

Team Leaders of the Rules Making Team.

I recently converted to gas heat and have been shocked to see that as a consumer I cannot verify my charges on either my electric bill or gas bill. Avista has been less than forthcoming with assistance and only after pushing the issue have I been placed in contact with anyone willing to discuss the issue of a clear and readable bill.

I filed a complaint with John Cupp of your staff and have been advising him of my concerns regarding this matter. I found your proposed regulations on the web tonight 1-23-01 and wish to ask you consider also applying similar wording as shown in new section WAC 480-90-178 section 1, sub a through j to New Section WAC 480-100-028 of the Electric bill regulations.

I have attached my latest bill so that so that you can see I cannot verify therms used, killowatts used nor the price for each portion of my bill. No where on the bill is a Gas core charge shown. When questioned, all I got from Avista was we don't have to and file a complaint if you want. So I did.

Having served as a military budget counselor and working with financial matters for years I am appauled at the attitude of Avista and lack on specific guidelines for this monopoly to be attentive to consumer needs or wants.

The gas portion of the bill attached has both fixed and prorated days on it, yet does not reflect either rate or a core charge anywhere.

I have, after pushing this issue up the food chain at Avista been told I will be given a special bill to reflect therm charges and units used and core charges. While others may accept the old saying "that is the way it is" I cannot accept that, and will fight for what I believe is a right of all to full disclosure and being an informed consumer.

But who will ensure the simplified billing information in a clear and concise(readable bill) is available to all.

I believe you can and submit this matter for your considerations. Avista has stated they will only change what you enforce. They are unwilling to be a good public servant in my opinion unless forced to by your commission.

I am sorry I only found out about this regulation on 1-23-01. Avista staff did not divulge nor the offer information regarding the existance of the Rulemaking CR102 process being considered by the commission.

I would have loved more time to comment with a solution in depth since I believe if I say there is a problem I am obligated to also provide a solution.

Sincerely,

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