

[Insert Date]

DRAFT

Dear (Customer Name),

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

On March 3, 2020, we filed an updated tariff revision that changes the previously proposed monthly program fee. The proposed update is the result of ongoing discussions through the regulatory process. It supports efforts to better align the program with the actual costs to serve opt out customers.

Changes in updated proposal

If the Commission approves the update to our proposal, customers who choose to opt out would be charged a \$10 monthly fee. This new fee would be effective April 13, 2020, and would apply to customers after they have completed the full opt out process.

Customers who have qualified for energy assistance in the 12 months prior to the estimated installation of a smart meter who choose to opt out will not be charged the monthly fee, but will be charged the one-time fee of \$75. This is a continuation of the current policy.

Opt out customers' meters will continue to be manually read. These requested monthly fee changes help cover these and other costs.

Other requested changes relate to 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.

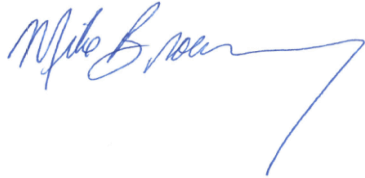
The benefits of Smart Meters

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,

A handwritten signature in blue ink that reads "Mike Broemeling". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

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, 621 Woodland Square Loop, P.O. Box 47250, Lacey, WA 98503-7250, or online at: www.utc.wa.gov. Copies of the applications 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.

