



# A Letter to the Community

We grew up in the Inland Northwest, and we appreciate what really makes this community great. It's all the people who live and work here, and who contribute their time and talent to improving our community.

We also understand that when energy costs go up, especially in times like these, it affects everyone. Given the recent rate increase and request, it might be tempting to conclude that Avista is unconcerned about its customers. But the truth is Avista cares deeply about the communities and the people we serve.

That's why we invite you to join us in a new conversation to share ideas and concerns about the challenges and decisions that are shaping our energy future.

We are privileged to work with the many capable employees who serve our customers with dedication every day. And, at a time when green is everyone's goal, Avista is already one of the greenest utilities in the country.

Also, our prices remain among the lowest in the nation and in the Northwest. While that's an important comparison, we know it doesn't change the fact that rates are rising during tough times, and what matters most is your energy bill.

Some see rate increases as unfair or unnecessary. We take these concerns seriously. Energy prices may not always be

as low as we'd like, but our customers have every right to expect that rates be fair and understandable.

So, in the weeks and months ahead, we'll share information about the issues and choices that are affecting energy costs, such as the real costs of delivering energy safely and reliably; why rates are going up and how they are set and regulated; how it helps customers when Avista is financially healthy; and what we're doing to prepare for the future.

And we'll listen carefully to what you have to say.

But our first priority is to do the best we can to provide bill payment assistance to customers who need more help in these tough economic times. Watch for information about improved and expanded programs shortly.

We hope you'll consider the information we present, talk it over, and share your thoughts with us. Our hope is to move forward together with more trust and understanding between us, and with a shared commitment to the well-being of our community.

Handwritten signature of Scott Morris in black ink.

**Scott Morris**  
Chairman, President & CEO  
Avista Corp.

Handwritten signature of Dennis Vermillion in black ink.

**Dennis Vermillion**  
President  
Avista Utilities