

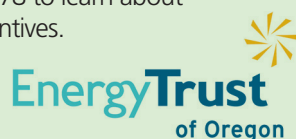
Connections

Savings and benefits you can clearly see

By insulating your home, you can reduce your monthly bills, maintain comfortable temperatures year-round and reduce outside noise.

As a natural gas customer of Avista, you can get cash back when you insulate your attic, walls or floors thanks to incentives from Energy Trust of Oregon.

Visit energytrust.org/save or call (866) 368-7878 to learn about available incentives.



Grandma's Porch Fund helps seniors stay in their own homes

As we grow older our housing needs tend to change.

Perhaps we don't get around as easily as we used to, or simple maintenance tasks around the house grow daunting and unmanageable. Research shows that elderly who remain in their own homes enjoy a higher quality of life than if they have to move, and since 2013, Rebuilding Together Rogue Valley (RBTRV) has focused some of its work on helping Oregonians age safely at home.

Fall prevention is a big focus of RBTRV. Each year, more than 800,000 seniors are hospitalized after a fall that may cause broken bones or a traumatic brain injury.

To help prevent some of these falls, RBTRV has started Grandma's Porch Fund – a program that helps low-income seniors stay safely in their homes. Seniors are referred from local hospitals and agencies, and Grandma's Porch Fund then comes out and does a free safety assessment.

Four main areas are covered by the assessment: accessibility to and from the home; trip hazards in and around the home; bathroom safety and home environment safety.

The 45-minute assessments are provided by the National Association of Home Builders Certified Aging-in-Place Specialists or by carefully trained volunteers.

On the list of checkpoints is the safety of the bathroom: are there grab bars in place and are they installed correctly? Is it easy to get in and out of the shower? Are the floor mats more of a trip hazard than a sturdy foundation for wet feet?

The assessment also checks furnace filters and smoke and CO detectors to make sure they are in working order.

In a typical year, Grandma's Porch Fund installs almost 300 grab bars and repairs dozens of porches, ramps and steps for improved accessibility, and fund thousands of dollars of in-home safety equipment like working smoke detectors. A grant from the Avista Foundation will help continue this important work.

At Avista, we recognize our unique position gives us the chance to contribute in an impactful way and make a real difference in people's lives. Since 2002, the Avista Foundation has made grants totaling over \$12 million to organizations that support vulnerable and limited income populations, education, and economic and cultural vitality. For more information on grant applications and geographical areas covered, please visit avistafoundation.com

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Continued from front Grandma's Porch Fund

The best part is that Grandma's Porch Fund will pick up a big part of the cost of any safety improvements that have to be done. Funded by donations from individuals and corporations, Grandma's Porch Fund will pay for smaller home improvements and safety updates, giving the resident senior much needed peace of mind. For more information, visit: rbtrv.org.

Do you need help paying your bill?

We understand that there may be instances where 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.

Bill Assistance Grants are available through local community agencies for income-qualified residential customers. To find an agency near you, call Avista at (800) 227-9187 or visit myavista.com/assistance.

Comfort Level Billing divides yearly energy costs into 12 equal and predictable monthly payments.

Preferred Due Date helps align your bill's due date with your payday.

Payment arrangements can be made on an individual basis for those in need. Visit our online Emergency Payment Arrangements tool at myavista.com/paymentarrangements. It allows you to choose the plan that works best for you and can include applying an existing deposit, if available.

We're here to help. Please call us at (800) 227-9187 to discuss your options with a Customer Service Representative.

Tools to help you save

Being aware of the energy you use can reduce costs and conserve our natural resources. There are many simple, low-cost steps to take to reduce energy waste.

- Compare your bills: you can compare this month to last month or year over year. Also, get facts such as average daily use and temperature.
- Energy efficiency tips: outline top ways you can save energy by reviewing tips and tricks to reduce usage.
- Access a library of how-to videos, expert advice and information about energy topics.

Use our online tools to learn about the energy savings available for you.

To access these tools and explore ways to save, sign into your "My Account" on myavista.com today. Check out the "Compare Your Bills" tool and our Save Energy Section.



We have options.



KNOW WHAT'S BELOW

Excess flow valves

What is an Excess Flow Valve (EFV)?

An excess flow valve (EFV) is a device that automatically restricts the flow of natural gas if an underground pipe is punctured or severed. Such damage may result from excavation. The EFV is installed underground on the service pipeline that runs between the natural gas main (usually located near the street, alley, or easement) and the Avista meter on the customer's property. Generally, the EFV is installed as close as possible to the natural gas main.

EFVs have been installed on most new and replaced natural gas customer services since 2008, however, since April 2017, existing natural gas customers without an EFV on their natural gas service may elect to have one installed at the customer's request and expense. Installation costs vary greatly due to different conditions within our service territory. Customers will be billed for actual labor and materials costs associated with the installation. Estimates for cost and timeframe for construction will be provided as requested on a case-by-case basis. There is no ongoing maintenance cost for the customer.

Whether you have an EFV installed or not on your service line, you need to call 811 to have all underground utility lines properly marked at least two business days before starting any projects that require digging.

If you would like to pursue having an EFV installed in your service line or if you would like to find out if you already have an EFV, please call us at (800) 227-9187 or email us at ask@myavista.com.

Connect with us

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