



September 2020

Dear customer,

As a part of the communities where we live and work, we're deeply saddened by the devastation that has been caused by the wildfires that have moved through the area. As we've responded operationally for the safety of our customers and communities, we also realize that there is more we can do.

We understand that you have lost your home or business as a result of these fires, and our hearts go out to you and all of those who have been impacted. Because of this tragic situation, we have taken action to help alleviate additional burden. We've proactively closed your account so you do not need to do this. Additionally, you will not be charged for any energy usage since your last bill or for any other existing account balances. You will not owe Avista for any current or past balances at this location.

We hope that this provides some small bit of support to you during this time so you can continue to focus on those things that matter most right now.

If you have any questions or concerns about your energy bill, please reach out to us at 1-800-227-9187.

Sincerely,

Avista