Avista electric outage restoration ongoing across Washington and Idaho Initial estimated restoration times by service area available

January 14, 2021

Spokane, Wash. Jan. 14, 2021, 5:00 p.m.: Crews have continued assessments and repairs throughout the day Thursday to restore power to customers who lost power as a result of Wednesdays significant windstorm. At the peak of the storm, the windstorm matched the speeds of the historic 2015 storm, and approximately 70,000 Avista electric customers were without power. As of 5:00 p.m. Thursday, approximately 32,411 are without power, with more than 1,300 unique outage incidents.

All available resources are working to restore customer outages, including over 60 Avista line crews, 28 contract crews and 19 vegetation management crews. Avista was also able to acquire an additional 9 mutual aid crews from utilities outside the area to support the restoration, for a total of 390 people working directly on outage restoration.

The storm caused damage to both the transmission and distribution systems, with the primary damage involving trees coming into contact with lines and bringing wires down. Crews continue to navigate downed trees and debris across significant territory, at times rugged and difficult to reach in some areas, adding complexity in assessing the full extent of the damage. The continuing assessments and repairs will be time-consuming.

While Avista continues to assess damage, initial estimated restoration times by service or geographic area have been provided. These estimated restoration times are not specific to individual customer homes or businesses, and actual restoration times may be shorter or longer. As further assessments are completed and resources assigned for repairs, estimated restoration times will be updated. Customers within these areas can use these estimated restoration times as a guide.

Estimated Restoration Times by Service Area

Area	Number of Customers	Estimated Restoration Time
Colville, WA	719	Saturday, January 16 - 1:00 PM
Spokane, WA	21,508	Sunday, January 17 - 6:00 PM
Coeur d'Alene, ID	13,987	Saturday, January 16 - 10:00 PM
Sandpoint, ID	920	Friday, January 15 - 3:00 PM
Kellogg, ID	10,153	Still Assessing
St. Maries, ID	2,854	Saturday, January 16 - 9:00 PM

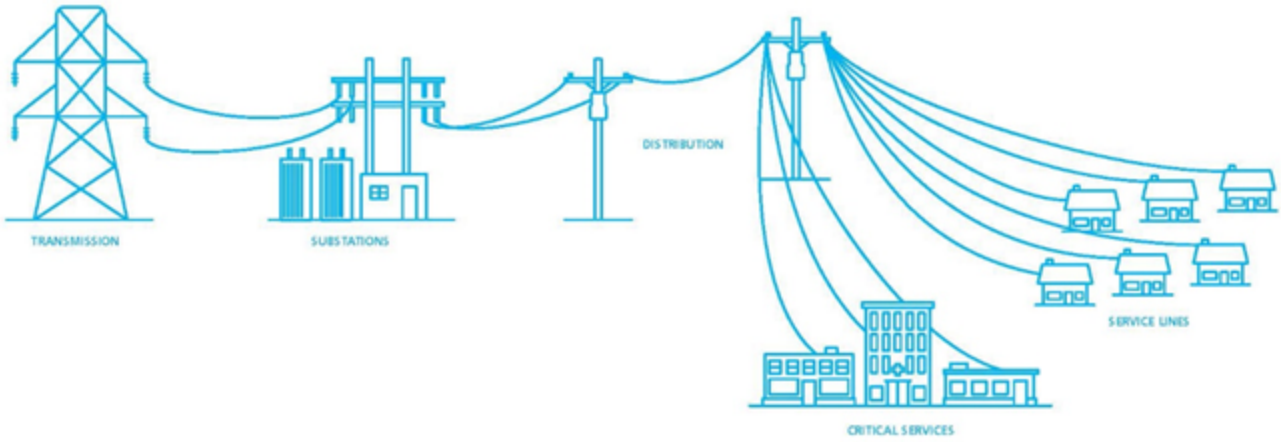
Avista is encouraging customers to be prepared for extended outages and make arrangements for resources as needed. Spokane County Emergency Management can provide help for the following situations:

- If a home is severely damaged and the individual/family needs help, is unable to do the work themselves and does not have insurance.
- If a home is uninhabitable and the individual/family needs shelter.
- If an individual needs power due to medical reasons.

For assistance, customers in the city of Spokane can call 311 and customers in Spokane County can call 509-755-CITY (2489) 7 a.m. - 6 p.m. daily.

Avista's restoration process and approach

To restore power, Avista focuses on restoring power to critical infrastructure first, such as transmission lines and substations, and emergency facilities like hospitals. These restoration efforts may not be as visible to customers given the location of this infrastructure across Avista's system. Once critical customers and transmission lines are restored, crews then work to make repairs that will restore power along impacted distribution feeder lines to a larger number of customers. This will leave some customers without power while their neighbors have been restored. Avista crews will come back through to restore individual outages in neighborhoods, which means customers may see service people in their neighborhoods multiple times. While customers may not always see the restoration efforts, they can be assured that crews are working steadily around the clock as quickly and as safely as possible to restore power to all customers.



Safety during an outage
Avista wants its customers to stay safe. With this storm, trees have brought a significant amount of power lines down. Customers should treat all power lines as if they are energized. Customers should stay away from any downed power lines, not attempt to remove limbs from downed or sagging power lines, and should not drive over power lines. If customers see a downed power line, they should call 911 immediately and then Avista at (800) 227-9187 to report its location.

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. Backfeed 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.

What customers can do
Customers can report a power outage online or through their mobile device at www.myavista.com/outage or by calling (800) 227-9187. They can also download the mobile app for reporting. Registered customers can also text OUT to AVISTA (284-782) or STAT to get current status.

To register, text REG to AVISTA (284-782). The phone number must match the number on the account.

Updated outage status information, including estimated restoration times, when known, is also available on the outage map.

Customers can also follow Avista's Facebook and Twitter accounts for updates.

Customers can aid in the restoration process by checking their service equipment for needed repairs. All of these repairs need to be made by a licensed electrician before we can safely restore power to the home. If a customer's home sustained damage during this storm, the overhead mast may need attention and repair. The mast is usually located on the roof, where electric service connects from the power pole to the home. Customers should look for an overhead mast that is bent and pulled away from the house, causing a wire to hang, or to see if the bent mast broke the fitting where the wire connects to the electric meter. Customers should also look to see if they have a broken meter fitting that caused an arc or burned meter socket.



To find a licensed, bonded and insured electrician, customers can visit www.myavista.com/dealer-search.

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About Avista Utilities
Avista Utilities is involved in the production, transmission and distribution of energy. We provide energy services and electricity to 395,000 customers and natural gas to 364,000 customers in a service territory that covers 30,000 square miles in eastern Washington, northern Idaho and parts of southern and eastern Oregon, with a population of 1.6 million. Avista Utilities is an operating division of Avista Corp. (NYSE: AVA). For more information, please visit www.myavista.com.

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