

March 2021 | Washington • Idaho

Keep your energy budget on track

Avoid being surprised by a higher-than-expected energy bill. Sign up* for Avista's new budget alerts.

During enrollment, Avista will provide your high, low and average bill amounts from the previous year. That way you can set a desired monthly budget alert. Afterwards, we'll track your daily energy usage through your new smart meter. If during the month we estimate your bill will exceed the amount you set, you'll be alerted immediately by text or email, allowing you to take steps to reduce your energy usage before your bill arrives. While you're at it, sign up for our outage alerts and billing notifications to see your due date and bill amount.

The simplest way to sign up for alerts is to sign into your online account and go to Alert Preferences. Here, you can choose the alerts you want to receive, if you want to receive them by email or text, and who should receive them.

Visit myavista.com/alerts for more information and to sign up today.

*This feature is available to WA customers with AMI meters.



At home with Lisa: Dishwashing

My least favorite chore around the house is and always has been doing the dishes. When I bought my house, I was thrilled it had a dishwasher. It had been years since I had one and I was so happy to not have to wash my dishes by hand anymore.

It turns out, if you are hoping to be more energy efficient, a dishwasher is the way to go. According to Avista's Energy Guide, you can save 5,000 gallons of water a year and \$40 in energy costs a year by using a dishwasher, rather than washing your dishes by hand.

Wait until your dishwasher is full before you run it. It takes just as much water and energy to wash one dish as it does to wash a whole load. You can also choose to air dry your dishes, rather than using the heating element in your dishwasher.

I also make sure to clean it on a regular basis. Every three or four months or so, I put on some rubber gloves and pick up any food particles from the bottom of my dishwasher. Then, I'll place a cup of white vinegar on the top rack and run it. Finally, I'll sprinkle baking soda on the bottom and run another cycle. After that, it's generally good to go.

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.





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.

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. 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.

Don't even go there

Substations do you a service by stepping voltage down before electricity gets to your house.

But they aren't very hospitable places. The best thing you can do for your own safety is to stay away. Don't retrieve balls or kites that make it over the fence and teach your kids about substation dangers.

And with all the electricity going in and out of there, you can imagine that attaching your fence to a substation is a bad idea.

Substation gates are locked at all times. If you ever see something unusual at a substation, please let us know by calling (800) 227-9187.

Thanks for being our partner in safety. Visit myavista.com/safety to learn more.



Connect With Us

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