

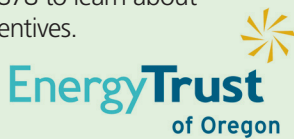
# Connections

## Kick off the new year with cash incentives

**As an Avista customer, you can kick off the new year by saving on energy-efficient home upgrades with cash incentives from Energy Trust of Oregon.**

Start 2025 strong with improvements like replacing windows, adding insulation, installing a smart thermostat, and more—making your home more efficient and ready for whatever the new year brings.

Visit [energytrust.org/save](https://energytrust.org/save) or call (866) 368-7878 to learn about available incentives.



## Packing to punch out hunger

**Hunger doesn't take a weekend break.** That's reality for elementary students who receive free breakfast and lunch during the school week, only to face the weekend not knowing if they will be fed.



The harsh reality for 730 Jackson County students at more than 30 schools, is the fact that they go hungry when they are not in school. Studies show that hungry students have trouble focusing on lessons, and an under-nourished, growing body lacks the energy needed to participate fully in school. This is where the ACCESS Rouge Powerpack Program (RPP) comes in: every Friday, Rouge Powerpack sends a backpack full of child-friendly foods home with students who may lack food over the weekend.

Said one anonymous parent: "Because of RPP, I am able to spend less on groceries, provide a more balanced diet for my children and I less often need to skip meals as a parent in order to ensure my children have enough to eat."

According to the Oregon Hunger Task Force, 61 percent of students in Jackson County are eligible for free or reduced school meals, 52 percent of students rely on school for lunch and 22 percent also rely on school for breakfast.

The children who receive the food backpacks report that they like the food and that the meals provided were easy to make — something that's very important for an elementary school child.

RPP relies on donations, volunteers, and collaboration with local food banks. Because the RPP can leverage each donated dollar through these collaborations, it only costs \$8 to supply one weekend's worth of food for one student. A \$300 donation pays for one student's food needs through the entire school year. And the program works.

Visit [accesshelps.org/powerpack](https://accesshelps.org/powerpack) to make donations or sign up to volunteer.





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## Need help with your energy bills?

**We understand that everything is getting more expensive, stretching household budgets, and making it hard to manage home energy costs.** No matter the reason, if you're struggling to keep up, we're here to help.

Here are some options to make your energy bills easier to handle this winter:

**Comfort Level Billing:** Spreads your yearly energy costs into 12 equal payments, so you pay the same amount each month.

**Preferred Due Date:** Aligns your bill's due date with your payday for better control.

**Payment Arrangements:** Short-term and long-term plans to help you catch up on past due charges.

**Monthly Bill Discount: My Energy Discount** lowers energy costs every month, for two years. Income limits increased in October, so more people qualify.

**Hardship Grants:** Immediate financial help for your bill, offered through local community action agencies.

**Energy Assistance Grants:** Seasonal or annual financial help for your bill.

**Energy-Saving Home Upgrades:** Get help with projects like adding insulation or installing a new furnace. Supported by Avista but offered through local community action agencies.

**Energy-Efficiency Rebates:** Get cash-back rebates from Avista to lower out-of-pocket costs on your next home energy-saving project.

**Other Help:** Local community action agencies also offer help with non-energy needs like rent, food, transportation, and more.

See which options are available to you at [myavista.com/ORassistance](https://myavista.com/ORassistance) or by calling us at (800) 227-9187.

*Eligibility varies by account. Income and other restrictions may apply.*



## Pilot light safety

**Do any of your natural gas appliances use pilot lights that stay on all the time?** Older models typically do, and newer, high-efficiency natural gas furnaces have done away with pilot lights altogether.

Be sure you know which of your appliances have pilot lights. For those that do, here's what you need to know to stay safe:

In most cases, when a pilot light goes out, it triggers an automatic shutoff valve. This feature should safely turn off your appliance.

Gas range-top burners aren't equipped with a safety shutoff.

If an appliance won't light—or if you smell the rotten egg odor of natural gas—get out of your house and call 911 and then Avista at (800) 227-9187 right away. We'll send a service representative to check things out.

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

## Have peace of mind that we can reach you

**We want to keep you in the loop on any gas service interruptions, beneficial programs and more.**

Visit [myavista.com/profile](https://myavista.com/profile) or call (800) 227-9187 to make sure your contact information is up to date.

## Connect with us

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