



## Looking for energy bill assistance? We have options.

Avista partners with community action agencies to provide bill assistance. Available to all income-qualified Avista residential customers, bill assistance is a financial credit on your bill that can provide a little extra help when you need it. Please call us at 800-227-9187 to discuss how we may be able to help.

### BILLING OPTIONS

**Comfort Level Billing** smooths out the seasonal highs and lows of energy bills by dividing yearly usage into 12 equal monthly payments. Your account must be in good standing with at least 12 months of usage history to qualify for this program.

**Preferred Due Date** can help align the billing due date with payday. We may be able to adjust the payment due-date, depending on account status and specific situation (some restrictions apply).

**Paperless Billing** lets you receive your bills via e-mail and set due-date reminders and other notifications.

### PAYMENT OPTIONS

**Payment Arrangements** can be made on an individual basis for those in need. Give us a call or login to our website at [myavista.com](http://myavista.com) to make payment arrangements online.

**Auto Pay** automatically withdraws your Avista payment from your checking or savings account each month or charges your debit or credit card.

### FINANCIAL HELP

**Energy Assistance Grants**, such as Project Share, are available for limited-income and low-income customers. These funds are distributed to qualifying customers through local community agencies. Visit [myavista.com/assistance](http://myavista.com/assistance) to find your local Community Action office.

Visit [myavista.com/ways-to-pay](http://myavista.com/ways-to-pay)

(See additional information on back)





## OTHER WAYS TO HELP MANAGE YOUR ENERGY BILL

**Online Energy Management Tools** can make accessing billing and energy information fast and simple. Online customers have a variety of tools at their fingertips and it's easy to sign up. Sign into your online account at [myavista.com](http://myavista.com).

**Energy Insights** provides an overview of monthly usage for the last two years, breaks down where the energy is being used, has tips on where to save energy, compares the last two bills, and includes an online Energy Profile wizard that guides users to complete a free energy analysis. Sign into your online account at [myavista.com](http://myavista.com).

**Energy Savings and Profile** takes it one step further for a more comprehensive energy analysis and a complete list of ways to save energy. By completing the Energy Profile, customers will see a more precise breakdown of how their energy is being used as well as additional tips for saving energy. Sign into your online account at [myavista.com](http://myavista.com).

**Bill Comparison** shows any bill compared to previous bills and identifies how bills are impacted by weather and the number of days in the billing period. Sign into your online account at [myavista.com](http://myavista.com).

**Energy Efficiency** is an important part of managing energy costs for both the short and long term. Avista offers energy efficiency tips, rebates and information on making homes as efficient as possible at [myavista.com/waytosave](http://myavista.com/waytosave).

**Avista Outreach** includes workshops, energy fairs and our Energy Resource Van for energy conservation tips and tools in Washington and Idaho. Visit [myavista.com/outreach](http://myavista.com/outreach) to see if there is an event near you.