

Connections

Summer is here!

Summer weather is here, and in response to the hot, dry conditions, Avista changes operations in some areas to decrease the potential for wildfires. This shift, called dry-land mode, means we change our system to turn off automatic re-energization when a fault occurs. Avista's line personnel will physically patrol an outage area before a line is placed back into service. It means you might experience longer outage times, but it keeps everyone safer.

We have been implementing this response to hot, dry weather for more than 20 years. Avista is expanding dry-land mode this year by pairing it with our fire-weather monitoring system. This will allow system operators and managers to make better informed decisions on a more targeted geographic basis. Avista will return the distribution system to normal as soon as weather permits and fire potential decreases.

Learn more about our wildfire resiliency plan myavista.com/wildfire.



It's hot outside

Give your air conditioner a break.

It can be easy to forget that hot summer sun has a significant impact on home energy use. Air conditioners operate under the same concept as heaters: they push conditioned air into spaces to help control the temperature. When the temperature outside far exceeds the desired temperature inside, air conditioners get an intense workout. You can give yours a break by making sure its filter is clean and by avoiding activities that will create unnecessary heat.

Did you know that using kitchen appliances can increase indoor air temperatures by up to ten degrees? To save energy and keep your home comfortable, try cooking outside on a barbecue or with smaller appliances like a microwave or air fryer. Dishwashers, clothes washers and dryers also produce a lot of heat, which spills out into your home. Wait until you have full loads and run them in the evening, after 7:00 p.m., when air is cooling down. High humidity can cause spaces to feel hotter so run bathroom, kitchen or laundry room fans, for short periods of time, to help.

Did you know that using kitchen appliances can increase indoor air temperatures by up to ten degrees?

Not sure what the temperature inside your home is? Install a smart thermostat to help manage your energy use – and get up to a **\$150 rebate**. For more information, visit myavista.com/getrebates.





New law in Washington and Idaho aims to protect utility workers

There will be tougher penalties on people who assault utility workers.

House Bill 1380 in Washington and Senate Bill 1321 in Idaho were signed into law in 2019 and 2022. These bills provide an additional layer of safety for utility workers because they will increase the penalty for a person convicted of assaulting a utility worker while the worker is engaged in their usual work activities.

"It doesn't happen every day, but there have been times when my crew and I have been confronted by someone threatening to hurt us if we step foot on their property" said an Avista Line Serviceman. It's tough because we're just trying to do our jobs and return home safely each night."

Sen. Jim Woodward, R-Sagle, and Rep. Linda Wright Hartgen, R-Twin Falls, sponsored the bill in Idaho after saying there has been an increase in confrontations, violence and threats made against utility workers over the past three or four years.

In Washington, the bill was sponsored by State Representative Mike Pelliccotti. The International Brotherhood of Electrical Workers, Local 77 testified in favor of the measure and it passed unanimously in the State House of Representatives on a 47 to one vote in the Senate.

"I'm pleased at the outcome of these two pieces of legislation," said Avista CEO Dennis Vermillion. "We care about our employees and their safety. We want them to be able to continue to serve our customers with safe and reliable energy services without having to deal with issues of violence when performing their work. Customers also benefit from this legislative outcome. Safe employees help to contribute to reliable and timely response in serving customers."



DID YOU KNOW?

You can pay your bill by text

Simply text REG to AVISTA (284782). Once registered, you can text the following:

- Report a power outage: OUT
- Check power restoration status for an outage: STAT
- Find out your current account balance: BAL
- Make a payment using text: PAY
- Temporarily stop receiving alerts for 24 hours: PAUSE
- Resume receiving paused alerts: RESUME
- Cancel alerts: STOP
- Get help with alerts: HELP

Visit myavista.com/alerts for more information.

YOUR SAFETY MATTERS

We, at Avista, want to keep you, your family and neighbors safe around electricity and natural gas. That's why we created some useful and informational safety videos. You can find these at myavista.com/safetyvideos. And remember, if you have any questions about safety, please call us at (800) 227-9187.

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 have options.

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.

Don't miss important information from Avista

We want to make sure you get the information you need and want, from company updates and new programs to planned service interruptions, power outages and more.

Make sure the contact information you gave us is up to date by logging into your account today and going to myavista.com/profile. Then do a quick check to see if your address, phone number and email are all correct.

We'll do the rest.

Connect with us

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