



Avista Corp.
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Toll Free 800-727-9170

VIA – Electronic Mail

September 21, 2011

Dave Danner
Executive Director and Secretary
Washington Utilities and Transportation Commission
PO Box 47250
1300 S. Evergreen Park Drive SW
Olympia, WA 98504-7250

Re: Docket Nos. UE-110876 and UG-110877 – Customer Notice

Dear Mr. Danner:

In compliance with WAC 480-100-198 and 480-90-198, Avista Utilities submits for filing a copy of the customer notice in the above referenced Dockets. The notice was prepared consistent with WAC 480-100-197 and includes the information required by WAC 480-100-194(4). Avista serves approximately 235,820 electric and 148,247 natural gas customers in the state of Washington that may be affected by the proposed rate increase. The customer notice has been posted to the Company's website and will be included in customer bills starting no later than September 28, 2011. All customers will have received the bill insert after the 30-day bill cycle is complete, approximately two weeks prior to the public meetings scheduled for November 8th and 9th, 2011. The Company will release to the media (radio, television, and newspapers) the information related to the upcoming public hearings.

Also, attached is a copy of the Company's news release sent out on May 16, 2011, coincident with the Company's filing, and a copy of Avista's "Notice of Tariff Change" that was posted, along with the Company's entire case on: <http://www.avistautilities.com/services/energypricing/wa/Pages/default.aspx>.

The attached notice has been reviewed by Commission Staff and Public Counsel.

Please direct any questions on this matter to Linda Gervais at (509) 495-4975 or Patrick Ehrbar at (509) 495-8620.

Sincerely,

A handwritten signature in black ink that reads "Kelly Norwood". The signature is written in a cursive, flowing style.

Vice President, State & Federal Regulation
Avista Utilities
509-495-4267
kelly.norwood@avistacorp.com