

Connections

Sign up for a FREE home energy audit

Unsure why your home uses so much energy? Sign up for a FREE home energy audit to get answers. It's the first step customers should take when they want to discover how to address wasted energy.

Our certified, third-party experts will uncover areas that need attention, and give personalized recommendations on how to lower energy usage and improve comfort, so you can make informed decisions on which projects to start. Both renters and homeowners in Idaho and Washington are eligible.

Visit myavista.com/HomeEnergyAudit to sign up now.



The power of community engagement

Across Eastern Washington, nonprofits are receiving a boost in support for the services they provide, thanks to Avista's Named Communities Investment Fund (NCIF). This program is the first of its kind for a Washington utility.

NCIF invests up to five million dollars annually in community-driven initiatives aimed at advancing clean energy transformation, particularly those in communities disproportionately impacted by climate change and socioeconomic disparities.

Projects are selected for funding through a competitive application process. For example, the Kettle Falls Community Chest food pantry completed an energy efficiency upgrade thanks to the NCIF. The savings achieved through the renovation allow the nonprofit to allocate more funds to other expenses that help them serve families.

NCIF was approved by the Washington Utilities and Transportation Commission as part of Avista's Clean Energy Implementation Plan (CEIP) to meet the requirements of the state's Clean Energy Transformation Act (CETA). Implemented in 2020, CETA aims to accelerate the transition to clean energy and reduce greenhouse gas emissions, with equity as a core component.

Avista's commitment to equity extends beyond NCIF. The company's CEIP includes various forms of public engagement.

Avista holds quarterly meetings to educate Washington electric customers about the progress it's making toward a cleaner energy future. The meetings provide an opportunity for real-time feedback. Dates and times are listed at myavista.com/CETA.

Above: A family learns about energy efficiency during an interactive demonstration at Avista's booth during a summertime community event at Manito Park, in Spokane, Wash.



Continued on back

Continued from front

The power of community engagement

Additionally, Avista established an Equity Advisory Group (EAG) to provide perspectives and consultation. The group is currently accepting new members, and individuals can complete an interest form at myavista.com/CETA.

As we look to the future of clean energy in Washington, it is important for everyone to be involved. Whether it's participating in public meetings, joining advisory groups, or simply staying informed, your engagement can help shape an equitable, clean energy future.

Know the signs

From the exhaust produced by your family vehicle to the fuel source of your home's heating system, carbon monoxide (CO) can exist

within your home without you even realizing it. CO is a colorless, odorless, poisonous gas that is produced by the incomplete burning of various fuels, including charcoal, oil, kerosene, propane, diesel fuel, coal, wood and natural gas. Because CO is undetectable to the human senses, it is important for people to know the signs of CO exposure. These symptoms are similar to the flu and can include:

- Headache
- Nausea
- Fatigue
- Dizziness
- Shortness of breath

To protect yourself and your family, **consider installing carbon monoxide detectors** throughout your home. These devices monitor CO levels and alert you if the gas reaches dangerous levels. That's why CO detectors are needed and are a legal requirement in some states. CO detectors are available at most home retail outlets. We recommend you only buy UL-listed models and follow the manufacturer's instructions for installation and operation. The Consumer Product Safety Commission recommends installing at least one detector in a hallway near your sleeping area.

By having your **heating system and equipment serviced by a qualified technician** at regular intervals or by the manufacturer's recommendation, you can reduce the risk of CO being present in your home or business. Potential sources of CO that shouldn't be used indoors under any circumstances include portable generators, barbecues and charcoal grills. Items to consider for servicing inside your home or business include your water heater and any gas, oil, wood or coal-burning heaters.

If you suspect that you or someone else is experiencing CO poisoning, get to fresh air immediately. Leave the home and call for assistance from a safe place. Get medical attention immediately and inform medical staff that CO poisoning is suspected. Call 911, then call Avista at (800) 227-9187 and do not reenter the home until we can ensure your safety.

Visit myavista.com/resngsafety for more information on CO and natural gas safety.

Need help with your energy bill?

We have long-standing relationships with local community action agencies across our service territory.

Together, we offer financial assistance programs and energy-saving home upgrade services to help people manage their home energy usage and costs.

Both Idaho and Washington customers can find billing, payment, and home energy-saving programs through their local community agencies.

Washington customers can also see if they qualify for an ongoing monthly bill discount through our My Energy Discount program. It lowers energy costs for two years. Eligibility guidelines were recently updated and, in most counties, include even higher household income levels.

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



See your energy dollars at work

Do you ever wonder what's behind your energy bill? We've put together a few videos of recent projects to give you a peek behind the scenes on what can impact your bill.

Avista is investing in our system today to continue to responsibly deliver safe and reliable energy tomorrow.

Visit myavista.com/energydollars to watch the videos.

Connect with us

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

Toll-Free: (800) 227-9187 | Web Site: myavista.com | Email: ask@myavista.com