

Connections

Paperless Billing is a win-win

When customers register for Paperless Billing, it helps the environment, and can help keep Avista rates affordable.

Here's how:

- 1. Eco-Friendly:** By going digital, we save trees and reduce paper waste.
- 2. Cost-Savings:** Paperless Billing eliminates printing and postage costs. When Avista saves, customers save overall, too.
- 3. Convenience:** Customers can access their monthly bill anytime, anywhere, and can continue to pay their bill via any method they choose.

Plus, it's safe and secure!

Visit myavista.com/enrollments to sign up.



Avista Foundation spreads cheer year-round

As we embrace the season of giving, it's a fitting time to reflect on the importance of serving the community.

There is no greater inspiration than the nonprofits in our service area making a difference. That is why we are honored to announce that this year, the Avista Foundation awarded more than half a million dollars in grants to Washington, Idaho, Oregon, and Alaska nonprofits.

The Avista Foundation's areas of focus are community and economic vitality, education, and vulnerable populations. It serves these needs by identifying and supporting local nonprofits doing important work in the community. Some of the organizations that received support this year include Latinos En Spokane, St. Vincent de Paul Coeur d'Alene, Northeast Youth Center and more than 125 others.

"The Avista Foundation has been one of our biggest, most loyal supporters through the years," said Katie Merwick, executive director of Second Chance Ranch, a nonprofit that received an Avista Foundation grant in 2024.

Grant applications are accepted every three months for different focus areas, including:

- Health and human services
- Education and youth development
- Economic and community vitality
- Environmental
- Arts and culture

Organizations interested in applying for a grant can take an eligibility quiz and see application deadlines by visiting avistafoundation.com.

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Avista Foundation spreads cheer year-round

For over 20 years, the Foundation has made a real difference by working closely with the communities it serves. Since it was founded, the Avista Foundation has given more than \$14 million to various organizations.

It's important to note that the Avista Foundation does not receive funding from Avista Utilities customers through rates. It is a separate, non-profit organization established by Avista Corp.

Visit avistafoundation.com to learn more.

NEED HELP WITH YOUR ENERGY BILL?

We know managing energy usage and costs can be challenging in winter. That's why we work with local community action agencies to offer billing and payment assistance, as well as home energy-saving programs, to eligible customers.

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

Washington customers can also see if they qualify for our ongoing monthly bill discount program called **My Energy Discount**. It lowers energy costs for two years.

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

Why are energy bills higher in winter?

As the temperature drops, you might notice your energy bills rising and wonder why this happens. Here are some of the main reasons:

1. Heating Needs: During winter, homes use more energy to keep warm. Heating systems, whether they are furnaces, heat pumps, or something else, need a lot of energy to maintain a comfortable temperature inside. The colder it gets outside, the harder these systems have to work, which means they use more energy.

2. Shorter Days: In winter, the days are shorter, and it gets dark earlier. This means we use more electricity for lighting. We turn on lights earlier in the evening and keep them on longer, which adds to our energy usage.

3. Hot Water Usage: We tend to use more hot water in the winter for things like showers, laundry, and washing dishes. Heating water requires a lot of energy, so increased hot water usage can lead to higher energy bills.

4. Holiday Decorations: Many people put up holiday lights and decorations during the winter months. While these decorations are fun and festive, they also use electricity. The more lights and decorations you have, the more energy you consume.

5. Staying Indoors: When it's cold outside, we spend more time indoors. This means we use more energy for things like cooking, watching TV, and using computers. All these activities contribute to higher energy consumption.

Visit myavista.com/winterbill to learn more about how you can lower your energy usage and save on your bills this winter.

Safely storing flammable liquids

One cause of household fires is improper storage of flammable liquids. Did you know that liquids such as paint thinner, gasoline, cleaning solvents and contact cement can produce invisible, explosive vapors?

These vapors can catch fire or explode if exposed to a flame or small spark—even at considerable distances from the flammable substances.

To prevent accidents, flammable liquids or combustible materials need to be kept away from your furnace, water heater, vent pipe, or any ignition source. When using flammable liquids, always do so in open, well-ventilated areas, far away from any possible source of ignition.

Here are some tips for properly storing flammable liquids:

- Keep them in accurately labeled, tightly closed, non-glass containers.
- Store away from heaters, furnaces, water heaters, ranges, and other gas appliances.
- Keep out of reach of children.
- Store outside the house when possible.
- Keep flammables away from any item marked "oxidizer" (e.g., pool chlorine).
- Only use containers specifically designated and approved for flammables, the label will reflect that it's UL listed or FM approved.

Taking these precautions helps ensure everyone's safety. For more safety tips, visit myavista.com/safety.



FLAMMABLE
LIQUID

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