



January 2026 | Washington • Idaho

# Connections

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

Thank you for your understanding as we make this transition.



## We're here to help

### Support when you need it most.

We know life can bring unexpected challenges — and sometimes, keeping up with your energy bill isn't easy. If you're feeling stretched, you're not alone. We're here to help, with flexible options and programs designed to support you and your household.

- **Payment Assistance:** If you need a hand, we're here to help you find a solution. Financial support is offered through many of our local community action agency partners.
- **Comfort Level Billing:** Prefer predictable payments? This program lets you spread your energy costs evenly across the year, so your bill stays steady — even when the weather changes.
- **Preferred Due Date:** Everyone's schedule is different. We may be able to adjust your bill due date to fit your routine, making it easier to plan and pay on time.
- **Payment Arrangements:** If you're behind, we can help you set up a payment plan that works for you. Our team is ready to listen and find an option that gets your bill back on track.
- **My Energy Discount:** Qualifying customers in Washington may be eligible for monthly discounts on their bill. Enrollment is good for two years.
- **Energy Efficiency Tools:** Want to save more? Explore our free tips and tools to help you use less energy and keep costs down.

**Continued on back**



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## We're here to help

Whatever your situation, we're here for you — today and every day.

Visit [myavista.com/assistance](http://myavista.com/assistance) or call us at (800) 227-9187 to learn more and discover which options fit your needs.

*\* Eligibility varies by account. Income and other restrictions may apply.*



### Downed power lines

**It doesn't happen often but damage from high winds, ice and other issues can bring down a power line.** If you ever find a power line that is down on the ground or in a tree or shrub, always assume that the power line is still energized or has electricity still flowing through it. The next steps to take are:

- Stay back at least 50 feet.
- Never touch or attempt to move the line—not even with a tree branch, as wood conducts electricity.
- When there's a downed line, always call Avista at (800) 227-9187 right away.

You need to follow those rules even if the line is in contact with someone as the electricity can pass through that person to harm you as well. The line may look harmless or like it is not energized and you may not see sparks or other signs of power, but the ground around a high voltage line can be dangerous.

Electricity can travel through dirt or the ground and when it does, it travels in waves much like the ripples a rock makes when you throw it into a pond. If you stand on separate wave rings, electricity may pass through your body.

If a downed wire touches a metal object like a car, fence, or guardrail, those too can become energized, so be aware of your surroundings and make sure to stay at least 50 feet away and call 911 and Avista to notify them of the issue.

Visit [myavista.com/ElectricSafety](http://myavista.com/ElectricSafety) 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](http://myavista.com) to verify the status of your account.

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

## See your energy dollars at work

**More people. More demand. That means more power.** Avista invests millions in our system every year to keep your lights on and your business running. We build two to four new substations each year. And each one costs over \$12 million, depending on size.

Visit [myavista.com/energydollars](http://myavista.com/energydollars) to see your energy dollars at work.

## Connect with us

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