



February 2024 | Washington • Idaho

Connections

Save energy at home

There are always more ways to save. Find out how with Lisa, an Avista customer, whose DIY videos show easy and low-cost ways to keep your home comfortable year-round.

Visit myavista.com/energytips to watch now.



Need help with your energy bills?

We're here for you.

Everything around us is becoming more expensive, challenging household budgets. If your paycheck isn't stretching as far as it used to, making it hard to manage your energy costs, we understand. Maybe you're unable to work or you're simply having a hard time getting ahead – whatever the reason, we're here to assist.

Avista offers options that can relieve the stress of high winter energy use. If you're looking for ways to get caught up on or pay your bill, control or lower your monthly energy costs, here are some possible solutions:

- **Comfort Level Billing** – Divides your yearly energy usage into 12 equal payments, so you pay the same amount each month¹
- **Preferred Due Date** – Aligns your bill's due date with your payday, giving you more control over when you need to make your payment¹
- **Payment Arrangements** – Short-term and long-term payment plans to help you catch up on past due charges¹
- **Hardship Grants** – Immediate financial help for your bill is made possible by Avista, but offered through local community action agencies
- **Energy Assistance Grants** – Seasonal or annual financial help for your bill²
- **Energy-Saving Home Upgrades** – Projects such as added insulation or a new furnace and water heater, are made possible by Avista, but offered through local community action agencies²
- **Rental, Food, Transportation and more** – Local community action agencies offer programs to help with non-energy needs²

¹Eligibility varies by account. ²Income and other restrictions may apply.

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In addition, Avista customers in Washington may qualify for a new monthly bill discount. **My Energy Discount – Washington** can lower one’s energy costs for two years. Eligibility guidelines are more inclusive than traditional energy assistance programs, making it easier to get help. Funding is available to all eligible Washington customers. No paperwork or appointments are needed to apply.

If you need help with your energy bill and are unsure what options may be available to you, visit myavista.com/assistance or call us at (800) 227-9187 to learn more.



Keep the path to your meter clear

Avista will need access to your gas meter for periodic readings and maintenance. And in case of an emergency, we’ll need immediate access to the shutoff valve. With these things in mind, look at your meter with fresh eyes. Is there anything in the way? Are there plants hiding the dials? Is debris gathered around it?

In the winter, is it buried under six inches of snow? If the answer is yes to any of these, help us by carefully removing these obstacles and making the pathway to the meter safe. While we’re talking about the meter, we’ll also ask that you never lean objects against it, place objects on top of it, or build anything (like a deck) above it.

Finally, be careful when operating a vehicle near your meter. It can be relatively easy to forget about and accidentally back into it, which could result in a dangerous situation. Beyond these simple steps, Avista will take care of everything else, like periodic maintenance. Out of sight, out of mind is a cliché. But when it comes to the natural gas meter on your property, it’s best to keep it in mind, even when it’s out of sight.

Visit myavista.com/resnsgsafety for more information.



Get cash back for energy-efficient home upgrades

With Avista’s rebates, you can save energy and money when purchasing high-efficiency equipment like a new Energy Star® washer, dryer or even a fridge and freezer. You can get money back when you buy a smart thermostat, add insulation, or upgrade your windows, too. Some restrictions may apply.

Visit myavista.com/getrebates to see how you can save on your next project.

Want to avoid bill-related surprises?

Sign up for Billing Alerts to get notified when you have a new statement, your payment is due, and your payment is past due. Customers in Washington with a Smart Meter can also sign up for Budget Alerts. You choose a dollar amount, and we’ll let you know if your monthly bill is expected to be higher than the dollar amount you set.

Visit myavista.com/alerts to learn more and sign up.

Connect with us

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