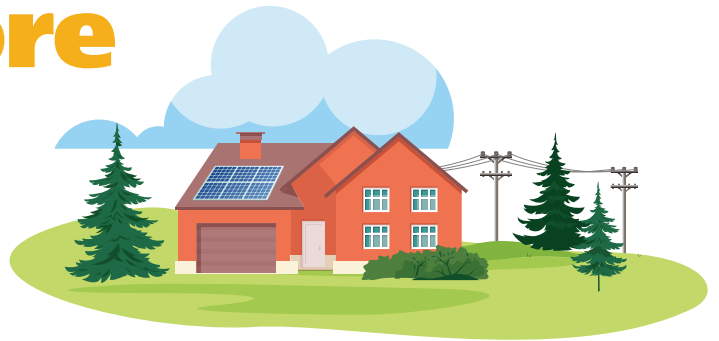


# Avista is fighting wildfires before they happen.

**Proactive measures to combat evolving wildfire risk.**



## Strengthening Our System

Avista is strengthening its power system, particularly in areas with higher fire risk. This means replacing wooden transmission poles with steel, adding a special fire-retardant wire mesh to wood poles, and replacing wooden cross-arms on poles with stronger fiberglass that is better at protecting the electrical equipment and reducing the chance of sparks.



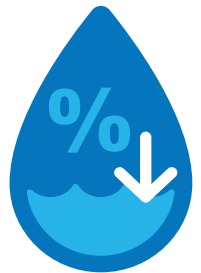
## Managing Trees and Brush

We trim trees and brush away from power lines throughout our service territory. Avista works with property owners to remove trees near our system in high-fire-risk areas. We also keep an eye out for problem trees using aerial surveys, ground patrols, and LIDAR, a remote-sensing data-capture technology.



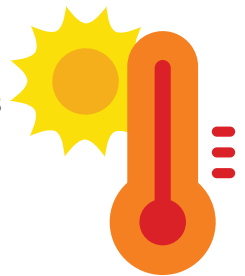
## Watching Weather Conditions

Avista uses a Fire-Weather Dashboard with a program to predict when the fire risk is high in our service areas. It helps us monitor wind speeds and low humidity and, when necessary, adjust operations, such as switching to enhanced Fire Safety Mode. The dashboard can look at individual circuits to pinpoint specific areas and minimize customer impact.



## Fire Safety Mode

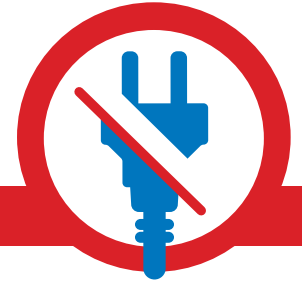
Avista transitions parts of our system to Fire Safety Mode when the weather gets hot and dry, around late June or early July. Fire Safety Mode enhances safety measures on our power lines in high-risk fire areas.



Usually, our lines try several times to clear an electric fault to reduce outage times. During high fire risk conditions, this could cause a fire if the line has fallen or is touching another object. In Fire Safety Mode, the line won't automatically attempt to re-energize, so Avista crews can manually patrol the line to ensure nothing will cause a fire. Only then will the line be turned back on. This can mean longer outage times, but it keeps everyone safer.

Throughout the season, we constantly monitor and can make the settings even more sensitive when dry, windy conditions are forecasted.





## Public Safety Power Shutoffs

As a last resort measure during extreme weather events, Avista may implement Public Safety Power Shutoffs (PSPS). This is where we preemptively turn off power to select locations just before extreme weather hits. We only do it when necessary to protect you, your property, and your community from potential wildfires. Learn more at [myavista.com/PSPS](https://myavista.com/PSPS).

## Working with First Responders

Avista's team works closely with firefighters during wildfire emergencies as part of the incident command structure. We have made agreements with local and state agencies to quickly respond to concerns.

## How You Can Help

Make sure Avista has your current contact information so we can communicate with you during immediate or potential outages. To update your information, visit [myavista.com](https://myavista.com) or call customer service at **(800) 227-9187**.

Also, if you have medical devices that rely on electricity, let us know. We will add you to a list of customers who receive extra notifications in the event of an extended outage. Learn more at [myavista.com/medicalequipment](https://myavista.com/medicalequipment).

## Be Prepared for Outages

Store emergency supplies, such as flashlights and backup portable chargers, all in one place. Be sure to include a few days' supply of shelf-stable food and water for all people and pets in your home. Learn more at [myavista.com/outages](https://myavista.com/outages) to create your to-do list in case of an outage.