

My Energy Discount Program Update

Quick Summary

- My Energy Discount is changing to better match a household's income and energy needs throughout the year.
- Starting November 1, 2026, discounts will change based on your household income and the season. Customers will get the most help in the winter, when energy bills are higher.
- Discounts will be reduced in the non-winter months when bills are often lower. Some customers will only receive a discount during the winter months.
- If you are already enrolled, you will stay enrolled and continue receiving a discount based on your household's needs.
- Avista is also adding more programs to help customers pay past-due bills and stay connected to their energy service.

 Discount (Until Oct. 31, 2026)	 Winter Discount (Nov-Apr)	 Non-Winter Discount (May-Oct)
15%	10%	0%
20%	30%	5%
35%	50%	25%
75%	80%	60%
94%	95%	90%

Frequently Asked Questions

Q. When do these changes start?

The changes start on November 1, 2026.

- The winter discount is used from November through April.
- The non-winter discount is used from May through October.

Q. What is changing?

The program is changing to give more help during the winter months.

Energy bills are often higher when the weather is cold. This change gives customers more support during those months.

Your discount will still be based on your household's income and size. If you are already enrolled in My Energy Discount, you will stay enrolled.

Q. How do you decide my discount?

Your discount is based on:

- How many people live in your home.
- Your household income.

Avista uses this information to determine which discount level is right for you.

Q. Why is this change needed?

This change helps make sure customers get support when they need it most.

Because energy bills are often higher in the winter, the program will provide larger discounts during those months.

Q. I'm getting a smaller benefit, what if I need more help?

We know some customers will receive a smaller discount than they have in the past. This change helps us direct program funds where they are needed most and create more ways for customers to get help. If you need additional support, Avista and your local community action agency are here to help.

Q. Why is my discount larger in winter and smaller in summer?

Energy bills are usually higher in the winter and lower during warmer months.

This change is designed to make your discount more helpful when energy bills are often highest.

Q. If I'm on Comfort Level Billing, how will this affect my plan?

What stays the same:

- Your discount will reduce your monthly payment amount as well as your actual billed amount.
- Your discount will still show on your bill.

What changes:

- You will have a **winter payment amount** from November through April.
- You will have a **non-winter payment amount** from May through October.

Your winter payment amount will include your larger winter discount. Your non-winter payment amount will include your smaller non-winter discount.

Q. Am I losing my benefit?

No. Your My Energy Discount is not going away.

- You will stay enrolled for the time period you originally signed up for.
- Your discount amount will change based on the time of year.
- Customers will receive the most support during the winter.

Depending on the time of year, some customers may receive a smaller discount than before or may only receive a discount during the winter months.

Q. Do I need to reapply?

No. You do not need to reapply because of this change.

Your enrollment will continue through your current enrollment period. Avista will contact you when it is time to reapply.

Q. Can I still get help from a local agency?

Yes. Your local Community Action Agency can help with more than just energy bills. My Energy Discount works alongside their other programs and services to provide even more support.

If you find yourself falling behind on your Avista bill, please reach out to us at [\(800\) 227-9187](tel:8002279187) or your local agency. Additional resources are also at findhelp.org or by calling 211.

Q. If I need more help are there other programs I can use with My Energy Discount?

Yes. My Energy Discount is one of several programs that can help with energy costs.

There are other programs available through Avista or your local Community Action Agency to help you. To learn more:

- Call Avista at [\(800\) 227-9187](tel:8002279187)
- Visit myavista.com/WAassistance

Q. Are there other benefits to being enrolled in My Energy Discount?

Yes. Being enrolled helps you get other support and protections, including:

- Help catching up on past due balances through payment plans and other programs.
- Support to keep your energy service on if you're behind on your bill.
- Access to your local Community Action Agency for other programs and resources.
- A Climate Commitment Act (CCA) credit on your natural gas bill, when available.

Available benefits may depend on your account, program rules, and funding.

If you have questions or are worried about paying your bill, call [Avista Customer Service](tel:8002279187) at [\(800\) 227-9187](tel:8002279187) or contact your local Community Action Agency.

Q. What should I do next?

No action is needed. If you have questions:

- Call [Avista Customer Service](tel:8002279187) at [\(800\) 227-9187](tel:8002279187)
- Contact your local Community Action Agency at myavista.com/WAassistance
- Visit the My Energy Discount webpage at myavista.com/MyEnergyDiscountWA