



Connections

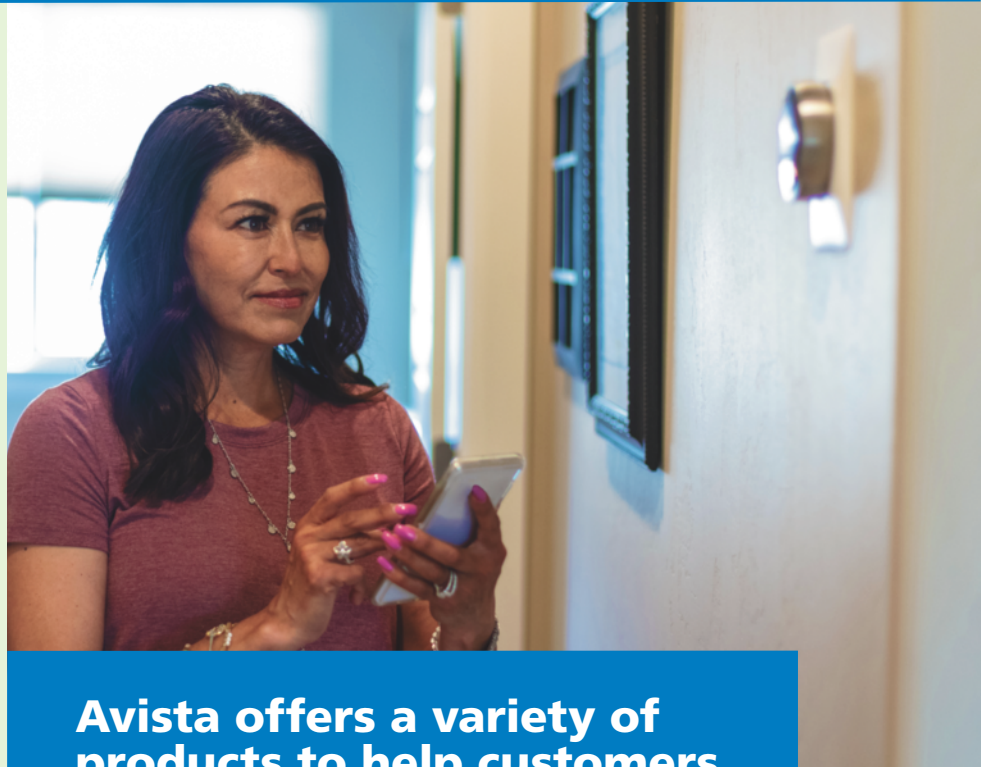
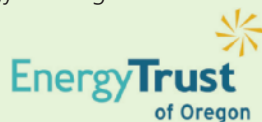
March 2024 | Oregon

Save on your biggest home energy expense

ENERGY STAR® certified windows can help you save on your biggest home energy expense: heating and cooling.

Stay warm in winter and cool in summer by upgrading your windows this year. As an Avista customer, you can receive Energy Trust of Oregon cash incentives of up to \$1.50 per square foot on qualifying window upgrades. Energy Trust can connect you with a contractor in your area.

Learn how to upgrade your windows for less at energytrust.org/windows.



Avista offers a variety of products to help customers manage their energy usage



Save money on energy-efficient home upgrades

Avista partners with Energy Trust of Oregon to help you save energy and money, when purchasing high-efficiency equipment. Cash incentives are available for smart thermostats, insulation, gas furnaces, gas fireplaces and more.

Learn about additional offers and see how you can save on your next project by calling (866) 368-7878 or visiting energytrust.org/save.

A new greener gas option

Renewable Natural Gas (RNG) is made from the everyday waste of people and animals. Methane gas from that waste is captured before escaping into our atmosphere and safely injected into the pipeline to be used as energy instead.

For as little as \$5 per month, Avista customers now have the option to add RNG and lower their carbon footprint, with no equipment or appliance changes.

Learn more at myavista.com/rng.

Let us divide your yearly energy use into 12 equal monthly payments

If you're the sort of person who likes equal monthly bills, Comfort Level Billing might be right for you.

We calculate your Comfort Level Billing amount by applying this year's energy prices to your home's energy usage from the past year. Then we simply divide it into 12 equal amounts and that becomes your monthly energy payment.

Call 800-227-9187 or visit myavista.com/clb to learn more and see if you qualify.



Teen Musical Theater of Oregon puts on a show

A cast of about 65 actors just finished putting on *The Music Man* when we caught up with Cailey McCandless, the program director at Teen Musical Theater of Oregon (TMTO).

"It went really, really well," McCandless said. Cailey is the only full-time staff member — everyone else is a volunteer. The theater group was "adopted" by Craterian Performances in Medford about 15 years ago, and the performance art auditorium has been its home ever since. TMTO recently received some grant funding from Avista.

"We work with youth as young as eight, but most of our actors are between 12 and 19 years old," McCandless said. "In the summer we offer camps and performing arts classes." TMTO's mission is to provide a professional experience for aspiring youth actors in the Medford area.

"It's incredibly invigorating to work with young people. We always say there are no small parts, only small actors."

To learn more, visit craterian.org/teen-musical-theater-of-oregon.



Have you tried the Avista mobile app?

Download our easy-to-use mobile app to access billing and payment information, contact us, view customer news, report electric outages, and even receive alerts for billing or outages that impact you.

It's everything you need from the convenience of your mobile device. Visit your app store and search for Avista.

See your energy dollars at work

Do you ever wonder what's behind your energy bill? We've put together a few videos of recent projects that give you a behind-the-scenes look at what can impact your bill.

Avista is investing in our system today to continue to responsibly deliver safe and reliable energy tomorrow.

Watch the videos at myavista.com/energydollars.

Know what's below: Excess flow valves

What is an Excess Flow Valve (EFV)? An excess flow valve (EFV) is a device that automatically restricts the flow of natural gas if an underground pipe is punctured or severed. Such damage may result from excavation. The EFV is installed underground on the service pipeline that runs between the natural gas main (usually located near the street, alley, or easement) and the Avista meter on the customer's property. Generally, the EFV is installed as close as possible to the natural gas main.

EFVs have been installed on most new and replaced natural gas customer services since 2008, however, since April 2017, existing natural gas customers without an EFV on their natural gas service may elect to have one installed at the customer's request and expense. Installation costs vary greatly due to different conditions within our service territory. Customers will be billed for actual labor and materials costs associated with the installation. Estimates for cost and timeframe for construction will be provided as requested on a case-by-case basis. There is no ongoing maintenance cost for the customer.

Whether or not you have an EFV installed on your service line, you need to call 811 to have all underground utility lines properly marked at least two business days before starting any projects that require digging.

If you would like to pursue having an EFV installed on your service line or if you would like to find out if you already have an EFV, please call us at (800) 227-9187 or email us at ask@myavista.com.

Connect with us

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