

Avista Utilities

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Spokane, Washington 99220-3727
Telephone 509-489-0500
Toll Free 800-727-9170

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



Washington Water Power Division

November 12, 1999

Carole Washburn, Executive Secretary
Washington Utilities & Transportation Commission
1300 S. Evergreen Park Drive S. W.
P.O. Box 47250
Olympia, Washington 98504-7250

Re: Docket Nos. UE-990473 and UG-990294
Electric Companies – Rulemaking –Chapter 480-100 WAC
Natural Gas Companies—Rulemaking—Chapter 480-90 WAC

Dear Ms. Washburn:

The Avista Corporation has been actively participating in the above-cited dockets. By letter dated September 30, 1999, Avista submitted comments on all portions of the staff proposed rules except for the consumer rules section. At the workshops held on October 14 and 15, the Company heard the interests of other participants related to the proposed consumer rules. With these interests in mind, Avista respectfully submits the following comments.

-106 Billing requirements and payment date

Clarity of bill information was a goal shared by all parties at the October workshops. Discussion ensued as to the level of detail, and at what cost, billing information should be provided on the bill. Attached to this letter are four documents depicting billing information available to an Avista customer. The first attachment is a copy of Avista's bill. While an electric and gas customer receives one bill from the Company, the amount owing and usage by each fuel is clearly shown. On the reverse side of the bill is further information that provides a description of key billing components. The second enclosure is a pamphlet, "How to Calculate Your Bill", which allows a customer to reconcile their bill with all related charges including rates based on different usage blocks. The third attachment shows selected web-site pages accessible by customers that assist with bill

determinations. Lastly, a description of the Company's Call Center is included. The Company's award-winning Call Center is the backbone or "work horse" of Avista's customer contacts. The Company encourages customers to contact the Call Center regarding any electric or gas related issue.

As Avista described in our September 30 comments and further explained in the workshops, requiring the Company to separate payments for electric and natural gas services and track their balances separately would be costly.

-xx5 Customer notification requirements

Regarding customer notification, Avista suggests the rule embody the following provisions.

- Avista proposes that all revenue related tariff requests (as excepted below) be noticed to customers such that the last customer notification, by bill insert, occurs 15 days prior to the tariff going before the Commission.
- Avista concurs with the staff proposal that certain exceptions may be noticed after Commission approval.
- Avista suggests that proposed changes to tariffs that effect new customers be noticed in a manner that targets the effected parties. Specifically, line extension tariffs predominantly effect developers. Because developers routinely review the legal notices in their county's newspaper of record, a notice in the classified section of such newspaper would reach the targeted audience.
- Avista suggests that proposed tariffs which "change terms and/or conditions of an existing service" be noticed after Commission approval.
- Avista proposes that section (1)(c)(xii) be an example by including "public involvement language such as...".

-056 – Refusal of Service

Every electric and natural gas utility has expressed concerns about the "prior obligation" rule in this rulemaking process. Several suggestions and specific rule language options have been forwarded.

Avista, based on the interests of several parties as discussed at the October workshops, would like to propose the following language. This proposal differs from the Company's previous requests. This proposal, in essence, would not permanently deny service while

reducing the build-up of write-offs by requiring payment arrangements accompanied by deposits on a regular basis.

"Services shall be restored upon payment of a deposit and reconnection charge after the customer agrees to a payment arrangement to have the unpaid delinquent balance paid in equal installments over the following 4-6 months. In the event that payment arrangements are not kept, services will be disconnected and the customer must pay a new deposit and reconnect charge and enter into a new 4-6 month payment arrangement. The Utility shall not deny service to a customer for an unpaid delinquent balance, but the customer must pay a deposit, reconnect charge and enter into a payment arrangement prior to reconnection."

Avista appreciates the opportunity to provide these comment. Please direct any questions on this matter to Bruce Folsom at (509) 495-8706 or Dave DeFelice at (509) 495-4919.

Sincerely,

A handwritten signature in black ink that reads "Thomas D. Dukich". The signature is written in a cursive style with a large initial 'T' and 'D'.

Thomas D. Dukich
Manager, Rates and Tariff Administration

Enclosures

ENERGY USE

TYPE OF SERVICE	METER NUMBER	RATE SCH	METER READINGS			MULTI-FACTOR	ENERGY USAGE	CITY FEE	AMOUNT
			TYPE	PRESENT	PREVIOUS				
ELECTRIC	67513572	001	ACTUAL	7481	7411	10	700	0.00	34.30
GAS	00154210	101	ACTUAL	4	0	0.965	4	0.00	5.02
ENERGY CHARGES THIS BILL									39.32

34 DAYS OF SERVICE FROM AUG 24 1999 TO SEP 27 1999

	AVERAGE DAILY USE THIS MONTH	LAST YEAR
ELECTRICITY	21	24
GAS	0	0
AVERAGE DAILY TEMPERATURE		
	62.0	67.0

BILLING SUMMARY	
BILLING DATE	SEP 28 1999
PREVIOUS BALANCE DUE 09/14/99	\$ 30.42
PAYMENT SEP 10 1999 THANK YOU	30.42CR
BALANCE REMAINING	0.00
ENERGY CHARGES THIS BILL	39.32

CUSTOMER MESSAGES

A LITTLE EACH MONTH GOES A LONG WAY.
PLEASE DONATE \$2,\$5,\$10 TO PROJECT SHARE

AMOUNT DUE \$ 39.32
DUE DATE OCT 13 1999

TEAR HERE - RETURN BOTTOM PORTION WITH PAYMENT - ADDRESS ON BACK

ACCOUNT NUMBER
[REDACTED]



(800) 992-9137

021003039040000000000000000000000393200000039326

SERVICE ADDRESS: 508 W 15TH ST



DUE DATE	AMOUNT
OCT 13 1999	\$ 39.32

PROJECT SHARE CONTRIBUTION

AMOUNT PAID

PLEASE INDICATE AMOUNT PAID

TERMS USED ON YOUR BILL

BILLING DATE *Billing date* is the date our computer printed your bill. Charges and payments processed after that date will appear on your next bill.

KILOWATT HOURS We measure the amount of electricity in watt hours. One *kilowatt hour* equals 1000 watt hours. The kilowatt hours on your bill equal the rate or speed of use (kilowatts) x the length of time electricity was used. Running a 5000 watt (5 kilowatt) dryer for 1 hour uses 5 kilowatt hours of electricity. Burning a 100 watt light bulb for 10 hours uses 1 kilowatt hour.

THERMS Your use of gas is billed in units called *therms*. Therms identify the heating capacity provided by gas. One therm equals the heating capacity of approximately 100,000 matches.

ESTIMATED BILL Our estimating procedure takes into account past use, weather conditions, and the number of days service was provided. If an error is made in estimating, your bill will be automatically corrected the next time we actually read your meter.

PRORATED BILL We *prorate* charges when billing periods are outside the normal day periods or when rates

change during your billing period. If you have questions about a prorated bill please call our office.

MULTIFACTOR After your meter is read and the difference between the old and new reads is established, a *multifactor* is used to convert the difference into use.

- Your gas meter measures gas in cubic feet. We use a multifactor to convert cubic feet into therms.
- Each electric meter has its own multifactor. Meters which count each kilowatt hour used have a multiplier of 1. Meters which count kilowatt hours by 10s have a multiplier of 10. Other common electric meter multipliers are 40, 120, and 240.

RATE SCHEDULE Your *rate schedule* determines how much you are charged for each kilowatt hour or therm. We mail out lists and descriptions of our rate schedules once a year. If you want a copy outside of this time, please call our office.

WE ARE PLEASED TO PROVIDE THE FOLLOWING SERVICES TO OUR CUSTOMERS. FOR INFORMATION ABOUT THESE SERVICES, PLEASE CALL 1-800-227-9187 IN WASHINGTON & IDAHO, OR 1-800-659-4427 IN OREGON & CALIFORNIA:

- Comfort Level Billing
- Special payment plans
- For landlords – arrangements to automatically continue service between tenants at rental properties.
- Master Billing offers convenient once a month billing for your multiple customer accounts. Write one check for all your bills.
- Credit counseling is available in our service areas with Consumer Credit Counseling Services, a non-profit organization. Call our office for the counseling office nearest you.
- Customer assistance representatives to help and advise customers with financial or other hardships.
- Safety demonstrations for groups and classes.
- Advice or information on energy use and management.
- TTY Service for Hearing Impaired – (509) 495-4861
- Interpretation service
- Credit card payments (transaction fee applies)

PLEASE, FOR THE SAFETY OF OUR METER READERS AND THE ACCURACY OF YOUR BILLS, PROVIDE CLEAR AND SAFE ACCESS TO YOUR METER.

Project Share is a community-sponsored program administered by the local agencies providing emergency energy assistance for families throughout our service area. This one-time assistance is given based on need, regardless of the type of fuel used in the home. All donations to Project Share made by Avista Utilities customers, shareholders and employees are forwarded directly to the local agencies and are tax deductible. If you can help, please give to Project Share.

Should you question this bill, please request an explanation from the Company. If you thereafter believe you have been billed incorrectly, a Company representative will be happy to explain the procedure for obtaining review of the amount in question by the state agency which regulates public utility companies.

S-0026 (6-99)

**PLEASE BRING ENTIRE BILL
WHEN PAYING IN PERSON.**

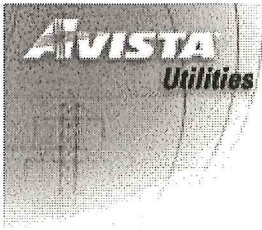
Questions or concerns about your account? Please contact one of our representatives at the phone number or address on the front of this bill. Representatives are available to take your phone calls Monday through Friday from 6:00 a.m. to 7:00 p.m.

*Place address
in envelope window.*



**AVISTA UTILITIES
1411 E. MISSION AVE.
SPOKANE, WASHINGTON 99252-0001**

PLEASE: Return this portion when paying by mail.



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Residential

At Avista Utilities, we're always looking for ways to serve you better -- from managing costs, (we were recently ranked among the top five most efficient utilities in the nation) to offering fast, effective customer service and innovative new products and services designed to help make life better.

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[Residential](#)

Account Information

- [Interactive Account Info](#)
- [Paystations Locator](#)
- [Paying For What You Use](#)
- [Customer Service Centers](#)

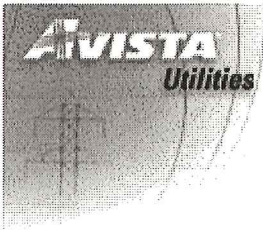
Customer Assistance

- [CARES Program](#)
- [Project Share](#)
- [Translation Services](#)
- [Consumer Credit Counseling](#)
- [Safety](#)
- [In Case of an Outage](#)

Products & Services

- [Natural Gas](#)
- [Smart Money Billing Options](#)
- [E-Bill](#)

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Interactive Account Info

If you know your Avista Utilities account number, enter it below then click the **Get Account Info** button. If you don't know your Account number, you can find it on your Avista Utilities bill.

[Utilities Home](#)

[Residential](#)

Account Information

- **Interactive Account Info**
- Paystations Locator
- Paying For What You Use
- Customer Service Centers

Customer Assistance

- CARES Program
- Project Share
- Translation Services
- Consumer Credit Counseling
- Safety
- In Case of an Outage

Products & Services

- Natural Gas
- Smart Money Billing Options
- E-Bill

Account #:

[Get Account Info](#)

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Paying for What You Use

Here is a summary of how we charge for the energy you use. For more information about your bill or payment arrangements, call 1-800-227-9187

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[Residential](#)

Account Information

- [Interactive Account Info](#)
- [Paystations Locator](#)
- [Paying For What You Use](#)
- [Customer Service Centers](#)

Customer Assistance

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- [Project Share](#)
- [Translation Services](#)
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- [Safety](#)
- [In Case of an Outage](#)

Products & Services

- [Natural Gas](#)
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- [E-Bill](#)

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Reading Your Meter

Our meter readers generally visit your home every 30 days to read the meter. It's important to make your Avista Utilities meters accessible for our meter readers, as well as for emergency and service crews. Be sure your address is clearly displayed, no objects or bushes are in front of the meter, and all pets are tied away from the pathway to the meter.

Meters that cannot be read, due to access problems, are estimated based on prior energy use. Adjustments are made once we gain access to the meter for an accurate reading.

Calculating Your Energy Bill

Energy use is determined by subtracting the previous reading from the current reading times a multiplier. Electricity is metered in kilowatt-hours and natural gas is measured in therms. Total energy use times the price per unit of energy - plus applicable fees and taxes - determines your total cost.

If you would like to monitor your energy use, we have a free brochure that describes how to easily read your electric or natural gas meter. Upon request, we can also provide a history of energy use in your home.

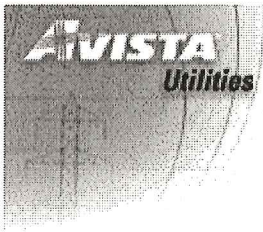
Payment Options

Payments are due in full within 15 calendar days of billing to our mail payment center, pre-addressed on a return envelope included with your bill, to:

Avista Utilities
1411 E. Mission Avenue
Spokane, WA 99252-0001

Along with the traditional return mail method, you can also pay your bill at one of the many [Paystations](#) throughout the region. Utility drop boxes have also been installed at several convenient locations allowing you to simply drop off your payment envelope. No postage is required when you use a Paystation or drop box.

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Tariffs & Prices

Avista Utilities currently serves the states shown below.

Click on the state of your choice to locate the tariff schedules governing service in that state.

[Utilities Home](#)

[Rates & Tariffs](#)

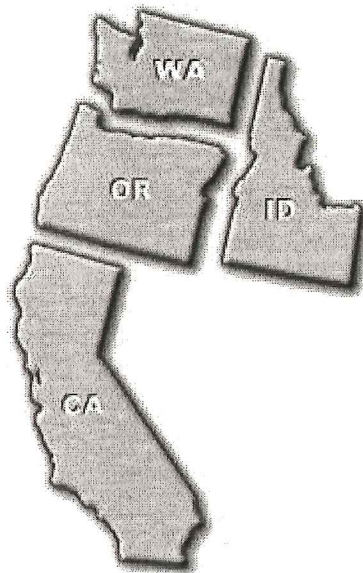
How Do I View Documents?

All documents can be downloaded as an Adobe Acrobat file. You need the Acrobat Reader to display and print documents.

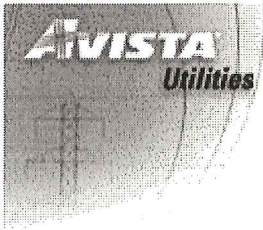
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Avista Corporation seeks to keep this information accurate and current. The official tariffs actually in force, however, are on file with the utility commission in each state.

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Washington Tariffs & Prices

The tariff schedules shown below have been filed with the Washington Utilities and Transportation Commission and are the effective rates, rules, and regulations of this company.

The schedules listed on this page are subject to change, in accordance with state laws.

Avista Corporation seeks to keep this information accurate and current. The official tariffs actually in force, however, are on file with the Washington Utilities and Transportation Commission.

Click to find out more about:

- [Requested General Rate Increase:](#)
 - [Summary of Electric Request](#)
 - [Summary of Natural Gas Request](#)
- [How to calculate your bill -](#)
 - [Residential Electric](#)
 - [Non-residential Electric](#)
 - [Natural Gas](#)
- [Recent Electric Tariff Changes](#)
- [Recent Natural Gas Tariff Changes](#)

The Items Between The RED Lines Can Only be Seen by Individuals Who Access This Page From Within The Avista Network!

- [Electric Rate Schedule Recap](#)
- [Electric Rate Shortcuts](#)
- [MOPS I Shortcuts](#)
- [MOPS II Shortcuts](#)
- [Gas Rate Schedule Recap](#)
- [Gas Shortcuts](#)
- [Electric Rate History](#)
- [Gas Rate History](#)

ELECTRIC TARIFF - WASHINGTON

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	Title Page
	Index Page
1	Residential Service-Washington
3	More Options for Power Service II-Renewable Resource Rate-Residential Service
11	General Service-Washington

Other States

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12	<u>Residential and Farm General Service-Washington</u>
13	<u>More Options for Power Service II-Renewable Resource Rate-General Service</u>
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15	<u>More Options for Power Service II-Residential Service</u>
16	<u>More Options for Power Service II-General Service</u>
17	<u>More Options for Power Service II-Large General Service</u>
18	<u>More Options for Power Service II-Pumping Service</u>
21	<u>Large General Service-Washington</u>
<hr/>	
22	<u>Residential and Farm Large General Service-Washington</u>
23	<u>More Options for Power Service II-Renewable Resource Rate-Large General Service</u>
25	<u>Extra Large General Service-Washington</u>
31	<u>Pumping Service-Washington</u>
32	<u>Residential and Farm Pumping Service-Washington</u>
<hr/>	
33	<u>More Options for Power Service II-Renewable Resource Rate-Pumping Service</u>
41	<u>Company Owned Street Light Service-Washington</u>
42	<u>Company Owned Street Light Service-High-Pressure Sodium Vapor-Washington</u>
44	<u>Customer Owned Street Light Energy & Maintenance Service-High-Pressure Sodium Vapor-Washington</u>
45	<u>Customer Owned Street Light Energy Service-Washington</u>
<hr/>	
46	<u>Customer Owned Street Light Energy Service-High-Pressure Sodium Vapor-Washington</u>
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51	<u>Line Extension Schedule</u>
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53	<u>Temporary Service</u>
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58	<u>Tax Adjustment Schedule-Washington</u>
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	<u>Definition of Rate Area</u>
101	<u>General Service - Firm - Washington</u>
111	<u>Large General Service - Firm - Washington</u>
112	<u>Large General Service - Firm - Washington</u>
121	<u>High Annual Load Factor Large General Service - Firm - Washington</u>
122	<u>High Annual Load Factor Large General Service - Firm - Washington</u>
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131	<u>Interruptible Service - Washington (Off Peak)</u>
132	<u>Interruptible Service - Washington (Off Peak)</u>
146	<u>Transportation Service for Customer-owned Gas - Washington</u>
148	<u>High Volume/Banded Rate Transportation Service - Washington</u>
150	<u>Purchase Gas Cost Adjustment - Washington</u>
<hr/>	
151	<u>Gas Extension Policy - Washington (Residential Service)</u>
152	<u>Gas Extension Policy - Washington (Commercial and Industrial)</u>
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154	<u>Rural Gas Service Connections</u>

154	<u>Rural Gas Service Connections</u>
155	<u>Gas Rate Adjustment</u>
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161	<u>Residential Conservation Service Program</u>
163	<u>Natural Gas Benchmark Mechanism</u>
170	<u>Rules and Regulations</u>
180	<u>Meter Reading and Billing Practice</u>
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UTILITY BEST PRACTICES



CHARTWELL'S MONTHLY RESOURCE FOR PRACTICAL SOLUTIONS IN
WORKPLACE MANAGEMENT, QUALITY, PRODUCTIVITY AND PEOPLE

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VOL. 5, NO. 7

PAGES 97-112

Human Resources:

Put call center reps at center of performance assessment

Hiring, training, and retaining customer service call center representatives is something of a science at Washington Water Power (WWP) in Spokane, Wash. About 90 agents average 900,000 calls a year at the three-site call center in Spokane, Coeur d'Alene, Idaho, and Lewiston, Idaho. The call center achieved a notably low 10 percent turnover rate among its reps. Last year, only 10 reps left the call center, but three of those moved to other positions within the company.

Call center leaders attribute the low turnover rate to a careful selection and training process. Eight to 10 weeks of training on an in-house developed interactive computer system followed by extensive support once they get out on the call center floor makes reps feel comfortable with the company culture and their own jobs, says Vicki Weber, call center manager.

In addition, a pay-for-perfor-

mance program backed up by an on-line performance monitoring system via which reps always know where they stand in terms of their performance gives them an additional level of comfort within their jobs at WWP, explains D.J. Spooner, quality assurance analyst/trainer. The innovative software lets employees track their own quality assurance scores as well as see how they compare to their peers. Every six months for their first four years, reps can earn pay increases based on their performance.

Employees choose new hires

The process starts with the posting of customer service representative jobs both internally and externally. The utility's human resources department conducts the first screen, and sends appropriate applicants to the call center for more rigorous screening.

Then call center management

EXECUTIVE SUMMARY

Utility: Washington Water Power, Spokane, Wash. (364,000 customers).

Strategy: Innovative human resources practices within the call center include: new call center employees are chosen by their peers, not by management, in an interactive selection process; a pay for performance program offers raises every six months, based on call quality and quantity; and a software program allows call center reps to monitor their own performance.

Results: Less than 10 percent annual employee turnover in the call center keeps morale high and hiring/training of new reps at a minimum.

screens applicants, looking in particular for people with rigorous backgrounds in customer service jobs with a lot of one-on-one contact with a variety of customer types, fast-paced sales experience, able to handle multiple tasks simultaneously, and a high level of computer skills with various programs, Weber explains. "We also look for them to express compassion and caring around their previous jobs," she says. "That way, we know the environment they create will be one that everyone loves to come to work at."

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- Quality: PECO betters outage times with system maintenance. . . Page 102*
- Incentives: AEP awards employees for innovation Page 105*
- Flashback: Central Vermont restructuring nearly a year later. . . . Page 108*
- Industry News: New utility giant formed in California. Page 111*

The employees who make it through this screening are then handed off to a team of call center representatives — people who would be their peers. Membership on this team is rotated through the call center, giving all qualified employees an opportunity to serve at one time or another. Team members take one or two days to go through mock scenarios with the applicants in an interactive selection process. The first half of the day consists of a brief introduction to the computer system and some hands-on work with test accounts. After lunch, applicants

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(404) 237-9099

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For Canadian orders, add \$10. For other foreign
add \$24. Individual copies (when available): \$30.
Quantity discounts negotiated on an individual
basis.

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are taken through role playing exercises in which they demonstrate their aptitude for customer service, communication, and computer skills.

Team members have an observation checklist they use to assess candidates. (See Figure 1, pages 99-100.) They look for computer skills, initiative, communication/listening skills, and interpersonal skills, and rate the candidate on a scale of 1 to 5 for each skill.

"The final selection is made by this team of employees, not by management," Weber says. "Once they select those individuals who they believe are the most qualified, they feel committed to mentoring them and having them be successful. They are committed to making sure the new employees get all their training, and act as a resource for questions, problems and finding their way through the corporate structure. Their peers are looking at who they chose for the job, and [team members] want to be seen as making a good choice."

Classroom training for 6 to 8 weeks

After new employees are hired, classes ranging in size from four to 12 go through six to eight weeks of classroom training.

During the first week of the training, representatives from each area of the company — from hydro and relicensing all the way down to the nurses station — come in to give applicants an overview of company operations and culture, Weber says.

Next, new hires go through an in-house developed interactive computer based training

program called Extend, Spooner says. They proceed through Extend with a trainer but at their own pace and take tests at the end of each module. They can work with others as much or as little as they like. Each module provides hands-on practice with different skills. They can take the module test at any time. If they don't pass the test, they spend additional time on that module. They track their personal progress using a summary sheet. Extend modules include:

- company overview;
- meter reading;
- basic terminology;
- basic natural gas;
- operating the calculator;
- operating the computerized telephone;
- interpreting WWP rate schedules;
- recalling and interpreting utility commission rules and regulations;
- estimating usage;
- calculating bills;
- special billing and adjustments;
- high bills;
- deposits;
- opening and closing accounts;
- processing collections on active, closed, and commercial accounts; and
- bankruptcies and estates.

After two weeks of training, and during the time they are proceeding through Extend, new hires spend some time each day connected to a live training phone in the call center. This process allows them to listen to real calls and view the on-line processes the experienced rep is going through.

After they complete Extend, the trainees spend two days at a training center for company line

Large General Service

Rate Schedule 22

For large general service supplied through one meter installation for use at multiple family dwellings or farms.

Monthly Charge

Energy Charge
\$.04191 per KwH
Demand Charge
\$190.00 for first 50 Kws or less
\$ 2.20 per Kw for each additional Kw

Power Factor Adjustment

Where customer's kilowatt demand is 50 Kw or more and customer's maximum 15 minute reactive kilovolt amperes demand for that month is in excess of 48 percent of the Kw demand, customer will pay \$50 for each reactive kilovolt ampere of excess. The reactive kilovolt ampere demand may be determined by permanently installed instruments or periodic tests.

Primary Voltage Discount

\$.10 per Kw if service is at 11 kv (wye grounded) or higher
(Minimum Charge is \$190.00.)

Example:

If you used 2400 KwHs and had a demand of 65 Kws, your bill would be calculated like this:

\$.04191 x 2400 KwHs	=	\$100.58
Charge for 2400 KwHs	=	\$100.58
Charge for 60 Kws	=	190.00
\$2.20 x 15 (additional Kws)	=	33.00
Charge for 65 Kws	=	223.00
Total Charge	=	\$323.58

(Notice: Neither power factor adjustment nor primary voltage discount is present on this sample bill.)

Pumping Service

Rate Schedule 32

For service through one meter for water pump operations, including necessary lighting and other equipment, at multiple family dwellings or farms. Customers must sign a five-year contract for service.

Monthly Charge

\$.05526 per KwH for the first 85 KwHs per Kw of demand but not more than 3000 KwHs
\$.03722 per KwH for additional KwHs

(Annual Minimum is \$6.00 per Kw of the highest demand established in the current year ending with the November billing cycle. If no demand was established during the year, the annual minimum will be based on the highest demand established during the most recent year having a demand.)

Example:

If you used 15000 KwHs of electricity and had a demand of 90 Kws, your bill would be calculated like this:

First 85 KwHs x 90 Kws = 7650 KwHs to bill at Step 1
Next 80 KwHs x 90 Kws = 7200 KwHs (limit 3000 KwHs) to bill at Step 2

Total KwHs used	=	15000
Minus Step 1 use	=	-7650
Minus maximum Step 2 use	=	-3000
KwHs to bill at Step 3	=	4350
Step 1	=	\$422.74
Step 2	=	165.78
Step 3	=	161.91
Charge for 15000 KwHs	=	\$750.43

If you have further questions, please contact one of our customer service representatives at the office shown on your bill.



Utilities

HOW TO CALCULATE ELECTRIC BILLS FOR WASHINGTON RESIDENTIAL CUSTOMERS

★ PLEASE NOTE ★

If the days of service shown on your bill are for less than 27 or more than 35 days, your bill may have been prorated. In this case, the following calculations cannot be used to calculate your monthly bill exactly.

Rates effective January 1, 1997

About Your Avista Utilities Electric Rates and Bill

Each year Avista Utilities provides rate schedule information and an explanation of billing procedures to help our customers understand how their bills are calculated.

If you wish to calculate your monthly bill:

1. Find the number of kilowatt hours (Kwhs), and kilowatts (Kws) if applicable, you used this month. Your bill shows them under metering information.
2. Find your rate schedule in this pamphlet. Your bill identifies the rate schedule each meter is billed under.
3. Compute the charges for your use, following the steps outlined for your rate schedule.
4. After calculating the charge for your electric use, figure and add any city taxes which you pay on electricity. They also are identified on your monthly bill.

Computing Your Use

The method we use to compute your use is described on your bill each month.

- Subtract your previous meter reading from your present meter reading.
- Multiply the difference by the multifactor shown for your meter.
- This is your use for the period. Compute the charges for it by using the rate schedule shown for your meter on your bill.

City Tax Rates

The current tax rates in Washington towns to which Avista Utilities provides electricity are:

Airway Heights	6%	Deer Park	6%	Palouse	6%
Albion	5%	Farmington	7%	Pullman	7%
Asotin	5%	Kettle Falls	6%	Ritzville	6%
Chewelah	2%	Lacrosse	6%	Rossalia	6%
Clarkston	6%	Medical Lake	6.38%	Spokane	6.38%
Colfax	6%	Oakesdale	6%	Springdale	6%
Colville	3%	Othello	3%	Tekoa	6%

Explanation of Terms

Basic Charge: Customers billed under some rate schedules are charged a fee which helps to pay the basic costs which are a natural part of keeping electricity available to all our customers. Examples include meter reading and billing costs and the cost of maintaining company equipment on our premises. The basic charge is added into the total charge for your use.

Minimum Charge: If a rate schedule lists a minimum charge we will bill at least that amount each month, even if the actual charges for your use were less than that amount. The minimum charge, like the basic charge, is designed to help pay basic costs of keeping electricity available to you.

Kilowatt Hour (Kwh): The measure used to determine how much electricity is used. The kilowatt hours on your bill equal the rate or speed of use (kilowatts) x the length of time (hours) electricity was used. One kilowatt hour equals 1000 watt hours. Burning a 100 watt light bulb for ten hours uses one kilowatt hour of electricity. Running a 5000 watt (5 kilowatt) dryer for two hours uses 10 kilowatt hours.

Multifactor: Each electric meter has its own multifactor. Meters which count each kilowatt hour have a multifactor of 1. Meters which count kilowatt hours by tens have a multifactor of 10. Other common multifactors are 40, 120, and 240. Your bill tells what the multifactor of your meter is.

Demand: Demand is another word for the rate or speed at which electricity is used. It is measured in kilowatts (Kws). Most residential accounts use electricity at a low rate and do not have demand meters. Accounts which require a high rate of energy at certain times are measured and billed for their demand (kilowatts) as well as for their total kilowatt hour use. Generally speaking, demand meters are present on commercial and industrial accounts only. If demand is being measured and charged on an account, it will be clearly stated on monthly bills.

Residential Service

Rate Schedule 1

For service supplied through one meter for domestic use in an individual residence.

Monthly Rate

\$3.00 Basic Charge, plus
 \$.038892 per Kwh for the first 600 Kwhs
 \$.04673 per Kwh for the next 700 Kwhs
 \$.05623 per Kwh for all additional Kwhs

Example:

If you used 1450 kilowatt hours of electricity your bill would be calculated like this:

\$3.00 Basic Charge = \$ 3.00
 \$.038892 x 600 Kwhs = \$23.35
 \$.04673 x 700 = 32.71
 \$.05623 x 150 = 8.44
 Charge for 1450 Kwhs = \$67.50

General Service

Rate Schedule 12

For general service supplied through one meter which is used for multiple family dwellings, farms or outbuildings such as shops or garages.

Monthly Charge

Basic Charge
 \$3.85
 Energy Charge
 \$.06360 per Kwh
 Demand Charge

No charge for the first 20 Kws

\$3.30 per Kw for all additional Kws

(Minimum Charge is the demand charge, but not less than \$3.85 for single phase service, and \$11.20 for 3-ph. service.)

Example:

If you used 1000 Kwhs and had a demand of 33 Kws, your bill would be calculated like this:

Basic Charge = \$ 3.85
 \$.06360 x 1000 Kwhs = 63.60
 Charge for 1000 Kwhs = \$ 67.45
 \$.00 x 20 Kwhs = 00.00
 \$3.30 x 13 = 42.90
 Charge for 33 Kws = 42.90
 Total charge for service = \$110.35