

Connections

How can a home energy audit help you?

Your home's energy use changes with the seasons.

You probably notice this every winter, as your home heating system takes over. That's why we're excited to offer customers like you a **FREE** home energy audit opportunity*.

Learning how your home uses and loses energy is the first step toward understanding how to manage it. We can send a certified auditor to your home to inspect everything from your crawl space to attic, appliances and more. Get personalized recommendations to improve your home's overall efficiency, comfort and health, so you can prioritize and plan for future projects.

Learn more and sign up at myavista.com/homeenergyaudit or call (800) 227-9187.



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.



*Open to qualified homeowners and renters in Washington and Idaho with active Avista electric and/or natural gas service. Some restrictions apply.



Downed power lines

It doesn't happen often but damage from high winds, ice and other issues can bring a power line down. If you ever find a power line that is down on the ground or in a tree or shrub, you need to always assume that the power line is still energized or has electricity still flowing through it

The next steps to take are:

- Stay back at least 50 feet.
- Never touch or attempt to move the line.
- Don't try to use a branch to move the power line as wood does conduct electricity.
- When there's a downed line, always call Avista.

You need to follow those rules even if the line is in contact with someone as the electricity can pass through that person to harm you as well. The line may look harmless or like it is not energized and you may not see sparks or other signs of power, but the ground around a high voltage line can be dangerous. Electricity can travel through dirt or the ground and when it does, it travels in waves much like the ripples a rock makes when you throw it into a pond.

If you stand on separate wave rings, electricity may pass through your body. If a downed wire touches a metal object like a car, fence or guardrail it too can become energized, so be aware of your surroundings and make sure to stay at least 50 feet away and call 911 and Avista to notify them of the issue. For more information, visit myavista.com/ElectricSafety.



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.

In Washington, tens of thousands of Avista customers are now eligible for *My Energy Discount*, a new bill discount program that lowers energy costs every month. Enrolling is quick and easy, with no paperwork or appointments required.

In Idaho, billing and energy-saving help is made available through local community agencies.

Go to myavista.com/assistance to find an agency near you and learn more about your options.

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.

Connect with us

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

Toll-Free: (800) 227-9187 | Web Site: myavista.com | Email: ask@myavista.com