

AVISTA CORPORATION
dba Avista Utilities

SCHEDULE 170 – RULES AND REGULATIONS – WASHINGTON – Continued

13. PAYMENTS:

One bill will be rendered, for each monthly billing period, listing charges for natural gas service, electric service or other charges, to a Customer receiving one or more of such services from the Company at one premise. If a Customer has multiple premises, a single bill may be issued which contains the monthly billing information for all premises on the Customer's account, distinctly separated per meter, unless otherwise agreed upon by the Company and Customer.

Monthly bills for services rendered and other charges are due and payable in full within 15 days from their date of issuance, and if not so paid shall be in default. A Customer may request an extension of the payment date to adjust billing cycle to parallel receipt of income.

In the event the Customer tenders a payment of less than the full amount of the monthly bill for services and/or other charges, the Company, unless otherwise directed by the Customer when payment is made, will apply said payment pro rata first to the charges in default and the remainder, if any, to the current monthly charges.

Checks remitted by Customers in payment of bills are accepted conditionally. A charge may be assessed to the Customer, in accordance with section 18(E) herein, for handling payments that have been refused by the bank.

Company representatives dispatched for purposes of disconnection or reconnection of natural gas service will accept payment of a delinquent account or reconnection charges at the service address but will not be required to give change for cash paid in excess of the amount due and owing. The Company will instead credit any overpayment to the Customer's account.

14. ESTABLISHMENT OF CREDIT:

A. Residential. An Applicant may establish credit by demonstrating to the Company any one of the following factors. However, a deposit may still be requested under the criteria outlined in section 15 below.

a. Prior Service with the Company during the previous 12 months, during which time service was not disconnected for failure to pay, and no more than three delinquency notices were served upon the Customer.

b. Prior service with a utility of the same type as that of which service is sought, with a satisfactory payment record as demonstrated in (a) above, provided that the reference may be quickly and easily checked, and the necessary information is provided.

c. Furnishing of a satisfactory guarantor to secure payment of bills for service requested, in a specified amount not to exceed the amount of deposit which may be required.

(M) material transferred from Second Revision Sheet 170-F; Substitute First Revision Sheet 170-F.1

(K) material transferred to Third Revision Sheet 170-J

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| Issued | December 1, 2020 | Effective | December 11, 2020 |
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Issued by Avista Corporation

By 

Patrick Ehrbar, Director of Regulatory Affairs

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Substitute Original Sheet 170-P

AVISTA CORPORATION
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SCHEDULE 170 – RULES AND REGULATIONS – WASHINGTON – Continued

17. RECONNECTION OF NATURAL GAS SERVICE:

When service has been discontinued for failure of the Customer to comply with the Company's rules and regulations under this tariff, including default (nonpayment), a charge shall be made for reconnection, as described in 17(B) below.

The Company will reconnect natural gas service when the causes of disconnection have been removed and payment of all tariffed charges due from the Customer, including any required deposit and the reconnection charge set forth in this tariff, have been made. Once these conditions have been met, and such arrangements have been made during the hours of 8:00 a.m. through 4:00 p.m. Monday through Friday (except holiday), the Company must make every reasonable effort to restore disconnected service within twenty-four hours, or at some other time mutually agreeable between the Customer and the Company. If such arrangements for reconnection are made during hours other than the above, the reconnection shall be completed on the following day and be subject to "After Hours" charges as described herein, except for medical emergencies or a Customer disconnected in error.

When service has been discontinued at the Customer's request and then reestablished within a twelve-month period, the Customer shall be required to pay the monthly minimum charges that would have been billed had service not been discontinued, as well as a reestablishment charge. The charge for reestablishment shall be the same as that for reconnection as described herein.

The Company may not reconnect natural gas services remotely unless the Commission authorizes such remote reconnection of natural gas services.

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(M) material transferred from Substitute Second Revision Sheet 170-J; Substitute First Revision Sheet 170-I.1

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