

Connections

Reliable hot water when you need it most

Consistent water heating is an important way to make sure you and your family have hot water when you require it. If your water heater is over ten years old, leaking water, making strange noises or just not heating as well as it used to, it may be time for a new high-efficiency gas water heater. Our partner, Energy Trust of Oregon, works with select retailers to offer instant discounts on qualifying models.



Find a participating retailer at energytrust.org/hotwater or call (866) 368-7878.



Cold weather and coffee

Have you felt the need to bundle up lately? Is that breeze getting a little too cool for comfort? Winter is just around the corner and your house is feeling the chill, too.

Ever wonder how your energy use can increase if you haven't changed anything in your home? Consider a warm cup of coffee. In the summer, a warm cup of coffee will stay warm for quite some time, even if placed outside. If placed outside during the winter though, it will cool down rather quickly due to a significant difference in temperature between the coffee and the outdoor air temperature. Even if you don't touch your thermostat, your home reacts the same as a cup of coffee — retaining heat in warmer weather and losing it in cooler weather.

Why does this matter? As the temperature outside drops, your house cools down more quickly, causing your heating system to run more frequently and for longer periods of time. This causes your energy consumption to spike, increasing your energy bill — typically between October and February. The cost of heating your home can account for 40% to 60% of your monthly winter energy bill, so what can you do to help manage your energy usage?

Use this handy checklist to get started:

- **Adjust thermostat** – Reducing the temperature just three degrees can result in a 10% reduction on your bill. Set your thermostat at 68 degrees when home and reduce by a few degrees at night or when away.

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- **Check water heater** – Water heating is the second largest consumer of energy in the home and accounts for nearly 14% of your monthly usage. Make sure if you have a tanked heater to set the temperature between 115 and 120 degrees F to reduce standby losses.
- **Seal drafts and leaks** – Use items like insulation, window plastic, caulk, and weather stripping to keep the warm air in and the cold air out.
- **Check fireplace dampers** – When not in use, a chimney can draw off as much as 25% of the heated air in your house if the damper is left open.
- **Change furnace filter** – Our Furnace Filter Program can help ensure you never forget to replace your filter again.

For more winter energy-saving tips, visit myavista.com/winterbill.

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.



On the Oregon Trail: Bonanza Annual Lights Display

Enjoy the warm glow of lights on a cold winter's night; Bonanza is the place to be this December for the annual Christmas display at Big Springs Park! Growing in complexity each year, you'll discover perennial favorites like Santa and his elves, a creche scene and many other displays under the gazebos in addition to all the lights twinkling throughout the park. Expect displays to be well-spaced to accommodate COVID restrictions and enjoy one of the largest lighting displays in the Klamath Basin this season!

To read more community stories like this one, visit myavista.com/connect.



A few tips
to keep your
holidays
merry and
safe!

Holiday Lights

Bright, twinkling lights are one of the joys of the season, whether on the eaves of your home or strung on trees.

While those merry little lights are a delight for many, incorrect usage can cause fires, injuries from falls or electrical shocks. To keep the holidays festive and fun, follow these safety tips while decorating outdoors:

- Use lights — and if needed, extension cords — that are approved for outdoor use.
- Before decorating, check all light strands for damages and burned out lights. Frayed insulation, exposed wires and broken plugs are all hazards and should be discarded. When replacing bulbs, unplug the strand.
- Consider purchasing miniature or LED lights as they use less energy and are long lasting. LED lights are also shatterproof and present no fire hazard.
- To avoid accidentally leaving your lights on, consider a timer. Make sure the timer you use is rated to handle the total wattage of your lights.

Visit myavista.com/safety for more safety tips.

Connect with us

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