

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 once the pilot period ends on Nov. 30, 2020, if approved.

The requested fee changes

On January 6, 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 \$15, which would go into effect at the end of the pilot period on Dec. 1, 2020, if approved by the Commission.
- As of the filing date, January 6, opt out customers will no longer be charged the \$5 monthly fee through the remainder of the pilot period. This is the only opt out fee that would change during the pilot period.
- Any opt out customers who have been paying the \$5 monthly fee during the pilot period will be reimbursed this amount through a bill credit by the end of April 2020.

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 \$15 monthly charge effective Dec. 1, 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 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.