

**Total Comments:** 145

**In Favor:** 0

**Opposed:** 140

**Undecided:** 5

| Filing Support | Commenter      | Source | Comments   |
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| No             |                |        |  |
|                | Rhett Weilep   | E-mail | <p>Wholesale natural gas prices are and remain at historic lows, but as usual the greedy Avista wants to put their profits ahead of the well being of their utility customers.</p> <p>I am against this large rate hike.</p> <p>Sincerely,</p> <p>Rhett Weilep</p> <p>1191 Fumi Circle<br/>Kettle Falls WA 99141</p>   |
|                | Dorothy Palmer | E-mail | <p>Avista Rate Increases. I do not know where you people think we long time (1990) retired seniors are going to come up with the money to pay for our Heat Lights and water when we have been on a fixed income for 20 plus years. The Washington Water Power took care of this thru the Stock holders and we never had increased Lloyd we have since Avista took over. Maybe you should look into the wages you are paying and the New Automobiles the staff has been receiving at retirement and look into where you will get this money. What are YOU going to do when you retire and how are your Parents and Grandparents doing??? Just look into the cost of a Seniors medical bills and it will make you wish you could either WORK until you drop dead or you retire and drop dead. We are half way into our 80's and have no idea what In the world we are going to do with the cost of everything going up up up and our bank account going down down down. We were born during the Depression and we are feeling like we are going out in a Depression. Everything we had in the bank drawing interest no longer has been drawing interest. We lost money in the stock market. We do not eat out we live very simple and yet a trip to the pharmacy and a trip to the grocery store and gas pump is mind boggling. Worry Worry. Worry is Very Very Stressful. Just ask your blue collar workers what they and</p> |

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|  |                |        | their parents and grandparents are facing. The person at the bottom of your pay scale pays the same for a quart of milk and a loaf of bread as you but the check that goes into the bank is far different. Lower the top scale raise the bottom scale and keep your utility rates the same. No New Raises   |
|  | Elicia Spotts  | E-mail | <p>Wow, Avista's rates are already quite high. I moved back from a much bigger Colorado home a year ago and it's so much more expensive here ... my folks live in Idaho post falls.... not far from my Spokane valley home and they pay significantly less for a much larger house. Please don't increase the rates as a single working professional I can barely afford it now:</p> <p>Thank you,</p> <p>Elicia Spotts<br/>(509)481-7688<br/>elicia1121@yahoo.com</p> <p>Sent from my iPhone</p> |
|  | Mike Bondurant | E-mail | <p>NO RATE INCREASE!!!!!!!!!!!!!!</p> <p>***Second comment from consumer***</p> <p>I've read their PROPAGANDA and I would protest any rate increase they ask for. They can raise the same money by CUTTING THE CORPORATE FAT !!!!</p> <p>Mike Bondurant</p>   |
|  | Joseph Rivera  | E-mail | Avista wants to raise rates for the next two years for everyone. The increase for me would be a 24.1 % . Our thermostat is at 66 degrees now and I have all efficient lights and products. Come over and inspecte if you want.  |
|  | rsabanderson   | E-mail | <p>I vote "NO" on the Avista rate increase! 10%?!?! That's crazy!!!</p> <p>Needed funds would be there if they didn't pay the CEO MILLIONS of DOLLARS every year! That's so messed up! Who came up with the CEO salary? Probably some CEO!!!</p> <p>Just reduce the CEO's outrageous salary, and voila! problem solved!</p>   |
|  | Curtis Jones   | E-mail | I can see a increase, but not as steep a one as Acosta is asking. The helped promote natural gas, even assisting limited income families installing natural gas hot water tanks and furnaces. Now they wish to increase gas prices. This is disgusting.   |

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|  |                    |        | Sent from my Galaxy Tab® A  |
|  | Jon Cook           | E-mail | Really .... NO TO RAISEN MY BILL ALOT OF SENORS PROBABLY FEELS THE SAME WAULY ON FIXED INCOMES IF THEY HAD OTHER COMPATION THEY WOULDNT BE RAISEING THERE RATES<br><br>Sent from my T-Mobile 4G LTE Device  |
|  | Kristin S Kauffman | E-mail | I'm sorry, but Avista just installed smart meters stating that they would make things easier and more cost effective. I never asked for this, but I would have had to pay more on my bill of I had opted out of this "service." Now they want to increase my rates anyway? I already don't use my ac, and don't turn my heat on until the temp drops below 50F in order to keep my bill to where a single mom of four can afford. Please protect us from this greed. And why are they proposing higher rates for residential accounts than commercial? Again, making it impossible for homeowners to keep their families warm. I propose decommissioning electrical in Washington. Let Avista have some competition and give us options, I bet they'd finally find some ways to cut THEIR budget. I'm certainly tired of cutting Mine just to provide minimal warmth and lighting to my family.<br><br>Sincerely,<br>Kristin S Kauffman<br>509-869-3648 |
|  | Marian Taylor      | E-mail | 10% for each electric and gas seems a bit high for seniors trying to live in their homes<br><br>Sent from Samsung tablet<br>Get Outlook for Android   |
|  | Richard R. Waldt   | E-mail | As a retired, senior citizen, I have to struggle with the magnitude of the increase as proposed by Avista for the coming years. With inflation at low levels, it is hard to fathom the need for double-digit increases. I do respect and understand the need for a company to recover re-investment costs, as for example I know that replacing natural gas lines in a timely fashion is a critical safety issue. That said, and understanding the profitability of Avista as a company, the increases seem to be overstated. Even a doubling of the inflationary costs that we are experiencing is a challenge for us, but still would fall far short of 10% etc.<br><br>I urge the commission to reject the request, and push back on Avista for a more defensible position.  |

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|  |              |        | <p>Thank you,</p> <p>Richard R. Waldt<br/>Spokane, WA<br/>Sent from Xfinity Connect App</p>  |
|  | Lynn         | E-mail | <p>I can understand new equipment and etc but what about all the people that are on a fixed income and their rate of pay does not receive an increase. How are they suppose to make it when everything is going up</p> <p>The cost of living goes up constantly but not our retirement checks.</p> <p>The cost of medical, prescriptions, food, gasoline and everything else going up. There has to be a cap on all the increases.</p> <p>Lynn</p>   |
|  | Ryan Byrnes  | E-mail | <p>Sent from Mail for Windows 10</p> <p>This is not a good idea right now and surely not when our government and our country are so unstable, not to mention the fact that Spokane already pays ungodly amounts to Avista as it is. This is going to really hurt a lot of people who are barely paying the bill we already get. Please reconsider this increase as it is absolutely ridiculous. I can tell you that we are getting ready to retire and our plan is to move out of state because of the constant gouging of people in utilities as well as the high price of living in the Spokane area now. It is out of hand and we have decided enough is enough. Lots of people we know are doing the same. Pretty sad.</p> |
|  | Dara Eastham | E-mail | <p>As a natural gas customer I am against the proposed increases set forth by Avista. I can appreciate the desire to update equipment etc, but Im concerned it is more to do with making shareholders more profit. There are somethings that simply shouldn't be profited on.</p> <p>Thank you<br/>Dara Eastham<br/>407 E Main St<br/>Goldendale Wa<br/>98620</p> <p>--<br/>Life is short! Eat cake first.</p>   |

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|  |                        |        | Dara   |
|  | Doug and Carmen Graham | E-mail | Nobody out of government workers or PUC get a 10% plus raise every year...coupled with more levies and increased taxes across the board..how can the average worker keep up.<br>SMH just sad   |
|  | Phyllis Sage           | E-mail | No more rate increases! Enough is enough.<br><br>Sent from my iPad   |
|  | Shannon Thornton       | E-mail | Raising rates is absolutely ridiculous. It isnt right. People with low income or on a limited income can not afford another increase. You file every year for increases. While utilities get richer the poorer get poorer.<br><br>Sent from my Verizon, Samsung Galaxy smartphone  |
|  | Mark Niccoli           | E-mail | First, my thanks to the UTC for declining Avista's request to sell their company to Canada's Hydro One.<br><br>Next, as to Avista's requested rate increase of 9.8% on April 1, 2020, & a second increase of 3.9% on April 1, 2021, where exactly does Avista suggest a customer such as me find that ridiculously high increase? I live on a very modest Social Security retirement benefit. I LIVE CHECK TO CHECK. I have no savings. Chained CPI has eliminated a realistic COLA increase each year, so the trend has been very small COLA increases to my check, nothing that will accommodate these proposed rate increases.<br><br>I've read Avista's claims about infrastructure refurbishment/ replacement, etc., etc. Why hasn't this been accomplished incrementally over time, instead of reaping more profits from customers to increase their share value? I suggest that normal, routine maintenance was strategically shelved in hopes of the Hydro One sale, and, instead, Avista banked that extra profit. So now they ask you for these huge increases.<br><br>Avista is a for-profit company, closing today at \$47.88/ share. It's no secret that a company like Avista has a primary focus--increase share-value, thereby increasing the company's value. That's it.<br><br>Avista writes, "You want your electric and natural gas energy to be there when you need it, and we know you want it to be affordable.<br>To provide you and all of our customers with safe, reliable and efficient electric and natural gas service on the coldest winter and hottest summer days, and all the days in between, we're making significant investments in |

our infrastructure and systems.”

Isn't that their mandate to begin with? They make it sound altruistic, their generosity. There is no altruism on the part of Avista. (altruistic= "showing a disinterested and selfless concern for the well-being of others, unselfish").

What is Avista doing to tighten their belt? What budget items are they willing to cut to mitigate the rate increases? What are the management bonuses? How big are pay raises? How big is their lease fleet? What about expense accounts? How much do they spend on marketing? How much money is in their 'contingency fund'? Is it 5 or 6% of their budget, or more? Is there redundancy in staffing?

Avista's 5-year profit margin AVERAGE is 9.2%.

Avista's net worth as of September 19, 2019 is 3.14 BILLION! (ref "Microtrends")

In 2006, it was 0.59 billion. The chart trends straight up to 2019, 3.14 billion.

I find this shocking that they have the audacity to ask for these rate increases.

Avista electricity increases granted. Thanks to the UTC, increases were reduced, as follows;

2011 5%

2012 3%

2014 3%

2016 2% (net)

A 13% increase over a 6 year period. And now they ask for a 9.8% increase. Enough is enough!

I'm all for a means test to determine a rate increase based on income. Wealthy customers don't blink about a 10% increase, but low income people suffer and go without. Doesn't quality of life count? Groceries, insurance, food, everything else will cost more, too. Do I need to go back to work at 68?

This is predatory greed on the part of Avista.

Please help people like me.

Sincerely,

Mark Niccoli

PO Box 781

Odessa, WA 99159

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|  |                    |        | Ph: (509) 350-7552  |
|  | Michael Sweeney    | E-mail | <p>As an 82 year old retiree living on a very fixed income I simply cannot afford higher utility rates. Thousands of people in my circumstance can keep cutting back on usage but eventually we get to the point of diminishing returns. One can only turn the thermostat down so far before it effects health let alone comfort. As a retired Industrial Engineer I know Utility companies can substantially and realistically cut cost without effectively harming quality of delivery. If Avista and other utility companies actively applied thoughtful cost cutting measures on a daily basis I believe they would find it less necessary to approach your commission for rate increases. ----- Michael Sweeney</p> <p>Sent from Mail for Windows 10</p> |
|  | Richard Learnard   | E-mail | Rates to high as is should be lower not higher  |
|  | Mike Lutzenberger  | E-mail | <p>Ther is no justifiable reason to increase rates.</p> <p>Mike Lutzenberger<br/>Sent from my iPhone</p>  |
|  | Trisha Christian   | E-mail | <p>To whom it may concern,</p> <p>I received an email stating that Avista is asking for a rate change for the next two years. Whatever you decide is what it is, however, my question is, if Avista needs funds to improve the quality of our power then how can they afford to possibly purchase a portion of a street from the city? How can they afford to create and maintain a park on said street?</p> <p>I pay taxes for street maintenance, I don't need to pay a higher bill to Avista to maintain an unnecessary park.</p> <p>Thank you,<br/>Trisha Christian</p>   |
|  | Katherine Catalano | E-mail | <p>I got an email indicating that Avista has requested an additional rate increase for their infrastructure. I have been a long time customer of Avista, and it seems to me that Avista requests a rate increase every year, because I continually have a "rate change" on my bill at least every 2 to 3 months. This is ridiculous. Now they want to do an infrastructure increase of 10%+?????????</p> <p>Where is all the money going that we are currently paying? When is Avista going to stop taking, taking, taking? I live in a freezing house in the winter time because I cannot afford Avista's rate increases. And curiously, they are always increasing in the winter months which makes it even more difficult to try and keep</p>              |

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|  |            | <p>my house warm.</p> <p>How do you expect the elderly and single income families to be able to keep up with these increases. Our income doesn't go up anyway near to the extreme of what Avista is requesting. Even if I get a small percentage of an increase, Avista has wiped it out literally in one bill; and mind you, that's one bill. I have several bills associated with my home that all want to go up every year. Avista wants to go up every two months.</p> <p>I have emailed Avista on several occasions asking where the money we are paying is going. Maybe their executives could take a little less money a year and put that back into Avista; do they really need over a million dollars a year to live on; these rates make me (and many others) feel that Avista is hiking up their prices, and most of the money we are paying is going into executives' pockets, which is why an increase is needed every couple of months.</p> <p>I would have responded on the form that was provided in the email notification I got, but CONVENIENTLY that form doesn't work. Hmmmmm? Wonder if Avista doesn't really want the public commenting on their thievery. And that's exactly what I believe this is. Avista is a monopoly and they know it and so they feel they can take, take, take. Spokane is constantly talking about our homeless population, and with all these tremendous rate increases, basically you're just pushing everyone out of their homes. Unless you're rich, you don't stand a chance.</p> <p>This increase is inappropriate. I can go back over my bills and literally see an increase (or "new rate") no less than every 2-3 months; and out of all of them, I believe literally one of them was a decrease. So what's the point of decreasing it, and then turning around and doubling it what the original rate was? Why aren't these things taken into consideration when they are asking for this money? Avista is screwing the Spokane public and it's sad that we live in an environment like that. Get your execs to stop pocketing the money we're paying; why don't we actually put the money towards what the "pamphlets" say it is going toward.</p> <p>Katherine Catalano<br/>Spokane Valley Resident<br/>Tired of Avista's continuous rate hikes with nothing to show for it</p> |
|  | Dan Surfus | <p>E-mail Hello,</p> <p>First I think Avista should be ashamed to ask for a rate increase, after trying to sell the company to another country! They claim they need to recover their investments. I didn't ask for a new smart meter, yet I was forced to accept it.</p> <p>Leave the rates alone, they have enough margin right now and can trim upper management pay increases to cover the infrastructure improvements.</p>   |



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|  |              |        | <p>Thank you,</p> <p>Dan Surfus<br/>Viral Science, Inc.<br/>Owner/Account manager<br/>324 N. Jackson<br/>Moscow, Idaho 83843<br/>Phone: 1-208-882-4854<br/>www.vsciinc.com</p>  |
|  | Unknown 2    | E-mail | <p>Dear Sir,</p> <p>Do NOT approve Avista rate hikes for Washington. Some of us struggle as it is with the rates as they are and raising the rates will put people further into poverty. Avista needs to start by reducing the salaries for it's executives rather than raising rates for people that have a difficult time as it is. Thank you.</p>  |
|  | Susan Rudder | E-mail | <p>RE: (Avista) Dockets UE-190334/UG-190335 and UE-190222.</p> <p>Dear Commission,</p> <p>I am unable to attend the meeting here in Spokane regarding the proposed Avista rate increases and appreciate the opportunity to voice my concern and the concern of my neighbors, family and friends in an email regarding the proposed rate increases. Thank you!</p> <p>It is my hope you will consider the rate increases as a burden to folks on a fixed income who do not qualify for assistance. As a recent retiree of Spokane Public Library, I have a small pension and a fixed income that would be strained by the Avista increases. I understand Avista is making improvements in their delivery of utilities to our community however, I also understand Avista makes huge profits.</p> <p>When reviewing these proposed increases, please consider the burden these increases will be for young families and retirees who are struggling to get by in these challenging times.</p> <p>Thank you for your consideration.</p> <p>Susan Rudder<br/>3129 S Winthrop Lane<br/>Spokane WA 99203<br/>509-999-9413</p> |

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|  | Ross Hilderman  | E-mail | <p>The requested Avista rate increase for both natural gas and electricity is much too high given their already large profits. Please have the go back and find the needed money in their existing budget</p> <p>Thanks</p> <p>Ross Hilderman</p>   |
|  | Debbie Anderson | E-mail | <p>No to increase. The power is to high as it is now. The low income residents of Spokane county can not afford any more increases. We have to live on what we make they should live on what they can afford and stop spending over budgets.</p>  |
|  | Curt Betzold    | E-mail | <p>I am a retired person living in a home in Spokane Valley on a fixed income. I feel the initial first year rate requested increase of 10 percent is totally out of line. I personally would love a 10 percent increase in my fixed income. Maybe they should sell the corporate jet, or roll the overcharges of the past I keep reading about into their desired rate request. I've worked for a rate based nat gas company in the past and I know how this works. Shoot for the moon. Been there done that. Anyway thanks for taking the time to read this, my vote is NO.</p> <p>Sincerely,</p> <p>Curt Betzold<br/>818-235-7677</p> <p>Sent from my iPad</p> |
|  | Jim Wade        | E-mail | <p>Here we go again...they are crying they need a rate increase..AG Says they over charge the public..they don't need a increase..like us all live within your means..please stop it now...jim wade mead wa</p> <p>Sent from Yahoo Mail on Android</p>  |
|  | Jac Bos         | E-mail | <p>Please don't allow this rate increase no one ask a Canadian company to buy avista we on fixed income and 10% increase is not warranted unless you want to increase our S.S. 10% it is an unfair increase we did not ask for smart meters they are saving money not paying meter readers please quit makeing these billionaires richer off our backs</p>  |
|  | ASA Ceelit      | E-mail | <p>To those of you who consider the Utility rate increase Avista is 'pleading' for the following information should be considered and, really, should be required reading:</p> <p>Avista will seek customer rate increases in 2020<br/>UPDATED: Fri., Feb. 8, 2019, 7:44 p.m.</p>   |

By Becky Kramer  
beckyk@spokesman.com

#### Earnings report

Avista Corp. reported improved earnings of \$136.4 million for 2018.

The earnings, released Friday, amounted to \$2.07 per share. They compared with \$115.9 million, or \$1.79 per share, for 2017.

For the fourth quarter, Avista's net income was \$45.8 million, or 70 cents per share, compared with \$27.6 million, or 42 cents per share, for the fourth quarter of 2017.

#### More from "The Spokesman-Review":

Avista Corp. will ask regulators in Washington, Idaho and Oregon to approve higher rates for electricity and natural gas that would take effect in early 2020.

The Spokane-based utility put rate increases on hold while it pursued a sale to Hydro One Ltd., of Toronto. With the merger off, Avista expects to file rate requests with state public utilities commission this year, officials said.

Avista spends about \$400 million each year on capital improvements to its system, said Scott Morris, Avista's chairman and chief executive.

Without a recent rate increase, Avista hasn't recovered those expenditures, he said. THIS IS NOT TRUE!

As is (from an Inet search): Scott L. Morris Chairman & CEO, Avista Corporation Age 60 Total Calculated Compensation \$4,239,914

(Are you kidding me?) No wonder he is grinning from ear to ear on those superfluous ads on TV lately!

NOT TO MENTION: "Washington Attorney General Bob Ferguson says Spokane-based Avista Corp should be ordered to pay back \$41 million to customers, overcharged for more than two years. Ferguson wants the state Utilities and Exchange Commission to require Avista to pay back customers for overcharges"

AND: "For the fourth quarter of 2018, net income attributable to Avista Corp. shareholders was \$45.8 million or \$0.70 per diluted share, compared to \$27.6 million or \$0.42 per diluted share for the fourth quarter of 2017."

Also:? ""Looking back to 2018, we are pleased with our earnings results. Avista Utilities and AEL&P had earnings that were above our expectations.

"We are initiating our 2019 earnings guidance with a consolidated range of \$2.78 to \$2.98 per diluted share, which includes \$1.01 per diluted share for the termination fee received from Hydro One and the payment of

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|  |                 | <p>remaining transaction costs," Morris said."</p> <p>Mentioned a bit later was: "Thirteen of Avista's top executives will receive a combined \$18 million in immediate payouts if the Spokane-based utility is sold to Hydro One Ltd., of Toronto." Now it would read would have received should that SCAM have gone through!</p> <p>The forced installation of their 'Smart meters' is also aligning with a scam in so much that the ONLY way to 'opt-out' without incurring a 'fee' is that you must have an 'energy assistance plan' on record.<br/>OTHERWISE YOU MUST PAY A \$5.00 PER MONTH FEE FOR METER READING.</p> <p>This IS a scam. 'They' purport that they would, then, have to pay someone to read that electrical meter. FIRST, they, now, and have been for more than 60 years, been reading the meters manually without charging their customers AND it was NOT included in the bill. (it was likely included in the overall electrical charges). SECOND, they would STILL be required to MANUALLY come around and read the gas meters; just as they already do now.</p> <p>ANOTHER SCAM / SHAM, are the superfluous advertisements they are spend HUGE amounts on to make themselves 'look good', doing (so many) community, charitable 'things'. ALL to HIDE the fact that they ARE corrupt, TO THE CORE!</p> <p>DO NOT ALLOW THIS DISGRACE AGAINST THE PUBLIC TO CONTINUE AND FINE THEM FOR ABUSIVE BEHAVIOR AS THIS IS NOT THE FIRST TIME!</p> <p>I would be interested in any type of reply.</p> <p>As I See It!</p> |
|  | Susan Schippman | <p>E-mail Avista is a large convoluted company, I think looking at "waste" is a priority, waste in time, waste in number of employees-I've visited the building in Spokane WA and so many people sitting with nothing to do and people standing and talking about personal events; and also waste in processes.</p> <p>I think Avista should reduce rates and absorb infrastructure changes. Avista's rates are currently excessively high compared to Modern Electric/Water Company's rates for electricity.</p> <p>Thank you,</p> <p>Susan Schippman, ARNP</p> <p>Integrative Health &amp; Holistic Healing<br/>An In2Value Enterprises (Spokane Integrative Health, Inc.)</p>  |

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|  |                       |        | <p>509-496-8810 Fax: 949-404-6752<br/> Email: in2value@gmail.com<br/> www.SpokaneIntegrativeHealth.com<br/> 9803 E. Sprague Ave<br/> Spokane Valley, WA 99206</p>   |
|  | Glen Kittle           | E-mail | <p>Reading the e-mail you sent me and wanted to let you know that I'm retired, maybe you can take in to account all the people out here that live on fixed incomes! Your raise on my bill doesn't even come close to my COLA I get each year, feel like I'm going backwards when it comes to my living expenses. Maybe a little less of your feel good ad's on TV would help keep prices down!!!</p>  |
|  | Brian Gardner         | E-mail | <p>I can't afford what they are proposing. How can anybody! 8-10 percent increases year over year is unsustainable for my household, as well as others I know. We've done everything to help: insulate walls, we have all led lights, automatic lights. We are at the bottom of what we can use and still we are being asked for a not so small increase every year for the next two years. We also won't get a raise with minimum wage going up. What are we suppose to do? They claim it's for us, but it feels like profit. Please consider the working family when you consider allowing or not allowing the Avista utilities increase. Or allow an open market so we can shop for our energy. This one choice is hard to swallow when we don't have a choice, and we don't have anyone fighting for our business. Thank you</p> <p>The Gardner household</p> |
|  | Topper Baker          | E-mail | <p>You keep chipping away at our limited retirement funds for the elderly with no consideration for us on a fixed income. Perhaps all these new customers that you say are requesting additional amenities to their service should be willing to pay for them themselves and you not pass it on to us retired folks! I frankly am sick and tired of companies using that as an excuse to pay their CEO's more and more money at the expense of elderly. The CEO's must lie awake at night figuring out how to screw more money out of the public so they can increase their millions of dollars salaries. Enough is enough. Hold the line on costs and cut back a little on your luxuries at the company parties, benefits and raises for the already fat cats at your company!</p>   |
|  | Diane Meredith Gordon | E-mail | <p>As an Avista customer:<br/> I would ask that the state commission take extra caution and the time necessary to determine if the request for the rate raises from Avista are actually warranted, and to determine if some of the necessary extra funds can't come from Avista internally, rather than customers.</p> <p>I support the goals of having good infrastructure, replacing infrastructure and failing equipment, and other stated goals of Avista.</p> <p>But in a year in which I receive information:</p>   |

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|                    |        | <p>that the state has determined that Avista overcharged it's customers and is asking for Avista to pay this back that Avista made a bungled, costly and failed attempt at a merger with a Canadian company, which on it's face looked like it would fail that part of the 'package' of this bungled merger attempt was to give the CEO of Avista a huge bonus that it became public some of the overtly outrageous compensation packages for Avista executives, along with expensive perks and trips for Avista management</p> <p>I'd like the state to ask Avista to pitch in with their own dollars normally wasted on ventures such as the above mentioned, instead of saddling the customer with the burden of the required/much needed improvements.</p> <p>If a rate increase is granted and then the customer ends up seeing yet more information release about outrageous compensation packages and perks, more mismanagement and money grabs, then I as a customer would have to wonder if the state is really doing their job in making sure the public is served or whether they are simply rubber stamping a companies requests.</p> <p>Thanks for listening</p> <p>Diane MeredithGordon<br/>Spokane Valley, WA 99212</p> |
| Callie Coomes      | E-mail | <p>I would appreciate Avista taking into account the poverty rate of Spokane County before you increase rates. The amount you think you need is, evidently, minuscule to the board but could prove diastorous for families. \$10 pays for school lunch for a week. \$10 is gas to get to work. It is bread, milk, and peanut butter. Do you even know how hard it is to choose between food and gas for the week? Your reasoning for a rate hike is tone deaf. Nobody believes that Avista can't manage with the outrageous amount you charge now. And a simple Google search would tell you how Spokane is the most "white trash" city in WA based on poverty and welfare recipients among other reasons. Living here is getting more expensive, rent is outrageous, finding a home to rent is increasingly difficult and here Avista is making life worse for its residents. Stop please.</p> <p>Callie Coomes</p> <p>Sent from Yahoo Mail for iPhone</p>  |
| Christopher Hohman | E-mail | <p>I am writing concerning the recent request by Avista Utilities asking for a rate increase. I as a resident of WA have to ask and urge you to please deny these requests. Everybody knows that everything has to increase in cost over time, but this is a hard financial time to being asking for it. Most of the people it hurts are we disabled (on a TIGHT budget) or the retired senior citizens, still on a very tight budget. WHY can't they take</p>   |

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|  |             |        | <p>it out of the "millions" their head CEO gets each year? Have you "ever" asked that question of them?? Concerning everything we have to put out costs for it keeps exceeding the incoming limit compared to the outgoing. Most of us on Social Security have to deal with not just one or two increases a year but multiple ones. We cannot afford to keep putting out more than our income allows. We can loose our slight yearly income increase with just one company wanting an increase in prices. You get 2, 3 or maybe 4 or 5 wanting an increase each year and we limited income people are having to go without the basic necessities or our food just to be able to keep our lights on or heat in our house. We can't keep putting out more than our income allows without taking away from another necessity that we need.</p> <p>I ask and urge you to consider we poor people over a company who gives "millions" a year to their CEO as a yearly "perk". We wish we had "perks" of being disabled but we don't. Our Government don't even want us on Disability and wish we would go away.</p> <p>Christopher Hohman<br/>1444 15th St.<br/>Clarkston, WA 99403</p>   |
|  | Jerry Mecum | E-mail | <p>Hello,</p> <p>Thank you in advance for taking the time to read my letter.</p> <p>I am writing to you with regard to AVISTA's request for a rate increase in both Electricity and Natural Gas.</p> <p>While I certainly agree that all of us need to transition to renewable energy, I do not feel it should done on the backs of Avista's customers. Avista, in it's history, has long been a company that wants it's customers to pay for it's innovations and mistakes, ( I remember the nuclear power plans which were called WHOOPS), and we, the customer's paid for it.</p> <p>Now they are asking for over 84 million dollars in the next two years! That seems to me to be a bit excessive. I already pay over 200.00 a month for electricity and natural gas and the cost to Avista for those resources have gone down in the last few years. Natural gas is practically being given away due to the excessive production of it and since, Avista gets most of it's power via it's own damns, I can't fathom why they need such a substantial increase in rates.</p> <p>They are stating they need the increase to provide additional service, upgrades and so forth, one would think that a business would plan for such costs ahead of time so not to need to ask for more money. I agree that</p> |

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|  |                 |        | <p>businesses need to make a profit and have a return on their investment, but why should I have to pay for the company's poor planning?</p> <p>Thank you,</p> <p>Jerry Mecum<br/>3506 West Francis Avenue<br/>Spokane, Washington 99205<br/>509-466-1239</p> <p>Sent from Mail for Windows 10</p>  |
|  | Barbara Nicolai | E-mail | <p>I live in an older home. Even with extra insulation in the attic, I am still going to pay more for my utilities because my walls are not as thick as newer homes. Graduated rates hurt people with older homes. I should be so lucky as to own stock in a utility. Stockholders always get more than a fair share on their investment even when Avista makes bad investments as they make the customers pay for their losses.</p>  |
|  | Kendall Warren  | E-mail | <p>***Customer comment includes an image, see attached email for full comment***</p> <p>Avista's requested rate increase seems excessive to me. The increase recommended by Washington Utilities &amp; Transportation Commission (see chart) is more reasonable, and the drastic difference is an indication of how unreasonable Avista's request is. It's almost like they asked for double what they expected, hoping to get half!</p> <p>Kendall Warren<br/>Lake Tapps, WA<br/>(206)719-7573</p> |
|  | Karin Morris    | E-mail | <p>October 4, 2019</p> <p>Washington Utilities and Transportation Commissioners<br/>P.O. Box 47250<br/>Olympia, WA 98504</p> <p>RE: Docket Numbers: UE-190334 and UG-190335</p>   |



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|  |                         | <p>Dear UTC Commissioners,</p> <p>I am writing to request that you highly consider not raising our Avista electric and gas rates in the near future.</p> <p>Once again, the news published an article about this proposed rate increase a while back, however they failed to give us information as to docket numbers, your contact information, etc., and I feel that is not giving the public enough information in order to fully address our concerns and further to be able to respond accordingly, so perhaps that is why there were not too many responses received from other Avista customers. It takes time to dig thru the information on your website and their's, which is not easily available.</p> <p><a href="https://www.spokesman.com/stories/2019/aug/22/annual-adjustment-would-raise-gas-electric-rates-f/">https://www.spokesman.com/stories/2019/aug/22/annual-adjustment-would-raise-gas-electric-rates-f/</a><br/>Annual adjustment would raise gas, electric rates for Avista's Washington customers   The Spokesman-Review</p> <p>The Spokane-based utility has filed requests with the Washington Utilities and Transportation Commission for rate adjustments based on lower levels of customer usage in 2018 related to a warmer ...<br/><a href="http://www.spokesman.com">www.spokesman.com</a></p> <p>Please note that there are so many people in Spokane whose annual incomes cannot support increases nearly every 6 months to one of their major bills, other than a mortgage or rent. If the reasons behind this rate request are not justified and considered excessive (which I think they are), then I strongly urge you to deny this rate request. I myself am on the comfort billing plan.</p> <p>Thank you for you consideration.</p> <p>Sincerely,</p> <p>Karin Morris<br/>Spokane Valley, WA<br/>Avista Customer</p> |
|  | Gary & Cathy Vandenberg | <p>E-mail Avista continues to be a top heavy, bureaucracy looking to expand in all directions, they seem to have much more money to spend than they should have. I had a problem with my gas water heater and they refused to even look at it - too busy driving around in their new trucks!</p> <p>Gary/Cathy Vandenberg<br/>Spokane Valley</p>   |
|  | Jackie Truelove         | <p>E-mail I am against the amount of the rate increases Avista is requesting for 2 years. I think that the amounts are</p>   |

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|  |                 |        | <p>way to high. The reasons for the increases are the same old same old infrastructure, poles, etc. The cyber security is new but that is because of the new "smart" meters that really do not benefit customers and only benefit Avista. As customer's we where not asked if we wanted the new meters or told of any additional costs for these new meters that would be reflected in our bills.</p> <p>To me, this is more of Avista's corporate belief of profits above all else.</p> <p>Sincerely,<br/>Jackie Truelove</p>  |
|  | Auston DeWitt   | E-mail | <p>Hello,</p> <p>I'm a current resident of Minnehaha Park. I wish to voice my displeasure at a 13%+ increase request and the nerve Avista has to request such a steep hike. I struggle to make ends meet at the end of the month and any left over funds go to debt and more bills. Any additional pay raises I get from work are only 2-3% and it shouldn't go to the same bills that all of a sudden cost more because they hold a monopoly. What I'm trying to say is to hell with Avista, they aren't getting any more of my money than what is already required. Do not honor their request for the increase. Thank you for your time.</p> <p>Respectfully,</p> <p>Auston DeWitt<br/>P: 509-863-6267<br/>E: austondewitt@gmail.com</p> |
|  | J.R. Jones      | E-mail | <p>Dear Commissioners, I'll be brief. We are retired &amp; disabled trying to get by on Social Security. We already are delaying or just not treating medical issues for lack of money. We do not want charity and have always paid our own way, but it's getting more difficult seemingly by the day. PLEASE try to find another way. Our power bill, along with utilities, groceries &amp; meds have grown out of control. To you it may seem like a relatively small increase in rates, but to us it is life or death!</p> <p>-- Thanks.</p> <p>J.R. Jones</p>   |
|  | Jessica Allison | E-mail | <p>Dear Commissioners, please accept the following comments related to Avista's requested rate.</p>   |

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|  |                 | <p>Large rate increases harm low-income residents. Our friends and neighbors with less income are disproportionately harmed by large rate increases like this. Avista should stop propping up the plant when there is no benefit to customers. Last spring (2019) the Washington legislature passed the 100% clean energy bill, which requires that no coal-based electricity be sold in Washington as of 2025. However, Avista has not yet committed to shutting down the plant at that time and is pouring millions of dollars in capital expenses to prop it up. Much of the proposed rate increase comes from expenses related to the aging and polluting Colstrip coal plant. Rate payers should no longer have to pay for capital expenses related to Colstrip. Avista needs set aside money to clean up Colstrip and help local workers transition. Avista received a \$103 million dollar windfall from the failed merger with HydroOne. Why not use that money as a down payment to plan for the closure of Colstrip? Avista needs to provide a funding plan for cleaning up the toxic Colstrip coal ash ponds. Puget Sound Energy (a partial owner of Colstrip with Avista and others) has set aside up to \$350 million. A proportional amount for Avista would be \$100 million, yet they have no plan for this large financial burden to future customers, who will never use the plant. Similarly, Avista should set aside money to help transition the workers at Colstrip to new clean energy jobs.</p> <p>Thank you for your discerning and thoughtful examination of this proposal.</p> <p>Jessica Allison<br/>Sent from my Samsung Galaxy smartphone.</p> |
|  | Jackie Truelove | <p>E-mail</p> <p>Hi Andrew,<br/>I would like to submit a comment regarding Avista's rate increased Docket # 190319 and 190318.</p> <p>As I read the reason's why Avista is asking for the rate increases is to pay for the "smart" meters and the additional expenses in having these meters. I know that Avista is allowed by law to re-coop expenses in providing energy; however, these meters fall into a gray area.<br/>The old meters are working fine. They are not broken, they can't be hacked and they can be repaired or replaced if and when they fail.<br/>Avista is the only beneficiary of the "smart" meters, not the customers. There is no reason why Avista has to put these new meters in all at once. They can be phased in as the budget allows.</p> <p>Also, the last financial reports from Avista showed massive gains which are not benefitting the customer's in lower rates. So, the need for the 2 year total 29% increase is not needed. In addition, Avista got major tax breaks in the Tax Reform Bill passed by Congress last year. To my knowledge, we as customer's have not benefitted from those funds either.</p>  |

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|                       |        |   | <p>I don't believe that Avista would not ask for additional increases if the cost of buying gas or electricity increased. Nor would they lower the rates if those cost went down.</p> <p>I urge the UTC to deny these requests.</p> <p>Sincerely,<br/>Jackie Truelove</p> |
| Ivan & Hazel Urnovitz | E-mail | <p>Dear Mr. Ball:</p> <p>I could not find the recent rate increase proposal by Avista on your website, so I am sending my comments to you. Please forward them to the correct person/docket.</p> <p>Comments Regarding Proposed Avista Rate Hike</p> <p>I absolutely do not believe that Avista needs to increase electric rates over 14% in the next two years. In my opinion, which is based on past experience, too much of the proposed increase would end up in the pockets of senior executives and stockholders. A case in point is the considerable time and money Avista spent on the proposed merger with Hydro One. That proposal had nothing to do with providing better service to customers, and everything to do with enriching executives and shareholders. I have nothing against investors getting a fair return on their money, but the American business community as a whole has dismal track record when it comes to being honest and above board with the public, and assuming their fair share of business risk. Avista has a cost-plus attitude towards their expenses which does not encourage careful spending. If Avista had been managing their finances properly, they would have set aside funds for most of the projects they say justify the increases. Certainly, operating costs may increase over time and a reasonable increase in the base rate would be fair. What is being requested is not fair to their customers, especially those of us who are retired and on a fixed income. Information on their website suggests they also look to buy some pie-in-the-sky "clean energy" technology that appears to be unproven. Ratepayers should not have to fund R&amp;D of new power sources. That should be left to the equipment manufacturers.</p> <p>In closing, my wife and I strongly oppose the rate increase being proposed by Avista. We urge the Commission to carefully scrutinize the Avista proposal and not give them one more dime than they actually need. Thank you for considering these comments</p> <p>Sincerely,<br/>Ivan &amp; Hazel Urnovitz<br/>2909 N Willow Road<br/>Millwood WA 99206</p> |   |
| Wendy S. Peone        | E-mail | <p>To Whom It May Concern:</p> <p>I am writing to express my strong concern at Avista's attempt to increase power bills and natural gas bills. Avista is essentially a monopoly, and consumers are at a very vulnerable place when winter months come</p>   |   |

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|  |                |        | <p>along. I know countless people that have difficulty paying their winter bills. Those with Inland Power have much more affordable bills in my experience. Avista is not only asking for one rate hike, but is looking to increase back-to-back years. They make huge profit margins, and the public knows it. We are respectfully asking you to deny Avista's request for rate hikes. Please let me know when a public comment Forum opens up, as there are a lot of people interested in expressing their concerns over the proposal.</p> <p>Thank you.</p> <p>Respectfully,<br/>Wendy S. Peone</p> <p>Sent from Yahoo Mail on Android</p>  |
|  | Margo Allen    | E-mail | <p>Avista is proposing another hike in our gas and electric. This is getting ridiculous. Heat and electricity shouldn't cost you an arm and leg. They use smart meters which save them money now but still want to increase our usage this needs to stop</p>   |
|  | Sharyl McBride | E-mail | <p>It is very frustrating to once again be needing to provide comment about Avista requesting rate increases. This is the second request this year from Avista to increase rates to others for paying for the low income. Avista is being able to totally bypass the \$34.4 million rebate assessed against them and still ask for further rate increase on electrical and natural gas. Avista has been denied some of the increase requests and allowed others more recently.</p> <p>There needs to be some limit and more control on all of these requests as it seems almost every monthly statement includes another request to the UTC for rate increases. It would be really great if I could do the same thing to Social Security to increase my monthly benefits to cover all these rate increases, but that is not possible. The rebate assessment is a testimony to the unreasonable rates and increases Avista has been continuously seeking. There needs to be greater accountability for these requests. I am opposed to the latest requests for increases and have received a lot of verbal support from fiends for being one of the few to take the time to follow through and comment.</p> <p>Respectfully,<br/>Sharyl McBride</p> |
|  | Ken Garceau    | E-mail | <p>Dear Board, Please No More Avsta Rate Increases. Natural Gas reserves are at an all-time high and wholesale prices are at an all-time low. Unless the Legislature is going to tear out all out Hydro Electric Production then there is no need to slam the ratepayer for the Henny Penny alternative energy sources particularly because they are all failures.</p>   |

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|  |               |        | <p>I seem to recall there were to be some refunds coming from Avista, where are they?</p> <p>Thank You</p> <p>Ken</p> <p>--</p> <p>Ken Garceau<br/> Mobil: 509-868-1761<br/> Email: ken@kengarceau.com</p>   |
|  | Cynthia       | E-mail | <p>Dear Commissioners,</p> <p>this rate increase will be harmful to low income folks including our elderly low income and people with disabilities who are low income. It has been well documented how much low income folks are struggling in Spokane right now and I meet them often in my job.</p> <p>In addition, there are now multiple non-coal, more environmentally friendly energy options that are cheaper than coal. If money is to be spent, it needs to be to help the coal workers transition to more energy friendly jobs. Let's not make change more painful than it has to be. Denying and resisting change increases the pain of the change for all, but most critically for the low income and working poor.</p> <p>Thanks,</p> <p>Cynthia<br/> Avista Customer</p> |
|  | Thomas Maresh | E-mail | <p>I oppose the increase in rates. You have not provided sufficient information to justify the increase.</p> <p>Thomas C. Maresh<br/> 540-293-0444<br/> 1030 E. Cozza Dr. #798<br/> Spokane, WA 99208</p>  |
|  | Judy Krueger  | E-mail | <p>The most severe terrifying issue facing humans, and the rest of the living world, is global warming. It will kill us all unless we act decisively now. Excessive energy use is a major cause of global warming. Thus, any small step to reduce energy use is a step in the right direction in that the larger the rate increase the greater the positive impact for mankind. Therefore, I support the small proposed increase.</p> <p>However: since the rich have proportionately contributed much more to climate change via energy use they should pay proportionately more to all future energy use.</p>  |

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|  |                                    |           | <p>Thus:</p> <p>1) The rate increases will disproportionately harm those of lower incomes. A way is needed to help those thus harmed. For example, the rates charged for low energy use could be lower. As the use of energy increases, charge a higher rate per unit of energy used. In this way those with McMansions would pay more while those of more modest means could even get a reduction in their rates.</p> <p>2) Any rate increase should be tied to a new rate structure (see 1 above) and to ending subsidizing outdated coal – based energy production. Thus, the \$103 million that Avista received from the windfall associated with the failed merger with HydroOne can be used for the closure of Colstrip. In this way, the costs of closing Colstrip, which will happen whether there is a rate increase or not, could be paid out of past Avista income (i.e. by those who used the energy in the past) instead of by energy users of the future who will never benefit from Colstrip (in terms of energy costs). Past and current users, as well as future generations, are irreversibly and irrevocably harmed by the continued operation of Colstrip.</p> <p>3) The increased income to Avista should not go to Avista executive salaries or to shareholders; these groups already are paid too much.</p> <p>4) In summary, use the current request for an increase to help the community and future generations by directing the increased income to help those in need and all living creatures now and forever.</p> |
|  | Joyce Tasker                       | E-mail    | Avista's electric customers should be refunded and Avista's new request for rate increases also should be denied.   |
|  | Unknown                            | Phone     | Please don't let Avista raise rates anymore. I mean come-on this is getting ridiculous their CEO and COO are the highest paid individuals in the county. They don't need to make millions of dollars. It's just ridiculous their rates are through the roof. In fact they should start cutting their rates, let's get real.   |
|  | Mike Bell                          | In person | See attachment for written copy of comments provided at 10-28-19 public comment hearing.  |
|  | Brian G Henning, Ph.D              | In person | ***See attachment for comments***   |
|  | Geri Konen                         | Mail      | ***See attached letter for comment***   |
|  | Yvonne Warren                      | Mail      | I don't feel Avista should get a rate increase. The winter rates are so high that pur bill 8s one-fourth of our monthly income. We only have access to electricity so we have no choice. Please don't allow the increase. Thank you   |
|  | Frederic A. Blauert - Blauert Farm | Mail      | ***See attached letter for comment***   |
|  | Ginger Ott                         | Mail      | ***See attached letter for comment***   |

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|  | Tommy Walen        | Mail | ***See attached post card for comment***  |
|  | Michael L. Shevham | Mail | ***See attached letter for customer comment***  |
|  | Danny L Price      | Mail | ***See attached PDF for customer comment. Customer ripped up the customer notice from Avista and mailed it in along with a sticky note. The sticky note had "This is how I feel of the rate increase's" written on it. Consumer Protection staff checked all of the pieces of the ripped up customer notice. There were no additional markings or notes from the consumer on any of the pieces.***  |
|  | Dan E Griffith     | Mail | ***See attached letter for customer comment***  |
|  | Joel Austin        | Mail | ***See attached letter for comment***   |
|  | Josh Kelsch        | Web  | I have lived in the area for about 13 years. In the first three to five years Avista was operating in the area they raised the customers rates by about 400%. It is obscene, the UTC should take back the power from Avista and provide public utility. These companies come in and use the American people like piggy banks and it is not right.   |
|  | Jake W Wagner      | Web  | Avista is constantly demanding higher and higher rates for dubious reasons. They were just found to have been over-billing customers for millions of dollars on a continual basis. Please don't let them get away with topping people off. I cannot afford to have my bill increase by nearly ten percent next year and then another forf percent in 2021. Thank you for listening.   |
|  | Scott Niebel       | Web  | This is about Avista's latest request for a rate hike. Considering the amount of requests they have made to raise rates for money they do not need to continue providing the services they offer and since they are the only option we have, I believe it's time for another denial. Nothing Avista has done in the previous 20 has really benefited their customers. Shady business practices after any major storm to gouge their customers for money to repair their infrastructure when they should have insurance to cover damages. Their failed attempt to merge with another company that would have fleeced customers just as bad is another indicator of their great decision making. Considering how much their CEO makes each year I'm sure he can take a pay cut to fund whatever it is they claim to need to do. |
|  | John O'Rourke      | Web  | As part of any increase I would like to propose that the commission issue an order to make it mandatory that Avista release to the public the number of households that are shut-off each month due to non-payment of their power bill. I know there are programs available to prevent shut-offs but Spokane as a community has no way of know how effective they are unless we know the shut-off data. If the data is bad then surely we should evaluate what changes or new programs are necessary to improve the efforts to stop shut-offs. Thanks for your consideration.   |
|  | Brittney           | Web  | Vista asking for a raise to cover expenses when the higher ups already receive a substantial profits!!!! PleAse think of your single mothers who already struggle and to have costs raise costs just for the necessities. Please deny their request to raise!! Almost 10% is ridiculous.  |
|  | Dawn Holladay      | Web  | I strongly object to the rate increases proposed by AVISTA! This is just a move to increase profits for the   |



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|  |                |     | shareholders, with no thought of the burden to the customers. I also oppose the "decoupling mechanisms" that separate the link between the Avista revenue and the amount of gas and electricity that customers use.<br>PLEASE DENY THIS INCREASE.   |
|  | Rob Larrison   | Web | Tired of Avista getting a rate hike every year. Bleeding consumers to get more money. A lot of people are on fixed incomes in this area.  |
|  | Jack L Wagner  | Web | The rate increase proposed by Avista should not be approved. According to news reports, they received a \$105 million for the termination of the Hydro One merger, and used the money for "general corporate purposes". The CEO also coincidentally took retirement with a large payoff. This money should be returned to the ratepayers. Here is the Spokane papers reporting -<br><a href="https://www.spokesman.com/stories/2019/may/02/abandoned-sale-bolsters-avista-first-quarter-earni/">https://www.spokesman.com/stories/2019/may/02/abandoned-sale-bolsters-avista-first-quarter-earni/</a><br><a href="https://www.spokesman.com/stories/2019/may/13/scott-morris-avista-chairman-and-ceo-announces-ret/">https://www.spokesman.com/stories/2019/may/13/scott-morris-avista-chairman-and-ceo-announces-ret/</a><br><br>regards<br>Jack Wagner  |
|  | Matthew Walton | Web | Avista, as a publicly traded company, continues to unfairly pass along the cost of executive salary, infrastructure improvements and subsidize stock dividends in the form of annual attempts at rate increases. They have made no efforts to curtail costs to their consumers and continue to generate profits for shareholders at the expense of their customers who do not have a choice of utility provider. The most recent rate increase proposal for 2020 and 2021 for both electricity and natural gas continues to reflect a culture of ambivalence towards their customers while executive pay and dividends increase while the cost of natural gas has been in decline and electricity has remained steady. Avista should not be granted any further rate increases for the coming two years.  |
|  | Laura Crafton  | Web | Avista is constantly increasing their rates to the point where people can't afford to have electricity in their homes. I for one can't afford the high rates they are charging as it is much less how high the bill will be if the current rate increase is approved. I live in an apartment that is all electric. I am getting older and my income is decreasing. I can't even afford to turn on my heat yet and its October first. Please don't approve the rate hike or at least make it much less then they request. The snap program never won't help me I tried. Snap is the excuse Avista uses to justify their rate increases saying the poor will get their bills payed. Will those funds are limited and that program surely doesn't help the working poor who make to much to get help with their power bill but still can't afford to pay the bills due to the ridiculous cost. I live in Spokane and it gets very cold here. I personally know people here who are working poor who are falling through the cracks and getting their power shut off. I gets real hot here in summer as well. Often we get smoke from fires with dangerous air quality and have to keep out houses shut up requiring air conditioning which is also expensive. I am getting tired of working poor etc. being the ones who suffer all the time.<br>Thank you.<br>Laura Crafton |

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|  | Christy Heitstuman | Web | <p>Hello. I am a longtime homeowner living in Spokane. I'm asking you to please deny the two rate increases Avista Utilities is requesting. I know in the past the UTC has denied their increase requests and you also stopped the sale of Avista to Hydro One. I am greatly appreciative of both those actions. I believe that Avista received \$103 MILLION dollar termination fee from Hydro One for the failed deal. Avista stated they would use that money for income taxes, transaction costs and "general corporation purposes". Perhaps Avista should use some of that money instead of asking rate payers for more money. I would like to know what "general corporation purposes" are.</p> <p>Thank you for your time.</p>   |
|  | MARILYN EAKER      | Web | <p>I AM COMMENTING IN REGARDS TO AN INCREASE AVISTA WOULD LIKE OVER THE NEXT 2 YEARS. FIRST AND FOREMOST I AM A DILIGENT HOME OWNER. I HAVE REPLACED MY BASEBOARD HEAT TO A HEAT PUMP. I HAVE REPLACED MY WINDOWS TO COMPOSITE. I HAVE A NEWER ROOF. I HAVE BLOWN IN INSULATION IN MY ATTIC. IN THE WINTER MONTHS MY HEAT BILL IS UPWARDS OF \$200.00 OR MORE PER MONTH. MY HEAT IS SET TO APPROXIMATELY 70 DEGREES IN THE WINTER AND SET TO 75 IN THE SUMMER MONTHS. WE HAVE 2 PEOPLE IN THE HOME SO WE CLOSE OFF MOST OF THE HOME IN THE WINTER. I MAKE SURE TO CLEAN THE AIR FILTER REGULARLY AS WELL. MY HOME IS APPROXIMATELY 1600 SQUARE FOOT AND ALL ON 1 LEVEL. I FEEL THE AVISTA RATES ARE ALREADY EXCESSIVE. I FEEL THEY HAVE MONOPOLIZED SEVERAL AREAS. WE DO NOT HAVE A CHOICE OF CARRIERS IN OUR AREA. I KNOW FOR A FACT THE EMPLOYEES AT AVISTA ARE PAID VERY WELL, AND CEO'S COLLECTING MILLIONS OF DOLLARS IN BONUSES EACH YEAR. I AM A SINGLE PERSON AND PAY MY OWN MORTGAGE AND BILLS. I FEEL THE RATES ARE ALREADY HIGHWAY ROBBERY!! WHILE MY GROSS INCOME IS APPROXIMATELY \$36,000.00 PER YEAR, IT IS A DIFFICULT TASK TO CONSTANTLY HAVE TO WORRY EACH MONTH OF WHAT MY BILL WILL BE. THIS COMPANY SEEMS TO CONSTANTLY ASK FOR UTILITY RATE INCREASES. THANK YOU FOR LISTENING.</p> |
|  | Michelle Ernst     | Web | <p>Seems like Avista is ALWAYS raising rates. I have many disabilities and I can't afford these rate increases all the time. They ALWAYS say "It's JUST \$4.30 or it's JUST \$8.00 more a month. I can buy a lot of potatoes for \$8.00 . I have been reading a bit about what has been going on and they have been over charging customers for years . \$36,000,000.00 dollars or something. Where is all THAT money? Now they want to raise rates close to 12% , looks to me like they want to raise the money on the customers to pay for THEIR rebate when they should be LOWERING our rates 12% for the next year or 2 instead. That's my 2 cents , and that's what this prosed rate increase looks like to me . They should "man up" and just pay back what they owe the people with NO increases. Increases in rates is not making THEM pay for their discretion, it's making US, the people pay for it , and we all ready have . If I had 12% of 36 million dollars my life would be changed drastically , so.....what did they do with all that extra money? NO . not fair</p>   |
|  | Eric Patton        | Web | <p>Do not raise rates. Avista gets more money than they need. We do not need to pay for Montana's power. I am tired of paying for everyone else.</p>  |

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|  | Amanda Cantrell | Web | <p>The rate hike proposed is extreme. The businesses that would seem to have more of the financial resources are having less of a hike, and the percentages increasing is beyond ridiculous. It is certainly not going to cost them that much (particularly when all of the increases are taken together) within the next two years. Adding an additional \$10 per month for some people could be all they have. It's more than 10% if their bill is under \$100. This rate increase needs to be lowered significantly if they don't want to hurt and cripple their customers.</p>   |
|  | Caleb           | Web | <p>As an Avista customer I strongly urge you to deny their rate increase. Once again Avista wants to burden it's customers with higher rates for gas and electricity under the excuse of "investments in our infrastructure" and " technology options that make it easier for us to interact and do business with customers" all while posting \$1.397 BILLION profits! We don't have an option to pick what utility company we pay each year for our energy needs, therefore we are at the mercy of the commission to keep these companies in check and keeping them from taking advantage of the monopoly that they hold. I pay \$9 a month for "basic charge" on power and \$9.50 a month for gas, this charge is suppose to cover the exact costs of poles and infrastructure improvements that Avista is sighting as the reason for a rate increase. Multiplied by Avista's 359,000 customers, they collect \$3,231,000 each month for these improvements! Yet somehow the 1.4 billion dollar profit is not enough to keep them happy, they want more. As for their choice to upgrade meters to the "smart" feature, this is a complete waste of money and is unwanted by many of their customers. My meter works fine right now and I can trust that it accurately measures the amount of power or gas I use with the tried and true mechanical way. Making it digital just opens the door for computer bugs to alter the reading and possibly over charge us. And to put an employee out of a job by not requiring the meters to be read. It by no means brings any benefit to me as the consumer. If Avista wants to make these kind of useless "upgrades" let them take it out of their quarterly profits and not out of my wallet. Thank you for your time and please keep Avista from abusing its customers. Thank you.</p> |
|  | Steve Yunk      | Web | <p>All Avista ever does is ask for increases. They always claim some is for capitol improvements. Why raise rates for this? Most companies budget out projects and how to pay for them. Not Avista, They just ask for rate increases. Every year they offer incentives to ratepayers to be more efficient, But then ask for increases when energy use is down. Our family is tired of seeing increases constantly. Let them make less profit or become more financially efficient!</p>   |
|  | Sherrie Ebenal  | Web | <p>Please deny this rate increase.<br/> A rate increase of 15.5% (as reported by the Spokesman Review for an average household) would be a hardship for most households on a fixed income. Avista stated in one of its letters that one of the reasons that it wanted the increase was to provide more profit for its shareholders. This statement and its yearly recurring requests for rate increases to improve its bottom line is an excellent reason to deny this rate increase. Last year's attempt to sell this company to a foreign nation and its focus on its company shareholders profits are perfect reasons why necessary utilities should be owned by the government for the safety of all of the State's citizens.<br/> A constantly rotating billing statement set up on a 30 day cycle is a hardship to most households also.</p>   |

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|  |                    |     | <p>Utilities should be owned by some branch of the government with billing statements set up to be due on the same day every month.</p> <p>I don't think my payments to a necessary utilities should fund company sponsoring advertising; what is Avista's yearly budget for advertising? Avista doesn't need to advertise. They are a monopoly that holds an exclusive right to supply electricity and gas at my address. I can't contract with another company to seek better services or a lower rate. I don't think my monthly payment for a necessary utilities should fund shareholders profits at the expense of struggling householders.</p> <p>Water and sewer services are provided by city governments. Please remove electricity and gas from for profit companies and structure it within our government.</p>  |
|  | carole gauche      | Web | <p>Once again Avista is stating they need an increase in rates for technology and infrastructure. I am against any increases to our rates at this time. People are struggling to pay bills and live day to day. Our legislature just passed a hug new budget with so many increases in new taxes that will all be passed on to the tax payers of this state. How much money profit does Avista need. Please vote no on any increase in rates. Thank you.</p>  |
|  | Lawrence L Cressey | Web | <p>Avista is asking for an 8.8% or 9.8% increase in electric rates, depending on usage, and a !0.1% increase in natural gas rates. While I understand the need for maintenance and upgrades to keep the power supply working safely and efficiently, Avista's chronic demands of increasing rates and increasing profits is very inflationary as they always ask for more than they need in hopes that the commission will go ahead and approve some increase, if not as much as they are asking for. The amount they are asking for is a much higher percent increase than what senior citizens and others on fixed incomes get to compensate for inflation and rising costs. It appears that Avista is trying to increase their shareholder's profits more than what is deserved. Please do not grant Avista ever increasing utilities prices. The people of Washington State cannot afford it.</p> |
|  | Rebekah Mace       | Web | <p>The rate increase is huge and very concerning for residents in poverty or on the edge of poverty. It's also shocking that for a company that rakes in major profits, they would need to increase the rates this dramatically. Please consider that energy is something that is a need and although everyone could make efforts to decrease how much they use it, we are moving into wintertime when the need for heat is acute. I may be able to weather the rate increase and stay financially stable but what about everyone else? Does this increase protect the profit margin for this company, or is it truly something that is needed to keep on providing energy for Washington state residents? I'm concerned and I know many people who feel the same. We have nowhere else to turn to for our energy needs and are at the mercy of rate increases with very little say in them.</p>      |
|  | Bailey Sampson     | Web |   |
|  | gail e mcgougan    | Web | <p>Well once again we are being asked to eat a rate hike, they have preached conservation ad nauseum we complied, now because we have, they come back blatantly saying as such and are asking for a HUGE increase. Many of us are on fixed incomes, lower the heat in our homes, replace light bulbs to more efficient ones, turn the hot water down, so we end up, colder, less able to see correctly (dimmer lighting), I am asking you, based on the almost yearly ask for increases that you either, severely decrease the ask, or outright deny</p>  |

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|  |               |     | <p>it, I am all for shareholders getting a fair return, but what about we the user, we get nothing but higher bills. Thank you for reading this comment</p>   |
|  | Mark Hendren  | Web | <p>PHONE (sh)</p> <p>Natural gas and electric customer</p> <p>The thing is, they're always out there telling you how to save money and helping you out with some things, like a blanket for the water tank or plastic plug on your outlets, and new windows they may help with, and doors (rebates),and six months later they want a raise because they helped you out because they lost some. If we save a nickel, they want a dollar increase. Then you're paying about the same amount as you were paying before. The rebates don't gain the customer anything because then they want more money.</p> <p>An article in the paper refers to their rate increases, they need more money, because they're signing fewer customers on, not building enough new houses, that's a lie, there's building going on all over the place. The new homes and businesses are hooked up to power and gas with Avista. Every time they get a raise, it never comes down to \$34 million, it's a permanent deal, it never comes off, it goes every year after. I can see they need a little extra but that much is ridiculous.</p> |
|  | Retha Montoya | Web | <p>I am on a fixed income and already conserve energy and yet the company continues to raise rates. As a retiree this is unfair to those on fixed incomes.</p>  |
|  | Keene Little  | Web | <p>The requested rate increase for residential service is not in line with what's happening in the economy:</p> <ol style="list-style-type: none"> <li>1. The requested increase for electricity and gas in the first year is 9.8% and 10.4% and then in 20121 another rate hike of 3.7% and 4.7%. This is way out of line with current CPI and the rate increase should not be any more than CPI.</li> <li>2. In the update to customers you state "If the Company's profits exceed the authorized ROR, excess profits are evenly split between customers and shareholders." If customers are being hit with such a large rate increase, why should we give half of the excess above ROR to shareholders? Give it back to the customers who provided the extra income to Avista. Stock holders have already been outrageously rewarded over the past 10 years and they hardly need an extra return. Help the customers who are already struggling to meet higher expenses, not shareholders.</li> </ol>  |
|  | Jim Mace      | Web | <p>In regards to another proposed rate hike by Avista Utilities<br/>Avista always states they are using rate increases to help provide better service.</p> <p>Yet, now they have the best of both worlds. If they are looking to update their company (better energy sources, less power outages, less jobs -- via smart meters), etc, the consumer should not have to pay for that. When a business remodels, they are doing that believing they will provide a better product/environment which will bring in more customers (i.e revenue). Technically the consumer does not pay for the loan.</p>   |

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|  |               |     | <p>Essentially Avista is saying customers should pay for there company to make more money. That is 100% wrong and inherently evil (albeit smart).</p> <p>When we live in a system with no choice (i.e. Monopoly), and Avista is the only power company serving my house, they certainly should be reigned in from numerous increases in rates.</p>  |
|  | Linda Swendig | Web | <p>The increase for electric of the average house using 918 kw is going to be \$89 or more a month?? How is that fair.? That is the email we received from Avista . That is based on usage in the summer when electric is less as we are not heating our homes. I have gas heat, but the electric runs the fans etc in the winter. I just looked at my bill as I would pay 89 more for the electric part even in the summer, and logically would be more in the winter when my electric is higher. My home has all energy efficient appliances, R-48 in our attics that we added several years ago, new windows 6 yrs ago, LED bulbs etc.</p> <p>This is detrimental to my finances and most people are retired in the area and/or are on limited lower income.</p> |
|  | Bradley Marks | Web | <p>As a general statement any increases should be no more than the cost of living determined on an annual basis. Also this basic charge that is assigned to each account that should be no more than \$1 per household. I know that the cost of business is the cost of business, but one thing that should always be foremost before any increase is can the customer absorbed the percentage identified in the increase? If in the future the commission receives requests that the commission determine if the last increase was it favorably or unfavorably received by the public.</p>   |
|  | Li Girvin     | Web | <p>Comment taken over the phone by UTC employee John T.</p> <p>I am really worried about Avista wanting to raise its rates. We have such a high population of low income residents. I think that is a hardship for people suffering. Also with the problems of climate change and their supporting that Colstrip mine, that's just bizarre. They need to rethink their responsibilities and be good citizens for all of us.</p>   |
|  | Stacy Carlson | Web | <p>Docket number:UE-190334 and UG-190335</p> <p>I am against Avista's proposed rate hike. I live on a fixed income with multiple health issues. I am on oxygen for most of the day and all night which uses a lot of electricity. I also have Raynauds and need to keep my house warm. The proposed rate hikes for electricity and gas will make it more difficult to pay all of my bills. In addition, Avista was awarded \$103 million from the failed merger and I believe they should use this money to begin cleaning up Colstrip and transition to clean energy - not to prop up the coal plant.</p>  |
|  | Kat McGunagle | Web | <p>I am against Avista raising rates! This company has a monopoly on utilities in our area and I have no choice if rates are raised.My income has not been equal to the rate increases, so they are over charging as it is. This company makes more than enough profit to satisfy the stock holders as well as the Avista CEO now. there needs to be equity in rate increases vs income of the average consumer.</p>  |

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|  | Connie Hickman  | Web | <p>Taken by CTC</p> <p>They're always raising their rates. And now they're going to give us a little refund because they charged too much. But now they want to raise their rates. On a fixed income, even with two people living in the home, it's hard. Even for young families; my granddaughter, she struggles. I don't think they need a rate increase. Washington Water Power never did it all the time.</p>  |
|  | Jan Quinn       | Web | <p>Avista : Dockets UE-190334/UG-190335 and UE-190222.</p> <p>Avista is always wanting it customers to pay for improvement that should be paid for out of the company profits. All infrastructure improvement is the expense of the company not the customer. They always say this is what the consumer want, but what is really is, it that that is what the stockholders want, a bigger pay check. Now I owned at one time stock in Avista and I never say any kind of return, but I thought that is the way it works, as a stockholder you are betting a weather the company will do well or not. Avista asks for increases all the time, and they get them to the detriment of the consumer especially the poor, seniors, and anyone who is living paycheck to paycheck, just so the stockholders get a paycheck. They don't need more money they need to manage the money they already have. My payment have gone from 165 to 225, and I don't turn the heat on until absolutely necessary, and use fans instead of air conditioning in the summer because of Arista's rates. More and more customers are having to find alternative way to heat and cool their homes, because they can not afford to pay Arista's rates. Now we are supposed to get some money back and now it is to be tied to this resent Avista rate hike, NO, there are people who need that reduction in payments now, not later. Avista is a monopoly and need to be stopped.</p> |
|  | Wayne Stronk    | Web | <p>As a senior on fixed income I'm very concerned about this large of an increase for gas and electricity. On top of other increases such as the large impending property tax increase, I will be struggling to stay in my home. I'm confused and concerned as to why such large increases are needed and based on Avista's previous behavior I don't trust they're needed and am hoping the commission can discern Avista's rates increase credibility.</p>  |
|  | Charles Taggart | Web | <p>I am retired on a fixed income.</p> <p>My Social Security increase for 2020 is estimated to be less than 2%.</p> <p>The estimated increase of 9.9% (per Avista mailer) for my natural gas bill is unacceptable. Just because last winter was milder and they sold less product shouldn't mean the lower revenue should be made up for with this rate increase.</p>   |

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|  | Glenn Duncan  | Web | We have been customer before it was even Avista with Washington water power. We are both retired and on a fixed income and the rates continue to go up. Our income if increases it is only a little and we read in the paper and see the amounts of money that are paid to the executives of Avista and I would not make that type of money in my lifetime. I don't understand why they need to pass these rates to the customer and maybe need to take back some of the executives salary and maybe even decrease the rates. As a concerned user I would like to see the commission to not allow them increases in rates. We would like to receive information of what is going on and this is the end of my comment.   |
|  | carole gauche | Web | Once again the only game is town is requesting an increase in both electrical and gas rates. Why can't these big companies live within their means. They need to replace failing equipment, replace infrastructure. Well wouldn't the regular home owner like to do that, but if you don't have the funds you don't. These constant increases are draining working class families. Just say no. Thank you.   |
|  | Ellen         | Web | I understand the need for Avista's rate increase and Avista does great work. However, these increases are pushing us seniors on extreme limited incomes farther into poverty. Especially those living in poor rural areas of WA State. The resources in these areas are stretched and lacking enough in support services. But the folks who are on very limited incomes are being forced to exist and budget under further unreasonable expectations. Many of us seniors could hope Avista might take a step back and look at this from our shoes not just their budget. If we all are having to learn to budget once a month in ways we never would have dreamed just to literally survive and Avista wants to increase the price of vital services to survive something always has to give. It is a huge vicious cycle we are all caught up in unless we have money. For example, this minimum wage increase. Did folks not think about the domino affects of this fall out in when hourly wages go up then the prices of everything goes way up? if one does not have an income to match the cost of living then we are all going to be kept in poverty and it will only get worse. On behalf of all of us living below poverty we request this increaes eno ake effec. |
|  | Ken MacDonald | Web | Avista utilities has a captive client base with no competing utility providers in the area. Why should a utility company that has enough revenue to advertise on television in a noncompetitive market and can pay for naming rights for a sporting venue be approved for a rate increase. it's time to tighten the belt, just like their customers.   |



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|  | Sherrie Ebenal            | Web | <p>Please deny this rate increase. An increase of 15.5% per household (as stated in the Spokesman Review) would be a hardship for most households.</p> <p>Avista has stated in one of its emails that one of the reasons that it wants the rate increase is to improve the profits for its shareholders.</p> <p>Last year, Avista attempted to sell its company to a utility company in a foreign nation. Utilities that are necessary for the safety of residents, hospitals, police stations, fire stations and other vulnerable entities should not be owned by for profit companies or sold to foreign nations.</p> <p>I don't think that my payments to Avista should be used for advertising either which a rate increase would help fund. Avista is a monopoly for this area. I can't contract with a different utility company to receive gas or electric service. What is Avista's advertising budget for a year? Money wasted on advertising could be used to keep rates low.</p> <p>Avista also has a billing cycle that is based on a 30 day period. This is a real hardship for households on a fixed income forced to cope with a payment date that changes every month. On a bad rotation, 2 payments can be due in one month.</p> <p>Public utilities should be owned by the government and operated as a nonprofit so households do not face prohibitive rate increases.</p> |
|  | J Atlantic Apartments LLC | Web | <p>I am an owner of a 7- Plex apartment unit in northwest Spokane and have been since 1984 with my late husband. I'm concerned about a large raise in utility rates because it forces a smaller business owner such as myself to raise rents in an area where there is a sizable amount of low-income population needing affordable housing. I do my best to keep rental rates affordable and accessible for the community of Spokane and there's currently a housing crisis going on in Spokane like many other metropolitan areas where there is a lack of affordable housing. I understand rates need to rise with utilities, but it must be done in a way that does not harm lower-income populations of communities or cause more homelessness. Thank you, Judith A. VanDerLinde</p>   |
|  | Dana McMillen             | Web | <p>Re: Dockets UE-190334/UG-190335 and UE-190222. I, along with many Spokane residents and users of Avista Utilities, are simply fed up with the rate increases that are forced upon us by this company. I moved to Spokane over 10 years ago from the Everett area and since then I have been amazed at the requests for rate increases put up by this utility company. It seems to happen (at least) twice a year. I have seen over the course of my stay in Spokane rate increases that add up to at least 10% from what they were when I moved here. People are being forced to choose between providing food for their families or being warm in the winter months. Astronomical rent increases have been happening in the last two years also that are forcing people out of the Spokane market. Combine this with the utility increases and Spokane is being turned into the Seattle of the Inland Northwest, meaning that no one but the rich will be able to live here. I do understand that Avista has rising costs related to doing business but these increases are costing consumers far too much now. Thank you for your time. Sincerely, Dana McMillen</p>   |
|  | Richard                   | Web | <p>Gas and power are way to high as it is</p>   |

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|  | Learnard        |     | <p>We make the power here so it should be cheaper<br/>         Maybe we should go back to a government owned power company<br/>         Let them like other company's spend some of the profits to repair thing for the people and stop spending all the extra funds on green cars<br/>         Total loss<br/>         Also I get gas from them I think we should go back to burning wood products<br/>         We been told over the years how cheap and how much gas we have<br/>         Thank you for your time</p>  |
|  | Robert Hoagland | Web | <p>I am 82 years old. I'm on Social Security. There's not much room for improvement. I am also retired from the city of Spokane, in 1987. I have not had an increase in my retirement since 2002. The bills keep piling, and everything keeps going up except my social security and my retirement from the city. It's getting so that I almost can't make ends meet. Avista's gone up from 1985 to present, a lot of money. It may not seem like much, but it does to me and a lot of Senior Citizens. Therefore I'm against the increase.</p>   |
|  | Matthew Walton  | Web | <p>Avista Utilities continually seeks to increase customer rates in order to ensure they can provide a profit to company shareholders instead of investing in necessary infrastructure. They claim they cannot maintain infrastructure without rate increases but somehow continually manage to turn sizeable profits off the backs of their consumers who don't have a choice in utility company. Their Natural Gas rate increase request is absurd!</p>   |
|  | Sandra E Hess   | Web | <p>The cost's that Avista is charging the elderly and senior citizens are already so expensive, that many have to turn their heat down so low in the winter time they are getting sick. We, and I am speaking of myself included have to be able too afford medication's, groceries.and other expenses.<br/>         I do not think that Avista needs another pay increase.<br/>         Thank You For Your Time,<br/>         Sandra Hess</p>  |
|  | Trenton Miller  | Web | <p>Avista is still invested in a uneconomical coal-based energy production, and are being slow in fully committing to making transitions to cheaper energy sources. Why then, should the ratepayers accept a larger increase to support energy that is not economically produced? If this company wants to charge its' ratepayers higher costs, then it should be investing in the kind of energy that will result in lower costs for ratepayers in the long term.<br/>         With the current planned trajectory of this rate increase, if Avista continues to invest and prop up coal-based energy production, then we will surely fall victim to further rate increases as Avista delays investment in the energy sources of the future.<br/>         This would ultimately lead to an increased burden upon lower income community members who may not have the ability to cope with multiple rate increases.<br/>         Either Avista should accept a lower rate increase, or they should commit to using this larger rate increase to invest in cheap and clean energy sources.</p> |
|  | Rebecca Stuart  | Web | <p>Taken by CTC</p>   |

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|  |                  |     | <p>I have undergone at least three rate hikes in the seven years that I have lived in my home. This past winter, my bills were significantly higher than the previous winter and I suspected that there was another rate increase. Certainly something was going on that wasn't normal and I did not inquire with Avista because I did not want to deal with the run around. The difference in my winter rates between this past winter and the previous winter were \$80 to \$100 per month higher and I made no changes in my winter usage. Now, Avista is going to impose something called smart meters on us and I honestly believe these are another way of increasing our rates, whether it's to pay for the meters or to manipulate our usage. I'm not big into conspiracy theories, but Avista is one company I truly do not trust. I know it's common for consumers to complain about rate hikes; I am on disability and I've been forced into retirement. I'm a victim of domestic violence and I get no support from my ex. So, the rate hikes hit me very significantly.</p>  |
|  | Shannon Castelda | Web | <p>Avista Utilities is consistently asking for rate increases. It is being said it is for "infrastructure, investment, maintenance and technology costs". If this is true, why was the Avista CEO awarded a bonus in 2017 of \$4.2 million and \$4.5 million in 2016? To be giving bonuses of that size, in our town of Spokane, for a company that consistently asks for rate increases seems bad form.</p>  |
|  | Kyle             | Web | <p>Here is the email I sent to Avista:</p> <p>"I sincerely hope your request for an increase is denied. If we had an option of who to get our power through and we chose Avista that we be one thing, but when you monopolize the market and consumers don't have a choice where to get their power from we don't have much of an option do we?</p> <p>What other businesses do you know of that can just raise rates to reimburse themselves for infrastructure costs without the fear of losing customers? Not too many I'm guessing. Your infrastructure costs are a cost of doing business. If you didn't have a monopoly of the market you wouldn't survive in a free enterprise market.</p> <p>Furthermore it is ridiculous what your CEO gets paid. Nobody deserves that kind of money, he is not that important. Why don't you take this proposed increase out of your exec's salaries."</p> <p>They do not need an increase just to line their executive's pockets. Either give us another option for a power supplier or require them to operate like an actual business should have to operate in free enterprise.</p> |
|  | Jessica Moody    | Web | <p>Avista wants to raise my rates and close down a road by their facility to build a park. I would rather have them keep my rates as they are than have them spend money on closing a road I use on a regular basis and build a park. If you are raising my rates than you should not be building a park.</p>   |
|  | Todd Hogan       | Web | <p>Please do not allow price increases on our energy. Avista has wasted millions, just because they waste doesn't mean we all do. Our family struggles each month to pay for what we use, and we do everything to conserve. Their increase means we have to eliminate something like a streaming service or a night out to cover it. Little</p>   |

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|  |                 |     | <p>things that we can do as a family for fun, will come at an expense to higher rates. Gasoline I use for my commute to work has been eating into our extra budget savings each month as well. Avista is poorly managed, extremely wasteful in their purchases and don't contribute to our local economy. My business has tried and tried to engage them, but they rather do business with out of state large entities. People like me who love our area find it nearly impossible to justify how Avista is ok spending millions on new vehicles each year, when the rest of us drive 20 year old vehicles because we care for them. Avista is not in tune with the needs of people they serve.</p>  |
|  | Cindy Delay     | Web | <p>I received notice about the proposed rate increase. The gas and electricity increase would be over 25% over the next 2 years. I will be getting a 1% raise in 2020 and probably 2021 since I received only 1% for the past 3 years. I have a programmable thermostat and as high as it gets is 65 for 4 hours/day in the winter. If it's too smoky to open the windows in the summer the air conditioner comes on at 86 degrees in the house otherwise, it's turned off. I group using appliances so I'm not constantly turning them on and off. I'm sorry that Avista is having to rebate customers approximately \$40 eating into profits and infrastructure money but no one's wages are going up the much. How can we afford the price the only power company we have access to is wanting to charge?<br/>Thank you.</p>  |
|  | Pat Binder      | Web | <p>Comment taken over the phone by UTC employee John T.</p> <p>I believe that Avista is greedy and asks for more money every year just to see what they can throw at the wall and see what sticks. The utilities commission has a hard time I know because it has to allow Avista to have a profit. Avista's profit of 8 or 9 percent is inflationary to us who have had no increases in our income, and also is higher than even the rates the banks get on their percentages on house loans and things like that. And it's a lot higher than the banks give on things like savings accounts and things like that. I am opposed to any increase, the 8 or 9 percent they got a few years ago is still on the books. They don't need to add profit on what they've already got for an increase.</p>  |
|  | MARK<br>NICCOLI | Web | <p>First, my thanks to the UTC for declining Avista's request to sell their company to Canada's Hydro One.</p> <p>Next, as to Avista's requested rate increase of 9.8% on April 1, 2020, &amp; a second increase of 3.9% on April 1, 2021, where exactly does Avista suggest a customer such as me find that ridiculously high increase? I live on a very modest Social Security retirement benefit. I LIVE CHECK TO CHECK. I have no savings. Chained CPI has eliminated a realistic COLA increase each year, so the trend has been very small COLA increases to my check, nothing that will accommodate these proposed rate increases.</p> <p>I've read Avista's claims about infrastructure refurbishment/ replacement, etc., etc. Why hasn't this been accomplished incrementally over time, instead of reaping more profits from customers to increase their share value? I suggest that normal, routine maintenance was strategically shelved in hopes of the Hydro One sale, and, instead, Avista banked that extra profit. So now they ask you for these huge increases.</p> |

Avista is a for-profit company, closing today at \$47.88/ share. It's no secret that a company like Avista has a primary focus--increase share-value, thereby increasing the company's value. That's it.

Avista writes, "You want your electric and natural gas energy to be there when you need it, and we know you want it to be affordable.

To provide you and all of our customers with safe, reliable and efficient electric and natural gas service on the coldest winter and hottest summer days, and all the days in between, we're making significant investments in our infrastructure and systems."

Isn't that their mandate to begin with? They make it sound altruistic, their generosity. There is no altruism on the part of Avista. (altruistic= "showing a disinterested and selfless concern for the well-being of others, unselfish").

What is Avista doing to tighten their belt? What budget items are they willing to cut to mitigate the rate increases? What are the management bonuses? How big are pay raises? How big is their lease fleet? What about expense accounts? How much do they spend on marketing? How much money is in their 'contingency fund'? Is it 5 or 6% of their budget, or more? Is there redundancy in staffing?

Avista's 5-year profit margin AVERAGE is 9.2%.

Avista's NET WORTH as of September 19, 2019 is 3.14 billion!

In 2006, it was 0.59 billion. The chart continuously climbs up to September 2019, 3.14 billion.

I find it shocking that they have the audacity to ask for these rate increases.

Avista electricity increases granted. Thanks to the UTC, increases were reduced, as follows;

2011 5%

2012 3%

2014 3%

2016 2% (net)

A 13% increase over a 6 year period. And now they ask for a 9.8% increase. Enough is enough!

I'm all for a means test to determine a rate increase based on income. Wealthy customers don't blink about a 10% increase, but low income people suffer and go without. Doesn't quality of life count? Groceries, insurance, food, everything else will cost more, too. Do I need to go back to work at 68?

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|  |                    |     | <p>This is pure greed on the part of Avista.</p> <p>Please help people like me.</p> <p>Sincerely,<br/>Mark Niccoli<br/>Odessa, WA</p>  |
|  | BRENDA STRANGE     | Web | AVISTA is asking for a rate increase when earlier this year they received about \$100 million dollars over the proposed merger with a Canadian company that did not go through!!!  |
|  | Morgan Shimabuku   | Web | <p>I oppose the 13.7% increase in rates proposed by Avista because of the disproportionate harm that it will have on low income families, because the funds it raises will go toward a coal power plant that should be decommissioned, not funded, and because Avista is showing financial irresponsibility by not creating a plan for transitioning the coal plant workers to new positions when the plant shuts down.</p> <p>In order for Avista to get approved for a rate increase, they need to have their financial house in order the issues I've raised indicate that they do not. Clear, well-thought out plans for reducing the burden of rate increases on low income families should be in place before this plan is approved. Additionally, Avista needs a clear plan on how it will work toward responsibly decommissioning the Colstrip power plant, before it can raise rates to address expenses related to this large, capital expense.</p>  |
|  | Katherine Catalano | Web | <p>I got an email indicating that Avista has requested an additional rate increase for their infrastructure. I have been a long time customer of Avista, and it seems to me that Avista requests a rate increase every year, because I continually have a "rate change" on my bill at least every 2 to 3 months. This is ridiculous. Now they want to do an infrastructure increase of 10%+?????????</p> <p>Where is all the money going that we are currently paying? When is Avista going to stop taking, taking, taking? I live in a freezing house in the winter time because I cannot afford Avista's rate increases. And curiously, they are always increasing in the winter months which makes it even more difficult to try and keep my house warm.</p> <p>How do you expect the elderly and single income families to be able to keep up with these increases. Our income doesn't go up anyway near to the extreme of what Avista is requesting. Even if I get a small percentage of an increase, Avista has wiped it out literally in one bill; and mind you, that's one bill. I have several bills associated with my home that all want to go up every year. Avista wants to go up every two months.</p> <p>I have emailed Avista on several occasions asking where the money we are paying is going. Maybe their executives could take a little less money a year and put that back into Avista; do they really need over a million dollars a year to live on; these rates make me (and many others) feel that Avista is hiking up their prices, and most of the money we are paying is going into executives' pockets, which is why an increase is</p> |

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|  |                 |     | <p>needed every couple of months.</p> <p>I would have responded on the form that was provided in the email notification I got, but CONVENIENTLY that form doesn't work. Hmmmmm? Wonder if Avista doesn't really want the public commenting on their thievery. And that's exactly what I believe this is. Avista is a monopoly and they know it and so they feel they can take, take, take. Spokane is constantly talking about our homeless population, and with all these tremendous rate increases, basically you're just pushing everyone out of their homes. Unless you're rich, you don't stand a chance.</p>  |
|  | Margaret Herzog | Web | <p>I read the testimony of the president of Avista, UE-19 and UG-19. There is concern about the two year proposal:</p> <p>How can the rates be set on an unknown Electric and Gas fluctuation cost two years in advance.</p> <ul style="list-style-type: none"> <li>*The reasons given for the increases are vague and usual...for years the cost of maintenance and Operations is the general reason. M and O should be normal budget items in any business and not customer rate increases.</li> <li>*Citing the convenience of the customers does not constitute a reason that can be verified or quantified. Where is the convenience of the increase when the logic for the increase is absent?</li> <li>*Nowhere is the rebate due the customer from the company overcharge reflected in my bill so I assume nowhere in any customer's bill.</li> <li>*Furthermore, Mr. Vermillion stated that Avista is doing so much to promote the renewable resource agenda. But the company is advertising heavily for the use of gas on the public media. And Gas is certainly NOT a renewable resource.</li> </ul> <p>The first year increase seems unwarranted in light of the government rebate and the savings that are evident in the non-merger with Hydro-One.</p> <p>Don't misunderstand, Avista's work crews are terrific in protecting the customers during power outages. They do a tremendous job. That being said, that is part of their operation as a company. Certainly, the company should be held to a verifiable and quantifiable standard.</p> <p>I appreciate the UTC staff for lowering the initial first year request.</p> <p>As a customer, I fail to see the need for yearly requests that chip away at the customer's budget without justifiable reasons.</p> |
|  | Jacque Bos      | Web | <p>Taken by CTC</p> <p>I'm on fixed income, and unless they want to raise our social security a month 10%, I only have \$80 after I pay my bills per month as it is. They put in the smart meters, they're already saving the money they had to pay readers plus benefits. There's no way that the cost of living increase is 10%, so there is no way their cost has gone up 10% just because a Canadian company bought it. Just because the rest of the company pays 30% more for their utilities, because they have Hydro Electric... Just because they think they can get it from us doesn't mean they should.</p>   |
|  | Leah Johnson    | Web | <p>They are asking for an increase of 18.9% over 2 years and it is insanely ridiculous. Nobody in the working class gets an 18.9% raise over 2 years. The proposed increase doesn't match the increases in wages for the working people. A person with no raise, is now earning less, because Avista is tightening the screws on their</p>  |

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|  |                              |     | customers. I am at the point to install my own system to generate electricity and I am sick of corporate greed screwing the people who need it the most. I am mad.  |
|  | Jackie Whal                  | Web | I am objecting to the rate increase because I am sure it has to do with the new fancy meters they are installing, which we the people didn't ask for. I feel like part of this is about them being able to control our heat and cooling, abuse of power. I also feel that this is another thing that takes jobs away from people.   |
|  | LeeAnn Greiner               | Web | Help us stop increases. When does it stop? Avista is proposing big increases and we can't keep up. I have to ask. Do these increases include the new meters that were installed in our homes and told "there is no extra charge for the meter?"<br>Thank you.<br>LeeAnn Greiner   |
|  | Angelo Lonzisero             | Web | It is unconscionable that Avista wants a rate increase after receiving over \$ 100 million in go away money from Hydro One. This money went straight to profit with no expense. Avista is still spending money on the companies and organizations that supported the Avista - Hydro One merger. For all their statements during that process, they bloviated in regards to how much they care about their customers. The rate paying citizens deserve the full benefit of Hydro One's payment, not the special interests that were signatories to the theft of Avista by a foreign entity. Do the right thing and grant no rate increases in either gas or electric to Avista. The Avista Customer Group ( still watching ) |
|  | Kathleen and James McCorgary | Web | The rate increases for electricity and gas are way out of line. We are not in favor of the proposed rates.  |
|  | Alexa Fay                    | Web | Dear Commissioners, please accept the following comments related to Avista's requested rate increase.<br><br>The requested rate increase will harm low-income residents who do not have the means to afford increases in rates that Avista is proposing. Furthermore, much of this rate increase is related to the use of the Colstrip coal plant for energy, which is harmful to the environment and shows that Avista is not dedicated to investing in renewable energy sources. These rates will place an unfair burden on the customer and will harm the environment; Avista should instead look for solutions that do not harm its customers nor our planet.<br><br>Thank you,<br>Alexa Fay                            |
|  | Lee A Suggate                | Web | 1. They installed smart meters in most places. So they aren't paying meter readers which saves them money. They also wanted to charge us to have meter read if wr didn't want a smart meter which meter reading was already part of our service then they want to charge?! 2.Avista wants to close part of upriver dr to make a park thereby cutting off part of a street to a residential street access! They want a huge increase for what? To pay for a park? There service isn't reliable so previous rate increases haven't improved infrastructure! Rate  |



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|                  |                  |        | <p>increases are not keeping things affordable nor making their service better. I say avista does not deserve a rate increase specially on a huge scale. Bet they use it for getting their money back over the whole court issue with rebate. Avista needs to get stuff straight.. \$130 during summer a month with no AC? That's crazy. . use wood heat no electric for heating yet electric still doubles?! Many many customers are fed up and electric is becoming hard to afford. I shouldn't have to choose between food for kids or electric! There is no place that assist with electric every month.</p>  |
|                  | Lee Suggate      | Web    | <p>Here in Spokane electricity is not cheap. When your winter bills more than double your summer bills which run \$120 on avg in summer, that's expensive. Not even running AC and still my bill over 100 in the summer. Now Avista is asking for a rate increase?! For what?! They just installed smart meters so now they are saving money by not paying meter readers, so that money can be used elsewhere. With how high electric bills I say avista making plenty not including they don't bury their lines so their infrastructure is cheap. I ask you to please say no to the rate increase, it's hard enough to afford power for my family.</p>   |
|                  | Miranda Ackerman | Web    | <p>I'm writing today to protest the 10% bill increase that Avista is planning for the year 2020. My utility bill is already over \$300 a month for a small two bedroom apartment. We have energy effecient windows, we unplug everything when we leave the house or are not using the appliance. The only constant energy we use is our baseboard heaters, in the winter. Even then, we do not have them turned up all the way, we wear sweaters or use blankets to save on energy use.</p> <p>When one considers the extremely high salary that the Avista C.E.O. pays themself, one has to wonder where this rate increase will actually go.</p> <p>Spokane families are already paying more than they can afford for energy. The fact that Avista is a monopoly, and we, the customers, can not simply choose to spend our money elsewhere, is not only morally wrong, but it gives them the power to take advantage of their customers and force unfair prices onto us.</p> <p>Please, do not allow this rate increase to go through. With all the protests against Avista recently, with all the "misread" meters, with all the last minute price adjustments of last year, and now with this price increase, it is very obvious that this corporation only has their own salary in mind and does not hesitate to take advantage of their customers.</p> <p>Thank you.</p> |
| <b>Undecided</b> |                  |        |   |
|                  | Toni Sharkey     | E-mail | <p>Dear commissioners, Avista has some done some great things for the city of Spokane but if you're in Spokane please have a look our lines are just way too congested and antiquated. If we're going to have a rate increase, I absolutely expect the amount of lines to be reduced. if you specifically want to look at one area, have a look at 900 E 19th Ave Block to Perry there are seven lines in front of my home, this is not OK! Clearly our lines should be above our shade trees. Avista needs to be a little more proactive with technology instead of reactive in emergencies.</p> <p>Thanks for listening,<br/>Toni Sharkey<br/>509-703-3860</p>  |

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|  |                      |        | Sent from my iPhone  |
|  | David Camp           | E-mail | <p>Dear Commissioners,</p> <p>Regarding Avista's requested rate increase, as an Avista ratepayer I ask that you link any approval of rate increases to forcing Avista to abandon its wasteful investments in Montana's Colstrip power plants. Despite Washington's passage of the Clean Energy and Transformation Act banning coal-fired power from this complex in just five years, the company is still spending millions to prop up this disastrous, massively polluting complex. This must stop. Avista received \$103 million from Hydro One after its recent failed merger, which would make an excellent start towards shutting down and cleaning up the Colstrip complex, and transitioning its workers to robust opportunities in clean wind and solar power.</p> <p>This is also no time for Avista to continue its untenable investments in methane gas infrastructure, which must also be dramatically reduced within ten years and completely gone by 2045.</p> <p>Instead, please urge Avista to make distributed solar and wind generation a larger part of its power portfolio. Distributed solar and storage, in particular, could very soon play a major role in Avista's demand response capability while also building a locally based solar installation industry with hundreds of new jobs right here in Avista's Spokane service area rather than 500 miles away.</p> <p>Thank you,<br/>David Camp<br/>2729 W. Westover Rd.<br/>Spokane, WA 99208</p> |
|  | Jennifer A. Phillips | E-mail | <p>Good day,</p> <p>I live in a rural area called Inchelium, WA. It is located within the boundaries of the Confederated Tribes of the Colville Reservation.</p> <p>Avista is our only available utility company in our area and for years we've had to suffer their rate hikes with no choice or voice.</p> <p>We never see improvements in our area unless it is damage done by natural causes or perhaps by a vehicle hitting a pole or transformer.</p> <p>I'm hoping there can be some regulation for people in our situation where we live in a low income area but don't have the options others may have in choosing a provider of these type of services.</p> <p>When I first bought my property it was heated by gas. After the first winter and suffering through gas bills that averaged \$500 a month, I changed to using wood (not good for the environment but better for my financial situation.)</p> <p>Sincerely,</p> <p>Jennifer A. Phillips</p>  |

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|  |            |        | 1 Peone Lane<br>Inchelium, WA 99138   |
|  | Karen Yung | E-mail | Dear Sirs,<br><br>Avista forced customers to accept "smart" meters this year, 2019.<br>Avista customers should be provided with facts about 5G and<br>potential health consequences from 5G at Avista expense, with<br>option for proven, safe power meters that emit no harmful emissions.<br><br>Karen Yung<br>2901 E. Wellesley Ave<br>Spokane, WA 99217 |
|  | Larry Main | Web    | What is the estimated lifecycle cost of the new proposal to go 100% renewable energy? What is the estimated<br>impact on electricity costs over the next two decades?<br><br>What will be the consumer electric cost impact of blowing the dams for salmon?   |