

First Revision Sheet 170-N

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Original Sheet 170-N

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AVISTA CORPORATION
dba Avista Utilities

SCHEDULE 170 – RULES AND REGULATIONS – WASHINGTON – Continued

E. Restrictions on Disconnection

a. Except in cases of danger to life or property, the Company will not disconnect service on Saturdays, Sundays, legal holidays, or on any day on which the Company cannot reestablish service on the same or following day.

b. The Company will not disconnect service when a Customer has met the requirements for "Medical Conditions or Emergencies" described herein or maintains agreed-upon payment arrangements with the Company, as described in WAC 480-90-143, Winter low-income payment program.

c. Service shall not be disconnected pending resolutions of complaints filed with the Commission, provided any amounts not in dispute are paid when due and any conditions posing a danger to health, safety, or property have been corrected.

d. The Company will cease nonvoluntary service disconnections during inclement weather events, which are days characterized by extreme cold (at or below 32 degrees Fahrenheit), excessive heat (above 100 degrees Fahrenheit), as established by a daily forecasted high temperature, captured from the National Weather Service, for each city within the Company's service territory at which a Company office is located, or when the Air Quality Index is at or above 100.

e. Medical Conditions or Emergencies. The Company will postpone disconnection of natural gas service or will reinstate service to a residential Customer for a grace period of five business days after receiving notification of the existence of a medical condition or emergency that requires continued natural gas service. If the Customer contacts the Company prior to the close of the business day and requests a same-day reconnection, the Company must reinstate service same-day. Otherwise, the Company must restore service by 12:00 p.m. the next business day. When service is reinstated, payment of a reconnection charge and/or a deposit will not be required, but the Company may bill all such charges on the Customer's next regular bill or on a separate invoice.

a. Medical Certificates. Following the initial notification by the Customer of the existence of a medical condition or emergency, the Company may require that the Customer, within five business days, submit written electronic or paper certification from a qualified medical professional [a licensed physician, nurse practitioner, or physician's assistant authorized to diagnose and treat the medical condition without supervision of a physician] stating that the disconnection of natural gas service would aggravate an existing medical condition of an occupant of the household.

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By 

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