

# 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.

Visit [myavista.com/getrebates](https://myavista.com/getrebates) to find information on all our energy-efficiency rebates.



## 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?

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## Continued from front Cold weather and coffee

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.
- **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 and remove buildup on baseboard heaters every 1-2 months** – Dust and debris will block heat transfer, so even if your heater clicks on, your room will not warm up efficiently. 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](https://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](https://myavista.com/assistance) for more information.



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](https://myavista.com/safety) for more safety tips.

## Connect with us

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