

Connections

Save more energy this new year

Now's the time to tackle those home projects you've been putting off. Avista partners with Energy Trust of Oregon to support your energy saving goals. Energy Trust of Oregon offers cash incentives for smart thermostats, insulation, gas furnaces, gas fireplaces and more. For more details and to learn about all available offers, visit EnergyTrust.org/save or call (866) 368-7878.



Warm up to savings

When the weather outside is cold and frightful, your home can stay warm and delightful.

A toasty home can be your retreat from winter's chill but staying warm without burning through a lot of energy can be a challenge. Heating your home is responsible for 40-60% of your winter energy use.

Follow these energy-saving heating tips to keep your home cozy:

- **Control temperature settings:** Set your thermostat to 68 degrees when you are home during the day and reduce it a few degrees at night or when you are away.
- **Allow air movement:** Don't block gas fireplaces, air vents or returns. Keep furnace filters clean and move furniture or other obstructions to ensure proper heat circulation throughout your home.
- **Restrict heat loss:** Restrict wood fireplace use in extremely cold weather. An open chimney flue acts as a funnel for air to escape and can suck all the heat from inside your home straight outside. Close your damper when you aren't using your wood fireplace.

Additionally, heating your water requires a lot of energy.

- **Minimize usage:** Install aerating, low-flow faucets and showerheads to minimize how much water your water heater has to keep warm.
- **Repair leaky faucets and drips:** A small, consistent drip adds up and can waste an equivalent of a bathtub full of hot water each month.

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- **Check temperature settings:** Setting your water heater to 120 degrees provides comfortable hot water, for most uses.
- **Insulate hot water pipes:** Insulating hot water pipes minimizes heat loss that occurs as water travels to your faucet. This can keep your water temperatures 2 to 4 degrees hotter than in uninsulated pipes.

Remember, if you're considering energy efficiency upgrades in your home, Avista may have a money-saving incentive for you through Energy Trust of Oregon. Visit our website for rebate options, additional winter energy saving tips, easy DIY videos and information about how winter impacts your bill. Get started at myavista.com/winterbill.



Pilot light safety

Do any of your natural gas appliances use pilot lights that stay on all the time? Older models typically do, although newer, high-efficiency natural gas furnaces have done away with pilot lights altogether. Be sure you know which of your appliances have pilot lights. For those that do, here's what you need to know to stay safe:

- In most cases, when a pilot light goes out, it triggers an automatic shutoff valve. This feature should safely turn off your appliance.
- Gas range-top burners aren't equipped with a safety shutoff. If an appliance won't light — or if you smell the rotten egg odor of gas — get out of your house and call 911 and then Avista at (800) 227-9187 right away. We'll send a service representative to check things out.

Visit myavista.com/safety for more information about natural gas safety.

Tools to help you stay informed

Have you tried the Avista mobile app? You can access billing and payment information, contact us, view customer news—and still get up-to-date outage information.

Our app gives you the ability to view real-time account balances, due dates and balance details. You can make or schedule payments and add new credit cards or bank accounts. You can also receive in-app alerts for billing or outages that impact you.

Try it for yourself. Download the Avista Mobile App available in iTunes and Google Play stores. Already have the app? Simply update and you're good to go!



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 for more information.

We have options.

Connect with us

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