



September 2025 | Washington • Idaho

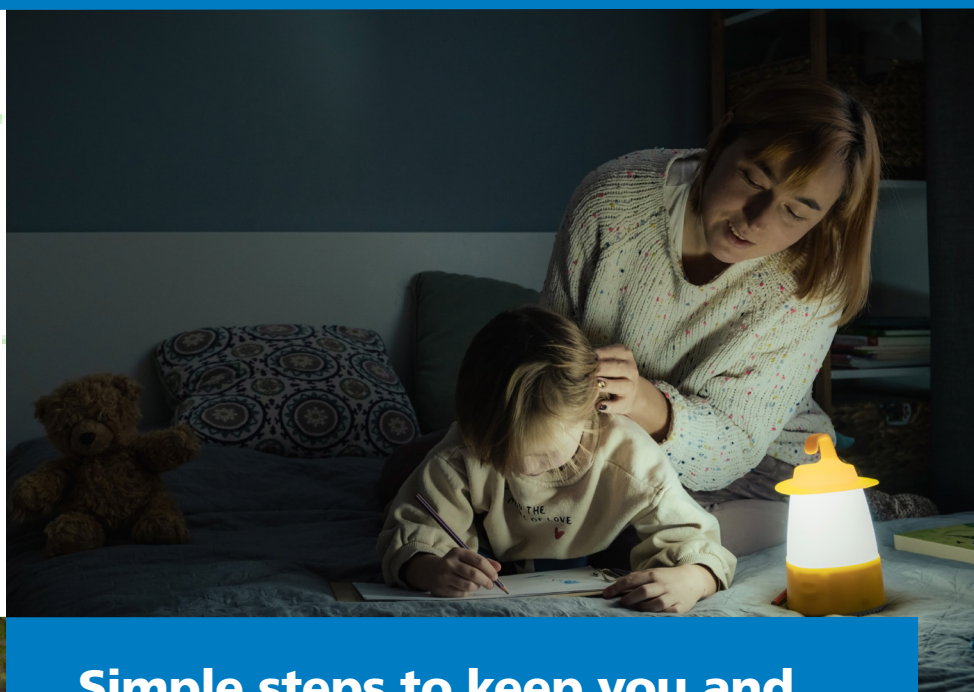
Connections

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



Simple steps to keep you and your family comfortable when the lights go out



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 to explore your options.

No one ever wants the power to go out, but being prepared can make all the difference.

If you're an Avista customer, knowing the right steps to take during an outage helps keep your family safe, your food fresh, and your home protected. Here's a friendly reminder of what to do—and what not to do—when the lights flicker off.

What to do when the power goes out

- First, turn off all appliances you believe were on before the outage. This helps prevent overload when power returns, protecting your devices and reducing fire risk.
- Unplug your electronic equipment, including computers, to guard against power surges when electricity is restored.
- Leave a porch light switched on—this signals both you and Avista crews when your power is back up and running.
- Keep the refrigerator and freezer doors closed as much as possible. This is crucial for food safety: items in the freezer can stay frozen for about a day, while items in the fridge stay fresh for up to four hours.
- Set all electric heat sources to their lowest setting. When the power returns, wait thirty minutes before turning your thermostat back up to its usual temperature.
- Rely on flashlights for light, not candles, to avoid fire hazards.

Continued on back



Continued from front

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What not to do

- Don't use candles for light—they're a fire risk.
- Don't heat your home with outdoor grills or other equipment designed for outside use. These can cause dangerous indoor fumes.
- Never wire an emergency generator directly into your home's electrical system; it could endanger utility workers.
- Stay away from downed power lines—always treat them as if they're live.

With these tips, you'll be ready for whatever nature throws your way.

Visit myavista.com/outages for more information.



National Drive Electric Month

SEPT. 12 – OCT. 12, 2025

National Drive Electric Month spotlights the advantages of electric and plug-in hybrid vehicles.

As more charging stations pop up across the country, driving electric has never been more convenient or accessible.

Why Go Electric?

Switching to electric offers a host of benefits that go beyond fuel savings:

- Affordable energy — About \$1 per eGallon, depending on your region
- Fewer trips to the shop — EVs typically require less maintenance
- Smooth, quick acceleration — Experience the thrill of instant torque when merging onto highways

Get Behind the Wheel

Curious what it's like to drive electric? Visit a dealership or attend one of this year's featured events:

- Electric Car Show – Pocatello, ID – 9/20/2025
- NDEW Inland NW EV Event – Spokane, WA – 10/4/2025

Whether you're looking to test drive or chat with EV owners, these events are great opportunities to explore electric vehicles in person.

Learn more at myavista.com/transportation.

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?

SEE YOUR ENERGY DOLLARS AT WORK

Avista has been serving our customers for over 135 years, and some of our dams are as old as we are. We take care to maintain our dams, pipes, and poles so that we can continue delivering safe and reliable energy to you.

Visit myavista.com/energydollars to learn more about how your energy dollars help us do this.

Connect with us

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