



April 2023 | Oregon

# Connections

## Energy savings on tap

**Reliable water heating is important for you and your family this spring.** If your water heater is over ten years old, leaking water, making strange noises, or just not heating as well as it used to, it may be time for a new high-efficiency gas water heater. Avista natural gas customers are eligible for instant discounts from Energy Trust of Oregon on qualifying models.

Find a qualifying model at [energytrust.org/hotwater](http://energytrust.org/hotwater).



## April is National Safe Digging month

### Call before you dig: gas pipeline safety

**To keep our natural gas system safe and reliable, Avista completes regular maintenance.**

We perform several safety procedures including, but not limited to, leak surveys, pipeline excavation monitoring, meter inspections and gas meter replacements.

Please know that, from time to time, you may see one of our workers in your yard performing these maintenance actions. And remember, for home projects, state law requires you to call 811 at least two business days before you start digging.



Calling 811 will initiate a request for someone to visit your work site to mark the ground above utility lines. Customers can also request private locates for non-utility underground work (this will entail a fee) by calling 811. This way, you won't accidentally hit a line while you're digging. Thanks for being our partner in safety. Visit [myavista.com/safety](http://myavista.com/safety) to learn more.



**Know what's below.  
Call before you dig.**





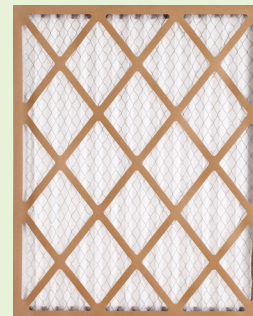


## Make everyday Earth Day with easy energy-saving solutions

**Saving energy is good for all of us.** Simple adjustments at home can reduce your energy use, increase your comfort and benefit our planet. Save on hot water heating by installing low-flow showerheads and faucet aerators. Plug air leaks around windows and doors with caulk or weatherstrip, and seal duct leaks to maximize your HVAC system's efficiency.

Sign up for our Furnace Filter reminder program at [myavista.com/furnacefilter](https://myavista.com/furnacefilter) to improve indoor air quality and circulation. We partner with Energy Trust of Oregon to offer discounts on smart thermostats, which can help you control your home's comfort and minimize energy waste.

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



## Looking for energy bill assistance?

**We have options.**

**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](https://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.



## Connect with us

Mailing Address: 1411 E. Mission, PO Box 3727, Spokane, WA 99220-3727

Toll-Free: (800) 227-9187 | Web Site: [myavista.com](https://myavista.com) | Email: [ask@myavista.com](mailto:ask@myavista.com)