

Connections

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.

Visit myavista.com/energydollars to watch the videos.



Need help with your energy bills?

We understand that everything is getting more expensive, stretching household budgets, and making it hard to manage home energy costs. No matter the reason, if you're struggling to keep up, we're here to help.

Here are some options to make your energy bills easier to handle this winter:

- **Comfort Level Billing:** Spreads your yearly energy costs into 12 equal payments, so you pay the same amount each month.
- **Preferred Due Date:** Aligns your bill's due date with your payday for better control.
- **Payment Arrangements:** Short-term and long-term plans to help you catch up on past due charges.
- **Hardship Grants:** Immediate financial help for your bill, offered through local community action agencies.
- **Energy Assistance Grants:** Seasonal or annual financial help for your bill.
- **Energy-Saving Home Upgrades:** Get help with projects like adding insulation or installing a new furnace. Supported by Avista but offered through local community action agencies.
- **Energy-Efficiency Rebates:** Get cash-back rebates from Avista to lower out-of-pocket costs on your next home energy-saving project.
- **Other Help:** Local community action agencies also offer help with non-energy needs like rent, food, transportation, and more.

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Need help with your energy bills?

In addition, nearly 1 in 3 Washington Avista customers qualify for our **My Energy Discount** program, which lowers energy costs for two years. It's easier to qualify for this than many other bill assistance programs. Plus, no paperwork or appointments are needed.

See which options are available to you at myavista.com/assistance or by calling us at (800) 227-9187.

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



Understanding winter energy bills

Winter energy bills are higher for most people in our region. If you're wondering why, we have some easy-to-use tools and resources to help.

First, it's important to know that monthly energy bills are based on a home's energy usage. Homes use more energy when heaters are running, trying to keep temperatures inside warm.

Second, it's important to know how your home is using energy every month. Now is a great time to check your appliances and HVAC equipment to ensure they're working properly.

If you use a space heater, make sure it's only in occupied rooms. A single space heater left on 24/7 can add close to \$100 to a monthly bill.

Leaky water heaters can be energy culprits, too, wasting energy to heat water that never gets used.

Dirty furnace filters and blocked air vents can also be troublesome, preventing warm air from making it to the rooms you're trying to heat.

Washington customers with smart meters can also sign in online and use our **Energy Manager** tool to see the amount of energy specific appliances and equipment are using.

Visit myavista.com/winterbill to learn more about what drives winter energy usage and costs and find easy DIY energy-saving ideas.

Have peace of mind that we can reach you

We want to keep you in the loop on any planned service interruptions, power outages, beneficial programs and more.

Visit myavista.com/profile or call (800) 227-9187 to make sure your contact information is up to date.



Downed power lines

It doesn't happen often but damage from high winds, ice and other issues can bring a power line down. If you ever find a power line that is down on the ground or in a tree or shrub, always assume that the power line is still energized or has electricity flowing through it. The next steps to take are:

- Stay back at least 50 feet.
- Never touch or attempt to move the line—not even with a tree branch, as wood conducts electricity.
- When there's a downed line, always call Avista at (800) 227-9187 right away.

You need to follow those rules even if the line is in contact with someone as the electricity can pass through that person to harm you as well. The line may look harmless or like it is not energized and you may not see sparks or other signs of power, but the ground around a high voltage line can be dangerous.

Electricity can travel through dirt or the ground and when it does, it travels in waves much like the ripples a rock makes when you throw it into a pond.

If you stand on separate wave rings, electricity may pass through your body. If a downed wire touches a metal object like a car, fence, or guardrail those too can become energized, so be aware of your surroundings and make sure to stay at least 50 feet away and call 911 and Avista to notify them of the issue.

Visit myavista.com/ElectricSafety for more information.

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