

October 2020 | Oregon

## Need help paying your bill?

**We know times are tough and you may need extra support.**

We have options. From bill payment options to our community agency partners, there are a variety of programs that can help.



To set up an arrangement that works best for you, call us at (800) 227-9187, or visit our website and go to [myavista.com/assistance](http://myavista.com/assistance) for self-service options or to find resources in your area.

## October is National Energy Awareness Month

Energy conservation is good for all of us. Using energy wisely can help reduce costs and conserve our natural resources. And, there are many steps you can take to cut down your energy consumption.

We've assembled energy-savings advice to help you— visit [myavista.com/waystosave](http://myavista.com/waystosave).



## At home with Lisa: Insulation

**One really cool feature of a lot of older houses is what my boyfriend's daughter calls "hobbit holes" and what people who know better call knee walls.** I have a couple of these, one of which is in her room. These are on the second floor of old houses if the ceilings are slanted like the roof and the walls are probably four- or five-foot tall. This creates a small triangular space for storage.

In my 1910 house, there was some insulation missing in spots in my hobbit hole. Filling in those gaps can help keep the heat inside during the winter months. In some cases, if you insulate your attic spaces you can get a rebate from Avista.

In preparation, I watched a lot of videos online for this. In the videos I watched, they just lightly stuffed the insulation into the space between the two-by-fours. Seemed easy! I also bought a large flat piece of foam insulation to install over the fiberglass.

I gathered my gloves, a utility knife, a facemask, a hammer and nails and took them upstairs with the insulation.

If I had any outlets up here, I would have used spray foam around them, but I lucked out.

I took a large strip of fiberglass and stuffed it into place, not too hard, though, since you don't want to flatten the fiberglass. Keeping it fluffy creates space between the fibers and adds to the insulating properties. I used my utility knife to cut off the excess at the bottom, which was easy enough. I also cut some smaller pieces to fill in some of the smaller gaps. When the fiberglass was in place, I cut some of the foam insulation and tried to use my hammer and nails to put it into place.

With the extra insulation in place, I hope a lot more of the heat in my house will stay there this winter, rather than seeping through my roof.

Read more of Lisa's stories every Tuesday morning on [myavista.com/connect](http://myavista.com/connect).







## At the drop of a pen

**Katie learns the importance of carbon monoxide detectors.**

Katie has always been a safety-minded person so of course she knows what to do if she smells natural gas in her home. Despite all her know-how, it took a morning at her sister's house to realize she was missing something important.

On that Saturday morning, Katie and her sister Miranda sat at the kitchen table. As they discussed a movie they'd both recently seen, Katie accidentally knocked a pen to the floor. As she knelt down to grab it, she noticed a small device plugged into an electrical outlet. It almost looked like a smoke detector, but she didn't quite recognize it.

"What is that?"

"Oh, it's a carbon monoxide, or CO, detector. Your house doesn't have them?"

Miranda went on to explain how carbon monoxide, or CO, is odorless, colorless, and toxic for humans and animals. Carbon monoxide detectors are required on new homes, and quite essential for any home that uses natural gas, wood stoves, or propane. Early symptoms of carbon monoxide exposure often resemble the flu, but without the fever, and can quickly get worse after that.

On the way home, Katie stopped and bought two carbon monoxide detectors — one for each floor of her home. For the cost of about \$40, Katie also got some peace of mind.

Visit [myavista.com/safetyvideos](http://myavista.com/safetyvideos) to learn more and watch a short video.



## It's that time of year again

**Here in the northwest, October marks the beginning of fall.** Many of us haven't touched our thermostats yet, but we're often surprised — and even confused — when we open our energy bills.

During colder months, home heating can account for 40% to 60% of our monthly energy bills. Here are a few things you can do to gain some energy savings this season:

- Check your thermostat. Reducing the temperature by just three degrees can result in approximately 10 percent energy savings.
- Set your water heater at no more than 120 degrees. Water heaters have to use more energy to produce hot water in cold weather. Water heating can account for nearly 14% of our monthly energy bills.

Visit [myavista.com/winterbill](http://myavista.com/winterbill) to prepare your home for the coming months and avoid surprises on your heating bill.

## Connect With Us

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