

April 2021 | Washington • Idaho

How to save energy during spring weather



Spring weather can't seem to make up its mind, making it hard to save energy.

Let Avista's energy-efficiency tips and rebates help.

For instance, start using sunlight to your advantage. Open the drapes to let in the sun's warmth and close them when it's too warm. Use natural sunlight instead of lights whenever possible. And save on hot water by setting your water heater to 120 degrees or installing a low-flow showerhead and taking shorter showers.

Avista offers money-saving rebates for energy-saving changes, such as programmable thermostats with smart phone access, insulation and new energy-efficient windows. Check out our full list of rebates and energy-saving tips at myavista.com/waytosave.



Enjoy the outdoors—sustainably

The Pacific Northwest offers incredible natural beauty. The next time you're enjoying nature, consider whether these unspoiled wonders and resources you depend upon will be around for future generations to enjoy. Whether you're a weekend warrior or debarking on a two-week camping trip, you can increase sustainability with these tips:

Before leaving

- Pack reusable water bottles and other utensils.
- Consider borrowing gear from friends instead of buying it new.

Getting there

- Consider alternative forms of transportation such as a free shuttle, your own bike, or carpooling.

While camping

- Bring blankets and layers to avoid making campfires, unless doing so is essential.
- If you must make a campfire, keep it small and use chipping wood rather than buying firewood.
- Eat perishable items at the start of your camping trip—saving canned food for the end.
- Read about Leave No Trace principles to further reduce your impact on the great outdoors.

Avista is committed to the environment. We encourage everyone to do their part to reduce our collective carbon footprint and protect the beautiful wonders of the Pacific Northwest.

Visit myavista.com/greener for more information and myavista.com/connect to read more articles like this.





Comfort Level Billing

There's a lot to be said about knowing the exact amount you will be billed each month. Customers who have chosen to be on comfort level billing know exactly how that feels and it's free, quick and easy to sign up.

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. Sign up on myavista.com/CLB or call (800) 227-9187 to speak with a customer service representative who would be happy to help over the phone.



Do you need help paying your bill?

We have options.

We understand that there may be instances when customers find themselves facing financial difficulties. Avista partners with community agencies to provide financial assistance, plus we offer other services to help you manage and pay your bill such as Bill Assistance Grants, Comfort Level Billing, Preferred Due Date, and Payment Arrangements.

We're here to help. Please call us at (800) 227-9187 to discuss your options with a Customer Service Representative or visit myavista.com/assistance for more information.



Call before you dig: gas pipeline safety



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.

And remember, for home projects, state law requires you to call at least two business days before you start digging. Calling 811 will initiate a request for someone to visit your work site to mark the ground above utility lines. Customers can also request private locates for non-utility underground work (this will entail a fee) by calling 811. This way, you won't accidentally hit a line while you're digging.

Thanks for being our partner in safety. Visit myavista.com/safety to learn more.

Did you know?

Solar and other types of on-site renewable generation can add up to savings. But since it's based on your rooftop characteristics, your electricity use, and available tax credits and incentives, take time to assess what it means for you.

Visit myavista.com/solarassistant for more information.

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

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