

March 2021 | Oregon

## Savings and benefits you can clearly see



**Upgrading to ENERGY STAR® qualified high-efficiency windows not only improves the overall aesthetic of your home, but new windows also help decrease drafts and air leaks, improving indoor air quality and saving you money on energy bills.** Our partner Energy Trust of Oregon offers cash incentives of up to \$6.00 per square foot and can connect you with a contractor in your area. To learn more, visit [energytrust.org/windows](https://energytrust.org/windows) or call (866) 368-7878.



## On the Oregon Trail: Imbler

**Welcome to the tiny slice of heaven in the Grande Ronde Valley where the grass really is always greener.** Imbler, Oregon, or as it is also known, “The Grass Seed Capital of the World”, is home to the highest quality of grass seed grown in the world along with just a few hundred people with big hearts and a strong sense of community.

Though it’s off the beaten path, those who live in Imbler love the simple life and the nature that surrounds them. The high quality of the grass seed produced here gives the community an opportunity to engage in worldwide marketing.

Which brings us back to that little grass seed. Having high quality grass seed is important for those who want flourishing grass and agriculture, and Northeast Oregon plays an integral role in serving the Grande Ronde, Powder, Baker, and Wallowa valleys. According to Oregon Trail Seeds, the agriculture in these areas is full of different forms of ranching and farming operations encompassing crops such as hay, wheat, barley, oats, potatoes, peppermint oil, turf grass seed, sugar beets, sunflower seed, chickpea, peas, and other specialty crops . It goes to show just how important agriculture is in this area and how necessary the grass seed Imbler produces is for the vitality of Oregon and more.

Read more community stories like this one at [myavista.com/connect](https://myavista.com/connect).



## ⚠️ Know what's below: Excess flow valves

**What is an Excess Flow Valve (EFV)?** An excess flow valve (EFV) is a device that automatically restricts the flow of natural gas if an underground pipe is punctured or severed. Such damage may result from excavation. The EFV is installed underground on the service pipeline that runs between the natural gas main (usually located near the street, alley, or easement) and the Avista meter on the customer's property. Generally, the EFV is installed as close as possible to the natural gas main.

EFVs have been installed on most new and replaced natural gas customer services since 2008, however, since April 2017, existing natural gas customers without an EFV on their natural gas service may elect to have one installed at the customer's request and expense. Installation costs vary greatly due to different conditions within our service territory. Customers will be billed for actual labor and materials costs associated with the installation. Estimates for cost and timeframe for construction will be provided as requested on a case-by-case basis. There is no ongoing maintenance cost for the customer.

Whether you have an EFV installed or not on your service line, you need to call 811 to have all underground utility lines properly marked at least two business days before starting any projects that require digging.

If you would like to pursue having an EFV installed in your service line or if you would like to find out if you already have an EFV, please call us at (800) 227-9187 or email us at [ask@myavista.com](mailto:ask@myavista.com).



## Tools to help you save

**Use our online tools to learn about the energy savings available for you.**

Being aware of the energy you use can reduce costs and conserve our natural resources. There are many simple, low-cost steps to take to reduce energy waste. One of the easiest and most convenient ways to learn about energy savings is by visiting us online.

- Compare your bills: you can compare this month to last month or year over year. Also, get facts such as average daily use and temperature.
- Energy efficiency tips: outline top ways you can save energy by reviewing tips and tricks to reduce usage.
- Access a library of how-to videos, expert advice and information about energy topics.

To access these tools and explore ways to save, log onto your "My Account" on [myavista.com](http://myavista.com) today. Check out the "Compare Your Bills" tool and our Save Energy Section.



## Do you need help paying your bill?

**We have options.**

We understand that there may be instances where customers find themselves facing financial difficulties. Avista partners with community agencies to provide financial assistance, plus we offer other services to help you manage and pay your bill.

**Bill Assistance Grants** are available through local community agencies for income-qualified residential customers. To find an agency near you, call Avista at (800) 227-9187 or visit [myavista.com/assistance](http://myavista.com/assistance).

**Comfort Level Billing** divides yearly energy costs into 12 equal and predictable monthly payments.

**Preferred Due Date** helps align your bill's due date with your payday.

**Payment Arrangements** can be made on an individual basis for those in need. To learn more about payment arrangements that may be available to you, visit our online Emergency Payment Arrangements tool at [myavista.com/your-account/emergency-payment-arrangements](http://myavista.com/your-account/emergency-payment-arrangements). It allows you to choose the plan that works best for you and can include applying an existing deposit, if available.

**We're here to help.** Please also call us at (800) 227-9187 to discuss your options with a Customer Service Representative.

## Connect With Us

Mailing Address: 1411 E. Mission, PO Box 3727, Spokane, WA 99220-3727

Toll-Free: (800) 227-9187 | Web Site: [myavista.com](http://myavista.com)

Email: [ask@myavista.com](mailto:ask@myavista.com)

