Connections

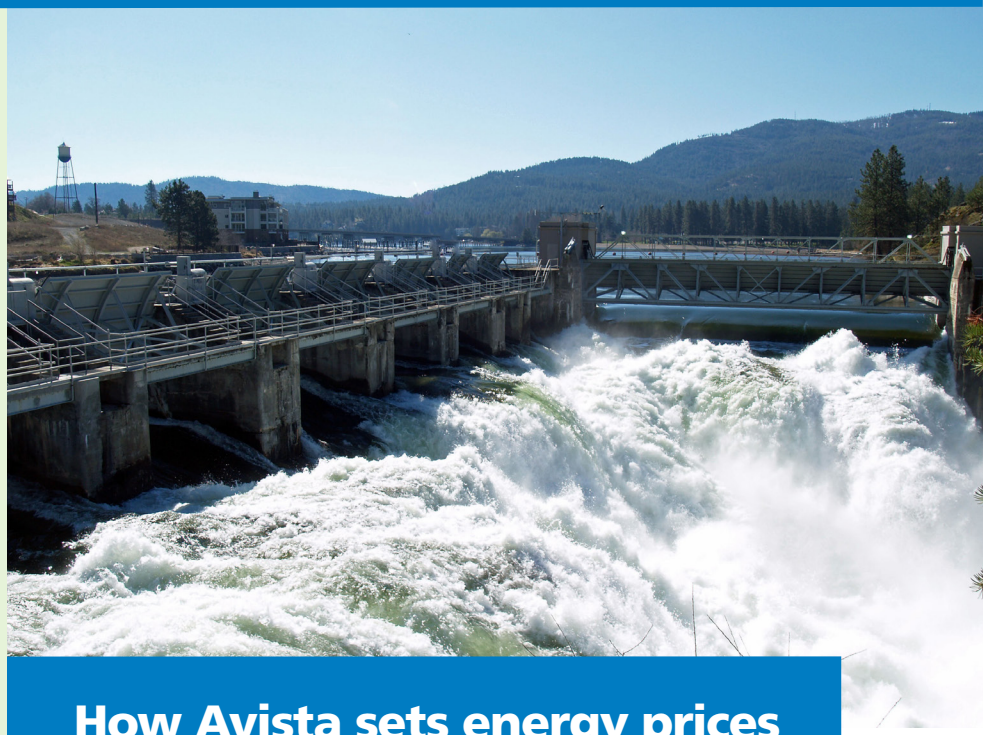
August 2026 | Washington • Idaho

Help with your energy bill is available

If you're feeling the pinch, you're not alone. Avista offers programs and tools to help when you need it. From flexible payment plans to energy assistance for qualifying customers in Washington and Idaho, support is available. You can also explore home energy upgrades that may help reduce your monthly costs.

Washington customers: Check to see if you qualify for *My Energy Discount*, which can lower your bill for up to two years.

Visit myavista.com/assistance to see what's available.



How Avista sets energy prices

At Avista, we provide electric and natural gas services in Washington and Idaho, and natural gas services in Oregon. Because we are a regulated utility, we cannot change energy prices on our own. When costs change, we must file a rate case and ask the state utility commission to review our request.

A rate case is a public review process. The commission looks at our costs, reviews information and listens to input from customers and other groups before deciding. This helps make sure rates are fair for customers and allows Avista to keep providing safe, reliable energy.

In January, we filed our 2026 Washington rate case because the cost of serving customers has gone up. This includes higher costs to produce and buy power, upgrade the grid, replace aging equipment, reduce wildfire risk, meet clean energy rules and plan for growth in our region.

When you look at your energy bill, part of the cost is for making or buying energy. The other part is for safely delivering that energy to your home or business. For example, generating power at a hydroelectric dam is one cost. Maintaining the poles, wires, pipes and equipment that move energy across the system is another.

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How Avista sets prices

We know energy bills matter. That is why we work to manage costs, plan carefully and offer programs that can help customers save energy and manage their bills. The rate case process is one way state regulators make sure any rate change is reviewed before it affects customers.

Visit myavista.com/energydollars to learn more about how your energy dollars work.

Avista grants support local food and farm hub

Looking for fresh, local food year-round? Scale House Market in Spokane Valley is connecting Inland Northwest residents with local farmers and makers as a regional food and farm hub.

Avista helped bring the market's vision to life through Named Communities Investment Fund (NCIF) grant funding for energy-efficient refrigeration, keeping food fresh, helping vendors grow their businesses and reduce utility costs for the Scale House.

A separate grant from the Avista Foundation helped make an outdoor feature possible, adding shade, native plantings and educational features that help address urban heat and enhance the community gathering space.

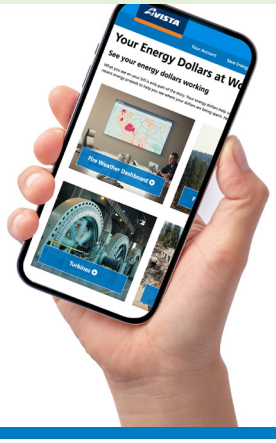
Visit myavista.com/scalehousemarket to learn more.

See your energy dollars at work

Do you ever wonder what's behind your energy bill? We've put together a few videos of projects that give you a behind-the-scenes look at what can impact your bill.

Avista is investing in our system today to continue to responsibly deliver safe and reliable energy tomorrow.

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



Know what's below: Excess flow valves

An Excess Flow Valve (EFV) is a device that automatically limits the flow of natural gas if an underground pipe is damaged or broken. This can happen during digging or excavation. The EFV is installed underground on the service pipeline that runs between the natural gas main (usually near the street, alley, or easement) and the Avista meter on the customer's property. Typically, the EFV is installed as close as possible to the natural gas main.

EFVs have been installed on most new and replaced natural gas customer services since 2008. However, since April 2017, existing natural gas customers without an EFV can choose to have one installed at their own request and expense. Installation costs vary due to different conditions in our service area. Customers will be billed for actual labor and materials costs associated with the installation. Estimates for cost and timeframe for construction will be provided as requested on a case-by-case basis. There is no ongoing maintenance cost for the customer.

Whether you have an EFV installed or not, you need to call 811 to have all underground utility lines properly marked at least two business days before starting any digging projects.

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

If you would like to pursue having an EFV installed in your service line or find out if you already have an EFV, please call us at (800) 227-9187 or email us at AskAvista@myavista.com.

Connect with us

Mailing Address: 1411 E. Mission, PO Box 3727, Spokane, WA 99220-3727

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