

December 2019 | Oregon

And a partridge in a pear tree



Those 11 pipers piping, ten lords-a-leaping, nine ladies dancing, and eight maids-a-milking sure do use a lot of energy over the holidays. Not to mention your cousin, who loves hot showers; your thermostat-boosting sister, and the extra loads of laundry your family is tossing in the wash. It can all impact your energy usage this holiday season. Having extra family and friends visiting during the holidays makes for special times — and a higher-than-normal energy bill. Learn how to manage your winter bill at myavista.com/winterbill and keep cozy this winter.



Hey, it's cold outside

How cold weather impacts your energy bill

In many parts of our service territory, winter came early this year. With frigid temperatures breaking records across the region this season, you may have noticed a sudden increase on your energy bill.

When our home heating system begins firing up more often, it consumes more energy. This can present a challenge when we're trying to maintain comfort while also keeping an eye on how much we spend.

To maintain comfort and help manage your energy bill, seal cold air drafts to stop the heat inside your home from escaping. Air drafts are one of the most common culprits behind increased energy use and something any home can fall victim to. During mild weather, temperatures outside mirror our thermostat settings inside, so air drafts don't pose much of a problem. However, in the winter, air outside is much colder than the air we're comfortable with inside. Seal unwanted air transfer with items like window plastic, rope caulk and weather stripping.

Because water heating is the second largest energy consumer in our homes, lower water heater settings to 120 degrees and fix leaky faucets. Over the course of a year, just one drop per second from a leaky faucet can waste 2,500 gallons of hot water.

For more ideas on how to increase the comfort inside your home while also reducing your energy use visit myavista.com/winterbill.



Don't take the bait

Scammers target all utility customers — residential and commercial. They've figured out ways to duplicate or 'spoof' our logo and contact information, perfected their impersonation skills and are becoming increasingly convincing. The good news is that there are tell-tale signs of scam attempts.

- **Late payment / Disconnect scams**

Scammers call or appear at your doorstep demanding immediate payment for a past due bill. Most often, a threat is made for disconnection within the hour.

- **Prepaid card / Money transfer scams**

Payment is demanded via prepaid debit card. Money transfer services are also common requests. Scammers gain access to funding when victims provide them with card or transfer information.



- **Email / Text message scams**

Scammers spoof Avista branding to send fake bills and messages. One common scheme promotes payment assistance.

Don't be fooled by these frequent scam tactics.

Hang up on suspicious phone calls and ask our personnel to show you their Avista photo ID. Do not open emails or provide personal or financial information to unknown persons. We have payment options and always attempt to notify customers at risk of disconnect three times, prior to the date of service interruption.

We want you to be safe and are here to answer any questions you may have about your account. Call us at (800) 227-9187 or sign into your online profile at myavista.com/sign-in to verify the status of your service.

Your natural gas prices have changed

Earlier this year, we told you about the filing of the Purchased Gas Cost Adjustment (PGA) and other annual rate adjustments. We are required to file the PGA each year to true up the actual cost of natural gas purchased to serve our customers with what is currently in your rates. The Public Utility Commission of Oregon approved an adjustment and your natural gas rates increase on Nov. 1, 2019. On average, residential natural gas customers' monthly bills increase by \$5.16 or 10.7% per month.

We want to make it easy to understand your energy pricing. Learn more about your energy prices at myavista.com/rates.



Safely storing flammable liquids

One cause of household fires is improper storage of flammable liquids.



Did you know that liquids such as paint thinner, gasoline, cleaning solvents and contact cement can produce invisible, explosive vapors? These vapors can catch fire or explode if exposed to a flame or small spark—even at considerable distances from the flammable substances. Flammable liquids or combustible material need to be kept away from your furnace, water heater, vent pipe or any ignition source. When you use flammable liquids, do so in open, well-ventilated areas, far away from any possible source of ignition.

Here are some tips for properly storing flammable liquids:

- Keep in accurately labeled, tightly closed, non-glass containers;
- Store away from heaters, furnaces, water heaters, ranges and other gas appliances;
- Keep out of reach of children;
- Store outside the house when possible.

Taking these extra precautions ensures everyone's safety. For more safety tips, please visit myavista.com/safety.

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