



1411 East Mission Avenue  
PO Box 3727  
Spokane, WA 99220-3727

Account Number: 4567890000  
Notice Date: May 22, 2023  
www.myavista.com

**Past Due Notice**

Payment was due: 05/18/2023  
Total Amount Past Due: \$ 436.13

Charges for Service at:  
CUSTOMER NAME  
SERVICE ADDRESS  
SPOKANE, WA 99224

Our records indicate your Avista account 4567890000 is past due.

We want to work with you on a plan to keep your services at SERVICE ADDRESS SPOKANE, WA 99224 connected. For help with your past due balance, please contact us immediately at (800) 227-9187. We also offer short-term or long-term payment arrangements.

To avoid an interruption of your electric service because of nonpayment, your past due balance of \$436.13 needs to be addressed by 06/09/2023. Without payment of the full balance owed, or a payment arrangement, your service could be disconnected as early as 06/12/2023.

Customer Service Representatives are available to assist you Monday through Friday 7:00 a.m. to 7:00 p.m. and Saturday 9:00 a.m. to 5:00 p.m. at (800) 227-9187.

Important: If a remote disconnect/reconnect device is installed on your electric meter, we may not notify you in person at your service address prior to shutting off your service.

Any reconnection of service requested during the hours of 7:00 a.m. – 7:00 p.m., Monday – Friday, will be completed the same day. Any reconnect requested after 7:00 p.m. or on a weekend or holiday will be completed the next day.

Please note that if your electric utility service has been disconnected due to non-payment, you have the right to request reconnection on any day when the national weather service issues or intends to issue a heat-related alert for your area.

Payments made at paystations take 3-4 days to post to your account. If you have already sent your payment, please notify us that you have submitted a pending payment.

You can apply for financial assistance to help pay your bill through your local community action agency. For information on your local agency please visit [www.myavista.com/assistance](http://www.myavista.com/assistance) or call (800) 227-9187. Programs include:

- Low Income Home Energy Assistance Program (LIHEAP)
- Avista's Low Income Rate Assistance Program (LIRAP)
- Project Share

We want to work with you. Please call us today (800) 227-9187.

Sincerely,  
Avista Utilities

Please read other side for important customer information.

Account Number: 4561230000



1411 E MISSION AVE  
SPOKANE WA 99252-0001



Due Date: 06/09/2023  
Total Amount Past Due: \$436.13

Amount Enclosed \$

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0018311AB0.504 01831/001831/00206561VG2H9Y  
CUSTOMER NAME  
MAILING ADDRESS  
SPOKANE WA 99224-9420



TTDFAATAAAATTTTTTDDTATTTDFDFATDFTATFFDTTTTDFAFFDADFDTDAADFTADADA  
3264220968  
AVISTA  
1411 E MISSION AVE  
SPOKANE WA 99252-0001

ACOLLI-10112 0281855433550 (VG2H9Y 0018310101010) 6 TRA I-D-001831/002065 VG2H9Y ETM/C000001



## Additional Options

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### Bill Assistance

Looking for energy bill assistance? Visit [www.myavista.com/assistance](http://www.myavista.com/assistance) to find your local community agency as you may be eligible for assistance towards your utility bill.

### Payments and Arrangements

Pay online quickly and securely with your My Avista Account via the web or Avista's free mobile app. View possible payment arrangement options for your account.

For paystation locations, visit [www.myavista.com](http://www.myavista.com)

### Avista Mobile App

Did you know that Avista has a free mobile app? The app includes the ability to report an outage, make a payment and view billing details. Download the free Avista app today in your app store.

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Customer Service Representatives are available to assist you Monday through Friday 7:00 a.m. to 7:00 p.m. and Saturday 9:00 a.m. to 5:00 a.m. at (800) 227-9187.

You can also visit us at [www.myavista.com](http://www.myavista.com)

## Medical Emergency

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### In Washington:

If you have a medical emergency, we will postpone termination of service, upon notification for a grace period of five business days, during which time a written certification from a qualified medical professional must be received.

### In Idaho:

Upon receipt of a certificate by a licensed physician or public health official, termination of your service will be postponed for 30 days.

## Complaints and Disputes

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If you have a complaint or dispute with Avista, please contact our office at 1-800-227-9187. Any complaint or dispute received by us will be promptly investigated. If we cannot resolve your complaint, you can appeal for further review by writing or calling your state public utility commission.

Washington Utilities and Transportation Commission  
P.O. Box 47250  
Olympia, WA 98504-7250  
[www.utc.wa.gov](http://www.utc.wa.gov)  
or by calling 1-800-562-6150

Idaho Public Utilities Commission  
Consumer Assistance  
P.O. Box 83720  
Boise, ID 83720-0074  
[www.puc.idaho.gov](http://www.puc.idaho.gov)  
or by calling 1-800-432-0369

Your service will not be terminated during any unresolved, open complaint with a governing commission.



1411 East Mission Avenue  
PO Box 3727  
Spokane, WA 99220-3727

Account Number: 1234560000  
Notice Date: May 22, 2023  
www.myavista.com

### Final Notice

Payment was due: 05/11/2023  
Total Amount Due: \$ 478.99

Charges for Service at:  
CUSTOMER NAME  
SERVICE ADDRESS  
SPOKANE, WA 99205

Your Avista energy service for account 1234560000 has been scheduled to be shut off.

It is very important that we hear from you to avoid an interruption of your electric service at SERVICE ADDRESS SPOKANE, WA 99205. Without your payment of \$478.99 by 06/02/2023, your service could be disconnected without further notice as early as 06/05/2023.

Customer Service Representatives are available to assist you Monday through Friday 7:00 a.m. to 7:00 p.m. and Saturday 9:00 a.m. to 5:00 p.m. at (800) 227-9187.

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Payments made at paystations take 3-4 days to post to your account. If you have already sent your payment, please notify us at (800) 227-9187 that you have submitted a pending payment.

We want to work with you on a plan to keep your services at SERVICE ADDRESS, WA ZIP CODE connected. You may be eligible for payment arrangements or bill assistance. For help with your past due balance, please contact us to discuss options. You can also visit us at [www.myavista.com/assistance](http://www.myavista.com/assistance).

You can apply for financial assistance to help pay your bill through your local community action agency. For information on your local agency please visit [www.myavista.com/assistance](http://www.myavista.com/assistance) or call (800) 227-9187. Programs include:

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We need to hear from you. Please call us today (800) 227-9187.

Sincerely,  
Avista Utilities

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Account Number: 1234560000



1411 E MISSION AVE  
SPOKANE WA 99252-0001



Due Date: 06/02/2023  
Total Amount Past Due: \$478.99

Amount Enclosed \$

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0015291AB0.504 01529/001529/00175751VG2H9Y  
CUSTOMER NAME  
MAILING ADDRESS  
SPOKANE WA 99205-6248



FADTTDTTTTDDFFDFFAADFFAAAATTATDAADDDAAAFDAFAAADFATDFTDFFAFDFDTTAD  
3264220504  
AVISTA  
1411 E MISSION AVE  
SPOKANE WA 99252-0001

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ACOLL1-10113 526577000636 (VG2H9Y 001529/01/01/010) 6 TRA I-D-001529/001757 VG2H9Y ETM/C000001



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