

Connections

Now is a great time to think about upcoming heating needs

It's hard to think about winter on a warm, sunny day, but now is a great time to start! Lower your energy costs this winter when you upgrade to a high-efficiency, direct-vent gas fireplace. As a customer of Avista you could get up to **\$250 cash back** from Energy Trust of Oregon on qualifying models.

Find eligibility details and local contractors at energytrust.org/fireplace.



Feeding homebound Oregonians for more than 50 years

The stove has been hot at The Friendly Kitchen for over 50 years.

And the mission remains the same: feeding homebound seniors and disabled people nutritious meals either at their front door, or in the dining hall.

This community-sustaining organization first opened its doors in 1972 at the Faith Lutheran Church on Kenwood Avenue in Roseburg. A year later, it incorporated and became a non-profit under the direction of Helen Lesh. Recently, The Friendly Kitchen received a grant from the Avista Foundation. Today, The Friendly Kitchen operates two programs: a traditional Meals on Wheels program, and an in-house dining program at the Umpqua Community College dining hall.

More than 200 clients receive over 5,000 meals every month, and they aren't boring. Menus include brats and sauerkraut, pork loin, and pizza.

A registered dietitian, Ally F. Gottfried, develops the menus with a focus on what's in season and available locally—as well as on proper senior nutrition.

"Did you know that more than forty nutrients are needed to stay healthy?" Gottfried asks on The Friendly Kitchen's website. She uses the USDA's dietary guidelines to make sure each meal covers at least a third of the daily nutrition requirements.

Diners who qualify for meal delivery (you can easily apply online) are asked to pay \$5 per meal – or whatever they can afford. No one who meets eligibility guidelines is refused a meal. The actual cost of the meal is around \$9, and to cover that gap The Friendly Kitchen relies on donations from the community.

Volunteers are always needed for meal delivery and it's easy to begin the intake process on their website at friendlykitchen.org.





Protect yourself by staying informed

Scammers can be quite crafty, so it's crucial to stay vigilant.

Here are some helpful tips:

Phone: Scammers may call claiming to be from Avista, demanding immediate payment to avoid disconnection. They can even make it look like they're calling from an Avista phone number! They might ask you to transfer funds electronically or use prepaid cards. Remember that Avista won't pressure you this way.

Email: Be wary of phishing emails that impersonate Avista. Scammers can create convincing emails using our logo. If you don't recognize the sender's email address, take precautions. Avista won't ask for sensitive information via email.

In-person: Scammers may come to your door, claiming to work for Avista. Our Avista employees and contractors always carry an Avista identification badge, and you can ask to see it.

Remember, if something seems off, trust your instincts. Hang up on suspicious calls, and always verify before sharing personal information. Stay safe!

Visit myavista.com/scams or myavista.com/scamvideos for more information about how to identify scams.

If in doubt, visit myavista.com or call (800) 227-9187 to check your account status.

Identify Potential Safety Hazards

We want to keep you, your family, and neighbors safe around natural gas. That's why we created some useful and informational safety videos. You can find these at myavista.com/safetyvideos.

And remember, if you have any questions about safety, please call us at (800) 227-9187.

Need help with your energy bill?

Options are available. We recognize that for many, managing energy usage and costs can be challenging. We want you to know that if you need a helping hand with your energy bill, we're working with local community action agencies to make help available. Together, we offer financial assistance programs and energy-saving home upgrade services.

Tens of thousands of customers qualify for My Energy Discount, a monthly bill discount program that lowers natural gas costs for two years. With higher household income levels eligible, many people don't realize they qualify.

Visit myavista.com/ORAssistance to find your local community action agency and sign up for My Energy Discount.

You may qualify for My Energy Discount



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