

Connections

Customer Service hours are changing

Beginning January 2, 2026, our Customer Service phone hours at (800) 227-9187 will be changing:

- Monday–Friday: 7:00 am to 6:00 pm (previously until 7:00 pm)
- Saturday: Closed (previously open 9:00 am to 5:00 pm)

Emergency support will continue to be available after hours.

For 24/7 access to your account—including payments, billing details, and service requests—visit myavista.com or download the Avista mobile app from your favorite app store.

Thank you for your understanding as we make this transition.



Standing up for Oregon's children: How CASA volunteers make a lasting impact

When a child enters foster care, it's rarely simple—and never easy.

The reasons are complex, but the result is often the same: a young person suddenly separated from their family, school, and community, thrust into a legal system they don't understand, and left without a consistent adult to guide them through the process. That's where CASA—Court Appointed Special Advocates—steps in.

CASA for Children, in Klamath Falls, Oregon, recently received a grant from the Avista Foundation, and the impact is deeply local. Volunteers know the schools, the sports teams, the rhythms of the community—and that familiarity helps them spot gaps in care that others might miss.

CASA volunteers are trained to be the voice of the child in court proceedings, advocating for their best interests and ensuring no detail is overlooked. They're community members who commit to showing up, listening, and speaking up for children who can't yet speak up for themselves.

CASA volunteers must complete thirty-three hours of training, pass a background check, and commit to at least a year of service. They spend 5–15 hours a month meeting with the child, foster families, case workers, and legal representatives. Sometimes, the CASA volunteer is the only constant. Over time, they become not just a voice in court—but a source of comfort, consistency, and hope.

The Avista Foundation is proud to support CASA for Children of Klamath County, helping ensure that every child has someone to speak up for their best interests. This is more than philanthropy. It's a reflection of our values: community, compassion, and the belief that every child deserves to be seen, heard, and supported.

Visit klamathfallscasa.org to learn more or get involved.



Safely storing flammable liquids

As colder weather sets in, many households tackle garage cleanups and prep for winter projects. It's the perfect time to check how you're storing flammable liquids and make sure you're doing it safely. Did you know that liquids such as paint thinner, gasoline, cleaning solvents and contact cement can produce invisible vapors that can ignite or explode—even from several feet away?



To prevent accidents:

- Store flammables safely: Keep them away from furnaces, water heaters, vent pipes and any ignition source.
- Use in open, well-ventilated areas: Never handle flammable liquids near flames or sparks.
- Dispose of expired products: Contact your local waste facility for proper disposal options.

Storage tips:

- Use approved containers: Look for UL or CSA labels—never use glass.
- Label clearly and seal tightly.
- Keep out of reach of children.
- Store outside the home when possible.
- Avoid mixing with oxidizers (like pool chlorine).

Taking these precautions protects your home, your family, and your neighbors. Visit myavista.com/safety for more safety tips.



Winter savings for your home

Stay warm and save money this winter by making your home more energy efficient.

Take Energy Trust of Oregon's quick and free online home energy assessment for personalized recommendations of improvements you can make to save energy.

Participants can go back to their assessment anytime to learn what changes can be made throughout the year and find available incentives. Visit energytrust.org/assessment to get started.



Need a hand with your energy bill?

We know life doesn't always go as planned.

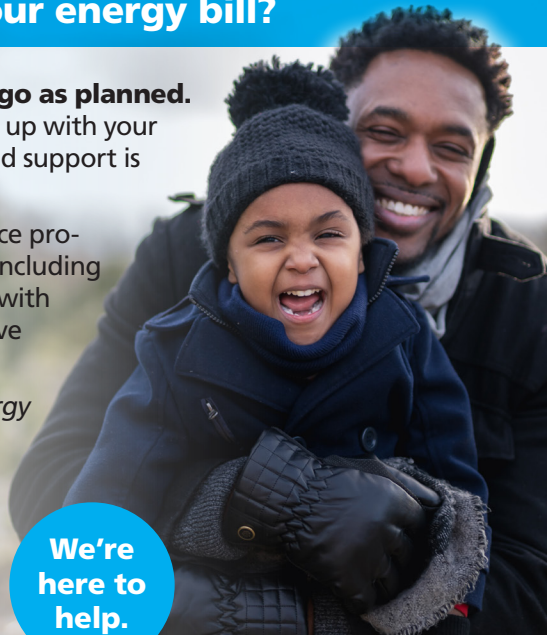
If you're finding it tough to keep up with your energy bill, you're not alone—and support is available.

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

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 see what's available.

We're here to help.



Connect with us

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