

**September 2025** | **Oregon** 

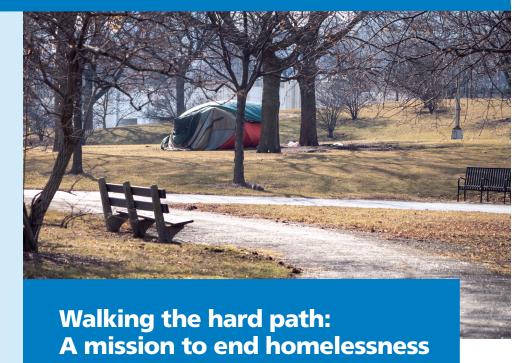
# Connections

## Cozy season savings start now

As summer comes to an end, cold weather will be here before you know it. Now is a great time to think about lowering heating energy costs by upgrading to a high-efficiency direct-vent gas fireplace. Avista customers can get up to \$250 cash back from Energy Trust of Oregon on qualifying models.

Visit energytrust.org/fireplace to see available models and incentives.







Her drive comes from lived experience. Stallings was once addicted and unhoused herself, until she found support through Umpqua Community College. "I owe it all to Umpqua," she said. "If it wasn't for them, I don't know what would have happened." She later earned her degree at Portland State and launched Onward Roseburg in 2020.

The organization—recently awarded funding from the Avista Foundation—takes a focused approach: "I don't support homelessness—I support housing," Stallings said. "Tents and tarps aren't the answer. We donate clothes and medical supplies like bandages and antibiotics—but our goal is housing."



Onward's outreach work is key. It's how Stallings found a man in a ditch near the train tracks, in pain and unable to move. "We only found him because we'd built trust," she said. He was able to get medical care, because someone showed up.

At its peak, Onward helped forty people secure housing in one year. But with funding low and Section 8 housing stalled, progress is harder to come by. Despite obstacles, Stallings remains steadfast. "It takes a certain type of person to work in a homeless camp, to advocate for someone at the ER or DMV," she said. "That's how I help—I walk alongside them."

Visit facebook.com/Onward.Roseburg or call (541) 236-2089 to learn more.





### 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. From help with home energy improvements to flexible payment options, we're here for you.

You may also qualify for *My Energy Discount*, a program that lowers natural gas bills every month for two years.

Visit myavista.com/ORassistance to explore your options.

# Amount due: \$0.00 Due date: 04/23/2025 Last payment: \$200.00 Last payment: \$200.00 Make a Payment Billing and Payments Center Manage Alerts Contact Avista Customer News

Save time with your account at myavista.com

If you've registered your account at myavista.com, you already know how easy it is to manage your Avista energy needs. If you haven't signed up yet, we encourage you to do so. Access your account from

anywhere, anytime, using a computer, laptop, smartphone, or tablet. You can download the Avista app from your favorite app store, too.

# Recognizing a natural gas leak

Your safety is always a priority. To help protect you, your loved ones, and your neighborhood, we've created a set of short, informative safety videos covering electricity and natural gas.

Visit myavista.com/safetyvideos to stay informed. And if you ever have questions or concerns about safety, we're just a call away at (800) 227-9187.

### Signs of a natural gas leak



Smell rotten eggs?



Hear hissing or roaring?



See bubbles or blowing dirt?

# **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.





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### Connect with us

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