

Connections

Public Safety Power Shutoffs

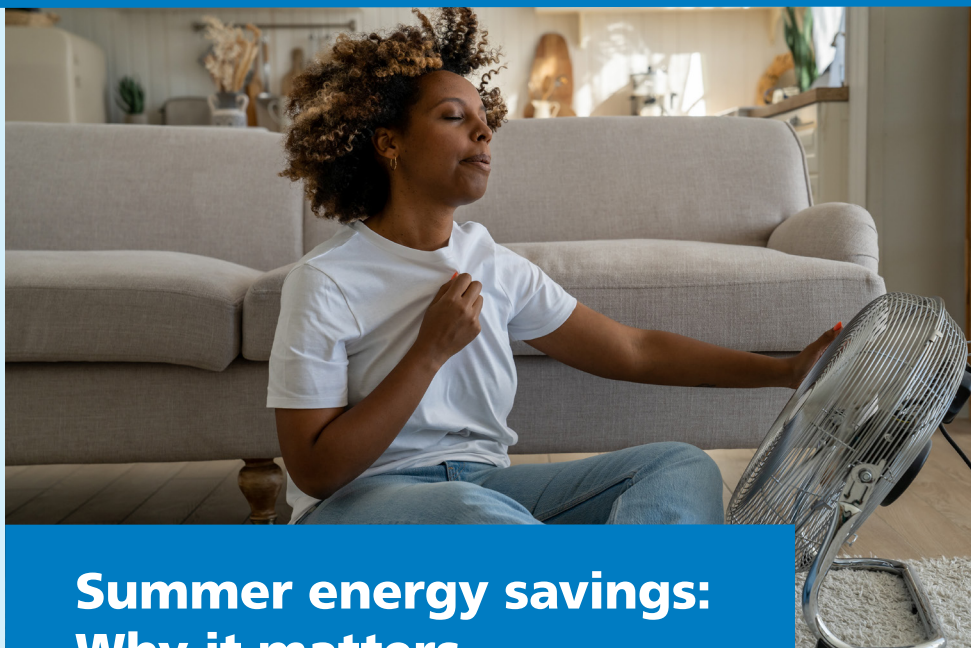
If extreme weather conditions are forecast, like low humidity and strong winds, we may turn off power in specific locations to help protect public safety.

This is called a Public Safety Power Shutoff, or PSPS.

WHAT YOU CAN DO:

- Make sure your information is up to date with Avista. Visit myavista.com/profile to update your account information or call Customer Service at (800) 227-9187.
- Let us know if you have medical devices that rely on electricity. To learn more, visit myavista.com/medicalequipment.
- Be prepared for outages. Keep your emergency supplies together in one place. Learn how to create your to-do list in case of an outage at myavista.com/outages.

Visit myavista.com/wildfire to read more about our plans and how you can prepare.



Summer energy savings: Why it matters

Summer is approaching, and Avista is sharing tips to help customers save energy. You might wonder why a utility cares about reducing energy consumption — it's about managing costs, comfort, and grid reliability.

Why bills increase in hot weather

As temperatures rise, homes use more electricity for cooling. Air conditioners, fans, and refrigerators work harder, leading to increased energy bills. Avista aims to help customers reduce usage and keep bills manageable.

Community impact of energy use

Higher energy consumption affects the power grid, increasing stress on infrastructure. Small changes by individuals can reduce demand, strengthening the grid and promoting stability. These choices matter locally and regionally.

Why utilities focus on grid stress

When energy demand peaks, utilities must rely on backup power sources or purchase extra electricity, which can be costly and less sustainable. Efficient energy use helps maintain grid stability and supports renewable sources like solar, wind, and hydropower.

Avista cares about your comfort, costs, and the energy system.

Visit myavista.com/summercooling to learn more about simple ways to save energy this summer.

Simple ways to save energy

- Set your thermostat to 78°F whenever possible.
- Use fans instead of lowering the AC.
- Close blinds and curtains to block heat.
- Run appliances like dishwashers in the evening when temperatures are cooler.
- Seal air leaks around doors and windows to keep cool air inside.





Know what's below

Before you break ground with a shovel, auger, or other equipment, click or call 811 at least two full business days before you dig — it's the law.

A utility representative will mark the location of your buried utility lines in the requested dig area or indicate the area is clear of buried Avista utilities. The service is free for Avista residential customers. Privately owned lines can be located by a third party for a fee.



CLICK OR CALL 811 BEFORE YOU DIG CHECKLIST

Never disturb the ground until you complete these steps:

- ✓ Use white paint to mark the zone where you plan to dig
- ✓ Click or call 811 and wait for the utility representative to mark the facilities owned by Avista
- ✓ Maintain and respect these locate marks
- ✓ If your located ticket expires and you intend to continue digging, you must re-notify 811
- ✓ Carefully hand dig within the 24-inch tolerance zone to expose the marked utility

If you damage, hit, or nick an electric or natural gas line, immediately notify Avista customer service at (800) 227-9187. If you damage a pipeline and natural gas is escaping, **DO NOT FOLD OVER THE PIPE** to seal the leak. Static charge can ignite the gas. Walk upwind a safe distance away, then call 911 and Avista.

Visit myavista.com/811 for more information.

ELECTRIC: RED
GAS-OIL: YELLOW
COMMUNICATIONS: ORANGE
WATER: BLUE
SEWER: GREEN
TEMPORARY SURVEY: PINK
IRRIGATION: PURPLE
PROPOSED EXCAVATION: WHITE

GROUND MARK IDENTIFICATION

Ground markings are in different colors to indicate the locations and types of utility facilities buried below. Valid periods for locate marks are: WA – 45 days; ID – 28 days. If anyone digs after the listed times, they are digging with an invalid ticket.

Get ready for some giveaways!

We want to help you save energy, stay safe, and enjoy the upcoming seasons.

Make sure to follow @avistautilities on Instagram and Facebook for a chance to win prizes throughout the year.



Follow to win!
@avistautilities



Need help with your energy bill?

There are lots of reasons why keeping up with your energy bill may be difficult. If you need help or just want to know your options, we're here for you. We team up with local community action agencies to provide billing and payment programs and home energy-saving solutions to eligible Idaho and Washington customers. We also offer payment arrangements and options to help even or spread out your costs.

Washington customers may qualify for our *My Energy Discount* program, too. It lowers energy costs every month for two years.

Visit myavista.com/assistance to see which options are available to you.

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