

Connections

Get more energy efficiency for less

If you're considering making home improvements, we can help offset the cost of energy-efficiency upgrades that can make your home more comfortable and energy-efficient. Thinking about new windows, a new furnace, or adding insulation? We've got a rebate for that. You can also save on gas water heaters, heat pumps, smart thermostats and more.

Find information on all of our rebates at myavista.com/getrebates.



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.

Visit myavista.com/scams to learn more.

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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.

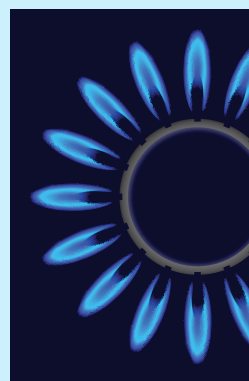
For additional information visit us at myavista.com/outage. For real time updates go to myavista.com/getalerts to sign up.

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.



Wildfire prevention

Avista has been working to strengthen our system to reduce the potential of wildfires in our region.

In 2020, we announced our enhanced 10-year Wildfire Resiliency Plan, and we are making progress in each element of the plan. We have completed grid hardening projects in areas of high fire risk. Some of these projects include replacing wooden transmission poles with steel, installing a special fire-retardant wire mesh around the bottom of wood poles and replacing wooden crossarms on poles with a stronger fiberglass to better protect the electrical equipment and reduce

the likelihood of spark-ignition sources. We have also increased vegetation management to reduce contact between trees and power lines and implemented improved tools to better assess fire risk with weather forecasting.

In July, we changed our 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. Starting this

year, we can make additional changes to increase the sensitivity of the electric system when our weather forecasting indicates a greater risk. This means that certain powerlines are more sensitive, and outages are more likely. If your area is set to a higher level of sensitivity, we will notify you by phone and email. Visit myavista.com and log in to make sure your information is up-to-date. Also sign up to receive power-outage alerts by text or mobile app. Click the word "outage" in the top navigation to locate the page.

Learn more about our wildfire measures at myavista.com/wildfire.

Connect with us

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