

# Connections

## Right tree, right place

**Trees are an important part of our communities, and Avista works to protect them whenever possible.** When tree branches grow too close to power lines, crews prune them to help keep service safe and reliable. In some cases, fast-growing trees or trees that need repeated pruning may need to be removed.

Planting the right tree in the right place—away from overhead power lines and underground utilities—helps reduce future trimming, lowers the risk of outages and keeps everyone safer. Avista regularly prunes or removes trees that could threaten electric or natural gas service.



SAFETY IS IN YOUR HANDS.  
EVERY DIG. EVERY TIME.

Before planting or digging, always click or call 811 at least two business days in advance.

Underground utilities will be marked for free, helping prevent damage and keeping you and your neighbors safe.

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



## Energy that works for you

### 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

Did you know Avista's electricity mix is already more than fifty percent clean? While this is great news, many customers want to take it even further. 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?

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 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 about solar. If you have additional questions, please contact us at [solar@avistacorp.com](mailto:solar@avistacorp.com) or call (800) 227-9187.

#### 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, or when upgrading windows and sliding glass doors. If you're replacing your appliances, check out our rebates on Energy Star® refrigerators and freezers. If your home could benefit from added insulation, our Home Insulation Program may be the right solution for you. Some restrictions apply. Visit [myavista.com/getrebates](https://myavista.com/getrebates) to learn how you can save on your next project.



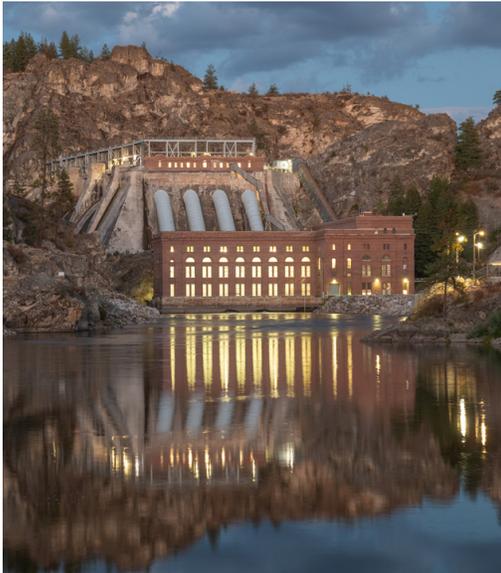


## Stay safe: Keep away from substations

**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.



## See your energy dollars at work

**At least half the energy that powers your home or business comes from hydropower.**

To keep it clean and reliable, Avista maintains hydroelectric dams that have served our region for over 100 years. When major equipment like turbines need repair, costs can reach \$20 million. Keeping one spillway operational can cost up to \$15 million.

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

## Need help with your energy bill? We've got options.

**If life feels a little tighter right now, you're not alone.** Many customers face challenges from time to time, and Avista offers programs that may help ease the load.

We provide flexible payment plans and energy assistance programs for qualifying customers in Washington and Idaho. You can also learn about home energy upgrades that may help lower your monthly costs.

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

Visit [myavista.com/assistance](https://myavista.com/assistance) to explore your options.



## Connect with us

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