



March 2022 | Washington | Idaho

# Connections

## Keep your energy budget on track

**Avoid being surprised by a higher-than-expected energy bill. Sign up for Avista's budget alerts.**

During enrollment, Avista will provide your high, low and average bill amounts from the previous year. That way you can set a desired monthly budget alert. If you have a smart meter, we'll track your daily energy usage. If during the month we estimate your bill will exceed the amount you set, you'll be alerted immediately by text or email, allowing you to take steps to reduce your energy usage before your bill arrives. While you're at it, sign up for our outage alerts and billing notifications to see your due date and bill amount.

The simplest way to sign up for alerts is to sign into your online account and go to Alert Preferences. Here, you can choose the alerts you want to receive, if you want to receive them by email or text, and who should receive them.

Visit [myavista.com/alerts](https://myavista.com/alerts) for more information and to sign up today.



## At Home with Lisa: Energy efficiency rebates

**The other day I learned that my sister is getting a ductless heat pump for her home. She and her husband already have a furnace, but they want to be a little more energy efficient. They also like that they can get a rebate through Avista for getting the work done.**

If some of your home improvements include upgrading to something more energy efficient, check out Avista's website to see if you qualify for a rebate at [myavista.com/getrebates](https://myavista.com/getrebates). In Washington state, you can get rebates for new, energy efficient:

- Furnaces
- Water heaters
- Smart thermostats
- Insulation
- Windows
- Energy Star certified appliances and doors
- Conversion to ductless heat pumps as a primary source of heat.

*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](https://myavista.com/connect) every Tuesday.*

For many of these projects you must have a contractor complete the installation. You can submit the application online or you can download the form from Avista's website and send it through the postal service.

To pre-qualify for your project, you can call Avista at (800) 227-9187, or you can email them at [rebates@myavista.com](mailto:rebates@myavista.com).



# Do you need help paying your bill?

## We have options.

**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](https://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](https://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.



## Don't even go there

**Substations do you a service by stepping voltage down before electricity gets to your house.** But they aren't very hospitable places. The best thing you can do for your own safety is to stay away.

Don't retrieve balls, kites or drones that make it over the fence and teach your kids about substation dangers. And with all the electricity going in and out of there, you can imagine that attaching your fence to a substation is a bad idea.

Substation gates are locked at all times. If you ever see something unusual at a substation, please let us know by calling (800) 227-9187.

Thanks for being our partner in safety. Visit [myavista.com/safety](https://myavista.com/safety) to learn more.

## Connect with us

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