

Connections

Wildfire prevention

Avista has been working to strengthen our system to reduce the potential of wildfires in our region. In 2020, we announced our enhanced 10-year Wildfire Resiliency Plan, and we are making progress in each element of the plan. We have completed grid hardening projects in areas of high fire risk.

Some of these projects include replacing wooden transmission poles with steel, installing a special fire-retardant wire mesh around the bottom of wood poles and replacing wooden crossarms on poles with a stronger fiberglass to better protect the electrical equipment and reduce the likelihood of spark-ignition sources.

We have also increased vegetation management to reduce contact between trees and power lines and implemented improved tools to better assess fire risk with weather forecasting. In July, we changed our operations in some areas to decrease the potential for wildfires. This shift, called Fire Safety Mode, means we

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Lisa explains how food waste becomes carbon neutral energy

I was thinking the other day about how much food is wasted in American households. While many turn that waste into compost for their gardens, I learned on Avista's website, myavista.com/RNG, that there is another use for it.

It's not just food waste, but organic waste from agriculture, wastewater treatment plants and landfills. As this waste breaks down, it releases methane gas. A company in Roosevelt, Washington, H.W. Hill Renewable Natural Gas, captures the methane and cleans it to create carbon-neutral Renewable Natural Gas (RNG), or biomethane.

RNG is renewable, and it can take the place of natural gas. And since the process is removing methane from releasing into the atmosphere, it means lower emissions, too.

Avista has a program in which you can subscribe to a block of RNG for \$5 a month. For each block, you get 1.5 therms of energy, or about 44 kilowatt hours. It is billed in \$5 increments as a separate line item. You can start or stop participating in the program whenever you like, but your purchases may be limited if there isn't enough RNG. Learn more at myavista.com/RNG.

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.

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.





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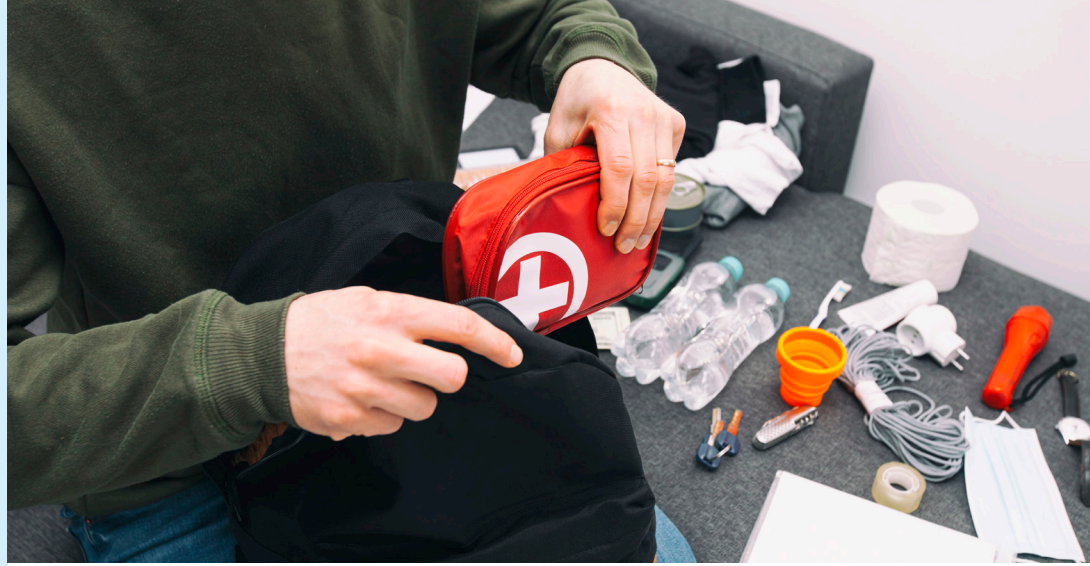
change our system to turn off automatic re-energization when a fault occurs. Avista's line personnel will physically patrol an outage area before a line is placed back into service.

It means you might experience longer outage times, but it keeps everyone safer. Also, we can make additional changes to increase the sensitivity of the electric system when our weather forecasting indicates a greater risk. This means that certain powerlines are more sensitive, and outages are more likely. If your area is set to a higher level of sensitivity, we will notify you by phone and email.

Visit myavista.com and sign in to make sure your information is up to date. Also sign up to receive power-outage alerts by text or mobile app. Click the word "outage" in the top navigation to locate the page. Learn more about our wildfire measures at myavista.com/wildfire.

Recognizing a natural gas leak

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. And remember, if you have any questions about safety, please call us at (800) 227-9187.



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

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.

For real time updates, go to myavista.com/getalerts to sign up.

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