



Avista thanks the community for their resilience during the storm

March 15, 2026

Community support and perseverance boosted crew morale while repairing outages

Spokane, Wash. March. 15, 2026: Avista announced Sunday that crews and support staff have resumed regular operations following the successful restoration of power to most customers affected by Wednesday's windstorm. Over four days, Avista teams and contract partners worked tirelessly to restore service to more than 60,000 customers who experienced outages during the peak of the storm.

The March 11 windstorm brought significant damage to the Inland Northwest, with strong winds knocking down trees and branches onto power lines and poles. Avista quickly deployed additional resources, activating support staff and contractors to speed up restoration efforts.

By Saturday evening, Avista crews finished repair work across the region, moving from one impacted area to the next to return electricity to homes and businesses. The toughest challenges were in remote locations, where rough terrain, recent snowfall, fallen trees, damaged poles and debris slowed progress.

Nearly 300 people were directly involved in restoration efforts. In addition to the frontline electric crews who replaced poles, reconnected lines and rebuilt infrastructure, many support staff and community partners contributed to the recovery. Local organizations served meals to utility workers, while shelters in rural areas offered warmth for towns during the outages. This coordinated response highlighted the dedication of everyone involved, as they worked together to restore power and support the community after the storm.

"We're grateful for our customers' remarkable patience and for the unwavering determination shown by every member of our crew throughout the restoration process," said Heather Rosentrater, Avista president and CEO. "The Inland Northwest's stunning landscapes often bring unique obstacles. This time, heavy snowfall and rugged, hard-to-reach rural areas made access difficult for our teams. Yet, through collaboration and commitment from both our staff and contractors, we were able to meet these challenges head-on. The understanding and encouragement we received from our communities truly made a difference, and we are deeply appreciative. Last week also marked our 137th anniversary of serving the communities we cherish so much, and this milestone reminds us how proud we are to stand alongside you, especially in times of need."

Safety and preparation for outages

With unpredictable weather in our region, outages can occur at any time. We always want our customers to stay safe and be prepared.

During an outage, Avista suggests customers be prepared to:

- 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.
- Use a generator only to run specific appliances and locate it outside with the exhaust facing away from the house so poisonous carbon monoxide fumes do not enter the home.

Avista also wants customers to remember never to 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.

When an outage does occur, customers can report it online or through their mobile device at 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](#), [Instagram](#) and [X](#) accounts for updates.

For those still without power

Some customers are still without power after the storm. Crews will continue working to restore these locations.

In cases where a customer's service equipment is damaged, Avista will not be able to restore power until a licensed electrician has made repairs. Customer-owned service equipment includes an overhead mast (where power connects to your home) and meter box. If the overhead mast is bent or pulled away and causing a wire to hang, if the fitting where the wire connects to the electric meter is broken, or if there is damage to the meter or meter socket, customers must have a licensed electrician make repairs before Avista can turn your power back on.



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

Events like this remind us how important it is to stay connected. Customers can visit myavista.com to confirm or update their contact information. When contact information is current, Avista can quickly communicate important updates, especially during outages or weather events, to help customers prepare for potential impact and stay safe.

About Avista Utilities

[Avista](https://www.myavista.com) Utilities is involved in the production, transmission and distribution of energy. We provide energy services and electricity to 422,000 customers and natural gas to 383,000 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 1.7 million. Avista Utilities is an operating division of [Avista Corp.](https://www.avistacorp.com) (NYSE: AVA). For more information, please visit www.myavista.com.

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