

# Connections

## Savings to kick off the year!

### New year, new home upgrades.

Energy Trust of Oregon offers incentives on energy-efficient upgrades to your home to save you money on top of savings you will see on your energy bill. Incentives include up to \$400 for a tankless water heater, \$1,600 for a gas furnace and \$1.50 per square foot for insulation.

Visit [energytrust.org](https://energytrust.org) to learn more and find incentives that work for you.



## 2025 Philanthropy in Oregon

### A Year of Impact and Collaboration

In 2025, Avista's commitment to Oregon communities was driven by compassion and collaboration. These stories reflect the power of partnership and the individuals working to uplift their neighbors.



#### Fighting Hunger, One Backpack at a Time

In Jackson County, the ACCESS Rogue Powerpack Program (RPP) combats weekend hunger for 730 elementary students across 30 schools. Backpacks filled with easy-to-prepare meals ensure children don't go hungry when school is out. Parents report better nutrition and less financial strain, while kids gain energy to thrive. Just \$8 feeds a child for a weekend; \$300 sustains them for a school year.

#### Making Waves in Water Safety

In White City, Cascade Community Pool (CCP) provides low-cost swim lessons to 550 children annually, ensuring every third grader learns vital water safety skills. Supported by the Avista Foundation, CCP also serves seniors and veterans, including a 93-year-old who attends weekly classes. Board member Lynne Gilstrap emphasizes the life-saving importance of these lessons in a region surrounded by rivers and lakes.



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## Continued from front

# 2025 Philanthropy in Oregon



### Walking the Hard Path Toward Housing

In Roseburg, Onward Roseburg meets people experiencing homelessness where they are—parks, camps, roadside ditches—and guides them toward permanent housing. Led by Kimetha Stallings, who once faced homelessness herself, the team helped 40 individuals secure housing in one year. Their work is gritty, personal, and transformative.

These organizations—and many more—show that it truly takes a village: nonprofits, volunteers, and donors like the Avista Foundation all play a role in building stronger communities. We're proud to walk alongside them and look forward to continuing this work in 2026. Visit [avistafoundation.com](https://avistafoundation.com) to learn more.



## Customer Service hours are changing

**As of January 2, 2026, our Customer Service phone hours at (800) 227-9187 have changed:**

- 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](https://myavista.com) or download the Avista mobile app from your favorite app store.

Thank you for your understanding as we make this transition.



## Pilot light Safety

**Do any of your natural gas appliances use pilot lights that stay on all the time?** Older models typically do, and newer, high-efficiency natural gas furnaces have done away with pilot lights altogether.

Be sure you know which of your appliances have pilot lights. For those that do, here's what you need to know to stay safe:

- In most cases, when a pilot light goes out, it triggers an automatic shutoff valve. This feature should safely turn off your appliance.
- Gas range-top burners aren't equipped with a safety shutoff.
- If an appliance won't light—or if you smell the rotten egg odor of natural gas—get out of your house and call 911 and then Avista at (800) 227-9187 right away. We'll send a service representative to check things out.

Visit [myavista.com/NaturalGasSafety](https://myavista.com/NaturalGasSafety) for more information.



## Don't fall for scams

**Scammers pretend to be Avista workers by spoofing our phone number or showing up in safety gear.** They may say your bill is overdue and demand payment, often with a prepaid card.

Avista will never ask for personal information. If something sounds odd, it probably is. Hang up or ask them to leave. Always check for an Avista ID badge. Stay alert and protect yourself.

Give us a call at (800) 227-9187 or sign in at [myavista.com](https://myavista.com) to verify the status of your account.

Visit [myavista.com/scams](https://myavista.com/scams) for additional information.

## Connect with us

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