



## Avista prepared for winter weather expected to move through the region

10/22/20

**Spokane, Wash. Oct. 22, 2020:** Winter weather forecasted to begin Friday morning across Avista's Washington and Idaho service area will bring the possibility of outages. Wet snow, weighing heavily on branches that have yet to lose their leaves, could result in falling trees or tree limbs, causing downed power lines. Avista is prepared to respond and is urging customers to prepare for potential storm damages and outages.

As part of ongoing operations, Avista continues to follow the National Weather Service forecasts closely. At this time, Avista crews are ready with fueled and stocked fleet vehicles, warehouse supplies are in place in Spokane and outer offices, assessment teams are standing by along with wire guard teams to help ensure public safety near downed power lines, tree crews are prepared, and employees are ready to assist in storm-related activities.

### Reporting an outage

Customers who experience a power outage are encouraged to report it online or through their mobile device at [www.myavista.com/outage](http://www.myavista.com/outage) or by calling (800) 227-9187. Updated outage status information, including estimated restoration times, when known, is also available on Avista's website. Customers can also follow Avista's Facebook and Twitter accounts for updates.

Avista's mobile app can also be downloaded in the Outage Center and via [iTunes](#) or [Google Play](#). Registered customers can also text 'OUT' to 284-782.

### Safety during a power outage

Avista suggests customers take the following steps during an outage:

- Turn off all the appliances that were on before the power went out.
- Unplug electronic equipment, including computers.
- Leave a light or radio on as an alert when power has been restored.
- Help Avista crews working in a neighborhood know which homes have power by turning on the front porch light.
- Do not wire an emergency generator into a home's electrical system, unless there is a disconnect switch to separate generated power from Avista's distribution system. Back feed into power lines could injure or kill a lineman working to get electricity restored.
- Use a generator only to run specific appliances and locate it outside so poisonous carbon monoxide fumes do not enter the home.

Watch this [video](#) for more information on Avista's outage restoration process. Remember to call 911 and Avista immediately at (800) 227-9187 to report the location of a downed power line and if you smell natural gas.

More suggestions for preparing for a power outage and what to do during an outage, along with information on the outage restoration process is available at [myavista.com](http://myavista.com) in the [Outage Center](#).