



Choices, when you need them most.

We can help with flexible ways to pay your energy bill.

Today, more and more families are concerned about keeping up with expenses in a difficult economy. That's why we give our customers the power to manage their energy bills with payment options.

Preferred due dates, which give customers the ability to specify payment dates for monthly bills.

Flexible payment plans to help customers who may be having difficulties paying energy bills.

Comfort-level billing, a way to smooth out season high and lows by dividing your bill into 12 equal payments.

Energy assistance programs for limited-income customers.

To find out if you qualify for payment options, visit avistautilities.com/assistance or call us at (800) 277-9187.

Michelle specializes in customer service at Avista.



ENERGY SAVER



Time to replace your furnace filter

Replacing dirty filters regularly can improve your furnace's efficiency.

When filters are clogged with dirt and particles, air cannot flow easily. The furnace must work harder — and a furnace that does not operate efficiently will cost you more in energy bills.

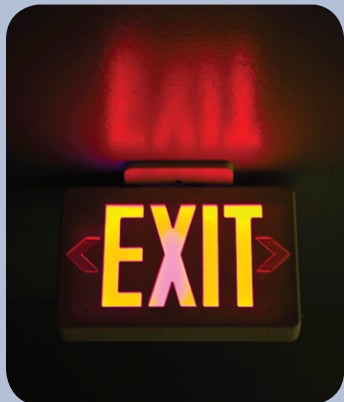
To replace disposable filters, pull out the old filter located in a simple-to-find spot generally on or near the furnace. Make a note of how it was inserted. Most filters indicate the top, bottom and correct direction for installation. The dimensions and description will be clearly marked on the filter. Thickness is important, so be sure you use the full dimensions when you buy a replacement.

If you have permanent, non-disposable filters carefully pull them out and clean them monthly as well. Follow the manufacturer's instructions.

Look for more energy-saving tips at everylittlebit.com.

connections

YOUR SAFETY



Natural gas safety

Natural gas is odorless, colorless and nontoxic in its natural state. We add an odorant that smells like rotten eggs so you'll know right away if there's a problem in or around your home.

If you smell or hear a gas leak, take these precautions:

- Don't smoke, light matches, turn your electrical switches on or off, use the telephone or do anything else that might create a spark.
- Open your windows and outside doors, if possible.
- Evacuate everyone in your home or building, and stay out until someone from Avista tells you it is safe to return.
- Keep others away from the area.
- Call 911, and then Avista at (800) 227-9187, from a neighbor's phone or cell phone at a safe distance.

For more information about natural gas safety, visit avistautilities.com (keyword search: your safety).

Your money. You earned it. Now claim it!

If you worked in 2011, you may qualify for a federal Earned Income Tax Credit. And you can get free tax preparation help to file for it. 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. You can also dial 211 and ask for the free tax site nearest you.



Do you have drafty windows or doors?

Try one of these do-it-yourself solutions:

- Apply weather-stripping.
- Use foam sealant or caulking.
- Use a plastic-film storm window kit.
- Use window coverings.

Find more information and tips at everylittlebit.com.

Staying in contact

In case of an outage, it's easy to connect with us.

- **Make sure your Avista account information is current.** Having your current primary phone number makes it easier to locate your account when communicating with us and for us to contact you in the event of a planned power outage. An easy way to do that would be to use our website and create a MyAccount.
- **Add Avista's web site — avistautilities.com — to your Favorites**, especially if you'll be using a computer with Internet connectivity that will work in a power outage or using a smart phone.
- **Put Avista's (800) 227-9187 phone number in your contact list** or on speed dial if you have a land line. If the power goes out at night, it will be easier to report your outage.
- **When calling Avista**, just say "Power Outage" or press 1 at the main menu. This will allow you to hear outage information and report your outage. If you then want to speak with a customer service representative, you can do so by saying "Representative" or by pressing 0.

