

# Connections

## Need help with your energy bill?

**Avista customers who need help paying their home energy bill may be eligible for a bill discount.** If you qualify, applying is fast and easy. Learn more at [myavista.com/myenergyrate](https://myavista.com/myenergyrate) or call us at (800) 227-9187.

We're here to help



## Emergency preparedness

**September is National Preparedness Month, established to encourage Americans to be prepared for disasters or emergencies in their homes, businesses, and communities.** We care about the safety of our customers and communities, and we encourage you to be prepared.

**Make sure you have what you need in case of an extended power outage:**

- Water (one gallon per person per day for several days, for drinking and sanitation)
- Food (at least a several-day supply of non-perishable food)
- Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert
- Flashlight
- First aid kit
- Extra batteries
- Whistle (to signal for help)
- Dust mask (to help filter contaminated air)
- Plastic sheeting and duct tape (to shelter in place)
- Moist towelettes, garbage bags and plastic ties (for personal sanitation)
- Wrench or pliers (to turn off utilities)
- Manual can opener (for food)
- Local maps
- Cell phone with chargers and a backup battery

### MAINTAINING YOUR KIT

**After assembling your kit remember to maintain it so it's ready when needed:**

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## Emergency preparedness

- Keep canned food in a cool, dry place.
- Store boxed food in tightly closed plastic or metal containers.
- Replace expired items as needed.
- Re-think your needs every year and update your kit as your family's needs change.

### PLAN AHEAD

Take time to understand how things you use everyday work without power. Some devices like garage doors, security doors, and electric gates will not function normally when the power goes out.

### Learn how your routine works without power:

- Prepare your home medical equipment. If you have medical needs that require special equipment
- Plan for a worst-case scenario, like a long power interruption.
- Research portable generators.
- Make a plan with friends or relatives.
- For additional information, visit us at [myavista.com/outage](https://myavista.com/outage).

To sign up for real-time updates, go to [myavista.com/getalerts](https://myavista.com/getalerts).

## Stop scammers in their tracks

### Scammers frequently target utility customers.

Scammers are all around us and they move quickly, sweeping through one geographical region after another, leaving little time for authorities to track them down. They can be skilled impersonators, making it difficult to determine the legitimacy of their demands.

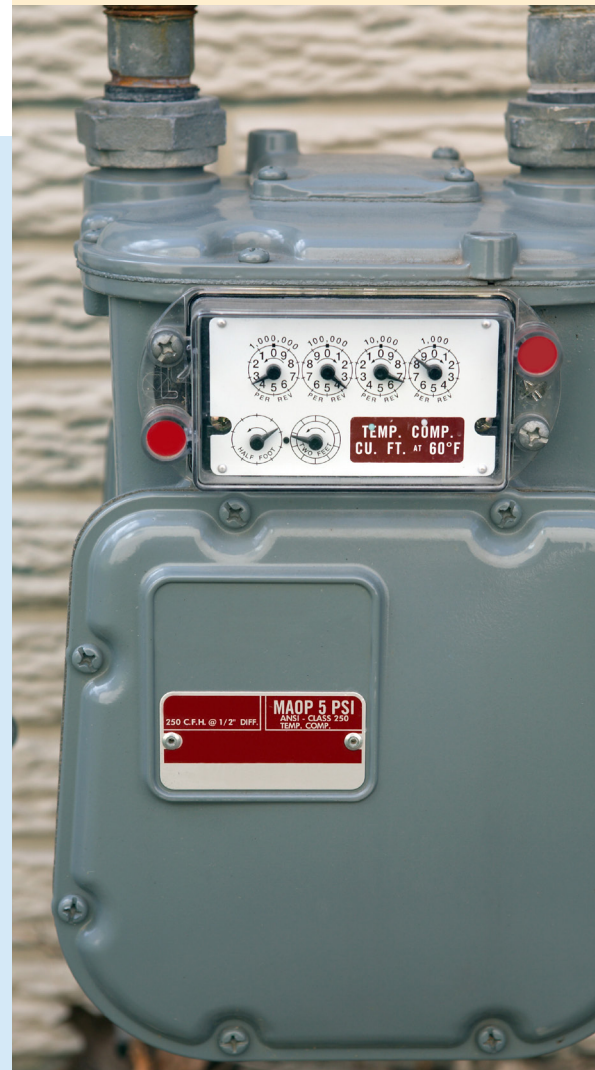


If you receive a phone call, an email or a text message from someone using harsh, threatening language while demanding immediate payment to prevent service disconnection, follow these three simple steps to avoid getting scammed:

- Refuse to provide any personal or financial information
- Hang up
- Call us at (800) 227-9187 to confirm the status of your account or visit us at [myavista.com/scams](https://myavista.com/scams).

## Recognizing a natural gas leak

**We, at Avista, want to keep you, your family and neighbors safe around natural gas.** That's why we created some useful and informational safety videos. You can find these at [myavista.com/safetyvideos](https://myavista.com/safetyvideos). And remember, if you have any questions about safety, please call us at (800) 227-9187.



## Connect with us

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