

Welcome to the neighborhood



AVISTA

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Hello,

Welcome to Avista! 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 money-saving energy tips, billing options, outage and billing alert information, safety advice and more. We look forward to a great relationship aimed at serving you.

Warm Regards,
Avista

MYAVISTA.COM

LOCAL CALL CENTER:

1-800-227-9187

Monday – Friday 7 a.m. to 7 p.m.

Saturday 9 a.m. to 5 p.m.

Automated help is available 24/7.

(Translation and hearing impaired services are available.)

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

EMAIL:

askavista@avistautilities.com



FACEBOOK:

facebook.com/avistautilities



TWITTER:

@avistautilities



INSTAGRAM:

avistautilities



YOUTUBE:

youtube.com/avistautilities



LINKEDIN



TO REPORT AN ELECTRIC OUTAGE:

1-800-227-9187

MYAVISTA.COM

FOR LIFE-THREATENING EMERGENCIES, CALL 911

Outage updates are available at **myavista.com** from your computer, smart phone or tablet.

To report a gas problem in case of an emergency, call from a safe location.

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



Know what's below.
Call before you dig.

Your Energy Choices

ELECTRIC SERVICE

When you turn on the reading lamp over your favorite chair, you may not think about what goes on behind the switch. That's okay. It's our job to bring electricity to you in a responsible, safe and affordable way — and it's a responsibility we take seriously. So go ahead and relax. We're not going to let you down.

NATURAL GAS SERVICE

Natural gas is an efficient, affordable and environmentally friendly fuel that quickly produces warm, even heat and consistent hot water when you need it, Avista delivers it safely right to your home. So, if you don't already have natural gas, check with us to see if you can add this enjoyable comfort. Whether it's a furnace or water heater, a cozy fireplace or a fast-cooking stove or grill, you'll love natural gas.



Your Safety Matters

When it comes to electricity and natural gas, we are committed to keeping you and your loved ones safe. In the event of an emergency, you can count on us to go into action with an emergency plan. 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/safety.

ELECTRICAL SAFETY

It's important to always keep safety in mind when dealing with electricity, both indoors and outdoors.

Indoor Safety

In your home, you'll find a service panel with fuses or circuit breakers. Fuses will "blow" and breakers will "trip" automatically if a short circuit or power overload could damage your wiring. Here is what to do if that happens:

- Eliminate the problem, which is often caused by too many appliances plugged into your kitchen circuit.
- Turn off the main power switch before replacing a burned-out fuse with a new one of the same rating. Then restore power.
- In the case of a tripped circuit breaker, set it back to the "on" position.
- Avoid all contact with your electrical system. Plastic gloves, utensils or other household items will not protect you.

Outdoor Safety

Look up and be safe. There could be high-voltage power lines overhead. They're dangerous, and we want you to avoid an accident. Here are some things you should know:

- Note where power lines are located before you start an outdoor project.
- Never bring ladders, long-handled tools or similar items within 10 feet of an overhead power line.
- Be careful when trimming trees. Stay at least 10 feet away from power lines.
- Always use power tools and electric lawn mowers as instructed by the manufacturer. Make sure they're intended for outdoor use and plugged into outlets with ground fault circuit interrupters (GFCI).

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 at least two full business days before starting your project. This is a free service.



While Playing

- Teach children never to fly kites or model airplanes near electric power lines.
- Keep sailboat masts, boats on trailers and fishing poles well away from power lines.

If You See a Downed Power Line

- Stay as far away as possible and keep others away.
- Call us at 1-800-227-9187.
- Don't touch or move the line. Treat all wires as if they're energized.
- Do not attempt to rescue someone else who has touched the line.

For more detailed information about electrical safety, visit myavista.com/safety.

NATURAL GAS SAFETY

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.
- 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 1-800-227-9187.
(If there is a life-threatening emergency, call 911 right away.)

Before digging (trenches, fence-post holes, etc.), remember to call 811 at least two full business days before you dig.



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.

For more detailed information about natural gas safety, visit myavista.com/gassafety.

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.

Mobile App: Our free Avista mobile app lets you view real-time account balances, due dates and other account details. You can also make or schedule payments and access bill and payment histories. The app is available at the iTunes or Google Play store. Just search for "Avista."

Website: By registering your account on avistautilities.com, you'll quickly have all the tools to manage your account right at your fingertips.

Self-Service Line: No matter what day or time it is, you can manage your account by calling our customer service line at 1-800-227-9187.

Customer Service Representative: Available Monday through Friday from 7 a.m. to 7 p.m. and Saturday from 9 a.m. to 5 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 in-box. 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 confusion or need to make multiple payments.

PAYMENT OPTIONS

Life is hectic enough. Take advantage of our options to make it less time-consuming to pay your bill. Our several convenient choices include:

Auto Pay: Auto Pay automatically withdraws your payments from your checking or savings account, or charges your debit or credit card each month. Business customers can participate in Auto Pay using their checking or savings account. Sign up at myavista.com/waystopay.

Online: Just sign in to your online account at myavista.com and make a payment using your checking account, debit or credit card. (If you don't have an account, you also can pay as a guest.)

Mobile App: Avista's free mobile app lets you use your smart phone to make or schedule payments. You can also access bill and payment histories. Look for the app at the iTunes or Google Play store by searching for "Avista."

By Text: Use your smart phone or other mobile device to make a payment, receive payment reminders, and more—all by text. Start by signing up for Avista text alerts. Just text REG to AVISTA (284782). Once you are registered, you can make a payment by simply texting PAY and following the prompts. Or see your current balance by texting BAL. Avista text alerts offer power outage updates and other services, too. Learn more at myavista.com/alerts.

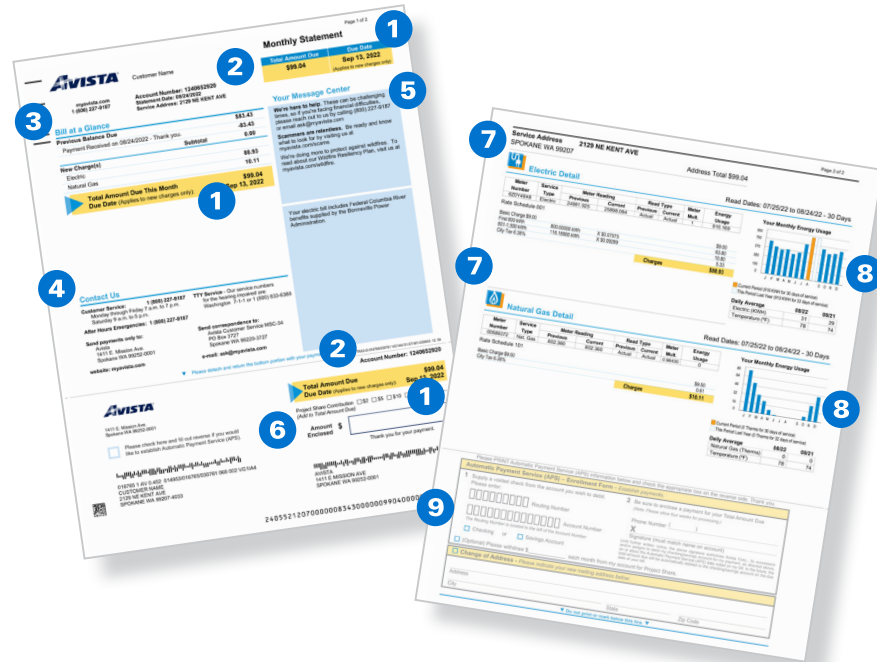
By Phone: Give us a call at 1-800-227-9187 and we'll be happy to take your payment over the phone.

In Person: 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, visit myavista.com/waystopay or call 1-800-227-9187. You'll also find self-service kiosks at our main offices in Spokane, Coeur d'Alene and Lewiston. Much like using an ATM machine, our kiosks make it fast and easy to pay your bill. The kiosks will accept cash, checks, money orders, and debit and credit cards.

By Mail: Just send your check or money order with your account number written on it to the following address (and make sure to mail it in time for it to reach us by your due date!). Mail to: Avista Utilities, 1411 E. Mission, Spokane, WA 99252-0001.

Need Help Paying Your Bill? We Have Options. We understand that there may be instances when customers find themselves facing financial difficulties. Avista partners with community agencies to provide financial assistance, plus we offer other services to help you manage and pay your bill, such as Comfort Level Billing, Preferred Due Date and Payment Arrangements. We're here to help you. Just call us at 1-800-227-9187.

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 account number when requesting information about your account or paying your bill. This section also displays the date your bill was generated.

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.

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.

Energy Assistance

PARTNERSHIP PROGRAMS

If you find yourself in a tough spot and can't pay your energy bill or need help with an energy efficiency improvement in your home, 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 energy efficiency upgrades (such as insulation and air sealing), heating system improvements and financial assistance for energy bills. Financial grant programs help income-qualified customers with affordability and past due balances.

HOW TO FIND HELP

If you require help to meet your energy needs, please visit our website or call Avista Customer Service at 1-800-227-9187. We'll put you in touch with a local community agency where you can see if you qualify for assistance and learn more about the programs that are available to our customers.



Neighbors Helping Neighbors



PROJECT SHARE

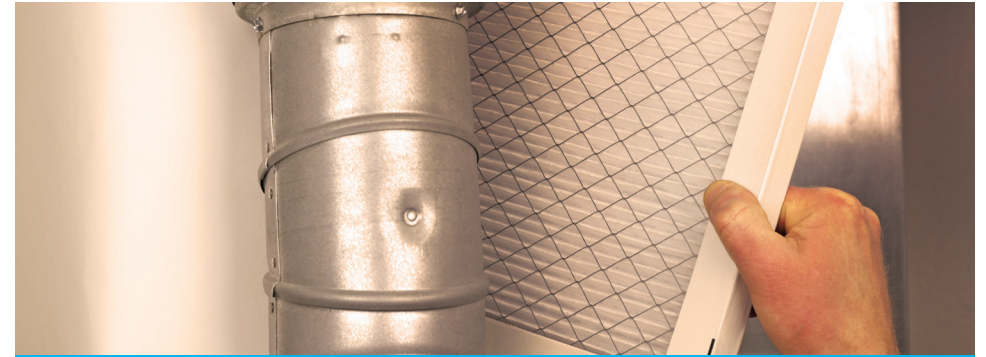
We all know someone who could use a helping hand. And one thing's for sure about our community: Where there's a need, neighbors stand ready to pitch in.

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/assistanceprograms.



Saving Energy

Energy conservation is good for all of us. No matter where you live, 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 to help you purchase energy-efficient appliances and equipment. Avista offers these tips and more at myavista.com.

NO-COST/LOW-COST WAYS TO SAVE

- Inspect your furnace filters once a month. Replace them when they are dirty to improve your energy efficiency and extend the life of your furnace.
- 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 any air leaks where you see cracks or light or feel any drafts. 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 located on exterior walls to reduce drafts. Low-cost, high-density foam gaskets are available at most hardware stores.

- Insulate water pipes that are in or pass through areas without insulation, such as basements and crawl spaces. Wrapping your pipes with insulation will prevent the heated water inside them from cooling down too quickly.
- Install low-flow faucet aerators and showerheads. It's cheap and simple to do. Look for them at most hardware stores.
- Check the temperature on your water heater. Set it to 120 degrees to conserve energy while still enjoying hot water.
- Replace incandescent bulbs with more efficient LED bulbs. LEDs cost a bit more than incandescent bulbs but last up to 50 times longer. They also use only one-tenth the energy of an incandescent bulb, so quickly pay for themselves through the energy they save.
- 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.

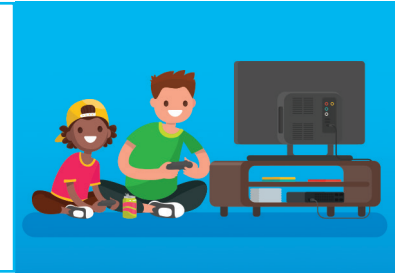
When we all do our part, every little bit of energy savings adds up. Go to myavista.com to see more low-cost and no-cost changes you can make to save energy at home. You'll also find information on energy-efficiency rebates and more.

ONLINE HOME ENERGY MANAGER

Now that you are in your new home, it's a great time to find specific ways to save energy. Let our online Energy Manager tool help. It asks you a series of questions about your home and appliances, which will help you better understand how your home uses energy. Go to myavista.com/energymanager to access your specific information.

AVISTA KIDS

Help teach your kids how to save and be safe around energy. Share our fun online games and other activities for kids ages 4 to 12. Go to myavista.com/kids.



ENERGY-EFFICIENCY REBATES

Looking for new heating equipment or appliances for your home? Avista has rebates on qualifying energy-efficient equipment such as new furnaces or boilers, water heaters and heat pumps as well as on insulation for ceilings, floors and walls. Find more information and apply for rebates at myavista.com/rebates.



Environmental Stewardship

Environmental stewardship is not just something we do; it is part of who we are as a company. Founded on clean, renewable hydropower generated from the Spokane River, Avista is one of the greenest energy producers nationwide, measuring some of the lowest carbon dioxide emissions among utilities.

We continue to make investments in new renewable energy sources. We are working together with our customers and communities toward a clean energy future while keeping our system safe and reliable. We invite you to learn more and track our progress at myavista.com/greener.



Our Favorite Chocolate Chip Cookies

Ingredients

- 1 cup salted butter, softened
- 1 cup white (granulated) sugar
- 1 cup light brown sugar, packed
- 2 tsp. pure vanilla extract
- 2 large eggs
- 3 cups all-purpose flour
- 1 tsp. baking soda
- ½ tsp. baking powder
- 1 tsp. sea salt
- 2 cups chocolate chips or chunks

Instructions

- 1) Preheat oven to 375 degrees F. Line a baking pan with parchment paper and set aside.
- 2) Mix flour, baking soda, salt and baking powder in a separate bowl. Set aside.
- 3) Cream together butter and sugars until combined.
- 4) Beat in eggs and vanilla until fluffy.
- 5) Mix in the dry ingredients until combined.
- 6) Add chocolate chips and mix well.
- 7) Roll 2-3 tbs. of dough at a time into balls and place them evenly spaced on your prepared cookie sheets.
- 8) Bake in preheated oven for approximately 8-10 minutes. Take them out when they are just barely starting to turn brown. Let them sit on the baking pan for 2 minutes before removing to cooling rack.





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