



U-210800

Avista Corp.
1411 East Mission P.O. Box 3727
Spokane, Washington 99220-0500
Telephone 509-489-0500
Toll Free 800-727-9170

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Records Management
Sep 20, 2023

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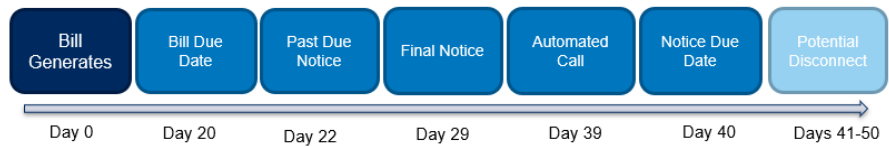
Kathy Hunter
Acting Executive Director and Secretary
Washington Utilities & Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

Re: Docket No. U-210800 – Comments of Avista Utilities

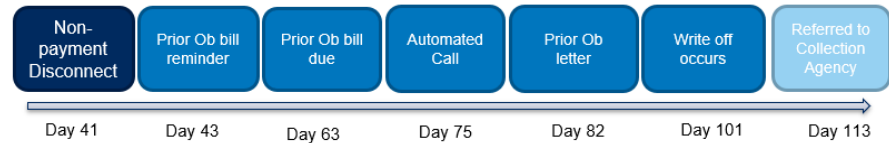
Dear Ms. Hunter,

Avista Corporation, dba Avista Utilities (Avista or the Company), submits the following comments in response to the Notice of Opportunity to File Written Comments (Notice) issued by the Washington Utilities and Transportation Commission's (Commission) in Docket U-210800 on August 28, 2023, regarding the rulemaking to consider potential long-term changes and improvements to customer notices, credit, and collection rules, including permanent elimination of late fees, disconnection and reconnection fees, and deposits. The Commission requested that each regulated utility file a flowchart depicting its collections process related to uncollectible arrearage balances as a result of non-payment disconnections within 30-days of the notice. Below is Avista's flow chart depicting its collections process starting with the generation of a bill, through the disconnect for non-payment, and ultimately, the prior obligation balance being referred to a third-party collection agency.

Disconnection Timeline



Prior Obligation Write Off Timeline



It is important to note that any time within the potential 113-day timeline outlined above, customers can contact the Company and request payment arrangements on current or prior obligation balances. Once a balance is referred to a third-party collection agency, customers still have the ability to establish payment arrangements with the agency that work with their budgets/income.

If you have any questions regarding this filing, please contact me at (509) 495-2782 or shawn.bonfield@avistacorp.com.

Sincerely,

/s/ Shawn Bonfield

Shawn Bonfield
Sr. Manager of Regulatory Policy & Strategy