



November 2025 | Washington • Idaho

Connections

Need a hand with your energy bill?

We're here to help.

We know life doesn't always go as planned. If you're finding it tough to keep up with your energy bill, you're not alone—and support is available.

Avista offers a variety of assistance programs for qualifying customers in Idaho and Washington, including flexible payment plans and help with home energy upgrades to improve efficiency and lower costs.

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

Visit myavista.com/assistance to explore your options.



Stay warm and save energy this season

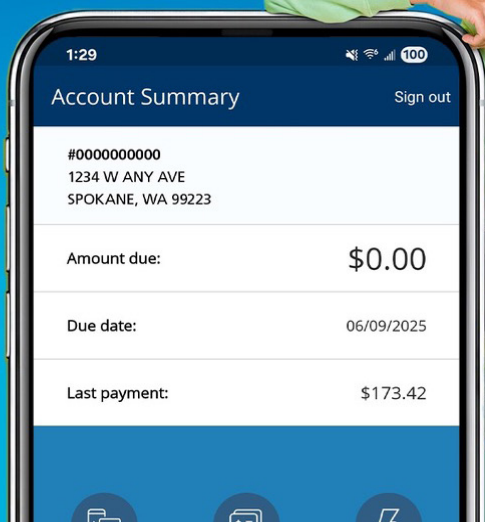
Did you know? Heating accounts for nearly half of your home's energy use in winter. Small changes can lead to big savings!

Try these simple tips to stay cozy and cut costs:

- **Seal leaks and drafts:** Use weatherstripping or caulk around windows and doors to keep warm air in and cold air out.
- **Consider adjusting your thermostat:** Try setting it a few degrees lower than usual when you're home and awake. You might also lower it a bit more when you're asleep or away to help save energy without sacrificing comfort. You can do this with the help of a smart thermostat.
- **Layer up:** Wear warm clothing indoors so you can comfortably lower your thermostat a few degrees.
- **Reverse ceiling fans:** Set them to spin clockwise (as viewed from below) to push warm air downward.
- **Use space heaters wisely:** Only heat the rooms you're using and turn them off when you leave.
- **Maintain your heating system:** Replace filters monthly and schedule regular checkups to keep it running efficiently.
- **Close unused rooms:** Shut doors and vents in rooms you don't use often to concentrate heat where it's needed.

Visit myavista.com/winterbill to find tips and learn more about how cold weather impacts your bill.





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Prefer an app? Download the Avista app from your favorite app store and take control of your energy on the go.

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.



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!
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Holiday lights

Twinkling lights are one of the joys of the season. Whether they're hanging from your home or strung on trees, those cheerful little lights are a delight for many, but improper use can cause fires, falls or electrical shocks.

To keep the holidays safe and fun, follow these safety tips while decorating:

- **When decorating outside, use lights and extension cords that are approved for outdoor use.**
- **Inspect all light strands for damage and burned-out bulbs before decorating.** Discard any strands with frayed insulation, exposed wires, or broken plugs. Always unplug the strand before replacing bulbs.
- **Opt for miniature or LED lights.** They use less energy and last longer. LED lights are also shatterproof and present less fire risk.
- **Consider a timer to avoid leaving your lights on more than desired.** Make sure the timer can handle the total wattage of your lights.

Visit myavista.com/electricsafety for more safety tips. Have a safe and happy holiday season!

Connect with us

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