

AVISTA CORPORATION
dba Avista Utilities

SCHEDULE 473

RESIDENTIAL DEBT RELIEF PROGRAM

PURPOSE:

The purpose of this schedule is to implement the Residential Debt Relief Program consistent with Commission Order No. 20-401. The Order directs Utilities to establish a program to identify and manage residential customer arrearages associated with the COVID-19 pandemic to proactively assist residential customers prior to resuming disconnections and to prevent bad debt from accumulating on utility accounts.

The program may identify and waive residential arrearages at an initial total amount of \$889,890. This amount represents one percent of the Company's 2019 Oregon retail revenues, not to be increased without prior Commission approval.

AVAILABLE:

To all residential customers in the State of Oregon where the Company has natural gas service available, subject to the specifications contained herein.

APPLICABLE:

This Residential Debt Relief Program is applicable to all residential Avista customers taking service under Schedule 410.

DEBT RELIEF PROGRAM:

With this Program, the Company intends to provide financial relief to customers who have experienced economic hardship due to COVID-19, and who have accumulated pandemic-related arrears or are at risk of such accumulation. Each eligible customer will receive funding up to the maximum amounts stated herein, with no resulting account credits. All programs will be available for a limited time based on funding availability. The Company will help customers manage their arrearage debt utilizing the program components described below:

- 1) Automatic Grant - one-time grant intended to forgive arrearage balances, not to exceed \$1,500, for customers with proven history of low-income program eligibility, as determined by customer receipt of Energy Assistance (EA) within the previous 24 months. The Company will review all residential customer accounts on April 1, 2021, and administer these grants automatically.

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Issued March 3, 2021

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March 25, 2021

Issued by Avista Utilities
By

Patrick Ehrbar, Director of Regulatory Affairs



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SCHEDULE 473 (continued)

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- 2) Arrearage Forgiveness Grant - one-time grant intended to forgive arrearage balances, not to exceed \$1,000, for customers that have not received EA within the previous 24 months yet are expressing a financial hardship due to COVID-19. The customer is expected to make any possible payments to decrease account balance, or to set up suitable payment arrangements if able, prior to the offering of this grant.

SPECIAL CONDITIONS:

1. In accordance with Commission Order No. 20-378, the Company will defer and seek recovery of all associated program costs not otherwise included in rates.
2. Additional programs or adjustments to the programs listed above may occur as the Company develops experience in operating these programs.
3. In addition to the reporting requirements outlined in Commission Order No. 20-401, the Company will provide quarterly reporting on the amount of assistance that has been provided and the number of customers enrolled by program, including cost to operate the program. Additional reporting may be provided as determined by the Commission.
4. Because the funding of the Debt Relief Program is limited, customers will be served on a first-come basis and are only entitled to a single grant as outlined above.

TERM:

The duration of this program is through September 30, 2022, or until the Company reaches the spending limit, or until the Commission closes the program.

RULES AND REGULATIONS:

Service under this schedule is subject to the General Rules and Regulations contained in the tariff of which this schedule is a part, and to those prescribed by regulatory authorities.

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