

# Connections

## Your billing cycle

**Did you know one factor that can impact your energy bill is the number of days in your billing cycle?**

The number can vary month-to-month, from 27 to 35 days, mainly because of the actual number of days in a month, when weekends and holidays fall, and if your meter was accessible. Having more days in the current bill than the previous month can contribute to a higher bill. Check the back of your Avista bill to find the number of days in your billing cycle.

Visit [myavista.com/winterbill](https://myavista.com/winterbill) to learn more about how winter impacts your energy bill.



## 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 baseboards, wall registers, 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:** If heating with a wood fireplace, restrict use in extremely cold weather. An open chimney flue acts as a funnel for air to escape and can suck all the heat inside your home straight out of your house. Close your damper when you aren't using your 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.

**Continued on back**





## Continued from front Warm up to savings

- **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, especially those within 3 feet of your water heater, 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. 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](http://myavista.com/winterbill).

## Downed power lines

**It doesn't happen often but damage from high winds, ice and other issues can bring a power line down.** If you ever find a power line that is down on the ground or in a tree or shrub you need to always assume that the power line is still energized or has electricity still flowing through it.

The next steps to take are:

- Stay back at least 50 feet.
- Never touch or attempt to move the line.
- Don't try to use a branch to move the power line as wood does conduct electricity.
- When there's a downed line, always call Avista.



You need to follow those rules even if the line is in contact with someone as the electricity can pass through that person to harm you as well. The line may look harmless or like it is not energized and you may not see sparks or other signs of power, but the ground around a high voltage line can be dangerous.

Electricity can travel through dirt or the ground and when it does, it travels in waves much like the ripples a rock makes when you throw it into a pond. If you stand on separate wave rings, electricity may pass through your body. If a downed wire touches a metal object like a car, fence or guardrail it too can become energized, so be aware of your surroundings and make sure to stay at least 50 feet away and call 911 and Avista to notify them of the issue.

For more information, visit [myavista.com/safety](http://myavista.com/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](http://myavista.com/assistance) for more information.

**We have options.**

## Connect with us

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