

Connections

Public Safety Power Shutoffs

If extreme weather conditions are in the forecast, like low humidity and strong winds, we may turn off power in specific locations to help protect public safety. This is called a Public Safety Power Shutoff, or PSPS.

What you can do:

1. Make sure your information is up to date with Avista. Visit myavista.com/profile or call Customer Service at (800) 227-9187 to update your account information.
2. Let us know if you have medical devices that rely on electricity. Visit myavista.com/medicalequipment to learn more.
3. Be prepared for outages. Keep your emergency supplies together in one place. Learn how to create your to-do list in case of an outage at myavista.com/outages.

Visit myavista.com/wildfire to read more about our plans and how you can prepare.



Stay cool and comfortable this summer

Hot weather can make your home heat up fast. A few simple steps can help you stay comfortable.

Keep the sun out during the day. Close blinds or curtains on windows that get direct sunlight. This helps your home hold onto cooler air. Fans can help too. They don't lower the temperature, but they move air around so you feel cooler.

If you use air conditioning, check the settings. Turning it way down won't cool your home faster. Keep it set at the highest temperature you can still feel comfortable in.

Take advantage of cooler nights. Open windows in the evening to let fresh air in. Close them in the morning to keep the cool air inside.

Prevent extra heat indoors. Cooking, baking and running appliances can warm your home. Try using them in the evening or cooking outside when you can.

Check your air filter, too. A clean filter helps air flow better and keeps your system working the way it should.

A few small changes can make a big difference in how your home feels. Visit myavista.com/summercooling for more tips.





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 an electric or 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.



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

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

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 in Washington and Idaho. You can also find ways to save with home energy upgrades that may help lower your 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.



See your energy dollars at work

More people. More demand. That means more power. Avista invests millions in our system every year to keep your lights on and your business running. We build two to four new substations each year. And, each one costs over \$12 million, depending on size.

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

Connect with us

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