

Electric safety

Electricity is a safe and reliable energy source when used properly, but it can be hazardous if used without caution. Here are some safety tips:

- Never use an electric appliance near your bathtub or other wet surface. And don't touch an electric cord or appliance with wet hands. Water and electricity are a deadly combination.
- Don't overload outlets with multiple plugs or power strips.
- Only use extension cords at their recommended rating without stringing two together or placing under a rug.
- Cover your outlets with plastic safety caps if you have small children around.
- Never insert a metal object into an appliance, like your toaster.
- Teach kids to look for power lines before climbing trees or flying kites or model airplanes.
- Keep ladders or other long-handled tools 10 feet away from power lines—not to mention sailboat masts, campers and fishing poles.
- For more safety tips, visit online at myavista.com.



Electrical fires

In case of an electrical fire, here are some important tips:

- Don't touch an appliance that catches fire. Eliminate the electrical source and use an approved extinguisher to put out the fire.
- Never use water on an electrical fire as it can shock you.
- Install and maintain smoke alarms in your home and place a fire extinguisher on every floor.

Downed lines

Call Avista immediately if you see a downed line and remember:

- Always assume a downed line is "hot" (energized).
- Never touch or move a downed line. Even the ground around a downed line can be dangerous, so stay as far away as possible.
- Don't try to move a person or object touching a downed line or you also may end up a victim.
- Keep away from fences and other objects, as they may be electrified when a power line falls on them.

Vehicle entrapment

If a power line falls on your vehicle, stay inside unless there is a fire. If you are forced to leave, never touch the vehicle and the ground at the same time. Jump as far as you can away from the vehicle and land feet together. Keeping your feet together, shuffle away and don't return to the vehicle until Avista says it's safe.

Power outages

You can report and track a power outage online or on a mobile device at avistautilities.com. As we restore power, use these tips to keep safe:

- Turn off appliances that were on before the power went off.
- Never wire an emergency generator into your home's electrical system without a certified/properly installed transfer switch. Back feed from a generator can injure or kill a lineman at work.
- Never connect an extension cord from a power source directly into your home's electrical system and never use household cords outdoors.
- Only use your generator to run specific appliances but never to re-energize your house.
- Put your generator outdoors to avoid poisonous motor exhaust.

Call 811 before you dig

If you dig into an electric or natural gas line with a shovel, rototiller or backhoe, it could cause injury or death. So be safe. Call 811 at least two days before your dig to have your lines located and marked ahead of time—it's the law. The service is free for residential customers. If you do nick or damage a line, call Avista at **(800) 227-9187**. Line damage left unrepaired can turn into a safety hazard.



Know what's below.
Call before you dig.

Safety matters

Avista wants to keep everyone safe. If your dwelling has occupants or tenants, keep them informed by asking us for more brochures. For additional information, visit myavista.com or call **(800) 227-9187**.

Если Вы хотели бы получить информацию о правилах безопасности на русском языке, пожалуйста звоните по телефону 800-227-9187.

Si desea recibir información en Español acerca de la seguridad, por favor llamar a: 800-227-9187.

For assistance with alternative languages, please call 800-227-9187.

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Natural Gas and Electric Safety



We just want
you to be safe.

(800) 227-9187

Our natural gas system

It takes a system of underground pipelines to bring natural gas right to your home or business. Federal and state codes extensively regulate natural gas pipelines for public safety. At Avista, we do our part by routinely monitoring and maintaining our gas facilities to ensure safety. To help you get the most out of natural gas, visit our website at myavista.com under the *Safety* tab.

Pipeline/meter inspections

To keep our natural gas system safe, Avista must do regular maintenance annually. We perform several procedures, including leak surveys, pipeline monitoring, and meter inspection and swapping out gas meters. So please know that, from time to time, you may see one of our inspectors in your yard.

Your gas meter

It is important for customers to keep their gas meter(s) accessible for monthly readings, periodic maintenance and emergencies. It helps us when you:

- Trim shrubs and plants away from the meter so the dials are visible.
- Keep dirt or debris from collecting under or around the meter to prevent corrosion and leaks.
- Make sure the meter shut-off valve is always accessible for emergencies.
- Don't place objects on or against the meter, stand on it, or tie animals to it.
- Protect the meter from vehicles.

Recognizing a gas leak

Natural gas leaks don't happen often but can be dangerous. Staying safe, however, is as easy as using your nose, ears and eyes.

If you smell or hear gas

Colorless, odorless and lighter than air, natural gas becomes combustible when mixed with air and exposed to an ignition source.

Smell We add a sulfur-like rotten egg stench so you'll know right away if there's a problem.

Hear Gas can hiss or even roar as it escapes from pipes.

See Gas may make bubbles, blow dirt and kill plants when leaking from underground pipes.

If you notice a natural gas leak, leave the area. If you're inside, get outside fast. Do not use a phone, flip a switch or do anything that may cause a spark. At a neighbor's house or from a safe distance, call 911 and Avista at (800) 227-9187.

Know the scent of natural gas.

Scratch and sniff here.

Natural gas safety tips

To help prevent accidents in your home and to keep your family safe, follow these general tips:

- Keep the area around your furnace and water heater clean and free from litter.
- Never store combustible liquids and materials near gas appliances.
- Teach children to stay away from the gas range and all gas-burning appliances.
- Keep ranges and ovens clean to avoid grease fires.
- Never use the oven or range to heat a room.
- Never let children swing from gas lines.

Carbon monoxide

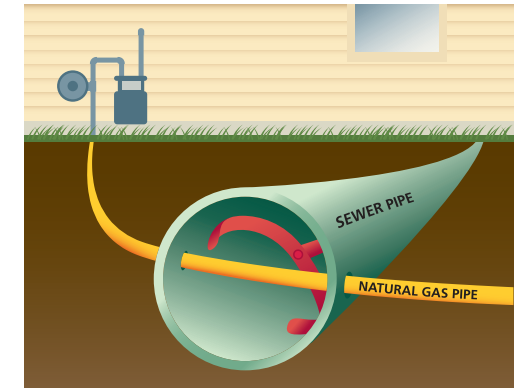
Carbon monoxide (CO) is a colorless, odorless and deadly gas produced when the combustion of any fuel, such as natural gas, takes place without sufficient oxygen. CO poisoning causes headache, fatigue, shortness of breath, nausea, dizziness and death. To alert your family when CO is present, buy a UL-listed carbon monoxide detector and install it according to manufacturer's instructions.



STAY SAFE BY INSTALLING A CARBON MONOXIDE DETECTOR.

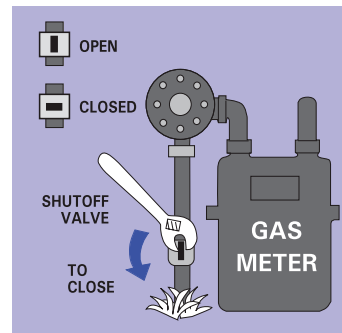
Unblocking a sewer

On rare occasions, buried natural gas lines have unintentionally been installed through undetected sewer pipes. These lines are safe unless severed by a sewer-clearing tool, which could cause a gas leak and lead to a fire or explosion. Before you clear a blocked sewer, call Avista. We'll send a technician at no cost to make sure it's safe.



Emergencies and natural disasters

You should know how to shut off your home's natural gas service in an emergency or natural disaster, like an earthquake or flood. First, locate the shut-off valve on the pipe near the gas meter. Use a large wrench to give the valve a quarter turn in either direction. When the valve runs crossways to the pipe, the line is closed.



Turn off your gas only if you smell or hear a natural gas leak, or if your residence sustains major damage. In major emergencies, Avista will implement our emergency plan to ensure the safety of the affected area.