

Connections

Identify potential safety hazards

We want to keep you, your family, and neighbors safe around electricity and 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.



Prepare for a power outage by taking a few simple steps

Living in the Inland Northwest, we're all too familiar with storms and uncertain weather patterns. These storms can be hard on our trees. During a storm, strong winds and snow can cause trees, limbs, and debris to wreak havoc on the electric system, resulting in an outage for Avista customers. That said, there are proactive measures you can take to be ready before an outage occurs. An outage preparedness kit and a plan will save you precious time and resources in the event the lights go out.

What you can do to prepare for an outage:

Update your contact information.

- Be sure Avista has your current contact information so we can reach you concerning potential outages. Visit myavista.com/profile or call us at (800) 227-9187.

Keep emergency supplies in one place. Supplies should include:

- Flashlights with fresh batteries
- Portable, battery-powered radio
- Wind-up or battery-powered clock
- Water and nonperishable food
- Manual can opener
- Fully charged battery backup for cell phones and devices
- Visit myavista.com/outages to see a supply list

Maintain fire alarm batteries.

- Replace the batteries in your fire alarms and carbon monoxide detectors every few months, even ones hard-wired to your home's electrical system.

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Prepare for a power outage

Prepare your home medical equipment.

If you rely on electrical medical devices, let us know to receive extra notifications in case of an extended outage. Learn more at myavista.com/medicalequipment.

- Plan for a worst-case scenario, like a long power interruption.
- Research portable generators.
- Make a plan with friends or relatives.

To report a power outage:

- Visit myavista.com/outages
- Download the Avista app for real-time information
- Call Avista at (800)-227-9187
- Receive text notifications by texting “REG” to AVISTA (284782). Messaging and data rates may apply. Text “STOP” at any time to stop receiving texts.



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.



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.

Idaho customers can find billing and payment programs, along with home energy-saving options, through their local community agencies.

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

Visit myavista.com/assistance to learn which options are available to you.

Connect with us

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