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Avista continues restoration efforts after Sunday's windstorm

Spokane, Wash. March. 29, 2021, 11:00 a.m.: Following Sunday's windstorm, Avista crews and staff continue responding to the remaining outages. At the peak of the windstorm, approximately 18,600 Avista customers were without power, with 120 incidents reported. As of 10:00 a.m. Monday, 15,100 customers have been restored, with approximately 3,500 customers still without power because of the windstorm.

It is expected that many of those customers still without power will be restored by noon today. Those customers in the hardest hit areas, including Coeur d'Alene, St. Maries and Grangeville, Idaho, are expected to be restored by 6:00 p.m. Monday.

As of 10:00 a.m. Monday morning a separate transmission issue is occurring in Colville impacting 11,883 Avista customers. That outage is currently under assessment and information will be provided on myavista.com/outage when more is known.

Outages began to occur on Avista's system at 3:00 p.m. Sunday and continued to occur throughout the evening. Soft and saturated ground due to recent rain has contributed to the number of trees that came down as a result of the wind. Across the region, trees coming into contact with electric lines and equipment caused damage to the transmission and distribution system. Due to redundancies built into the electrical system, Avista was able to reroute power, restoring service to some customers sooner.

"In the wake of Sunday's windstorm, Avista crews are working to restore power as quickly and safely as possible," said David Howell, Avista's Director of Operations. "Strong winds, combined with wet, saturated soil resulted in trees coming into contact with our power poles and lines. We prepare for events like this, but you never fully know what will happen until the winds subside and our crews assess the damage. We have all available resources focused on restoring service to those customers still without power. As crews clear downed trees, powerlines, and debris, access to some areas can be difficult and take more time. We live and work in the communities we serve, and we appreciate our customer's patience."

Safety during an outage

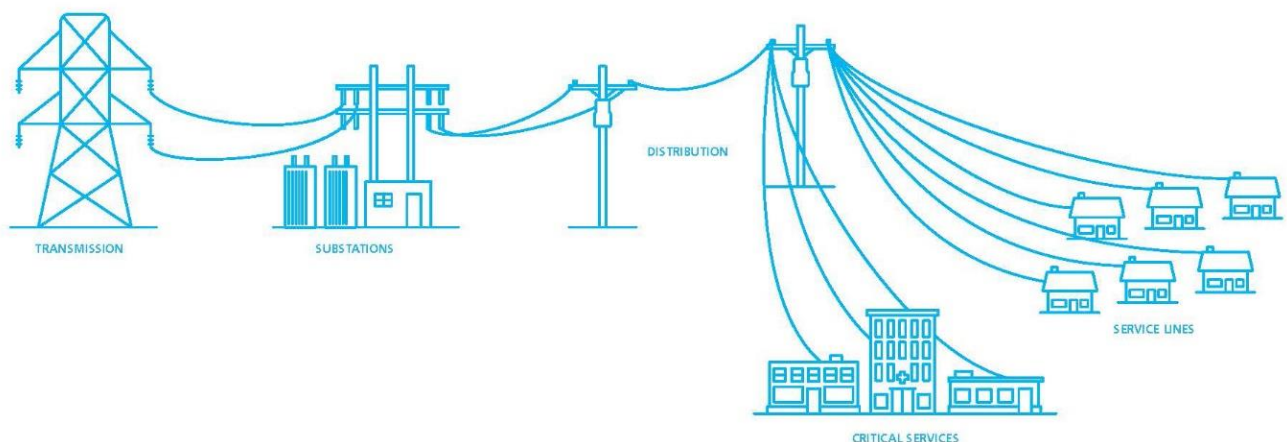
We want our customers to stay safe. Customers should treat all power lines as if they are energized. Customers should stay away from any downed power lines, not attempt to remove limbs from downed or sagging power lines, and should not drive over power lines. If customers see a downed power line, they 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.

Restoration process

To restore power in an outage, we focus 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 neighborhood's multiple times.



What customers can do

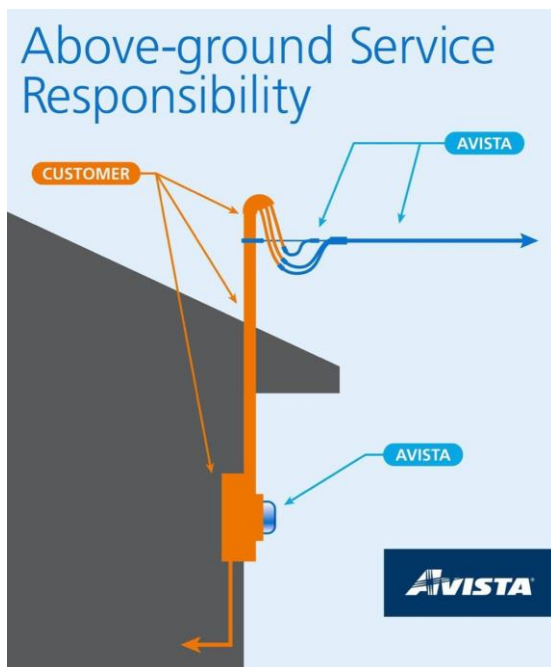
Customers can report a power outage online or through their mobile device at www.myavista.com/outage or by calling (800) 227-9187. They can also download the [mobile app](#) for reporting. Registered customers can also text OUT to AVISTA (284-782) or STAT to get current status.

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.

About Avista Utilities

[Avista](#) 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.](#) (NYSE: AVA). For more information, please visit www.myavista.com.

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