



October 2026 | Oregon

# Connections

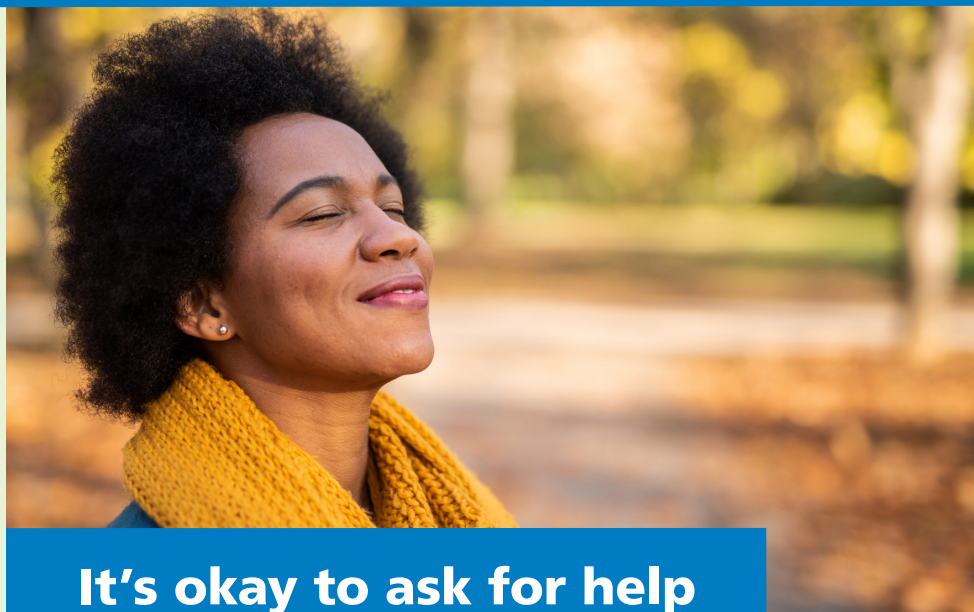
## Save on a fireplace upgrade this fall

**Stay warm and save money this fall with a fireplace upgrade.**

As an Avista customer, you can get **up to \$250 back** on a qualifying high-efficiency gas fireplace with Energy Trust of Oregon. A new fireplace can help keep your home more comfortable and may lower your energy bill.

Act soon so you don't miss out. Fireplace upgrades must be installed by December 31, 2026 to qualify.

Visit [energytrust.org/fireplace](https://energytrust.org/fireplace) to learn more.



**It's okay to ask for help  
We're ready when you are.**

**Everyone faces challenges from time to time, and managing household expenses can be difficult when budgets are stretched.**

If you're worried about paying your energy bill, Avista wants you to know that help is available.

Avista works with trusted community action agencies across our service area to connect customers with resources that can make energy more affordable. These programs are designed to meet a variety of needs and help qualifying customers manage energy costs.

Depending on your situation, you may qualify for one-time energy assistance grants, flexible payment plans or weatherization services that improve your home's energy efficiency. Energy saving upgrades can help lower energy use, while bill assistance programs can provide relief during unexpected financial challenges.

You may also qualify for *My Energy Discount*, a program that lowers natural gas bills each month for two years. This ongoing discount can help make energy costs more manageable for eligible households.

The most important step is reaching out. If you're having trouble paying your bill, don't wait. Contact Avista to learn about available options. Our customer service team can help identify programs you may qualify for and connect you with local organizations that offer additional assistance.

Even if you're able to pay your bill today, it's worth exploring available resources. Programs that improve your home's energy efficiency may help lower future costs and make your home more comfortable year-round.

At Avista, we're committed to helping customers stay safe, comfortable and connected. We want you to have the information and resources you need to manage your energy use with confidence.

Visit [myavista.com/ORassistance](https://myavista.com/ORassistance) to learn more about the programs available to you.





## Avista gas serviceman reflects on work, family and wildfire recovery

**When emergencies happen, skilled utility workers are often among the first people helping restore a sense of normal.**

During the Spokane Complex Fires, Curtiss M. was one of the many Avista gas servicemen who worked to safely check damaged gas infrastructure in fire-affected neighborhoods.

"Most customers were just happy to get their gas back on for a hot shower. It's that sense of normalcy, we all need that," Curtiss said.

A father of two, Curtiss has worked with Avista for 10 years.

If you're looking to build a career at the utility, visit [myavista.com/careers](https://myavista.com/careers) to sign up for job alerts.



## Carbon Monoxide: Know the signs

**Carbon monoxide (CO) is a silent threat that can lurk in your home without any obvious signs.** Produced by the incomplete combustion of fuels like wood, charcoal, oil, propane, kerosene, coal, diesel, and natural gas, CO is colorless, odorless, and toxic. It can come from everyday sources—your car's exhaust, a malfunctioning furnace, or even a poorly ventilated fireplace.

Protect your household by installing UL-listed CO detectors near sleeping areas. These devices are required in some states and available at most home stores.

Have fuel-burning appliances—like furnaces, water heaters, and stoves—serviced regularly by qualified technicians. Never use generators, charcoal grills, or barbecues indoors.

If you suspect CO poisoning, leave immediately, call 911, seek medical help, and notify Avista at (800) 227-9187. Do not reenter until safety is confirmed.

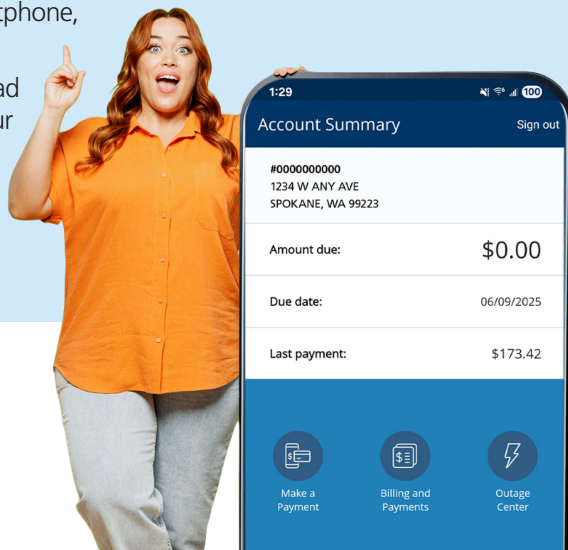
Visit [myavista.com/cosafety](https://myavista.com/cosafety) for more information.

## Take charge of your energy at [myavista.com](https://myavista.com)

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Prefer an app? Download the Avista app from your favorite app store and manage your energy on the go with just a tap.



## Connect with us

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