



December 2022 | Oregon

# Connections

## Get a FREE smart thermostat!

For a limited time, Avista Natural Gas customers can get a free smart thermostat, with incentives from Energy Trust of Oregon. It's simple to set up and automatically adjust to improve comfort and can help lower your monthly bills.

Receive your free thermostat today by visiting [www.energytrust.org/orders](http://www.energytrust.org/orders). Enter code AVISTA at checkout or call (866) 368-7878.



## Hey, it's cold outside

### With temperatures cooling down across the region, you may have noticed a sudden increase on your energy bill.

When our home heating system begins firing up more often, it consumes more energy. This can present a challenge when we're trying to maintain comfort in our homes while also keeping an eye on how much we spend.

Current times are challenging in more ways than one. Luckily, Avista is here to help. We can provide you with information on how to manage your natural gas bill in the winter months and help you manage increases in your energy bill. There are many factors that impact your bill. These include weather, current billing cycle, holidays, shorter daylight hours, drafts, heating systems, and other items such as hot tubs, or heated outbuildings or driveways.

Visit [myavista.com/winterbill](http://myavista.com/winterbill) to utilize tools that will give you a better understanding of your usage. You can view your usage by seeing the billing days and average billing cost. You can also compare your bills month to month and year to year to see how you're trending. We also have an energy saving checklist and DIY videos available to help you save as much money as possible. Heating makes up the largest part of your energy bill during cold weather. Setting your thermostat back just three degrees at night while you're sleeping can save up to 10 percent. You can make it even easier by getting a programmable thermostat to make sure you don't forget.





## It's holiday baking time!

**Over the holidays, your oven can get a real workout.** To help your oven operate efficiently and economically, follow these tips:

- Since it's a long, slow cook for turkey or holiday ham, there's no need to preheat your oven. Unless you're baking breads or pastries, you may not need to preheat at all.
- Don't open the oven door to take a peek at what's inside. Instead, turn on the oven light and check through the window.
- If you use glass or ceramic dishes, you can lower your oven temperature by 25 degrees and foods will cook just as quickly.
- For cooking on your stovetop, be sure to match the size of the pot or pan to the size of the burner, and always cover pots when cooking.

For more energy-saving tips, visit [myavista.com/advice](https://myavista.com/advice).

## Do you need help paying your bill?

**We understand that there may be instances where 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 visit [myavista.com/assistance](https://myavista.com/assistance) for more information.

**We have options.**

## Safely storing flammable liquids

**One cause of household fires is improper storage of flammable liquids.** Did you know that liquids such as paint thinner, gasoline, cleaning solvents and contact cement can produce invisible, explosive vapors? These vapors can catch fire or explode if exposed to a flame or small spark—even at considerable distances from the flammable substances. Flammable liquids or combustible material need to be kept away from your furnace, water heater, vent pipe or any ignition source. When you use flammable liquids, do so in open, well-ventilated areas, far away from any possible source of ignition.

Here are some tips for properly storing flammable liquids:

- Keep in accurately labeled, tightly closed, non-glass containers;
- Store away from heaters, furnaces, water heaters, ranges and other gas appliances;
- Keep out of reach of children;
- Store outside the house when possible.

Taking these extra precautions ensures everyone's safety. Visit [myavista.com/safety](https://myavista.com/safety) for more safety tips.



## Connect with us

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