



October 2021 | Washington | Idaho

# Connections

## Ready for winter?

Avista partners with local community action agencies throughout our service territory to help income-qualified residents save on heating expenses by weatherizing their homes at no cost. After eligibility is determined by the agency, an energy audit is performed to determine what upgrades need to be completed to make the home more energy efficient, comfortable, and safe.

To find out more, please visit [myavista.com/assistance](http://myavista.com/assistance) or call us at (800) 227-9187 for your local agency's telephone number.



## At Home with Lisa: Carbon monoxide detector

**I have a carbon monoxide (CO) detector on each floor of my house. I was looking at one next to my bedroom door the other day and got curious about it. Avista's website has a very informative video about carbon monoxide that explains the symptoms of CO poisoning and what to do if there is a dangerous level of CO in your home.**

Carbon monoxide is odorless and colorless and is toxic to humans and animals. Symptoms to recognize are similar to the flu:

- Dizziness
- Mental confusion
- Lethargy
- Lightheadedness
- Resembles intoxication
- Pink skin
- Bright red mucus membranes
- Nausea
- Buzzing or humming around your head

If you experience any of these symptoms, get out of the house, seek medical attention and call Avista.

But if you don't want to wait until you have symptoms to find out if there is carbon monoxide in your house, get a CO detector: these are required by law in Washington state in residential dwellings.

You can find these in any hardware store or online and will run you anywhere from \$15 to \$99. You should place one outside of sleeping areas and have one on every floor. If you have an attached garage, you should have one near the door. The installation manual included with your detector will have more information about where to place them.

Now that I've learned more about my CO detector, I feel much safer at night.

*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](http://myavista.com/connect) every Tuesday morning.*





## It's that time of year again

**Here in the northwest, October marks the beginning of fall.** Many of us haven't touched our thermostats yet, but we're often surprised — and even confused — when we open our energy bills.

During colder months, home heating can account for 40% to 60% of our monthly energy bills. Here are a few things you can do to gain some energy savings this season:

- Check your thermostat. Reducing the temperature by just three degrees can result in approximately 10% energy savings.
- Set your water heater tank at no more than 120 degrees. Water heating can account for nearly 14% of our monthly energy bills.
- Swap out older incandescent or CFLs for new, energy efficient LEDs. LEDs use far less energy and can put out even brighter light than other lighting options.
- Look for cracks and gaps around doors and windows. Caulk non-moving items and use weatherstripping where doors or windows need to move or interact with their frames to reduce heat loss.

For more information, visit [myavista.com/winterbill](http://myavista.com/winterbill).



**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](http://myavista.com/assistance) for more information.

## Your electric and natural gas rates are about to adjust

Each year, Avista files annual electric and natural gas rate adjustments. The last of these filings are expected to go into effect Nov. 1, 2021. To read more about your new rates, the reasons we filed the annual adjustments, and how we work to keep energy prices affordable please visit [myavista.com/rates](http://myavista.com/rates).

## October is National Energy Awareness Month

**Energy conservation is good for all of us.** Using energy wisely can help reduce costs and conserve our natural resources. And, there are many steps you can take to cut down your energy consumption.

We've assembled energy-savings advice to help you—visit [myavista.com/waytosave](http://myavista.com/waytosave).

## Connect with us

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