



Avista's Ann Carey Receives National Utility Customer Service Award

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Edison Electric Institute award recognizes excellence in service to national leading chain store and multi-site companies

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Ann Carey, Avista's national key account executive, has been recognized by leading chain store and multi-site companies for her exceptional customer service. Carey was one of only three utility account executives nationwide to receive the national customer service award, which was presented to her at the recent 2011 Edison Electric Institute (EEI) National Key Accounts Workshop in Atlanta. EEI is the association of U.S. shareholder-owned electric companies.

Over 700 companies, encompassing a variety of industries, including such national brands as Best Buy, HealthSouth, Staples, Starwood Hotels, The Limited and Walmart, were eligible to nominate and vote for the annual outstanding customer service awards. Most of the voting companies are in at least 48 states, conduct business in at least 48 different regulatory environments, and work with hundreds of different utilities.

Carey, a 29-year Avista employee, provides a range of customer services to national chains and multi-site businesses within Avista's service areas in eastern Washington, northern Idaho, and parts of southern and eastern Oregon.

"This is wonderful recognition for Ann and for the tremendous service she provides to our customers," said Dennis Vermillion, president of Avista Utilities. "Ann truly puts our customers first and reflects the best of Avista in the service we deliver to customers."

Avista Corp. is an energy company involved in the production, transmission and distribution of energy as well as other energy-related businesses. Avista Utilities is our operating division that provides electric service to 359,000 customers and natural gas to 319,000 customers. Our service territory covers 30,000 square miles in eastern Washington, northern Idaho and parts of southern and eastern Oregon, with a population of 1.5 million. Avista's primary, non-utility subsidiary is Advantage IQ. Our stock is traded under the ticker symbol "AVA." For more information about Avista, please visit www.avistacorp.com.

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