

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 in Idaho and Washington. You can also explore home energy upgrades designed to improve efficiency and lower costs.

Washington customers: You may qualify for *My Energy Discount*, which reduces your monthly bill for two years.

Visit myavista.com/assistance to explore your options.



Winter Warmth, Your Way

Simple ideas that might help you stay cozy and manage energy use

When temperatures drop, many homes naturally use more energy to stay warm. If you have noticed your heating system working harder this time of year, you are not alone. Winter weather can have that effect.

Everyone's home and routine are different, but here are a few ideas you might find helpful as you look for ways to stay comfortable and possibly reduce energy use:

- **Give your vents a quick check:** Sometimes furniture or rugs end up covering heat registers without anyone realizing it. Making sure vents have a little room around them can help warm air flow more easily.
- **Consider using a programmable thermostat schedule:** Some households like to create a simple heating schedule, so temperatures adjust automatically during sleep or work hours. It can be a helpful way to stay comfortable without needing to think about it throughout the day.
- **Add small touches of insulation:** Draft stoppers, thicker curtains, or similar additions can sometimes help reduce heat loss in areas that tend to feel chilly.
- **Close window coverings at night:** Curtains and blinds provide a helpful layer of insulation after the sun sets, which may help hold warmth inside.
- **Check for hidden heat loss:** Homes with unused fireplaces sometimes benefit from a temporary chimney balloon or fireplace plug that helps keep warm air from escaping.
- **Warm up from the ground up:** Area rugs on hardwood or tile floors can add comfort and help reduce heat loss since floors often cool down quickly in winter.

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Winter Warmth, Your Way

- **Show your heating system a little love:** Replacing furnace filters regularly can help it run smoothly, especially when it is working hard in winter.

Every household is unique, and even small changes can make a difference. Choose the options that feel right for you.

Visit myavista.com/winterbill to find more tips and insights about how cold weather affects your bill.

See Your Energy Dollars at Work

Electricity doesn't just appear—it travels miles to reach your home or business. Every year, Avista invests millions to keep power flowing safely and reliably.

When it's time to upgrade, we replace aging wooden transmission poles with stronger steel ones to boost resilience. Each steel pole costs about \$35,000 to install—five times more than decades ago.

Visit myavista.com/energydollars to see your energy dollars at work.



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/resnsgsafety for more information.

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

Toll-Free: (800) 227-9187 | Web Site: myavista.com | Email: ask@myavista.com