

Help with your energy bill is available

There are many reasons why someone may need help paying their monthly energy bill and it's why we offer a range of options that can help.

Avista works with community partners to provide bill assistance for income-qualified customers and those experiencing financial hardship. When necessary, individual payment arrangements can also be made online or by phone.



We can make budgeting for your monthly bill easier, too. For instance, you can choose a preferred due date to line up with your payday. You also can sign up for Comfort Level Billing, which evens out seasonal highs and lows on your bill by dividing your

yearly energy usage into 12 equal monthly payments. Paperless billing and Auto Pay options can help keep you on track, as well.

In addition, we have a variety of online tools to help you take control of your energy use. You can gain insights into what impacts your bill, compare previous bills, or complete the "Energy Profile" and see a more precise breakdown of how your energy is being used.

To learn more, sign into your myavista.com account, or call us at (800) 227-9187 to discuss how we may be able to help.



At Home with Lisa: Plastic window sheeting

I hate to say it, but the weather is starting to get a lot cooler. It's time to really prepare my house for winter.

Energy bills are higher in the winter, since colder temperatures mean our heating systems are working harder to keep us warm. There are also fewer hours of daylight, holidays with visitors, decorations and cooking large meals, and billing cycles can go from 27 days to 35 depending on the month. I found all of this information at myavista.com/winterbill.

Lisa, an Avista customer, bought her 1910 house because she loved the old-world character, some of which doesn't make her house very energy efficient. Lisa is sharing her experience on taking some simple do-it-yourself improvements to inspire others to do the same. You'll find her stories at myavista.com/connect every Tuesday morning.

One fairly easy way to make sure cold air isn't coming through my windows is clear plastic sheeting. I received a kit at Avista's Energy Fair last year and I'm hoping these sheets will help my heating bill. You can find these at the hardware store for about \$10.

First, I cleaned off the window trimming. At the energy fair, they gave me a tip that isn't on the instructions of my kit. I should get some painters' tape so the double-sided tape I use in the kit won't rip the paint off my walls.

Once the painters' tape was in place, I applied the double-sided tape directly to the painters' tape. I measured the plastic sheeting, leaving a 2-inch overlap on all sides. I pressed the plastic into place.

This was the hardest part about this project. While I was hanging the plastic, some parts of the it stuck to the double-sided tape and it hung crooked. I had to carefully peel it off and do it again a couple of times.

The fun part of this project is getting out my hair dryer and blowing it about ¼ inch away from the surface of the plastic. This removed the wrinkles.

This winter, when it really starts to get cold, not only will I have ridded myself of the draft, but the space between the plastic and the window will heat up, lending me some extra warmth. Visit myavista.com/connect to see pictures of my window project.



Holiday lights

Bright, twinkling lights are one of the joys of the season, whether on the eaves of your home or strung on trees.



While those merry little lights are a delight for many, incorrect usage can cause fires, injuries from falls or electrical shocks. To keep the holidays festive and fun, follow these safety tips while decorating outdoors:

- Use lights — and if needed, extension cords — that are approved for outdoor use.
- Before decorating, check all light strands for damages and burned out lights. Frayed insulation, exposed wires and broken plugs are all hazards and should be discarded. When replacing bulbs, unplug the strand.
- Consider purchasing miniature or LED lights as they use less energy and are long lasting. LED lights are also shatterproof and present no fire hazard.
- To avoid accidentally leaving your lights on, consider a timer. Make sure the timer you use is rated to handle the total wattage of your lights.



Visit myavista.com/safety for more safety tips.

Your energy rates decreased this fall

Your energy rates recently decreased as a result of multiple adjustments we filed with our utility commissions over the summer. Each year, we file adjustments to better align the price you pay for energy with our costs for providing service. These rate decreases are now included in your current bills.

Based on average residential customer usage, here is what the change looks like:

In Washington

- Electric: a decrease of \$0.01 or 0.0% per month
- Natural gas: a decrease of \$0.68 or 1.2% per month

In Idaho

- Electric: a decrease of \$0.06 or 0.1% per month
- Natural gas: a decrease of \$0.80 or 1.6% per month

These adjustments are just one way we ensure you are paying for reliable energy at a fair price. To learn more about how your energy is priced, visit myavista.com/rates.



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