inflation and escalating costs. We all are dealing with pressure from inflation and escalating costs. Perhaps Avista needs to focus on providing safe and reliable electricity instead of having so many different programs and areas . I can't just get 20% more money from the public to fund whatever I want to do. I would ask the commission to require Avista to tighten up their budget and find a way to do the most important with their current budget. I understand a smaller increase, but 20% is extreme. Perhaps they can do more with less like we all have to do in the current economy. Respectfully submitted, Denice Campbell
	Johnny Angioi	Web	I have a problem with Avista in Spokane because it seems to me, I get rate increases for electric or gas every six months. Weather in Spokane last year's average was nicer at this time period then this year. As soon as I get a notification of a rate hike it is not long before I get another for the other energy source. I was on a budget plan of \$213 a month but Avista raised the \$213 to \$243 starting this month. I am on a budget and other companies continue to raise rates. Does Avista ever get declined for a rate hike? Avista's CEO makes approximately 6 to 10 million a year. Why would anyone need to make that much money a month. The customers who pay their bill have to assist with the other customers that do not pay, but the CEO's annual income does not ever go down.
	Karen Stephens	Web	A couple years back, AVISTA solicited and offered grants to me and numerous other people to change from electric to gas. Their promise was that gas was cheaper and better for the environment. They did this without "informed consent" that there would be a monthly fee throughout the summer with no gas being used or that they planned to hike rates. Soon after my electric was converted to gas, they began raising their gas prices. It is now unaffordable for me to heat my home in the frigid temperatures in the winter and pay to have gas I do not use during the summer. In my opinion,

			<p>AVISTA was not upfront or honest with their business practices. In fact if I remember correctly, AVISTA tried to sell their company to Canada soon after the conversion. We consumers cannot directly participate in Avista governance because they are not a not-for-profit utility, but a for-profit utility granted a MONOPOLY. As Idaho did, please help we the Washington consumer and deny AVISTA's proposal rather than enriching this large Monopoly! (Please do not sell my information.)</p>
	Michelle Jones	Web	<p>Good morning, and thank you for taking the time to read my comment.</p> <p>I am writing with concern about Avista's proposed 2024 rate increase, and I am beseeching the commission to DENY this proposal, because of the financial hardship that so many in Spokane are already facing.</p> <p>When the annual increase coincides with the seasonal winter rate increase, the resulting bills are catastrophic to the most vulnerable members of our community. The 2024 increase is slated for the same time - why can't it happen in summer, when billing is lower?</p> <p>We are a household of just two and our bills have always been manageable, around \$145 outside of winter, the entire time we've been in our 2bd house, almost exactly two years. That's *combined* gas/electricity, as you may know. The highest winter bill we've seen was less than</p> <p>By Avista's own words, the average household might see an increase of 13%. Well, the math is not mathing, as the kids say - we have seen a nearly 100% increase.</p> <p>Nov-Dec was a shocking \$271. We took it in stride and monitored our usage. How much can two people really use, though? Same billing cycle the previous year, 2022-2023, was \$133.</p> <p>Now, I'm shaking as I look at our latest bill, the Dec-Jan cycle of 2023-2024, of \$348! Instead of us splitting a bill of \$166, now we're both paying(more than) that, each!</p> <p>Two people cannot make that much of a change and the temps aren't even as cold as last year for this to be attributed to our usage.</p> <p>We couldn't even do laundry during the freezing temps because the drain freezes, so the dryer wasn't used. I'm looking at "electric heating" usage of \$80, and we don't have electric heat, so I don't even know what that's about.</p> <p>All the more galling, Avista has been sending non-stop "You may be looking for ways to manage your energy bill" emails since before we even received the bill, so that just seems like damage control for what they know is price-gouging, by telling me it's my fault, when it's clearly a matter of greed.</p>

			<p>Their tips are pretty cute, considering they consist of things I've been doing for decades, like "Use LED light bulbs" and no-brainers like "Change your furnace filter". We don't have a dishwasher or any device or appliance that can account for this new usage, if that were indeed what it was. The furnace was replaced with an energy saver just last year. My workstation is a laptop.</p> <p>With less than \$1k in my checking account right now, I have shed tears about this and I can't imagine what low-income families are going through. Two billing cycles in a row, our bill doubled. Terrified for the next bill, already.</p> <p>I understand that corporations have to make money, but this is just too much. Just when I feel like I'm getting ahead, I'm knocked off my feet.</p> <p>If the commission cannot find it in their hearts to deny Avista's proposal, perhaps you might consider making them increase the rate in summer, so the additional cost isn't backbreaking for all families recovering from the holidays, especially low-income households.</p> <p>Thank you for your time, I truly hope others have written and that our pleas have not fallen on deaf ears.</p> <p>Be well,</p> <p>Michelle A Jones Spokane, WA</p>
	Karon wiggs	Web	<p>Enough already. Avista is bankrupting us for their greed and absolutely stupid spending on non business junk. They raise our rates too often. They need to curb their unnecessary spending and projects.</p>
	Kristyne Wiegand	Web	<p>The fact that a public utility is run by out of state shareholders who have no regard for the common person is evident. The top employees of avista make millions of dollars a year, and they are putting out incredibly high dividends to companies like Black Rock. Those dividends should be used to make updates. The needed updates should not be put on the consumer, because they're part of the cost of doing business. The gap between the rich and the poor is already so vast - it's time they hold up their end of the bargain, instead of making record profits off the backs of people who, in a year, make a fraction Avista's monthly profit.</p>
	Carol Bryan	Web	<p>CEO makes over 1 million a year. I am a retiree that makes barely enough money to make ends meet. I'm very resentful that the CEO makes all that money, and the company is raising my rates.</p>

	Jock Thomas Johnson	Web	Avista keeps raising the power and gas rates and i live in the county of spokane and it just keep going up. this is costing us to much . it too high
	Cameron Osborn	Web	Rate increases for customers in Eastern Washington are unacceptable for a company with 1.4 Billion in profits!
	Steve Dreier	Web	there is no need for more profit, than they are making already.
	Laura Jean VanDerLinde	Email	Avista has been raising rates frequently yet every time the weather is cold in the winter in the coldest times or hot in the summer in the hottest times they have a malfunction and cause power outages. It is widely known that they are operating a monopoly in Eastern Washington State and should be investigated for fraud and wasteful corporate spending.
	Joseph Spencer	Email	<p>I am writing to bring your attention to a critical issue affecting Washington families: Avista's unjustly high utility rates.</p> <p>Washington families are already facing financial challenges, and the prospect of higher utility bills only adds to their burden.</p> <p>I, for one, have experienced firsthand the consequences of these exorbitant rates. I have slept in my house at temperatures as low as 41 degrees for at least seven days this month alone. Despite conserving energy by doing my laundry once a week, taking short showers, and minimizing dishwashing, my utility bill continues to exceed \$200 a month.</p> <p>Even when I have my son over, ensuring a comfortable temperature of 70 degrees, the costs remain unjustifiably high. Additionally, I have resorted to turning off lights when not in use to further conserve energy.</p> <p>Furthermore, the toll on my health is undeniable; waking up with a bloody noses due to these conditions is unacceptable.</p> <p>It is time for Avista to take responsibility and rectify the situation by issuing refunds for the millions of dollars they have overcharged Washingtonians. We cannot afford to let these unlawfully high rates persist.</p> <p>I urge you to join me in challenging Avista to do what is right for the people of Washington. Let us work together to ensure that our families are not unfairly burdened by exorbitant utility costs.</p> <p>Thank you for your attention to this matter.</p> <p>Sincerely,</p>



			Joseph Spencer
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