Welcome to the neighborhood
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Hello,

Welcome to Avista Utilities! We’re glad to have you as a customer, and we want you to know we’re here for you. We’d also like you to have this helpful booklet. It includes everything from money-saving energy tips and billing options to safety advice and more—because energy services should fit your life. We look forward to a great relationship aimed at serving you.

Warm Regards,
Your Friends at Avista Utilities
LOCAL CALL CENTER:
(800) 227-9187
Monday – Friday; 7:00 a.m. to 7:00 p.m.
Saturday; 9:00 a.m. to 5:00 p.m.
Automated help available 24/7.
(Translation services are available.)
(Hearing impaired)

SEND BILL PAYMENTS TO:
Avista Utilities
1411 E. Mission Ave.
Spokane, WA 99252-0001
(Please be sure to write your account number on your check.)

SEND CORRESPONDENCE TO:
Avista Utilities
Customer Service, MSC-34
P.O. Box 3727
Spokane, WA 99220-3727

E-MAIL:
ask@myavista.com

FACEBOOK:
facebook.com/avistautilities

TWITTER:
@avistautilities

INSTAGRAM:
avistautilities

YOUTUBE:
youtube.com/avistautilities

TO REPORT A GAS PROBLEM:
(800) 227-9187
Call from a safe location in case of an emergency.

FOR LIFE-THREATENING EMERGENCIES, CALL 911

Always call 811 at least two working days before you dig or trench on your property.
Your Natural Gas Service

Natural Gas is an efficient, clean-burning fuel that quickly produces warm and even heat, and Avista delivers it safely right to your home. Whether it’s a hot furnace or water heater, a cozy fireplace or a fast-cooking stove or grill, you’ll love natural gas.
Natural Gas Safety

When it comes to natural gas, we are committed to keeping you and your loved ones safe. We routinely inspect our equipment and facilities and maintain them in peak working order. In the event of an emergency, you can count on us to go into action with an emergency plan to keep people safe. Even so, all of us must share in the responsibility of staying safe. Avista offers these safety tips with more available to you at myavista.com.

As with all forms of fuel, to fully enjoy the many benefits of natural gas, you need to become familiar with its safe use.

If you hear or smell natural gas (an odor like rotten eggs) in or around your house, take these precautions:

- Don’t smoke, light matches, turn your electrical switches on or off, use the telephone or do anything else that might create a spark.
- Open your windows and outside doors, if possible.
- Evacuate everyone in your home or building, and stay out until someone from Avista tells you it is safe to return.
- Keep others away from the area.
- Call Avista from a neighbor’s phone at (800) 227-9187. (If there is a life-threatening emergency, call 911 right away.)
Before you plant that new rose bush, build that new storage shed or install an automatic sprinkler system, you’ll want to call 811 before you dig. A locator service will come out and mark the location (within 24 inches on each side of the locate) of underground pipes and wires so you can avoid them. Please call within two business days of your project. This is a free service to you.

Natural gas isn’t poisonous, but like other fuels, it produces carbon monoxide gas if not burned properly. It’s a good idea to keep your equipment in good working order. Consider hiring a licensed professional to inspect your natural gas equipment annually. Early signs of carbon monoxide poisoning include: dizziness, fatigue, mental confusion, nausea and heart palpitation.

If you suspect someone is suffering from carbon monoxide poisoning, get that person to fresh air immediately. Then open doors and windows and seek medical attention. Also please call Avista to let us know. You may want to purchase a carbon monoxide detector if your home is not equipped with one. The device works much like a smoke detector and will alert you if a system malfunction causes a problem.

To learn more detailed information about natural gas safety, visit myavista.com.
Managing Your Account

We’re always looking to make your life easier. So we’ve provided you with several convenient and time-saving options to use in managing your account.

**Website:** By registering your account on myavista.com, you’ll quickly have all the tools to manage your account right at your fingertips. You can even manage your account with your smart phone.

**Self-Service Line:** No matter what day or time it is, you can manage your account by calling our customer service line at (800) 227-9187.

**Customer Service Representative:** Available Monday through Friday from 7:00 a.m. to 7:00 p.m. and Saturday from 9:00 a.m. to 5:00 p.m. We are here to serve you.
Billing and Payment Options

At the speed at which life happens today, it’s hard to balance all the things you want and need to do. That is why we offer a variety of ways to manage your account.

BILLING OPTIONS

How, when and where would you like to pay your energy bill? Decide for yourself. Choose one of Avista’s convenient billing options below. If you’re interested in signing up, just visit our website or call.

**Paperless Billing:** Eliminate paperwork and free up your time by enrolling in Paperless Billing. You’ll receive a monthly billing summary in your email inbox. It’s fast, convenient and completely secure. You can also sign up for payment reminders and payment receipt notices.

**Comfort Level Billing:** If you’re the sort of person who likes to know what’s coming, we’ll level out the seasonal highs and lows of your bill by dividing your yearly energy use into equal monthly payments.

**Master Billing:** If you have multiple accounts, let us consolidate all your energy bills into a single statement—for no more confusing hassle or need to make multiple payments.
PAYMENT OPTIONS
Life is hectic enough. So we offer options to make it less time-consuming to pay your bill. Our several convenient choices include:

Automatic Payment Service: With our secure automatic payment service, you never have to worry about paying your bill on time. Your payment can be automatically withdrawn from your bank account each month.

Online Payment: Just sign in to your online account at myavista.com and make a payment using your checking account, debit or credit card.

Pay by Phone: Call us at (800) 227-9187 to pay over the phone with your credit or debit card, or with an electronic check.

Pay Stations: In a pinch, sometimes it’s just easier to pay your bill in person. Bring your bill and payment to one of our many pay stations in your area. To find one near you, see our website or call.

Regular Mail: We are happy to process your payment through regular mail service. To ensure your payment is processed correctly, please include the account number on your check.

Mail to:
Avista Utilities
1411 E. Mission
Spokane, WA 99252-0001

Request a payment arrangement: If a situation comes up that interferes with your ability to pay your bill by the regular due date, let’s try to work something out—even if you just need a little more time to pay your bill this month. Give us a call or visit us online to see if one of our payment arrangements meets your needs.
Energy Assistance

PARTNERSHIP GRANT PROGRAMS
If you find yourself in a tough spot and can’t pay your energy bill, there are resources available for Avista customers. We partner with local community agencies to help families, seniors and others with limited resources through energy assistance programs. Some of the programs available include weatherization (such as insulation and air sealing), heating system improvements and financial assistance for energy bills. When customers need to get back on their feet, Avista is ready to lend a hand.

HOW TO FIND HELP
If you require help to meet your energy needs, please visit our website or call Avista Customer Service at (800) 227-9187. We’ll put you in touch with a local community agency where you can see if you qualify for assistance and learn more about their available programs.
PROJECT SHARE
We all know someone who could use a helping hand. And one thing’s for sure about our community: Where there’s a need, neighbors stand ready to pitch in.

One way they do it is through Project Share, a program that provides emergency energy assistance to households in our region. Grants are available for seniors and families strapped by unexpected emergencies.

Join other Project Share contributors by adding a donation to your monthly energy bill. We’ll send the full amount directly to the community agencies that distribute the funds to our community’s most vulnerable members.

You can also choose to contribute the same amount every month with the Project Share Pledge. As a reminder, we’ll include your pledge on your monthly statement. It’s a warm feeling.

To learn more, visit myavista.com.
Saving on Energy

Energy conservation is good for all of us. No matter where you live—in a house, an apartment or a manufactured home—there are many things you can do to cut down your energy consumption. To help you use energy more efficiently, Avista offers online tools and other useful information. We also provide rebates through our partnership with Energy Trust of Oregon to help you make your home more efficient. Avista offers these tips with more available at myavista.com.

**NO-COST, LOW-COST WAYS TO SAVE**

- Clean or replace your furnace filters monthly throughout the year.
- Install a programmable thermostat to adjust temperature settings according to your preset schedule. This way you can warm up your rooms just before you wake up or get home.
- Set your thermostat to 68 degrees in winter and 78 degrees in summer to heat and cool your home.
- Fix any leaky faucets. A small drip can end up wasting the equivalent of a bathtub full of hot water each month.
- Find and plug those air leaks. Use weather stripping to seal leaks next to moving parts, like between a door and its frame. And use caulking to fill leaks between non-moving parts, such as a window frame and wall.
- Seal light switches and electrical sockets. Low-cost, high-density foam gaskets are available at most hardware stores.
- Insulate water pipes. It’s easy and will prevent heated water in the pipes from cooling down too quickly.
• Install low-flow showerheads. It’s cheap and simple to do. Look for them at most hardware stores.
• Lower the temperature on your water heater. Reducing it only a few degrees will lower your utility costs while still letting you enjoy hot water.
• Replace incandescent bulbs with compact fluorescents (CFLs). Even though they cost more than incandescent bulbs, CFLs last six to 10 times longer. Plus, they can pay for themselves with the energy savings.
• Install lighting controls like dimmers, timers and motion sensors.
• Open drapes or curtains on south-facing windows during the day to allow the sun to heat your home in winter, and close them to keep the sun out in summer.
• Close fireplace dampers not in use and remember to turn off exhaust fans in the bathroom and kitchen.

For more ways to save, go to myavista.com/advice.

When we all do our part, every little bit of energy savings adds up. Go to myavista.com to see more low-cost to no-cost changes you can make to save energy at home. You’ll also find information on energy-efficiency rebates and more.

**Energy and Savings Profile**

Now that you are into your new home, it’s a great time to find specific ways to save energy. Within The Energy and Savings Profile, you can answer a series of questions about your home and appliances that can help you better understand how your home uses energy. Go to myavista.com/sign-in to access your specific information.
A GREAT WAY TO TEACH THE KIDS
Meet Wattson, Avista’s Energy Watchdog. Wattson helps kids (and grownups) learn how to save and be safe around energy every day. Kids love playing games and learning what they can do at avistakids.com.

ENERGY-EFFICIENCY REBATES
Avista in partnership with Energy Trust of Oregon, brings you additional assistance and cash incentives for energy-efficient upgrades, to help you save energy. You can also find low-cost and no-cost energy saving tips and advice at myavista.com/orrebates.
Reading Your Bill

1. Amount Due and Due Date
   You can find the amount you owe and the day payment is due in various places: at the top of the bill, in the Bill at a Glance section, and on your remittance coupon.

2. Account Number
   Use your new number when requesting information about your account or when paying your bill. This section also tells the date your bill was generated and your Paystation Code, if you pay at one of our Paystations.

3. Bill at a Glance
   This section is a summary of the charges on your bill. It shows your previous balance and any new charges or credits. Detailed charges are found on page 2 of the bill.

4. Contact Us
   It's easy to reach us by phone, online, postal mail or email — however you choose.

5. Your Message Center
   The message center gives you helpful information about your bill or other happenings at Avista.

6. Remittance Coupon
   Detach and return this coupon when paying by check or money order and sending your payment through the mail. Be sure to use the return envelope enclosed with your bill and write your account number on your check or money order. Also, take the coupon with you when making a payment at a paystation.

7. New Charges Detailed
   This area shows a breakout of the detailed charges for your monthly energy use, including the number of days in the billing cycle (which can vary by month), meter read information, and how much energy was used in the billing cycle.

8. Monthly Energy Usage Graph
   This graph shows you how much energy has been used each month, up to 13 months. We’ll also show you how much was used during the same month in the prior year, if you were a customer during that time.

9. Automatic Payment Service Enrollment Form
   If you are interested in having your payment withdrawn from your bank account automatically, fill out this form and send it with your payment. Be sure to enter a mark in the light blue box on the remittance coupon. See field 6.
Environmental Stewardship

Environmental stewardship isn’t just something we do; it’s part of who we are as a company. Avista is one of the greenest energy producers nationwide, measuring some of lowest carbon dioxide emissions among utilities.

When you turn on the heat in winter or fire up your natural gas stove, you can rest assured that the energy behind it is generated and delivered to you with the utmost care to safeguard our environment. Our commitment is to keep the planet healthy while lowering costs for you.
Our Favorite Apple Pie

Create your own crust or use a ready-made pie crust bought from the store.

- 6 Cups Jonathan or Granny Smith Apples (peeled, cored and sliced)
- 1 Cup of sugar
- 1 Tablespoon Fresh Squeezed Lemon Juice
- 1 Tablepoon Cinnamon
- 2 Tablespoons Flour
- Zest from 1 lemon (optional)

Mix ingredients in large bowl. Pour into pie-crusted pie dish. Dot with butter before covering with top pie crust. Bake at 400 degrees for 15 minutes. Turn oven down to 350 degrees and bake for approximately 45 minutes. Enjoy!