



April 2022 | Washington | Idaho

Connections

Celebrate Earth Day with simple energy-saving solutions

Participating in Earth Day can take many forms, and no action is too small. You can make simple changes at home to increase comfort, lower energy costs and benefit our planet.

Replacing furnace filters regularly, installing low-flow faucet aerators, sealing air and duct leaks, or investing in a smart thermostat are just a few low-cost, energy-saving solutions.

For more energy-saving tips, visit us at myavista.com/tips.



April is National Safe Digging month

Call before you dig: gas pipeline safety

To keep our natural gas system safe and reliable, Avista completes regular maintenance annually. We perform several procedures including, but not limited to, leak surveys, pipeline monitoring, meter inspections and swapping out gas meters. Please know that, from time to time, you may see one of our workers in your yard performing these maintenance actions.

And remember, for home projects, state law requires you to call at least two business days before you start digging. Calling 811 will initiate a request for someone to visit your work site to mark the ground above utility lines. Customers can also request private locates for non-utility underground work (this will entail a fee) by calling 811. This way, you won't accidentally hit a line while you're digging. Thanks for being our partner in safety.

Visit myavista.com/safety to learn more.



**Know what's below.
Call before you dig.**



Plant the right tree in the right place this spring

If landscaping is on your to-do list this spring, make sure to protect your investment by planting the right tree in the right place.

Oftentimes, trees and shrubs are selected in new landscapes based on their appearance or how fast they grow. That's understandable. Who doesn't love the shade, foliage and flowers trees provide? But mature trees are rarely used in landscaping projects, so the branches and root systems of the vegetation you plant today could easily wind up entangled in nearby utility lines soon.

Many power outages occur as uprooted trees or branches fall onto power lines, so Avista must routinely prune or remove trees that become a risk of interrupting essential community services. Plus, when trees grow into overhead lines, it can cause hazardous situations for people and pets.

Trees are a precious resource that we want to protect. Whenever possible, Avista prunes branches that grow too close to distribution lines so that the tree can stay. However, some species grow too quickly to prune effectively.

"We work hard to balance the health of trees while keeping our system safe and reliable," said Ben Kappen, Avista's Vegetation Management Program Administrator. "Some trees grow so quickly that it requires a lot of aggressive pruning to keep them out of utility lines. Over time, repeated pruning stresses the tree and ultimately deforms them."

But if you plant the right tree in the right place, you can avoid pruning or the chance of removal altogether. Doing so saves time, money, and in the big picture, it's best for the vegetation.

"Any vegetation planted within 20 feet of a power pole should grow no taller than 25 feet high," Ben advises. "Utility-friendly trees are free to grow to their full potential—no pruning required. This is great for the urban canopy and for service reliability. Everyone wins."

After you have the right tree, call 811 at least two business days before you dig to make sure you find the right place to plant it. Overhead lines are easy to locate, but there are buried utility lines, too. We'll locate and mark them for you for free. It's the law, but most importantly, it keeps you safe.

To learn more visit us at myavista.com/trees.



We have options.

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 such as: **Bill Assistance Grants, 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 us at: myavista.com/assistance for more information.

Comfort Level Billing

There's a lot to be said about knowing the exact amount you will be billed each month. Customers who have chosen to be on comfort level billing know exactly how that feels and it's free, quick and easy to sign up.

Comfort level billing can smooth out seasonal highs and lows by dividing your bill into 12 equal payments. To qualify, your account must be in good standing with at least 12 months of usage history.

Sign up on myavista.com/clb or call (800) 227-9187 to speak with a customer service representative who would be happy to help over the phone.

Connect with us

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