

July 2020 | Oregon

Stay comfortable and save year-round



Beat the summer heat with insulation upgrades from our partner Energy Trust of Oregon. Efficiency upgrades can help increase year-round comfort and energy savings. Energy Trust offers cash incentives on a variety of home upgrades, including insulation and ENERGY STAR® qualified high-efficiency windows.

Learn how to keep your home comfortable year-round and more about program guidelines at energytrust.org/residential/incentives or by calling (866) 368-7878.



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. And the ongoing COVID-19 pandemic presents yet another opportunity for scammers. They target Avista customers with threats of disconnection and demands for payment. Do not fall for this scam.

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. At a minimum, we will 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.

Visit myavista.com/scams for more tips on how to keep yourself safe.





Know what's below. Call 811 at least 2 days before you dig.

Before you break ground with a shovel, auger or other equipment, call 811 at least two business days before you dig—it's the law.

A utility representative will come mark the approximate location of your buried utility lines. The **service is free** for Avista residential customers. Privately-owned lines can be located for a fee.

Call 811 before you dig checklist

Never disturb the ground until you complete these steps:

- Use white paint to mark the zone where you plan to dig.
- Call 811 and wait for the utility representative to mark the facilities owned by Avista.
- Maintain and respect these locate marks. If your located ticket expires, you must call in for a new locate.
- Hand dig within the 24-inch tolerance zone to expose the marked utility.

If you damage a line

If you hit or nick a natural gas line, immediately notify Avista customer service at **(800-227) 9187**.

If you damage a pipeline and natural gas is escaping, **DO NOT FOLD OVER THE PIPE** to seal the leak. Static charge can ignite the gas. Walk upwind a safe distance away, then call 911 and Avista.

Ground mark identification

Ground markings are in different colors to indicate the locations and types of utility facilities buried below. Valid periods for locate marks is 45 days. If anyone digs after 45 days, they are digging with an invalid ticket.

ELECTRIC: RED
GAS-OIL: YELLOW
COMMUNICATION: ORANGE
WATER: BLUE
SEWER: GREEN
TEMPORARY SURVEY: PINK
IRRIGATION: PURPLE
PROPOSED EXCAVATION: WHITE



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.

Connect With Us

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