

Second Revision Sheet 70-L  
canceling  
First Revision Sheet 70-L

WN U-28

70-L

AVISTA CORPORATION  
dba Avista Utilities

SCHEDULE 70 – RULES AND REGULATIONS – WASHINGTON – Continued

The Company shall keep a log or record of the calls for a minimum of 90 calendar days, showing the telephone number called, the time of the call, and results of each attempted call. If the Company is unable to speak with the Customer by telephone, the Company must instead deliver or mail a copy of the second notice as described in subsection (ii) (1) or (2).

- i. Service Address/Billing Address. When the service address is different from the billing address, the Company will provide notice to the service address in the same manner described herein as provided to the billing address.
- ii. Notice Contents. All notices of delinquency or pending disconnection must detail all relevant information about the disconnection action, including: the cause for disconnection; the service to be disconnected (if both electric and natural gas service exist at the premise) and any measures the Customer needs to take to retain the other service; the amount owed for regulated electric service; any charges the Company is assessing or may assess; and, means by which the Customer can avoid disconnection—including, but not limited to, Company contact information, the availability of (and how to apply for) energy assistance, exemptions for low-income assistance and medical conditions or emergencies, and payment plans as required under WAC 480-100-138 and WAC 480-100-143.
- iii. If the Company may be disconnecting service via a remote disconnection device, the notice must include a statement that the utility may disconnect the Customer’s service without a final premise visit.
- iv. If the Company discovers that an issued notice does not contain the information required pursuant to WAC 480-100-128(4)(b), or if the information in the notice is inaccurate, a new notice will be issued which contains the correct information and, if applicable, a recalculated disconnection date reflective of minimum prior notice requirements.
- v. If service is not disconnected within ten business days from the disconnection date stated in a disconnection notice, the Company must restart the disconnection notice process, unless the Customer and Company have agreed to a payment arrangement.
- vi. The Company will take additional notification steps for Customers identified as “Medical facilities”, as described in WAC 480-100-128(4)(j).
- vii. The Customer’s ability to request reconnection of service on any day which the National Weather Service has issued a heat related alert for each city within the Company’s service territory at which a Company office is located.

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AVISTA CORPORATION  
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SCHEDULE 70 – 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 480-100-143, 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 (below 25 degrees Fahrenheit), excessive heat (above 100 degrees Fahrenheit), as established by a daily forecasted high temperature, or any heat related events (excessive heat warning, heat advisory, or excessive heat watch) issued by the National Weather Service, for each city within the Company's service territory at which a Company office is located.

e. Medical Conditions or Emergencies. The Company will postpone disconnection of electric 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 electric 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 electric service would aggravate an existing medical condition of an occupant of the household.

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Substitute Second Revision Sheet 70-P

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AVISTA CORPORATION  
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SCHEDULE 70 – RULES AND REGULATIONS – WASHINGTON – Continued

**15. RECONNECTION OF ELECTRIC SERVICE:**

The Company will reconnect electric service when the causes of disconnection have been removed and payment of all tariffed charges due from the Customer, including any required deposit and the reconnection charge set forth in this tariff, have been made. Once these conditions have been met, the Company must make every reasonable effort to restore disconnected service within twenty-four hours, or within four hours for Customers disconnected remotely, or at some other time mutually agreeable between the Customer and the Company.

When service has been discontinued at the Customer's request and then reestablished within a twelve-month period, the Customer shall be required to pay the monthly minimum charges that would have been billed had service not been discontinued, as well as a reestablishment charge. The charge for reestablishment shall be the same as that for reconnection as described herein.

The Company will reconnect electric service on any given day where the National Weather Service issues or intends to issue a heat related alert for each city within the Company's service territory at which a Company office is located, and the customer requests a service reconnection.

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SCHEDULE 70 – RULES AND REGULATIONS – WASHINGTON – Continued

may disconnect service to such Customer until it is assured that the Customer will comply with directed load curtailment.

**19. OPTIONAL PHASE AND VOLTAGE:**

The Company will advise and supply each Customer with the most suitable phase and voltage available upon established circuits. At the option of the Company, voltages in excess of the available distribution voltage may be supplied on request for Customers whose demands exceed 25 kW provided that only one voltage will be supplied to a Customer's premise.

Refer to Section 24, "Standard Voltage", for information regarding available service voltages.

**20. REACTIVE POWER (POWER FACTOR) ADJUSTMENT:**

Where a Customer's kilowatt demand is 50 kW or more and the Customer's maximum 15 minute reactive kilovolt amperes (kVA) demand for that month is in excess of 48% of the kW demand, the Customer will pay 50¢ per month for each reactive kVA of such excess. The reactive kVA demand may be determined by permanently installed instruments or by tests at reasonable intervals. The Company may waive the application of this charge to the extent the reactive kVA demand is due to Customer's compliance with North American Electric Reliability Corporation or Western Electricity Coordinating Council reliability standards and the Company's directives regarding Customer's operation of its generation.

**21. BALANCING OF LOAD:**

Load unbalance shall not exceed 20% on single phase or 10% on three phase loads at any time on the various phase wires. On combined loads, single and three phase loads shall be measured separately.

**22. LOW POWER FACTOR DEVICES:**

Installations of neon, fluorescent, mercury vapor lamps or tubes or other types of gaseous tube lamps shall be corrected by the Customer so that such units or groups of units have a power factor of not less than 90% lagging. Where such correction is not made there will be an additional charge of \$1.00 per kVA of installed capacity provided; no charge will be made for uncorrected equipment of 1/10<sup>th</sup> kVA or less.

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**24. STANDARD SERVICE VOLTAGE AND PERMISSIBLE VARIATIONS:**

- A. The Company adheres to the standards for voltage and permissible variation set forth in ANSI C84.1 and WAC 480-100-373.
- B. The Customer or Applicant must contact the Company for the available number of phases and voltages that can be delivered based upon the location, system capacity, and intended use. Not all service types are available in all locations.
  - a. Objectionable voltage variation caused by Customer loads are corrected at the expense of the Customer.
- C. Service voltage is measured at the point of delivery. The Company's electric supply system is designed and operated to be within the parameters of Range A as provided in Table 1 below (adopted from ANSI standard). Service voltage ranges may differ from those listed during emergencies or in some rural areas due to the distance from the source. Voltages may temporarily fluctuate outside the listed ranges as loads start and stop or during fault conditions.
- D. Single phase 120/240 volt services shall not exceed 800 amperes (amps) of continuous load. If load exceeds 800 amps, then service must be 3-phase 120/208 or 277/480 volt.
- E. Voltage correction shall be implemented in instances where the following criteria are met:
  - a. Service voltage ranges outside Range A under normal conditions shall be 'triggered' when 10-minute average customer meter voltages exceed:
    - i. Three (3) 12x10 minute intervals (2-hour) over three consecutive months, or;
    - ii. Thirty-six (36) 1x10 minute intervals in a six month period.
  - b. Service voltage ranges outside Range B under normal conditions shall be 'triggered' when 10-minute average customer meter voltages exceed:
    - i. Six (6) 1x10 minute intervals over three consecutive months.

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**Table 1**  
**Standard Nominal System Voltages and Voltage Ranges** (PREFERRED system voltages in bold-face type)

VOLTAGE CLASS	Nominal System Voltage (Note e)			Voltage Range A (Note b)			Voltage Range B (Note b)			
	2-wire	3-wire	4-wire	Nominal Utilization Voltage (Note h)	Minimum		Maximum		Minimum	
					Service Voltage	Utilization Voltage	Utilization and Service Voltage	Service Voltage	Utilization Voltage	
Low Voltage	120	120/240		115	114	108	127	110	104	104/208
				115/230	114/228	108/216	127/254	110/220	104/208	
	240	240/120	240/120	200	197Y/114	187Y/108	220Y/127	191Y/110	180Y/104	(Note i)
				230	228/114	216/108	254/127	220/110	208/104	
				230	228	216	254	220	208	
				460Y/266	456Y/263	432Y/249	508Y/293	440Y/254	416Y/240	
				460	456	432	508	440	416	
				600	570	540	635	550	520	
	690Y/400	655	630	725	635	610				
	Medium Voltage	2400	4160Y/2400		2520	2340	2160	2540	2280	2080
4370/2520					4050Y/2340	3740Y/2160	4400Y/2540	3950Y/2280	3600Y/2080	
4160		4800	6900	4370	4060	3740	4400	3950	3600	
				5040	4680	4320	5080	4560	4160	
6900		8320Y/4800	12000Y/6900	7240	6730	6210	7260	6560	5940	
				8730Y/5040	8110Y/4680	7600Y/5080	8600Y/5080	7900Y/4560	(Note f)	
13800		20780Y/12000	22860Y/13200	12600Y/7270	11700Y/6760	(Note f)	12700Y/7330	11400Y/6580	(Note f)	
				13090Y/7560	12160Y/7020	13200Y/7620	13200Y/7620	11850Y/6840		
23000		34500Y/19920		13860Y/8000	12870Y/7430	(Note f)	13970Y/8070	12504Y/7240	(Note f)	
				14490Y/8370	13460Y/7770	12420	14520Y/8380	13110Y/7570		
34500	46000	69000	14490	13460	12420	14520	13110	11880		
			21820Y/12600	20260Y/11700	(Note f)	22000Y/12700	19740Y/11400	(Note f)		
46000	69000		24000Y/13860	22290Y/12870	(Note f)	24200Y/13970	21720Y/12540	(Note f)		
			24150	22430	24340	23890Y/13680	21850			
69000			26190Y/15120	24320Y/14040	(Note f)	26400Y/15240	23690Y/13680	(Note f)		
			36230Y/20920	33640Y/19420	36510Y/21080	32780Y/18930	32780			
			Maximum Voltage (Note g)							
			48300			36510				
			72500							

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