



# Connections

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## Picking the right tree is important

**Trees and branches that might fall on utility lines can cause fires, power outages, and serious accidents.** Avista's vegetation management program proactively prunes and removes trees that pose a danger to these lines.

Growing root systems can also damage underground utilities. When landscaping, be careful of where you plant. Always call 811 at least two days before you dig — it's the law. We just want you to be safe.



**Know what's below.  
Call before you dig.**

If you think one of your trees may need pruning, call us for an assessment at (800) 227-9187. Learn more at [myavista.com/trees](https://myavista.com/trees).



## Manage your energy and hit your energy goals

### Avista offers a variety of products to help customers manage their energy and reach their energy goals.

#### **An easy, low-cost way to support clean energy – My Clean Energy**

Did you know that Avista's electricity mix is already more than fifty percent clean? While this is great news, many customers want to take it further and now they can. Whether you rent or own, you can choose renewable energy by adding as little as \$1 to your monthly Avista payment. Signing up is simple and you can cancel anytime.

Visit [myavista.com/mycleanenergy](https://myavista.com/mycleanenergy) to learn more about the benefits associated with My Clean Energy and get started today.

#### **Wondering if solar is right for you? – Try our Solar Estimator Tool**

If you are curious to learn more about installing solar on your home, we want to make sure you have well-rounded, accurate information before making a big decision. Go to [myavista.com/solar](https://myavista.com/solar) to try our solar estimator tool, find experienced installers in your area, and learn about common questions and misleading claims that have been made about solar. If you have additional questions, please contact us at [solar@avistacorp.com](mailto:solar@avistacorp.com) or call (800) 227-9187.

We encourage customers to do their own research on solar for our region. Start today by trying our solar estimator tool. This tool provides all of the costs based on your home's energy use and applies available incentives. You'll see a breakdown of your upfront cost, available tax credits and rebate incentives, your average monthly expenses, the lifetime savings, and your breakeven point for installing solar.

#### **Smart Meter customers can use our Energy Manager tool**

Washington Avista customers with a smart meter can learn ways to save both energy and money with our Energy Manager tool. Our webtool estimates how much energy

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## Manage your energy and hit your energy goals

is used by each of your large electric and gas appliances (for heating and cooling, cooking, and lots more).

Log into your account and visit [myavista.com/energymanager](https://myavista.com/energymanager) to discover ways you can save.

### Save money on energy-efficient home upgrades

With Avista's rebates, you can save energy and money when purchasing high-efficiency equipment for your home. You can get money back when you add insulation or upgrade your windows and sliding glass doors. If you're replacing your appliances, check out our rebates on Energy Star® washers and dryers, refrigerators, and freezers. Some restrictions may apply.

Visit [myavista.com/getrebates](https://myavista.com/getrebates) to see how you can save on your next project.

### A new greener option for gas

Renewable Natural Gas (RNG) is made from the everyday waste of people and animals. Methane gas from that waste is captured before escaping into our atmosphere, and safely injected into the pipeline to be used as energy instead. As an Avista customer, you now have the option to choose RNG for as little as \$5 per month and lower your carbon footprint, with no equipment or appliance changes.

Visit [myavista.com/rng](https://myavista.com/rng) to learn more.

### Let us divide your yearly energy use into 12 equal monthly payments

If you're the sort of person who likes equal monthly bills, Comfort Level Billing might be right for you — you'll know ahead of time exactly how much to pay.

Here's how it works: We calculate your Comfort Level Billing amount by applying this year's energy prices to your home's energy usage from the **past** year. Then we simply divide it into 12 equal amounts and that becomes your monthly energy payment.

Visit [myavista.com/clb](https://myavista.com/clb) or call 800-227-9187 to learn more and see if you qualify.



## Stay safe: Keep away from substations

**Substations help by reducing the voltage of electricity before it gets to your home.** However, it's not safe to be around them. For your safety, it's best to avoid them. Teach your kids about the dangers of substations and make sure they don't try to retrieve drones, balls or kites that go over the fence. With all the electricity flowing in and out, attaching your fence to a substation is also a bad idea.

Substation gates are always locked. If you ever notice something unusual at a substation, please let us know by calling (800) 227-9187.

Thank you for being our partner in safety. Visit [myavista.com/safetyvideos](https://myavista.com/safetyvideos) to learn more.



## Need help with your energy bill?

**There are lots of reasons why keeping up with your energy bill may be difficult.** If you need help or just want to know your options, we're here for you. We team up with local community action agencies to provide billing and payment programs and home energy-saving solutions to eligible Idaho and Washington customers. We also offer payment arrangements and options like Comfort Level Billing, to help even or spread out your costs.

Washington customers may qualify for our *My Energy Discount* program, too. It lowers energy costs every month for two years.

Visit [myavista.com/assistance](https://myavista.com/assistance) to see which options are available to you.

## Connect with us

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