

July 2019 | Oregon

Enjoy a summer of savings



Keep the summer heat out and the cool air in with window and insulation upgrades.

You'll see the benefit throughout the year whether heating or cooling your home. Avista's partner Energy Trust of Oregon provides cash incentives for ENERGY STAR® qualified high-efficiency windows and professionally installed insulation. Boost comfort, lower utility bills and increase energy efficiency with these upgrades.

Learn how to keep your home cool this summer at energytrust.org/residential/incentives.



A local brew pub's tasty tale of stewardship

Standing Stone Brewing Company is a great place to grab a burger and house-brewed beer in southern Oregon, but there's more to their tasty tale than meets the eye.

Serving up a daily medley of fresh, local goodness is not the result of a quick decision to jump on the popular "farm to plate" bandwagon; it's the culmination of nearly a quarter-century of thoughtful planning by Standing Stone owners, who by all accounts were pioneers in sustainability before it became a movement. "Stewardship is our foundational principle, and we constantly look for ways to reduce our impact on the planet, inside and outside the restaurant," shared manager, Scott Adams, "so farm to fork was a natural progression for us."

What started as a vision has become the cornerstone of a well-designed system of sustainability and efficiency practices. Standing Stones' One Mile Farm, located just one mile from the restaurant, came to life in 2011 when the owners leased 260+ acres of fallow ground and returned it to productive grass pastureland where beef and lamb could be raised.

"We were so far ahead of so many green practice curves, now we are backtracking and reassessing basic operations. We have been able to conserve on the natural gas we use from Avista by incorporating a hot water heat recapturing system and new gas range exhaust fans. We have also updated our energy management systems (EMS) and plant operations," explains Scott.

For more information visit standingstonebrewing.com and to find efficiency incentives, go to myavista.com/ORrebates.



Stop scammers in their tracks

Scammers are all around us and they move quickly, sweeping through one geographical region after another, leaving little time for authorities to track them down. They can be skilled impersonators, making it difficult to determine the legitimacy of their demands.

If you receive a phone call, an email or a text message from someone using harsh, threatening language while demanding immediate payment to prevent service disconnection, follow these three simple steps to avoid getting scammed:

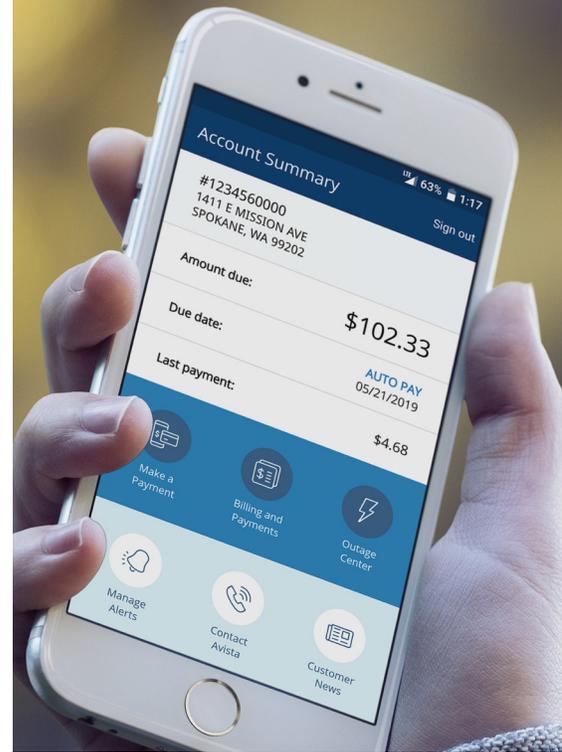
- Refuse to provide any personal or financial information
- Hang up
- Call us at (800) 227-9187 to confirm the status of your account



Scammers frequently target utility customers and have figured out ways to duplicate our company contact information. If you do fall behind on your payments, remember that we would never request payment via pre-paid cash card. We always attempt to notify you of your account status by mailing two past-due notices and making one phone call prior to service interruption.

If someone appears at your door using high-pressure tactics and demands payment, do not provide them with any information. Instead, ask to see their Avista photo identification badge — something all Avista employees and authorized contractors must carry. You can also give us a call and we'll be happy to verify the person's identity.

For more tips on how to keep yourself safe, visit myavista.com/scams.



Get more from our new mobile app

The Avista mobile app has gotten an upgrade. You can now access billing and payment information, contact us, view customer news—and still get up-to-date outage information.

The new app gives you the ability to view real-time account balances, due dates and balance details. You can make or schedule payments and add new credit cards or bank accounts. You can also receive in-app alerts for billing or outages that impact you.

Try it for yourself. Download the Avista Mobile App available in iTunes and Google Play stores. Already have the app? Simply update and you're good to go!

Natural gas safety outdoors

Suspect a natural gas leak? When you're in the great outdoors, look for these signs:

- Blowing or hissing sound
- Dust blowing from a hole in the ground
- Continuous bubbling in wet or flooded areas
- Dead or discolored vegetation in an otherwise green area

If you suspect a gas leak, call us immediately at (800) 227-9187.

Go to myavista.com/safety for more information about staying safe.



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MOVING SOON? Investigate potential energy-use costs with our high low average tool. Compare the highest, lowest and average bill amounts for the last 12 months of up to three residential addresses. It will give you a good idea of what you can expect—and could lead you to think about ways to use energy more efficiently. Visit myavista.com/HLA to try out this feature for yourself.