



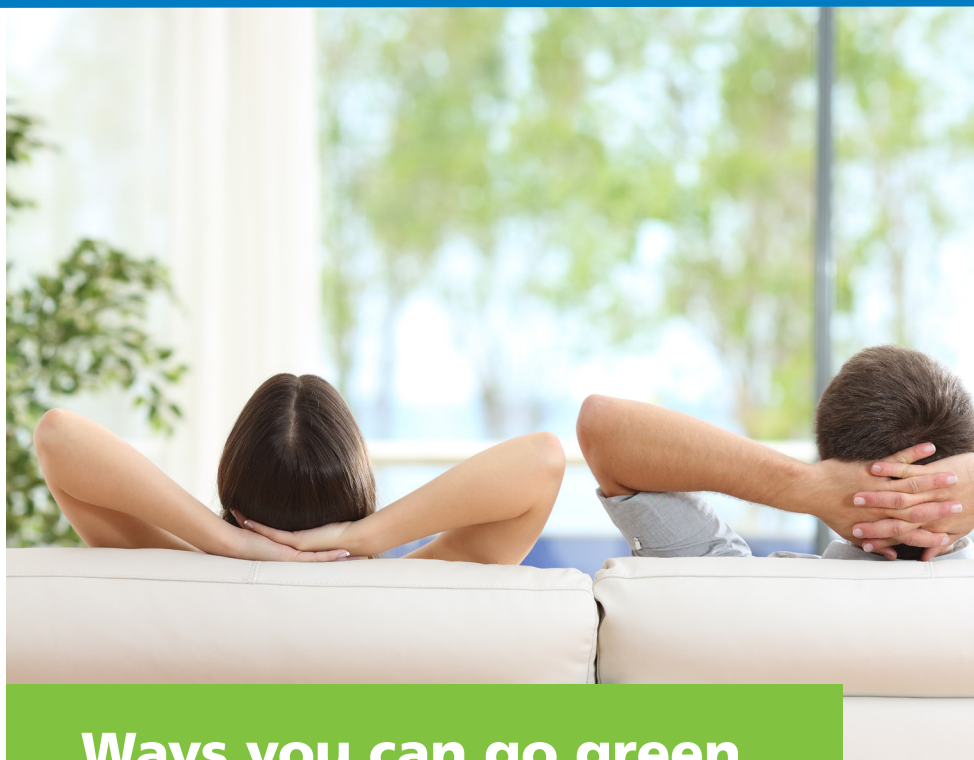
March 2023 | Oregon

Connections

A clean filter matters

Furnace filters help keep the air you breathe inside your home clean and healthy. They help save energy too, by improving system efficiency and air circulation. Even though filters should be changed regularly, it's easy to forget about them. We offer two time-saving options to help ensure you never forget to replace your furnace filter again.

Visit myavista.com/furnacefilter and choose our home delivery or our email reminder option. Keeping your furnace happy has never been easier.



Ways you can go green



We're celebrating our green energy programs in March. Avista offers a variety of ways we can work together toward our clean energy goals

Save money on energy-efficient home upgrades



Avista partners with Energy Trust of Oregon to help you save energy and money when purchasing high-efficiency equipment. Cash incentives are available for smart thermostats, insulation, gas furnaces, gas fireplaces and more.

Learn about additional offers and see how you can save on your next project by visiting energytrust.org/save or calling (866) 368-7878.



A new clean energy option for gas



Renewable natural gas (RNG) is made from the everyday waste of people and animals. Methane gas from that waste is captured before escaping into our atmosphere, cleaned and safely injected into the pipeline to be used as energy instead. As an Avista customer, for as little as \$5 per month, you now have the option to add RNG and lower your carbon footprint, with no equipment or appliance changes. Visit myavista.com/rng to learn more.



Know what's below: Excess flow valves

What is an Excess Flow Valve (EFV)?

An excess flow valve (EFV) is a device that automatically restricts the flow of natural gas if an underground pipe is punctured or severed. Such damage may result from excavation. The EFV is installed underground on the service pipeline that runs between the natural gas main (usually located near the street, alley, or easement) and the Avista meter on the customer's property. Generally, the EFV is installed as close as possible to the natural gas main.

EFVs have been installed on most new and replaced natural gas customer services since 2008, however, since April 2017, existing natural gas customers without an EFV on their natural gas service may elect to have one installed at the customer's request and expense. Installation costs vary greatly due to different conditions within our service territory. Customers will be billed for actual labor and materials costs associated with the installation. Estimates for cost and timeframe for construction will be provided as requested on a case-by-case basis. There is no ongoing maintenance cost for the customer.

Whether you have an EFV installed or not on your service line, you need to call 811 to have all underground utility lines properly marked at least two business days before starting any projects that require digging.

If you would like to pursue having an EFV installed in your service line or if you would like to find out if you already have an EFV, please call us at (800) 227-9187 or email us at ask@myavista.com.

Online Home Energy Assessment

Interested in improving your home?

Avista customers can take a free online home energy assessment created by Energy Trust of Oregon to receive personalized recommendations on how to improve the energy efficiency, comfort or health and safety for your home. To learn more visit energytrust.org/assessment.



We have
options.

Looking for energy bill assistance?

Avista partners with community agencies to provide financial assistance, plus we offer other services to help you manage and pay your bill.

Energy Assistance grants are available for income-qualified residential customers. Funds are distributed to qualifying customers through local community agencies — please call us at (800) 227-9187 to find your local community agency or visit us at myavista.com/assistance.

Comfort Level Billing divides yearly energy costs into 12 equal and predictable monthly payments.

Preferred Due Date helps align your bill's due date with your payday.

Payment Arrangements can be made on an individual basis for those in need.

We're here to help. Please also call us at (800) 227-9187 to discuss your options with a Customer Service Representative.

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