



Avista Utilities Customer Information **Privacy Policy**

It is the policy of Avista Utilities to protect the privacy of our customers and to safeguard any customer information we collect during the course of providing electric and natural gas energy services. Private customer information collected includes customer's name, service address, mailing address, telephone number, a personal identifier (such as, but not limited to, social security number) as well as information related to the type of service, the quantity of electricity or gas consumed and the customer's payment history.

Only authorized and trained Avista employees or authorized representatives have access to or handle customer information. Customer information is stored and processed in secure computer facilities and is accessible by Avista employees or authorized representatives only on a need to know basis.

Avista will not disclose or sell customer information to its affiliates, subsidiaries or third parties for the purposes of marketing services or product offerings to a customer, unless Avista obtains the customer's written permission.

Avista may otherwise provide customer information to government agencies, and to collection agencies (in the event of non-payment of utility bills), but only after verifying the identity and affiliation of the receiving party.



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