



# Connections

March 2024 | Washington • Idaho

## Have you tried the Avista mobile app?

**Download our easy-to-use mobile app** to access billing and payment information, contact us, view customer news, report electric outages, and even receive alerts for billing or outages that impact you.

It's everything you need from the convenience of your mobile device.

Visit your app store and search for Avista.



## Avista offers a variety of products to help customers manage their energy usage

### **An easy, low-cost way to support clean energy**

Whether you rent or own, you can choose renewable energy by adding as little as \$1 to your monthly Avista payment. Signing up is simple and you can cancel anytime.

Visit [myavista.com/mycleanenergy](https://myavista.com/mycleanenergy) to learn more about the benefits associated with My Clean Energy.

### **Try our Solar Estimator Tool**

This tool provides costs based on your home's energy use and applies available incentives. You'll see a breakdown of your upfront cost, available tax credits and rebate incentives, your average monthly expenses, lifetime savings, and your breakeven point.

Try our solar estimator at [myavista.com/solar](https://myavista.com/solar).

### **Smart Meter customers can use our Energy Manager tool**

Washington customers with a smart meter can learn ways to save both energy and money. Our free Energy Manager tool estimates how much energy is used by large electric and gas appliances.

Discover ways you can save by logging in to your account at [myavista.com/energymanger](https://myavista.com/energymanger).



**Continued on back**





Continued from front

## Avista offers a variety of products to help customers manage their energy usage

### Save money on energy-efficient home upgrades

You can get money back when you buy a smart thermostat, add insulation, or upgrade your windows. If you're replacing your appliances, check out our rebates on Energy Star® washers and dryers, refrigerators, and freezers. Some restrictions may apply.

Visit [myavista.com/getrebates](http://myavista.com/getrebates) to see how you can save on your next project.



### A new greener gas option

Renewable Natural Gas (RNG) is made from the everyday waste of people and animals. Methane gas from that waste is captured before escaping into our atmosphere and safely injected into the pipeline to be used as energy instead.

For as little as \$5 per month, Avista customers now have the option to add RNG and lower their carbon footprint, with no equipment or appliance changes.

Learn more at [myavista.com/rng](http://myavista.com/rng).

### Let us divide your yearly energy use into 12 equal monthly payments

If you're the sort of person who likes equal monthly bills, Comfort Level Billing might be right for you.

We calculate your Comfort Level Billing amount by applying this year's energy prices to your home's energy usage from the past year. Then we simply divide it into 12 equal amounts and that becomes your monthly energy payment.

Call (800) 227-9187 or visit [myavista.com/clb](http://myavista.com/clb) to learn more and see if you qualify.



## Don't even go there

**Substations do you a service by stepping voltage down before electricity gets to your house.** But they aren't very hospitable places. The best thing you can do for your own safety is to stay away. Teach your kids about substation dangers, and don't retrieve balls, kites or drones that make it over the fence. And with all the electricity going in and out of there, you can imagine that attaching your fence to a substation is a bad idea.

Substation gates are locked at all times. If you ever see something unusual at a substation, please let us know by calling (800) 227-9187.

Thank you for being our partner in safety. Visit [myavista.com/safety](http://myavista.com/safety) to learn more.

## See your energy dollars at work

**Do you ever wonder what's behind your energy bill?** We've put together a few videos of recent projects that give you a behind-the-scenes look at what can impact your bill.

Avista is investing in our system today to continue to responsibly deliver safe and reliable energy tomorrow.

Watch the videos at [myavista.com/energydollars](http://myavista.com/energydollars).

## Connect with us

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

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