



December 2021 | Washington | Idaho

# Connections

## And a partridge in a pear tree

**Those 11 pipers piping, ten lords-a-leaping, nine ladies dancing, and eight maids-a-milking sure do use a lot of energy over the holidays.**

Not to mention your cousin, who loves hot showers; your thermostat-boosting sister, and the extra loads of laundry your family is tossing in the wash. It can all impact your energy usage this holiday season. Having extra family and friends visiting during the holidays makes for special times — and a higher-than-normal energy bill.

Learn how to manage your winter bill at [myavista.com/winterbill](http://myavista.com/winterbill) and keep cozy this winter.



## Hey, it's cold outside

**With temperatures cooling down across the region, you may have noticed a sudden increase on your energy bill.**

When our home heating system begins firing up more often, it consumes more energy. This can present a challenge when we're trying to maintain comfort in our homes while also keeping an eye on how much we spend.

Current times are challenging in more ways than one. Luckily, Avista is here to help. We can provide you with information on how to manage your electric and natural gas bill in the winter months and help you manage increases in your energy bill. There are many factors that impact your bill. These include weather, current billing cycle, holidays, shorter daylight hours, drafts, heating systems, and other items such as hot tubs, or heated outbuildings or driveways.

Visit [myavista.com/winterbill](http://myavista.com/winterbill) to utilize tools that will give you a better understanding of your usage. You can view your usage by seeing the billing days and average billing cost. You can also compare your bills month to month and year to year to see how you're trending. We also have an energy saving checklist and DIY videos available to help you save as much money as possible.



**Continued on back»**







## Continued from front Hey, it's cold outside

Heating makes up the largest part of your energy bill during cold weather. Setting your thermostat back just three degrees at night while you're sleeping can save up to 10 percent. You can make it even easier by getting a programmable thermostat to make sure you don't forget.

Visit [myavista.com/winterbill](https://myavista.com/winterbill) for more ideas on how to increase the comfort inside your home while also reducing your energy use.



## Safely storing flammable liquids

**One cause of household fires is improper storage of flammable liquids.** Did you know that liquids such as paint thinner, gasoline, cleaning solvents and contact cement can produce invisible, explosive vapors? These vapors can catch fire or explode if exposed to a flame or small spark—even at considerable distances from the flammable substances. Flammable liquids or combustible material need to be kept away from your furnace, water heater, vent pipe or any ignition source. When you use flammable liquids, do so in open, well-ventilated areas, far away from any possible source of ignition.

Here are some tips for properly storing flammable liquids:

- Keep in accurately labeled, tightly closed, non-glass containers;
- Store away from heaters, furnaces, water heaters, ranges and other gas appliances;
- Keep out of reach of children;
- Store outside the house when possible.

Taking these extra precautions ensures everyone's safety. For more safety tips, please visit [myavista.com/safety](https://myavista.com/safety).



## 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.

## Connect with us

Mailing Address: 1411 E. Mission, PO Box 3727, Spokane, WA 99220-3727

Toll-Free: (800) 227-9187 | Web Site: [myavista.com](https://myavista.com) | Email: [ask@myavista.com](mailto:ask@myavista.com)