

We're right here.



With you.

Avista's response to COVID-19

Our culture of safety extends beyond our everyday operations. The health and safety of our customers, employees and all those we serve is our top priority. As an essential service provider, we want to assure you that we're taking appropriate and necessary preventative measures to minimize risk. Our focus remains on providing you with safe, reliable natural gas service. To learn more about our response and important customer information, visit myavista.com/covid-19.

Connections

April 2020 | Oregon

Upgrade your windows for less

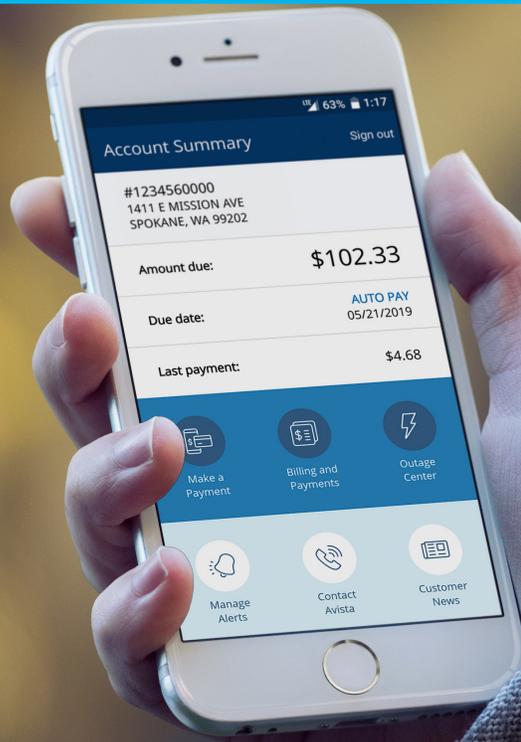


Would you like to increase your home's value and lower energy costs?

Upgrading to ENERGY STAR® qualified high-efficiency windows can help decrease drafts and air leaks, while also improving the overall aesthetic of your home.

Our partner Energy Trust of Oregon offers cash incentives to help lower the cost of installation and can connect you with a contractor in your area. Learn how window upgrades can help reduce energy usage at energytrust.org/windows.

EnergyTrust
of Oregon



Services at your fingertips

Have you tried the Avista mobile app? You can access billing and payment information, contact us, view customer news—and still get up-to-date outage information.

Our 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!





Managing your energy bill

We can help with flexible ways to pay your energy bill.

If you're concerned about keeping up with expenses, we can help. We offer energy management tools as well as a variety of payment options. The most important thing to remember is to contact us if you need help.

Just some of the options we offer:

- **Flexible payment plans** can help if you're having difficulties paying your energy bill.
- **Comfort level billing** can smooth out seasonal highs and lows by dividing your bill into 12 equal payments. To qualify, your account must be in good standing with at least 12 months of usage history.
- **Energy assistance programs** can provide help for limited-income customers.

To find out if you qualify for payment options or get more information, visit myavista.com/assistance or call us at (800) 227-9187.

How we keep our gas pipeline safe and reliable

To keep our natural gas system safe and reliable, Avista completes regular maintenance annually. We perform several procedures including, but not limited to, leak surveys, pipeline monitoring, meter inspections and swapping out gas meters. Please know that, from time to time, you may see one of our workers in your yard performing these maintenance actions. For more information about safety at Avista, please visit myavista.com/safety.



Connect With Us

Mailing Address: 1411 E. Mission, PO Box 3727, Spokane, WA 99220-3727

Toll-Free: (800) 227-9187 | Web Site: myavista.com

Email: ask@myavista.com