

Connections

Your billing cycle

Did you know one factor that can impact your energy bill is the number of days in your billing cycle?

The number can vary month-to-month, from 27 to 35 days, mainly because of the actual number of days in a month, when weekends and holidays fall, and if your meter was accessible. Having more days in the current bill than the previous month can contribute to a higher bill. Check the back of your Avista bill to find the number of days in your billing cycle.

Go to myavista.com/winterbill to learn more about how winter impacts your energy bill.



Warm up to savings

When the weather outside is cold and frightful, your home can stay warm and delightful.

On a frosty day, a toasty home can be your retreat from the chill. To stay warm without burning through energy, follow these energy-saving heating tips:

Heating your home

- Set your thermostat to 68 degrees when you are home during the day and reduce it a few degrees at night or when you are away. Wear warm clothes like sweaters or get cozy and comfortable with a blanket.
- Don't block heating registers. Move furniture to allow heat to flow freely and make sure all return air openings are unobstructed.
- Restrict the use of your wood fireplace in extremely cold weather as it can rob your home of heat provided by your heating system. When the fireplace is not in use, be sure the damper is closed.

Heating your water

- Install aerating, low-flow faucets and showerheads.
- Repair any leaky faucets or drips. A small drip can be the equivalent of wasting a bathtub full of hot water each month.
- Check the thermostat on your water heater; a setting of 120 degrees provides comfortable hot water for most uses.
- Insulate all accessible hot water pipes, especially within 3 feet of the water heater. Insulation reduces heat loss and can keep water temperatures 2 degrees to 4 degrees hotter than uninsulated pipes do, allowing you to lower your water

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temperature setting. Plus, hot water will be delivered more quickly, which helps conserve water.

- Polyethylene or neoprene foam pipe sleeves are the most used insulation. Match the pipe sleeve's inside diameter to the pipe's outside diameter for a snug fit. Place the pipe sleeve so the seam will be face down on the pipe. Keep insulation at least 6 inches from the flue.

Learn more at myavista.com/winterbill.

Downed power lines

It doesn't happen often but damage from high winds, ice and other issues can bring a power line down. If you ever find a power line that is down on the ground or in a tree or shrub you need to always assume that the power line is still energized or has electricity still flowing through it.



The next steps to take are:

- Stay back at least 50 feet.
- Don't try to use a branch to move the power line as wood does conduct electricity.
- When there's a downed line, always call Avista.
- Never touch or attempt to move the line.

You need to follow those rules even if the line is in contact with someone as the electricity can pass through that person to harm you as well. The line may look harmless or like it is not energized and you may not see sparks or other signs of power, but the ground around a high voltage line can be dangerous. Electricity can travel through dirt or the ground and when it does, it travels in waves much like the ripples a rock makes when you throw it into a pond. If you stand on separate wave rings, electricity may pass through your body. If a downed wire touches a metal object like a car, fence or guardrail it too can become energized, so be aware of your surroundings and make sure to stay at least 50 feet away and call 911 and Avista to notify them of the issue.

Visit myavista.com/electricsafety for more information.

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**.

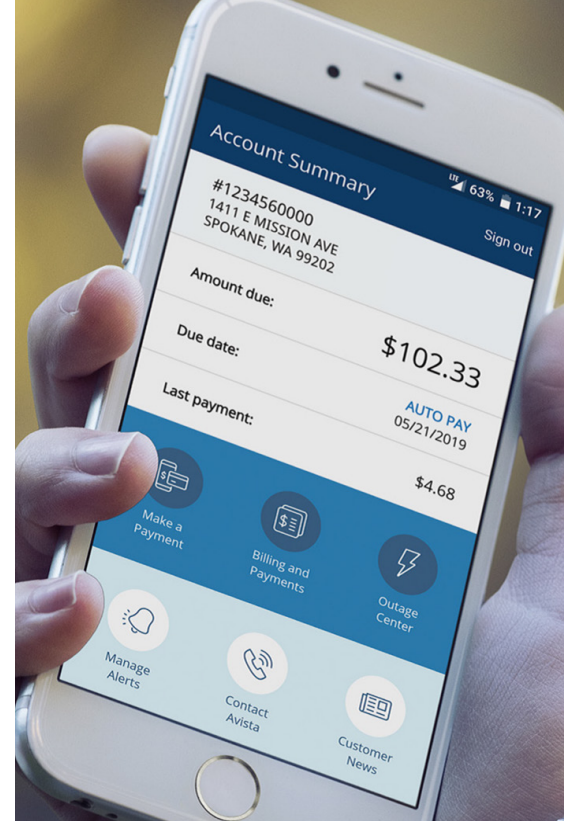
We're here to help. Please call us at (800) 227-9187 to discuss your options with a Customer Service Representative or for more information visit myavista.com/assistance.

We have options.

Connect with us

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

Toll-Free: (800) 227-9187 | **Web Site:** myavista.com | **Email:** ask@myavista.com



Tools to help you stay informed

Have you tried the Avista mobile app? You can access billing and payment information, contact us, view customer news—and still get up-to-date outage information.

Our app gives you the ability to view real-time account balances, due dates and balance details. You can make or schedule payments and add new credit cards or bank accounts. You can also receive in-app alerts for billing or outages that impact you.

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