



December 2025 | Washington • Idaho

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.



Making every season bright: Avista Foundation's year-end impact

When parents first step into Spokane's Hearing Oral Program of Excellence (HOPE) classroom, the scene is familiar: bright rugs, toy shelves, and children playing. But listen closely, and you'll hear something remarkable: children who are deaf and hard of hearing are learning to use their voices for the very first time.

Executive Director and Speech Language Pathologist Angela Fidler knows the difference early help can make. "My daughter was diagnosed late and struggled to catch up. My son got help right away, and everything has been easier for him because of that early support."

Thanks to a recent Avista Foundation grant, Spokane HOPE was able to purchase new play equipment—like wooden kitchens and a trampoline—that helps young children learn through play. "Play is how these kids learn language and social skills," Angela says. "Without that grant, we wouldn't have those items we needed."

Stories like Spokane HOPE remind us why community partnerships matter. In 2025, the Avista Foundation awarded more than \$630,000 in grants to more than 145 community partners across Washington, Idaho, Oregon, Montana and Alaska.

Grant applications are accepted every three months for different focus areas, including:

- Health and human services
- Education and youth development
- Economic and community vitality
- Environmental
- Arts and culture

Continued on back





Continued from front

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Organizations interested in applying for a grant can take an eligibility quiz and see application deadlines by visiting avistafoundation.com.

For over 20 years, the Foundation has made a real difference by working closely with the communities it serves. Since it was founded, the Avista Foundation has given more than \$17 million to various organizations.

It's important to note that the Avista Foundation does not receive funding from Avista Utilities customers through rates. It is a separate, non-profit organization established by Avista Corp. Visit avistafoundation.com to learn more.



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.

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 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.

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.

Connect with us

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