

Save Energy With Smart Control

Smart thermostats learn your schedule, help reduce energy and keep your home comfortable all year long.

Ready to upgrade your thermostat? Energy Trust of Oregon is offering **\$100 off** qualifying smart thermostats for homes primarily heated by a gas forced air furnace.

Visit energytrust.org/orders or call (866) 311-1822 to place your order.



Building Brighter Futures

Avista Foundation supports childcare expansion in Klamath Falls

In Klamath Falls, where childcare options are limited, the Klamath KID Center—under the leadership of Executive Director Roberta Hochgeschurz-Wilson—is transforming the landscape. Drawing on more than 30 years of experience in youth services across Oregon, Roberta returned to Klamath Falls in 2024 to lead the center, which serves children from six weeks to age twelve. This resource is critical in what many call a “childcare desert.”

The center offers infant care, before and after school programs with transportation, and summer activities. Its dedicated team of 18 staff members and 15 volunteers work tirelessly to meet growing demand. “Working for the Klamath KID Center aligns with my life mission to serve people,” Roberta says.



Recently, the Avista Foundation awarded a grant to fund two new classrooms. The expansion creates room for 16 infants and toddlers in a new clubhouse and frees space for 10 additional children from the growing waitlist. For families, this means greater access to early learning and reliable care, which are key to child development and parents’ ability to work.

Despite progress, challenges remain, including finding qualified staff and managing operating costs. Roberta’s long-term vision includes a community center that fosters intergenerational connections—a vision she believes will strengthen community connections and meet a critical need in Klamath Falls.

With partners like the Avista Foundation and leaders like Roberta, the Klamath KID Center is not just adding classrooms; it’s creating opportunities, supporting families, and laying the foundation for a stronger, more connected community.

Visit klamathkidcenter.org to learn more or get involved.



Need Help with Your Energy Bill? We've Got Options.

Life can throw curveballs, and keeping up with your energy bill isn't always easy. If you're feeling the pinch, you're not alone—Avista has resources to help.

We offer flexible payment plans and assistance programs for qualifying customers. You can also explore home energy upgrades designed to improve efficiency and lower costs.

You may also qualify for *My Energy Discount*, which reduces your natural gas bill every month for two years.

Visit myavista.com/ORassistance to see what's available.



Keep the Path To Your Meter Clear

Your gas meter is important.

It helps Avista keep your home safe and your service working. We need to reach it for regular checks and, in an emergency, to turn off the gas quickly.

Take a look at your meter. Can you get to it easily? Are plants or bushes growing around it? Is there trash or anything else near it? In winter, is it covered by snow? If yes, please clear the area so the meter is easy to reach.

A few things to remember:

- Don't lean things on the meter or put anything on top of it.
- Don't build anything over it, like a deck or fence.
- Be careful when driving near the meter. Hitting it can be dangerous.

These simple steps help keep everyone safe. We'll take care of the rest. Even if you don't see your meter often, it's good to check it now and then.

Visit myavista.com/gassafety for more information.

Take Charge of Your Energy at myavista.com

Already using myavista.com? You know how effortless it is to stay connected to your Avista account.

Not signed up yet? It only takes a few minutes! Register today and enjoy secure access to your account anytime, anywhere—whether you're on a computer, laptop, smartphone, or tablet.

Prefer an app? Download the Avista app from your favorite app store and manage your energy on the go with just a tap.



Customer Service Hours Have Changed

As of January 2, 2026, our Customer Service phone hours at (800) 227-9187 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 continues 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.

Connect with us

Mailing Address: 1411 E. Mission, PO Box 3727, Spokane, WA 99220-3727

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