

## Save energy and money with rebates

**Are you considering home improvements to help reduce your energy use?** We can help offset the cost of energy-efficient equipment and upgrades that will help you stay comfortable and save energy. Thinking about new windows, a new furnace, or adding insulation? We've got a rebate for that. You can also save on water heaters, heat pumps, smart thermostats and more.

See all of our energy-efficiency rebates at [myavista.com/getrebates](https://myavista.com/getrebates).



## How cold weather impacts home energy use

### Have you felt the need to bundle up lately?

Winter is just around the corner and your house is feeling that chill, too. When it gets cold outside, your home has to use more energy to stay warm, even if you don't touch its thermostat. Homes use more energy this time of year because they cool down quicker—much like a cup of coffee.

In the summer, a warm cup of coffee will stay warm for quite some time, even if placed outside. If placed outside during the winter though, it will cool down rather quickly. So, as the temperature outside drops and your house struggles to retain heat, its heating system has to run more frequently and for longer periods of time. This causes its energy use to spike, which you likely notice between October and February or March.

The cost of heating your home can account for 40% to 60% of your monthly winter energy bill, but there are easy ways to help manage that energy use and maintain comfort.

Use this handy checklist to get started:

- **Check fireplace dampers** – When not in use, a chimney with an open damper can allow up to 25% of the heated air in your house to escape.

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## Continued from front How cold weather impacts home energy use

- **Change furnace filter and remove buildup on baseboard heaters** – Dust and debris will block heat transfer, so even if your heater clicks on, your room will not warm up efficiently. Our Furnace Filter Replacement Program can help ensure you never forget to replace your filter again.
- **Adjust thermostat** – Set your thermostat in the winter to 68°. Reducing the temperature below that by just three degrees can result in a 10% reduction of energy used for heating.
- **Check water heater** – Water heating can account for nearly 14% of your monthly energy use and is often the second largest source of consumption in your home.
- **Seal drafts and leaks** – Use items like window plastic, caulk, and weather stripping to keep the warm air in and the cold air out. If upgrading your insulation, we may have a rebate available to help.

For more winter energy-saving tips, visit [myavista.com/winterbill](http://myavista.com/winterbill).

## Be alert to invisible carbon monoxide



**Natural gas is the cleanest burning fossil fuel available.** But if natural gas isn't burned properly, say, because of a faulty furnace, it can emit carbon monoxide (CO), a colorless, odorless gas that can cause flu-like symptoms and even death. Be alerted when CO is present. Install a UL-listed carbon monoxide detector.

We just want you to be safe. Visit us at [myavista.com/safety](http://myavista.com/safety) for more information.



## 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](http://myavista.com/assistance).

**We have options.**

## Connect with us

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