

August 2019 | Washington • Idaho



You're invited to our Energy Fairs!

Energy Fairs provide information about:

- Managing energy use
- Installing energy-saving tools, including demonstrations
- Billing and payment options as well as how to use our online tools
- Community service providers will answer questions about energy assistance and weatherization materials

Wednesday, September 25

3:00 p.m. – 6:00 p.m.

Lewiston Center Mall

1810 19th Ave, Lewiston ID

Tuesday & Wednesday, October 1 – 2

8:00 a.m. – 4:00 p.m.

Spokane County Fair & Expo Center*

404 N Havana St, Spokane Valley WA

*Bay 3, parking in the lot southeast of the ballfield

Wednesday, October 16

10:00 a.m. – 4:00 p.m.

Spokane Community College, Colville Center
Kalispel Hall

985 S. Elm St, Colville WA

Wednesday, October 23

3:00 p.m. – 6:00 p.m.

Silver Lake Mall

200 W Hanley Ave, Coeur d'Alene ID

Admission is FREE, plus we'll have complimentary food, beverages and door prizes.

Contact avistaoutreach@avistacorp.com or (509) 495-8500 if you have questions or would like more information.



The power to pasteurize

If you've ever visited the WSU Pullman campus, chances are you've made a stop at Ferdinand's Ice Cream Shoppe. Home of the award-winning white cheddar cheese that comes in a can—Cougar Gold—the WSU Creamery's storefront, Ferdinand's, has been churning out delectable cheeses and ice cream treats since the 1940s.

As part of the WSU Food Sciences program, the Creamery is self-funded and generates its own revenue to cover operational expenses, student wages, staff salaries and benefits. Ferdinand's employs roughly 50 students each year, providing invaluable work experience in all aspects of the operation, from production and packaging, to retail, marketing and shipping.

Early each morning, a truck transports raw milk from the research herd of 95 dairy cattle at WSU's Knotts Dairy Center to the Creamery. Food Science students and staff set about pasteurizing what will, by the end of the day, become the next batch of cheddar, ice cream, or any other variety of tempting commercial dairy products.

"Demand creeps up every year," says Ferdinand's Buyer/Planner Nial Yager. "We do 800 cans per batch, and we do six batches each week, every week." This amounts to almost 250,000 cans of cheese each year. Cans are aged for one year before they're ready for sale. "We are always trying to stay up with demand, but, even so, last year we ran out of Cougar Gold right around Thanksgiving!"

Ferdinand's ice cream is available exclusively on the WSU campus. Cheese is available at Ferdinand's and other retail locations in Pullman, WSU bookstores and select retail locations throughout Washington, but you can always order online.

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Find a trusted HVAC, electric or solar contractor

Take the guesswork out of your next home improvement project



When it comes to your home, you don't want to call just anyone. You want to hire an expert. Someone you can trust. But where do you start?

Right here.

We can help you find the right contractor for your needs. We work with third-party industry associations—like the Northwest HVAC/R Association—to provide referrals for qualified individuals and businesses in Washington, Idaho, and Oregon.

The companies in Avista's Contractor and Dealer Network are dedicated to excellence and provide:

- Free estimates and proposals
- One-year minimum warranty on equipment and parts
- 24-hour answering service

Our online referral tool delivers results:

- Personalized to your ZIP code and project type
- Pre-screened to include only those contractors that are licensed, bonded, and insured
- Peer-reviewed so you can see what other customers are saying

Avista works with the Northwest HVAC/R Association to provide referrals for qualified equipment contractors. Start your search today at myavista.com/findacontractor.



Rooted in safety



You love the look of maple trees and have the perfect spot picked out in your yard, one that will give you lots of leafy shade in the summer. But did you know that tree roots will spread out at least as wide as the tree's canopy and often much further?

As the roots spread and grow deeper, they can entangle or even break natural gas lines or damage protective gas pipeline coatings. Severe storms can also uproot trees which can pull up or break a natural gas line, potentially causing a serious gas leak.

If planting trees and shrubs is on your summer to-do list, make sure you start your landscaping project by knowing where underground utilities, including natural gas lines, are located.

Before putting down roots, determine where natural gas lines are and plant your tree at least 10 feet away. Shrubs, flowers and ground cover are good choices for landscaping near natural gas lines since their root systems are not as extensive as those of trees. When selecting your plantings, consider the size of the root ball, the matured plant's roots and keep in mind the distance to a natural gas line.

Remember to call 811 at least two days before starting any project that involves digging. Your underground utilities will be located and marked with the approximate location at no cost to you. It's the law and it keeps you safe.

Visit myavista.com/811 to learn more.

Interested in renewables?

Join the community of more than 3,800 Avista customers already participating in the clean, renewable energy transition.

Buck-a-Block offers Avista electric customers a low cost way to support renewables and contribute to a clean energy future. For most customers, this means that you can offset your monthly electric use for less than the price of your favorite specialty coffee. Enroll today, or visit us online at myavista.com/buckablock to learn more.



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DID YOU KNOW? We make ongoing investments in our electric and natural gas infrastructure to provide the safe and reliable energy our customers expect. We've recently made general rate requests and other rate filings with the utility commissions in Washington and Idaho in an effort to more closely align customer rates with Avista's costs of providing electric and natural gas service. Read more about these and what they mean for customers at myavista.com/rates.