



Let us help you with your past-due energy bill.



The Power of Compassion

The pandemic has been financially hard on many people. Avista cares and is doing something about it—by providing COVID-19 Debt Relief grants to help residential customers who are behind on their energy bills.

If you have a past-due balance, you may qualify to receive funds to pay some or all of what you owe.

The grants are available through September 30, 2022, or until funding runs out—whichever occurs first. So please, call us today at **(800) 227-9187**.

Other ways we can help

Recognizing the uncertainty that the pandemic has created, we want to assure you that help is available for your current and future bills, as well. Let us assist you with:

Payment arrangements

Short-term and long-term payment arrangements can be made on an individual basis.

Comfort Level Billing

We divide your yearly energy costs into 12 equal and predictable monthly payments.

Preferred due date

Aligns your bill's due date with your payday to help your budgeting during the month.

If you need additional assistance to pay your bill, contact your local community action agency to see if you may qualify for our other assistance programs.

To find the agency nearest you, please visit our website at myavista.com/assistance or call us at (800) 227-9187.

Our Customer Service Representatives are available Monday through Friday from 7:00 a.m. to 7:00 p.m. and Saturday from 9:00 a.m. to 5:00 p.m.

