



Connections

August 2024 | Washington • Idaho

Go green with paperless billing

If you haven't already, sign up for paperless billing and receive your bill right to your email inbox. When you opt to go paperless, you'll receive an email indicating the bill statement is ready to access on your free online account. You can continue to pay your bill any way you like! Your monthly bill summary will be emailed to you, along with any reminders or notifications you choose. It's convenient and environmentally savvy. Sign up at myavista.com/enrollments.



Your energy dollars at work

What you see on your bill is only part of the story.

We all use energy to power our homes and businesses, and for Avista, the cost of that energy is regulated. What you see on your bill is what state utility commissions deem fair and reasonable.

How rates work

The rates you pay for energy cover two types of costs:

1. 50% of your bill pays for the generation, the actual cost of turning water, gas, or wind into power, and
2. 50% covers the costs to deliver that energy safely and reliably to your home or business.

Where do my energy dollars go?

Your energy dollars go toward maintaining equipment, planning for future energy needs, and replacing infrastructure that has exceeded its useful lifetime. Many parts of our system are more than 30, 40, or 50 years old.

Avista generates power from 8 hydroelectric projects and 7 thermal generation plants and receives power from 58 wind turbines. Then we send it over 19,000 miles of distribution lines across 30,000 square miles to more than 300,000 customers.

Rising Costs of a Single Distribution Pole*

2021 to 2023



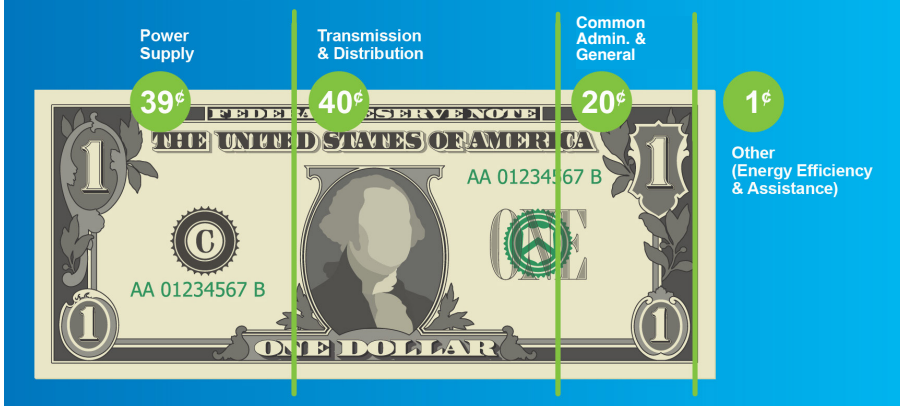
Avista maintains approximately 240,000 distribution poles across its service territory.

*The most commonly used distribution wood pole in our service territory is a 45'/Class 3 Western Red Cedar Wood Pole.

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How Your Energy Dollar is Spent



Maintaining and improving a massive infrastructure made up of pipes, poles, dams, turbines, and substations means that, every year, we invest hundreds of millions of dollars into our systems. It's all part of our commitment to provide reliable energy – both now and well into the future.

Visit myavista.com/rates if you'd like to learn more about how rates are set.

Visit myavista.com/energydollars to watch some video highlights of recent energy projects to help you see where your energy dollars are being spent.

Public Safety Power Shutoffs

Avista has added a new strategy to our wildfire mitigation plan. If extreme weather conditions are forecast, like low humidity and strong winds, we may turn off power in specific locations to help protect public safety. This is called a Public Safety Power Shutoff, or PSPS.

What you can do:

- Make sure your information is up to date with Avista. Visit myavista.com/profile to update your account information or call Customer Service at (800) 227-9187.
- Let us know if you have medical devices that rely on electricity. Visit myavista.com/medicalequipment to learn more.
- Be prepared for outages. Keep your emergency supplies together in one place. Learn more at myavista.com/outages to create your to-do list in case of an outage.

Read about our plans and how you can be prepared at myavista.com/wildfire.



Need help with your energy bill?

Managing energy usage and costs can be challenging. It's why we work with local community action agencies throughout our service territory to offer programs that can help.

In Idaho, we work with community action agencies to support programs that offer financial assistance, energy-saving home upgrades, and more. Contact your local agency to learn more.

In Washington, in addition to community agency programs, we offer a bill discount program. Nearly 1 in 3 Washington customers qualify for My Energy Discount, a program that lowers energy costs every month for two years. Applying is quick and easy with no paperwork or appointments needed.

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

Your safety matters

We, at Avista, 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.

Find them at myavista.com/safetyvideos.

Questions? Call us at (800) 227-9187.

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