

APPENDIX A

Washington UTC Complaint

107660

Company: Avista Corporation E964

Customer: Account# 610 10 85 65

Velvet Shoemaker

Contact:

1411 Fair Street #314 D

Clarkston, WA 99403

Primary Phone: (509) 758-9069

E-mail addr: givemesomelovebaby@hotmail.com

Complaint: 107660

Serviced by: **Mike Meeks**

Opened on: 10/20/2009

Grouped by: Disconnect

Closed on: 11/02/2009

Disposition: Consumer upheld

Description:



Customer called to say she was disconnected on 10/14. Says the notice amount was \$116. Says that she paid \$140 including the reconnect charge \$16 on 10/14 for service to be turned back on. States she should have a \$8 credit on the bill. Says that the company took her payment and applied it to a deposit instead of applying it to the amount due on the account. Customer states she paid the past due amount in full. Why was it applied to a deposit? Please provide bill history for this customer. Passed to company at 11:40am on 10/20. Please respond by 10/22.

Re-opened 1/8/2010

Results:

Customer should not have a prior obligation. The customer paid more than the notice amount to be restored. Advised company to remove the new deposit request and the prior obligation amount and apply all payment amounts to the original account. Customer's original deposit amount should still be in place.

Activity:

Activity Links

*** 10/21/2009 12:57 PM Email: Meeks, Mike (UTC) << Clayton, Alene



SEE ATTACHMENTS

Mike good morning,

Velvet L Shoemaker

1411 Fair Street Apt. 314

Clarkston, WA 99403

Account 610108565

Established 8-15-2007

Slow pay

Deposit \$172.00 requested 10-14-09, owing \$32.00

Paid \$140.00 10-16-09

1 Disconnect 10-14-2009

\$149.50 Prior obligation

0 NSF

4 Past due notices

2 Final notices

08-27-09 Past Due Notice \$236.53 due, 09-14-09

9-1-09 Agreed to pay \$140.00 on 9-1-09
9-2-09 bill \$107.72, due 9-23-09, previous balance \$236.53
9-4-09 Payment arrangement broke
09-04-09 Final Notice \$236.53 due, 09-14-09
09-14-09 Phone Call to Customer, \$236.53 09-14-09
9-15-09 cust. Agreed to pay \$120.00 9-18-09 Paid & \$224.25 on 10-1-09 did not pay
9-21-09 cust paid \$120.00
9-24-09 deposit interest \$0.05
10-2-09 bill \$63.37 due 10-22-09, previous balance \$224.20
10-06-09 payment arrangement broke, collections resumed on account
10-14-09 disconnect
10-14-09 apply deposit \$138.00, balance \$149.57
10-14-09 apply deposit interest \$0.07, balance \$149.50
10-14-09 transfer balance to prior obligation \$149.50
10-14-09 paid \$140.00 cash in Clarkston Construction office
10-14-09 billed reconnect fee \$16.00
10-16-09 payment posted to deposit

Account balance is \$197.50, \$32.00 deposit balance, \$16.00 reconnect fee & 149.50 prior obligation. The meter is due to be read on 10-29-09, with due date of 11-14-09. Avista is willing to add the remaining balance of \$48.00 to be paid with the bill due on 11-14-09, Avista does encourage customer to make payment arrangements on prior obligation.

Thank you for your assistance,
Alene

Attached documents:

Bill prep & due date
Usage history
Collection activity

*** 11/02/2009 11:03 AM Email: Mike Meeks >> Velvet Shoemaker



Velvet Shoemaker:

I contacted Avista about your billing and the disconnection. A consumer protection for utility customers requires the company to allow reconnection of the service with payment of a proper deposit and reconnection fee. When the service is disconnected, all of the charges owing become due. In your case, the company states that \$149.50 was due on the account. When you paid the \$140, it was applied to the deposit. If you had paid the \$149.50 plus the \$16 reconnection fee, then the company would restore your service but would probably ask for an additional deposit in the amount of \$172. The \$149.50 becomes prior obligation. This means that the company can continue to show it on your bill as being unpaid, but as long as you pay your ongoing monthly bills for current service on time, the company cannot disconnect you for owing the \$149.50. The company will encourage you to make an arrangement on the unpaid balance. You may want to call them and find out what they will take per month to pay that off.

I hope this information is helpful to you. Please email me back if you have any questions.

Sincerely,

*** 11/02/2009 11:12 AM Email: Mike Meeks >> alene.clayton



Hi Alene:

This complaint is now closed. Please note that the Consumer Protection section has an internal quality review program and all closed complaints are subject to possible review and/or re-opening.

Thanks for your help.

Mike

*** 11/03/2009 11:14 AM Phone: Mike Meeks >> customer



Called and discussed. Customer will contact LIHEAP. Says she understands the prior obligation and disconnection rules. Thanks the commission for help.

*** 11/04/2009 12:54 PM Action: Diana Otto



Quality review done. Feedback provided.

*** 01/08/2010 09:50 AM Email: Mike Meeks >> Alene Clayton



Alene:

This complaint has been reviewed for quality. I have been asked to re-open it.

According to the review the account history does not include the following:

Bill information leading up to the disconnection notice

Total amounts owing after debits or credits are applied to the account

Account notes

How the deposit was requested

a deposit verification calculation

restoral date

deposit arrangements

enough information to substantiate the account balance owing of 197.50

Also, The customer had a disconnection notice for 236.53. The customer paid 120.00 leaving the amount from this notice still due of 116.53. The company applied the deposit interest of \$.05, leaving the balance at 116.48. The customer was then disconnected and paid \$140, which the customer said covered the \$16 reconnect fee, leaving a 23.52 credit. If you remove the reconnection fee, then she overpaid the disconnection amount by 7.52. The company should have restored service without requesting a deposit.

If the customer overpaid the notice amount, was the deposit warranted?

Shouldn't she just have that amount (\$140) applied to her account?

Please advise.

Thanks,

Mike

*** 01/11/2010 09:02 AM Fax: Meeks, Mike (UTC) << Avista



SEE ATTACHMENT: Fax of billing and account notes

*** 01/11/2010 03:08 PM Email: Meeks, Mike (UTC) << c01WUTC



Attached documents:

- Bill prep & due date
- Usage history
- Collection activity

Mike: Hopefully I've answered your questions: I've put my answers in purple so they would be easily identifiable.

If I have missed anything, please let me know. Also, see attachments: I am also faxing the remarks on the account.

Thanks, Janet

Established 8-15-2007

Slow pay

Deposit on file \$138.00 6/4/09- requested 5/08-Balance due deposit \$0.00 (applied 10/14/09 - due to shut off)

NewDeposit \$172.00 requested 10-14-09 - reason- disconnection of service, owing \$32.00

Paid \$140.00 10-14-09-(Posted 10/16/09)

1 Disconnect 10-14-2009 \$116.48- / Reconnected 10/14/09- Cust pd \$140.00.

Customer paid \$140.00 at Clarkston Construction office. The customer did not call the office to

ask for minimum owing- took \$140 cash to the construction office, The construction office notified

Business office, and the turn on was issued. The \$140 posted against the deposit on the account

as the balance was Prior Obligation. Avista requested the new \$172 deposit because of the customer's poor

credit, and the disconnection of service. None of the \$140 paid posted against the Prior. After

the \$140 posted against the \$172.00 deposit - this still left \$32.00 owing on the deposit.

DATE 10/14/09

Balance on deposit \$32.00

Reconnect fee: \$16.00

Prior Obligation : \$149.50

Total \$197.50 Total collectible \$48.00

\$149.50 Prior obligation

0 NSF

4 Past due notices

2 Final notices

06/04/09 billed \$67.02 due 6/24/09 balance \$199.98- use

06/16/09 cust payment \$66.48 balance \$133.50

06/22/09 applied \$.05 deposit interest - balance \$133.45

07/06/09 billed \$96.57 due 07/24/09 Balance \$230.02

07/13/09 payment \$134.00 - balance \$96.02

07/22/09 applied \$.05 deposit interest - balance \$95.97

08/04/09 Billed \$140.61 due 08/24/09 balance \$236.58

08/24/09 applied \$.05 interest - balance \$236.53

08-27-09 Past Due Notice \$236.53 due, 09-14-09

9-1-09 Agreed to pay \$140.00 on 9-1-09

9-2-09 bill \$107.72, due 9-23-09, previous balance \$236.53

9-4-09 Payment arrangement broke
 09-04-09 Final Notice \$236.53 due, 09-14-09
 09-14-09 Phone Call to Customer, \$236.53 09-14-09
 9-15-09 cust. Agreed to pay \$120.00 9-18-09 Paid & \$224.25 on 10-1-09 did not pay
 9-21-09 cust paid \$120.00- usage balance \$224.25
 9-24-09 deposit interest \$0.05- Balance \$224.20
 10-2-09 bill \$63.37 due 10-22-09, previous balance \$224.20- balance \$287.50
 10-06-09 10/1 payment arrng. \$224.25 broke, collections resumed on account
 10-14-09 disconnect for \$116.48
 10-14-09 apply deposit \$138.00, balance \$149.57
 10-14-09 apply deposit interest \$0.07, balance \$149.50
 10-14-09 transfer balance to prior obligation \$149.50
 10-14-09 paid \$140.00 cash in Clarkston Construction office
 10-14-09 billed reconnect fee \$16.00
 10-16-09 \$140.00 payment posted to deposit
 DATE 10/14/09
 Balance on deposit \$32.00
 Reconnect fee: \$16.00
 Prior Obligation : \$149.50
 Total \$197.50 (Total collectible \$48.00)

Account balance is \$197.50, \$32.00 deposit balance, \$16.00 reconnect fee & 149.50 prior obligation. The meter is due to be read on 10-29-09, with due date of 11-14-09. Avista is willing to add the remaining balance of \$48.00 to be paid with the bill due on 11-14-09, Avista does encourage customer to make payment arrangements on prior obligation.

New deposit is \$172.00- Gas and Electric Service: (see attached Elec and gas usage)

ELEC:

10,092 KWH divided by 362 days X 30.417(average days in month) = 847 average KWH in a month X rate

600kw x .06444	\$38.66	
247kw x .07635	\$18.85	
Basic fee	\$5.75	
	\$63.26	
tax 6.00%	\$ 3.79	
Total	\$67.05	x 2 = \$134.00

GAS:

183 therms divided by 362 days X 30.417 = 15 average therms per month.

15 therms x 1.05260	\$15.78	
basic charge	\$ 5.75	
	\$21.53	
6.00%tax	\$ 1.29	
	\$22.82	x 2 = 45.00
\$ 45.00		

\$134.00

\$179.00 Deposit request \$172.00

The customer was offered current bill plus 48.00 as a payment arrangement.
 Thank you for your assistance, Alene

*** 01/12/2010 10:49 AM Email: Mike Meeks >> Alene Clayton



Alene:

I have reviewed the latest response. The customer was disconnected on 10-14, for the notice amount of 116.48. The customer paid \$140 to get restored, the same day. The payment she made covered the past due notice amount, so any remaining balance should not have been prior obligation. Additionally, the application of the deposit on file (\$138), should not have happened, and any amounts she paid toward a new deposit should be applied to her active account. There should be no prior obligation on her account. Please restore her deposit of \$138 back on her account and apply any payments that were made to the new deposit request of \$172 to her account. When she paid the past due amount to get restored, her account should have been made the same as it was prior to the disconnection, which included her deposit that was on file. With those changes, I will need to see the corrections to her billing account so that I can explain this to the customer. Please provide an updated billing history from 10/14 forward.

Thanks,

*** 01/13/2010 02:15 PM Email: Meeks, Mike (UTC) << Hadley, Janet



Mike:

I'm still not clear why the Company should not have asked for a deposit after the disconnect 10/14/09.

At the time the customer's past due notice was mailed 8/27/09 the total balance on the account was \$236.53, and all past due. = balance \$236.53

9/2/09 - customer billed 107.72- due 9/23/09- Balance \$344.25

9/21/09 customer payment for \$120.00 - balance \$224.25

9/21/09 customer stated would pay balance on account of \$224.25 by

10/1- did not do/

amount still due on notice \$116.48 past due.-

9/24/09 applied deposit interest \$.05

10/2/09 - billed \$63.37- due 10/22/09 Balance \$287.57

10/14/09 Disconnected for \$116.48- Balance \$287.57

10/14/09 Applied Deposit \$138.00 + \$.07 Balance \$149.50

10/14/09 \$149.50 is now prior

10/14/09 Requested new deposit due to disconnect \$172.00

Balance \$321.50

(\$149.50 + deposit \$172.00)

10/14/09 Paid \$140.00 at construction office - did not call for turn on \$ amount 1st.

Construction office reported the payment, and Business office issued turn on.

10/14/09 Charged \$16.00 reconnect Balance \$165.50 + 172

dep = \$337.50

10/16/09 \$140.00 posted to deposit = \$32 still owing on deposit - bal usage

\$165.50=\$197.50

Balance 10/14/09: \$32.00 owing on deposit.

\$165.50 balance (\$149.50 of this is prior)

balance \$197.50

At no point do I show the customer has had a credit? The existing deposit of \$138 was applied after the disconnect and b4 any payment by the customer. There was then a new deposit amount requested of \$172.00. The \$140 payment posted against the new deposit of \$172- leaving a deposit balance due of \$32.00 and \$165.50 due for usage (\$149.50 of that is prior)

Where am I going wrong in my thought process? The customer paid more than she was shut off for, however not more that she owed? Whenever an account is shut off for non pay, we apply the deposit on file + interest, and then re ask for another deposit based on the disconnect. When the customer pays, the payment is applied against the new deposit because the rest of the balance is prior obligation, except for the reconnect.

Thanks for your help on this.
Janet

*** 01/14/2010 03:43 PM Email: Mike Meeks >> janet.hadley



Hi Janet:

Thanks for getting back to me. The customer was disconnected for not paying the "noticed" amount. To restore service, the customer, either, pays the "noticed" amount in full; or, if they cannot pay the entire "noticed" amount, the account goes prior and they pay a deposit and reconnect fee. The total amount owing does not have to be paid in full because the current bill was not yet past due.

Because this customer paid the amount "noticed" and more, the account must be made whole. In other words, the former deposit should be back in place as a deposit on the account, and any payment they made towards a new deposit should be applied directly to the account.

Thanks,
Mike

*** 01/19/2010 01:39 PM Email: Meeks, Mike (UTC) << c01WUTC



Mike:

I appreciate your help with this. Would you be able to point me to the rule I should reference so I can clarify.

Thanks,
Janet

*** 01/21/2010 09:52 AM Email: Mike Meeks >> janet.hadley



Hi Janet:

WAC 480-100-133(1) states that the company must restore the service after the customer has paid a reconnection fee (or the company agrees to bill the reconnection fee) and (c) paid a deposit (or ½ deposit with arrangements), if the customer has not paid the prior obligation. In this complaint, the customer had paid the prior obligation. Therefore, the company may not request a new deposit to restore service.

I hope that helps.

Mike

*** 01/21/2010 02:15 PM Phone: Mike Meeks << Linda Gervais



Called to discuss the interpretation of the rule WAC 480-100-133 regarding prior obligation. Explained the commission interpretation and clarified our understanding of the rule.

*** 01/21/2010 03:32 PM Email: Mike Meeks >> Alene Clayton



Hi Janet:

I spoke with Linda G. and I believe we have a mutual understanding of the rule. Please advise if the customer's account has been changed to reflect that she paid the past due amount for reconnection and that the new deposit has been waived and the old deposit returned to her account. Additionally, any payments she has made to the account should post to her live account.

Thanks,

Mike

*** 01/21/2010 03:34 PM Email: Mike Meeks >> janet.hadley



Hi Janet:

I meant to send this to you but it went to Alene in error.

Hi Janet:

I spoke with Linda G. and I believe we have a mutual understanding of the rule. Please advise if the customer's account has been changed to reflect that she paid the past due amount for reconnection and that the new deposit has been waived and the old deposit returned to her account. Additionally, any payments she has made to the account should post to her live account.

Thanks,

Mike

*** 01/22/2010 09:35 AM Email: Meeks, Mike (UTC) << Hadley, Janet



Morning Mike:

I have corrected the account to reflect the original paid deposit of \$138.00 is still being held on the account.

The money the customer paid for turn on is reflected in the balance for usage.

Thanks for your help and explanation on this.

Attachment:

Have a great weekend,

Janet

*** 01/25/2010 09:58 AM Email: Mike Meeks >> janet.hadley



Hi Janet:

Could you give me an update on what the customer's account looks like after the changes? I would like to call her and advise that her account

has been updated.

Thanks,
Mike

*** 01/25/2010 10:47 AM Violation: 480-100-113(2)(c) -



1 violation: Customer was charged for a new deposit when the customer did not have an unpaid overdue balance.

*** 01/25/2010 10:48 AM Email: Meeks, Mike (UTC) << Hadley, Janet



Mike:

See attached. The balance for usage on the customer's account is \$116.58.

This is due 1/25/10. \$0.00 in prior obligation.

The deposit Avista is holding is \$138.00 and has been paid.

Thanks,
Janet

*** 01/25/2010 10:48 AM Violation: 480-100-123 -



Company created a prior obligation account for the customer when there was no prior obligation, because the customer paid the amount for which she was disconnected, to get restored.

*** 01/25/2010 11:26 AM Email: Mike Meeks >> janet.hadley



Hi Janet:

I have a question about the Transaction register that you sent me. It shows the original \$138 deposit as being billed and a balance of \$116.58 owing. I don't understand. The \$138 was paid in full, sometime last year. She doesn't owe that amount? Looks to me that she has a credit balance of -\$21.42.

Please advise.

Thanks,
Mike

*** 01/25/2010 11:47 AM Email: Meeks, Mike (UTC) << Hadley, Janet



Mike:

When the customer was shut off 10/14/09 for 116.48, the paid deposit of \$138.00 was applied to the account + \$.07 interest 10/14/09. A new deposit was then required of \$172.00 this brought the usage balance to \$149.50(this was now prior), plus new \$172 deposit. The customer then paid 140.00 10/14/09 that posted 10/16/09 to the new \$172 deposit.

I was advised since the customer paid more than the disconnect amount, that the original \$138.00 deposit should be put back as it was, and that the \$140 the customer paid should apply to the usage balance. To correct this I then applied the 140.00 that posted to the \$172 new deposit to the usage account, and then moved \$138.00 back to the original deposit. The balance on the account is \$116.58 Hope this helps.

Thanks,
Janet

*** 01/25/2010 01:48 PM Phone: Mike Meeks >> customer



RNA

*** 01/25/2010 02:04 PM Email: Mike Meeks >> customer



I just attempted to call you but got a ring, no answer. I reviewed this complaint and realized I had made an error when I originally worked it. When you were disconnected back in October, you paid more than the disconnection amount to be restored. The disconnect amount was \$116.48. You paid \$140, \$16 of which was the reconnection fee. When you paid the \$140, the company should have just started your original (prior to the disconnection) account back up.

The company applied the amount you paid to a new deposit and took your old deposit and applied to the amount left owing. This created a "Prior Obligation", and that should not have happened.

You had a \$138 deposit on the account. That deposit was applied to the prior obligation when the service was disconnected. I have advised Avista to pull back the \$138 that was applied to your account. All payments you have made to the new deposit that the company requested, have now been applied to the account. I am aware that this is complicated, but the bottom line is that you no longer are required to pay on the new deposit. Your balance owing at this time is \$116.58, and you no longer have a prior obligation. Please call me or email me back so we can discuss. When you receive your next bill from Avista, these changes should be posted.

My phone number is 1-888-333-9882.

Thanks,
Mike Meeks
Consumer Program Specialist

*** 01/25/2010 02:55 PM Email: Meeks, Mike (UTC) >> 'Hadley, Janet'



Thanks Janet:
I finally get it.
Mike

APPENDIX B



STATE OF WASHINGTON

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250
(360) 664-1160 • TTY (360) 586-8203

March 8, 2010

Linda Gervais
Regulatory Compliance
Avista Corporation
1411 East Mission
Post Office Box 3727
Spokane, Washington 99220-3727

Dear Ms. Gervais:

The Utilities and Transportation Commission is conducting an investigation into the business practices of Avista Corporation related to disconnection of electric and natural gas services for nonpayment.

Under Washington state law, RCW 80.04.090, the commission has the right to inspect the accounts, books, papers and documents of any investor-owned electric or natural gas company doing business in this state.

In order to complete this investigation, commission staff requires the following information:

Please list, by month, the number of completed disconnections for nonpayment for services in 2009. The data should list, for each month, the total number of customers who had electric service disconnected for nonpayment, and the total number of customers who had gas service disconnected for nonpayment.

Please provide the requested information by March 16, 2010. The response should be directed to Rayne Pearson, Compliance Investigator, Consumer Protection. Ms. Pearson can be reached at (360) 664-1111, or by e-mail at rpearson@utc.wa.gov. You may also contact Ms. Pearson if you have any questions regarding this data request.

Sincerely,

A handwritten signature in black ink, appearing to read "David W. Danner".

David W. Danner
Executive Director and Secretary

APPENDIX C



STATE OF WASHINGTON
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION
1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250
(360) 664-1160 • TTY (360) 586-8203

March 24, 2010

Linda Gervais
Regulatory Compliance
Avista Corporation
1411 East Mission
PO Box 3727
Spokane, WA 99220-3727

Dear Ms. Gervais:

As you know, the Utilities and Transportation Commission is conducting an investigation into the business practices of Avista Corporation related to disconnection of electric and natural gas services for nonpayment.

Under Washington state law, RCW 80.04.090, the commission has the right to inspect the accounts, books, papers and documents of any investor-owned electric or natural gas company doing business in this state.

In order to complete this investigation, commission staff requires the following documents and information:

1. A list of all residential customers (electric and natural gas) in Washington state who were disconnected for nonpayment during the two-week period of October 15 through 31, 2009.
2. For each customer listed, provide a document or worksheet that shows the complete statement of debit and credit activity for the period of August 1 through December 31, 2009. This includes late fees, current charges, pledges, payments, reconnect fees, disconnect fees, etc. and the balances owing after each application. Please separate the account histories by product (gas or electric), and by account number or address, if different. An example of the preferred spreadsheet format is enclosed, and will also be sent electronically.

Linda Gervais
March 24, 2010
Page 2

3. The name, title, telephone number, and e-mail address of an Avista contact person that our staff can work with directly for questions that may arise concerning any details of the data.

Please provide all requested documents and information by April 14, 2010. The response should be directed to Rayne Pearson, Compliance Investigator, Consumer Protection. Ms. Pearson can be reached at (360) 664-1111 or rpearson@utc.wa.gov. You may also contact Ms. Pearson if you have any questions regarding this data request.

Sincerely,



David W. Danner
Executive Director and Secretary

Enclosure

APPENDIX D

Account		Electric Meter	1
Customer Name	Customer A	Gas Meter	0
Open Date	4/9/2009		
Close Date			
Account Status	OPEN (BILLED)		
Deposit Currently on File	\$ 130.00		
Energy Assistance if Applicable	LIHEAP Energy Assistance		

Date	Activity	Amnt	Due Date	Prev Bal	Current Charges	Deposit Requested Amnt
8/13/2009	Bill	\$120.53	9/2/2009	\$239.04	\$101.49	\$97.00
8/13/2009	EA Payment	(\$220.00)				
9/8/2009	PAST DUE	\$151.53	9/23/2009			
9/14/2009	Bill	\$187.37	10/2/2009	\$120.53	\$66.84	
9/15/2009	FINAL NOTICE	\$151.53	9/23/2009			
9/22/2009	IVR CALL OPEN ACCOUNT	\$151.53	9/23/2009			
9/24/2009	ACTION CARD	\$151.53	10/8/2009			
9/29/2009	COLLECTIONS Field Request resulted in ARRANGEMENT MADE WITH OSM					
9/29/2009	5 DAY NOTICE					
10/7/2009	PAST DUE	\$218.37	10/22/2009			
10/13/2009	Bill	\$266.09	11/2/2009	\$187.37	\$78.72	
10/14/2009	FINAL NOTICE	\$218.37	10/22/2009			
10/21/2009	IVR CALL OPEN ACCOUNT	\$218.37	10/22/2009			
10/23/2009	ACTION CARD	\$218.37	11/6/2009			
10/27/2009	DISCONNECTED					
10/27/2009	APPLY DEPOSIT	(\$97.00)				
10/27/2009	APPLY DEPOSIT INTEREST	(\$0.20)				
10/27/2009	TRF A/R TO PRIOR OBLIGATION	\$168.89				
10/27/2009	Deposit Request for \$130.00					\$130.00
10/27/2009	DEPOSIT REQUEST letter sent 2009-10-27					
10/27/2009	REMARK: Qtd [A] minimum for t/o \$81 (1/2 dep \$65 + \$16 reg rec) if pd b4 4pm. Then need to mk arrgs on bal. [A] will go pay \$100 @ ps today & cb w/rcpt # & mk arrgs on bal					
10/27/2009	REMARK: Has appt w/ CAP for energy assistance on 11/19, md arrgnts for another pymt to be due 11/3 when she gets \$ from state. Sug using EAP \$ thru winter & then consider CLB when her credit is finished					
10/27/2009	REMARK: per *fr caa--wanted to verify \$220 posted to the acct (8-13-2009) cust is claiming they never recived th pymt					
10/27/2009	Payment Arrangement 10-27-2009 \$90.00					
10/27/2009	Payment Arrangement -11-03-2009 \$80.00 MAIL					
10/27/2009	Payment Arrangement - Current Bill Plus \$144.89 -					
10/27/2009	RECONNECTED					
10/27/2009	RECONNECT CHARGE	\$16.00				
10/28/2009	DEPOSIT PAYMENT	\$90.00				\$130.00
11/6/2009	SHORT TERM ARRANGEMENT BROKEN					
12/1/2009	REMARK: [A] want to know if eap payment had come in yet advised not yet she is going to call them and let us know what is going on. advised arrg was broken because she didnt make the 80 on 11-3-09. needs new arrg will call 12-2-09					
11/11/2009	Bill	\$286.86	12/3/2009	\$266.09	\$117.97	
12/8/2009	PAST DUE	\$157.97	12/23/2009			
12/14/2009	Bill	\$438.71	1/5/2010	\$286.86	\$151.85	
12/15/2009	REMARK: [A] called, rcvd ltr from CA that will be getting \$580 pldge - updt'd					
12/17/2009	EA Payment	(\$580.00)				
12/24/2009	TRANSFER A/R TO DEPOSIT	\$40.00				
Balance 12/31/09		\$101,290.8				

Account		Electric Meter	1
Customer Name	Customer B	Gas Meter	0
Open Date	12/10/2008		
Close Date	12/16/2009		
Account Status	WRITTEN OFF		
Deposit Currently on File	\$		
Energy Assistance If Applicable	LH-EAP Energy Assistance		

Date	Activity	Amnt	Due Date	Prev Bal	Current Charge	Deposit Received Amt
8/3/2009	BILL	\$809.17	8/21/2009	\$850.86	\$134.05	
8/4/2009	FINAL NOTICE	\$224.73	8/12/2009			
8/11/2009	IVR CALL OPEN ACCOUNT	\$224.73	8/12/2009			
8/13/2009	Payment Arrangement 08-13-2009 \$200.00					
8/13/2009	Payment Arrangement 08-21-2009 \$100.00					
8/13/2009	Payment Arrangement - Current Bill Plus \$100.00					
8/17/2009	Cust Payment	(\$200.01)				
8/26/2009	SHORT TERM ARRANGEMENT BROKEN					
9/1/2009	BILL	\$733.95	9/22/2009	\$809.17	\$124.79	
9/25/2009	PAST DUE	\$288.57	10/12/2009			
10/1/2009	BILL	\$840.96	10/21/2009	\$733.95	\$107.01	
10/2/2009	FINAL NOTICE	\$283.57	10/12/2009			
10/9/2009	IVR CALL OPEN ACCOUNT	\$283.57	10/12/2009			
10/12/2009	WEB Amt: \$100.00cr for effective date: 2009-10-12					
10/13/2009	REMARK: s called to see if we got her \$300 prmt. there are 2prmts in our pending dated 10/12 & 10/13 for \$300... s will ck her records etc & w/tl us back					
10/13/2009	WEB: Amt: \$100.00cr for effective date: 2009-10-13					
10/14/2009	DEPOSIT PAYMENT	\$90.58				\$166.00
10/14/2009	Cust Payment	(\$269.58)				
10/14/2009	Cust Payment	(\$209.42)				
10/14/2009	DEPOSIT PAYMENT	\$20.42				
10/27/2009	Cust Payment	\$300.00				
10/27/2009	Cust Payment	\$300.00				
10/27/2009	Cust Payment- NSF	\$300.00				
10/27/2009	Cust Payment- NSF	\$300.00				
10/28/2009	REMARK:2 payments returned \$300.00 each - NSF					
10/28/2009	RETURN CHECK CHARGE	\$15.00				
10/28/2009	RETURN CHECK CHARGE	\$15.00				
10/28/2009	ACTION CARD - RETURNED CHECK/PAYMENT					
10/29/2009	DISCONNECTED					
10/29/2009	REMARK: we never got an EMC this spring, she never called back about it, services are off now, no \$181 11/1 is on sub housing so not elig for proj share, she will try for EA, she states has had colon cancer, has a colostomy bag, has to irrigate every morning.					
10/29/2009	REMARK: morning colostomy irrigation must be done w/ luke warm water, wants an EMC, Dr. Roy Cantu, ph #444-7801 (chas on maple) FX 444-7807 ATTN * [B's] DOB 2-4-54, gives verbal consent for dr. to release info *hd*					
10/29/2009	REMARK: cust can pay \$100.00 11/1 and can pay \$200 11/3 = \$300.00 first wk of nov. then can do cb+ \$56/mo for 4 mo to tk care of the dep and fee on an EMC emrg.					
10/29/2009	APPLY DEPOSIT	(\$166.00)				
10/29/2009	APPLY DEPOSIT INTEREST	(\$0.14)				
10/29/2009	TRF A/R TO PRIOR OBLIGATION	\$461.86				
10/29/2009	Deposit Request for \$208.00					\$208.00
10/29/2009	DEPOSIT REQUEST letter sent 2009-10-29					
10/29/2009	RECONNECTED					
10/29/2009	RECONNECT CHARGE	\$16.00				
10/30/2009	BILL	\$936.99	11/19/2009	\$840.96	\$111.17	
11/2/2009	Cust Payment	(\$100.00)				
11/13/2009	REMARK: we didn't get an EMC, called cust					
11/24/2009	PAST DUE	\$219.17	12/11/2009			
12/2/2009	BILL	\$954.64	12/22/2009	\$936.99	\$117.65	
12/5/2009	FINAL NOTICE	\$219.17	12/11/2009			
12/10/2009	IVR CALL OPEN ACCOUNT	\$219.17	12/11/2009			
12/14/2009	EA Payment	(\$915.00)				
12/16/2009	BILL	\$179.33	1/7/2010	\$954.64	\$133.69	
12/16/2009	Close Request effective 12-16-2009.					
12/17/2009	BILL Mail Address: 1308 W Nora 1 Spokane, WA 99205					
12/18/2009	REMARK: ema1 - per tenant, moved out 12/1 & wanted us to adj close date. Told her already closed, ref to LL to discuss disputed bill					
12/30/2009	BILL	\$116.32	1/20/2010	\$954.64	\$210.87	
12/30/2009	CANCEL BILLING	(\$133.69)				
12/30/2009	REBILL	\$76.68				
12/30/2009	Balance 12/31/09	\$116.32				

Account		Electric Meter	1
Customer Name	Customer C	Gas Meter	1
Open Date	10/8/2007		
Close Date			
Account Status	OPEN (BILLED)		
Deposit Currently on File	\$ 141.40		
Energy Assistance If Applicable	LIRAP Energy Assistance		

Date	Activity	Amt	Due Date	Prev Bal	Current Charges
8/5/2009	Payment Arrangement 08-20-2009 \$200.00				
8/5/2009	Payment Arrangement - Current Bill Plus \$490.39				
8/12/2009	Bill	\$735.14	9/1/2009	\$666.39	\$68.75
8/25/2009	PAST DUE	\$107.29	9/10/2009		
8/25/2009	SHORT TERM ARRANGEMENT BROKEN				
9/1/2009	FINAL NOTICE	\$107.29	9/10/2009		
9/9/2009	IVR CALL OPEN ACCOUNT	\$107.29	9/10/2009		
9/10/2009	REMARKS: wcb w/ rec# for 107.29 pymnt attempted to make argmnts on rming bal but Johns unable to commi to anything				
9/11/2009	Bill	\$799.54	10/1/2009	\$735.14	\$64.40
9/11/2009	ACTION CARD	\$107.29	9/25/2009		
9/21/2009	COLLECTIONS - resulted in ARRANGEMENT MADE WITH OSM on 2009-09-21				
10/1/2009	REMARKS: rec#2747720110 for \$110 pymnt rptd by * advsd not on acct cant discuss acct said [C] in hospital advsd he shld contact us				
10/2/2009	Cust Payment	(\$110.00)			
10/6/2009	PAST DUE	\$130.44	10/21/2009		
10/12/2009	Bill	\$754.24	10/30/2009	\$799.54	\$64.70
10/13/2009	FINAL NOTICE	\$130.44	10/21/2009		
10/20/2009	IVR CALL OPEN ACCOUNT	\$130.44	10/21/2009		
10/22/2009	ACTION CARD	\$130.44	11/5/2009		
10/23/2009	DISCONNECTED				
10/23/2009	APPLY DEPOSIT	(\$250.00)			
10/23/2009	APPLY DEPOSIT INTEREST	(\$0.31)			
10/23/2009	Deposit Request for \$278.00				
10/23/2009	DEPOSIT REQUEST letter sent 2009-10-23				
10/23/2009	REMARKS: rec#2747720110 for \$110 pymnt rptd by * advsd not on acct cant discuss acct said [C] in hospital advsd he shld contact us				
10/24/2009	RECONNECTED				
10/24/2009	RECONNECT CHARGE	\$32.00			
10/26/2009	DEPOSIT PAYMENT	\$18.00			
11/10/2009	Bill	\$662.51	12/2/2009	\$754.24	\$158.58
12/1/2009	EA Payment	(\$408.00)			
12/7/2009	PAST DUE	\$260.00	12/22/2009		
12/11/2009	Bill	\$433.35	1/4/2010	\$662.51	\$178.84
12/14/2009	FINAL NOTICE	\$260.00	12/22/2009		
12/21/2009	IVR CALL OPEN ACCOUNT	\$260.00	12/22/2009		
12/22/2009	REMARKS: cust upset about deposit, said he cannot keep paying deposits-had one prior- told him if he were to pay his bills and avoid recleving notices he would be able to get it back-that he wont qualify to get this back as he was shut off 10/23/09				
12/22/2009	Payment Arrangement 01-04-2010 \$200.00				
12/22/2009	Payment Arrangement - Current Bill Plus \$314.51				
Balance on 12/31/09					

Account		Electric Meter	1
Customer Name	Customer D	Gas Meter	1
Open Date	2/14/2004		
Close Date			
Account Status	OPEN (BILLED)		
Deposit Currently on File	\$ 314.00		
Energy Assistance if Applicable	LIHEAP Energy Assistance		

Date	Activity	Amt	Due Date	Prev Bal	Current Charges	Deposit Requested Amt
8/12/2009	PAST DUE	\$183.37	8/27/2009			
8/18/2009	Cust Payment	(\$183.37)				
8/18/2009	Bill	\$100.82	9/8/2009	\$183.37	\$100.82	
9/11/2009	PAST DUE	\$100.82	9/28/2009			
9/17/2009	Bill	\$207.37	10/7/2009	\$100.82	\$106.55	
10/12/2009	PAST DUE	\$207.37	10/27/2009			
10/16/2009	Bill	\$330.09	11/5/2009	\$207.37	\$122.72	
10/19/2009	FINAL NOTICE	\$207.37	10/27/2009			
10/26/2009	IVR CALL OPEN ACCOUNT	\$207.37	10/27/2009			
10/28/2009	ACTION CARD	\$207.37	11/11/2009			
10/30/2009	DISCONNECTED					
10/30/2009	TRF A/R TO PRIOR OBLIGATION	\$330.09				
10/30/2009	Deposit Request for \$314.00					\$314.00
10/30/2009	DEPOSIT REQUEST letter sent 2009-10-30					
10/30/2009	Payment Arrangement 10-30-2009 \$207.37					
10/30/2009	Payment Arrangement 11-13-2009 \$218.36					
10/30/2009	Payment Arrangement 11-30-2009 \$218.36					
10/30/2009	RECONNECTED					
11/1/2009	RECONNECT CHARGE	\$32.00				
11/2/2009	DEPOSIT PAYMENT	\$207.37				\$314.00
11/10/2009	REMARK: Sys has EA appt on 11-18, advised of \$300 rule. She will CB by due date of next bill to set argmts for difference or when gets postcard if before due date. Just started new job and struggling, wanted deposit waived, told her cannot					
11/10/2009	Payment Arrangement - Short Term - Deleted					
11/10/2009	Payment Arrangement - 11-13-2009 \$168.72					
11/10/2009	Payment Arrangement - Current Bill Plus \$300.00					
11/16/2009	Bill	\$500.68	12/8/2009	\$330.09	\$170.59	
11/18/2009	REMARK: SNAP appt. went well they adv. her 4-6 wk before we see money. Adv. her total amount due 607.31 we can hold for 300.00, but need to arrange for the 307.31. She will cll back with arran. Dates					
11/18/2009	REMARK: Also told her we have not seen apayment since 8/11/09-still will rec. final notice and not complete safe from disconn. at that time					
11/18/2009	PAST DUE	\$106.63	12/7/2009			
11/18/2009	SHORT TERM ARRANGEMENT BROKEN					
11/24/2009	REMARKS: Also told her we have not seen apayment since 8/11/09-still will rec. final notice and not complete safe from disconn. at that time					
11/25/2009	FINAL NOTICE	\$106.63	12/7/2009			
12/4/2009	IVR CALL OPEN ACCOUNT	\$106.63	12/7/2009			
12/9/2009	Cust Payment	(\$106.63)				
12/11/2009	REMARK: customer called with post card, enter in grant \$					
12/14/2009	EA Payment	(\$660.00)				
12/17/2009	Bill	(\$101.73)	1/8/2010	\$500.68	\$164.22	
12/24/2009	DEPOSIT PAYMENT	\$101.73				\$314.00
12/24/2009	TRANSFER A/R TO DEPOSIT	\$101.73				
Balance 12/31/09		50.00				

Account		Electric Meter	1
Customer Name	Customer E	Gas Meter	1
Open Date	11/6/2003		
Close Date	1/0/1900		
Account Status	OPEN (BILLED)		
Deposit Currently on File	\$ 214.00		
Energy Assistance if Applicable	LIHEAP Energy Assistance		

Date	Activity	Amt	Due Date	Prev Bal	Current Charges	Deposit Requested Amt
8/10/2009	Bill	\$66.30	8/28/2009	\$14.49	\$51.81	
9/9/2009	Bill	\$115.56	9/29/2009	\$66.30	\$49.26	
10/2/2009	PAST DUE	\$115.56	10/19/2009			
10/8/2009	Bill	\$173.08	10/28/2009	\$115.56	\$57.52	
10/9/2009	FINAL NOTICE	\$115.56	10/19/2009			
10/13/2009	REMARK: [E] cld for an ext - DENIED - no pymts here since June and that was his deposit applied. Informed needs notc: \$115.56 pd by 10-19-09.					
10/16/2009	IVR CALL OPEN ACCOUNT	\$115.56	10/19/2009			
10/20/2009	ACTION CARD	\$115.56	11/3/2009			
10/22/2009	DISCONNECTED					
10/22/2009	TRF A/R TO PRIOR OBLIGATION	\$173.08				
10/22/2009	Deposit Request for \$214.00					\$214.00
10/22/2009	DEPOSIT REQUEST letter sent 2009-10-22					
10/22/2009	Payment Arrangement 10-22-2009 \$173.00					
10/22/2009	Payment Arrangement 11-16-2009 \$214.08					
10/22/2009	RECONNECTED					
10/22/2009	RECONNECT CHARGE	\$32.00				
10/23/2009	DEPOSIT PAYMENT	\$173.08				
11/6/2009	Bill	\$317.27	11/30/2009	\$173.08	\$144.19	
11/18/2009	REMARK: Has appt with SNAP on 12/1 at 9:15 am.					
11/18/2009	Payment Arrangement Deleted					
11/18/2009	Payment Arrangement 11-18-2009 \$58.19					
11/18/2009	Payment Arrangement - Current Bill Plus \$300.00					
11/19/2009	Cust Payment	(\$58.19)				
11/23/2009	SHORT TERM ARRANGEMENT MET					
12/9/2009	Bill	\$398.64	12/30/2009	\$317.27	\$139.56	
12/28/2009	EA Payment	(\$597.00)				
Balance 12/31/09		\$198.36CR				

Account		Electric Meter	1
Customer Name	Customer F	Gas Meter	0
Open Date	6/3/2009		
Close Date			
Account Status	OPEN (BILLED)		
Deposit Currently on File	\$ 108.00		
Energy Assistance if Applicable	LIRAP Energy Assistance		

Date	Activity	Amt.	Due Date	Prev Bal	Current Charges	Deposit Requested Amt
8/4/2009	Bill	\$126.52	8/24/2009	\$39.52	\$87.00	
8/20/2009	REMARK: * sys has POA for daughter, will either send in or put in drop box at local office. Advised can't discuss acct w/o that or permission from [F]					
8/20/2009	Payment Arrangement - 08-20-2009 \$39.52					
8/20/2009	Cust Payment	(\$40.00)				
9/2/2009	Bill	\$157.27	9/23/2009	\$126.52	\$70.75	
9/28/2009	PAST DUE	\$157.27	10/13/2009			
10/2/2009	Bill	\$196.92	10/22/2009	\$157.27	\$39.65	
10/5/2009	FINAL NOTICE	\$157.27	10/13/2009			
10/12/2009	IVR CALL OPEN ACCOUNT	\$157.27	10/13/2009			
10/14/2009	ACTION CARD	\$157.27	10/28/2009			
10/15/2009	DISCONNECTED					
10/15/2009	REMARK: * is father and has permission to discuss this account at any time. He said daughter is special.					
10/15/2009	TRF A/R TO PRIOR OBLIGATION	\$196.92				
10/15/2009	Deposit Request for \$108.00					\$108.00
10/15/2009	DEPOSIT REQUEST letter sent 2009-10-15					
10/15/2009	DEPOSIT PAYMENT	\$108.00				
10/15/2009	RECONNECTED					
10/15/2009	RECONNECT CHARGE	\$16.00				
10/15/2009	Cust Payment	(\$92.00)				
10/15/2009	Payment Arrangement 10-16-2009 \$200.00					
10/15/2009	Payment Arrangement - Current Bill Plus \$60.00					
10/21/2009	SHORT TERM ARRANGEMENT MET					
11/2/2009	Bill	\$158.18	11/20/2009	\$196.92	\$53.26	
11/25/2009	PAYMENT ARRANGEMENT BROKEN					
12/3/2009	Bill	\$209.08	12/23/2009	\$158.18	\$50.90	
12/11/2009	EA Payment	(\$203.00)				
	Balance 12/31/09	\$6.08				

Account		Electric Meter	1
Customer Name	Customer G	Gas Meter	1
Open Date	8/7/2000		
Close Date			
Account Status	OPEN (BILLED)		
Deposit Currently on File	\$ 200.00		
Energy Assistance if Applicable	LIRAP Energy Assistance		

Date	Activity	Amnt	Due Date	Prev. Bal	Current Charges	Deposit Requested Amnt
8/6/2009	DISCONNECTED					
8/6/2009	APPLY DEPOSIT	(\$100.00)				
8/6/2009	APPLY DEPOSIT INTEREST	(\$0.06)				
8/6/2009	TRF A/R TO PRIOR OBLIGATION	\$98.96				
8/6/2009	Deposit Request for \$420.00					\$420.00
8/6/2009	DEPOSIT REQUEST letter sent 2009-08-06					
8/6/2009	Payment Arrangement 08-06-2009 \$226.00					
8/6/2009	Payment Arrangement - Current Bill Plus \$200.00					
8/6/2009	RECONNECTED					
8/6/2009	RECONNECT CHARGE	\$16.00				
8/7/2009	DEPOSIT PAYMENT	\$226.00				
8/11/2009	SHORT TERM ARRANGEMENT MET					
8/14/2009	Bill	\$609.20	9/3/2009	\$482.19	\$227.07	
8/27/2009	CANCEL BILLING	(\$32.99)				
8/27/2009	Bill	\$599.12	9/17/2009	\$482.19	\$249.98	
8/27/2009	REBILL	\$22.91				
8/27/2009	Payment Arrangement - Current Bill Plus \$200.00					
9/15/2009	Bill	\$775.37	10/5/2009	\$599.12	\$176.25	
10/8/2009	PAST DUE	\$587.24	10/23/2009			
10/14/2009	Bill	\$925.25	11/3/2009	\$775.37	\$149.88	
10/15/2009	FINAL NOTICE	\$587.24	10/23/2009			
10/22/2009	IVR CALL OPEN ACCOUNT	\$587.24	10/23/2009			
10/26/2009	ACTION CARD	\$587.24	11/9/2009			
10/27/2009	DISCONNECTED					
10/27/2009	APPLY DEPOSIT	(\$226.00)				
10/27/2009	APPLY DEPOSIT INTEREST	(\$0.21)				
10/27/2009	TRF A/R TO PRIOR OBLIGATION	\$316.91				
10/27/2009	Deposit Request for \$412.00					\$412.00
10/27/2009	DEPOSIT REQUEST letter sent 2009-10-27					
10/30/2009	REMARK: * Spokane Tribe EA called in pledge for \$59....ordered t/on...adv she have [G] call for further arrg					
10/30/2009	RECONNECTED					
10/30/2009	RECONNECT CHARGE	\$16.00				
11/2/2009	DEPOSIT PAYMENT	\$150.00				
11/2/2009	DEPOSIT PAYMENT	\$50.00				
11/12/2009	Bill	\$851.97	12/4/2009	\$925.25	\$152.93	
12/8/2009	EA Payment	(\$377.00)				
12/9/2009	PAST DUE	\$153.00	12/24/2009			
12/15/2009	Bill	\$695.49	1/6/2010	\$851.97	\$220.52	
12/16/2009	FINAL NOTICE	\$153.00	12/24/2009			
12/23/2009	IVR CALL OPEN ACCOUNT	\$153.00	12/24/2009			
12/24/2009	REMARK: Didn't EXT informed her that we are not doing any disconnect from 12/24 - 12/27 and the last time she made a pymt on the acct was in OCT when she was disconnected and even with the EA pymt of \$377 it still leaves a lrg balance.					
12/28/2009	REMARK: * had me cancel the 59.00 pledge and she is going to be making a larger pledge probly around 302.00					
12/28/2009	ACTION CARD	\$212.00	1/12/2010			
Balance 12/31/09		\$695.49				

Account		Electric Meter	1
Customer Name	Customer H	Gas Meter	1
Open Date	5/5/2007		
Close Date			
Account Status	OPEN (BILLED)		
Deposit Currently on File	\$ 134.00		
Energy Assistance if Applicable	LIHEAP Energy Assistance		

Date	Activity	Amt	Due Date	Prev Bal.	Current Charges	Deposit Requested Amt.
8/7/2009	PAST DUE	\$269.41	8/24/2009			
8/7/2009	PAYMENT ARRANGEMENT BROKEN					
8/13/2009	Bill	\$1,502.63	9/2/2009	\$1,462.93	\$39.70	
8/14/2009	FINAL NOTICE	\$269.41	8/24/2009			
8/21/2009	IVR CALL OPEN ACCOUNT	\$269.41	8/24/2009			
8/25/2009	ACTION CARD	\$269.41	9/9/2009			
8/28/2009	DISCONNECTED					
8/28/2009	APPLY DEPOSIT	(\$215.00)				
8/28/2009	APPLY DEPOSIT INTEREST	(\$0.15)				
8/28/2009	Deposit Request for \$362.00					\$362.00
8/28/2009	DEPOSIT REQUEST letter sent 2009-08-28					
8/28/2009	REMARK: She asked for min \$181 1/2 dep + \$16 recon if paid today b4 4pm, then can pay \$400 9/10, bill + \$360.0 Will call back with receipt # for \$200 for TO. Said husband just had tumor removed from brain, but is now back to work.					
8/28/2009	Payment Arrangement 08-28-2009 \$205.00					
8/28/2009	Payment Arrangement - 09-10-2009 \$400.00					
8/28/2009	Payment Arrangement - Current Bill Plus \$360.00					
8/28/2009	RECONNECTED					
8/28/2009	RECONNECT CHARGE	\$32.00				
8/31/2009	DEPOSIT PAYMENT	\$205.00				
9/14/2009	Bill	\$1,405.33	10/2/2009	\$1,502.63	\$117.85	
9/15/2009	SHORT TERM ARRANGEMENT BROKEN					
10/7/2009	PAST DUE	\$274.85	10/22/2009			
10/13/2009	Bill	\$1,491.92	11/2/2009	\$1,405.33	\$86.59	
10/14/2009	FINAL NOTICE	\$274.85	10/22/2009			
10/21/2009	IVR CALL OPEN ACCOUNT	\$274.85	10/22/2009			
10/23/2009	ACTION CARD	\$274.85	11/6/2009			
10/26/2009	DISCONNECTED					
10/26/2009	APPLY DEPOSIT	(\$205.00)				
10/26/2009	APPLY DEPOSIT INTEREST	(\$0.13)				
10/26/2009	Deposit Request for \$340.00					\$340.00
10/26/2009	DEPOSIT REQUEST letter sent 2009-10-26					
10/26/2009	REMARK: quoted min \$186.00 (1/2 dep + rec \$16.) She is trying to get EA appt..					
10/27/2009	Payment Arrangement - Current Bill Plus \$200.00					
10/27/2009	RECONNECTED					
10/27/2009	RECONNECT CHARGE	\$16.00				
11/2/2009	EA Payment	(\$274.85)				
11/11/2009	Bill	\$1,162.45	12/3/2009	\$1,491.92	\$150.51	
12/8/2009	PAST DUE	\$216.51	12/23/2009			
12/8/2009	PAYMENT ARRANGEMENT BROKEN					
12/14/2009	Bill	\$667.51	1/5/2010	\$1,162.45	\$159.06	
12/14/2009	EA Payment	(\$654.00)				
	Balance 12/31/09	\$667.51				

Account		Electric Meter	1
Customer Name	Customer 1	Gas Meter	0
Open Date	4/24/2008		
Close Date			
Account Status	OPEN (BILLED)		
Deposit Currently on File	\$ 155.40		
Energy Assistance if Applicable	LIHEAP Energy Assistance		

Date	Activity	Amt	Due Date	Prev Bal	Current Charges	Deposit Requested Amt
8/3/2009	Payment Arrangement - Deleted					
8/3/2009	Payment Arrangement 08-03-2009 \$125.00					
8/3/2009	Payment Arrangement - Levelized \$191.00					
8/3/2009	REMARK: rep trxx, is on levelized \$163/mo, gets \$460/mo, was denied L&I contested it, hoping for back pay, cac has no \$ for utilities but will help for rent, she has \$125 to pay toward levelized					
8/6/2009	SHORT TERM ARRANGEMENT BROKEN					
8/6/2009	Bill	\$531.04	9/25/2009	\$443.63	\$87.41	
8/10/2009	Payment Arrangement 08-10-2009 \$125.00					
8/10/2009	Payment Arrangement 08-25-2009 \$66.00					
8/10/2009	Payment Arrangement - Levelized \$191.00					
8/10/2009	Cust Payment	(\$125.00)				
8/13/2009	SHORT TERM ARRANGEMENT MET					
9/4/2009	Bill	\$489.54	9/25/2009	\$531.04	\$83.50	
9/30/2009	LEVELIZED PAYMENT PLAN ARRANGEMENT BROKEN					
9/30/2009	PAST DUE	\$118.63	10/15/2009			
10/6/2009	Bill	\$572.22	10/26/2009	\$489.54	\$82.68	
10/7/2009	FINAL NOTICE	\$118.63	10/15/2009			
10/14/2009	IVR CALL OPEN ACCOUNT	\$118.63	10/15/2009			
10/16/2009	ACTION CARD	\$118.63	10/30/2009			
10/19/2009	DISCONNECTED					
10/19/2009	TRF A/R TO PRIOR OBLIGATION	\$201.31				
10/19/2009	Deposit Request for \$304.00					\$304.00
10/19/2009	DEPOSIT REQUEST letter sent 2009-10-19					
10/19/2009	RECONNECTED					
11/4/2009	Bill	\$683.66	11/24/2009	\$572.22	\$111.44	
12/7/2009	Bill	\$839.44	12/28/2009	\$683.66	\$155.78	
12/17/2009	EA Payment	(\$713.00)				
	Balance 12/31/09	\$126.44				

Account		Electric Meter	1
Customer Name	Customer J	Gas Meter	1
Open Date	10/22/1990		
Close Date			
Account Status	OPEN (BILLED)		
Deposit Currently on File	\$ 294.00		
Energy Assistance if Applicable	LIRAP Energy Assistance		

Date	Activity	Amt	Due Date	Prev Bal	Current Charges	Deposit Requested Amt
8/26/2009	Bill	\$135.27	9/16/2009	\$175.16	\$69.80	
9/21/2009	REMINDER	\$135.27	9/28/2009			
9/25/2009	Bill	\$209.41	10/15/2009	\$135.27	\$74.14	
9/28/2009	PAST DUE	\$135.27	10/13/2009			
10/5/2009	FINAL NOTICE	\$135.27	10/13/2009			
10/12/2009	IVR CALL OPEN ACCOUNT	\$135.27	10/13/2009			
10/14/2009	ACTION CARD	\$135.27	10/28/2009			
10/15/2009	DISCONNECTED					
10/15/2009	REMARK: [J] appears to be incapacitated, crying, yelling, profanity. pd osm \$100.00 after disc advsd deposit is required 1/2=147.00 she will pay the additional 47.00 at Yokes today; no arrg due to would not discuss rest of balance;					
10/15/2009	REMARK: adv * to have * call to arrng for bal (1/2 dep + 290.00); she then hung up					
10/15/2009	TRF A/R TO PRIOR OBLIGATION	\$209.41				
10/15/2009	Deposit Request for \$294.00					\$294.00
10/15/2009	DEPOSIT REQUEST letter sent 2009-10-15					
10/15/2009	RECONNECTED					
10/15/2009	RECONNECT CHARGE	\$16.00				
10/16/2009	DEPOSIT PAYMENT	\$109.41				
10/16/2009	DEPOSIT PAYMENT	\$100.00				
10/21/2009	REMARK: educated cust on balance on account; usage + deposit owing;she says trying to get eap apt					
10/22/2009	Payment Arrangement - Current Bill Plus \$300.00					
10/26/2009	Bill	\$319.94	11/13/2009	\$209.41	\$110.53	
11/2/2009	REMARK: Told * to call us w/his SNAP pledge as soon as he gets his post card. If he doesn't receive pledge card b4 11/13, advsd him to cb to mk arrgs.					
11/2/2009	Payment Arrangement - Current Bill Plus Deleted					
11/9/2009	EA Payment	(\$960.00)				
11/16/2009	TRANSFER A/R TO DEPOSIT	\$84.59				
11/24/2009	Bill	(\$412.60)	12/16/2009	\$319.94	\$142.87	
12/28/2009	Bill	(\$250.77)	1/18/2010	(\$412.60)	\$161.83	
Balance 12/31/09		\$250.77CR				

Account		Electric Meter	1
Customer Name	Customer K	Gas Meter	1
Open Date	4/28/2005		
Close Date			
Account Status	OPEN (BILLED)		
Deposit Currently on File	\$ 286.00		
Energy Assistance if Applicable	LIRAP Energy Assistance		

Date	Activity	Amt	Due Date	Prev Bal	Current Charges	Deposit Requested Amt
8/17/2009	Bill	\$294.63	9/4/2009	\$183.88	\$110.75	
9/16/2009	Bill	\$410.49	10/6/2009	\$294.63	\$115.86	
10/9/2009	PAST DUE	\$410.49	10/26/2009			
10/15/2009	Bill	\$533.60	11/4/2009	\$410.49	\$123.11	
10/16/2009	FINAL NOTICE	\$410.49	10/26/2009			
10/23/2009	IVR CALL OPEN ACCOUNT	\$410.49	10/26/2009			
10/27/2009	ACTION CARD	\$410.49	11/10/2009			
10/28/2009	DISCONNECTED					
10/28/2009	TRF A/R TO PRIOR OBLIGATION	\$533.60				
10/28/2009	Deposit Request for \$320.00					\$320.00
10/28/2009	DEPOSIT REQUEST letter sent 2009-10-28					
10/28/2009	REMARK: a sister to lady that lives here (*) calling very upset that we want 533.00 before we will turn on acct. advised need permission to discuss acct					
10/28/2009	RECONNECTED					
10/28/2009	RECONNECT CHARGE	\$16.00				
11/5/2009	EA Payment	(\$150.00)				
11/5/2009	EA Payment	(\$50.00)				
11/13/2009	Bill	\$504.13	12/7/2009	\$533.60	\$170.53	
11/24/2009	EA Payment	(\$655.00)				
12/1/2009	TRANSFER A/R TO DEPOSIT	\$150.87				
12/1/2009	REMARK: called * at CORD re \$176 from 10/28/09 to see is that the amt they pd or did they pay \$200? left msg to call re this acct					
12/1/2009	REMARK: * from cord states that there were two checks 1 for 50 and one for \$150					
12/16/2009	Bill	\$171.27	1/7/2010	\$504.13	\$171.27	
	Balance 12/31/09	\$171.27				

Account		Electric Meter	1
Customer Name	Customer L	Gas Meter	1
Open Date	9/3/2002		
Close Date			
Account Status	OPEN (BILLED)		
Deposit Currently on File	\$ 147.00		
Energy Assistance If Applicable	LIRAP Senior Outreach Energy Assistance		

Date	Activity	Amt	Due Date	Prev Bal	Current Charges	Deposit Requested Amt
8/4/2009	Cust Payment	(\$200.00)				
8/14/2009	Bill	\$90.81	9/3/2009	\$231.60	\$59.21	
9/15/2009	Bill	\$144.90	10/5/2009	\$90.81	\$54.09	
10/8/2009	PAST DUE	\$144.90	10/23/2009			
10/14/2009	Bill	\$201.21	11/3/2009	\$144.90	\$56.31	
10/15/2009	FINAL NOTICE	\$144.90	10/23/2009			
10/22/2009	IVR CALL OPEN ACCOUNT	\$144.90	10/23/2009			
10/26/2009	ACTION CARD	\$144.90	11/9/2009			
10/27/2009	REMARK: called cust re discon \$144.90 -left msg					
10/29/2009	REMARK: no cb from msg re discon, to osm					
10/30/2009	DISCONNECTED					
10/30/2009	TRF A/R TO PRIOR OBLIGATION	\$201.21				
10/30/2009	Deposit Request for \$230.00					\$230.00
10/30/2009	DEPOSIT REQUEST letter sent 2009-10-30					
10/31/2009	REMARK: Called about gas being off sz she made a pymt of \$100 on 10-03-09 had a conf # but could not find by that # sd she made it over the ph w/rep adv her acct had not been access since July needs 2 ck w/bnk if pymt clrd needs 2 call us bk she hung up no qte					
10/31/2009	REMARK: sd she is going 2 sue us for cutting of svc, no qte given for a reco this acct is CARES they attempted 2 contact cust no response, gas was cut in lieu of elec since she is CARES cust					
10/31/2009	REMARK: [L] cb..I too could not find any pmt, acct access etc...she pd \$147 by DD for t/on tomorrow afternoon..will be cking w/bank to find pmt..adv if there need copy front & back to verify..if we in error will work with her...she web on Monday					
10/31/2009	Payment Arrangement - 11-02-2009	\$147.00				
10/31/2009	Payment Arrangement - 11-10-2009	\$316.21				
11/1/2009	RECONNECTED					
11/1/2009	RECONNECT CHARGE	\$32.00				
11/2/2009	DEPOSIT PAYMENT	\$147.00				
11/12/2009	Bill	\$338.34	12/4/2009	\$201.21	\$137.13	
11/13/2009	PAST DUE	\$83.00	12/2/2009			
11/13/2009	SHORT TERM ARRANGEMENT BROKEN					
11/20/2009	FINAL NOTICE	\$83.00	12/2/2009			
12/1/2009	EA Payment	(\$300.00)				
12/15/2009	Bill	\$176.23	1/6/2010	\$338.34	\$137.89	
Balance 12/31/09		\$176.23				

Account		Electric Meter	1
Customer Name	Customer M	Gas Meter	1
Open Date	11/3/2000		
Close Date			
Account Status	OPEN (BILLED)		
Deposit on File	\$	96.34	
Energy Assistance If Applicable	LIHEAP Energy Assistance		

Date	Activity	Amt	Due Date	Prev Bal	Current Charges	Deposit Requested Amt
03-Aug-09	Bill	\$271.70	21-Aug-09	\$352.34	\$81.86	
26-Aug-09	ARRANGEMENT BROKEN					
26-Aug-09	PAST DUE	\$271.70	11-Sep-09			
01-Sep-09	Bill	\$352.33	22-Sep-09	\$271.70	\$80.63	
01-Sep-09	Payment Arrangement - Current Bill Plus \$71.70 Current Due Date - 08-21-2009, Override Due Date - 10-05-2009					
10-Sep-09	FINAL NOTICE	\$271.70	17-Sep-09			
10-Sep-09	ARRANGEMENT BROKEN					
17-Sep-09	IVR CALL OPEN ACCOUNT	\$271.70	17-Sep-09			
21-Sep-09	ACTION CARD	\$271.70	05-Oct-09			
25-Sep-09	PAST DUE	\$352.33	12-Oct-09			
01-Oct-09	Bill	\$418.72	21-Oct-09	\$352.33	\$66.39	
02-Oct-09	FINAL NOTICE	\$352.33	12-Oct-09			
09-Oct-09	IVR CALL OPEN ACCOUNT	\$352.33	12-Oct-09			
13-Oct-09	ACTION CARD	\$352.33	27-Oct-09			
15-Oct-09	DISCONNECTED					
15-Oct-09	TRF A/R TO PRIOR OBLIGATION	\$418.72				
15-Oct-09	Deposit Request for \$150.00					
15-Oct-09	DEPOSIT REQUEST letter sent 2009-10-15					
15-Oct-09	REMARKS: catholic charities wp \$31 if cust pays amount needed to reconnect per eric;pledge good through 10/29					
16-Oct-09	Payment Arrangement - Short Term - 10-16-2009 \$60.00					
16-Oct-09	Payment Arrangement - Current Bill Plus \$62.95 Payment Arrangement - Short Term - 11-04-2009 \$100.00					
16-Oct-09	RECONNECTED					
16-Oct-09	RECONNECT CHARGE	\$16.00				
19-Oct-09	DEPOSIT PAYMENT	\$60.00				\$ 150.00
30-Oct-09	Bill	\$490.29	19-Nov-09	\$418.72	\$71.57	
09-Nov-09	SHORT TERM ARRANGEMENT BROKEN					
12-Nov-09	PAYMENT CATHOLIC CHARITIES	(\$31.00)				
24-Nov-09	PAST DUE	\$130.57	11-Dec-09			
02-Dec-09	Bill	\$529.65	22-Dec-09	\$490.29	\$70.36	
03-Dec-09	FINAL NOTICE	\$130.57	11-Dec-09			
14-Dec-09	EA Payment	(\$294.00)				
Balance on 12/31/09		\$235.65				

Account	Electric Meter	3
Customer Name	Customer N	
Open Date	Gas Meter	3
Open Date	8/11/2008	
Close Date	3/11/2010	
Account Status	CLOSED (NO BALANCE)	
Deposit Currently on File	\$	
Energy Assistance if Applicable	LIRAP Energy Assistance	

Date	Activity	AMT	Due Date	Pay Bal	Current Charges	Deposit Requested Amt
18-Aug-09	Bill	\$460.49	08-Sep-09	\$408.97		132
21-Aug-09	PAST DUE	427.98	9/2/2009			
21-Aug-09	FINAL NOTICE	427.98	9/2/2009			
25-Aug-09	Payment Arrangement - Short Term - 08-31-2009	\$155.55				
25-Aug-09	Payment Arrangement - Current Bill Plus \$90.82					
25-Aug-09	Payment Arrangement - Short Term - 09-15-2009	\$171.34				
31-Aug-09	Payment Arrangement - Short Term - 09-03-2009	\$155.55 - Changed				
31-Aug-09	Payment Arrangement - Current Bill Plus \$90.82					
31-Aug-09	Payment Arrangement - Short Term - 09-15-2009	\$171.34 Changed				
01-Sep-09	Payment	(\$125.60)				
09-Sep-09	ARRANGEMENT BROKEN					
17-Sep-09	Bill	\$402.66	07-Oct-09	\$460.49	\$67.17	
12-Oct-09	PAST DUE	\$460.67	27-Oct-09			
16-Oct-09	Bill	\$472.15	05-Nov-09	\$492.66	\$69.49	
19-Oct-09	FINAL NOTICE	\$460.67	27-Oct-09			
27-Oct-09	REMARK: [M] phoned again she states that she does not have an apt she will try to get one told her that we need to know if she is able to get one and she would still need to make pmt of \$228.16 or past due amount if no apt.					
29-Oct-09	IVR CALL OPEN ACCOUNT	\$460.67	27-Oct-09			
28-Oct-09	ACTION CARD		11-Nov-09			
28-Oct-09	REMARK: States got SNAP appt thru web for 11/9 @1:15. quoted min 220.16 to stop discont & w/ carry 300.00 for appt. Knows needs to call next in to stop discont. EMC in July & did not keep appt.					
30-Oct-09	DISCONNECTED		30-Oct-09			
30-Oct-09	APPLY DEPOSIT	(\$83.89)				
30-Oct-09	APPLY DEPOSIT INTEREST	(\$9.38)				
30-Oct-09	Deposit Request for \$164.00					164
30-Oct-09	DEPOSIT REQUEST letter sent 2009-10-30					
30-Oct-09	TRF ARR TO PRIOR OBLIGATION	\$387.78				
04-Nov-09	REMARK: upset about no being able to pay and disconnected on breathing machine.					
09-Nov-09	REMARK: Checking on if pledge has been called in by snap. No pledge at this time.					
09-Nov-10	AGENCY PROMISE: 289.00					
09-Nov-09	RECONNECTED					
09-Nov-09	RECONNECT CHARGE	\$15.00				
09-Nov-09	Payment Arrangement - Current Bill Plus \$122.78					
09-Nov-09	REMARK: said she would pay 140.00 on 11/30 referred her via and local churches for more help					
09-Nov-09	Payment Arrangement - Short Term - 11-30-2009	\$140.00				
15-Nov-09	Bill	\$459.58	08-Dec-09	\$472.15	\$71.80	
24-Nov-09	EA Payment	(\$289.00)				
11-Dec-09	PAST DUE	\$164.00	29-Dec-09			
11-Dec-09	ARRANGEMENT BROKEN					
15-Dec-09	REMARK: Was trying to make arrng with her and refer to ea and she hung up on me. Said she could pay \$100 on 12-30 & \$64 by 1-13. Did not make arrng.					
17-Dec-09	Bill	\$288.58	08-Jan-10	\$459.58	\$118.00	
18-Dec-09	FINAL NOTICE	\$164.00	29-Dec-09			
28-Dec-09	IVR CALL OPEN ACCOUNT	\$164.00	29-Dec-09			
29-Dec-09	Payment Arrangement - \$75.00					
29-Dec-09	Payment Arrangement - \$100.00					
29-Dec-09	Payment Arrangement - Current Bill Plus \$98.53					
30-Dec-09	Payment Arrangement - Short Term - 12-31-2009	\$100.00				
30-Dec-09	Payment Arrangement - Short Term - 01-13-2010 \$75.00					
30-Dec-09	Payment Arrangement - Current Bill Plus Deleted					
30-Dec-09	Payment Arrangement - Short Term					
30-Dec-09	Payment Arrangement - Current Bill Plus \$98.53					
30-Dec-09	REMARK: Updated pmt arrangement by just one day from today to tomorrow					
31-Dec-09	Current Due Date - 01-08-2010, Overdue Due Date - 01-04-2010					
31-Dec-09	Payment Arrangement - Current Bill Plus \$98.53 - Changed					
31-Dec-09	Payment Arrangement - Short Term - 01-13-2010 \$75.00 Changed					
31-Dec-09	Payment Arrangement - Short Term - 12-31-2009					
31-Dec-09	\$100.00 Changed					

2009-12-27 10:27:00

1104.50

Account		Electric Meter	1
Customer Name	Customer O	Gas Meter	0
Open Date	7/1/2009		
Close Date			
Account Status	OPEN (BILLED)		
Deposit Currently on File	\$ 204.00		
Energy Assistance if Applicable	LIBAP Energy Assistance		

DATE	ACTIVITY	AMT	DUE DATE	PROV BILL	CURRENT CHARGES	DEPOSIT REQUESTED AMT
8/27/2009	Bill	\$295.81	9/17/2009	\$244.03	\$51.78	
9/3/2009	CLB CANCELLATION NOTICE					
9/22/2009	CLB CANCELLED	\$244.00	9/17/2009			
9/23/2009	PAST DUE	\$295.81	10/8/2009			
9/28/2009	Bill	\$361.73	10/16/2009	\$295.81	\$65.92	
9/30/2009	FINAL NOTICE	\$295.81	10/8/2009			
10/7/2009	IVR CALL OPEN ACCOUNT	\$295.81	10/8/2009			
10/10/2009	Payment Arrangement 10-09-2009 \$295.81					
10/12/2009	Payment Arrangement 10-12-2009 \$150.00					
10/12/2009	Cust Payment	(\$150.00)				
10/27/2009	Bill	\$293.90	11/16/2009	\$361.73	\$82.17	
10/28/2009	SHORT TERM ARRANGEMENT BROKEN					
10/28/2009	ACTION CARD	\$145.81	11/11/2009			
10/30/2009	DISCONNECTED					
	REMARKS: cust says trying to get snap appt: says has kidney disease but no treatment at home except for psoriasis-a hair treatment per customer; gave ph# to snap to see if can get in on an emergency basis					
10/30/2009	TRF A/R TO PRIOR OBLIGATION	\$293.90				\$204.00
10/30/2009	Deposit Request for \$204.00					
10/30/2009	DEPOSIT REQUEST letter sent 2009-10-30					
10/30/2009	Payment Arrangement 10-30-2009 \$118.00					
10/30/2009	Payment Arrangement - Current Bill Plus \$300.00					
10/30/2009	Payment Arrangement 11-23-2009 \$79.90					
10/30/2009	RECONNECTED					
10/30/2009	RECONNECT CHARGE	\$16.00				
11/2/2009	DEPOSIT PAYMENT	\$118.00				\$204.00
11/20/2009	REMARKS:wanted to let us know she had her ea appt					
11/25/2009	Bill	\$415.94	12/17/2009	\$293.90	\$122.04	
11/30/2009	SHORT TERM ARRANGEMENT BROKEN					
12/14/2009	EA Payment	(\$603.00)				
12/24/2009	TRANSFER A/R TO DEPOSIT	\$86.00				
12/24/2009	DEPOSIT PAYMENT	\$86.00				
12/29/2009	Bill	\$70.75	1/19/2010	\$415.94	\$171.81	

Account		Electric Meter	1
Customer Name	Customer P	Gas Meter	1
Open Date	5/26/2009		
Close Date			
Account Status	OPEN (BILLED)		
Deposit Currently on File	\$ 260.00		
Energy Assistance if Applicable	LIRAP Energy Assistance		

Date	Activity	Amt	Due Date	Prev Bal	Current Charges	Deposit Requested Amt
8/14/2009	Bill	\$93.94	9/3/2009	(\$18.00)	\$111.94	
9/15/2009	Bill	\$210.44	10/5/2009	\$93.94	\$116.50	
10/8/2009	PAST DUE	\$210.44	10/23/2009			
10/14/2009	Bill	\$291.98	11/3/2009	\$210.44	\$81.54	
10/15/2009	FINAL NOTICE	\$210.44	10/23/2009			
10/22/2009	IVR CALL OPEN ACCOUNT	\$210.44	10/23/2009			
10/26/2009	ACTION CARD	\$210.44	11/9/2009			
10/27/2009	DISCONNECTED					
10/27/2009	REMARKS: OSM @ door & she explaining to me that she has '2 babies' & call was lost (I was in process of asking her if she had made any prmts & s said 'honey I really dont know'					
10/27/2009	REMARKS: [P] can't understand why we shut her off. No payments on acct. Quoted BIF \$567.98. Has no money so quoted min \$146 before 4pm. Kept talking over me & cussing.					
10/27/2009	REMARKS: customer indicating she has a phone appt w/snap for 10/28 w/Mary, adv that after putting thru order for t/o had to add the rest of balance to current bill, she will call back after appt and we will change arrng accordingly.					
10/27/2009	TRF A/R TO PRIOR OBLIGATION	\$291.98				
10/27/2009	Deposit Request for \$260.00					\$260.00
10/27/2009	DEPOSIT REQUEST letter sent 2009-10-27					
10/27/2009	TRF A/R TO PRIOR OBLIGATION	\$291.98				
10/27/2009	Payment Arrangement \$147.00 10-27-09					
10/27/2009	Payment Arrangement - Current Bill Plus \$404.98					
10/27/2009	RECONNECTED					
10/27/2009	RECONNECT CHARGE	\$32.00				
10/28/2009	REMARKS: qtd to SNAP bal after her payment is \$436.98 -- SNAP won't be doing PS, customer will need to apply for reg. eap					
10/28/2009	DEPOSIT PAYMENT	\$146.00				\$260.00
10/30/2009	SHORT TERM ARRANGEMENT MET					
11/12/2009	Bill	\$444.86	12/4/2009	\$291.98	\$152.88	
11/12/2009	Payment Arrangement - Current Bill Plus \$437.98					
11/12/2009	REMARKS: had snap appt on 11/9 doesn't know if she will get any funds					
12/8/2009	EA Payment	(\$891.00)				
12/16/2009	REMARKS: Discussed snap payment					
12/15/2009	Bill	(\$297.61)	1/6/2010	\$444.86	\$148.53	
12/24/2009	DEPOSIT PAYMENT	\$114.00				
Balance 12/31/09		\$183.61CR				

Account		Electric Meter	1
Customer Name	Customer Q	Gas Meter	1
Open Date	8/27/2004		
Close Date			
Account Status	OPEN (BILLED)		
Deposit Currently on File	\$ 220.00		
Energy Assistance If Applicable	LIHEAP Energy Assistance		

Date	Activity	Amt	Due Date	Prev Bal	Current Charges	Deposit Requested Amt
8/4/2009	PAST DUE	\$221.00	8/19/2009			\$246.00
8/10/2009	Bill	\$158.48	8/28/2009	\$115.00	\$43.48	
8/11/2009	FINAL NOTICE	\$221.00	8/19/2009			
8/18/2009	IVR CALL OPEN ACCOUNT	\$221.00	8/19/2009			
8/20/2009	ACTION CARD	\$221.00	9/3/2009			
8/21/2009	Payment Arrangement 08-21-2009 \$111.00					
8/21/2009	Payment Arrangement 09-08-2009 \$50.00					
8/21/2009	Payment Arrangement - Current Bill Plus \$103.48					
8/26/2009	SHORT TERM ARRANGEMENT BROKEN					
9/2/2009	PAST DUE	\$264.48	9/18/2009			
9/9/2009	Bill	\$205.22	9/29/2009	\$158.48	\$46.74	
9/10/2009	FINAL NOTICE	\$264.48	9/18/2009			
9/17/2009	IVR CALL OPEN ACCOUNT	\$264.48	9/18/2009			
9/21/2009	Cust Payment	(\$50.00)				
9/21/2009	ACTION CARD	\$214.48	10/5/2009			
9/22/2009	REMARKS; collections; left mess to call cares #					
10/2/2009	PAST DUE	\$261.22	10/19/2009			
10/8/2009	Bill	\$204.88	10/28/2009	\$205.22	\$49.66	
10/9/2009	FINAL NOTICE	\$261.22	10/19/2009			
10/16/2009	IVR CALL OPEN ACCOUNT	\$261.22	10/19/2009			
10/20/2009	ACTION CARD	\$261.22	11/3/2009			
10/27/2009	DISCONNECTED					
10/27/2009	APPLY DEPOSIT	(\$140.00)				
10/27/2009	APPLY DEPOSIT INTEREST	(\$0.23)				
10/27/2009	TRF A/R TO PRIOR OBLIGATION	\$64.65				
10/27/2009	Deposit Request for \$220.00					\$220.00
10/27/2009	DEPOSIT REQUEST letter sent 2009-10-27					
10/28/2009	REMARKS: Quoted \$300.65 (\$64.65 bal, \$220 dep, \$16 rec) w/ min of \$126 for turnon (1/2 dep \$110, \$16 rec). Let her know this is good until 4pm & will need proof of pymt before we turnon. Sd on L&I & \$ not in until 10/30, will call bk					
10/30/2009	Payment Arrangement 10-30-2009 \$130.00					
10/30/2009	Payment Arrangement 11-13-2009 \$50.00					
10/30/2009	Payment Arrangement - Current Bill Plus \$104.65					
10/30/2009	RECONNECTED					
10/30/2009	RECONNECT CHARGE	\$16.00				
11/2/2009	DEPOSIT PAYMENT	\$130.00				
11/6/2009	Bill	\$152.01	11/30/2009	\$204.88	\$87.36	
11/18/2009	SHORT TERM ARRANGEMENT BROKEN					
12/3/2009	PAST DUE	\$177.36	12/18/2009			
12/9/2009	Bill	\$239.24	12/30/2009	\$152.01	\$87.23	
12/10/2009	FINAL NOTICE	\$177.36	12/18/2009			
12/14/2009	EA Payment	(\$633.00)				
12/24/2009	TRANSFER A/R TO DEPOSIT	\$90.00				
Balance 12/31/09:		\$303.76CR				

Account		Electric Meter	1
Customer Name	Customer R	Gas Meter	1
Open Date	9/2/1992		
Close Date			
Account Status	OPEN (BILLED)		
Deposit Currently on File	\$ 200.00		
Energy Assistance if Applicable	LIRAP Energy Assistance		

Date	Activity	Amt	Due Date	Rev Bal	Current Charges	Deposit Requested Amt
8/4/2009	Bill	\$718.07	8/24/2009	\$1,057.80	\$118.27	
8/5/2009	FINAL NOTICE	\$181.00	8/13/2009			
8/12/2009	IVR CALL OPEN ACCOUNT	\$181.00	8/13/2009			
8/14/2009	ACTION CARD	\$181.00	8/28/2009			
8/17/2009	DISCONNECTED	\$0.00	8/17/2009			
8/17/2009	APPLY DEPOSIT	(\$215.00)				
8/17/2009	APPLY DEPOSIT INTEREST	(\$0.27)				
8/17/2009	REMARK: * sys mom will call back with payment arrg, made cb+ for bal in full untill mom calls					
8/17/2009	Deposit Request for \$372.00					\$372.00
8/17/2009	Deposit Request letter sent 8-17-09					
8/17/2009	Payment Arrangement 08-17-2009 \$194.00					
8/17/2009	Payment Arrangement- current bill plus \$680.80					
8/17/2009	RECONNECTED					
8/17/2009	RECONNECT CHARGE	\$16.00				
8/18/2009	DEPOSIT PAYMENT	\$181.00				
8/18/2009	DEPOSIT PAYMENT	\$13.00				
8/20/2009	SHORT TERM ARRANGEMENT MET					
9/2/2009	Bill	\$631.19	9/23/2009	\$718.07	\$128.39	
9/28/2009	PAST DUE	\$306.39	10/13/2009			
9/28/2009	CURRENT BILL PLUS PAYMENT ARRANGEMENT					
9/28/2009	BROKEN					
10/2/2009	Bill	\$719.16	10/22/2009	\$631.19	\$87.97	
10/5/2009	FINAL NOTICE	\$306.39	10/13/2009			
10/12/2009	IVR CALL OPEN ACCOUNT	\$306.39	10/13/2009			
10/14/2009	ACTION CARD	\$306.39	10/28/2009			
10/15/2009	DISCONNECTED					
10/15/2009	APPLY DEPOSIT INTEREST	(\$0.12)				
10/15/2009	APPLY DEPOSIT	(\$181.00)				
10/15/2009	TRF A/R TO PRIOR OBLIGATION	\$35.24				
10/15/2009	Deposit Request for \$374.00					\$374.00
10/15/2009	DEPOSIT REQUEST letter sent 2009-10-15					
10/15/2009	Payment Arrangement -10-23-2009 \$100.00					
10/15/2009	Payment Arrangement - Current Bill Plus \$114.00					
10/15/2009	RECONNECTED					
10/15/2009	RECONNECT CHARGE	\$16.00				
10/28/2009	SHORT TERM ARRANGEMENT BROKEN					
11/2/2009	DEPOSIT PAYMENT	\$100.00				
11/2/2009	Bill	\$708.30	11/20/2009	\$719.16	\$170.26	
11/10/2009	REMARK: cancelled agency pledge \$486.00					
11/13/2009	REMARK: * wanted to know if ea had made pledge. I adv'd the pledge was cx per notes					
11/24/2009	REMARK: Original grant grant deleted as showed over incoem, re ran & grant is 547.00					
11/25/2009	DEPOSIT PAYMENT	\$184.74				
11/25/2009	Cust Payment	(\$170.26)				
12/3/2009	Bill	\$733.65	12/23/2009	\$708.30	\$195.61	
12/11/2009	EA Payment	(\$547.00)				
12/17/2009	APPLY DEPOSIT	(\$13.00)				
Balance 12/31/09		\$173.65				

Account		Electric Meter	1
Customer Name	Customer S	Gas Meter	1
Open Date	12/19/2005		
Close Date			
Account Status	OPEN (BILLED)		
Deposit Currently on File	\$ 336.00		
Energy Assistance if Applicable	LIRAP Energy Assistance		

Date	Activity	Amt	Due Date	Prev Bal	Current Charges	Deposit Requested Amt
8/3/2009	Bill	\$808.58	9/3/2009	\$840.51	\$200.07	
8/6/2009	PAYMENT PLAN ARRANGEMENT BROKEN					
8/27/2009	Payment Arrangement 09-08-2009 \$250.00					
8/27/2009	Payment Arrangement - Current Bill Plus \$100.00					
9/1/2009	Bill	\$976.02	9/22/2009	\$808.58	\$167.44	
9/9/2009	Cust Payment	(\$250.00)				
9/11/2009	SHORT TERM ARRANGEMENT MET					
9/25/2009	PAYMENT ARRANGEMENT BROKEN					
9/25/2009	PAST DUE	\$230.39	10/12/2009			
10/1/2009	Bill	\$882.26	10/21/2009	\$976.02	\$156.24	
10/2/2009	FINAL NOTICE	\$230.39	10/12/2009			
10/9/2009	IVR CALL OPEN ACCOUNT	\$230.39	10/12/2009			
10/13/2009	ACTION CARD	\$230.39	10/27/2009			
10/15/2009	DISCONNECTED					
10/15/2009	APPLY DEPOSIT	(\$326.00)				
10/15/2009	APPLY DEPOSIT INTEREST	(\$0.51)				
10/15/2009	TRF A/R TO PRIOR OBLIGATION	\$60.12				
10/15/2009	Deposit Request for \$336.00					\$336.00
10/15/2009	DEPOSIT REQUEST letter sent 2009-10-15					
10/15/2009	Payment Arrangement 10-15-2009 \$400.00					
10/15/2009	Payment Arrangement 11-02-2009 \$230.00					
10/15/2009	Payment Arrangement - Current Bill Plus \$93.00					
10/15/2009	RECONNECTED					
10/15/2009	RECONNECT CHARGE	\$16.00				
10/16/2009	DEPOSIT PAYMENT	\$336.00				
10/16/2009	Cust Payment	(\$64.00)				
10/26/2009	Transaction Register for [S] Account 690095397 faxed					
10/30/2009	Bill	\$694.99	11/19/2009	\$882.26	\$203.24	
11/2/2009	EA Payment	(\$472.97)				
11/5/2009	Payment Arrangement - Current Bill Plus \$222.02					
11/24/2009	EA Payment	(\$796.00)				
12/2/2009	Bill	(\$364.50)	12/22/2009	\$694.99	\$209.48	
Balance 12/31/09		\$464.50CP				

Account		Electric Meter	1
Customer Name	Customer T	Gas Meter	1
Open Date	1/1/1979		
Close Date			
Account Status	OPEN (BILLED)		
Deposit Currently on File	\$ 262.00		
Energy Assistance if Applicable	LIHEAP Energy Assistance		

Date	Activity	Amt	Due Date	Prev Bal	Current Charges	Deposit Requested Amt
8/5/2009	PAYMENT ARRANGEMENT BROKEN					
8/5/2009	PAST DUE	\$170.37	8/20/2009			
8/11/2009	Bill	\$283.94	8/31/2009	\$170.37	\$113.57	
8/12/2009	FINAL NOTICE	\$170.37	8/20/2009			
8/19/2009	IVR CALL OPEN ACCOUNT	\$170.37	8/20/2009			
8/21/2009	ACTION CARD	\$170.37	9/4/2009			
8/24/2009	FREE FIELD					
8/24/2009	COLLECTIONS : CUSTOMER SAID PAID PRIOR TO VISIT on 2009-08-24					
8/25/2009	Payment Arrangement 08-25-2009 \$200.00					
8/25/2009	Cust Payment	(\$200.00)				
8/28/2009	SHORT TERM ARRANGEMENT MET					
9/10/2009	Bill	\$172.58	9/30/2009	\$283.94	\$88.64	
10/5/2009	PAST DUE	\$172.58	10/20/2009			
10/9/2009	Bill	\$247.73	10/29/2009	\$172.58	\$75.15	
10/12/2009	FINAL NOTICE	\$172.58	10/20/2009			
10/19/2009	IVR CALL OPEN ACCOUNT	\$172.58	10/20/2009			
10/21/2009	ACTION CARD	\$172.58	11/4/2009			
10/22/2009	DISCONNECTED					
10/22/2009	REMARKS: was trying to help daughter * understand svcs at her mom's house have been disconnected, she didn't believe me, I adv at 9:21am we disconnected svcs. qtd min for t/o is \$147 (\$131 1/2 dep + \$16 reconn). qtd bal in full \$509.73.					
10/22/2009	Deposit Request for \$262.00					\$262.00
10/22/2009	DEPOSIT REQUEST letter sent 2009-10-22					
10/22/2009	Payment Arrangement 10-22-2009 \$200.00					
10/22/2009	Payment Arrangement 11-02-2009 \$325.73					
10/22/2009	RECONNECTED					
10/22/2009	RECONNECT CHARGE	\$16.00				
10/22/2009	DEPOSIT PAYMENT	\$200.00				
10/22/2009	TRF A/R TO PRIOR OBLIGATION	\$247.73				
11/2/2009	REMARK: * IS [T]'s DAUGHTER, NO FORMAL PERMISSION TO SPK, notes show *'s husb was on o2 now she says [T] is on o2, her husb lives here tho, he is not on oxygen any longer, [T] NOT AVAIL TO TALK W/. ND PERM					
11/2/2009	REMARKS: [T] WILL BE HOME IN ABOUT 1 HR, WILL CALL HER TO GET PERMISSION TO SPK TO *, * HAD CALLED SAYING SHE CAN'T PAY TILL FRIDAY, NO PERMISSION = NO ARRNG/RELEASE					
11/2/2009	REMARK; mailing medical equipment record form and letter to verify that now [T] is on o2 per her daughter					
11/5/2009	SHORT TERM ARRANGEMENT BROKEN					
11/9/2009	DEPOSIT PAYMENT	\$62.00				
11/9/2009	Cust Payment	(\$218.00)				
11/9/2009	Bill	\$168.53	12/1/2009	\$247.73	\$138.80	
12/4/2009	PAST DUE	\$138.80	12/21/2009			
12/10/2009	Bill	\$315.41	12/31/2009	\$168.53	\$146.88	
12/11/2009	FINAL NOTICE	\$138.80	12/21/2009			
12/14/2009	EA Payment	(\$898.00)				
Balance 12/31/09 58215908						

APPENDIX E

Washington UTC Complaint

107116

Company: Avista Corporation E964

Customer: Account# 10052797

Natasha Kidder

Contact:

2807 N. Smith

Spokane, WA 99207

Primary Phone: (509) 487-1486

Complaint: ~~107116~~

Serviced by: **Rachel Stark**

Opened on: 09/23/2009

Grouped by: Disconnect

Closed on: 09/18/2009

Disposition: Company upheld

Description:



Ms. has been disconnected since June 29, 2009. The company keeps telling her there is theft of service. She states no one has been home and they do not need any electricity, so she does not understand why the company is saying there was any theft. The company keeps saying they need to send someone out to investigate and then restore service. When they did send someone to her home, the guy did not get out of his truck and stated to the company that no one was home, when in fact Ms.' boyfriend was home to make sure the Avista tech. if needed had someone to speak with and to get into the back yard. Ms. would like the issue resolved so she can get service restored.

7/30/09 3:47 URGENT complaint passed to Avista via email.

Response due August 3, 2009, by 5:00pm PST

Results:

The company is in compliance when they sent the consumer disconnect notice in June 2009. Company has record of use when customer was disconnected. Customer fails to contact UTC after voicemails were left. Customer was informed what is owed and how to resolve issue to have service restored.

This consumer does not have service because when the company went to restore service, there may or may not have been a jumper hooked up and it melted the meter and the fusebox. Ms. did pay \$550 toward the charges the company required.

Balance at time of disconnect 6/29/09 \$867.32

Prior Obligation \$867.32

Balance on account 7/23/09 \$1140.09

7/10/09 closing bill \$31.49

7/23/09 theft KWH use \$22.45

7/23/09 Theft charges \$218.83

\$272.77 collectible

Electric and gas customer

Collection activity: (\$266.88 collectible use + \$110.00 deposit)

6/5/09 - Total balance use= \$995.68(\$728.80 of that- prior Obligation) -

6/5/09 past due notice \$376.88 due 6/22/09

6/12/09 final \$376.88 due 6/22/09

6/19/09 call to customer

6/29/09 Shut off non pay \$376.88 Elec meter read 6303

6/29/09 Apply deposit \$200 + 0.21 interest

6/29/09 request new deposit \$264.00

No response from customer - account closed effective 6/29/09

7/7/09 reading on meter 6311

7/21/09 check for possible theft of service- Serviceman Note:

"can't get to meter, 6ft fence and locked gate- doorbell works
so power is on. no alley access."

7/22/09 power shut off at pole.

7/23/09 customer quoted full deposit \$264 + theft \$241.28 + \$32

after hrs disconnect = \$537.28 to turn on

7/24/09 cust called sys no way Avista shut off meter- can't enter
back yard. Advised did disconnect 6/29- told cust need to come
back to home and check our meter- stated would be home.

7/24/09 went back to customer home - no one was home @5:20pm
could see red seal (red seal indicates meter off non pay)
could not see if cut.

7/27/09 Natasha called was advised need to have access to meter
to complete investigation before turn on- customer screaming,
yelling.

7/30/09 Natasha called - again was advised need access to meter before
turn on - Screaming , yelling, banging phone on counter.- She
hung up.

7/31/09 issued another order to go to home to see if can access meter.
Before Avista can grant service to the customer, we need to have access
to the Electric meter, which the customer has refused to grant. The
customer will then need to pay a total of \$537.28 b4 turn on. The electric and
gas are both off at the home.

attachment- Bill read, due dates, Collection activity, billing history
gas and elec meters, bill and payment record.

If I can help further, please let me know.

Thanks,

Janet

SEE ATTACHED INFORMATION FROM THE COMPANY

*** 08/06/2009 04:46 PM Voice Mail: Rachel Stark >> Consumer



Left voicemail for consumer to return call.

*** 08/13/2009 01:57 PM Action: Rachel Stark



Avista mails their bills and notices from California.

WAC 480-100-178 Bill due date requirement is 18 days.

WAC 480-100-128(6)(i) 1st notice due date requirement is 11 business days.

WAC 480-100-128(6)(ii) 2nd notice due date requirement is 6 business days.

*** 08/17/2009 02:00 PM Email: Rachel Stark << Janet Hadley



Hi Rachel:

Just wondering where we are with this complaint? The service is still off and the customer has not contacted Avista.

Thanks,
Janet

*** 08/24/2009 01:20 PM Voice Mail: Rachel Stark >> Consumer



Left voicemail for consumer and let her know I will be out of the office for the next two days and to call me the end of the week or I will call her next week.

*** 08/31/2009 04:23 PM Voice Mail: Rachel Stark >> Consumer



Called consumer asked to return call.

*** 09/02/2009 02:27 PM Action: Rachel Stark



Created account history spreadsheet

SEE ATTACHED SPREADSHEET

*** 09/09/2009 04:58 PM Email: Rachel Stark >> Janet Hadley



I am out of the office tomorrow and will get back to you on this complaint when I return.

Thank you.
Rachel

*** 09/16/2009 04:59 PM Email: Rachel Stark >> Janet Hadley



Janet,

Could you please tell me if the company sent has received any other contact from this consumer?

Thanks.
Rachel

*** 09/18/2009 08:54 AM Email: Stark, Rachel (UTC) << Hadley, Janet



Rachel:

We've had no word from the customer and no payment. Both the electric and gas are still off and the account has closed. No one has applied for the service.

Happy Friday!
Janet

*** 09/18/2009 08:56 AM Email: Rachel Stark >> Janet Hadley



Thank you Janet.

*** 09/18/2009 03:03 PM Action: Rachel Stark



Checked compliance of bills and notices.

The company is in compliance with all bill due dates.

The company is not in compliance with the following notices.

Past Due Notice mailed November 4, 2008, \$216.10 due November 19, 2008 - There was the Memorial Day Holiday on November 11, the due date should have been November 20, 2008.

Final Notice mailed November 10, 2008, \$216.10 due November 19, 2008 - the past due notice was not in compliance which makes this notice not in compliance.

The company called the customer November 18, 2008, to collect \$216.10 - because the Past Due and the Final Notice were not in compliance, the company should not have called the customer to collect.

Past Due Notice mailed January 7, 2009, \$134.00 due January 22, 2009 - There was the Martin Luther King Jr. Holiday on January 19, the due date should have been January 23, 2009.

Final Notice mailed January 14, 2009, \$134.00 due January 22, 2009 - the past due notice was not in compliance which makes this notice not in compliance.

Past Due Notice mailed February 10, 2009, \$579.74 due February 25, 2009 - There was the President's Day Holiday on February 16, the due date should have been February 26, 2009.

Final Notice mailed February 17, 2009, \$579.74 due February 25, 2009 - the past due notice was not in compliance which makes this notice not in compliance.

The company called the customer February 24, 2009, to collect \$579.74 - because the Past Due and the Final Notice were not in compliance, the company should not have called the customer to collect.

Because the February notice for \$579.74 was not in compliance, when the company came to disconnect and charged the customer \$8.00 for the field visit, they were not in compliance with the disconnect notices, therefore, should not have charged this customer \$8.00. Need to refund customer.

*** 09/18/2009 04:36 PM Voice Mail: Rachel Stark >> Consumer



Left voicemail for consumer and let her know I am recording violations against the company for a couple of notices they sent to them. I told her in February, she was sent a past due and a final disconnection and should not have come to her home to disconnect service because the company did not account for the

holiday when they scheduled the due date. I told her the company charged them \$8.00 for a field visit charge and they should not have. I told her I am going to have the company credit her account the \$8.00. I did let her know the company shows she was disconnected for nonpayment and they were in compliance with that disconnection. I let her know the company showed there was theft at the home and she has been shut off at the pole. I let the customer know to have service restored; they need to pay at least 1/2 of the new deposit of \$264 plus her theft charges \$241.28 plus a reconnect fee of \$32.00. I let her know I am closing her complaint.

*** 09/18/2009 04:59 PM Email: Rachel Stark >> Janet Hadley



Good afternoon Janet,

I have advised this consumer of their account history and balance. I have also advised them of charges regarding the theft of service and what they need to pay to have service restored. I have also advised them the company needs to credit their account \$8.00.

Avista mails their bills from California, and are not in compliance with the following notices.

I am recording 3 violations of WAC 480-100-128(6)(i) because the past due notice due date requirement is 11 business days, and the company mailed the following past due notices:

November 4, 2008, \$216.10 due November 19, 2008 - There was the Memorial Day Holiday on November 11; the due date should have been November 20, 2008.

January 7, 2009, \$134.00 due January 22, 2009 - There was the Martin Luther King Jr. Holiday on January 19; the due date should have been January 23, 2009.

February 10, 2009, \$579.74 due February 25, 2009 - There was the President's Day Holiday on February 16; the due date should have been February 26, 2009.

I am recording 5 violations of WAC 480-100-128(6)(ii) Final notice due date requirement is 6 business days, and the company mailed the following notices.

November 10, 2008, \$216.10 due November 19, 2008 - the past due notice was not in compliance which makes this notice not in compliance.

The company called the customer November 18, 2008, to collect \$216.10 - because the Past Due and the Final Notice were not in compliance, the company should not have called the customer to collect.

January 14, 2009, \$134.00 due January 22, 2009 - the past due notice was not in compliance which makes this notice not in compliance.

February 17, 2009, \$579.74 due February 25, 2009 - the past due notice was not in compliance which makes this notice not in compliance.

The company called the customer February 24, 2009, to collect \$579.74 - because the Past Due and the Final Notice were not in compliance, the company should not have called the customer to collect.

Because the February notice for \$579.74 was not in compliance, when the company came to disconnect and charged the customer \$8.00 for the field visit, they

were not in compliance with the disconnect notices, therefore, should not have charged this customer \$8.00. Please credit the customer's account.

I have completed my investigation and this complaint is now closed. Please note that the Consumer Protection Section has an internal quality review program and all closed complaints are subject to possible review and/or re-opening.

Please let me know if you have any questions.
Rachel

*** 09/22/2009 01:54 PM Violation: 480-100-128(6)(i) -



3 violations. The company mails their notices from California, therefore, the past due notices due date requirement is 11 business days, and the company mailed the following past due notices:

November 4, 2008, \$216.10 due November 19, 2008 - There was the Memorial Day Holiday on November 11; the due date should have been November 20, 2008.

January 7, 2009, \$134.00 due January 22, 2009 - There was the Martin Luther King Jr. Holiday on January 19; the due date should have been January 23, 2009.

February 10, 2009, \$579.74 due February 25, 2009 - There was the President's Day Holiday on February 16; the due date should have been February 26, 2009.

*** 09/22/2009 01:57 PM Violation: 480-100-128(6)(ii) -



5 violations. The company mails their notices from California, therefore, the final notices due date requirement is 6 business days, and the company mailed the following past due notices:

November 10, 2008, \$216.10 due November 19, 2008 - the past due notice was not in compliance which makes this notice not in compliance.

The company called the customer November 18, 2008, to collect \$216.10 - because the Past Due and the Final Notice were not in compliance, the company should not have called the customer to collect.

January 14, 2009, \$134.00 due January 22, 2009 - the past due notice was not in compliance which makes this notice not in compliance.

February 17, 2009, \$579.74 due February 25, 2009 - the past due notice was not in compliance which makes this notice not in compliance.

The company called the customer February 24, 2009, to collect \$579.74 - because the Past Due and the Final Notice were not in compliance, the company should not have called the customer to collect.

*** 09/23/2009 11:42 AM Phone: Rachel Stark << Consumer



Consumer called very upset because she does not feel like the company is in compliance with her disconnects. She is not paying theft charges; she said she did not steal any electricity. She said she was not even home when the company states they came out to disconnect her service. She said doesn't think the company really disconnected her. Ms. was in Alaska from June 15, 2009, to July 22, 2009. She said she locked her fence because she did not want anyone back in her yard because she had things in her yard she did not stolen.

I told her I would reopen her complaint because I feel I need to ask the company why they reconnect this consumer without a payment.

Get account comments/notes from the company.

Ms. is stating the field tech. who comes out to disconnect service tells consumer to write a post dated check even though the consumer tells them the check is not good. She states when she went to energy assistance, the person who worked on their energy assistance, told them the customer who came in earlier who lives about 2 blocks down from her told them the same story.

I also asked this consumer to provide me with any proof of payments she made and we can work on what to do to have service restored.

*** 09/23/2009 04:55 PM Email: Rachel Stark >> Janet Hadley



Good afternoon Janet,

I need to reopen this complaint. I have a few questions.

The consumer called very upset because she does not feel like she should have to pay for any theft charges. She said she did not steal any electricity. She said she was not even home when the company states they came out to disconnect her service on June 29, 2009. She said doesn't think the company really disconnected service and that is why there was usage. Ms. was in Alaska from June 15, 2009, to July 22, 2009. She said she locked her fence because she did not want anyone back in her yard because she had things in her yard she did not want stolen. She would like to know how the tech. got into her backyard to disconnect service if the fence was locked. I would like to have that confirmed as well.

I would also like to know if this customer has any other payments than the ones you previously gave to me. If not, how did this customer have their service restored without making a payment? May I also have any and all account comments or/and notes for this consumer.

This customer also tells me the field tech. who comes out to disconnect service tells consumers to write a post-dated check even though the consumer tells them the check is not good until a certain date. She said the tech. told her boyfriend if he wrote a posted-dated check, the company would hold off on processing the check until the date they needed. Also, she states when she went to energy assistance, the person who worked on their energy assistance told them another Avista customer came in earlier who lives about 2 blocks down from her told him the same story. When he reported that information to Avista, it was not noted.

Also, can you please tell me if the \$8.00 field visit charge was credited back to this consumer's account?

Response due September 28, 2009, by 5:00pm PST

Thank you.

Rachel

*** 09/28/2009 02:46 PM Email: Rachel Stark << Alene Clayton



Good Morning Rachel,

Verified with serviceman disconnected power 6-29-09 meter read 6303

Meter read 7-7-09 6311 indicates 80 kwh used since disconnect

7-21-09 Billing department sent for possible tampering investigation, findings not able to access meter, gate locked 6' fence, door bell working

7-21-09 disconnected service at pole

7-24-09 customer disputes having access to meter for disconnect 6-29-09, made appointment with customer to obtain access to meter to verify disconnect. 5:20pm serviceman arrived at residence says no one is home, could not verify if seal was cut.

7-31-09 serviceman can see red seal, couldn't get in gates to if seal is cut, can see extension cord running out window to neighbor's house.

It is not our policy to knowingly accept a check that does not have funds in the bank.

9-23-09 \$8.00 field visit charge reversed.

Before Avista can grant service to the customer we need to have access to the Electric meter, which the customer has refused to grant.

Thank you for your assistance.
Alene G Clayton
Avista Utilities-Customer Service
1411 E Mission Avenue
Spokane, WA 99252
509-495-7997

*** 09/28/2009 02:52 PM Email: Rachel Stark << Alene Clayton



Rachel,

Enclosed document: customer account remarks

Alene

SEE ATTACHED CUSTOMER ACCOUNT NOTES

*** 10/01/2009 03:19 PM Phone: Rachel Stark << Consumer



Consumer called requesting from the company until the complaint is resolved, if she can pay the new deposit and the reconnect fee. She has a friend and her two kids staying with her and would like heat. I told her I would contact the company and get back to her.

*** 10/01/2009 04:22 PM Phone: Rachel Stark >> Janet Hadley



Spoke with Janet regarding consumer's request to pay the deposit and reconnect fee until the complaint is resolved regarding the fraud. She stated the company does not have access to the customer's electric meter and needs to have access to see if the meter had been tampered with. She said the customer has refused to grant access and that usually tells the company there probably was fraud even though the consumer is claiming there is not.

I talked to Janet about the consumer stating she was in Alaska at the time the service was suppose to be disconnected on June 29, 2009, and prior to her leaving, she locked her fence because she did not want anyone in her back yard. She said her fence should have been locked and wanted to know how the serviceman got into the back yard to disconnect service. Janet stated he was able to disconnect service. When the company saw usage, they opened an investigation of fraud and the serviceman went out again and was able to see an extension cord from the meter to the neighbor's home.

With Janet on the line, I conferenced called the consumer so to grant access to the company to the meter. I had to leave a voicemail. My voicemail stated the company is unwilling to reconnect with a payment of the deposit and reconnect fee because of the possibility of fraud. I asked her to contact me and left the toll free number to let me know a good time to have to company come to her home. I told her she could also contact the company regarding scheduling a time to have access to her meter. I told her until that is complete, the company will not restore service.

*** 10/01/2009 04:47 PM Email: Stark, Rachel (UTC) << Hadley, Janet



Picture (Device Independent Bitmap)

Picture (Device Independent Bitmap)

SEE ATTACHED ACCOUNT INFORMATION

*** 10/02/2009 10:11 AM Phone: Rachel Stark << Consumer



Ms. is saying the company has access and has had access to her meter since they got back the end of July. The company even came to disconnect their gas service so why didn't they check her meter when they shut her off? She says she has been speaking to a supervisor named Patty and let her know the company can come out to investigate. Consumer states Patty and the company is playing games with her and she is tired of it. She would like to have this issue resolved and have service restored. I told her I need her to send any information regarding payments because without those, I cannot show the company they are missing payments. She said she would get them and call me back.

*** 10/02/2009 10:56 AM Email: Rachel Stark >> Janet Hadley



Good morning Janet,

Ms. called me and is saying the company has access and has had access to her meter since they got back the end of July because her fence has been unlocked. She is still stating the company came to her home and the tech. did not get out of his truck. She did say the company even came to disconnect their gas service so why didn't they check her electric meter when they shut her off? I also would like to know the answer to that question.

The information you provided below does not show additional payments. Why did the company restore service when there was no payment? Also, how can the company apply a deposit and deposit interest if there was no payment toward a deposit or use? I believe there may be some missing payments. Is there a separate deposit payment information missing?

Response due October 7, 2009, by 5:00pm PST
Thank you.
Rachel

*** 10/02/2009 10:57 AM Email: Stark, Rachel (UTC) << Hadley, Janet



I will be out of the office Friday 10/2 and return Monday 10/5. If you need immediate assistance please contact Alene Clayton on 509 495 7997

*** 10/02/2009 11:25 AM Email: Rachel Stark >> Alene Clayton



Good morning Alene,

Can you please look at this email.

The consumer would like to see if we can have a tech. come to her home today to investigate the meter regarding tampering. Then hopefully we can finish this one up once I am able to show payments, and how much this consumer will need to pay to have service restored. They would like to pay today.

Thank you.
Rachel

*** 10/02/2009 12:32 PM Email: Stark, Rachel (UTC) << Clayton, Alene



Good afternoon Rachel,

I will review and get back with you.

Thanks.
Alene

*** 10/02/2009 01:18 PM Email: Rachel Stark >> Alene Clayton



Thank you Alene.

*** 10/02/2009 04:04 PM Email: Stark, Rachel (UTC) << Clayton, Alene



Good afternoon Rachel,

Meterman gained access to meter today.

Meter seal had been cut. No damages to meter base.

3-25-09 customer paid \$200.00 for reconnect, payment applied to deposit.

6-29-09 service disconnect, deposit \$200.00 plus 0.21 % applied to account.

9-17-09 gas meter disconnected due no application of service, had 22 therms of unbilled usage. Unfortunately serviceman didn't have instructions to check electric meter.

To restore service customer would need to pay \$574.85, deposit \$264.00, diversion charges \$294.85 reconnect \$16.00. Quote for reconnect has changed due to 1 hour meter man charge for today's service call.

Once payment is called in, a lineman would be dispatched to restore electric service. Since gas is off the customer will need to home for gas serviceman to have access to property.

Thank you,
Alene

Alene G. Clayton
Avista Utilities-Customer Service
Phone 509-495-7997
Fax 509-777-5177

*** 10/05/2009 09:38 AM Voice Mail: Rachel Stark << Consumer



Consumer left voicemail stating the company came and inspected the meter. She said the tech. looked at the meter and saw there was a red tag and went to the truck, went back to the meter, cut the red tag off and replaced it. She said someone at her home overheard the tech. tell another tech. the meter does not look tampered with and therefore she wants the tamper charges removed from her bill.

*** 10/05/2009 01:56 PM Email: Stark, Rachel (UTC) << Hadley, Janet



Rachel:

The screen shot of the Deposit screen below shows a payment to deposit of \$200 3/26/09. By paying \$200 the service was restored. The \$200 deposit + \$.21 interest was applied when the service was shut off 6/29.

The customer's fence may have been unlocked, however, she has a very bad dog that has also prevented our servicemen from accessing both the gas and electric meters.

The gas serviceman tried 8/13/09 to shut off the customer's gas service, however, was prevented by the dog from accessing the meter. He was able to disconnect the gas meter 9/17/09. The Gas department and the electric department are totally separate, with each department having its own employees who are trained and certified. The Gas serviceman was strictly at the residence to shut off the gas service and was not necessarily aware of any theft of service on the electric meter. This is not his field of expertise.

Hopefully , this information helps.
Thanks,
Janet

SEE ATTACHED ACCOUNT INFORMATION

*** 10/07/2009 04:44 PM Action: Rachel Stark



Reviewed account history again.

Customer was reconnected July 23, 2008 - What was the new deposit request? How did the company come up with that amount? The company does not show a customer payment, why? Please provide service dates and usage for deposit request.

Customer was reconnected October 3, 2008 - What was the new deposit request?

How did the company come up with that amount? The company does not show a customer payment, why? Please provide service dates and usage for deposit request.

Customer was reconnected March 25, 2009 - New deposit request was \$200, how did the company come up with that amount? Please provide service dates and usage for deposit request.

Customer was disconnected June 29, 2009, new deposit request was \$264, how did the company come up with that amount? Please provide service dates and usage for deposit request.

How did the company come up with \$218.83 in diversion theft charges?

How much is the charge for one hour of the meter man charge and what did he do?

Where in location are the gas and electric meters? If they are close or side-by-side, why wouldn't the tech see a red tag and not notice if it was cut or not?

*** 10/07/2009 04:58 PM Email: Rachel Stark >> Janet Hadley and Alene Clayton



Good afternoon ladies,

I reviewed this complaint, I have just a few more things please.

Customer was reconnected July 23, 2008 - What was the new deposit request? How did the company come up with that amount? The company does not show a customer payment, why? Please provide service dates and usage for deposit request.

Customer was reconnected October 3, 2008 - What was the new deposit request? How did the company come up with that amount? The company does not show a customer payment, why? Please provide service dates and usage for deposit request.

Customer was reconnected March 25, 2009 - New deposit request was \$200, how did the company come up with that amount? Please provide service dates and usage for deposit request.

Customer was disconnected June 29, 2009, new deposit request was \$264, how did the company come up with that amount? Please provide service dates and usage for deposit request.

How did the company come up with \$218.83 in diversion theft charges?

How much is the charge for one hour of the meter man charge and what did he do?

Where in location are the gas and electric meters? If they are close or side-by-side, why wouldn't the tech see a red tag and not notice if it was cut or not?

Response due October 12, 2009, by 5pm, PST

Thank you.

Rachel

*** 10/08/2009 10:12 AM Phone: Rachel Stark << Consumer



Consumer called.

She stated at 6:45 to 6:50pm last night she paid \$550 to have service restored

and now this morning is told she has to pay an additional \$27. She is very upset the company is still playing with her. She said she spoke with Alene and she said she will have service restored today, Ms. finds this unbelievable because earlier it was not a problem and now it's not. I told her Alene was an escalated complaint manager and has the authority to overwrite and request restoral. She did not care, she believes the company is lying and she said she may take them to court. I told her she has that right. I also ask her how she made the payment, she stated over the phone. She said she did it because she wanted service restored last night because of the kids staying at her house. She was still insisting she did not steal service and the company is lying. She said they never shut her off and she has a right to lock her property. I told her the company did come out when she asked them to and they could not get into the yard but looked through the fence and noticed the extension cord (Ms. became upset and stated "that is not illegal") I asked her what the extension cord was for, she stated it was not illegal and she ran an extension cord from her neighbor's house so she could have electricity so she could function. She said the only times her dogs are in the yard are if she or Mike are not home and the company has had plenty of opportunity to come to her home. She again stated the company had 2 men come to her home Mike was in the garage and they could have gone to the garage and got Mike. (Ms. stated Mike was in the garage and saw the men, however did not talk to them because he didn't want to and is not a people person so will not talk with people). I told her to resolve this issue she would need to have Mike in the future either speaks with the people if they come to your home or make sure she schedules a time and she will be there.

I explained to her she had to pay more because the company did not have access to the meter, they charge the customer for coming to their home. She said she is not paying for those charges because she said the company had access to her meter. I explained to her the company has shown the service was disconnected and there was not access to the meter - she became upset and did not agree and kept stating she is tired of being called a liar. I told her the company will still charge her.

I asked her if she ever sent me the payment information she said she was going to provide to me because I do not have it. She said she had to pay to fax it and didn't want to do that. I told her like I told her in the past she has 3 options, she can fax, mail, or e-mail the information to me. She said she will put the information in the mail today. I gave her the mailing address.

*** 10/08/2009 11:13 AM Phone: Rachel Stark << Consumer



Consumer called.

The tech. (Bill) came to her home to restore service. He put a voltmeter on the meter and there was no reading. Ms. was home and she had all the switches in the fuse box off, she unplugged the extension cord (she stated there was no jumper hooked up) and everything was off. The tech. then turned the meter on and the fuse box and the meter are now blown and the company is stating she has to pay an electrician to fix the damage in her home. Ms. stated a fire almost happened in her basement. Sparks flew out of Bill's hands and the roommate came running out of the house stating sparks flying and the basement is full of smoke.

Marty and Gary (Avista employees) immediately came to her house to investigate and told her she would have to pay an electrician to have her meter and box fixed. She said she did not do this damage and the company should pay. Marty

told her the jumper caused the problem and Ms. told him there was no jumper hooked up. She stated the guy that hooked up the meter is the one at fault. Marty would not talk to me on the phone - he stated I would have to talk to his boss.

Clayton (Avista employee) talked to me and said he restored service at the pole at about 9:10am. He stated the bolts are melted at the bottom of the meter. Clayton explained to me about when consumers put a jumper on the panel and will be a short and usually when the company restores service at the meter, the house will short. She will have to file a report with the claims department. He also let me know he needs to disconnect service at the pole due to the short. I thanked him for talking with me.

I again asked her what the extension cord was being used to supply electricity to. Ms. stated the extension cord was for the refrigerator only. She stated the neighbor's told her their bill went up only about \$20. She said they haven't even been home because there has been no electricity to their home. She kept saying she is not paying for this because the company is at fault. She only had one breaker on for the refrigerator, however, then she stated she shut off all the switches before he restored service (I'm not sure if she was stating she was just making sure everything was off or if some things were on and she was shutting them off). She said the jumper was not hooked up. She told me how a jumper is hooked up and she also stated she told whoever was running the extension cord from the neighbor's house to not hook up the jumper. She said everything was off and I explained to her at this point, the UTC does not have jurisdiction over damage claims and she would have to take the issue up with the company's claim department or take them to court.

She felt the person who got orders to reconnect at the pole and should have known the meter should have been reconnected too. Why didn't he do both while he was here. She claims because no one was at the pole this morning. She never saw a truck pull up this morning at all.

*** 10/08/2009 12:15 PM Email: Stark, Rachel (UTC) << Clayton, Alene



Rachel,

The customer's electric has been restored and order has been dispatched to restore gas service. Customer has paid \$550.00 to restore service. I will respond to your questions by 8-12-09.

Thank you,
Alene G. Clayton
1411 E. Mission Avenue
Spokane, WA. 99252
509-495-7997

*** 10/08/2009 01:12 PM Phone: Rachel Stark << Consumer



Ms. called and wanted to know what time the orders were put out for her service to be restored at the pole and the meter.

She stated she called 7am this morning and Alene called her back at about 8:50am and left her a voicemail; she called Alene about 10am. She called the company and spoke with Patti who told her the order for restoral of service went out for 10:07am. Ms. believes because of this, how the other guy could

know to come out and restore at the pole at 9:10am. Patti also told her there was a cancelled order but does not know why.

She would like to know if the company can come and restore the gas service so she can at least have heat.

*** 10/08/2009 02:48 PM Voice Mail: Rachel Stark << Alene Clayton



Alene called and asked to return her call.

*** 10/08/2009 02:51 PM Voice Mail: Rachel Stark >> Alene Clayton



Left voicemail for Alene to return call.

*** 10/08/2009 03:27 PM Email: Rachel Stark >> Alene Clayton



Good afternoon Alene,

The issues continue.

The consumer called me and said about 11am a tech. (Bill) came to her home to restore service. He put a voltmeter on the meter and there was no reading. Ms. was home and she had all the switches in the fuse box off, she unplugged the extension cord (she stated there was no jumper hooked up) and everything was off. The tech. then turned the meter on and the fuse box and the meter are now blown and the company is stating she has to pay an electrician to fix the damage in her home. Ms. stated a fire almost happened in her basement. Sparks flew out of Bill's hands and the roommate came running out of the house stating sparks flying and the basement is full of smoke.

Marty and Gary (Avista employees) immediately came to her house to investigate and told her she would have to pay an electrician to have her meter and box fixed. She said she did not do this damage and the company should pay. Marty told her the jumper caused the problem and Ms. told him there was no jumper hooked up. She stated the guy that hooked up the meter is the one at fault. Marty would not talk to me on the phone - he stated I would have to talk to his boss.

She felt the person who got orders to reconnect at the pole and should have known the meter should have been reconnected too. She says she has been home and no one was at the pole this morning. She never saw a truck pull up this morning at all.

Here's is what I need answered please:

Please give me all the times an order was issued to have service restored.

Can you tell me why the guy who did hook service up at the pole did not hook up the meter?

Response due October 13, 2009, by 5pm, PST

Thank you.

Rachel

*** 10/08/2009 04:25 PM Email: Stark, Rachel (UTC) << Clayton, Alene



Rachel,

Due to the damage at the meter socket and possible damage to the customer breaker panel it has now become a safety issue for the customer. Codes require at this point the customer have a licensed electrician repair the damage. Inspection will need to follow for both the breaker panel and meter socket.

Inspection will need to be done by city or county electrical inspector.

What happened today was customer caused. This action put our employee at physical risk because of the jumpers placed on the breaker panel.

At this point it has become the customer's responsibility to resolve.

Once repairs have been made and inspections have been called in Avista will restore service.

Thank you,
Alene

Alene G. Clayton
Avista Utilities-Customer Service
Phone 509-495-7997
Fax 509-777-5177

*** 10/08/2009 04:52 PM Email: Rachel Stark >> Janet Hadley and Alene Clayton



Ms. would like to know if the gas could be connected? Is that possible? She did pay \$550 toward the bill.

Thanks
Rachel

*** 10/08/2009 04:53 PM Email: Stark, Rachel (UTC) << Clayton, Alene



Friday 10-9 will be out of the office. I will return on 10-12. If you need immediate assistance contact Janet Hadley @ 495-7907.

*** 10/09/2009 09:21 AM Email: Stark, Rachel (UTC) << Hadley, Janet



Rachel:

I checked with our gas meter shop, unfortunately, Avista will not turn on the gas without the electric available. Also the gas appliances will not operate without electric available, this includes hot water tank, furnace, gas fireplace etc.

Thanks,
Janet

*** 10/09/2009 09:53 AM Email: Rachel Stark >> Janet Hadley



Janet,

In June she had her electric disconnected, only recently did her gas service become disconnected. I don't see the difference if the company disconnects electric and leave gas turned on.

*** 10/09/2009 10:35 AM Email: Stark, Rachel (UTC) << Hadley, Janet



Rachel:

I just spoke to our Gas department . The gas department is willing to send a gas serviceman out to meet with the customer, and see if we're able to turn on her gas without a safety issue. It would be up to the serviceman if he finds the situation safe for the Customer and the Company. The only appliance that may work is her Hot water tank- depends on the type of appliance, and there's no guarantee. The serviceman will contact the customer at 509 487 1486 and arrange to meet her.

Thanks,
Janet

*** 10/09/2009 10:41 AM Voice Mail: Rachel Stark >> Consumer



Left voicemail for consumer.

Let her know the company has agreed to send a gas service tech. to her home to meet with her to see if it is safe to turn on the gas. I let her know the company is saying the furnace will not work unless the electricity is on. I told her I am looking to make sure the company has given her the proper credits for payments and deposit information, however, the damage claim issue we have no jurisdiction and I cannot do anything about that. I let her know I will contact her once I have the information. I left her the toll-free number to contact me with any questions.

*** 10/12/2009 02:32 PM Email: Stark, Rachel (UTC) << Hadley, Janet



QUESTION: Customer was reconnected July 23, 2008 - What was the new deposit request? How did the company come up with that amount? The company does not show a customer payment, why? Please provide service dates and usage for deposit request.

ANSWER: The customer was disconnected for non pay 6/29/09, at that time a new deposit of \$264.00 was requested. This is based on 2 times the average bill of \$132.00 per month. I have attached the usage for the electric and gas for the period the deposit is based on.- see below for payment question.

QUESTION: Customer was reconnected October 3, 2008 - What was the new deposit request? How did the company come up with that amount? The company does not show a customer payment, why? Please provide service dates and usage for deposit request.

ANSWER: The new deposit is \$264.00. This is based on the revolving 12 month average monthly amount of \$132 x 2 = \$264.00 The customer's original account at this address was closed 6/29/09. When Avista opened a new account at this address, Oct' 09 the account number was changed. Any payments posted to the old account number. See attached.

QUESTION: Customer was reconnected March 25, 2009 - New deposit request was \$200, how did the company come up with that amount? Please provide service dates and usage for deposit request.

ANSWER: The customer was shut off 3/25/09 , the amount of deposit requested was \$310.00. The customer paid \$200.00 3/26/09, that left \$110 of the deposit still owing. The \$200.00 was applied 6/29/09 + int.- attached- usage for that time period.

The average 12 month billing at that time was \$155 per month.

QUESTION: Customer was disconnected June 29, 2009, new deposit request was \$264, how did the company come up with that amount? Please provide service dates and usage for deposit request.

ANSWER: see information for the \$264.00 deposit request above, the usage would have been the same. see attached usage for that time period.

QUESTION: How did the company come up with \$218.83 in diversion theft charges?

ANSWER: This is the cost to the Company for the investigation - Serviceman's wages, loaded labor costs, damage to equipment, etc.

QUESTION: How much is the charge for one hour of the meter man charge and what did he do?

ANSWER: The meter man's charge per hour is \$76.02 - This is the hourly wage and loaded labor costs + equipment. The Meterman would have driven out to the home and inspected the equipment.

QUESTION: Where in location are the gas and electric meters? If they are close or side-by-side, why wouldn't the tech see a red tag and not notice if it was cut or not?

ANSWER: They are both located on the south side of the home, however, the gas technician may not have been aware of the problem we were having with the Electric side of the business, and would have had no reason to check.

Hope this information helps.

Thanks,
Janet.

SEE ATTACHED INFORMATION PROVIDED BY COMPANY

*** 10/22/2009 04:40 PM Action: Rachel Stark



Reviewed company information.

Deposit calculations:

Period June 4, 2008 to June 8, 2009:

Gas $\$1047.94 / 12 = \$87.32 \times 2 = \$174.65$

Electric $\$601.34 / 12 = \$50.11 \times 2 = \$100.22$

$\$100.00 + \$174.65 = \$274.87$ - The company asked for \$264

Period March 7, 2008 to March 11, 2009:

Gas $\$1092.62 / 12 = \$91.05 \times 2 = \$182.10$

Electric $\$638.97 / 12 = \$53.24 \times 2 = \$106.64$

$\$106.64 + \$182.10 = \$288.74$ - The company asked for \$310

The company was not in compliance with WAC 480-90-113(3)(a) because the deposit required for a customer or location must not exceed two-twelfths of the estimated annual billings for utilities billings monthly.

*** 10/22/2009 04:58 PM Voice Mail: Rachel Stark >> Consumer



Left voicemail for consumer and let her know the company has accounted for all of her payments. I told her the complaint is now closed.

*** 10/22/2009 04:58 PM Email: Rachel Stark >> Janet Hadley



Good afternoon Janet,

Thank you for all of your working with this complaint, I appreciate it.

I have completed the review of the information you provided.

Here are my deposit calculations:

Period June 4, 2008 to June 8, 2009:

Gas $\$1047.94 / 12 = \$87.32 \times 2 = \$174.65$

Electric $\$601.34 / 12 = \$50.11 \times 2 = \$100.22$

$\$100.00 + \$174.65 = \$274.87$ - The company asked for \$264 - this is ok.

Period March 7, 2008 to March 11, 2009:

Gas $\$1092.62 / 12 = \$91.05 \times 2 = \$182.10$

Electric $\$638.97 / 12 = \$53.24 \times 2 = \$106.64$

$\$106.64 + \$182.10 = \$288.74$ - The company asked for \$310

I am recording one violation of WAC 480-90-113(3)(a) because the deposit required for a customer or location must not exceed two-twelfths of the estimated annual billings for utilities billings monthly. The company requested a deposit from this customer on March 25, 2009, more than the estimated usage.

I have completed my investigation and this complaint is now closed. Please note that the Consumer Protection Section has an internal quality review program and all closed complaints are subject to possible review and/or re-opening.

Please let me know if you have any questions.

Thank you.

Rachel

*** 10/22/2009 04:58 PM Violation: 480-90-113(3)(a) -



1 violation. The company requested a deposit from this customer on March 25, 2009, more than the estimated usage.

Washington UTC Complaint

107660

Company: Avista Corporation E964

Customer: Account# 610 10 85 65

Velvet Shoemaker

Contact:

1411 Fair Street #314 D

Clarkston, WA 99403

Primary Phone: (509) 758-9069

E-mail addr: givemesomelovebaby@hotmail.com

Complaint: ~~107660~~

Serviced by: **Mike Meeks**

Opened on: 10/20/2009

Grouped by: Disconnect

Closed on: 11/02/2009

Disposition: Consumer upheld

Description:



Customer called to say she was disconnected on 10/14. Says the notice amount was \$116. Says that she paid \$\$140 including the reconnect charge \$16 on 10/14 for service to be turned back on. States she should have a \$8 credit on the bill. Says that the company took her payment and applied it to a deposit instead of applying it to the amount due on the account. Customer states she paid the past due amount in full. Why was it applied to a deposit? Please provide bill history for this customer. Passed to company at 11:40am on 10/20. Please respond by 10/22.

Re-opened 1/8/2010

Results:

Customer should not have a prior obligation. The customer paid more than the notice amount to be restored. Advised company to remove the new deposit request and the prior obligation amount and apply all payment amounts to the original account. Customer's original deposit amount should still be in place.

Activity:

Activity Links

*** 10/21/2009 12:57 PM Email: Meeks, Mike (UTC) << Clayton, Alene



SEE ATTACHMENTS

Mike good morning,

Velvet L Shoemaker

1411 Fair Street Apt. 314

Clarkston, WA 99403

Account 610108565

Established 8-15-2007

Slow pay

Deposit \$172.00 requested 10-14-09, owing \$32.00

 Paid \$140.00 10-16-09

1 Disconnect 10-14-2009

\$149.50 Prior obligation

0 NSF

4 Past due notices

2 Final notices

08-27-09 Past Due Notice \$236.53 due, 09-14-09

9-1-09 Agreed to pay \$140.00 on 9-1-09
9-2-09 bill \$107.72, due 9-23-09, previous balance \$236.53
9-4-09 Payment arrangement broke
09-04-09 Final Notice \$236.53 due, 09-14-09
09-14-09 Phone Call to Customer, \$236.53 09-14-09
9-15-09 cust. Agreed to pay \$120.00 9-18-09 Paid & \$224.25 on 10-1-09 did not pay
9-21-09 cust paid \$120.00
9-24-09 deposit interest \$0.05
10-2-09 bill \$63.37 due 10-22-09, previous balance \$224.20
10-06-09 payment arrangement broke, collections resumed on account
10-14-09 disconnect
10-14-09 apply deposit \$138.00, balance \$149.57
10-14-09 apply deposit interest \$0.07, balance \$149.50
10-14-09 transfer balance to prior obligation \$149.50
10-14-09 paid \$140.00 cash in Clarkston Construction office
10-14-09 billed reconnect fee \$16.00
10-16-09 payment posted to deposit

Account balance is \$197.50, \$32.00 deposit balance, \$16.00 reconnect fee & 149.50 prior obligation. The meter is due to be read on 10-29-09, with due date of 11-14-09. Avista is willing to add the remaining balance of \$48.00 to be paid with the bill due on 11-14-09, Avista does encourage customer to make payment arrangements on prior obligation.

Thank you for your assistance,
Alene

Attached documents:
Bill prep & due date
Usage history
Collection activity

*** 11/02/2009 11:03 AM Email: Mike Meeks >> Velvet Shoemaker



Velvet Shoemaker:

I contacted Avista about your billing and the disconnection. A consumer protection for utility customers requires the company to allow reconnection of the service with payment of a proper deposit and reconnection fee. When the service is disconnected, all of the charges owing become due. In your case, the company states that \$149.50 was due on the account. When you paid the \$140, it was applied to the deposit. If you had paid the \$149.50 plus the \$16 reconnection fee, then the company would restore your service but would probably ask for an additional deposit in the amount of \$172. The \$149.50 becomes prior obligation. This means that the company can continue to show it on your bill as being unpaid, but as long as you pay your ongoing monthly bills for current service on time, the company cannot disconnect you for owing the \$149.50. The company will encourage you to make an arrangement on the unpaid balance. You may want to call them and find out what they will take per month to pay that off.

I hope this information is helpful to you. Please email me back if you have any questions.

Sincerely,

*** 11/02/2009 11:12 AM Email: Mike Meeks >> alene.clayton



Hi Alene:

This complaint is now closed. Please note that the Consumer Protection section has an internal quality review program and all closed complaints are subject to possible review and/or re-opening.

Thanks for your help.

Mike

*** 11/03/2009 11:14 AM Phone: Mike Meeks >> customer



Called and discussed. Customer will contact LIHEAP. Says she understands the prior obligation and disconnection rules. Thanks the commission for help.

*** 11/04/2009 12:54 PM Action: Diana Otto



Quality review done. Feedback provided.

*** 01/08/2010 09:50 AM Email: Mike Meeks >> Alene Clayton



Alene:

This complaint has been reviewed for quality. I have been asked to re-open it.

According to the review the account history does not include the following:

Bill information leading up to the disconnection notice

Total amounts owing after debits or credits are applied to the account

Account notes

How the deposit was requested

a deposit verification calculation

restoral date

deposit arrangements

enough information to substantiate the account balance owing of 197.50

Also, The customer had a disconnection notice for 236.53. The customer paid 120.00 leaving the amount from this notice still due of 116.53. The company applied the deposit interest of \$.05, leaving the balance at 116.48. The customer was then disconnected and paid \$140, which the customer said covered the \$16 reconnect fee, leaving a 23.52 credit. If you remove the reconnection fee, then she overpaid the disconnection amount by 7.52. The company should have restored service without requesting a deposit.

If the customer overpaid the notice amount, was the deposit warranted?

Shouldn't she just have that amount (\$140) applied to her account?

Please advise.

Thanks,

Mike

*** 01/11/2010 09:02 AM Fax: Meeks, Mike (UTC) << Avista



SEE ATTACHMENT: Fax of billing and account notes

*** 01/11/2010 03:08 PM Email: Meeks, Mike (UTC) << c01WUTC



Attached documents:

- Bill prep & due date
- Usage history
- Collection activity

Mike: Hopefully I've answered your questions: I've put my answers in purple so they would be easily identifiable.
 If I have missed anything, please let me know. Also, see attachments: I am also faxing the remarks on the account.
 Thanks, Janet

Established 8-15-2007

Slow pay

Deposit on file \$138.00 6/4/09- requested 5/08-Balance due deposit \$0.00 (applied 10/14/09 - due to shut off)

NewDeposit \$172.00 requested 10-14-09 - reason- disconnection of service, owing \$32.00

Paid \$140.00 10-14-09-(Posted 10/16/09)

1 Disconnect 10-14-2009 \$116.48- / Reconnected 10/14/09- Cust pd \$140.00.

Customer paid \$140.00 at Clarkston Construction office. The customer did not call the office to ask for minimum owing- took \$140 cash to the construction office, The construction office notified

Business office, and the turn on was issued. The \$140 posted against the deposit on the account

as the balance was Prior Obligation. Avista requested the new \$172 deposit because of the customer's poor credit, and the disconnection of service. None of the \$140 paid posted against the Prior. After

the \$140 posted against the \$172.00 deposit - this still left \$32.00 owing on the deposit.

DATE 10/14/09

Balance on deposit \$32.00

Reconnect fee: \$16.00

Prior Obligation : \$149.50

Total \$197.50 Total collectible \$48.00

\$149.50 Prior obligation

0 NSF

4 Past due notices

2 Final notices

06/04/09 billed \$67.02 due 6/24/09 balance \$199.98- use

06/16/09 cust payment \$66.48 balance \$133.50

06/22/09 applied \$.05 deposit interest - balance \$133.45

07/06/09 billed \$96.57 due 07/24/09 Balance \$230.02

07/13/09 payment \$134.00 - balance \$96.02

07/22/09 applied \$.05 deposit interest - balance \$95.97

08/04/09 Billed \$140.61 due 08/24/09 balance \$236.58

08/24/09 applied \$.05 interest - balance \$236.53

08-27-09 Past Due Notice \$236.53 due, 09-14-09

9-1-09 Agreed to pay \$140.00 on 9-1-09

9-2-09 bill \$107.72, due 9-23-09, previous balance \$236.53

9-4-09 Payment arrangement broke
 09-04-09 Final Notice \$236.53 due, 09-14-09
 09-14-09 Phone Call to Customer, \$236.53 09-14-09
 9-15-09 cust. Agreed to pay \$120.00 9-18-09 Paid & \$224.25 on 10-1-09 did not pay
 9-21-09 cust paid \$120.00- usage balance \$224.25
 9-24-09 deposit interest \$0.05- Balance \$224.20
 10-2-09 bill \$63.37 due 10-22-09, previous balance \$224.20- balance \$287.50
 10-06-09 10/1 payment arrng. \$224.25 broke, collections resumed on account
 10-14-09 disconnect for \$116.48
 10-14-09 apply deposit \$138.00, balance \$149.57
 10-14-09 apply deposit interest \$0.07, balance \$149.50
 10-14-09 transfer balance to prior obligation \$149.50
 10-14-09 paid \$140.00 cash in Clarkston Construction office
 10-14-09 billed reconnect fee \$16.00
 10-16-09 \$140.00 payment posted to deposit
 DATE 10/14/09
 Balance on deposit \$32.00
 Reconnect fee: \$16.00
 Prior Obligation : \$149.50
 Total \$197.50 (Total collectible \$48.00)

Account balance is \$197.50, \$32.00 deposit balance, \$16.00 reconnect fee & 149.50 prior obligation. The meter is due to be read on 10-29-09, with due date of 11-14-09. Avista is willing to add the remaining balance of \$48.00 to be paid with the bill due on 11-14-09, Avista does encourage customer to make payment arrangements on prior obligation.

New deposit is \$172.00- Gas and Electric Service: (see attached Elec and gas usage)
 ELEC:
 10,092 KWH divided by 362 days X 30.417(average days in month) = 847 average KWH in a month X rate
 600kw x .06444 \$38.66
 247kw x .07635 \$18.85
 Basic fee \$5.75
 \$63.26
 tax 6.00% \$ 3.79
 Total \$67.05 x 2 = \$134.00

GAS:
 183 therms divided by 362 days X 30.417 = 15 average therms per month.
 15 therms x 1.05260 \$15.78
 basic charge \$ 5.75
 \$21.53
 6.00%tax \$ 1.29
 \$22.82 x 2 = 45.00
 \$ 45.00
 \$134.00
 \$179.00 Deposit request \$172.00

The customer was offered current bill plus 48.00 as a payment arrangement.
 Thank you for your assistance, Alene

*** 01/12/2010 10:49 AM Email: Mike Meeks >> Alene Clayton



Alene:

I have reviewed the latest response. The customer was disconnected on 10-14, for the notice amount of 116.48. The customer paid \$140 to get restored, the same day. The payment she made covered the past due notice amount, so any remaining balance should not have been prior obligation. Additionally, the application of the deposit on file (\$138), should not have happened, and any amounts she paid toward a new deposit should be applied to her active account. There should be no prior obligation on her account. Please restore her deposit of \$138 back on her account and apply any payments that were made to the new deposit request of \$172 to her account. When she paid the past due amount to get restored, her account should have been made the same as it was prior to the disconnection, which included her deposit that was on file. With those changes, I will need to see the corrections to her billing account so that I can explain this to the customer. Please provide an updated billing history from 10/14 forward.

Thanks,

*** 01/13/2010 02:15 PM Email: Meeks, Mike (UTC) << Hadley, Janet



Mike:

I'm still not clear why the Company should not have asked for a deposit after the disconnect 10/14/09.

At the time the customer's past due notice was mailed 8/27/09 the total balance on the account was \$236.53, and all past due. = balance \$236.53

9/2/09 - customer billed 107.72- due 9/23/09- Balance \$344.25

9/21/09 customer payment for \$120.00 - balance \$224.25

9/21/09 customer stated would pay balance on account of \$224.25 by

10/1- did not do/

amount still due on notice \$116.48 past due.-

9/24/09 applied deposit interest \$.05

10/2/09 - billed \$63.37- due 10/22/09

Balance \$287.57

10/14/09 Disconnected for \$116.48-

Balance \$287.57

10/14/09 Applied Deposit \$138.00 + \$.07

Balance \$149.50

10/14/09 \$149.50 is now prior

10/14/09 Requested new deposit due to disconnect \$172.00

Balance \$321.50

(\$149.50 + deposit \$172.00)

10/14/09 Paid \$140.00 at construction office - did not call for turn on \$ amount 1st.

Construction office reported the payment, and Business office

issued turn on.

10/14/09 Charged \$16.00 reconnect

Balance \$165.50 + 172

dep = \$337.50

10/16/09 \$140.00 posted to deposit = \$32 still owing on deposit - bal usage

\$165.50=\$197.50

Balance 10/14/09: \$32.00 owing on deposit.

\$165.50 balance (\$149.50 of this is prior)

balance \$197.50

At no point do I show the customer has had a credit? The existing deposit of \$138 was applied after the disconnect and b4 any payment by the customer. There was then a new deposit amount requested of \$172.00. The \$140 payment posted against the new deposit of \$172- leaving a deposit balance due of \$32.00 and \$165.50 due for usage (\$149.50 of that is prior)

Where am I going wrong in my thought process? The customer paid more than she was shut off for, however not more that she owed? Whenever an account is shut off for non pay, we apply the deposit on file + interest, and then re ask for another deposit based on the disconnect. When the customer pays, the payment is applied against the new deposit because the rest of the balance is prior obligation, except for the reconnect.

Thanks for your help on this.
Janet

*** 01/14/2010 03:43 PM Email: Mike Meeks >> janet.hadley



Hi Janet:

Thanks for getting back to me. The customer was disconnected for not paying the "noticed" amount. To restore service, the customer, either, pays the "noticed" amount in full; or, if they cannot pay the entire "noticed" amount, the account goes prior and they pay a deposit and reconnect fee. The total amount owing does not have to be paid in full because the current bill was not yet past due.

Because this customer paid the amount "noticed" and more, the account must be made whole. In other words, the former deposit should be back in place as a deposit on the account, and any payment they made towards a new deposit should be applied directly to the account.

Thanks,
Mike

*** 01/19/2010 01:39 PM Email: Meeks, Mike (UTC) << c01WUTC



Mike:

I appreciate your help with this. Would you be able to point me to the rule I should reference so I can clarify.

Thanks,
Janet

*** 01/21/2010 09:52 AM Email: Mike Meeks >> janet.hadley



Hi Janet:

WAC 480-100-133(1) states that the company must restore the service after the customer has paid a reconnection fee (or the company agrees to bill the reconnection fee) and (c) paid a deposit (or ½ deposit with arrangements), if the customer has not paid the prior obligation. In this complaint, the customer had paid the prior obligation. Therefore, the company may not request a new deposit to restore service.

I hope that helps.

Mike

*** 01/21/2010 02:15 PM Phone: Mike Meeks << Linda Gervais



Called to discuss the interpretation of the rule WAC 480-100-133 regarding prior obligation. Explained the commission interpretation and clarified our understanding of the rule.

*** 01/21/2010 03:32 PM Email: Mike Meeks >> Alene Clayton



Hi Janet:

I spoke with Linda G. and I believe we have a mutual understanding of the rule. Please advise if the customer's account has been changed to reflect that she paid the past due amount for reconnection and that the new deposit has been waived and the old deposit returned to her account. Additionally, any payments she has made to the account should post to her live account.

Thanks,
Mike

*** 01/21/2010 03:34 PM Email: Mike Meeks >> janet.hadley



Hi Janet:

I meant to send this to you but it went to Alene in error.

Hi Janet:

I spoke with Linda G. and I believe we have a mutual understanding of the rule. Please advise if the customer's account has been changed to reflect that she paid the past due amount for reconnection and that the new deposit has been waived and the old deposit returned to her account. Additionally, any payments she has made to the account should post to her live account.

Thanks,
Mike

*** 01/22/2010 09:35 AM Email: Meeks, Mike (UTC) << Hadley, Janet



Morning Mike:

I have corrected the account to reflect the original paid deposit of \$138.00 is still being held on the account.
The money the customer paid for turn on is reflected in the balance for usage.

Thanks for your help and explanation on this.

Attachment:

Have a great weekend,
Janet

*** 01/25/2010 09:58 AM Email: Mike Meeks >> janet.hadley



Hi Janet:

Could you give me an update on what the customer's account looks like after the changes? I would like to call her and advise that her account

has been updated.

Thanks,
Mike

*** 01/25/2010 10:47 AM Violation: 480-100-113(2)(c) -



1 violation: Customer was charged for a new deposit when the customer did not have an unpaid overdue balance.

*** 01/25/2010 10:48 AM Email: Meeks, Mike (UTC) << Hadley, Janet



Mike:

See attached. The balance for usage on the customer's account is \$116.58.

This is due 1/25/10. \$0.00 in prior obligation.

The deposit Avista is holding is \$138.00 and has been paid.

Thanks,
Janet

*** 01/25/2010 10:48 AM Violation: 480-100-123 -



Company created a prior obligation account for the customer when there was no prior obligation, because the customer paid the amount for which she was disconnected, to get restored.

*** 01/25/2010 11:26 AM Email: Mike Meeks >> janet.hadley



Hi Janet:

I have a question about the Transaction register that you sent me. It shows the original \$138 deposit as being billed and a balance of \$116.58 owing. I don't understand. The \$138 was paid in full, sometime last year. She doesn't owe that amount? Looks to me that she has a credit balance of -\$21.42.

Please advise.

Thanks,
Mike

*** 01/25/2010 11:47 AM Email: Meeks, Mike (UTC) << Hadley, Janet



Mike:

When the customer was shut off 10/14/09 for 116.48, the paid deposit of \$138.00 was applied to the account + \$.07 interest 10/14/09. A new deposit was then required of \$172.00 this brought the usage balance to \$149.50 (this was now prior), plus new \$172 deposit. The customer then paid 140.00 10/14/09 that posted 10/16/09 to the new \$172 deposit.

I was advised since the customer paid more than the disconnect amount, that the original \$138.00 deposit should be put back as it was, and that the \$140 the customer paid should apply to the usage balance. To correct this I then applied the 140.00 that posted to the \$172 new deposit to the usage account, and then moved \$138.00 back to the original deposit. The balance on the account is \$116.58 Hope this helps.

Thanks,
Janet

*** 01/25/2010 01:48 PM Phone: Mike Meeks >> customer



RNA

*** 01/25/2010 02:04 PM Email: Mike Meeks >> customer



I just attempted to call you but got a ring, no answer. I reviewed this complaint and realized I had made an error when I originally worked it. When you were disconnected back in October, you paid more than the disconnection amount to be restored. The disconnect amount was \$116.48. You paid \$140, \$16 of which was the reconnection fee. When you paid the \$140, the company should have just started your original (prior to the disconnection) account back up.

The company applied the amount you paid to a new deposit and took your old deposit and applied to the amount left owing. This created a "Prior Obligation", and that should not have happened.

You had a \$138 deposit on the account. That deposit was applied to the prior obligation when the service was disconnected. I have advised Avista to pull back the \$138 that was applied to your account. All payments you have made to the new deposit that the company requested, have now been applied to the account. I am aware that this is complicated, but the bottom line is that you no longer are required to pay on the new deposit. Your balance owing at this time is \$116.58, and you no longer have a prior obligation. Please call me or email me back so we can discuss. When you receive your next bill from Avista, these changes should be posted.

My phone number is 1-888-333-9882.

Thanks,
Mike Meeks
Consumer Program Specialist

*** 01/25/2010 02:55 PM Email: Meeks, Mike (UTC) >> 'Hadley, Janet'



Thanks Janet:
I finally get it.
Mike

APPENDIX F

Washington UTC Complaint

107116

Company: Avista Corporation E964

Customer: Account# 10052797

Natasha Kidder

Contact:

2807 N. Smith

Spokane, WA 99207

Primary Phone: (509) 487-1486

Complaint: ~~107116~~

Serviced by: **Rachel Stark**

Opened on: 09/23/2009

Grouped by: Disconnect

Closed on: 09/18/2009

Disposition: Company upheld

Description:



Ms. has been disconnected since June 29, 2009. The company keeps telling her there is theft of service. She states no one has been home and they do not need any electricity, so she does not understand why the company is saying there was any theft. The company keeps saying they need to send someone out to investigate and then restore service. When they did send someone to her home, the guy did not get out of his truck and stated to the company that no one was home, when in fact Ms.' boyfriend was home to make sure the Avista tech. if needed had someone to speak with and to get into the back yard. Ms. would like the issue resolved so she can get service restored.

7/30/09 3:47 URGENT complaint passed to Avista via email.

Response due August 3, 2009, by 5:00pm PST

Results:

The company is in compliance when they sent the consumer disconnect notice in June 2009. Company has record of use when customer was disconnected. Customer fails to contact UTC after voicemails were left. Customer was informed what is owed and how to resolve issue to have service restored.

This consumer does not have service because when the company went to restore service, there may or may not have been a jumper hooked up and it melted the meter and the fusebox. Ms. did pay \$550 toward the charges the company required.

Balance at time of disconnect 6/29/09 \$867.32
Prior Obligation \$867.32
Balance on account 7/23/09 \$1140.09
7/10/09 closing bill \$31.49
7/23/09 theft KWH use \$22.45
7/23/09 Theft charges \$218.83
\$272.77 collectible

Electric and gas customer

Collection activity: (\$266.88 collectible use + \$110.00 deposit)

6/5/09 - Total balance use= \$995.68(\$728.80 of that- prior Obligation) -

6/5/09 past due notice \$376.88 due 6/22/09

6/12/09 final \$376.88 due 6/22/09

6/19/09 call to customer

6/29/09 Shut off non pay \$376.88 Elec meter read 6303

6/29/09 Apply deposit \$200 + 0.21 interest

6/29/09 request new deposit \$264.00

No response from customer - account closed effective 6/29/09

7/7/09 reading on meter 6311

7/21/09 check for possible theft of service- Serviceman Note:

"can't get to meter, 6ft fence and locked gate- doorbell works
so power is on. no alley access."

7/22/09 power shut off at pole.

7/23/09 customer quoted full deposit \$264 + theft \$241.28 + \$32
after hrs disconnect = \$537.28 to turn on

7/24/09 cust called sys no way Avista shut off meter- can't enter
back yard. Advised did disconnect 6/29- told cust need to come
back to home and check our meter- stated would be home.

7/24/09 went back to customer home - no one was home @5:20pm
could see red seal (red seal indicates meter off non pay)
could not see if cut.

7/27/09 Natasha called was advised need to have access to meter
to complete investigation before turn on- customer screaming,
yelling.

7/30/09 Natasha called - again was advised need access to meter before
turn on - Screaming , yelling, banging phone on counter.- She
hung up.

7/31/09 issued another order to go to home to see if can access meter.

Before Avista can grant service to the customer, we need to have access
to the Electric meter, which the customer has refused to grant. The
customer will then need to pay a total of \$537.28 b4 turn on. The electric and
gas are both off at the home.

attachment- Bill read, due dates, Collection activity, billing history
gas and elec meters, bill and payment record.

If I can help further, please let me know.

Thanks,

Janet

SEE ATTACHED INFORMATION FROM THE COMPANY

*** 08/06/2009 04:46 PM Voice Mail: Rachel Stark >> Consumer



Left voicemail for consumer to return call.

*** 08/13/2009 01:57 PM Action: Rachel Stark



Avista mails their bills and notices from California.

WAC 480-100-178 Bill due date requirement is 18 days.

WAC 480-100-128(6)(i) 1st notice due date requirement is 11 business days.

WAC 480-100-128(6)(ii) 2nd notice due date requirement is 6 business days.

*** 08/17/2009 02:00 PM Email: Rachel Stark << Janet Hadley



Hi Rachel:

Just wondering where we are with this complaint? The service is still off and the customer has not contacted Avista.

Thanks,
Janet

*** 08/24/2009 01:20 PM Voice Mail: Rachel Stark >> Consumer



Left voicemail for consumer and let her know I will be out of the office for the next two days and to call me the end of the week or I will call her next week.

*** 08/31/2009 04:23 PM Voice Mail: Rachel Stark >> Consumer



Called consumer asked to return call.

*** 09/02/2009 02:27 PM Action: Rachel Stark



Created account history spreadsheet

SEE ATTACHED SPREADSHEET

*** 09/09/2009 04:58 PM Email: Rachel Stark >> Janet Hadley



I am out of the office tomorrow and will get back to you on this complaint when I return.

Thank you.
Rachel

*** 09/16/2009 04:59 PM Email: Rachel Stark >> Janet Hadley



Janet,

Could you please tell me if the company sent has received any other contact from this consumer?

Thanks.
Rachel

*** 09/18/2009 08:54 AM Email: Stark, Rachel (UTC) << Hadley, Janet



Rachel:

We've had no word from the customer and no payment. Both the electric and gas are still off and the account has closed. No one has applied for the service.

Happy Friday!
Janet

*** 09/18/2009 08:56 AM Email: Rachel Stark >> Janet Hadley



Thank you Janet.

*** 09/18/2009 03:03 PM Action: Rachel Stark



Checked compliance of bills and notices.

The company is in compliance with all bill due dates.

The company is not in compliance with the following notices.

Past Due Notice mailed November 4, 2008, \$216.10 due November 19, 2008 - There was the Memorial Day Holiday on November 11, the due date should have been November 20, 2008.

Final Notice mailed November 10, 2008, \$216.10 due November 19, 2008 - the past due notice was not in compliance which makes this notice not in compliance.

The company called the customer November 18, 2008, to collect \$216.10 - because the Past Due and the Final Notice were not in compliance, the company should not have called the customer to collect.

Past Due Notice mailed January 7, 2009, \$134.00 due January 22, 2009 - There was the Martin Luther King Jr. Holiday on January 19, the due date should have been January 23, 2009.

Final Notice mailed January 14, 2009, \$134.00 due January 22, 2009 - the past due notice was not in compliance which makes this notice not in compliance.

Past Due Notice mailed February 10, 2009, \$579.74 due February 25, 2009 - There was the President's Day Holiday on February 16, the due date should have been February 26, 2009.

Final Notice mailed February 17, 2009, \$579.74 due February 25, 2009 - the past due notice was not in compliance which makes this notice not in compliance.

The company called the customer February 24, 2009, to collect \$579.74 - because the Past Due and the Final Notice were not in compliance, the company should not have called the customer to collect.

Because the February notice for \$579.74 was not in compliance, when the company came to disconnect and charged the customer \$8.00 for the field visit, they were not in compliance with the disconnect notices, therefore, should not have charged this customer \$8.00. Need to refund customer.

*** 09/18/2009 04:36 PM Voice Mail: Rachel Stark >> Consumer



Left voicemail for consumer and let her know I am recording violations against the company for a couple of notices they sent to them. I told her in February, she was sent a past due and a final disconnection and should not have come to her home to disconnect service because the company did not account for the

holiday when they scheduled the due date. I told her the company charged them \$8.00 for a field visit charge and they should not have. I told her I am going to have the company credit her account the \$8.00. I did let her know the company shows she was disconnected for nonpayment and they were in compliance with that disconnection. I let her know the company showed there was theft at the home and she has been shut off at the pole. I let the customer know to have service restored; they need to pay at least 1/2 of the new deposit of \$264 plus her theft charges \$241.28 plus a reconnect fee of \$32.00. I let her know I am closing her complaint.

*** 09/18/2009 04:59 PM Email: Rachel Stark >> Janet Hadley



Good afternoon Janet,

I have advised this consumer of their account history and balance. I have also advised them of charges regarding the theft of service and what they need to pay to have service restored. I have also advised them the company needs to credit their account \$8.00.

Avista mails their bills from California, and are not in compliance with the following notices.

I am recording 3 violations of WAC 480-100-128(6)(i) because the past due notice due date requirement is 11 business days, and the company mailed the following past due notices:

November 4, 2008, \$216.10 due November 19, 2008 - There was the Memorial Day Holiday on November 11; the due date should have been November 20, 2008.

January 7, 2009, \$134.00 due January 22, 2009 - There was the Martin Luther King Jr. Holiday on January 19; the due date should have been January 23, 2009.

February 10, 2009, \$579.74 due February 25, 2009 - There was the President's Day Holiday on February 16; the due date should have been February 26, 2009.

I am recording 5 violations of WAC 480-100-128(6)(ii) Final notice due date requirement is 6 business days, and the company mailed the following notices.

November 10, 2008, \$216.10 due November 19, 2008 - the past due notice was not in compliance which makes this notice not in compliance.

The company called the customer November 18, 2008, to collect \$216.10 - because the Past Due and the Final Notice were not in compliance, the company should not have called the customer to collect.

January 14, 2009, \$134.00 due January 22, 2009 - the past due notice was not in compliance which makes this notice not in compliance.

February 17, 2009, \$579.74 due February 25, 2009 - the past due notice was not in compliance which makes this notice not in compliance.

The company called the customer February 24, 2009, to collect \$579.74 - because the Past Due and the Final Notice were not in compliance, the company should not have called the customer to collect.

Because the February notice for \$579.74 was not in compliance, when the company came to disconnect and charged the customer \$8.00 for the field visit, they

were not in compliance with the disconnect notices, therefore, should not have charged this customer \$8.00. Please credit the customer's account.

I have completed my investigation and this complaint is now closed. Please note that the Consumer Protection Section has an internal quality review program and all closed complaints are subject to possible review and/or re-opening.

Please let me know if you have any questions.
Rachel

*** 09/22/2009 01:54 PM Violation: 480-100-128(6)(i) -



3 violations. The company mails their notices from California, therefore, the past due notices due date requirement is 11 business days, and the company mailed the following past due notices:

November 4, 2008, \$216.10 due November 19, 2008 - There was the Memorial Day Holiday on November 11; the due date should have been November 20, 2008.

January 7, 2009, \$134.00 due January 22, 2009 - There was the Martin Luther King Jr. Holiday on January 19; the due date should have been January 23, 2009.

February 10, 2009, \$579.74 due February 25, 2009 - There was the President's Day Holiday on February 16; the due date should have been February 26, 2009.

*** 09/22/2009 01:57 PM Violation: 480-100-128(6)(ii) -



5 violations. The company mails their notices from California, therefore, the final notices due date requirement is 6 business days, and the company mailed the following past due notices:

November 10, 2008, \$216.10 due November 19, 2008 - the past due notice was not in compliance which makes this notice not in compliance.

The company called the customer November 18, 2008, to collect \$216.10 - because the Past Due and the Final Notice were not in compliance, the company should not have called the customer to collect.

January 14, 2009, \$134.00 due January 22, 2009 - the past due notice was not in compliance which makes this notice not in compliance.

February 17, 2009, \$579.74 due February 25, 2009 - the past due notice was not in compliance which makes this notice not in compliance.

The company called the customer February 24, 2009, to collect \$579.74 - because the Past Due and the Final Notice were not in compliance, the company should not have called the customer to collect.

*** 09/23/2009 11:42 AM Phone: Rachel Stark << Consumer



Consumer called very upset because she does not feel like the company is in compliance with her disconnects. She is not paying theft charges; she said she did not steal any electricity. She said she was not even home when the company states they came out to disconnect her service. She said doesn't think the company really disconnected her. Ms. was in Alaska from June 15, 2009, to July 22, 2009. She said she locked her fence because she did not want anyone back in her yard because she had things in her yard she did not stolen.

I told her I would reopen her complaint because I feel I need to ask the company why they reconnect this consumer without a payment.

Get account comments/notes from the company.

Ms. is stating the field tech. who comes out to disconnect service tells consumer to write a post dated check even though the consumer tells them the check is not good. She states when she went to energy assistance, the person who worked on their energy assistance, told them the customer who came in earlier who lives about 2 blocks down from her told them the same story.

I also asked this consumer to provide me with any proof of payments she made and we can work on what to do to have service restored.

*** 09/23/2009 04:55 PM Email: Rachel Stark >> Janet Hadley



Good afternoon Janet,

I need to reopen this complaint. I have a few questions.

The consumer called very upset because she does not feel like she should have to pay for any theft charges. She said she did not steal any electricity. She said she was not even home when the company states they came out to disconnect her service on June 29, 2009. She said doesn't think the company really disconnected service and that is why there was usage. Ms. was in Alaska from June 15, 2009, to July 22, 2009. She said she locked her fence because she did not want anyone back in her yard because she had things in her yard she did not want stolen. She would like to know how the tech. got into her backyard to disconnect service if the fence was locked. I would like to have that confirmed as well.

I would also like to know if this customer has any other payments than the ones you previously gave to me. If not, how did this customer have their service restored without making a payment? May I also have any and all account comments or/and notes for this consumer.

This customer also tells me the field tech. who comes out to disconnect service tells consumers to write a post-dated check even though the consumer tells them the check is not good until a certain date. She said the tech. told her boyfriend if he wrote a posted-dated check, the company would hold off on processing the check until the date they needed. Also, she states when she went to energy assistance, the person who worked on their energy assistance told them another Avista customer came in earlier who lives about 2 blocks down from her told him the same story. When he reported that information to Avista, it was not noted.

Also, can you please tell me if the \$8.00 field visit charge was credited back to this consumer's account?

Response due September 28, 2009, by 5:00pm PST

Thank you.

Rachel

*** 09/28/2009 02:46 PM Email: Rachel Stark << Alene Clayton



Good Morning Rachel,

Verified with serviceman disconnected power 6-29-09 meter read 6303

Meter read 7-7-09 6311 indicates 80 kwh used since disconnect

7-21-09 Billing department sent for possible tampering investigation, findings not able to access meter, gate locked 6' fence, door bell working

7-21-09 disconnected service at pole

7-24-09 customer disputes having access to meter for disconnect 6-29-09, made appointment with customer to obtain access to meter to verify disconnect. 5:20pm serviceman arrived at residence says no one is home, could not verify if seal was cut.

7-31-09 serviceman can see red seal, couldn't get in gates to if seal is cut, can see extension cord running out window to neighbor's house.

It is not our policy to knowingly accept a check that does not have funds in the bank.

9-23-09 \$8.00 field visit charge reversed.

Before Avista can grant service to the customer we need to have access to the Electric meter, which the customer has refused to grant.

Thank you for your assistance.
Alene G Clayton
Avista Utilities-Customer Service
1411 E Mission Avenue
Spokane, WA 99252
509-495-7997

*** 09/28/2009 02:52 PM Email: Rachel Stark << Alene Clayton



Rachel,

Enclosed document: customer account remarks

Alene

SEE ATTACHED CUSTOMER ACCOUNT NOTES

*** 10/01/2009 03:19 PM Phone: Rachel Stark << Consumer



Consumer called requesting from the company until the complaint is resolved, if she can pay the new deposit and the reconnect fee. She has a friend and her two kids staying with her and would like heat. I told her I would contact the company and get back to her.

*** 10/01/2009 04:22 PM Phone: Rachel Stark >> Janet Hadley



Spoke with Janet regarding consumer's request to pay the deposit and reconnect fee until the complaint is resolved regarding the fraud. She stated the company does not have access to the customer's electric meter and needs to have access to see if the meter had been tampered with. She said the customer has refused to grant access and that usually tells the company there probably was fraud even though the consumer is claiming there is not.

I talked to Janet about the consumer stating she was in Alaska at the time the service was suppose to be disconnected on June 29, 2009, and prior to her leaving, she locked her fence because she did not want anyone in her back yard. She said her fence should have been locked and wanted to know how the serviceman got into the back yard to disconnect service. Janet stated he was able to disconnect service. When the company saw usage, they opened an investigation of fraud and the serviceman went out again and was able to see an extension cord from the meter to the neighbor's home.

With Janet on the line, I conferenced called the consumer so to grant access to the company to the meter. I had to leave a voicemail. My voicemail stated the company is unwilling to reconnect with a payment of the deposit and reconnect fee because of the possibility of fraud. I asked her to contact me and left the toll free number to let me know a good time to have to company come to her home. I told her she could also contact the company regarding scheduling a time to have access to her meter. I told her until that is complete, the company will not restore service.

*** 10/01/2009 04:47 PM Email: Stark, Rachel (UTC) << Hadley, Janet



Picture (Device Independent Bitmap)

Picture (Device Independent Bitmap)

SEE ATTACHED ACCOUNT INFORMATION

*** 10/02/2009 10:11 AM Phone: Rachel Stark << Consumer



Ms. is saying the company has access and has had access to her meter since they got back the end of July. The company even came to disconnect their gas service so why didn't they check her meter when they shut her off? She says she has been speaking to a supervisor named Patty and let her know the company can come out to investigate. Consumer states Patty and the company is playing games with her and she is tired of it. She would like to have this issue resolved and have service restored. I told her I need her to send any information regarding payments because without those, I cannot show the company they are missing payments. She said she would get them and call me back.

*** 10/02/2009 10:56 AM Email: Rachel Stark >> Janet Hadley



Good morning Janet,

Ms. called me and is saying the company has access and has had access to her meter since they got back the end of July because her fence has been unlocked. She is still stating the company came to her home and the tech. did not get out of his truck. She did say the company even came to disconnect their gas service so why didn't they check her electric meter when they shut her off? I also would like to know the answer to that question.

The information you provided below does not show additional payments. Why did the company restore service when there was no payment? Also, how can the company apply a deposit and deposit interest if there was no payment toward a deposit or use? I believe there may be some missing payments. Is there a separate deposit payment information missing?

Response due October 7, 2009, by 5:00pm PST

Thank you.

Rachel

*** 10/02/2009 10:57 AM Email: Stark, Rachel (UTC) << Hadley, Janet



I will be out of the office Friday 10/2 and return Monday 10/5. If you need immediate assistance please contact Alene Clayton on 509 495 7997

*** 10/02/2009 11:25 AM Email: Rachel Stark >> Alene Clayton



Good morning Alene,

Can you please look at this email.

The consumer would like to see if we can have a tech. come to her home today to investigate the meter regarding tampering. Then hopefully we can finish this one up once I am able to show payments, and how much this consumer will need to pay to have service restored. They would like to pay today.

Thank you.

Rachel

*** 10/02/2009 12:32 PM Email: Stark, Rachel (UTC) << Clayton, Alene



Good afternoon Rachel,

I will review and get back with you.

Thanks.

Alene

*** 10/02/2009 01:18 PM Email: Rachel Stark >> Alene Clayton



Thank you Alene.

*** 10/02/2009 04:04 PM Email: Stark, Rachel (UTC) << Clayton, Alene



Good afternoon Rachel,

Meterman gained access to meter today.

Meter seal had been cut. No damages to meter base.

3-25-09 customer paid \$200.00 for reconnect, payment applied to deposit.

6-29-09 service disconnect, deposit \$200.00 plus 0.21 % applied to account.

9-17-09 gas meter disconnected due no application of service, had 22 therms of unbilled usage. Unfortunately serviceman didn't have instructions to check electric meter.

To restore service customer would need to pay \$574.85, deposit \$264.00, diversion charges \$294.85 reconnect \$16.00. Quote for reconnect has changed due to 1 hour meter man charge for today's service call.

Once payment is called in, a lineman would be dispatched to restore electric service. Since gas is off the customer will need to home for gas serviceman to have access to property.

Thank you,
Alene

Alene G. Clayton
Avista Utilities-Customer Service
Phone 509-495-7997
Fax 509-777-5177

*** 10/05/2009 09:38 AM Voice Mail: Rachel Stark << Consumer



Consumer left voicemail stating the company came and inspected the meter. She said the tech. looked at the meter and saw there was a red tag and went to the truck, went back to the meter, cut the red tag off and replaced it. She said someone at her home overheard the tech. tell another tech. the meter does not look tampered with and therefore she wants the tamper charges removed from her bill.

*** 10/05/2009 01:56 PM Email: Stark, Rachel (UTC) << Hadley, Janet



Rachel:

The screen shot of the Deposit screen below shows a payment to deposit of \$200 3/26/09. By paying \$200 the service was restored. The \$200 deposit + \$.21 interest was applied when the service was shut off 6/29.

The customer's fence may have been unlocked, however, she has a very bad dog that has also prevented our servicemen from accessing both the gas and electric meters.

The gas serviceman tried 8/13/09 to shut off the customer's gas service, however, was prevented by the dog from accessing the meter. He was able to disconnect the gas meter 9/17/09. The Gas department and the electric department are totally separate, with each department having its own employees who are trained and certified. The Gas serviceman was strictly at the residence to shut off the gas service and was not necessarily aware of any theft of service on the electric meter. This is not his field of expertise.

Hopefully, this information helps.
Thanks,
Janet

SEE ATTACHED ACCOUNT INFORMATION

*** 10/07/2009 04:44 PM Action: Rachel Stark



Reviewed account history again.

Customer was reconnected July 23, 2008 - What was the new deposit request? How did the company come up with that amount? The company does not show a customer payment, why? Please provide service dates and usage for deposit request.

Customer was reconnected October 3, 2008 - What was the new deposit request?

How did the company come up with that amount? The company does not show a customer payment, why? Please provide service dates and usage for deposit request.

Customer was reconnected March 25, 2009 - New deposit request was \$200, how did the company come up with that amount? Please provide service dates and usage for deposit request.

Customer was disconnected June 29, 2009, new deposit request was \$264, how did the company come up with that amount? Please provide service dates and usage for deposit request.

How did the company come up with \$218.83 in diversion theft charges?

How much is the charge for one hour of the meter man charge and what did he do?

Where in location are the gas and electric meters? If they are close or side-by-side, why wouldn't the tech see a red tag and not notice if it was cut or not?

*** 10/07/2009 04:58 PM Email: Rachel Stark >> Janet Hadley and Alene Clayton



Good afternoon ladies,

I reviewed this complaint, I have just a few more things please.

Customer was reconnected July 23, 2008 - What was the new deposit request? How did the company come up with that amount? The company does not show a customer payment, why? Please provide service dates and usage for deposit request.

Customer was reconnected October 3, 2008 - What was the new deposit request? How did the company come up with that amount? The company does not show a customer payment, why? Please provide service dates and usage for deposit request.

Customer was reconnected March 25, 2009 - New deposit request was \$200, how did the company come up with that amount? Please provide service dates and usage for deposit request.

Customer was disconnected June 29, 2009, new deposit request was \$264, how did the company come up with that amount? Please provide service dates and usage for deposit request.

How did the company come up with \$218.83 in diversion theft charges?

How much is the charge for one hour of the meter man charge and what did he do?

Where in location are the gas and electric meters? If they are close or side-by-side, why wouldn't the tech see a red tag and not notice if it was cut or not?

Response due October 12, 2009, by 5pm, PST

Thank you.

Rachel

*** 10/08/2009 10:12 AM Phone: Rachel Stark << Consumer



Consumer called.

She stated at 6:45 to 6:50pm last night she paid \$550 to have service restored

and now this morning is told she has to pay an additional \$27. She is very upset the company is still playing with her. She said she spoke with Alene and she said she will have service restored today, Ms. finds this unbelievable because earlier it was not a problem and now it's not. I told her Alene was an escalated complaint manager and has the authority to overwrite and request restoral. She did not care, she believes the company is lying and she said she may take them to court. I told her she has that right. I also ask her how she made the payment, she stated over the phone. She said she did it because she wanted service restored last night because of the kids staying at her house. She was still insisting she did not steal service and the company is lying. She said they never shut her off and she has a right to lock her property. I told her the company did come out when she asked them to and they could not get into the yard but looked through the fence and noticed the extension cord (Ms. became upset and stated "that is not illegal!") I asked her what the extension cord was for, she stated it was not illegal and she ran an extension cord from her neighbor's house so she could have electricity so she could function. She said the only times her dogs are in the yard are if she or Mike are not home and the company has had plenty of opportunity to come to her home. She again stated the company had 2 men come to her home Mike was in the garage and they could have gone to the garage and got Mike. (Ms. stated Mike was in the garage and saw the men, however did not talk to them because he didn't want to and is not a people person so will not talk with people). I told her to resolve this issue she would need to have Mike in the future either speaks with the people if they come to your home or make sure she schedules a time and she will be there.

I explained to her she had to pay more because the company did not have access to the meter, they charge the customer for coming to their home. She said she is not paying for those charges because she said the company had access to her meter. I explained to her the company has shown the service was disconnected and there was not access to the meter - she became upset and did not agree and kept stating she is tired of being called a liar. I told her the company will still charge her.

I asked her if she ever sent me the payment information she said she was going to provide to me because I do not have it. She said she had to pay to fax it and didn't want to do that. I told her like I told her in the past she has 3 options, she can fax, mail, or e-mail the information to me. She said she will put the information in the mail today. I gave her the mailing address.

*** 10/08/2009 11:13 AM Phone: Rachel Stark << Consumer



Consumer called.

The tech. (Bill) came to her home to restore service. He put a voltmeter on the meter and there was no reading. Ms. was home and she had all the switches in the fuse box off, she unplugged the extension cord (she stated there was no jumper hooked up) and everything was off. The tech. then turned the meter on and the fuse box and the meter are now blown and the company is stating she has to pay an electrician to fix the damage in her home. Ms. stated a fire almost happened in her basement. Sparks flew out of Bill's hands and the roommate came running out of the house stating sparks flying and the basement is full of smoke.

Marty and Gary (Avista employees) immediately came to her house to investigate and told her she would have to pay an electrician to have her meter and box fixed. She said she did not do this damage and the company should pay. Marty

told her the jumper caused the problem and Ms. told him there was no jumper hooked up. She stated the guy that hooked up the meter is the one at fault. Marty would not talk to me on the phone - he stated I would have to talk to his boss.

Clayton (Avista employee) talked to me and said he restored service at the pole at about 9:10am. He stated the bolts are melted at the bottom of the meter. Clayton explained to me about when consumers put a jumper on the panel and will be a short and usually when the company restores service at the meter, the house will short. She will have to file a report with the claims department. He also let me know he needs to disconnect service at the pole due to the short. I thanked him for talking with me.

I again asked her what the extension cord was being used to supply electricity to. Ms. stated the extension cord was for the refrigerator only. She stated the neighbor's told her their bill went up only about \$20. She said they haven't even been home because there has been no electricity to their home. She kept saying she is not paying for this because the company is at fault. She only had one breaker on for the refrigerator, however, then she stated she shut off all the switches before he restored service (I'm not sure if she was stating she was just making sure everything was off or if some things were on and she was shutting them off). She said the jumper was not hooked up. She told me how a jumper is hooked up and she also stated she told whoever was running the extension cord from the neighbor's house to not hook up the jumper. She said everything was off and I explained to her at this point, the UTC does not have jurisdiction over damage claims and she would have to take the issue up with the company's claim department or take them to court.

She felt the person who got orders to reconnect at the pole and should have known the meter should have been reconnected too. Why didn't he do both while he was here. She claims because no one was at the pole this morning. She never saw a truck pull up this morning at all.

*** 10/08/2009 12:15 PM Email: Stark, Rachel (UTC) << Clayton, Alene



Rachel,

The customer's electric has been restored and order has been dispatched to restore gas service. Customer has paid \$550.00 to restore service. I will respond to your questions by 8-12-09.

Thank you,
Alene G. Clayton
1411 E. Mission Avenue
Spokane, WA. 99252
509-495-7997

*** 10/08/2009 01:12 PM Phone: Rachel Stark << Consumer



Ms. called and wanted to know what time the orders were put out for her service to be restored at the pole and the meter.

She stated she called 7am this morning and Alene called her back at about 8:50am and left her a voicemail; she called Alene about 10am. She called the company and spoke with Patti who told her the order for restoral of service went out for 10:07am. Ms. believes because of this, how the other guy could

know to come out and restore at the pole at 9:10am. Patti also told her there was a cancelled order but does not know why.

She would like to know if the company can come and restore the gas service so she can at least have heat.

*** 10/08/2009 02:48 PM Voice Mail: Rachel Stark << Alene Clayton



Alene called and asked to return her call.

*** 10/08/2009 02:51 PM Voice Mail: Rachel Stark >> Alene Clayton



Left voicemail for Alene to return call.

*** 10/08/2009 03:27 PM Email: Rachel Stark >> Alene Clayton



Good afternoon Alene,

The issues continue.

The consumer called me and said about 11am a tech. (Bill) came to her home to restore service. He put a voltmeter on the meter and there was no reading. Ms. was home and she had all the switches in the fuse box off, she unplugged the extension cord (she stated there was no jumper hooked up) and everything was off. The tech. then turned the meter on and the fuse box and the meter are now blown and the company is stating she has to pay an electrician to fix the damage in her home. Ms. stated a fire almost happened in her basement. Sparks flew out of Bill's hands and the roommate came running out of the house stating sparks flying and the basement is full of smoke.

Marty and Gary (Avista employees) immediately came to her house to investigate and told her she would have to pay an electrician to have her meter and box fixed. She said she did not do this damage and the company should pay. Marty told her the jumper caused the problem and Ms. told him there was no jumper hooked up. She stated the guy that hooked up the meter is the one at fault. Marty would not talk to me on the phone - he stated I would have to talk to his boss.

She felt the person who got orders to reconnect at the pole and should have known the meter should have been reconnected too. She says she has been home and no one was at the pole this morning. She never saw a truck pull up this morning at all.

Here's is what I need answered please:

Please give me all the times an order was issued to have service restored.

Can you tell me why the guy who did hook service up at the pole did not hook up the meter?

Response due October 13, 2009, by 5pm, PST

Thank you.

Rachel

*** 10/08/2009 04:25 PM Email: Stark, Rachel (UTC) << Clayton, Alene



Rachel,

Due to the damage at the meter socket and possible damage to the customer breaker panel it has now become a safety issue for the customer. Codes require at this point the customer have a licensed electrician repair the damage. Inspection will need to follow for both the breaker panel and meter socket.

Inspection will need to be done by city or county electrical inspector.

What happened today was customer caused. This action put our employee at physical risk because of the jumpers placed on the breaker panel.

At this point it has become the customer's responsibility to resolve.

Once repairs have been made and inspections have been called in Avista will restore service.

Thank you,
Alene

Alene G. Clayton
Avista Utilities-Customer Service
Phone 509-495-7997
Fax 509-777-5177

*** 10/08/2009 04:52 PM Email: Rachel Stark >> Janet Hadley and Alene Clayton



Ms. would like to know if the gas could be connected? Is that possible? She did pay \$550 toward the bill.

Thanks
Rachel

*** 10/08/2009 04:53 PM Email: Stark, Rachel (UTC) << Clayton, Alene



Friday 10-9 will be out of the office. I will return on 10-12. If you need immediate assistance contact Janet Hadley @ 495-7907.

*** 10/09/2009 09:21 AM Email: Stark, Rachel (UTC) << Hadley, Janet



Rachel:

I checked with our gas meter shop, unfortunately, Avista will not turn on the gas without the electric available. Also the gas appliances will not operate without electric available, this includes hot water tank, furnace, gas fireplace etc.

Thanks,
Janet

*** 10/09/2009 09:53 AM Email: Rachel Stark >> Janet Hadley



Janet,

In June she had her electric disconnected, only recently did her gas service become disconnected. I don't see the difference if the company disconnects electric and leave gas turned on.

*** 10/09/2009 10:35 AM Email: Stark, Rachel (UTC) << Hadley, Janet



Rachel:

I just spoke to our Gas department . The gas department is willing to send a gas serviceman out to meet with the customer, and see if we're able to turn on her gas without a safety issue. It would be up to the serviceman if he finds the situation safe for the Customer and the Company. The only appliance that may work is her Hot water tank- depends on the type of appliance, and there's no guarantee. The serviceman will contact the customer at 509 487 1486 and arrange to meet her.

Thanks,
Janet

*** 10/09/2009 10:41 AM Voice Mail: Rachel Stark >> Consumer



Left voicemail for consumer.

Let her know the company has agreed to send a gas service tech. to her home to meet with her to see if it is safe to turn on the gas. I let her know the company is saying the furnace will not work unless the electricity is on. I told her I am looking to make sure the company has given her the proper credits for payments and deposit information, however, the damage claim issue we have no jurisdiction and I cannot do anything about that. I let her know I will contact her once I have the information. I left her the toll-free number to contact me with any questions.

*** 10/12/2009 02:32 PM Email: Stark, Rachel (UTC) << Hadley, Janet



QUESTION: Customer was reconnected July 23, 2008 - What was the new deposit request? How did the company come up with that amount? The company does not show a customer payment, why? Please provide service dates and usage for deposit request.

ANSWER: The customer was disconnected for non pay 6/29/09, at that time a new deposit of \$264.00 was requested. This is based on 2 times the average bill of \$132.00 per month. I have attached the usage for the electric and gas for the period the deposit is based on.- see below for payment question.

QUESTION: Customer was reconnected October 3, 2008 - What was the new deposit request? How did the company come up with that amount? The company does not show a customer payment, why? Please provide service dates and usage for deposit request.

ANSWER: The new deposit is \$264.00. This is based on the revolving 12 month average monthly amount of \$132 x 2 = \$264.00 The customer's original account at this address was closed 6/29/09. When Avista opened a new account at this address, Oct' 09 the account number was changed. Any payments posted to the old account number. See attached.

QUESTION: Customer was reconnected March 25, 2009 - New deposit request was \$200, how did the company come up with that amount? Please provide service dates and usage for deposit request.

ANSWER: The customer was shut off 3/25/09 , the amount of deposit requested was \$310.00. The customer paid \$200.00 3/26/09, that left \$110 of the deposit still owing. The \$200.00 was applied 6/29/09 + int.- attached- usage for that time period.

The average 12 month billing at that time was \$155 per month.

QUESTION: Customer was disconnected June 29, 2009, new deposit request was \$264, how did the company come up with that amount? Please provide service dates and usage for deposit request.

ANSWER: see information for the \$264.00 deposit request above, the usage would have been the same. see attached usage for that time period.

QUESTION: How did the company come up with \$218.83 in diversion theft charges?

ANSWER: This is the cost to the Company for the investigation - Serviceman's wages, loaded labor costs, damage to equipment, etc.

QUESTION: How much is the charge for one hour of the meter man charge and what did he do?

ANSWER: The meter man's charge per hour is \$76.02 - This is the hourly wage and loaded labor costs + equipment. The Meterman would have driven out to the home and inspected the equipment.

QUESTION: Where in location are the gas and electric meters? If they are close or side-by-side, why wouldn't the tech see a red tag and not notice if it was cut or not?

ANSWER: They are both located on the south side of the home, however, the gas technician may not have been aware of the problem we were having with the Electric side of the business, and would have had no reason to check.

Hope this information helps.

Thanks,
Janet.

SEE ATTACHED INFORMATION PROVIDED BY COMPANY

*** 10/22/2009 04:40 PM Action: Rachel Stark



Reviewed company information.

Deposit calculations:

Period June 4, 2008 to June 8, 2009:

Gas \$1047.94 / 12 = \$87.32 x 2 = \$174.65

Electric \$601.34 / 12 = \$50.11 x 2 = \$100.22

\$100.00 + \$174.65 = \$274.87 - The company asked for \$264

Period March 7, 2008 to March 11, 2009:

Gas \$1092.62 / 12 = \$91.05 x 2 = \$182.10

Electric \$638.97 / 12 = \$53.24 x 2 = \$106.64

\$106.64 + \$182.10 = \$288.74 - The company asked for \$310

The company was not in compliance with WAC 480-90-113(3)(a) because the deposit required for a customer or location must not exceed two-twelfths of the estimated annual billings for utilities billings monthly.

*** 10/22/2009 04:58 PM Voice Mail: Rachel Stark >> Consumer



Left voicemail for consumer and let her know the company has accounted for all of her payments. I told her the complaint is now closed.

*** 10/22/2009 04:58 PM Email: Rachel Stark >> Janet Hadley



Good afternoon Janet,

Thank you for all of your working with this complaint, I appreciate it.

I have completed the review of the information you provided.

Here are my deposit calculations:

Period June 4, 2008 to June 8, 2009:

Gas $\$1047.94 / 12 = \$87.32 \times 2 = \$174.65$

Electric $\$601.34 / 12 = \$50.11 \times 2 = \$100.22$

$\$100.00 + \$174.65 = \$274.87$ - The company asked for \$264 - this is ok.

Period March 7, 2008 to March 11, 2009:

Gas $\$1092.62 / 12 = \$91.05 \times 2 = \$182.10$

Electric $\$638.97 / 12 = \$53.24 \times 2 = \$106.64$

$\$106.64 + \$182.10 = \$288.74$ - The company asked for \$310

I am recording one violation of WAC 480-90-113(3)(a) because the deposit required for a customer or location must not exceed two-twelfths of the estimated annual billings for utilities billings monthly. The company requested a deposit from this customer on March 25, 2009, more than the estimated usage.

I have completed my investigation and this complaint is now closed. Please note that the Consumer Protection Section has an internal quality review program and all closed complaints are subject to possible review and/or re-opening.

Please let me know if you have any questions.

Thank you.

Rachel

*** 10/22/2009 04:58 PM Violation: 480-90-113(3)(a) -



1 violation. The company requested a deposit from this customer on March 25, 2009, more than the estimated usage.

Washington UTC Complaint

107473

Company: Avista Corporation E964

Customer: Account#

Faith Hintz

Contact:

2013 West Carlisle
Spokane, WA 99205

Primary Phone: (509) 218-4192

Complaint: 107473

Serviced by: Roger Kouchi

Opened on: 09/18/2009

Grouped by: Deposit

Closed on: 09/22/2009

Disposition: Consumer upheld

Description:



Wants company to consider waiving the \$300 deposit. Can't afford to pay.

- Was disconnected and paid \$170 to restore service.
- Doesn't understand why she was disconnected. Always pays at the end of each month.
- Did not receive a disconnect notice. Was disconnected on 9/17/09.

Passed complaint to Avista via e-mail on 9/18/09 (3:18 p.m.)

Initial response due by 9/22/09.

Results:

Consumer was disconnected on 9/17/09 for nonpayment of the payment arrangements made on 8/13/09 to pay \$258.33 on 8/31 (NOTE: original disconnect date on final 8/5/09 final notice was 8/13/09. Consumer called in on 8/13/09 to make payment arrangements making new due date of 8/31/09). Recorded violation (improper disconnect because Avista disconnected service after the ten business days from 8/31/09 which would be 9/15/09). Avista disconnected on 9/17/09. Avista restored service on 9/17/09 for payment of \$171 (1/2 deposit plus reconnect fee of \$16). Avista offered payment arrangements of current bill plus \$51 for the next three months.

Activity:

Activity Links

*** 09/18/2009 03:18 PM Email: Roger Kouchi >> AVISTA COMPLAINTS



Avista - Please respond to this complaint by 9/22/09. Thank you.

*** 09/21/2009 04:46 PM Email: Kouchi, Roger (UTC) << c01WUTC



EST: 10/02/06

Faith Hintz

2013 W Carlisle, Spokane, WA

Avista account: 450101540

slow to pay - carries a balance

Deposit \$310.00 requested 9/19/09-

pd \$171.00 9/18/09 balance of deposit \$139.00

Prior effective 9/17/09 \$382.95

7 past due

4 final notices

No NSF

1 disconnect 9/17/09 for \$149.60

9/17/09 = reconnected
Electric and gas customer
Balance on account 398.95 use
139.00 deposit
Minus - 382.95 prior

\$155.00 collectible
last billing 9/2/09 \$144.22 - due 9/23/09

Collection Activity:
7/29/09 past due \$299.20 due 8/13/09
8/5/09 final \$299.20 due 8/13/09
8/4/09 billed \$119.13 due 8/24/09
8/13/09 paid \$149.60- Makes an arrangement to pay \$258.33 8/31
did not do -
9/17/09 disconnected \$149.60
9/17/09 request for \$310.00 deposit
(No deposit on file at time of disconnect)
9/17/09 customer paid \$171.00 (1/2 deposit + \$16 reconn)
\$171 posted to deposit
9/17/09 Service was turned on.

The customer is stating did not receive notices, however, no mail returns, and when the customer called to pay 8/13/09 the notices and past due would have been discussed with her. The customer may want to speak to her Post Office.

Unfortunately as long as there is Prior Obligation on her account, Avista is unable to waive her deposit. Her deposit balance is \$139- still owing.

The customer is due to bill again 9/30 and that bill will be due aprox 10/25- I can offer current bill + 1/3 of deposit = CB + \$69.50 for the next two months.

Attachments:

If I can help further, please let me know.

Thanks,
Janet

*** 09/22/2009 12:35 PM Voice Mail: Roger Kouchi >> consumer



Left detailed VM message.

- Informed the consumer that the disconnect was improper. However, it appears that consumer was restored with the best payment options since the company is unwilling to waive the deposit because of past payment history.
- Informed the consumer that the company offered her a payment arrangement of current bill plus \$51 for the next 3 months. There is a prior obligation on the account of \$382.95. Consumer will need to make payment arrangements on this amount or the company can send the amount to collections.
- Informed the consumer that I will close my investigation at this time. However, she can call me if she has any questions. Left my name and toll-free number.

*** 09/22/2009 12:38 PM Violation: 480-100-128(6)(c) -



Consumer was disconnected on 9/17/09 for nonpayment of the payment arrangements made on 8/13/09 to pay \$258.33 on 8/31 (NOTE: original disconnect date on final 8/5/09 final notice was 8/13/09. Consumer called in on 8/13/09 to make payment arrangements making new due date of 8/31/09) .

Recorded violation (improper disconnect because Avista disconnected service after the ten business days from 8/31/09 which would be 9/15/09). Avista disconnected on 9/17/09. Avista restored service on 9/17/09 for payment of \$171 (1/2 deposit plus reconnect fee of \$16).

The consumer asked for payment arrangements due to the disconnect threat (i.e., 8/5/09 final notice). Avista granted the payment arrangements and extended payment arrangements until 8/31/09. Consumer did not pay so Avista could have disconnected anytime after 8/31/09 but not after the extension of the 8/5/09 final notice expired on 9/15/09 (i.e., 10 business days after the payment arrangement date of 8/31/09).

*** 09/22/2009 12:53 PM Email: Roger Kouchi >> janet hadley



Janet - I recorded 1 violation of WAC 480-100-128(6)(c) for improper disconnect.

Consumer was disconnected on 9/17/09 for nonpayment of the payment arrangements made on 8/13/09 to pay \$258.33 on 8/31 (NOTE: original disconnect date on final 8/5/09 final notice was 8/13/09. Consumer called in on 8/13/09 to make payment arrangements making new due date of 8/31/09) .

Recorded violation (improper disconnect because Avista disconnected service after the ten business days from 8/31/09 which would be 9/15/09). Avista disconnected on 9/17/09. Avista restored service on 9/17/09 for payment of \$171 (1/2 deposit plus reconnect fee of \$16).

The consumer asked for payment arrangements due to the disconnect threat (i.e., 8/5/09 final notice). Avista granted the payment arrangements and extended payment arrangements until 8/31/09. Consumer did not pay so Avista could have disconnected anytime after 8/31/09 but not after the extension of the 8/5/09 final notice expired on 9/15/09 (i.e., 10 business days after the payment arrangement date of 8/31/09).

Thank you. This complaint is now closed. Please note that the Consumer Protection section has an internal quality review program and all closed complaints are subject to possible review and/or re-opening.

Washington UTC Complaint

107681

Company: Avista Corporation E964

Customer: Account# 650113453

Dennis and Sandra Brown

Contact:

2208 N. Dakota

Spokane, WA 99207

Primary Phone: (509) 484-7188

Complaint: 107681

Serviced by: Rachel Stark

Opened on: 10/21/2009

Grouped by: Disconnect

Closed on: 10/22/2009

Disposition: Company upheld with arrangements

Description:



Ms. received a disconnect notice on her door today for \$285.89. She contacted the company and told them that SNAP is not taking appointments until Friday or Monday and requested the company hold her account until she can get a SNAP appointment. She also will receive her social security check on October 30 and would be able to make a payment at that time. The company is unwilling to make arrangements.

10/21/09 3:02 URGENT complaint passed to Avista via e-mail

Response due October 23, 2009, by 5pm PST

Results:

Ms. continues to make payment arrangements with the company and not keep her arrangements. The company agreed to new arrangements. The customer needs to pay \$142.95 November 1, and \$118.42 plus any current use due November 16, 2009. The company was not in compliance with the last final notice sent to consumer on October 6, 2009. Violation noted.

Activity:

Activity Links

*** 10/22/2009 07:21 AM Email: Rachel Stark << Alene Clayton



Rachel good morning,

Est. 4-8-08

Sandra A Brown, spouse Dennis W Brown

2208 N Dakota Street

Spokane, WA 99207

Account Number 650113453

Gas & electric service

Credit class: Slow to pay

4 commission complaints

0 Prior Obligation

Deposit \$290.00 requested 7-30-08, paid \$240.04 balance \$41.96

11-24-08 paid \$ 43.27 interest 0.30

10-13-08 paid \$ 14.18 interest 0.11

09-23-08 paid \$146.41 interest 1.84

08-04-08 paid \$44.18 interest 0.71

7-13-09 customer agreed to pay current charges plus \$100.00 each month.

8-3-09 bill \$82.44, due 8-21-09 balance \$547.24

8-26-09 payment arrangement broke
8-26-09 past due \$589.20, due 9-11-09 (dep \$41.96 + 547.24 usage)
9-1-09 paid \$100.00
9-1-09 bill \$96.69, due 9-22-09
9-2-09 final notice \$489.20, due 9-11-09 (dep \$41.96 + \$447.24)
9-10-09 phone call to customer
9-21-09 field visit to residence, customer stated snap will pay
9-25-09 past due \$585.89 (dep \$41.96 + 543.93)
9-25-09 cust agreed to pay \$585.89 on 10-1-09
10-1-09 bill \$ 93.89, due 10-21-09
10-6-09 payment arrangement broke
10-6-09 paid \$300.00

Customer does have unpaid balance on account 770020325 at 1421 W. Maxwell Avenue, Spokane WA 99201 \$ 1,583.85 (\$1,474.04 prior obligation + \$109.72), - which has been assigned to a collection agency.

No grants have been called in from the Colville Tribe or Spokane Tribe.

Reviewing the customer's accounts, they have qualified for energy assistance and project share. Avista does encourage the customer to seek assistance again.

Avista is willing to offer payment arrangements of:
\$142.95 due 11-01-09
Current bill plus \$118.42 due 11-16-09

SEE ATTACHED DOCUMENTS:

Bill prep & due dates
Collection activity
Gas & Electric usage

Thank you for your assistance.
Alene

Alene G. Clayton
Avista Utilities-Customer Service
Phone 509-495-7997
Fax 509-777-5177

*** 10/22/2009 10:21 AM Action: Rachel Stark



Ms. originally said she has not filed a complaint with the UTC. Here are the UTC complaints filed:

1997 (Information from Alene)
96744 - March 2006
106737 - June 18, 2009

Reviewed account information:

July 13, 2009 - customer made payment arrangements to pay \$100 plus current charges each month.
Aug. 26, 2009 - arrangements were broken
Sept. 1, 2009 - customer paid \$100
Sept. 25, 2009 - customer agreed to pay \$585.89 on October 1, 2009.
October 6, 2009 - arrangements broken
October 6, 2009 - customer paid \$300

Company is willing to accept the following payment arrangements:
\$142.95 due November 1, 2009
\$118.42 plus current bill due November 16, 2009

Avista mails their bills and notices from California.

WAC 480-100-178 Bill due date requirement is 18 days.
The company is in compliance with bill due date requirements.

WAC 480-100-128(6)(i) 1st notice due date requirement is 11 business days.
The company is in compliance with past due notice due date requirements.

WAC 480-100-128(6)(ii) 2nd notice due date requirement is 6 business days.
The company is in compliance with final notice due date requirements except one. The company mailed a final notice October 6, 2009, for \$285.89 due October 13, 2009. If the company mailed this from California, this final notice is not in compliance with the rules.

*** 10/22/2009 11:26 AM Phone: Rachel Stark >> Alene Clayton



Called Alene and asked about the final notice sent October 6, 2009, for \$285.89 due October 13, 2009. I asked her where this notice was mailed. Asked her to return my call.

*** 10/22/2009 12:51 PM Phone: Rachel Stark << Alene Clayton



Alene called and stated the final notice mailed October 6, 2009, for \$285.89 due October 13, 2009, was mailed from California. I let her know I would call the consumer and close the complaint. I will record 1 violation for the final notice being one day short.

*** 10/22/2009 01:45 PM Phone: Rachel Stark >> Consumer



Spoke to Ms. and let her know she had other complaints filed with the UTC. I told her she had one in 1997, one March 2006, and the one right before this one in June 2009. I spoke with her about how she continues to make payment arrangements with the company. She then interrupted me and stated she has only missed the last one. That is when I told her the company shows she has missed more than one. I discussed with her if the company sets arrangements and she is unable to keep them she or her husband, Dennis, need to call the company before the due date and make new ones if the company will allow it. I told her she still should pay something because if she doesn't, the company may not be willing to make new arrangements. She said she made a payment and thought she at least did something. I explained to her further about arrangements and she has to pay all of the arrangement or the company can disconnect. I told her the UTC cannot continue to open complaints if she makes arrangements and does not keep them. She understood. I told her the company is willing to make new arrangements; she needs to pay \$142.95 due November 1, 2009, and \$118.42 plus her current bill due November 16, 2009. She asked for the total because she may just pay the whole thing on October 30, 2009. I told her that would be great. I also encouraged her to contact energy assistance which would make it easier for her in the next few months to be able to pay her bill. I told her I am now closing her complaint.

*** 10/22/2009 02:01 PM Email: Rachel Stark >> Alene Clayton



Good afternoon Alene,

I have spoken to this consumer and discussed with her if she and the company set arrangements and she is unable to keep them she or her husband, Dennis, need to call the company before the due date and make new ones if the company will allow it. I told her she still should pay something because if she doesn't, the company may not be willing to make new arrangements. She said she made a payment and thought she at least did something. I explained to her further she has to pay all of the arrangement. She seems to understand. I told her the company is willing to make new arrangements; she needs to pay \$142.95 due November 1, 2009, and \$118.42 plus her current bill due November 16, 2009. I also encouraged her to contact energy assistance.

Avista mails their bills and notices from California and a final notice due date requirement is 6 business days. I am recording one violation of WAC 480-100-128(6)(ii) because Avista mailed a final notice to this consumer October 6, 2009, for \$285.89 due October 13, 2009; the due date is one day short, and therefore the final notice is not in compliance with the rules.

I have completed my investigation and this complaint is now closed. Please note that the Consumer Protection Section has an internal quality review program and all closed complaints are subject to possible review and/or re-opening.

Please let me know if you have any questions.
Thank you.
Rachel

*** 10/22/2009 02:01 PM Violation: 480-100-128(6)(ii) -



1 violation.

Avista mails their bills and notices from California and a final notice due date requirement is 6 business days.

Avista mailed a final notice to this consumer October 6, 2009, for \$285.89 due October 13, 2009; the due date is one day short, and therefore the final notice is not in compliance with the rules.

*** 10/23/2009 01:50 PM Email: Stark, Rachel (UTC) << Clayton, Alene



Rachel thanks I will note the account.

Alene G. Clayton
Avista Utilities-Customer Service
Phone 509-495-7997
Fax 509-777-5177

Washington UTC Complaint

107831

Company: Avista Corporation E964

Customer: Account# 290038449

Gianni Giuliani
Contact:
507 W. Knox Avenue
Spokane, WA 99205

Primary Phone: (509) 991-6340

Complaint: ~~107831~~ Serviced by: Rachel Stark
Opened on: 11/16/2009 Grouped by: Deposit
Closed on: 11/18/2009 Disposition: Consumer upheld

Description:



Mr. was disconnected on this morning for nonpayment. Mr. also states he did not receive the final disconnect notice prior to his service be disconnected. He does not believe the company mailed him the notice. Mr. paid \$139 to have his service restored today. Mr. is on a limited income and would like to know if the company is willing to waive the deposit since this is the first time he has ever been disconnected.

11/16/09 10:30 Complaint passed to Avista via e-mail
Response due November 18, 2009, by 5pm PST

Results:

The company record shows this consumer was mailed proper notices. The disconnection of service was not in compliance with rules because the notices were not in compliance with rules. The company was willing to waive this customer's deposit of \$198 due to payment history. The company will also issue a credit of \$16 for the reconnect charge on November 16, 2009. Violations noted.

Activity:

Activity Links

*** 11/16/2009 10:33 AM Email: Rachel Stark >> Avista



New complaint. Consumer is restored, therefore not an URGENT complaint.

Thank you.
Rachel Stark

*** 11/16/2009 02:58 PM Email: Stark, Rachel (UTC) << Janet Hadley



Rachel, Hello!

EST: 08/09/99
Gianni B. Guilliani
507 W Knox Ave, Spokane, WA
Avista account: 290038449
Carries a balance on account, however, does make an effort.
7 past due last 12 mos
6 final
1 NSF 5/28/09 \$486.47
1 disconnect 11/16/09 \$135.14- restored 11/16/09
Prior Obligation 11/16/09 \$218.63

Deposit- \$194.00 requested 11/16/09 due to disconnect (no deposit prior to disconnect 11/16)

last payment \$135.00 10/20/09 - balance \$135.14

Last billing 11/3/09 \$83.49 - due 11/23/09 - balance \$234.63

Electric and gas customer.

Collection action: (no prior obligation before shut off 11/16/09)

10/28/09 past due \$135.14 due 11/12/09

11/4/09 final \$135.14 due 11/12/09

11/11/09 call to customer

11/16/09 disconnected \$135.14

11/16/09 Customer called , stated he had gotten the past due , however, not the final notice - (Avista has not received any mail returns)

11/16/09 customer paid \$135.14

11/16/09 turned on 10:25 a.m.

Looking back at the customer's account - he's been here since 1999. He had been keeping his account close to current, and then about 1 year ago started having problems.

Because he's been a fairly good customer in the past, I will waive his deposit of \$198.00.

The payment the customer made of \$135.14 will post against his usage of \$234.63 and leave him a usage balance of \$99.49- all prior obligation.

Avista will read the customer's meter again 12/2/09. Hopefully the customer will apply for Energy Assistance.

ATTACHMENTS:

Thanks,
Janet

*** 11/18/2009 02:26 PM Action: Rachel Stark



Reviewed account information:

Created account history spreadsheet.

Avista mails their bills and notices from California.

WAC 480-100-178 Bill due date requirement is 18 days.

The company is in compliance with bill due date requirement.

WAC 480-100-128(6)(i) 1st notice due date requirement is 11 business days.

The company mailed a past due notice Oct. 28, for \$135.14 due Nov. 12, 2009.

The company was short one (1) day. Due to the Veteran's Day Holiday Nov. 11, 2009, the due date should have been Nov. 13, 2009. - violation

WAC 480-100-128(6)(ii) 2nd notice due date requirement is 6 business days. Because the Oct. 28, 2009, past due notice was not good, the Nov. 3, 2009, final notice for \$135.14, due Nov. 12, 2009, was also not good. Therefore, the disconnection of service on November 16, 2009, was not in compliance with rules. The company needs to credit the consumer's account \$16 for the reconnect fee charged Nov. 16, 2009.

Deposit calculation:

Gas $\$674.35 / 12 = \$56.19 \times 2 = \$112.39$

Electric $\$710.26 / 12 = \$59.18 \times 2 = \$118.37$

$\$112 + \$118 = \$230$

The company requested \$198

The company is in compliance with deposit request

SEE ATTACHED ACCOUNT HISTORY SPREADSHEET

*** 11/18/2009 03:39 PM Voice Mail: Rachel Stark >> Consumer



Left a voicemail for consumer.

I let him know the company is willing to waive his deposit at this time because he has been trying to keep up with his payments. I told him he needs to try and get energy assistance and try and stay on top of his bill because the company can charge him a deposit later should he fall behind and receive notices. I told him to contact the company regarding payment arrangements should he need them in the future. I told him the company was one day short on his last past due notice due to the Veteran's Day holiday and therefore should not have disconnected his service. I told him the company will be instructed to credit his account \$16 for the reconnect fee. I told him I am closing his complaint and to contact me if he has any questions.

*** 11/18/2009 03:56 PM Email: Rachel Stark >> Janet Hadley



Good afternoon Janet,

I have reviewed the account information.

I have let the customer know via voicemail the company is willing to waive his deposit of \$198.

I am recording the following violations:

One (1) violation of WAC 480-100-128(6)(i) because the company mailed a past due notice October 28, 2009, for \$135.14, due November 12, 2009. The company was short one (1) day. Due to the Veteran's Day Holiday Nov. 11, 2009, the due date should have been Nov. 13, 2009.

One (1) violation of WAC 480-100-128(6)(ii) because the October 28, 2009, past due notice was not in compliance with the rules, therefore, the November 3, 2009, final notice for \$135.14, due November 12, 2009, was also not in compliance with the rules.

One (1) violation of WAC 480-100-128(3)(a) because the past due and final notices were not in compliance with the rules, the company should not have disconnected service November 16, 2009.

Since the disconnection was not in compliance with the rules, the company needs

to credit the consumer's account \$16 for the reconnect fee charged Nov. 16, 2009. Please confirm when this is complete.

I have completed my investigation and this complaint is now closed. Please note that the Consumer Protection Section has an internal quality review program and all closed complaints are subject to possible review and/or re-opening.

Please let me know if you have any questions.
Thank you.
Rachel

*** 11/18/2009 03:56 PM Violation: 480-100-128(6)(i) -



One (1) violation. The company mailed a past due notice October 28, 2009, for \$135.14, due November 12, 2009. The company was short one (1) day. Due to the Veteran's Day Holiday Nov. 11, 2009, the due date should have been Nov. 13, 2009.

*** 11/18/2009 03:57 PM Violation: 480-100-128(6)(ii) -



One (1) violation. The company mailed an October 28, 2009, past due notice, and the notice was not in compliance with the rules, therefore, the November 3, 2009, final notice for \$135.14, due November 12, 2009, was also not in compliance with the rules.

*** 11/18/2009 04:00 PM Violation: 480-100-128(3)(a) -



One (1) violation. Because the past due and final notices were not in compliance with the rules, the company should not have disconnected service November 16, 2009.

*** 11/20/2009 12:33 PM Email: Stark, Rachel (UTC) << Janet Hadley



Rachel:

Noted the violations and reversed the reconnect fee charged 11/16

See below:

Thanks and have a great weekend.

Janet.

SEE ATTACHED ACCOUNT HISTORY SHOWING \$16 CREDIT FOR RECONNECT CHARGE

*** 02/01/2010 03:39 PM Action: Anna Gill



Survey attached.

APPENDIX G

Washington UTC Complaint

107021

Company: Avista Corporation G965

Customer: Account# 410070705

John W Gustafson

Contact:

1118 E. Empire Ave.
Spokane, WA 99207

Primary Phone: (509) 487-4724

Secondary: 509-475-3022 cell

E-mail addr: vn6869satch2_9@msn.com

Complaint: 107021

Serviced by: Gail Griffin-Wallace

Opened on: 07/21/2009

Grouped by: Disputed Bill

Closed on: 08/06/2009

Disposition: Company upheld with arrangements

Description:



Customer received a back bill that drastically changed his confort level payments.

- Please explain circumstances for the back bill
- Please provide the dates for the back bill
- Was the retroactive bill based on actual or estimated usage?
- Please provide account history for the period of the back bill. Also, please provide comparative history either prior to or after the back bill (if available).
- Please provide usage history for the period of the back bill to include any comparative data available that shows increases or decreases in usage.
- Were any adjustments offered the customer? Reason? Amount?
- What arrangements were given the customer?
- If meter failure, what was the cause of the failure - please be detailed.
- Please provide corrective action(s) with dates.

passed to avista via email 7/21 @ 9:20am - your initial response to this complaint is due by close of business 7/23/09

Results:

Company estimated back bill in compliance with regulations and tariff. Violations were recorded for failure to provide to provide accurate/complete billing statements from 2/14/08 until 1/14/09. Customer will remain at present comfort level payment in rather than current plus arrangement amount.

Activity:

Activity Links

*** 07/18/2009 09:15 AM Email: Gail Griffin-Wallace << customer



Please explain your complaint in detail.

I received a letter on February 16,(2009) stating that on January 14,(2008) a recent maintenance visit was performed at my address, (1118 E. Empire Ave.), witch revealed that my meter had not registered usage since January 14,(2008). We have installed a new meter #00258767 and have re-billed your account based on the information provided by previous history.

By the time I received this letter I had changed from monthly billing to (Comfort Level Billing) witch started at \$83.00 a month. Then within two months

went up to \$87.00 and then up to \$143.00 and now up to \$177.00.

On three different occasions i contacted Avista questioning their findings and was given responses that i understood that i should have been monitoring my bills in the past to notice that i was not using any gas.

I recieve paperless billing and payed automaticly each month with the understanding that Avista was an is a honest company with compitant employees that know what they are doing. I am greatful that i am being given the comfort level option to pay my bill but this has gotten out of control i think.

Why did it take them a year to send someone out to check the meter. I only use gas for heat. The heater is off from around March to late October. That is why there is NO gas use for those months.

Recently I went in to Avista to personally talk to a supervisor and they told me that they have no body available to talkj to in person so i had to use a curtusy phone and talk to a supervisor and got the same responce. Every thing that can be done has been done Mr. Gustafson. So i am writing to you to plead for some kind of answer. John W Gustafson

Did you speak to a supervisor from your utility or transportation company?

Yes

If 'Yes', what was the result?

The supervisor told me that they stand by there employees findings and there is nothing more they can do.

What do you think the company should do to resolve your complaint?

They should eat any gas lose. It wasn't me who waited a year to go check the meter. For all i know there could have been gas leakage. The gauges didn't work.

*** 07/21/2009 10:25 AM Email: Gail Griffin-Wallace >> customer



Dear Mr. Gustafson:

Thank you for contacting the Washington Utilities and Transportation Commission regarding your complaint against Avista Corporation. I have opened an informal complaint investigation on your behalf, and will begin working with the company to resolve your complaint. Complaints usually take between two weeks and four weeks to complete depending on the complexity. If you have questions, please feel free to contact me.

Sincerely,

Gail Griffin-Wallace
Consumer Program Specialist
WUTC Consumer Affairs
1-800-562-6150, 360-664-1114
Fax: 360-664-4291
Email: ggriffin@utc.wa.gov

*** 07/21/2009 03:08 PM Attachment: Griffin-Wallace, Gail (UTC) << Hadley, Janet



<<avistaEmail (14).txt>>

<<avistaEmail (15).txt>> <<avistaEmail (13).txt>>

Gail: If you are unable to read or open the

attachments, let me know.

EST. 6/1/03

excellent customer

No deposit on file

No prior obligation

No collection action

Balance on account \$702.86

Last payment 7/1/09 \$138.00

Customer is on Comfort level billing at \$177.00 per month

Gas and electric customer.

Stopped Gas Meter- Back billed from 2/14/08 to 1/14/09- 12 months.

Customer was billing the minimum for 0 therms of \$5.85 per month.

For 12 months.

9/25/08 Customer was sent an e mail regarding 0 usage on his gas meter.

" Will they be using this fall? - Do they want the meter removed"

Received no response back.

Note on account to check later Fall to see if we need to check for a stopped gas meter.

Customer was on Comfort level plan of \$83.00 per month

2/3/09 Serviceman went to home to check for stopped meter. The svcrmn found gas meter was not registering, however could see customer was using- could see exhaust. Knocked on door - no answer - left tag on door to have customer call.

2/5/09 customer called in response to tag left.-2/5/09 Changed meter and relit appliances. - Customer has forced air Gas furnace.

This was an older meter, and the index on the meter usually is what will malfunction.

2/16/09 Customer was billed for 12 months of stopped gas meter from 2/14/08 to 1/14/09. Billing used customer's own gas history plus number of days in the billing cycle and degree days to figure usage.

2/16/09 billed \$958.78 for gas usage - 12 mos.

2/18/09 Left message for customer to call Avista to discuss back billing on gas meter. - did not hear from customer.

3/26/09 Comfort level billing was raised to \$143.00.(effective with 4/16/09 bill This raise to \$143 was based on usage only and not on the balance on the account(the balance is not figured into the CLB until the 12 month review)

4/1/09 John Gustafson called re raise in CLB - It was explained to him this does not take into account the balance on his account. If it did the amount would be \$243 at the 12 month review.

6/26/09 John called and was advised that the CLB would help him to catch up with the back billing for gas on his account.

7/17/09 the customer was raised to \$177.00 CLB effective 7/17/09.

There were no adjustments offered the customer.

If this creates a hardship, we can remove the customer from CLB and Offer him current bill plus 12 months to pay this off. His balance is \$650.46 divided by 12 = \$54.00 plus current bill. Current billing was Billed 7/17/09 for \$52.40 + \$54.00 = \$106.40 - this is due 8/1/09.

We are willing to work with this customer.

Bill and due dates:

Bill Prep & Bill Due Dates

Bill Date	Cur Chrg	Prev Bal	Total Billed	Due Date	
CUST_ACCT_KY					
08-18-2008	48.68	46.84	95.52	09-08-2008	410070705
09-17-2008	58.95	95.52	-11.53	10-07-2008	410070705
10-16-2008	53.08	-11.53	-41.45	11-05-2008	410070705
11-14-2008	57.89	-41.45	-66.56	12-08-2008	410070705
12-17-2008	74.35	-66.56	-75.21	01-08-2009	410070705
01-19-2009	116.77	-75.21	-41.44	02-06-2009	410070705
02-16-2009	958.78	-41.44	760.03	03-06-2009	410070705
02-17-2009	215.31	760.03	975.34	03-09-2009	410070705
03-18-2009	95.82	975.34	984.16	04-07-2009	410070705
04-16-2009	68.21	984.16	965.37	05-07-2009	410070705
05-18-2009	55.67	965.37	878.04	06-08-2009	410070705
06-17-2009	53.42	878.04	788.46	07-08-2009	410070705
07-17-2009	52.4	788.46	702.86	08-06-2009	410070705

*** 07/22/2009 09:06 AM Phone: Gail Griffin-Wallace >> customer



called customer - lmtc

*** 07/23/2009 11:01 AM Phone: Rachel Stark << Consumer



Consumer returned Gail's call. I attempted to go over the complaint with him and he became upset. He did not want to accept responsibility that he had to go over his electronic bill because he assumed the company was billing him correctly. Mr. would like Gail to call him at hom on Friday's or on his cell phone at 509-475-3022.

*** 08/06/2009 09:56 AM Phone: Gail Griffin-Wallace >> customer



Called customer and advised company estimated back in compliance with regulations and tariff. Customer is still very frustrated that company did not find error earlier however, will remain at current comfort level to meet obligation. I told customer violations will be recorded for providing incomplete/inaccurate bills. Advised customer complaint will close.

*** 08/06/2009 09:59 AM Email: Gail Griffin-Wallace >> Janet Hadley



Janet,
I have closed this complaint. I have recorded 12 violations each of WAC 480-90-178(1)(e) and WAC 480-90-178(1)(f) for failing to provide accurate and/or complete billings. Please let me know if you have any questions.
Thanks - Gail

Please note that the Consumer Protection section has an internal quality review program and all closed complaints are subject to possible review and/or re-opening.

*** 08/06/2009 10:03 AM Violation: 480-90-178(1)(e) -



Company failed to provide accurate/complete billing statements from 2/14/08 until 1/14/09.

*** 08/06/2009 10:04 AM Violation: 480-90-178(1)(f) -



Company failed to provide accurate/complete billing statements from 2/14/08 until 1/14/09.

*** 09/11/2009 01:06 PM Action: Anna Gill



Survey attached.

Washington UTC Complaint

107111

Company: Avista Corporation G965

Customer: Account# 2900-530-92-0

Marion Kenney
Contact: Lisa or Marion
208 South Stevens
Chewelah, WA 99109

Primary Phone: (509) 935-0423 after 3:30 p.m.

Complaint: **007111** Serviced by: **Nancy Paulson**
Opened on: 07/30/2009 Grouped by: Disconnect
Closed on: 08/06/2009 Disposition: Consumer upheld

Description:



Customer has disconnect notice for 7/31/09, \$535.03. Customer says the amount is for a back-bill due to stopped meter from about February 2009 to May 2009. Meter was replaced in May. He believes the estimates are too high since they were based on last year's usage and this year he turned his thermostat to low since he is now unemployed and didn't want a large gas bill. The furnace is the only gas appliance. He says he has been unable to reach the contact person on letter. Didn't have letter available and couldn't remember the name.

Was customer offered payment arrangements?
Please send billing/payment/notice/usage history.

Passed to company as Urgent 7/30/09. Response due 8/3/09.

Results:

Avista issued a \$169.84 adjustment for April and May 2009 bills since customer's gas was turned on low. Payment arrangements offered on remaining past due, \$359.09, over five months plus current bill starting August 5, 2009.

VIOLATIONS RECORDED.

Activity:

Activity Links

*** 07/30/2009 02:38 PM Email: Nancy Paulson >> AVISTA COMPLAINTS



Good Afternoon: Passing new complaint. See details below. Thank you. (sent complaint description).

*** 07/30/2009 02:49 PM Email: Paulson, Nancy (UTC) << Hadley, Janet/Avista



Nancy: Stopped collection action on the account - will respond Tomorrow - Fri

Thanks,
Janet.

*** 07/31/2009 02:23 PM Email: Nancy Paulson << Janet Hadley



SEE ATTACHMENTS BELOW.

Nancy:

Est: 4/12/01

Marion Kenney
S 208 Stevens St., Chewelah, WA.

Slow to pay
No deposit
4 past due notices
4 final notices
no disconnects

Gas only account

Back billed 5 months of stopped gas meter 1/14/09 to 5/14/09 \$847.91

\$0 prior obligation

Last payment 5/21/09 \$6.10 - 00.00 balance

Balance as of 7/16/09 \$535.03

collection activity: \$528.93 due 7/27/09

5/19/09- order issued to check for stopped Gas meter. 0 use for 3 months

5/29/09 found gas meter had stopped. Changed gas meter and relit cust
pilot on gas furnace.

6/1/09 back billed 5 months of gas usage 1/14/09 to 5/14/09- based on customer's
own usage using degree days, and number of days in the month. Billed
\$847.91.

6/2/09 Supervisor attempted to call customer to advise of stopped meter and
back

bill - Left Voice Mail Message for customer to call regarding stopped
meter/ and arrangements on balance.

6/15/09 customer called to discuss stopped meter and back bill. Customer was
offered arrangements- he declined. Sys turned of Gas heat in March. Back
billing was explained to customer, and he was sent his gas usage screen. Did
not hear back from customer.

7/10/09 past due \$528.93 due 7/27/09

7/17/09 final \$528.93 due 7/27/09

7/24/09 call to customer

7/29/09 delivered additional final notice to customers home \$528.93

Customer has not contacted Avista regarding the past due notices.

7/30/09 WUTC complaint. Stopped collection action

The customer has been at this address since '01. It is helpful to ensure an
accurate billing, if the customer will call when he receives a winter heat bill
for a minimum of \$6.10 with 0 therms of gas. Avista back billed using the
customer's own historical usage , and applying degree days and number of days
in the month. The customer only uses his gas for his forced air furnace, so 0
therms are used in the summer months. The customer's back billings look in
line. This was a very cold and long winter. The customer states he was
unemployed this winter , and home so attempted to keep the thermostat on low.,
however, because he was now home during the day could have negated that saving.
The customer stated he turned his gas furnace off in March. What I can do for
the customer is remove the charges for April and May .

4/15/09 read 84 therms \$108.75

5/14/09 45 therms \$ 61.09

\$169.84

This would make the customer's past due \$359.09. I can then spread the
balance over the next 5 months. This would be current bill plus \$72.00
starting with the next due date of 8/5/09. The customer's last bill was \$6.10
+ \$72.00 = \$78.10.

attachment:

billings/due dates ,bill date, notice history, usage.

If I can help further, let me know.

Thanks,

Janet

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attachment:

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If I can help further, let me know.

Thanks,

Janet

*** 07/31/2009 04:30 PM Voice Mail: Nancy Paulson >> customer



Left a detailed voice mail re payment arrangements. Please call to let me know before I accept arrangements on your behalf. I will call you again Monday.

*** 08/06/2009 05:13 PM Voice Mail: Nancy Paulson >> customer



Left another detailed message about the payment arrangements. Avista credited off the May and June 2009 bills. This leaves a balance of \$359.09 past due. The company offered payment arrangements of five months on that amount, \$72 month for five months plus current bill. First installment was due 8/5/09 for \$78.10 (\$6.10 current plus \$72.00). I am out of the office Friday. Call Avista and ask to speak with Janet Hadley about the arrangements. Closing the complaint.

*** 08/06/2009 05:21 PM Violation: 480-90-178(1)(e) -



For the back-bill dated 01/14/09 through 05/14/09, five (5) violations of WAC 480-90-178(1)(e) Billing requirements and payment date, against Avista for failing to issue this customer monthly billing statements showing current and previous meter readings, the current read date, and the total amount of therms used for the billing period.

*** 08/06/2009 05:22 PM Violation: 480-90-178(1)(f) -



For the back-bill dated 01/14/09 through 05/14/09, five (5) violations of WAC 480-90-178(1)(f) Billing requirements and payment date, against Avista for failing to issue this customer monthly billing statements showing amount of therms used and applicable billing rates per therm for the billing period.

*** 08/06/2009 05:27 PM Email: Nancy Paulson >> Janet Hadley



Thank you Janet. I left two detailed voice mails for the customer about the payment arrangements and have not heard back. Since I am out of the office tomorrow, I suggested he call Avista and ask to speak with you if he wants to set up those arrangements. I did not give out your direct number.

I am recording the following violations:

For the back-bill dated 01/14/09 through 05/14/09, five violations of WAC 480-90-178(1)(e) Billing requirements and payment date, against Avista for failing to issue this customer monthly billing statements showing current and previous meter readings, the current read date, and the total amount of therms used for the billing period. For the back-bill dated 01/14/09 through 05/14/09, five violations of WAC 480-90-178(1)(f) Billing requirements and payment date, against Avista for failing to issue this customer monthly billing statements showing amount of therms used and applicable billing rates per therm for the billing period. This complaint is now closed. Please note that the UTC Consumer Protection section has an internal quality review program and all closed complaints are subject to possible review and/or re-opening.

*** 08/25/2009 11:09 AM Action: Anna Gill



Customer survey attached.

Washington UTC Complaint

107869

Company: Avista Corporation E964

Customer: Account#

Cecile Wilson

Contact:

1919 E Sinto
Spokane, WA 99202

Primary Phone: (509) 362-2048

Complaint: ~~107869~~

Serviced by: **Gail Griffin-Wallace**

Opened on: 11/23/2009

Grouped by: Disconnect

Closed on: 12/14/2009

Disposition: Consumer upheld

Description:



Customer has a SNAP appointment on 12/2 @ 3p.

Customer was told that a deposit was due of \$150. The payment was made by project share but was not applied to her deposit.

Please provide a complete account history outlining deposit request, disconnects, notices sent and amounts, payment, billing amounts date sent & date due.

passed to avista via email 11/23/09. Your initial response to this complaint is due by close of business 11/25/09.

A total of 4 violation were recorded

Results:

Avista records show that it improperly generated two past due notices on amounts due that were designated prior obligation. The payment amount of \$150 previously applied to the prior obligation amount was applied to the customers deposit on November 25, 2009. Avista records also show there is a final balance due of \$78.38 from a previous address, plus, current charges of \$77.25 is due on December 23, 2009.

Activity:

Activity Links

*** 11/25/2009 02:07 PM Email: Griffin-Wallace, Gail (UTC) << Clayton, Alene



Gail,

Est. 11-3-09

Cecile Marie Wilson
1919 E. Sinto Avenue
Spokane, WA. 99202

Account number 90126412

Gas and Electric Service

\$520.31 Prior obligation (\$233.94 disconnect 3-12-09 @ 14908 E Sprague Avenue

#26 Spokane Valley, WA. 99216)& \$286.37 disconnect 8-9-07 @ 807 E Augusta

Avenue Apt 4 Spokane, WA. 99207 Deposit \$150.00, balance \$150.00 0 NSF

1 past due notice (hand generated) \$514.75

1 final notice (hand generated) \$364.75 Slow pay

11-03-2009 TRANSFER BETWEEN ACCOUNTS 598.69

11-11-2009 Mailed Past Due Notice from Spokane \$514.75 due 11-23-09

11-17-2009 Paid 150.00

11-19-2009 Mailed Final Notice from Spokane \$364.75 due 11-24-09

Balance \$598.69, \$78.35 usage, \$520.31 prior obligation. After reviewing the account I transferred the payment of \$150.00 to the customer's deposit. The notice mailed on 11-11-09 & 11-19-09 are incorrect. Feedback has been given to the CSR to watch prior obligation transfer amounts.

Thanks, Alene

Attached documents:
Usage gas & electric
Transaction register

SEE ATTACHMENTS

*electric billing history
*gas billing history
*transaction register

*** 12/01/2009 12:58 PM Email: Gail Griffin-Wallace >> Alene Clayton



Alene,

Where is the \$78.35 usage from? Please provide a corrected account history. It looks like the customer did not have service for several months. When did she start this new service? Has a bill generated yet? Does the amount due include a reconnect fee? Was \$150 the total amount of the deposit request or just half?
Thanks - Gail

*** 12/02/2009 03:06 PM Email: Griffin-Wallace, Gail (UTC) << Clayton, Alene



Gail,

Account established 11-3-09.

Meter is due to be read on 12-1-09, due 12-20-09.

The balance is from account 730118990 14908 E Sprague Avenue Space 26 Spokane Valley, WA.

Balance is \$598.69, \$78.38 usage (closing bill 63 therms), 520.31 prior obligation, disconnect 3-12-09 (off by 3 cents on original message.) No reconnect fee charged the customer did not re-establish an account at residence.

\$150.00 is the total deposit, paid \$150.00 11-14-2009 .01 interest.
Transferred payment \$150.00 to deposit on 11-25-09.

Thanks, Alene

Enclosed:
Copy bill account 730118990
Transaction register account 730118990

Alene G. Clayton
Avista Utilities-Customer Service
Phone 509-495-7997
Fax 509-777-5177

SEE ATTACHMENTS

*bill copy dated 3/23/09
*transaction register

*** 12/07/2009 11:55 AM Voice Mail: Gail Griffin-Wallace << cust



Customer called left voicemail message advising she had her SNAP appt. but did not know what they would pledge. Customer said she did not have a phone number where she could be reached.

*** 12/08/2009 02:51 PM Email: Gail Griffin-Wallace >> Avista



Alene,
Just want to get all my ducks in a row. Customer still owes \$78.38 from her previous address (this was the final bill correct?). Now her deposit has been satisfied, is there any billing from 11/3/09? Customer has had her snap appt and is waiting to hear what they will pledge.
Thanks - Gail

*** 12/09/2009 11:16 AM Email: Griffin-Wallace, Gail (UTC) << Clayton, Alene



Gail,

The account billed 12-03-09 \$77.25 due 12-23-09 Final bill from previous address 78.38 Prior obligation \$520.31

I will note the customer's account that she had an EAP appointment.

Thank you,
Alene

*** 12/14/2009 09:19 AM Phone: Gail Griffin-Wallace >> customer



Attempted to call customer - # not in working order

*** 12/14/2009 10:11 AM Violation: 480-100-178(1)(e) -



Company generated a past due notice of \$514.75 on 11/23/09 on funds that were prior obligation, Company generated a final notice of \$364.75 on 11/24/09 on funds that were prior obligation after improperly applying customer payment.

*** 12/14/2009 10:14 AM Violation: 480-100-178(1)(f) -



Company generated a past due notice of \$514.75 on 11/23/09 on funds that were prior obligation, Company generated a final notice of \$364.75 on 11/24/09 on funds that were prior obligation after improperly applying customer payment.

*** 12/14/2009 11:09 AM Letter: Gail Griffin-Wallace >> cust



Re: 107869

December 14, 2009

Cecile Wilson
1919 East Sinto
Spokane, WA 99202

Dear Ms. Wilson:

I am responding to your complaint against Avista Corporation (Avista). You stated that a payment made to your account, was applied to a prior obligation amount. It should have been applied to your deposit

Avista records show that it improperly generated two past due notices on amounts due that were designated prior obligation. The payment amount of \$150 previously applied to the prior obligation amount was applied to your deposit on November 25, 2009. Avista records also show there is a final balance due of \$78.38 from a previous address, plus, your current balance of \$77.25 is due on December 23, 2009.

At this time I have concluded my investigation and closed the complaint. Please contact me if you have additional question.

Sincerely,

SEE ATTACHMENTS FOR SIGNED COPY OF LETTER

*** 12/14/2009 11:17 AM Email: Gail Griffin-Wallace >> Alene Clayton



Alene,

I have recorded 2 violations each of WAC 480-100-178(1)(e) and WAC 480-100-178(1)(f) for improper and/or inaccurate billing in the form of notices sent on 11/23/09 & 11/24/09. Please let me know if you have any questions.

I have closed the complaint

Thanks - Gail

Please note that the Consumer Protection section has an internal quality review program and all closed complaints are subject to possible review and/or re-opening.

*** 12/14/2009 11:29 AM Email: Griffin-Wallace, Gail (UTC) << Clayton, Alene



Gail, thank you. I will note the account.

Alene