

Comment

JACKIE TRUELOVE

Owner

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Comment Information

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Details

Comments


Docket #210800

I am submitting this comment in response to the UTC's request for public feedback about rule changes.

At this time, I don't believe that Avista has any accountability to the customers at all. They routinely request rate increases twice a year asking for increases for both gas and electricity for "infrastructure" projects. There is no indication of what, where, how much the project will cost, when it starts and when it end. If the project is done underbudget, what happens to the rest of the money? I have no clue. Avista is a monopoly and as such needs to inform its customers on its operations differently than other companies. When I look at Avista's financial statements on line, they are only directed toward investor's not customers. If Avista has profits, the only people who invest in the company see any benefits from those profits; not the customers who helped generate those profits.

As for helping the those who are having economic hardships, it is a joke. Every time the rates are increased, the pool of people who need help gets bigger. And then Avista asks for another rate increase to help those who are having difficulties. Which makes the pool get bigger and so on. It is not a sustainable program.

It is a public utility but the public has no say in how the company is run.

Source	Web	Open Date	
Filing Support	Undecided	Web Create Date	4/28/2022
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Related Case Information			
Case Number		Case Title	
Owner	 Notes Contacts	Staff Case Lead	

Themes

Name	Created On
No Theme records are available in this view.	
0 - 0 of 0 (0 selected)	Page 1