



[Insert Date]

Dear (Customer Name),

As an Avista customer participating in the Smart Meter Opt-Out Program, we want to inform you of a recent proposal we've filed with the Washington Utilities and Transportation Commission (Commission) that would change elements of the program if approved.

The requested fee changes

On March 3, Avista filed an updated opt out tariff proposal with the Commission to better align the program with the actual costs to serve opt out customers, as well as the opportunity to deliver smart meter benefits to all of our Washington customers.

Here are the requested fee changes:

- A change in the monthly opt out fee from \$5 to \$10, which would go into effect April 13, 2020, if approved by the Commission.

Customers who have qualified for energy assistance in the 12 months prior to the estimated installation date of a communicating meter, but who request a non-communicating meter, will not be subject to the "Ongoing Monthly Meter Reading Charge", but will be subject to the conditions detailed under "One-Time Fee".

Opt out customers' meters will continue to be manually read. These requested fee changes help cover these and other costs and ensure all opt out customers are charged the same fees at the same time. If approved, all opt out customers would begin seeing the \$10 monthly charge effective April 13, 2020.

Other requested changes relate to program eligibility and the opportunity for customers to keep their existing meters. For more details and information about the filing with the Commission, smart meters and the opt out program, visit www.myavista.com/smartmeters.

The benefits of Smart Meters

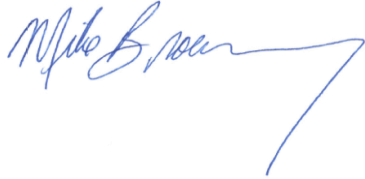
Avista's smart meter program provides benefits for all participating customers in Washington, and we respect your right to choose. Opting out of this program won't allow you to take advantage of the benefits that come with this technology, including:

- **More responsive service** – Smart meters communicate directly with Avista; we'll be able to detect and restore power outages even more quickly.
- **Information at your fingertips** – Online access to charts and graphs that give you detailed insight into your energy use.
- **More control of your energy dollar** – Smart meters provide personalized information to help you better manage your monthly bill.
- **More personalized service** – Our representatives will have more information available to provide solutions unique to your specific needs.

- **Contribute to a more sustainable community** – This technology will allow us to integrate more renewables onto the system and help reduce our region's carbon footprint.

If you have additional questions, please contact our Customer Service Representatives at (800) 227-9187 or visit myavista.com/smartmeters.

Sincerely,



Mike Broemeling
Avista Director of Customer Service

Note: Avista's requests are proposals, subject to public review and a Commission decision. The Commission has the authority to set final rates that may vary from the utility's request, which may be either higher or lower depending on the results of the investigation. You may contact the UTC to inquire about the Commission process, or to be notified about the scheduled open meetings at which the proposal will be considered. You can contact the Commission to comment on Avista's rate proposal and reference Docket No. UE-200013 via email at comments@utc.wa.gov, by telephone at 1-888-333-WUTC (9882), via letter at: UTC, P.O. Box 47250, Olympia, WA 98504-7250, or online at: www.utc.wa.gov. Copies of the proposal are available for public review on the Commission website, at the Company offices located at: 1411 E. Mission Ave, Spokane, WA 99202, as well as on our website at www.myavista.com/rates.

