Welcome to the Neighborhood

AVISTA®

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Hello,

Welcome to Avista—we're thrilled to have you as part of our community!

We're here to support you every step of the way, and we've put together this helpful booklet to get you started. Inside, you'll find energy-saving tips, flexible billing options, safety guidance, and more.

We look forward to building a strong relationship centered on serving your needs.

Sincerely,
Avista

MYAVISTA.COM

LOCAL CALL CENTER:
(800) 227-9187
Monday – Friday 7 a.m. to 6 p.m.
Automated help is available 24/7.
(Translation and hearing impaired services are available.)

SEND BILL PAYMENTS TO:
Avista Utilities
1411 E. Mission Ave.
Spokane, WA 99252-0001
(Please be sure to write your account number on your check.)

SEND CORRESPONDENCE TO:
Avista Utilities
Customer Service, MSC-34
P.O. Box 3727
Spokane, WA 99220-3727

EMAIL:
ask@myavista.com

FACEBOOK:
facebook.com/avistautilities

X:
@avistautilities

INSTAGRAM:
@avistautilities

YOUTUBE:
youtube.com/avistautilities

LINKEDIN:
linkedin.com/company/avista

TO REPORT AN OUTAGE:

(800) 227-9187

MYAVISTA.COM/OUTAGES

FOR LIFE-THREATENING EMERGENCIES, CALL 911

Outage updates are available at **myavista.com/outages** from your computer, smart phone or tablet.

To report a gas problem in case of an emergency, call from a safe location.

Always call 811 at least two business days before you dig or trench on your property.

811
SAFETY IS IN YOUR HANDS.
EVERY DIG. EVERY TIME.

Your Natural Gas Service

Natural gas quickly produces warm and even heat, and Avista delivers it safely right to your home. Whether it's a hot furnace or water heater, a cozy fireplace or a fast-cooking stove or grill, you'll love natural gas.

Natural Gas Safety

When it comes to natural gas, we are committed to keeping you and your loved ones safe. We routinely inspect our equipment and facilities and maintain them in peak working order. In the event of an emergency, you can count on us to go into action with an emergency plan to keep people safe. Even so, all of us must share in the responsibility of staying safe. Avista offers these safety tips, with more available to you at **myavista.com/safety**.

As with all forms of fuel, to fully enjoy the many benefits of natural gas, you need to become familiar with its safe use.

If you hear or smell natural gas (an odor like rotten eggs) in or around your house, take these precautions:

- Don't smoke, light matches, turn your electrical switches on or off, use the telephone or do anything else that might create a spark
- Evacuate everyone in your home or building and stay out until someone from Avista tells you it is safe to return.
- Keep others away from the area.
- Call Avista from a neighbor's phone at (800) 227-9187.

(If there is a life-threatening emergency, call 911 right away.)

Before you plant that new rose bush, build that new storage shed or install an automatic sprinkler system, you'll want to call 811 before you dig. A locator service will come out and mark the location (within 24 inches on each side of the locate) of underground pipes and wires so you can avoid them. Please call at least two full business days before starting your project. This is a free service to everyone in Oregon.

811®

SAFETY IS IN YOUR HANDS.
EVERY DIG. EVERY TIME.

Natural gas isn't poisonous, but like other fuels, it produces carbon monoxide (CO) gas if not burned properly. It's a good idea to keep your equipment in good working order. Consider hiring a licensed professional to inspect your natural gas equipment annually. Early signs of CO poisoning include dizziness, fatigue, mental confusion, nausea and heart palpitation.

If you suspect someone is suffering from CO poisoning, get that person to fresh air immediately. Then open doors and windows and seek medical attention. Also please call Avista to let us know. You may want to purchase a CO detector if your home is not equipped with one. The device works much like a smoke detector and will alert you if a system malfunction causes a problem.

To learn more detailed information about CO safety, visit **myavista.com/cosafety**.

Managing Your Account

We're always looking to make your life easier. So we've provided you with several convenient and time-saving options to use in managing your account.

Mobile App: Our free Avista mobile app lets you view real-time account balances, due dates and other account details. You can also make or schedule payments and access bill and payment histories.

Website: By registering your account on **myavista.com**, you'll quickly have all the tools to manage your account right at your fingertips.

Self-Service Line: No matter what day or time it is, you can manage your account by calling our customer service line at (800) 227-9187.

Customer Service Representative: Available Monday through Friday from 7 a.m. to 6 p.m. We are here to serve you.

Billing and Payment Options

BILLING OPTIONS

Life moves fast, and juggling everything you need to do can be a challenge. That's why we offer a variety of convenient options to help you manage your account with ease. Choose one of Avista's billing options below.

Paperless Billing: Eliminate paperwork and free up your time by enrolling in Paperless Billing. You'll receive a monthly billing summary in your email inbox. It's fast, convenient and completely secure. You can also sign up for payment reminders and payment receipt notices.

Comfort Level Billing: If you're the sort of person who likes to know what's coming, we'll level out the seasonal highs and lows of your bill by dividing your yearly energy use into equal monthly payments.

Master Billing: If you have multiple accounts, let us consolidate all your energy bills into a single statement—no need to make multiple payments.

Payment Options

Life is hectic enough—paying your bill shouldn't add to the stress. Simplify things with one of our convenient payment options.

Auto Pay: Auto Pay automatically withdraws your payments from your checking or savings account, or charges your debit or credit card each month. Business customers can participate in Auto Pay using their checking or savings account. Sign up at **myavista.com/waystopay**.

Online: Just sign in to your online account at **myavista.com** and make a payment using your checking account, debit or credit card. (If you don't have an online account, you also can pay as a guest.)

Mobile App: Avista's free mobile app lets you use your smart phone to make or schedule payments. You can also access bill and payment histories.

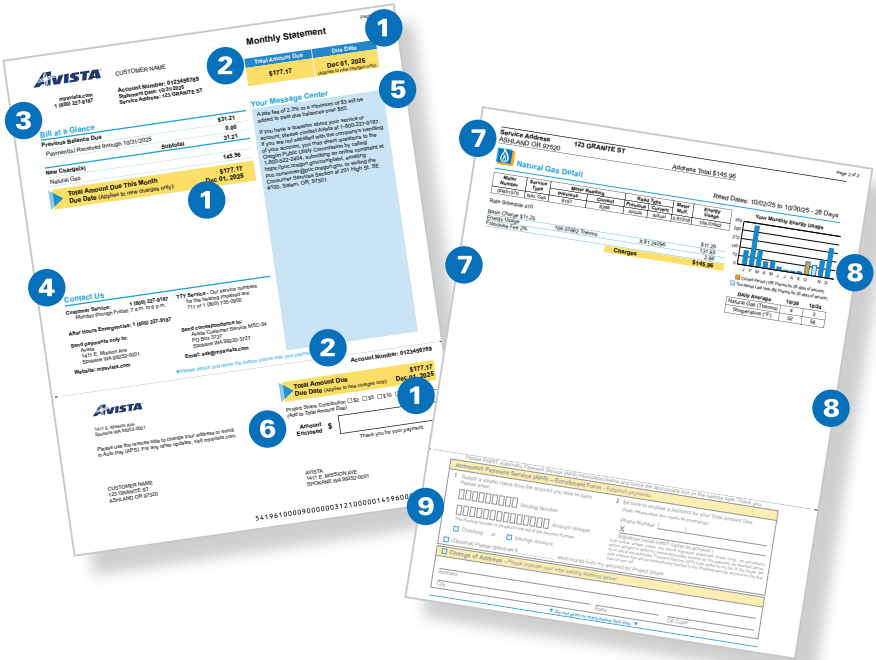
By Phone: Give us a call at (800) 227-9187 and we'll be happy to take your payment over the phone.

In Person: Sometimes it's just easier to pay your bill in person. Bring your bill and payment to one of our many pay stations in your area. To find one near you, visit **myavista.com/waystopay** or call (800) 227-9187.

By Mail: Just send your check or money order with your account number written on it to the following address (and make sure to mail it in time for it to reach us by your due date!). Mail to: Avista Utilities, 1411 E. Mission, Spokane, WA 99252-0001.

Need Help Paying Your Bill? We Have Options. Sometimes, paying your energy bill can be tough. If you need help or want to see your options, we're here for you. We work with local community action agencies to offer payment assistance. We also have payment plans and options like Comfort Level Billing and Preferred Due Date to help make your energy costs more manageable. Just call us at (800) 227-9187.

Reading Your Bill



1. **Amount Due and Due Date**
   You can find the amount you owe and the date payment is due in various places: at the top of the bill, in the Bill at a Glance section, and on your remittance coupon.

2. **Account Number**
   Use your account number when requesting information about your account or paying your bill. This section also displays the date your bill was generated.

3. **Bill at a Glance**
   This section is a summary of the charges on your bill. It shows your previous balance and any new charges or credits.

4. **Contact Us**
   It's easy to reach us by phone, online, postal mail or email — however you choose.

5. **Your Message Center**
   The message center gives you helpful information about your bill or other happenings at Avista.

6. **Remittance Coupon**
   Detach and return this coupon when paying by check or money order and sending your payment through the mail.
   Be sure to use the return envelope enclosed with your bill and write your account number on your check or money order. Also, take the coupon with you when making a payment at a paystation.

7. **New Charges Detailed**
   This area shows a breakout of the detailed charges for your monthly energy use, including the number of days in the billing cycle (which can vary by month), meter read information, and how much energy was used in the billing cycle.

8. **Monthly Energy Usage Graph**
   This graph shows you how much energy has been used each month, up to 13 months. We'll also show you how much was used during the same month in the prior year, if you were a customer during that time.

9. **Automatic Payment Service Enrollment Form**
   If you are interested in having your payment withdrawn from your bank account automatically, fill out this form and send it with your payment. Be sure to enter a mark in the light blue box on the remittance coupon. See field 6.

Energy Assistance

PARTNERSHIP PROGRAMS

We work with local community action agencies to help eligible customers pay their energy bills. We also support programs that help people save energy at home. These programs offer upgrades like better insulation and improved heating systems.

Financial grants are available to help customers catch up on past-due bills and get through emergencies, too. Thousands of customers also qualify for our **My Energy Discount** program, which gives a monthly discount on energy bills for two years.

HOW TO FIND HELP

If you need help paying your energy bill or want to learn more about your energy use, visit our website to see the programs and services available to you. You can also call our Customer Service team at (800) 227-9187—we're happy to help!

Neighbors Helping Neighbors

PROJECT SHARE

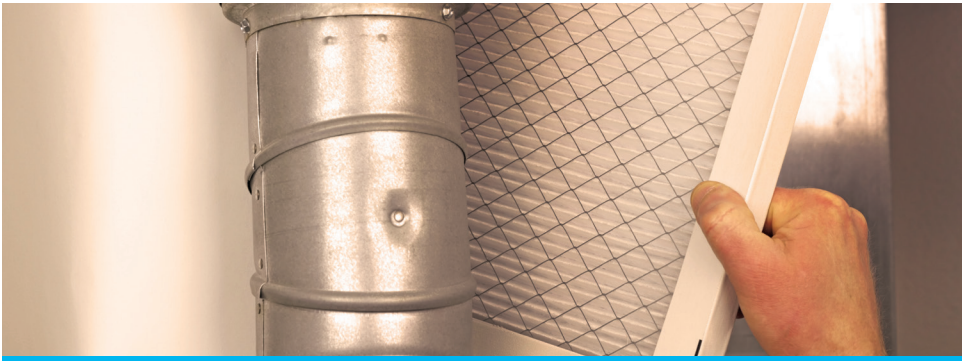
Sometimes, people need help, and our community is always ready to lend a hand.

Project Share is a program that helps families and seniors with emergency energy costs. When unexpected problems happen, Project Share provides money to help keep their homes comfortable and safe.

You can help by donating through your monthly energy bill. Every dollar goes straight to local community agencies that give this money to people in need.

If you want to give the same amount each month, you can sign up for the Project Share Pledge. Your pledge will show up on your bill as a reminder of the good you're doing.

To learn more, visit **myavista.com/orassistance**.



Saving Energy

Saving energy is good for everyone. No matter where you live, there are many things you can do to use less energy. Avista gives you online tools and useful information to help you find ways to save. Through our partnership with Energy Trust of Oregon, we also offer rebates to help you buy energy-saving appliances and equipment.

NO-COST/LOW-COST WAYS TO SAVE ENERGY

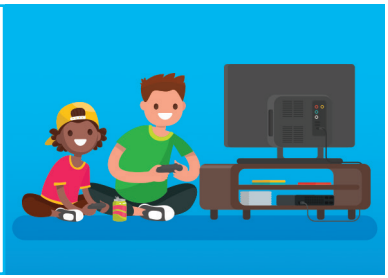
- **Check your furnace filter** every month. If it's dirty, replace it to help your furnace work better and last longer.
- **Use a programmable thermostat** to change the temperature automatically based on your schedule. This can warm or cool your home right before you wake up or get home.
- **Set your thermostat** to **68°F in winter** and **78°F in summer** to save energy.
- **Fix leaky faucets.** Even a small drip can waste a bathtub full of hot water every month.
- **Find and seal air leaks.** Look for cracks or drafts and plug them with weather stripping (for doors and windows that move) or caulking (for windows and walls that don't move).
- **Seal light switches and outlets** on outside walls. You can find low-cost foam gaskets at a hardware store to reduce drafts.
- **Wrap water pipes in insulation** if they pass through cold spaces like basements. This helps keep the hot water inside warmer for longer.
- **Install low-flow faucet aerators and showerheads.** Low-cost options are available at most hardware stores.

- **Set your water heater to 120°F** to save energy while still getting hot water.
- **Switch to LED bulbs.** They cost more upfront but last much longer and use far less energy than regular bulbs, saving you money over time.
- **Use lighting controls** like dimmers, timers, or motion sensors to use lights more efficiently.
- **Open curtains on south-facing windows** during the day in winter to let in warmth from the sun. Close them in summer to keep heat out.
- **Close your fireplace damper** when it's not in use and **turn off bathroom and kitchen exhaust fans** when you don't need them.

For more ways to save, go to **myavista.com/energytips**.

AVISTA KIDS

Help teach your kids how to save and be safe around energy. Share our fun online games and other activities for kids ages 4 to 12. Go to **myavista.com/kids**.



ENERGY-EFFICIENCY REBATES

Our partnership with Energy Trust of Oregon makes cash-back rebates, money-saving discounts, and other incentives available for many energy-saving upgrades. Options are available for owner-occupied homes and rental properties.

Low and moderate-income households may qualify for additional discounts on insulation and natural gas heating equipment upgrades. Low-income households heating with natural gas can get a free home energy check-up, too.

See how we can help you save and find all our rebates at **myavista.com/orrebates**.

Environmental Stewardship

Environmental stewardship is not just something we do; it is part of who we are as a company. Founded on clean, renewable hydropower generated from the Spokane River, Avista remains one of the lowest greenhouse gas emitters among utilities throughout the nation.

We continue to make investments in new renewable energy sources. We are working together with our customers and communities toward a clean energy future while keeping our system safe and reliable. We invite you to visit **myavista.com/fuelmix** to learn more about how we provide clean, reliable power at reasonable rates.

Our Favorite Chocolate Chip Cookies

Ingredients

- 1 cup salted butter, softened
- 1 cup white (granulated) sugar
- 1 cup light brown sugar, packed
- 2 tsp. pure vanilla extract
- 2 large eggs
- 3 cups all-purpose flour
- 1 tsp. baking soda
- ½ tsp. baking powder
- 1 tsp. sea salt
- 2 cups chocolate chips or chunks

Instructions

1) Preheat oven to 375 degrees F. Line a baking pan with parchment paper and set aside.
2) Mix flour, baking soda, salt and baking powder in a separate bowl. Set aside.
3) Cream together butter and sugars until combined.
4) Beat in eggs and vanilla until fluffy.
5) Mix in the dry ingredients until combined.
6) Add chocolate chips and mix well.
7) Roll 2-3 tbs. of dough at a time into balls and place them evenly spaced on your prepared cookie sheets.
8) Bake in preheated oven for approximately 8-10 minutes. Take them out when they are just barely starting to turn brown. Let them sit on the baking pan for 2 minutes before removing to cooling rack.

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