



No protective outages planned for Avista customers Thursday while monitoring in certain areas continues Customer conservation remains a key component of continued reliability

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SPOKANE, Wash. – July 1, 2021: Avista does not plan to complete proactive protective outages on Thursday, as ongoing electricity conservation by customers, grid modifications and shifting of electric load has alleviated some of the strain on the electric system. Avista will continue to monitor those areas where the system is impacted by the heat. Should the situation change throughout the day, Avista will proactively notify those customers that would be impacted by an outage. A map that identifies areas being monitored is available at myavista.com/conserve.

Over the course of this week, the number of protective outages in the Spokane and Lewiston, Idaho areas decreased each day, due to the efforts to reduce the strain on the electric system. On Monday, 24,000 customers experienced outages. This number decreased to 8,660 on Tuesday and decreased again on Wednesday to 603 customers in the Lewiston area. There were no proactive, protective outages in the Spokane area on Wednesday.

Customer conservation has been a key component of reducing the need for focused, protective outages and supporting reliability of electric service. As temperatures are expected to be high heading into the weekend, Avista urges customers to continue to be mindful of their electricity use and conserve at least through Friday, July 2, from 1 to 8 p.m. each day.

"We are grateful to our customers for their partnership in conserving energy this week as we all manage through the record-breaking heat wave. This is making a real, impactful difference," said Dennis Vermillion, Avista president and CEO. "We continue to monitor the system so we can provide reliable energy for all, and we appreciate the ongoing efforts to use electricity efficiently. We are also grateful to our customers who experienced outages for their patience and understanding. We know that these outages were challenging and frustrating, and we commit to improving into the future," Vermillion said.

Outages are possible on the system due to other events such as equipment issues, damage to poles, etc., as they are during any time of year.

Tips for conserving electricity during the heat

Reducing the use of air conditioning and other large electrical appliances can have a significant impact on electric usage. If using air conditioning, customers can increase the setting on the thermostat to 78 degrees or set it as high as they can while still maintaining comfort. Programmable thermostats can also be used to adjust temperature settings several times per day on a preset schedule.

Other conservation measures Avista encourages customers to consider include:

- Reduce the use of heat producing appliances such as dishwashers, ovens, ranges and dryers
- Keep drapes and blinds closed during the day to block out heat from the sun
- Use an outdoor BBQ instead of cooking on the range
- Use small electric appliances or a microwave for cooking instead of your stove or oven
- Use a box fan to cool when possible
- Remember that room air conditioners are generally least efficient if they have to cool more than one room at a time
- Replace air conditioning filters frequently and make sure central air conditioning units are clear of debris

Customers can view a complete list of summer weather and energy conservation tips and information at myavista.com.

Customer resources and support

Avista understands that the extreme and prolonged heat may present challenges for our customers, and we want all of our customers to stay safe and healthy. Customers who need support during this time are encouraged to call 211, or visit www.wa211.org or www.211.idaho.gov.

About Avista Utilities

[Avista](http://www.avista.com) Utilities is involved in the production, transmission and distribution of energy. We provide energy services and electricity to 400,000 customers and natural gas to 367,000 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.](http://www.avista.com) (NYSE: AVA). For more information, please visit www.myavista.com.

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