

Connections

Saving energy in style

A natural gas fireplace can add warmth and character to any room while helping save on heating bills. As a customer of Avista you could **save up to \$250** on a natural gas fireplace with incentives from Energy Trust of Oregon.

Find eligibility details and local contractors at energytrust.org/fireplace or call (866) 368-7878.



Fall has arrived

In the Pacific Northwest, noticeably cooler outdoor temperatures typically arrive in October.

It's usually around this time that we can find ourselves surprised — and even confused — when we open our energy bills, that's because during colder months, home heating can account for 40% to 60% of our monthly energy use. Here are a few things you can do to save energy this season:

- **Check your thermostat.** Reducing the temperature by just three degrees during cool months can result in energy savings of approximately 10%.
- **Set your tanked water heater at no more than 120 degrees.** When it's cold outside, water heaters use more energy to keep the water inside hot and can account for nearly 14% of monthly energy use.
- **Swap out incandescent or CFL lightbulbs for energy efficient LEDs.** LEDs use up to 90% less energy and can put out even brighter light than older lighting options — important, as daylight hours decrease.
- **Seal cracks and gaps around doors and windows to reduce home heat loss.** Removable rope caulk is a great option for temporary areas, while tube caulk and weatherstripping provide more permanent solutions.

Considering a large energy-efficiency project or upgrade? **Save money with our rebates at myavista.com/getrebates.**





Have you changed your furnace filter recently?

Furnace filters help reduce dust, dander and dirt in your home, improving indoor air quality and helping you breathe easy. Clean filters matter because they can increase the efficiency and extend the life of your furnace, while also reducing maintenance costs.

Even though filters should be replaced regularly, it's easy to forget about them. Tell your furnace not to fret though—our Furnace Filter Reminder Program can help ensure you'll never forget to replace your filter again.

We offer two time-saving options to choose from:

1. Our **home delivery** option provides convenience at a competitive price, delivering filters direct to your door.
2. Our **email reminder** option removes the guesswork from your replacement schedule by sending you an email every three months, reminding you to replace your filter.

Sign up today at myavista.com/changemyfilter.



October is National Energy Awareness Month

Energy conservation is good for all of us. Using energy wisely can help reduce costs and conserve our natural resources. And, no matter what type of home you live in, there are many ways to start saving energy now.

Visit myavista.com/tips for energy saving ideas, simple how-to DIY videos, our online Energy Use Guide and more.



Convenience at your fingertips

Download our easy-to-use mobile app to check your account balance, access bill and payment history, make immediate or scheduled payments, view and report outages and more!

It's everything you need from the convenience of your smartphone. Just visit the app store on your mobile phone and search for Avista.

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'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.

We have options.

Connect with us

Mailing Address: 1411 E. Mission, PO Box 3727, Spokane, WA 99220-3727

Toll-Free: (800) 227-9187 | Web Site: myavista.com | Email: ask@myavista.com