

## We can help you with your energy bill

**Winter heating bills can be hard to manage.** If you're looking for ways to keep up or just need to know your options, we want to help. We team up with local community action agencies to provide billing and payment programs and home energy-saving solutions to eligible Idaho and Washington customers. We also offer payment arrangements and options like Comfort Level Billing, to help even or spread out your costs.

Washington customers can also check if they qualify for our *My Energy Discount* program, which lowers energy costs every month for two years.

Visit [myavista.com/assistance](http://myavista.com/assistance) to see which options are available to you.



## Take control of winter heating costs

**Homes use more energy to stay warm when temperatures drop outside.** It's why electric and natural gas bills go up in winter. It's also why managing your heating system and stopping heat loss is so important this time of year. Here are some ways to take control of your home's heating and energy usage:

- 1. Find out what's using energy:** Heating makes up 40-60% of winter energy bills. To save, you'll need to know what else is using energy in your home. To help, we offer our Idaho and Washington customers a free home energy audit to learn how to lower usage. Visit [myavista.com/homeenergyaudit](http://myavista.com/homeenergyaudit) to sign up.
- 2. Stop heat from escaping:** According to the U.S. Department of Energy, the average home wastes \$200 to \$400 a year on energy lost through air leaks. Keep heat inside by caulking cracks, using plastic on drafty windows, and replacing old weatherstripping. Visit [myavista.com/tips](http://myavista.com/tips) to watch DIY videos.
- 3. Use your heating system efficiently:** No matter what type of heating system you have, it will run more as the temperature outside continues to drop. Learn how to help it use as little energy as possible.
  - **Baseboard, wall, or space heaters:** Use only in occupied rooms and if freezing pipes are not of concern, close doors to unused rooms, so you're not paying to heat an empty space.
  - **Wood fireplaces:** Close the damper when not in use to keep warm air from escaping out the chimney.
  - **Forced air furnace:** Keep filters clean and seal leaky ductwork to help heated air reach the rooms throughout your house. Lowering the thermostat by three degrees can save up to ten percent, too.

Visit [myavista.com/winterbill](http://myavista.com/winterbill) to learn more about how cold weather impacts home energy usage and how to control your heating costs.





## Your billing cycle

**Did you know one factor that can impact your energy bill is the number of days in your billing cycle?** The number can vary month-to-month, from 27 to 35 days, mainly because of the actual number of days in a month, and when weekends and holidays fall. Having more days in the current bill than the previous month can contribute to a higher bill.

Check the back of your Avista bill to find the number of days in your billing cycle.

Visit [myavista.com/winterbill](https://myavista.com/winterbill) to learn more about how winter impacts your energy bill.

## 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 that give you a behind-the-scenes look at 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](https://myavista.com/energydollars) to watch the videos.



## Keep the path to your meter clear

**Avista will need access to your gas meter for periodic readings and maintenance.** And in case of an emergency, we'll need immediate access to the shutoff valve. With these things in mind, look at your meter with fresh eyes. Is there anything in the way? Are there plants hiding the dials? Is debris gathered around it?

In the winter, is it buried under six inches of snow? If the answer is yes to any of these, help us by carefully removing these obstacles and making the pathway to the meter safe. While we're talking about the meter, we'll also ask that you never lean objects against it, place objects on top of it, or build anything (like a deck) above it.

Finally, be careful when operating a vehicle near your meter. It can be relatively easy to forget about and accidentally back into it, which could result in a dangerous situation. Beyond these simple steps, Avista will take care of everything else, like periodic maintenance. Out of sight, out of mind is a cliché. But when it comes to the natural gas meter on your property, it's best to keep it in mind, even when it's out of sight.

Visit [myavista.com/resngsafety](https://myavista.com/resngsafety) for more information.

## Connect with us

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

Toll-Free: (800) 227-9187 | Web Site: [myavista.com](https://myavista.com) | Email: [ask@myavista.com](mailto:ask@myavista.com)