

# Connections

## Cash incentives

As an Avista customer, you qualify for cash incentives from Energy Trust of Oregon to help you create a more energy efficient home this year. Spend less making upgrades to your home like replacing windows, adding insulation, getting a smart thermostat and more.

Visit [energytrust.org/save](https://energytrust.org/save) or call (866) 368-7878 to learn about available incentives.



## Resolutions you can keep

### Kick-off the new year with 5 easy energy-saving commitments

When you save energy, you save money. That's why energy-saving resolutions are so great. Plus, they're easy to stick with and help you feel more comfortable in your home — a win-win all year.

Whether you rent or own, you can quickly check these five energy-saving resolutions off your list:

- 1. Control indoor temperature:** Lower your thermostat by just 3 degrees to save up to 10% on heating, which is responsible for 40-60% of home energy use. It's easy with a programmable thermostat. We recommend 68° in winter. Pay attention to humidity, too. In our region, 30-45% is best.
- 2. Use window coverings:** Insulated curtains keep outside air out. They'll keep your home warmer in winter and cooler in summer. They can block up to 65% of the sun's heat, so on sunny winter days, open them to let the warm sun in. Do the opposite in summer, to stay cool.
- 3. Use LED lights:** LEDs use 85% less energy than incandescents. In winter, it's dark earlier, so we use lights more often. In summer, outdoor solar lights can help save.
- 4. Stop air leaks:** Stopping air leaks is the most important energy-saving action you can take. A ¼" gap around a door is like having a softball-sized hole in your wall, making your heater or AC run too much. Use weatherstripping, removable window plastic or rope caulk, and door sweeps to seal leaks.
- 5. Save in the kitchen:** Large kitchen appliances use a lot of energy. Make sure they're running efficiently. Cleaning fridge coils can improve your fridge's efficiency by 15% or more. Keep your oven door closed when baking, too. Every time it's opened, up to 20% of its heat escapes. Use even less energy by cooking with small appliances.

Find more ways to save, including short DIY videos, at [myavista.com/energytips](https://myavista.com/energytips).





## Need help with your energy bill?

**Helping our customers manage energy use and costs is important to us.** From financial assistance to home energy upgrades, we're partnering with local community agencies across our service territory to provide options that address customer needs.

Tens of thousands of Avista customers are eligible for *My Energy Discount*, a program that lowers natural gas bills every month. Enrolling is quick and easy, with no paperwork or appointments required. Compared to previous bill assistance programs, *My Energy Discount's* eligibility guidelines are more inclusive, so more people qualify.

Find an agency near you and learn more about your options at [myavista.com/assistance](https://myavista.com/assistance).

### YOUR BILLING CYCLE

**Did you know one factor that can impact your energy bill is the number of days in your billing cycle?** The number can vary month-to-month, from 27 to 35 days, mainly because of the actual number of days in a month, when weekends and holidays fall, and if your meter was accessible. Having more days in the current bill than the previous month can contribute to a higher bill. Check the back of your Avista bill to find the number of days in your billing cycle. To learn more about how winter impacts your energy bill, visit [myavista.com/winterbill](https://myavista.com/winterbill).



CALENDAR						
SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	
21	22	23	24	25	26	
28	29	30	31			

## Pilot light safety

**Do any of your natural gas appliances use pilot lights that stay on all the time?** Older models typically do, although newer, high-efficiency natural gas furnaces have done away with pilot lights altogether. Be sure you know which of your appliances have pilot lights.

For those that do, here's what you need to know to stay safe:

- In most cases, when a pilot light goes out, it triggers an automatic shutoff valve. This feature should safely turn off your appliance.
- Gas range-top burners aren't equipped with a safety shutoff. If an appliance won't light — or if you smell the rotten egg odor of gas — get out of your house and call 911 and then Avista at (800) 227-9187 right away. We'll send a service representative to check things out.

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



## Connect with us

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

Toll-Free: (800) 227-9187 | Web Site: [myavista.com](https://myavista.com) | Email: [ask@myavista.com](mailto:ask@myavista.com)