



Equity Advisory Group

Equity Lens Session #1
Energy Assistance

October 13 and 15, 2021

Introductions & Agenda

Topic	Topic Owner
Welcome & Introductions	Amber
Overview of the Meeting: rules and intent	Amber
Customer Benefit Indicators	Annette
CETA Section 12	Ana
Bill Assistance	Ana
Weatherization	Renee
Energy Assistance and the Named Communities	Mikaela and Mike
Outreach and Engagement	Ana
Discussion	Amber
Your Support Team and Next Meeting	Amber

Guest Introductions

- Name
- Organization
- Interest in attending



Rules for Engagement



- Encouraged to actively participate in discussions
- Each member will be provided time to speak
- Healthy and civil debate is encouraged
- Members should be open to new ideas and concepts
- Respectful of differing opinions
- Collectively the group should strive to align varying options (e.g., identify shared goals for different perspectives)

Today's Meeting

IAP2's Public Participation Spectrum

Developed by the International Association for Public Participation

INCREASING LEVEL OF PUBLIC IMPACT				
INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Public Participation Goal:	Public Participation Goal:	Public Participation Goal:	Public Participation Goal:	Public Participation Goal:
To provide the public with balanced and objective information to assist them in understanding the problems, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.

- Intent to provide an overview of Avista's Energy Assistance Program
- Meeting format is informative and consultative
- We want to hear from you!



Clean Energy Implementation Plan Update

Annette Brandon

Clean Energy Implementation Plan

Public Participation Inputs



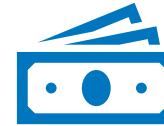
Identify Named Communities

Highly Impacted Communities
Vulnerable Populations



Benefits/Barriers “Equity Areas”

Benefits of Clean Energy
Prioritization
Barriers to Participation



Customer Benefit Indicators

Measurable
Accountable

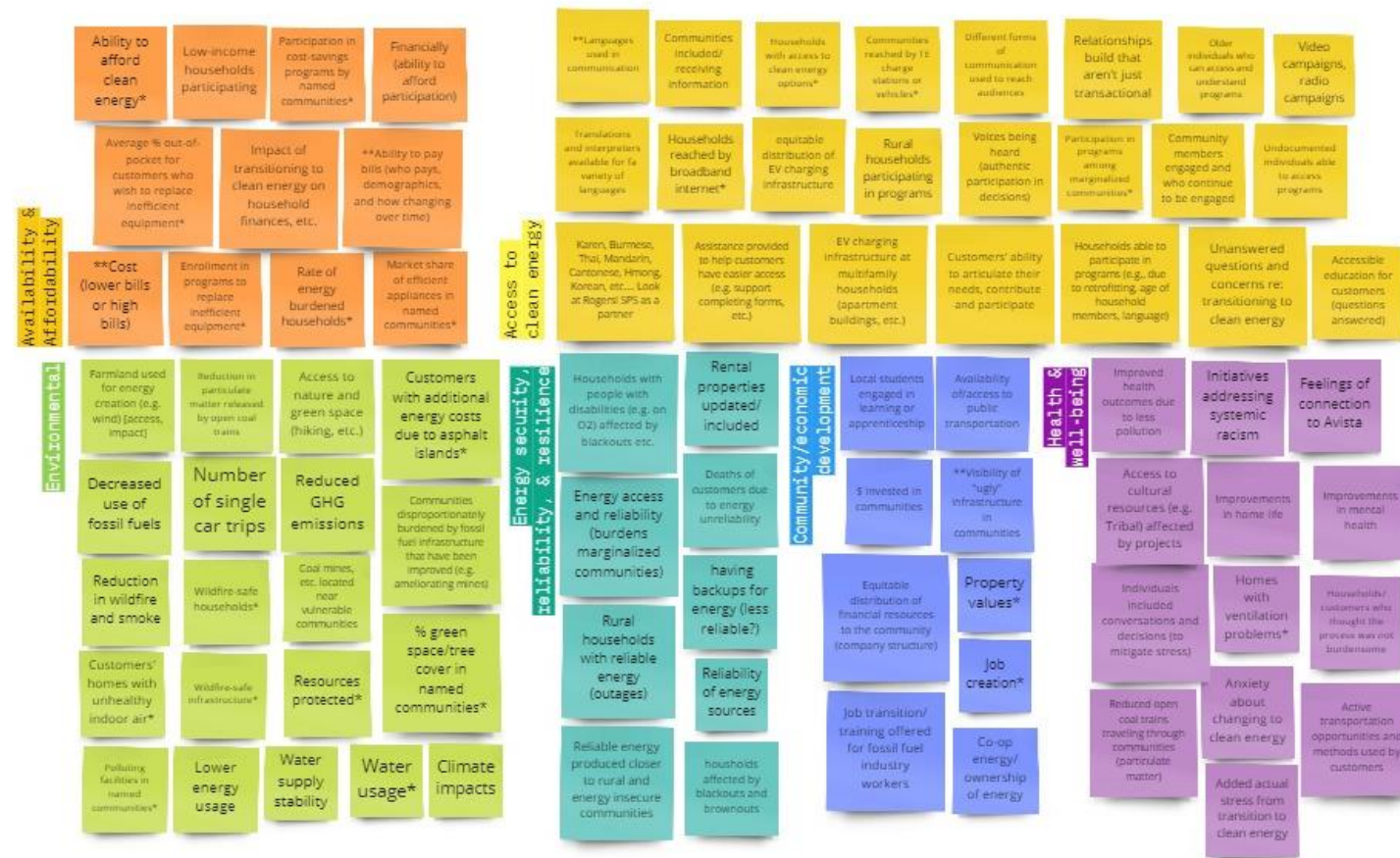


CEIP

Resource Mix
Lowest Reasonable Cost
Resource Adequacy

Developing Customer Benefit Indicators – From 86 touchpoints to 12 Final

- How could the transition to clean energy benefit (or unintentionally harm) customers?
 - Affordability
 - Environmental
 - Access to clean energy
 - Energy security, resiliency
 - Community/economic development
 - Health and well-being
- What may be some barriers or burdens?
 - Language
 - Cultural
 - Awareness
 - Transportation Access



Customer Benefit Indicators - Environmental

ENVIRONMENTAL

Locations "greened"
(trees planted,
greenspace
restored, blacktop
removed, etc.)
equitably

Reduced
risk of
wildfires

Natural and historic
resources protected
and appropriately
accessible (all
community and
named
communities)

Reduced
polluting
emissions

Locational
environmental
impacts (e.g.
facilities,
pollution)
equitably sited

How will we measure
Environmental Benefits?

- Number of Weighted Average Exceeding Health Levels
- Avista Plant Air Emissions

Customer Benefit Indicators - Access

ACCESS

Accessibility of methods/modes of outreach and communication (e.g., languages, print, media, etc.)

#/% of households (all customers and focus communities) and multi-family households reached by and utilizing EV charge stations, vehicles, and infrastructure

Support provided to increase access to programs and promote awareness among focus communities

of new, authentic, 2-way relationships with community

#/% of households (all customers and focus communities) reached by broadband internet

How will Avista help with this CBI?

- ✓ Partnering with internet/broadband Companies (Joint Use)
- ✓ Helping Communities be aware of State Funding
- ✓ TBD – further investigation needed

Customer Benefit Indicators - Other



Energy Burden

Measure more specific to Named Communities



Energy Availability

Identify additional methods for capturing and communicating customer outages



Indoor Air Quality

Work to identify a public health impact



Supplier Diversity

Work towards ensuring suppliers owned or serving Named Communities



Energy Assistance: Bill Assistance

Ana Matthews

Clean Energy Transformation, Section 12

- The intent of the legislature is to demonstrate progress toward making energy assistance funds available to low-income households
 - ✓ An electric utility must make programs and funding available for energy assistance to low-income households by July 31, 2021.
 - ✓ To the extent practicable, priority must be given to low-income households with a higher energy burden.
- A cumulative assessment of previous funding levels for energy assistance compared to the funding levels needed to meet:
 - 60% of the current energy assistance need, or increasing energy assistance by fifteen percent over the amount provided in 2018, whichever is greater, by 2030; and
 - 90% percent of the current energy assistance need by 2050



Washington Department of Commerce
[Clean Energy Transformation Act - Washington State Department of Commerce](#)

Bill Assistance: How Avista customers receive help with their bill

Funding Source	Program
Federal Funding	Low Income Home Energy Program (LIHEAP)
Tariff Funding	Low Income Home Energy Program (LIRAP)
Donations	Project Share
Tax Credit	CARES Donation
Various	Miscellaneous Grants from social service, government, churches, etc.

- Community Action Agencies (CAAs) administer LIHEAP, LIRAP and Project Share
- Tax Credit is made available by community-based organizations

Community Action Agencies & Tribes

Community Action Agency	County/Counties or Area Served
Washington Gorge Action Programs	Klickitat and Skamania Counties
Opportunities Industrialization Center	Grant and Adams Counties
Community Action Partnership	Asotin County
Community Action Center	Whitman County
Rural Resources	Stevens, Ferry and Lincoln Counties
SNAP Spokane Neighborhood Action Partners	Spokane County
Spokane Tribe	Customers residing on the Reservation

- Administer the federal program, Project Share and Avista programs
- Located throughout Avista service area
- Conduct Intake appointments to verify eligibility and determine benefit

Project Share

- Community Fuel Fund
 - Help those experiencing hardship or energy emergency
 - Donations from participating utilities, their employees and customers
- Administered by SNAP under their 501c3
- Funds distributed to agencies based on meter count



Low Income Rate Assistance (LIRAP)

Funding

Tariff on Rates

Purpose

reduce the energy burden among those customers who experience difficulty paying their energy bills

Oversight

Energy Assistance Advisory Group

Intent

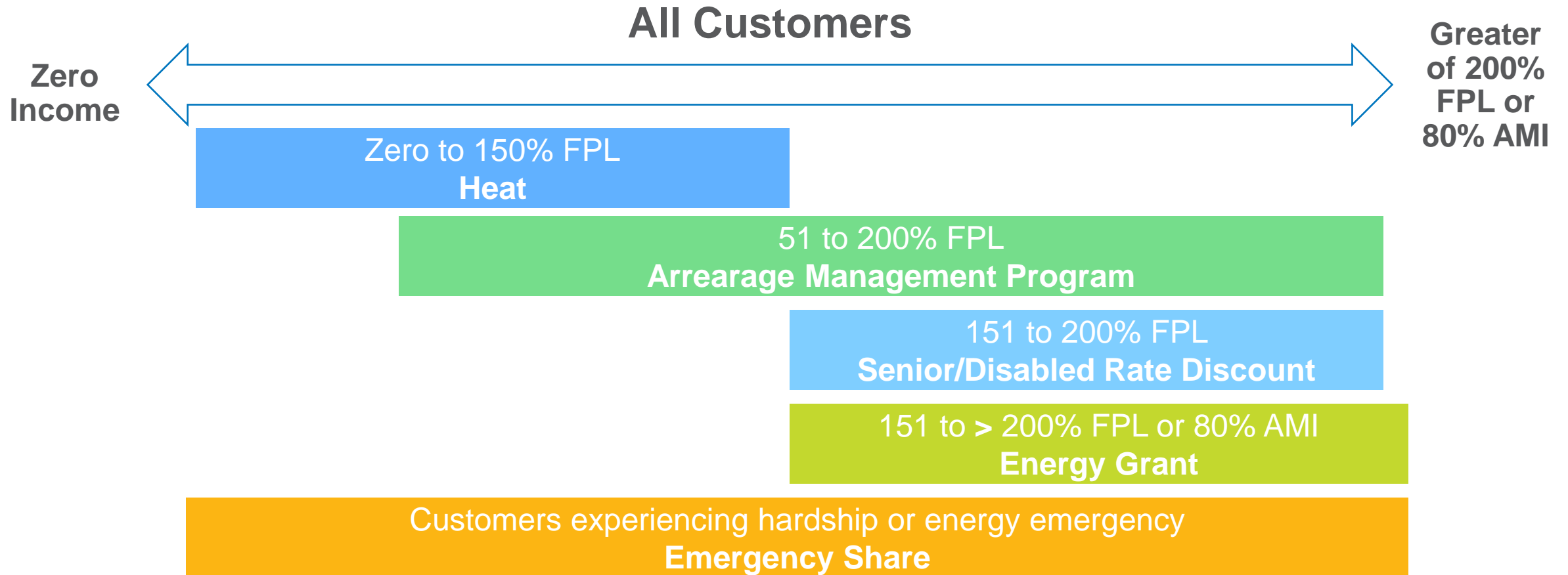
Encourage customers to explore ways of becoming self-sufficient.

Comprehensive educational program should be designed to contribute toward changing the behavior of customers with respect to energy conservation and efficiency

Goals

- Keep customers connected to energy service,
- Provide assistance to more customers than are currently served by the program,
- Lower the energy burden of LIRAP participants, and
- Ensure that LIRAP has the appropriate data to assess program effectiveness.

LIRAP sub-programs effective October 1



LIRAP Subprograms

Program	Description	Eligible Population
LIRAP Heat	Mimics LIHEAP for benefit determination Minimum award \$100 Maximum award \$1,000	0 to 150% FPL
Senior/Disabled Rate Discount	Customer elects electric or gas service for the monthly discount 2-year certification	151 to 200% FPL 60+ years and/or receiving disability income
LIRAP Energy Grant	Flat \$250 grant amount	151 to the greater of 200% FPL or 80% AMI (not senior or receiving disability income)
LIRAP Emergency Share	Mimics Project Share Maximum benefit \$350	Customers with hardship and/or energy emergency
LIRAP Arrearage Management Program	90% of arrears forgiven and amortized over 12 months 1/12 th forgiven for each on-time payment on current bill Maximum benefit \$2,500	51% FPL to 200% FPL

Work is underway by the Energy Assistance Advisory Group to assess current program design against CETA and Senate Bill 5295 requirements

LIRAP Income Guidelines 2022

Effective October 1, 2021

2022 Program Year										
Avista LIRAP Income Thresholds the greater of FPL or AMI	200% FPL		\$25,760	\$34,840	\$43,920	\$53,000	\$62,080	\$71,160	\$80,240	\$89,320
	Area Median Income									
	COUNTY	Median Income	1 Person	2 Person	3 Person	4 Person	5 Person	6 Person	7 Person	8 Person
Adams County, WA	Adams	\$59,200	\$39,550	\$45,200	\$50,850	\$56,500	\$61,050	\$65,550	\$70,100	\$74,600
Lewiston, ID-WA MSA	Asotin	\$72,100	\$40,050	\$45,800	\$51,500	\$57,200	\$61,800	\$66,400	\$70,950	\$75,550
Ferry County, WA	Ferry	\$55,600	\$39,550	\$45,200	\$50,850	\$56,500	\$61,050	\$65,550	\$70,100	\$74,600
Grant County, WA	Grant	\$69,500	\$39,950	\$45,650	\$51,350	\$57,050	\$61,650	\$66,200	\$70,750	\$75,350
Kennewick-Richland, WA MSA	Franklin	\$78,100	\$43,750	\$50,000	\$56,250	\$62,500	\$67,500	\$72,500	\$77,500	\$82,500
Klickitat County, WA	Klickitat	\$67,300	\$39,550	\$45,200	\$50,850	\$56,500	\$61,050	\$65,550	\$70,100	\$74,600
Lincoln County, WA	Lincoln	\$64,800	\$39,550	\$45,200	\$50,850	\$56,500	\$61,050	\$65,550	\$70,100	\$74,600
Pend Oreille County, WA HUD Metro FMR Area	Pend Oreille	\$58,200	\$39,550	\$45,200	\$50,850	\$56,500	\$61,050	\$65,550	\$70,100	\$74,600
Portland-Vancouver-Hillsboro, OR-WA MSA	Skamania	\$96,900	\$54,150	\$61,900	\$69,650	\$77,350	\$83,550	\$89,750	\$95,950	\$102,150
Spokane, WA HUD Metro FMR Area	Spokane	\$77,100	\$43,200	\$49,400	\$55,550	\$61,700	\$66,650	\$71,600	\$76,550	\$81,450
Stevens County, WA HUD Metro FMR Area	Stevens	\$63,600	\$39,550	\$45,200	\$50,850	\$56,500	\$61,050	\$65,550	\$70,100	\$74,600
Whitman County, WA	Whitman	\$73,900	\$41,400	\$47,300	\$53,200	\$59,100	\$63,850	\$68,600	\$73,300	\$78,050
									Greater Than	

Bill Assistance Programs Helping Customers

Program	Average Grants per Year	Average Grant Amount
LIHEAP – federal	6,888	\$412
LIRAP - Avista	17,686	\$351
Project Share - donations	419	\$229
CARES Donation	929	\$196
Miscellaneous Grants	7,351	\$111



Energy Assistance: Weatherization

Renee Coelho

Weatherization for Income Qualified Customers

- Avista provides \$3M to eight community action agencies in Washington state.
- Eligibility: 60% state median income or 200% of Federal Poverty Level whichever is greater.
- Serves Avista homeowners that use either electricity or natural gas as their main heat source.
 - Rentals considered with landlord participation
- Avista pays the full amount for efficiency improvement.
- Agencies also utilize federal dollars or other fund sources in the home.



Improvements: energy efficiency, health and safety



Types of improvements

Electric efficiency

Air infiltration (draft control)

Air source heat pump replacement

Attic insulation

Conversion to heat pump

Doors

Duct insulation

Duct Sealing

Floor insulation

LED lamps

Refrigerator replacement

Wall insulation

Windows

Natural gas efficiency

Air infiltration (draft control)

Attic insulation

Boiler replacement

Doors

Duct insulation

Duct sealing

Floor insulation

Furnace replacement

Water heater (storage or tankless)

Windows

Community Action Agencies & Tribal Housing Authority

- Same agencies that administer Avista’s bill payment program also serve the weatherization program.
 - ✓ Bill payment participants are main referral system.
 - ✓ Agencies confirm income eligibility along with coordination of the improvements to make the home more energy efficient.

Community Action Agency	County/Counties or Area Served
Lewis, Mason, Thurston County CAC	Klickitat and Skamania Counties
Opportunities Industrialization Center	Grant and Adams Counties
Community Action Partnership	Asotin County
Community Action Center	Whitman County
Rural Resources	Stevens, Ferry and Lincoln Counties
SNAP Spokane Neighborhood Action Partners	Spokane County
Spokane Tribal Housing Authority	Customers residing on the Reservation
Benton Franklin County Community Action Committee	Franklin County




Energy Assistance: Outreach & Engagement

Ana & Renee

Outreach & Engagement

- Avista Outreach
 - Energy Fairs and Energy Assistance Days
 - Mobile and General Outreach
 - Workshops
- Promotional & Marketing Campaigns (Avista & Agencies)
 - Print and digital advertising
 - Social Media
 - Earned Media
- General Customer
 - General and targeted
 - Bill Inserts



Let us help you with your past-due energy bill.


The Power of Compassion

The pandemic has been financially hard on many. Avista cares and is doing something about it—by providing COVID-19 debt-relief grants to help residential customers who are behind on their energy bills.

If you have a past-due balance, you may qualify to receive funds to pay some or all of what you owe.

The grants are available through September 30, 2022 or until funding runs out—whichever occurs first. So please, call us today.

(800) 227-9187
myavista.com/assistance



Déjenos ayudarlo con su factura de electricidad vencida.

El Poder de la Compasión

La pandemia ha afectado económicamente a demasiadas personas. La compañía Avista está preocupada por esta pandemia y está haciendo algo al respecto —proporciona subsidios de alivio de deuda corona virus (COVID-19) para ayudar a los clientes residenciales que estén atrasados en el pago de sus facturas de electricidad.

Si tiene un saldo vencido, es posible que cumpla con los requisitos para recibir fondos para pagar una parte o la totalidad de lo que debe de su deuda.

Los fondos están disponibles hasta el 30 de Septiembre de 2022 o hasta que se agoten los fondos, lo que ocurra primero. Así que, por favor, llámenos hoy mismo.

(800) 227-9187
myavista.com/assistance



Other modes of participant identification



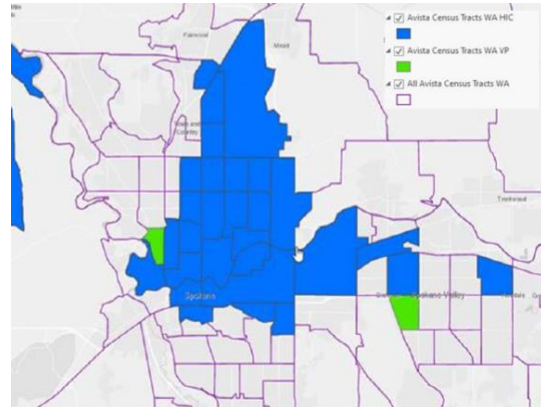
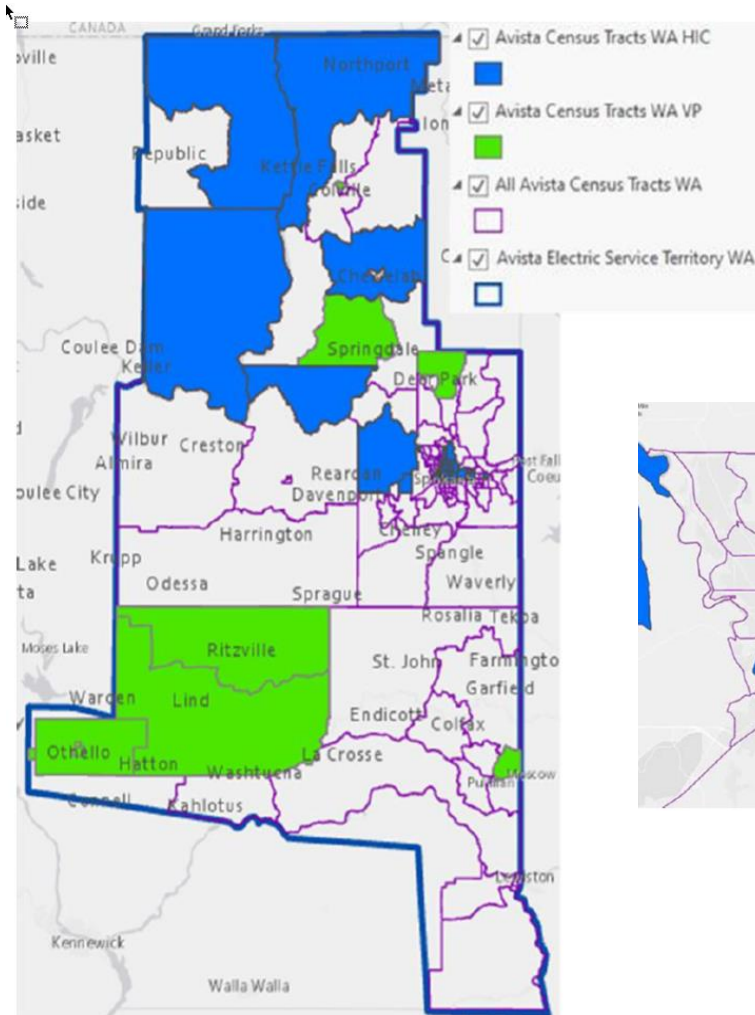
- Avista referrals
 - Customer Assistance Referral and Evaluation Services (CARES)
 - Hardship Referrals for bill assistance
- “Neighborhood” Approach
 - Summer 2021 - evaluating a different way to serve customers
 - Non-profit housing organization
 - Resident owned mobile home community



Energy Assistance: Named Communities

Mikaela Terpko and Michael Gump

Avista Service Territory – Named Communities



- Department of Health map
 - Named Communities
- Avista overlaid electric service territory boundaries.
 - Reviewed census tract socioeconomic and sensitive population rankings of 9 or higher.
- Created awareness of areas to target with utility programs.

Regional Impact

Spokane Area



Named Communities

- Highly Impacted Communities

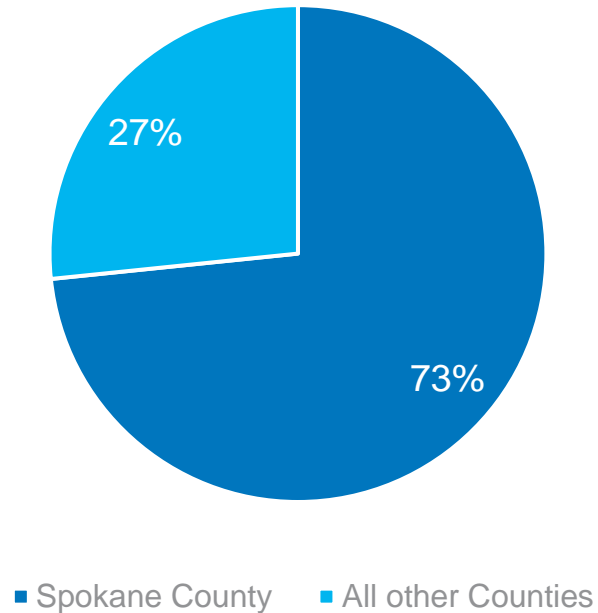
Or

- Vulnerable Population

Penetration Rate		All Customers	Named Communities
	Eligible Households*	94,387	91,524
	Customers receiving Bill Assistance annually (5-year avg)	19,367	9,899
	Customers receiving Bill Assistance 2020	23,446	11,373
	5 Year Avg (2016-2020)	21%	11%
	2020	25%	12%

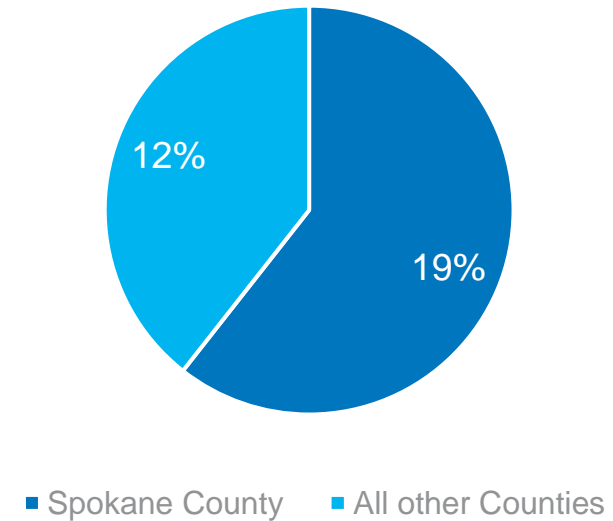
Bill Assistance Utilization (2016-2020)

- Population

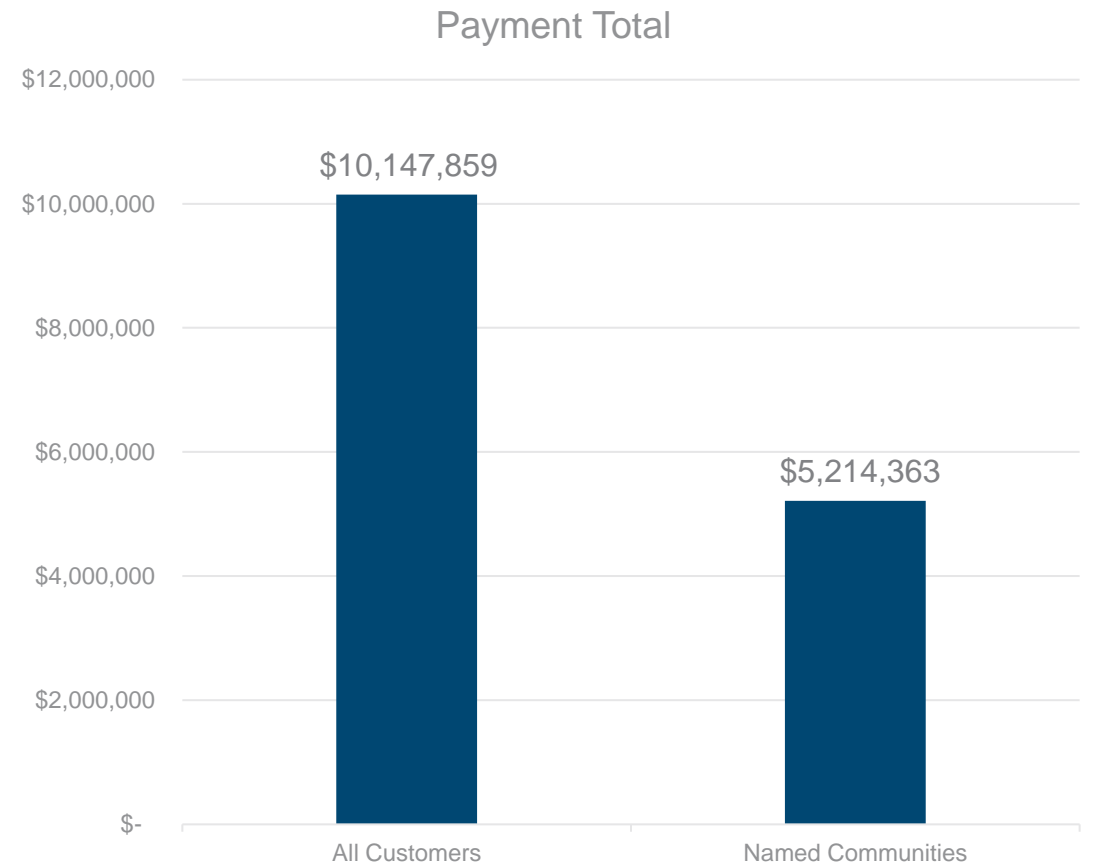
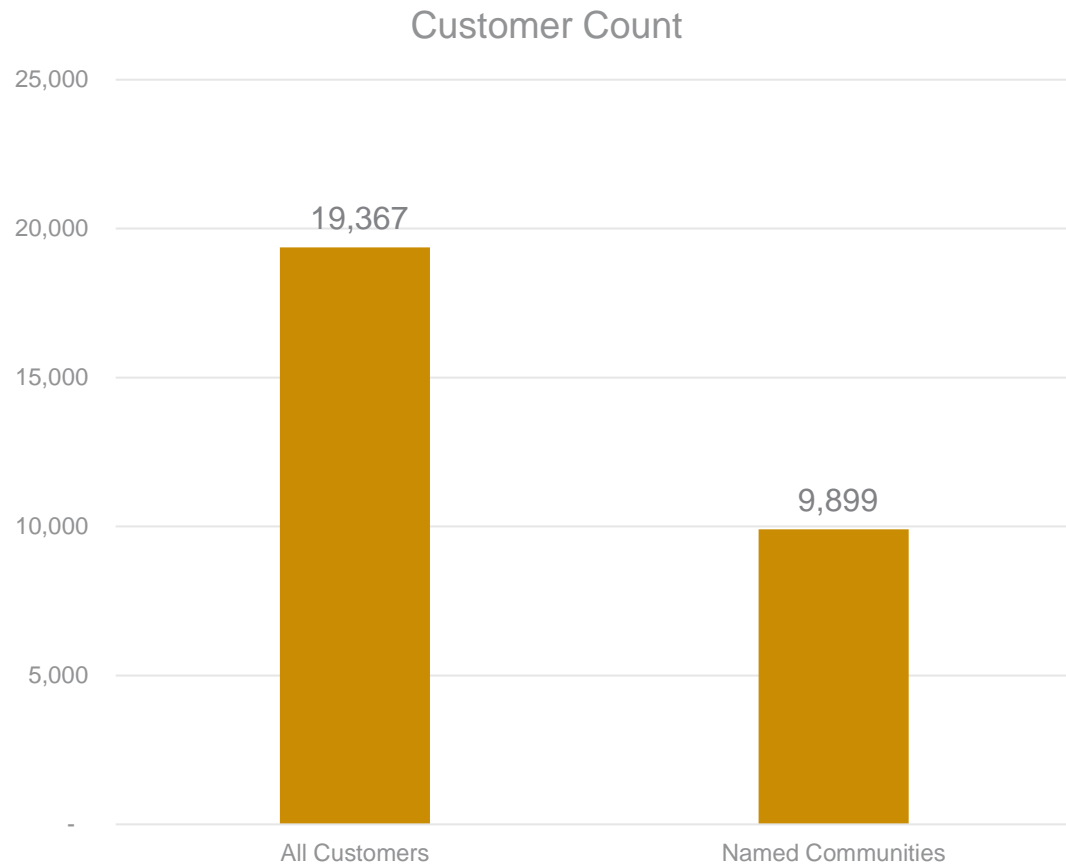


- Bill Assistance Distribution

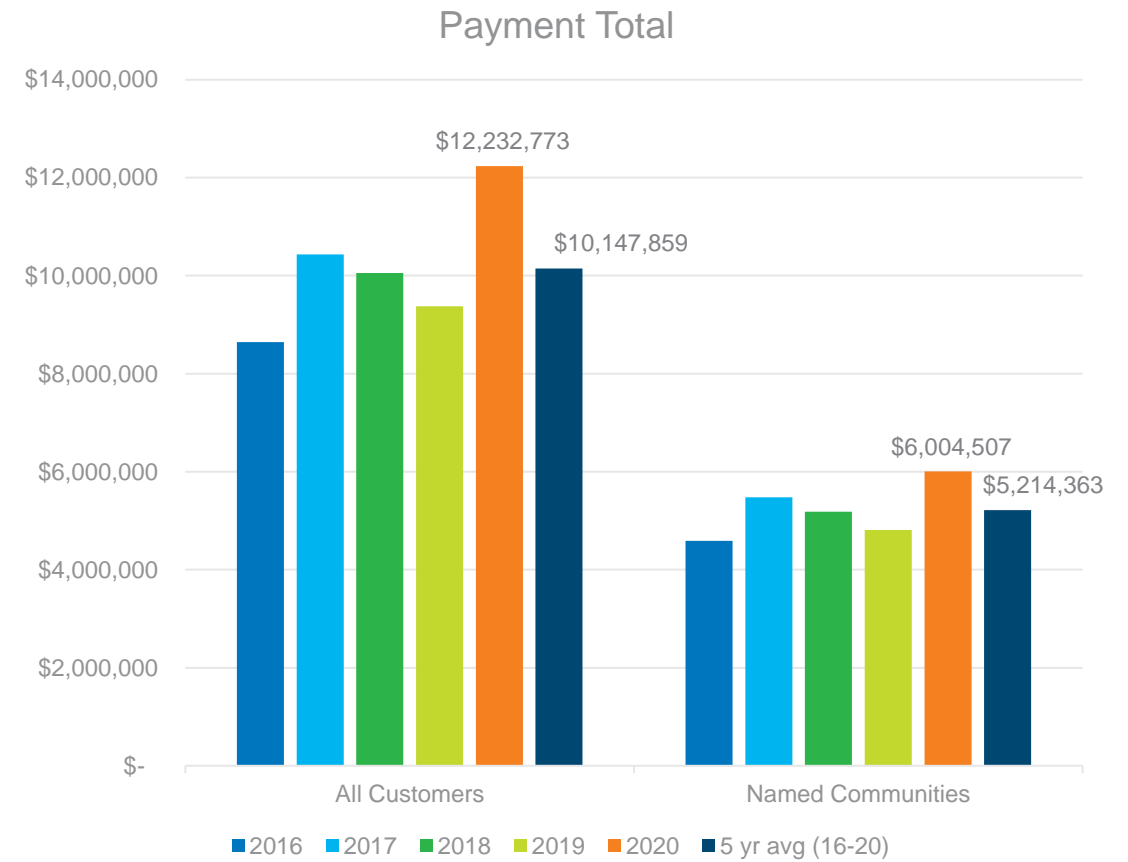
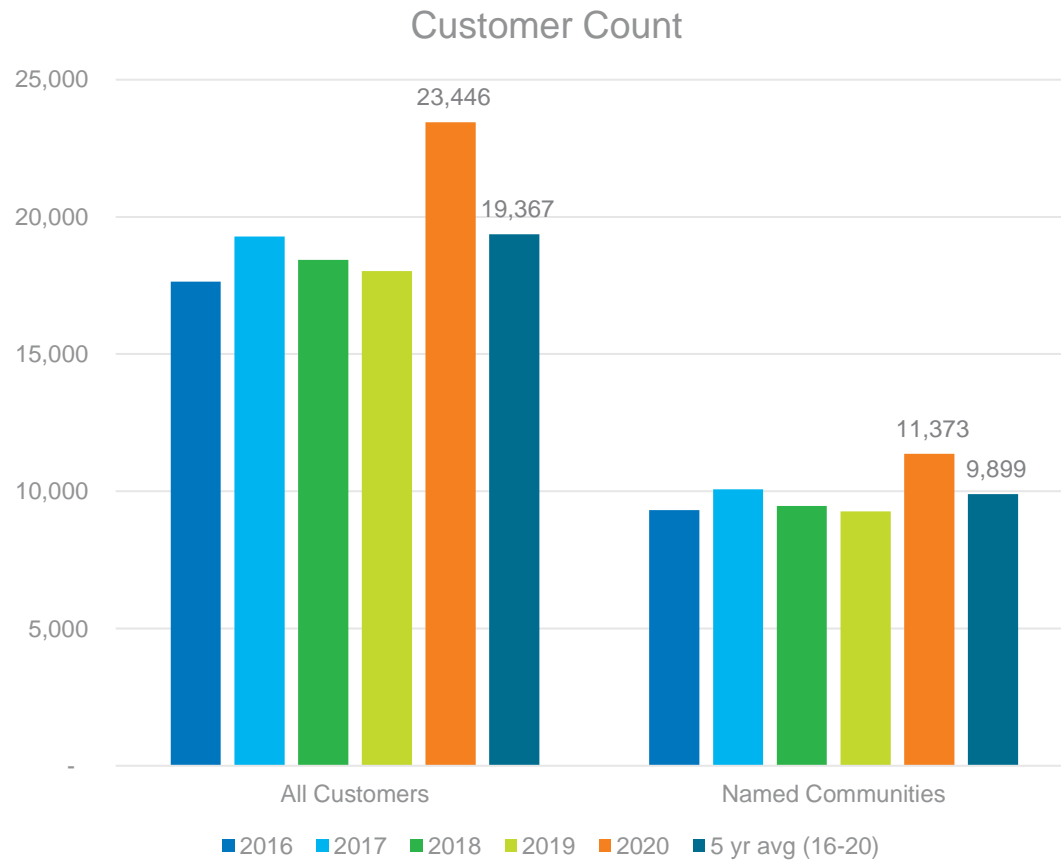
Total % of Population receiving Bill Assistance



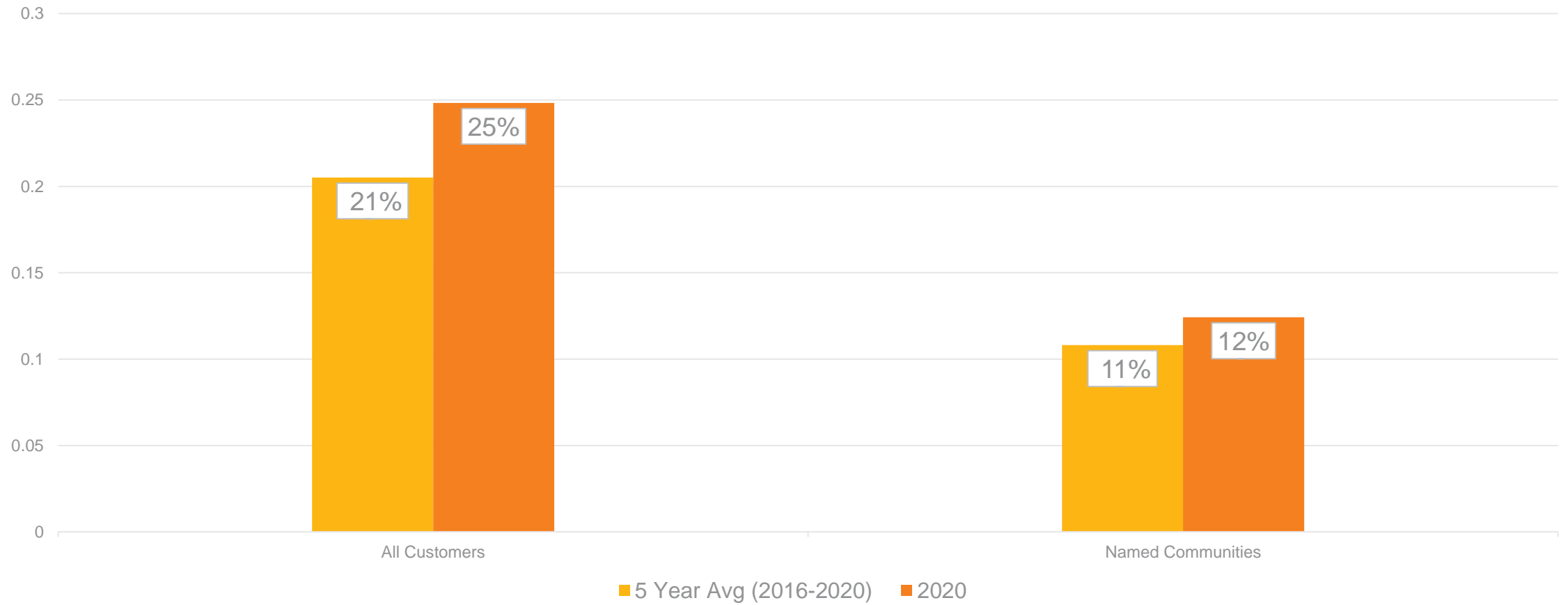
Annual Billing Assistance: 5 Year Average (2016-2020)



Billing Assistance: Annual



Bill Assistance Penetration Rate

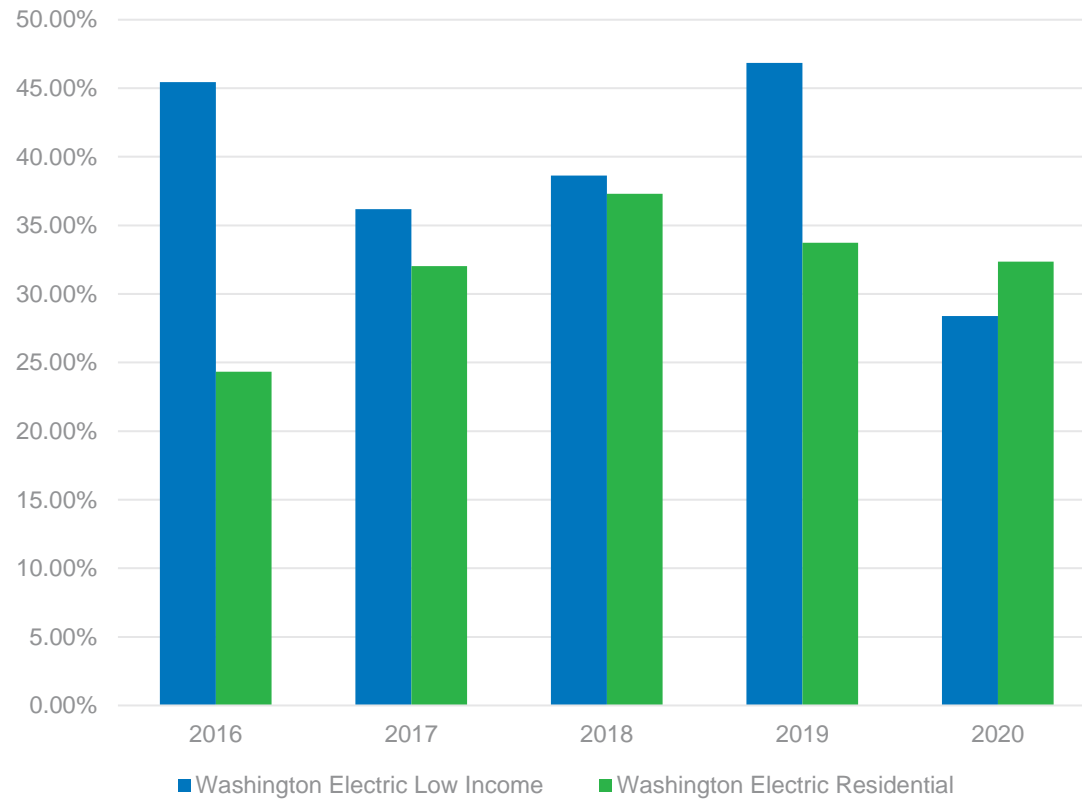


Named Communities vs. All Energy Efficiency

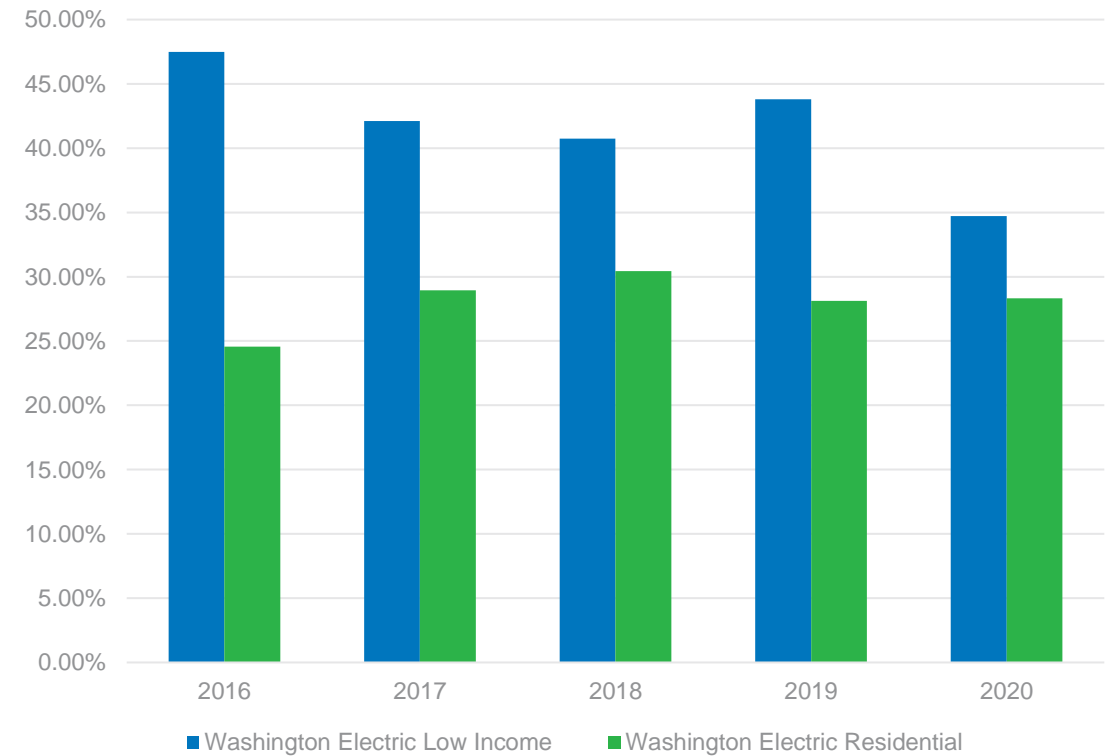
- Data for residential energy efficiency program participants
 - Residential Rebate Program
 - Low Income Weatherization Program
- Data collected between 2016 and 2020
- How many participants in these programs are within a Named Community?
- Displayed as kilowatt hour (kWh) savings and amount of participants

Named Communities vs. All Energy Efficiency

Named Community vs All Energy Efficiency Savings



Named Community vs All Energy Efficiency Participants



Discussion and Questions

- What is unclear?
- What stood out to you from the presentations?
What key points did you hear?
- What aspects of the programs feel accessible and helpful? What about burdensome or difficult?
- What are the equity implications? In other words, how might people experience benefits differently? Could anyone experience harms?
- What could be done to make sure everyone can access the same benefits?

Your Next Meeting and your Support Team

- Next Meeting(s) Options

- Evening: Wednesday, November 10th at 4:30 to 6:00 pm
- Morning: Friday, November 12th at 7:30 to 9:00 am

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~Thank you~