



Connections

July 2021 | Washington | Idaho

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 for more information.



At Home with Lisa: Let the fresh air in

Before the really cold weather kicked in last fall, I made a point of trying to add moisture to the air in my house.

Dry air can make your home feel colder than it really is. I opened the bathroom doors after showers and made humidity vases. Some folks like to use humidifiers to boost the moisture in the air.

Now that the warmer weather is here, keeping your home dry will help it to feel cooler once the temperature starts rising. It also helps keep away mold. It's time to open your windows after a shower, use your air conditioner to help remove moisture and turn on your fans. Some people may even use a dehumidifier to help out. You also want to vent appliances that create moisture, such as clothes dryers or stoves. Ideally, the humidity in your home should be between 30 and 50 percent, according to the Environmental Protection Agency.

In especially moist homes, mold can grow, and if you have a lot of it, you might want a professional to remove it. If you have a little, you can usually clean it up using one cup of bleach to one gallon of water, or one part baking soda to five parts vinegar and five parts of water. You can also use dish washing liquid.

I'm lucky that my old house doesn't have any mold, because many do, so you can bet that I will do my best this summer to keep the humidity down.

Lisa, an Avista customer, bought her 1910 house because she loved the old-world character, some of which doesn't make her house very energy efficient. Lisa is sharing her experience on taking some simple do-it-yourself improvements to inspire others to do the same.

You'll find her stories at myavista.com/connect every Tuesday morning.





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 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 hit or nick an electric or 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.

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

Ground markings are in different colors to indicate the locations and types of utility facilities buried below. Valid periods for locate marks are: WA – 45 days; ID – 21 days. If anyone digs after the listed times, they are digging with an invalid ticket.



Check out our energy-efficiency rebates and tips

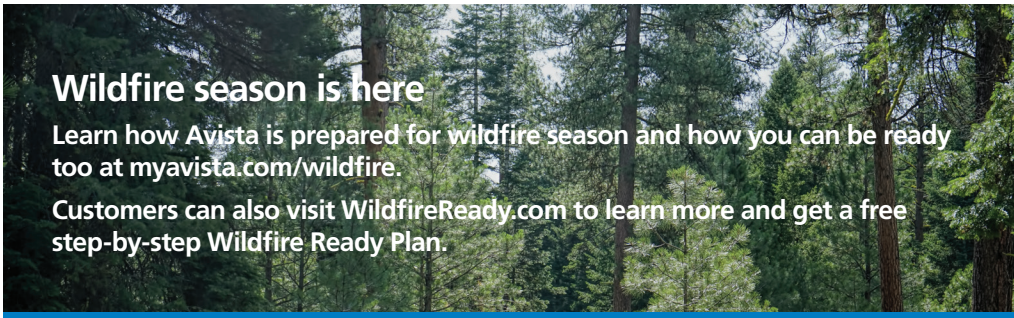
Ways to save

It's home improvement season here in the northwest. A time for increasing not only your home's value, but also your family's comfort and enjoyment.

But there's another reason to consider an upgrade or two: On average, nearly half of residential energy bills go into heating and cooling your home. Which means that every improvement you make now can have a long-term impact on your energy use.

And with our energy-efficiency rebates, you'll save even more. Like getting **\$4 per square foot** back on new windows, **\$400** on a tankless natural gas water heater, or **\$1,000** when you switch your electric furnace to an air-source heat pump. You can even get **\$150** back when you install a smart thermostat—one of the easiest ways to get a handle on your energy use.

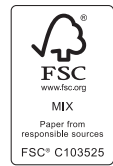
Whether you're remodeling or just looking to use less energy, check out myavista.com/waytosave for our complete list of energy-efficiency rebates and tips.



Wildfire season is here

Learn how Avista is prepared for wildfire season and how you can be ready too at myavista.com/wildfire.

Customers can also visit WildfireReady.com to learn more and get a free step-by-step Wildfire Ready Plan.



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

470i AVA

© Copyright 2021 Avista Corporation

