



October 2025 | Washington • Idaho

Connections

Giveaways ahead—don't miss out!

We're here to help you stay safe, save energy, and make the most of every season.

Follow @avistautilities on Instagram and Facebook to stay in the loop and enter to win exciting prizes all year long. From energy-saving tools to seasonal goodies, you never know what might pop up—so don't miss your chance!



Follow to win!
@avistautilities



It's okay to ask for help

We're ready when you are.

Avista works with trusted community action agencies across our service area to offer a variety of programs that help our customers manage their home energy use and costs. These include financial assistance, energy-saving upgrades, and billing support designed to meet the unique needs of households in both Idaho and Washington.

If you're facing billing challenges or just want to explore your options, we want you to call us. We may have ways to help and can recommend services your local community agency may offer. You may be eligible for one-time grants, weatherization services, or flexible payment plans.

If you live in Washington, there's also our *My Energy Discount* program—an ongoing monthly bill discount. This program provides support for two years at a time. As of October 1, 2025, income guidelines have increased in every Washington county Avista serves. That means more customers may now qualify, even if they didn't before.

If you live in Idaho, your local community action agency can help you access energy bill assistance and other support programs tailored to your needs.

No matter where you live, we want to make sure you have the tools and support you need to stay comfortable and in control of your energy costs.

Visit myavista.com/assistance to learn more about the programs available to you.





Go Paperless. Save more. Every season.

When Avista saves, everyone benefits. By choosing Paperless Billing, you're helping reduce printing and postage costs while enjoying a more convenient way to manage your account.

With Paperless Billing, you'll receive a monthly bill summary straight to your inbox. You can also opt in for helpful reminders and notifications and still pay your bill however you prefer—online, by phone, or in person. It's flexible, secure, and designed to fit your lifestyle.

Whether it's fall organizing, winter streamlining, spring cleaning, or summer simplifying – going paperless is a smart move all year long.

Ready to switch? Visit myavista.com/enrollments or call us at (800) 227-9187.



See your energy dollars at work

What you see on your bill is only part of the story. Your dollars contribute to investments in our system that allow us to deliver safe and reliable energy to you.

Visit myavista.com/energydollars to see your energy dollars at work.



CARBON MONOXIDE Know the signs

Carbon monoxide (CO) is a silent threat that can lurk in your home without any obvious signs. Produced by the incomplete combustion of fuels like wood, charcoal, oil, propane, kerosene, coal, diesel, and natural gas, CO is colorless, odorless, and toxic. It can come from everyday sources—your car's exhaust, a malfunctioning furnace, or even a poorly ventilated fireplace.

Protect your household by installing UL-listed CO detectors near sleeping areas.

These devices are required in some states and available at most home stores.

Have fuel-burning appliances—like furnaces, water heaters, and stoves—serviced regularly by qualified technicians. Never use generators, charcoal grills, or barbecues indoors.

If you suspect CO poisoning, leave immediately, call 911, seek medical help, and notify Avista at (800) 227-9187. Do not reenter until safety is confirmed.

Visit myavista.com/cosafety for more information.

Connect with us

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