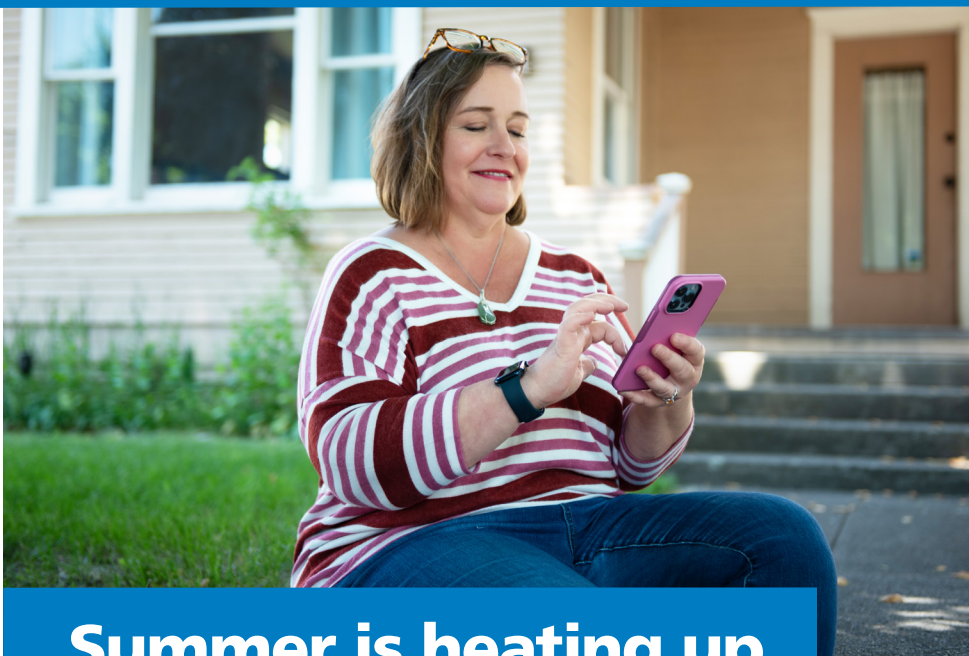


Connections

Get cash back on energy-saving home products

Want to lower your energy bill? Start by improving your home's energy efficiency. Adding insulation and getting new windows and doors can help save on heating and cooling costs by preventing air from getting in or out of your house. Upgrade to a smart thermostat and ENERGY STAR® appliances for even more savings. Avista offers cash-back rebates to make these improvements more affordable. Start saving energy and money today at myavista.com/getrebates.



Summer is heating up Lisa explains ways to keep cool indoors

During the summer months, my old 1910 house really starts to heat up, especially in the afternoons, when the sun beats down on my roof. When this happens, I turn to Avista's website to look for tips to stay cool while being energy efficient.

This page has a lot of great information, myavista.com/summercooling, including how to program your thermostat during the summer months, how to use fans to stay cool (rather than cranking the air conditioner), and how to ventilate your home.

If you have a cooling system, set your thermostat as high as you can, while still feeling comfortable. In the summer, an adjustment of just three degrees higher can result in 10% of energy savings. If you have a programmable thermostat, you can set it according to your schedule, so when you come home you will be nice and cool, while not using a lot of energy cooling an empty home when you are gone.

Think about upgrading to a smart thermostat that has Wi-Fi connectivity and an app for your smartphone. You can even get a rebate that may pay for the cost of your smart thermostat at myavista.com/getrebates. You should also think about hiring a service to check your heating and cooling system before each season to make sure it is running smoothly.

I rely on a lot of fans in the summer. I have a ceiling fan and I make sure that the blades are

Lisa, an Avista customer, bought her 1910 house because she loved the old-world character, some of which doesn't make her house very energy efficient. Over the last two years, Lisa shared her experience on taking some simple do-it-yourself improvements to inspire others. Now, she's highlighting helpful information you can find on the Avista website.



Continued on back



Continued from front Summer is heating up

turning counterclockwise in the summer to force the air down. Fans don't cool the air but will circulate the air to cool you. A fan uses about 1% of the energy that an air conditioner does. To save energy, be sure to turn off the fans when the rooms aren't occupied.

I also like to open windows upstairs at night, when outside temperatures drop, to let cool air in and hot air out. I use a fan to keep the air circulating through the room.

For more energy-saving tips, visit myavista.com/summercooling.

Need help with your energy bill?

Avista partners with community agencies to help customers manage their energy costs.

If you need help paying your home energy bill, you may be eligible for financial assistance. Please call us at (800) 227-9187 to see if you qualify. Find an agency near you and learn more at myavista.com/assistance.



Your safety matters

We, at Avista, want to keep you, your family and neighbors safe around electricity and natural gas. That's why we created some useful and informational safety videos. You can find these at myavista.com/safetyvideos. Questions, please call us at (800) 227-9187.

Summer is here!

Summer weather is here, and in response to the hot, dry conditions, Avista changes operations in some areas to decrease the potential for wildfires. This shift, called Fire Safety Mode, means we change our system to turn off automatic re-energization when a fault occurs. Avista's line personnel will physically patrol an outage area before a line is placed back into service. It means you might experience longer outage times, but it keeps everyone safer.

We have been implementing this response to hot, dry weather for more than 20 years. Recently, Avista has expanded Fire Safety Mode by pairing it with our fire-weather monitoring system. This allows Avista to make the lines even more sensitive during times when high wind is predicted. If we decide to elevate the settings, you will be notified at the email and phone associated with your Avista account. Avista will return the distribution system to normal as soon as weather permits and fire potential decreases. Learn more about our wildfire resiliency plan myavista.com/wildfire.



Avoid falling victim to a scam

Be alert to anyone who shows up at your home and uses high-pressure tactics to demand immediate payment to avoid having your service disconnected. Scammers can try to appear legitimate by carrying a walkie-talkie and wearing a hard hat and orange vest. Avista employees and our authorized contractors, however, all carry an Avista photo ID badge. Our authorized contractors will have vehicle signs showing they are under contract with us and will carry Avista program materials. For more information, visit myavista.com/doortodoor.

Connect with us

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