

February 2020 | Oregon



Don't let it get away

Air fleeing your house allows heat to escape and increases your energy use.

When it's cold outside, drafty windows or doors can work against you. But you can fight back, keeping that winter chill out where it belongs, all while saving energy.

To check for drafts, run your wet fingertips around a door or window frame. Or, hold up a tissue to see if it waves.

Once you've identified the culprit, seal those leaks. Caulking is the right tool for the job between non-moving parts, like a window frame and the wall. Weather stripping goes next to moving parts, such as a door and its frame.

Consider having drafty windows replaced. This will reduce energy consumption and increase the value and beauty of your home.

Look for more energy efficiency tips at myavista.com/advice.



Risky business

An elderly lady is sitting at home reading a book when the phone rings.

She's not expecting a call from anyone and assumes that it's probably a solicitor. When she answers, a friendly voice on the other end says he works for Avista and she's behind on her payments. To avoid a disconnection of service, he's demanding an immediate payment. She's fairly certain that she paid last month's bill and she's never fallen behind on her payments in the past. Even though she's almost positive the caller is incorrect, with Avista's number showing on the caller ID, and a demanding tone in his voice he persuades her to purchase a pre-paid card from a local retail store and call him back with the payment information.

With a simple web search, you can find multiple people just like this lady who were tricked out of their hard-earned money by professional scam artists. The truth is that it's getting harder to determine what's real and what's fake. Scammers are very good at impersonating businesses and scams are becoming more and more prominent throughout the country and Avista's service territory.

Being well-informed can help you detect suspicious behavior whether by phone, email or in person, and ultimately help you avoid being scammed.

If you're ever suspicious about any call or communication, feel free to check in with us at (800) 227-9187. Our customer service representatives are available to verify if the contact is actually coming from Avista.

To learn more about scams and what to look for visit myavista.com/scams.



Project Share, helping a neighbor in need



When one is in the middle of a crisis, it is hard to know where to turn for help. That is the situation that one of our customers found themselves in recently. While the household was welcoming a new baby, they were faced with the difficult circumstances of a vehicle accident and job loss. Having colder weather on the horizon and a home that had been without power for three weeks, the customer turned to Avista.

Our Call Center Representative referred our customer to their local community action agency, SNAP (Spokane Neighborhood Action Partners) for assistance — with that help the family was able to get services restored just in time before the temperature dropped and the early snowfall. This family had never accessed assistance benefits before; they weren't aware that help was available.

Avista customers, employees and corporate donations are what made that help possible through Project Share — a community fund that seeks to stabilize a household through hardship. Collectively, each of our giving helped approximately 2,000 households in Washington, Idaho, and Oregon last year.

Giving is easy. One hundred percent of the funds collected by Avista are passed to the Project Share fund. For those who would like to make direct donations to the program, please visit: givetoprojectshare.org.

Check out myavista.com/assistance, if you would like to learn about energy assistance in your area.



Out of sight, out of mind

Don't forget to keep your gas meter free from debris.

It's a phrase that could refer to the jar of half-used pasta sauce buried in the back of the fridge. Or maybe the exercise bike in the basement you haven't actually seen since around 2012. Not that we don't care about refrigerator hygiene and cardio workouts, but it won't surprise you to know that we're most concerned with gas meter safety.

When it comes to your gas meter, keep in mind that Avista will need access to it for periodic readings and maintenance. And in case of an emergency, we'll need immediate access to the shutoff valve.

With these things in mind, take a look at your meter with fresh eyes. Is there anything in the way? Are there plants or flowers hiding the dials? Is debris gathered around it? In the winter, is it buried under six inches of snow? If the answer is yes

to any of these, help us out by carefully removing these obstacles.

While we're talking about the meter, we'll also ask that you never lean objects against it, place objects on top of it, or build anything (like a deck) above it.

Finally, be careful when operating a vehicle near your meter. It can be relatively easy to forget about and accidentally back into it, which would result in a dangerous situation.

Beyond these simple steps, Avista will take care of everything else, like periodic maintenance.

Out of sight, out of mind is a cliché for a good reason: it's how our human brains tend to work. But when it comes to the natural gas meter on your property, it's best to keep it in mind, even when it's out of sight.

Visit myavista.com/resnogsafety for more information.



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