



July 2026 | Oregon

Connections

Smart thermostat savings for year-round comfort

Take control of your home's comfort this summer with a smart thermostat from Energy Trust of Oregon. For a limited time, save an extra \$50 (a total of \$150 off) and get free shipping. Enjoy easy temperature control and energy savings all year long. Offer ends August 31 and home must be primarily heated by a gas forced air furnace.

Visit energytrust.org/marketplace to upgrade today.



A home away from home

Avista Foundation helps expand care and comfort in the Rogue Valley

In the early 1950's, community leaders organized volunteers to help build what is now Asante Rogue Regional Medical Center, feeding them breakfast before sending them door-to-door to raise funds for the hospital. Since then, Asante has grown to serve patients across the Rogue Valley, from Ashland to Grants Pass and beyond. More than 75 years later the same spirit of philanthropy and community support continues to shape its work.

Today, those strong relationships remain central to Asante's mission. Andrea Reeder, senior vice president and chief philanthropy officer, emphasizes that community partnerships continue to drive fundraising and support. With nearly 30 years in philanthropy, including 13 at Asante, she values the organization's local ownership and governance which allow decisions to be made with the community's needs in mind.

Asante serves patients from across the region, many of whom travel for treatment or surgery. Medical concerns are often compounded by the cost and stress of travel and lodging. Family House helps ease that burden by offering a more affordable place for patients and families to stay nearby and focus on healing. Most guests stay one or two nights, and anyone receiving care at Asante Three Rivers Medical Center in Grants Pass can request a room. Located just two blocks from the hospital, Family House offers rooms for about \$50 per night, significantly less than many alternatives.

However demand exceeds capacity. With only seven rooms, many families have been turned away. A grant from the Avista Foundation will help Asante address this need and double their capacity. Planned improvements include seven additional rooms, outdoor seating areas, a second laundry room, and an upgraded kitchen with another refrigerator.

More than just a place to sleep, Family House gives patients and families a supportive environment where they can focus on what matters most—healing. As Andrea shared, "It's supportive, comfortable and safe."

Visit asantefoundation.org/family for more information.





Know what's below

Before you break ground with a shovel, auger, or other equipment, click or call 811 at least two full business days before you dig—it's the law. A utility representative will mark the location of your buried utility lines in the requested dig area or indicate the area is clear of buried Avista utilities. The service is free. Privately owned lines can be located by a third party for a fee.

If you damage, hit, or nick a natural gas line, immediately notify Avista customer service at (800) 227-9187. If you damage a pipeline and natural gas is escaping, **DO NOT FOLD OVER THE PIPE** to seal the leak. Static charge can ignite the gas. Walk upwind a safe distance away, then call 911 and Avista.

Visit myavista.com/811 for more information.

ELECTRIC: RED
GAS-OIL: YELLOW
COMMUNICATIONS: ORANGE
WATER: BLUE
SEWER: GREEN
TEMPORARY SURVEY: PINK
IRRIGATION: PURPLE
PROPOSED EXCAVATION: WHITE

GROUND MARK IDENTIFICATION: Ground markings are in different colors to indicate the locations and types of utility facilities buried below. These markings are only valid for a limited time. If you need to keep digging after that time, you must contact 811 to update your locate ticket. Dig laws can change and are different in each state. Visit call811.com to find the most current information for your area.

CLICK OR CALL 811 BEFORE YOU DIG CHECKLIST

Never disturb the ground until you complete these steps:

- ☐ Use white paint to mark the zone where you plan to dig
- ☐ Click or call 811 and wait for the utility representative to mark the facilities owned by Avista
- ☐ Maintain and respect these locate marks
- ☐ If your located ticket expires and you intend to continue digging, you must re-notify 811
- ☐ Carefully hand dig within the 24-inch tolerance zone to expose the marked utility



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

Need help with your energy bill? You have options.

If money feels tight right now, you're not alone. Many customers need help from time to time, and Avista is here to help.

We have flexible payment plans and energy assistance for customers who qualify. You can also find ways to save with home energy upgrades that may help lower your costs.

You may qualify for *My Energy Discount*, which reduces your natural gas bill each month for two years. Thousands of customers are already enrolled and it only takes a few minutes to apply—no paperwork and no appointment needed.

Visit myavista.com/ORassistance to explore your options.

Protect yourself from scams

Scammers may pretend to be Avista workers. They can fake our phone number or show up wearing safety gear. They might say your bill is overdue and ask for quick payment, often with prepaid cards.

Avista will never ask for personal information this way. If something feels wrong, trust yourself. Hang up or ask them to leave. Always check for an Avista ID badge.

To check your account call (800) 227-9187 or visit myavista.com.

Visit myavista.com/scams to learn more.

Connect with us

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