

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 to see how your energy use compares.

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.

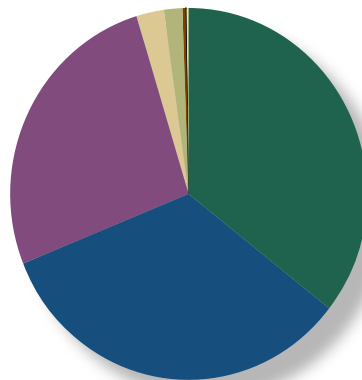
Visit everylittlebit.com for more energy efficiency tips.

The Avista fuel source mix

Our diversified mix of fuels allows us to meet energy demand reliably and at the lowest rate possible.

In 2010, we generated or purchased a diversified mix of resources to provide you with energy you can count on.

Participating customers purchased the environmental offsets associated with 71,453 megawatt-hours of new renewable energy like wind power and biomass through Avista's Buck-A-Block program. Participating customers paid for and received the benefit of the emission-free energy, so it isn't reported in Avista's resource mix.



■ Natural Gas	35.66 percent
■ Hydro	33.35 percent
■ Coal	26.52 percent
■ Biomass	2.49 percent
■ Waste	1.43 percent
■ Nuclear*	0.30 percent
■ Cogeneration	0.12 percent
■ Petroleum	0.08 percent
■ Landfill Gases*	0.02 percent
■ Other	0.02 percent
Total:	100 percent

Source of data: As reported by Avista Utilities to, and published by, the State of Washington Department of Community, Trade and Economic Development, Energy Policy Division, for the 2010 calendar year.

* Avista doesn't own or operate landfill gas or nuclear generation facilities.

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.

Avista makes it simple to recycle your old freezer or refrigerator

Now is a great time to take advantage of the Avista Refrigerator Recycling Program.

You will get \$30 plus convenient and free pickup of your old unit.

**\$30
REBATE**

**SAVE UP TO
\$100
A YEAR ON
ELECTRICITY**

Older refrigerators and freezers, especially those built before 1990, can consume up to four times more energy than new, more efficient models.

Once picked up, the old units are transported to a recycling facility operated by JACO Environmental. The units are dismantled and recycled through a process that recycles up to 95 percent of the unit.



Avista also offers customers an option to contribute to Project Share by donating your \$30 rebate. Project Share provides energy assistance to local neighbors in need. Ask your JACO representative about the Project Share donation option.

Here's what you need to do:

- Be an Avista electric customer
- Own the appliance you want to recycle
- Make sure your unit is in working condition and manufactured in 1995 or earlier and start saving now!

For a free pick-up, call (877) 577-0510 or visit everylittlebit.com today.

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.

