

# Connections

## Energy-efficiency at home

**Is the home you live in older, drafty or difficult to heat?** You may need to add insulation to your attic, floor or walls. Drafty homes can benefit from sealing leaky windows and doors, too. It's also important to have your heating equipment and ductwork checked to ensure proper operation.

We partner with local community agencies to assist income-qualified customers who heat with natural gas. Our program options let homeowners and renters receive a no-cost home energy-efficiency inspection plus free weatherization upgrades such as insulation, duct sealing and more. To find a participating agency near you, visit [myavista.com/ORLIEE](http://myavista.com/ORLIEE) or call Avista at (800) 227-9187.



## On the Oregon Trail: Community theaters

### Cats, Chicago, Phantom of the Opera, Hamilton, The Lion King. Sound familiar?

The rumble of applause, the hush over the audience when the curtain goes up, the stage makeup and costumes—there truly is something magical about the world of theater. And you don't have to travel to New York or London to see it; our towns have amazing talent. For example, Grants Pass and Medford, Oregon, are home to some incredible local theaters.

Over the past year, it's been nearly impossible to enjoy the theater and live performances. This has made it hard for many to survive. Thankfully, the Collaborative Theater Project in Medford, Barnstormers Community Theater in Grants Pass, and the Randall Theatre in Medford are currently producing shows.

Barnstormers, in Grants Pass is open, but currently only able to seat 28 audience members in its 88-seat theater. However, they are consistently selling out shows. They also offer virtual viewing experiences.

"We have gotten accustomed to the hybrid format of performing to both in-person and virtual audiences. The silver lining of the pandemic is that we have reached national, sometimes even international, audiences that would otherwise have never seen our shows," said Annie Freeman Sabel, Executive Director at Barnstormers.

The Collaborative Theater Project (CTP) and the Craterian, both in Medford, and the Camelot Theater in Talent, are other great staples in the Oregon theater community. CTP is open and operating with six shows scheduled for 2021.

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## Community theaters

Lastly, the Randall Theatre, also in Medford is now a part of the Ghostlight Playhouse. They are open and operating with some wonderful performances. Ghostlight Playhouse is a new entertainment venue which features Randall Theatre productions, live bands, comedy performances, karaoke, and more. Randall Theater has three productions coming up this year that are must see, either in person or virtually.

Bravo to all!

For more community stories like this one, visit [myavista.com/connect](https://myavista.com/connect).



## Know what's below

**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. 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.

ELECTRIC: RED

GAS-OIL: YELLOW

COMMUNICATION: ORANGE

WATER: BLUE

SEWER: GREEN

TEMPORARY SURVEY: PINK

IRRIGATION: PURPLE

PROPOSED EXCAVATION: WHITE

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.



## The direct use of natural gas

**"Direct use" refers to natural gas being consumed directly in appliances for heating and cooling, water heating, cooking, and clothes-drying.** By contrast, many consumers use natural gas indirectly by consuming electricity generated with natural gas. Said simply, when we use natural gas to create electricity, it is only about 30-40 percent efficient. Natural gas used directly in your home can be greater than 90 percent efficient, especially when used for space heating.

Visit [myavista.com/naturalgas](https://myavista.com/naturalgas) for more information.

## 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 **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](https://myavista.com/assistance).



## Connect with us

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