

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,

Complainant,

v.

AVISTA CORPORATION d/b/a AVISTA
UTILITIES,

Respondent.

DOCKET UE-240006 and UG-240007
(Consolidated)

EXHIBIT SNS-3

Avista Response to TEP DR 012

July 3, 2024

Avista CSRs will work with the customer to determine if they qualify for My Energy Discount (MED), which halts the collections process. If a customer is seeking an energy assistance appointment, the collections process is placed on hold awaiting the outcome of such appointment.

Accounts with credit codes of 2 or 3 have a proven positive payment history and as such, the Company waits ten business days after the bill due date before sending a past due notice. Customer’s with higher credit codes do not typically require a notice to prompt them to pay where customers with lower credit codes tend to reach out to the Company once prompted by a notice. Because of this practice, it greatly reduces the number of unnecessary notices being sent to customers who are most likely to pay. Also, 89% of residential arrears is owed within credit code 0 and 1 customers, which further supports this practice. Reaching out to customers with lower credit scores sooner helps with keeping their arrears manageable. The flowcharts outlined below (Figure 1 and Figure 2) provide the timelines for potential disconnection for each credit code.

Figure 1

Collections Process – Credit Code 0-1

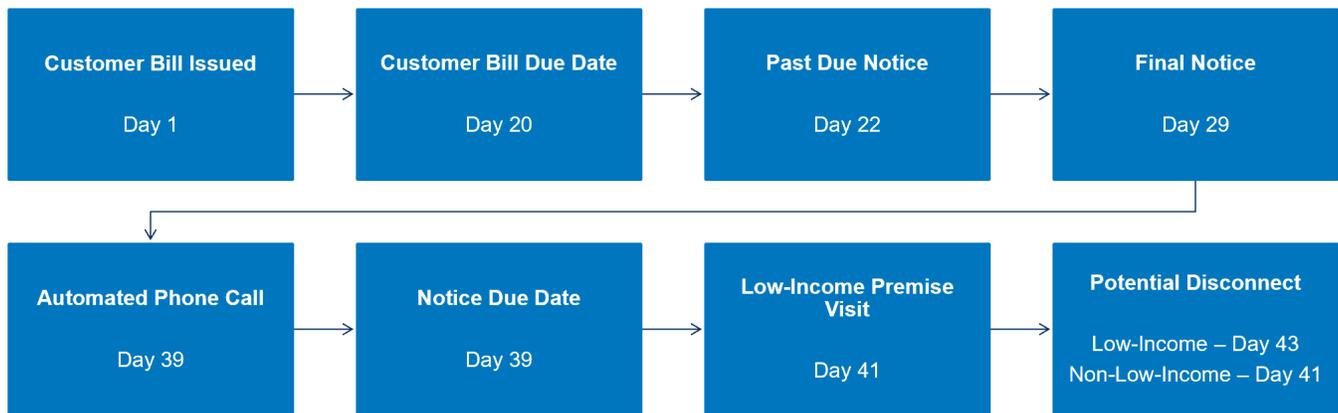
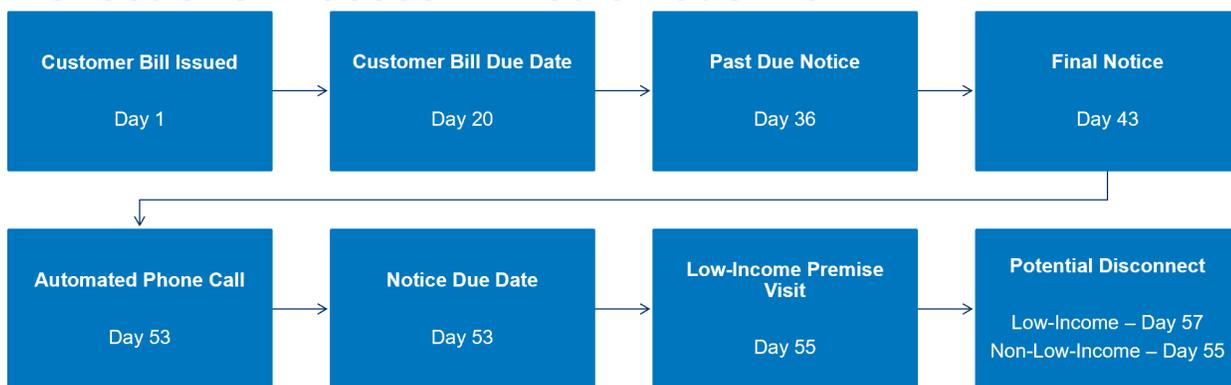


Figure 2

Collections Process – Credit Code 2-3



This response differs slightly from the Company’s response to TEP DR 033 in Dockets 220053-54. Previously, the summer collections threshold in the “Typical Season Balance Thresholds” table for credit code 0 customers reflected an amount of \$125. The Summer threshold used currently, is no lower than \$200. In addition, Avista implemented its MED program in October 2023. As such, this response now includes the fact that MED enrollments halt any active collections process.