



[Insert Date]

Dear (Customer Name),

We want to inform you of a recent update we've filed with the Washington Utilities and Transportation Commission (Commission) that would change elements of the process to opt out of receiving a smart meter.

The requested change

On July 30, 2020, we filed an update to the Smart Meter Opt Out Program tariff with the Commission to address those customers who do not want a smart meter and have not yet signed the Smart Meter Opt-Out Application Form on file with the Commission.

We acknowledge and respect our customers' right to choose, and the Commission-approved opt-out program is designed to support the choice to not participate in the smart meter program.

Under the proposed update, customers who have not yet signed the Smart Meter Opt-Out Application Form and do not want a smart meter would be automatically enrolled in the opt-out program to ensure continued electric and natural gas service.

Here is the requested change that the we have proposed adding to the tariff:

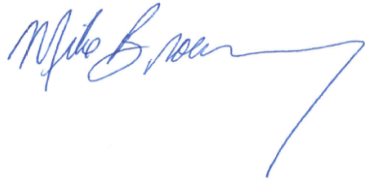
If by October 1, 2020, a customer refuses to sign Avista's standard Application Form on file with the Commission to receive a non-communicating meter and refuses to allow the Company to install a communicating meter, the customer will be deemed to have opted-out of receiving a communicating meter and will be subject to the opt-out terms and conditions described in provisions number 2 through 6 of tariff Schedule 80a.

The effect of this change is that all customers that do not want to receive a smart meter will be subject to the \$10 monthly fee that was approved by the Commission in April 2020 and that will be effective in September 2020. The \$10 monthly charge helps cover the costs of manually reading the meter.

Please note that if safe access is not provided for us to manually read your meter, then opting out of receiving a smart meter will not be available.

If you have additional questions, please contact our Customer Service Representatives at (800) 227-9187 or visit www.myavista.com/smartmeters.

Sincerely,



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 terms and conditions 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-XXXXX (Electric) and UG-XXXXX (Natural Gas) via email at comments@utc.wa.gov, by telephone at 1-888-333- WUTC (9882), via letter at: UTC, P.O. Box 47250, Olympia, WA 98504-7250, or online at: www.utc.wa.gov. Copies of the proposal 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.

