



June 2026 | Washington • Idaho

# Connections

## Want to avoid bill-related surprises?

**Sign up for Billing Alerts to get notified when you have a new statement, your payment is due, and your payment is past due.** Customers in Washington with an AMI Smart Meter can also sign up for Budget Alerts. You choose a dollar amount, and we'll let you know if your monthly bill is expected to be higher than the dollar amount you set.

Visit [myavista.com/alerts](https://myavista.com/alerts) to learn more and sign up.



## Avista is fighting wildfires before they happen

### Avista is committed to doing our part to prevent and reduce the impact of wildfire.

**During dry weather and high winds, there is a risk that trees, branches, and debris can come in contact with Avista's power lines and other electrical equipment.** This could trigger a spark that ignites wildfire. Avista developed our Public Safety Power Shutoff (PSPS) plan to lower this risk. PSPS lets us turn off power to select areas when extreme weather makes our equipment unsafe to operate. PSPS is only considered when the risk of a fire is extreme. Avista employs analytic tools to monitor the weather seven days out to enable informed decisions.

We are committed to notifying customers and communities before, during, and after a PSPS event, allowing time to prepare for power disruption. Conditions can change quickly, but we aim to keep those affected as well-informed as we can based on the situation.

We encourage you to update your contact information with us so you can be notified when we are considering a PSPS. It's also important to create an outage kit and be ready for potential outages.

PSPS will only be used in the most extreme weather conditions. It's one tool we can use to prevent wildfires, but Avista has been working on wildfire prevention for years. In 2020, we launched our comprehensive 10-year Wildfire Mitigation Plan. Avista has completed grid hardening projects in areas of high fire risk. Some of these projects include replacing wooden transmission poles with steel, installing a special fire-retardant wire mesh around the bottom of wood poles, and replacing wooden crossarms on poles with a stronger fiberglass to better protect the electrical equipment and reduce the likelihood of spark-ignition sources. We have also increased vegetation management to reduce contact between trees and power lines and implemented improved tools to better assess fire risk with weather forecasting.

Visit [myavista.com/wildfire](https://myavista.com/wildfire) to learn more about Avista's plans and how you can prepare.





## Look up and look out for power lines

**Keep yourself and your tools away from power lines.** When working or playing outdoors, be aware of overhead power lines. You could come in contact with a wire and be electrocuted by carrying a ladder, working on the roof or trimming trees. Long-handled pool-cleaning tools can also reach lines.

**Tell kids to watch out for powerlines, too,** when climbing trees, flying kites and playing with water blasters and soakers. Anyone flying a drone needs to be careful, as well.

We just want you to be safe.

Visit [myavista.com/safetyvideos](https://myavista.com/safetyvideos) for more safety tips.

## 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.



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



## Connect with us

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