



September 2022 | Oregon

Connections

Keep your hot water reliable

If your water heater is over ten years old it may be time for an upgrade. Avista Natural Gas customers are eligible for a **\$100 instant discount** from Energy Trust of Oregon on qualifying energy efficient water heaters at select retailers.

Learn more about these offers at www.energytrust.org/hotwater.



Scammers are relentless

Be ready and know what to look for.

Scammers prey on the vulnerable and those who may not be aware of what to look for until it is too late. Smishing, short for short message service (SMS) phishing, is a relatively new scam that attempts to trick mobile phone users into giving scammers personal information. Smishing can be used for identity theft, via a text or SMS message. Scammers like smishing, as consumers tend to be more inclined to trust text messages. Avista will only text you if you have previously signed up to receive text messages from Avista. If you do not recognize the sender's phone number, take the following precautions:

- Do not open an unfamiliar text as it may include malicious links that go to a compromised website hosting malware.
- Do not respond to the request.
- Do not click on any links.
- Do not open any attachments.
- Do not provide any personal information.

Avista will ONLY text you if you have previously signed up to receive text messages from us.

Visit myavista.com/scams to learn more.





Emergency Preparedness

September is National Preparedness Month, established to encourage Americans to be prepared for disasters or emergencies in their homes, businesses, and communities.

We care about the safety of our customers and communities, and we encourage you to be prepared.

Make sure you have what you need in case of an extended power outage:

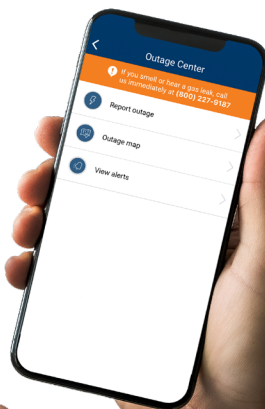
- Flashlights
- Fresh batteries
- Portable, battery-powered radio
- Wind-up alarm clock
- Portable cellphone charger
- Manual can opener
- Bottled water and non-perishable food

Take time to understand how things you use every day work without power. Some devices like garage doors, security doors, and electric gates will not function normally when the power goes out.

Prepare your home medical equipment. If you have medical needs that require special equipment:

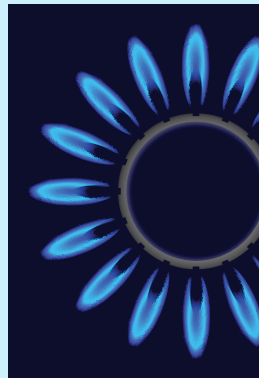
- Plan for a worst-case scenario, like a long power interruption.
- Research portable generators.
- Make a plan with friends or relatives.

For additional information visit us at myavista.com/outage. For real time updates go to myavista.com/getalerts to sign up.



Natural gas and our clean energy future

Avista is committed to clean energy and creating a sustainable and vibrant future for all of us. Natural gas continues to be a responsible, practical and effective part of reducing emissions and achieving decarbonization. We can't have reliable energy today without it.



In 2021, we announced aspirational goals to reduce natural gas emissions, and we know that direct use of natural gas by our customers will continue to be an important way to meet customers' energy needs and reach these goals.

Read more about the role of natural gas at myavista.com/naturalgasgoals.

Recognizing a natural gas leak

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.

Connect with us

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