

## Gas incentives with Energy Trust of Oregon

**Make this the year you create a more energy efficient home.**

As an Avista customer, you can qualify for cash incentives from Energy Trust of Oregon to increase the efficiency of your home, for less. Whether you're upgrading windows, adding insulation, or finally replacing that old water heater, you can spend less to save more.

Visit [energytrust.org/save](http://energytrust.org/save) or call 1.866.368.7878 to learn about available incentives.



### At Home with Lisa: Dishwasher Filter

**A few months ago, I started noticing that my dishwasher wasn't cleaning my dishes.**

I was so excited when I moved into my house a few years ago, not only for the house, but for having a dishwasher for the first time.

When my dishes weren't getting clean, I started to wash them by hand again. But according to Avista's Energy Guide you can save 5,000 gallons of water a year and \$40 in energy costs by using a dishwasher instead of washing by hand.

Someone mentioned that I should check the filter in my dishwasher. I googled how to clean my dishwasher filter and specified what kind of dishwasher in my search to find out how to clean it.

It had been a while since I had used it, so I ran a rinse cycle before diving in. I took out the bottom tray, pulled out the sprayer and the filter. It was disgusting. I don't think the folks who lived here before cleaned the filter either. I soaked all the pieces in hot, soapy water and started scrubbing. For the tough-to-clean spots, I sprinkled them with baking soda and drizzled a little white vinegar on them to make it foamy. Then I scrubbed some more.

Now, my dishwasher is working great. I can start using it again instead of washing dishes by hand. If you find that your dishwasher isn't cleaning as well as you would like it, you should check your filter, too.

*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.*





## Out of sight, out of mind

**It's a phrase that could refer to the jar of half-used pasta sauce buried in the back of the fridge.** Not that we don't care about refrigerator hygiene, but it won't surprise you to know we are referring to gas meter safety.

Avista will need access to your gas meter for periodic readings and maintenance. And in case of an emergency, we'll need immediate access to the shutoff valve. With these things in mind, take a look at your meter with fresh eyes. Is there anything in the way? Are there plants or flowers hiding the dials? Is debris gathered around it? In the winter, is it buried under six inches of snow? If the answer is yes to any of these, help us out by carefully removing these obstacles and making the pathway to the meter safe.

While we're talking about the meter, we'll also ask that you never lean objects against it, place objects on top of it, or build anything (like a deck) above it. Finally, be careful when operating a vehicle near your meter. It can be relatively easy to forget about and accidentally back into it, which could result in a dangerous situation. Beyond these simple steps, Avista will take care of everything else, like periodic maintenance.

Out of sight, out of mind is a cliché for a good reason: it's how our human brains tend to work. But when it comes to the natural gas meter on your property, it's best to keep it in mind, even when it's out of sight.

Visit [myavista.com/resngsafety](https://myavista.com/resngsafety) for more information.

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



## Project Share, helping a neighbor in need

**In the middle of a crisis, it is hard to know where to turn for help.** One of our customers recently found their family in such a situation. While the household was welcoming a new baby, they were faced with many difficult situations: a vehicle accident, job loss and cold winter weather.

After going without power for three weeks, they reached out to Avista for help. We referred them to their local community action agency. With that help, the family was able to get their services restored before the snow began to fall. This family had never accessed assistance benefits before; they weren't even aware that help was available.

Avista customers, employees and corporate donations are what make that help possible through Project Share — a community fund that seeks to stabilize a household through hardship. Collectively, each of our giving helped approximately 2,000 households in Washington, Idaho, and Oregon last year.

Giving is easy. One hundred percent of the funds collected by Avista are passed to the Project Share fund. For those who would like to make direct donations to the program, please visit: [givetoprojectshare.org](https://givetoprojectshare.org). Check out [myavista.com/assistance](https://myavista.com/assistance) if you would like to learn about energy assistance in your area.

## Connect with us

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