

July 2019 | Washington • Idaho

## Keep it cool

**Consider closing your drapes during the day throughout the hotter months to help prevent your house from getting too warm.** If your home doesn't have a roof or overhang that blocks the sun from shining in your windows, this can be effective on windows that have southern or western exposure.

Additionally, drapes with a light-colored backing will reflect more light, keeping your house even cooler. Shades on the outside of windows will help even more. In the evening, do just the opposite. In the cooler evenings, open your drapes and windows to provide natural cooling by letting the heat escape. Look for more energy efficiency ideas at [myavista.com](http://myavista.com).



## The gateway to the Palouse

### From hooves to electric vehicles.

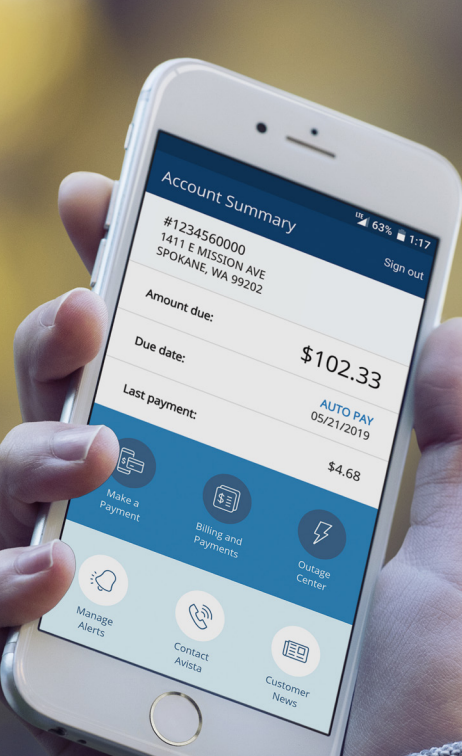
It takes less than 40 minutes to travel from Spokane to Rosalia today, but back when four-legged steeds fueled by grass, water and words of encouragement were the most common mode of transportation, those 30 bumpy miles took an entire day. These horses would eventually be replaced by four-wheeled vehicles capable of traveling hundreds of miles in one day — some of them powered by electricity, no less!

For decades, the C.J. Hall Blacksmithing and Wagon Shop, just down the dusty road from the post office, served as a way station for thousands of intrepid adventurers. By the time the final stagecoach rolled out of Rosalia in 1926, it did so from the Texaco Central Service Station, which Hall built in 1923, on the site of his former blacksmith shop. The Hall family operated the Texaco until it closed in 1980, and in 2000 the family donated the building to the Rosalia Chamber of Commerce.

Devoted volunteers rehabilitated the Texaco station and in 2004 the cleaned-up site was dedicated as the Rosalia Visitor Resource and Interpretive Center. For modern-day explorers making their way in electric vehicles, the former stagecoach stop now features an Avista Fast Charging Station capable of fully charging an electric vehicle in less than 20 minutes.

Avista is currently installing public, workspace and residential charging stations throughout the region. Apps like [plugshare.com](http://plugshare.com) can show you charging locations throughout the US, making worry over long-range road trips a thing of the past — and your next trip to the Palouse fast and fret-free.

Get more on the story at [myavista.com/connect](http://myavista.com/connect).



## Get more from our new mobile app

**The Avista mobile app has gotten an upgrade.** You can now access billing and payment information, contact us, view customer news—and still get up-to-date outage information.

The new app gives you the ability to view real-time account balances, due dates and balance details. You can make or schedule payments and add new credit cards or bank accounts. You can also receive in-app alerts for billing or outages that impact you.

Try it for yourself. Download the Avista Mobile App available in iTunes and Google Play stores. Already have the app? Simply update and you're good to go!



## Have fun outdoors and be safe. Look up!

**Are there high-voltage power lines overhead?** They can be dangerous. Here's how you can avoid an accident:

### At work

- Before starting a project, note where power lines are located.
- Keep ladders, long-handled tools or other items at least 10 feet away from overhead lines.
- Use care when trimming trees by keeping at least 10 feet away from power lines.
- Make sure power tools are intended for outdoor use and plugged into outlets with ground fault circuit interrupters (GFCI).

### At play

- Teach children to keep kites, balloons, model airplanes and drones away from electric power lines.
- Keep sailboat masts, boats on trailers and fishing poles well away from power lines.

### If a line is down

- Stay as far away as possible and keep others away.
- Don't touch or move the line.
- Do not attempt to rescue someone else who has touched the line.
- Call 911 and then notify Avista Utilities at (800) 227-9187.

## Stop scammers in their tracks

**Scammers are all around us and they move quickly, sweeping through one geographical region after another, leaving little time for authorities to track them down.** They can be skilled impersonators, making it difficult to determine the legitimacy of their demands.

If you receive a phone call, an email or a text message from someone using harsh, threatening language while demanding immediate payment to prevent service disconnection, follow these three simple steps to avoid getting scammed:

- Refuse to provide any personal or financial information
- Hang up
- Call us at (800) 227-9187 to confirm the status of your account



Scammers frequently target utility customers and have figured out ways to duplicate our company contact information. If you do fall behind on your payments, remember that we would never request payment via pre-paid cash card. We always attempt to notify you of your account status by mailing two past-due notices and making one phone call prior to service interruption.

If someone appears at your door using high-pressure tactics and demands payment, do not provide them with any information. Instead, ask to see their Avista photo identification badge — something all Avista employees and authorized contractors must carry. You can also give us a call and we'll be happy to verify the person's identity.

For more tips on how to keep yourself safe, visit [myavista.com/scams](http://myavista.com/scams).

## Connect With Us

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**DID YOU KNOW?** We make ongoing investments in our electric and natural gas infrastructure to provide the safe and reliable energy our customers expect. We've recently made general rate requests and other rate filings with the utility commissions in Washington and Idaho in an effort to more closely align customer rates with Avista's costs of providing electric and natural gas service. Read more about these and what they mean for customers at [myavista.com/rates](http://myavista.com/rates).