



# Analyze your bill



**The Avista online bill analyzer tool will identify the major causes of change in your energy use.** This tool will also suggest ways to reduce energy use and lower bills.

Bill Analyzer details how your bill was impacted by weather, billing days, average cost, daily usage, and other factors. Plus, you can compare previous bills to learn how to adjust your usage and keep costs in check. To try Bill Analyzer, register for a free online My Account.

Sign up today at [avistautilities.com](http://avistautilities.com) to see how your energy use compares.

## Natural gas is an essential part of your energy mix

**Avista delivers natural gas to more than 316,000 customers in Washington, Oregon and Idaho.** We also use natural gas as a fuel to generate electricity.

Natural gas is a versatile, dependable source of energy, with many benefits:

**Economical:** In today's energy market, it remains one of the best values.

**Clean:** Natural gas is the cleanest burning fossil fuel, with about half the carbon emissions of coal.

**Abundant:** Estimates predict at least 100 years' supply of natural gas in the lower 48 states at current consumption levels. More than 90 percent of our nation's natural gas is produced here in the United States.

**Reliable:** Natural gas can be stored and used to generate electricity during high demand or when intermittent energy sources like wind power are unavailable.

**Convenient and Efficient:** The most efficient use of natural gas is to have it delivered directly to your home for heating and cooking — this provides the best value for your energy dollar.

Visit [avistautilities.com](http://avistautilities.com) (keyword search: natural gas), to learn more.



## ENERGY SAVER



### A resolution you can keep

**If each of us does one small energy-saving action, we can have a big overall impact — after all, every little bit adds up.**

**Keep vents clear.** If you have things in front of heaters or on top of vents, you're warming those instead of your house.

**Check furnace filter.** Check the furnace filter regularly. If it's dirty, change it.

**Use drapes or shades.** Window coverings are one of the easiest ways to help insulate your house. Keep them closed on cold days and open on sunny ones.

**Unplug chargers.** Chargers for devices like computers, cell phones and other items, pull electricity even when they're not in use.

**Turn computers off.** Sleep and hibernation modes may save energy, but switching computers off at night is the difference between using some electricity and using none.

Visit [everylittlebit.com](http://everylittlebit.com) for more energy efficiency tips.

# connections

## YOUR SAFETY



### Clear the way to your meter

**Please keep your meter accessible.**

Winter is here, so we'd like to remind you to clear the snow and ice away from electric and natural gas meters. This will help prevent damage to the meters, provide easier, safer access for maintenance and emergency responders, and facilitate accurate meter reading.

Outdoor electric and natural gas meters are designed to withstand harsh winter conditions. However, falling ice or excessive snow weight can result in damage to the meters and cause problems for homeowners. Never kick, hit or use an open flame near a meter or its piping to break away built-up snow or ice.

If your meter is covered with solid ice, don't attempt to remove it yourself. Please call Avista for assistance at (800) 227-9187.

## Cash: the gift that keeps on giving

**At Avista, we're going green by giving you some green to do the same.**

Install high-efficiency equipment in your home, and we'll help you pay for it. Take a look:



<b>\$200 REBATE</b>	<b>Tankless water heater*</b> with 80% or higher E.F. rating <b>Natural gas furnace*</b> with 90% or higher A.F.U.E. rating
<b>\$150 REBATE</b>	<b>Direct vent space heater*</b> with 80% or higher A.F.U.E. rating
<b>\$100 REBATE</b>	<b>Chimney damper for existing construction</b> (installed by licensed contractor)
<b>UP TO \$50 REBATE</b>	<b>Programmable thermostat**</b> with filter-change reminder <b>Tank water heater*</b> 40-gallon with .62 or higher E.F. rating <b>Tank water heater*</b> 50-gallon with .60 or higher E.F. rating
<b>\$100 BONUS</b>	<b>Install qualified heating AND water heating equipment within 30 days</b> and receive an additional \$100

Learn more at [everylittlebit.com](http://everylittlebit.com).

\* Must be listed with GAMA or ODDE: [gamapower.org](http://gamapower.org) or [www.oregon.gov/ENERGY/CONS/RES/RETC.shtml](http://www.oregon.gov/ENERGY/CONS/RES/RETC.shtml).

\*\*Thermostat controls gas furnace.

Must be Avista natural gas customer to qualify. Go to [everylittlebit.com](http://everylittlebit.com) for additional information.

## Your may qualify for a special tax credit

**You or someone you know might save tax money through the Earned Income Tax Credit.** The following may qualify, though certain restrictions apply:

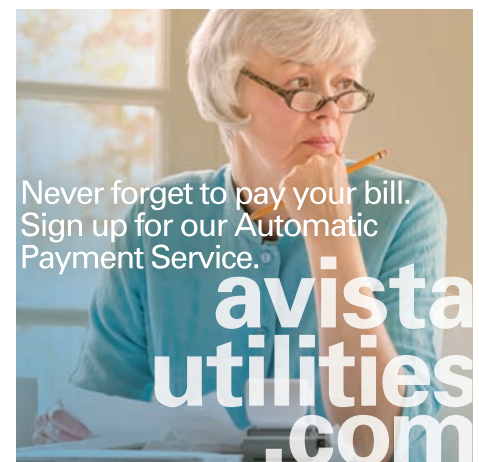
Families who have one child and earned less than \$36,052 in 2011 (or less than \$41,132 for married/filing jointly) may be eligible for a credit of up to \$3,094.

Families who have two children and earned less than \$40,964 in 2011 (or less than \$46,044 for married/filing jointly) may be eligible for a credit of up to \$5,112.

Families who have three or more children and earned less than \$43,998 in 2011 (or less than \$49,078 for married/filing jointly) may be eligible for a credit of up to \$5,751.

Workers who do not have a qualifying child and earned less than \$13,660 in 2011 (or less than \$18,740 for married/filing jointly) may be eligible for a credit up to \$464.

For free tax-preparation help, call (888) 227-7669, or go to [www.irs.gov](http://www.irs.gov).



Never forget to pay your bill. Sign up for our Automatic Payment Service.

**avista  
utilities  
.com**