



September 2021 | Washington | Idaho

Connections

Get more energy efficiency for less

If you're considering making home improvements, we can help offset the cost of energy-efficiency upgrades that can make your home more comfortable and energy-efficient. Thinking about new windows, a new furnace, or adding insulation? We've got a rebate for that. You can also save on gas water heaters, heat pumps, smart thermostats and more.

Find information on all of our rebates at myavista.com/getrebates.



Partnering to prevent wildfire

Avista has been working to strengthen our system to reduce the potential of wildfires in our region. Last year we announced our enhanced 10-year Wildfire Resiliency Plan, and we are making progress in each element of the plan.

We have completed grid hardening projects in areas of high fire risk. Some of these projects include replacing wooden transmission poles with steel, installing a special fire-retardant wire mesh around the bottom of wood poles and replacing wooden crossarms on poles with a stronger fiberglass to better protect the electrical equipment and reduce the likelihood of spark-ignition sources. We have also increased vegetation management to reduce contact between trees and power lines and implemented improved tools to better assess fire risk with weather forecasting.

We have enhanced our partnerships with regional fire protection agencies. In addition to working toward incorporating Avista personnel into the Incident Command System (ICS), we're initiating calls to 911 when transmission-line disruptions occur during fire season to help firefighters more quickly check and extinguish possible fires. And, our 550 electric-line workers are receiving training to better prepare them to work with fire professionals.

Avista is committed to doing our part to keep people and property safe. Our customers and communities can play a role too. Learn how to protect your property at nfpa.org/wildfire.





When's the last time you replaced your furnace filter?

Regularly changing your furnace filter can greatly improve the efficiency and extend the life of your furnace. But it's a task most of us tend to forget. We have a great solution to help you remember to change your furnace filter, even if you've got this down like clockwork and you just want the convenience of doorstep delivery.

Join our furnace filter program and we'll send you email reminders every three months. If desired, you can also choose to receive money-saving manufacturer's coupons, or even have new filters conveniently delivered to your door.

There are many great reasons to replace the air filter in your furnace, including creating better operation and extending the life of your furnace, as well as the benefits of reduced energy use and cleaner indoor air quality. Never forget that filter again. Sign up today at myavista.com/changemyfilter.

Recognizing a natural gas leak

We, at Avista, want to keep you, your family and neighbors safe around electricity and natural gas. That's why we created some useful and informational safety videos. You can find these at myavista.com/safetyvideos.

And remember, if you have any questions about safety, please call us at 800-227-9187.



We have options.

Do you need help paying your bill?

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.

Connect with us

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