



August 2025 | Washington • Idaho

# Connections

## You're not alone — support is available

**Sometimes, keeping up with your energy bill can be challenging. We understand—life happens.** That's why we offer a range of energy assistance and money-saving programs for qualifying customers in Idaho and Washington. From help with home energy improvements to flexible payment options, we're here for you.

Washington customers may also qualify for *My Energy Discount*, a program that lowers monthly bills for two years.

Visit [myavista.com/assistance](https://myavista.com/assistance) to explore your options.



## How Avista sets energy prices

**At Avista, we provide gas and electric services in Washington and Idaho and gas services in Oregon.** Unlike other companies that can change their prices whenever they want, Avista must ask permission from state commissioners to change our rates by filing a rate case.

Each state has its own utility commission that reviews rate change requests. These rate cases cover costs like infrastructure, safety, staffing, and equipment. Commissions must approve any rate changes after a months-long process involving cost analysis, document review, and public input. So if Avista wants to raise rates for new equipment, the commission evaluates the proposal and public feedback before deciding.

For example, if Avista needs to replace old power lines to prevent outages, we include the cost of this project in our rate case. We also include costs for things like new technology to make the grid smarter and safer.

When you get your energy bill, half of the cost is for generating electricity, and the other half is for delivering that energy safely to your home or business. For instance, turning water into power at a hydroelectric plant is part of the generation cost, while maintaining the power lines that bring electricity to your house is part of the delivery cost.

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## How Avista sets energy prices

Avista is always working to keep your energy prices fair and affordable. By following a regulated process and involving state utility commissions, Avista ensures that any changes in rates are thoroughly reviewed and justified. This careful approach helps maintain reliable and safe energy services for all customers.

Visit [myavista.com/energydollars](https://myavista.com/energydollars) to learn more about how your energy dollars work for you.

## Know what's below: Excess Flow Valves

**An Excess Flow Valve (EFV) is a device that automatically limits the flow of natural gas if an underground pipe is severed or broken.** This

kind of damage can happen during construction activities or excavation. The EFV is installed underground on the service pipeline that runs between the natural gas main (usually near the street, alley, or easement) and the Avista meter on the customer's property. Typically, the EFV is installed as close as possible to the natural gas main.

EFVs have been installed on most new and replaced natural gas customer services since 2008. However, since April 2017, existing natural gas customers without an EFV can choose to have one installed at their own request and expense. Installation costs vary due to site specific conditions in our service area.

Customers will be billed for actual labor and materials costs associated with the installation. Estimates for cost and timeframe for construction will be provided as requested on a case-by-case basis. There is no ongoing maintenance cost for the customer.

Whether you have an EFV installed or not, you need to click or call 811 to have all underground utility lines properly marked at least two business days before starting any digging projects.

If you would like to pursue having an EFV installed in your service line or find out if you already have an EFV, please call us at (800) 227-9187 or email us at [ask@myavista.com](mailto:ask@myavista.com).



SAFETY IS IN YOUR HANDS.  
EVERY DIG. EVERY TIME.



## Watch out for scams

**Scammers pretend to be Avista workers by spoofing our phone number or showing up in safety gear.** They may say your bill is overdue and demand payment, often with a prepaid card. Don't fall for it.

Avista will never ask for personal information. If something sounds odd, it probably is. Hang up or ask them to leave. Always check for an Avista ID badge. Stay alert and protect yourself.

Visit [myavista.com/scamvideos](https://myavista.com/scamvideos) to watch our video series highlighting three of the most common scams we see. Give us a call at (800) 227-9187 or visit us online at [myavista.com](https://myavista.com) to verify the status of your account.

## 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](https://www.instagram.com/avistautilities)

## Connect with us

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