

Session 1: Wednesday, February 26, 2025, 12:00pm

Session 2: Friday, February 28, 2025, 07:30am



Equity Advisory Group – Equity Lens Session

February 2025 |

www.myavista.com/ceta



Introductions & Agenda

Topic	Topic Owner
Welcome, introductions overview of the meeting: rules and intent	Amber Lenhart
Partner Shares	Partners
Customer Payment Collection Tools & Processes	Amanda Ghering, Regulatory Affairs Analyst
EAG Schedule Input	Dan Blazquez, Customer Engagement Manager
Wrap-up and Adjourn	Dan Blazquez, Customer Engagement Manager

Ground Rules

- Stay present** mentally and physically when possible.
- Listen** with an open mind and be open to new ideas.
- Participate** in discussion, share concerns and ideas, and give others space to do so.
- Ask questions** at any time. Use Zoom's "raise hand" feature or chat during presentations.
- Work together** to consider different perspectives and support the meeting goal(s).
- Respect** the role of the facilitator to guide the group process.

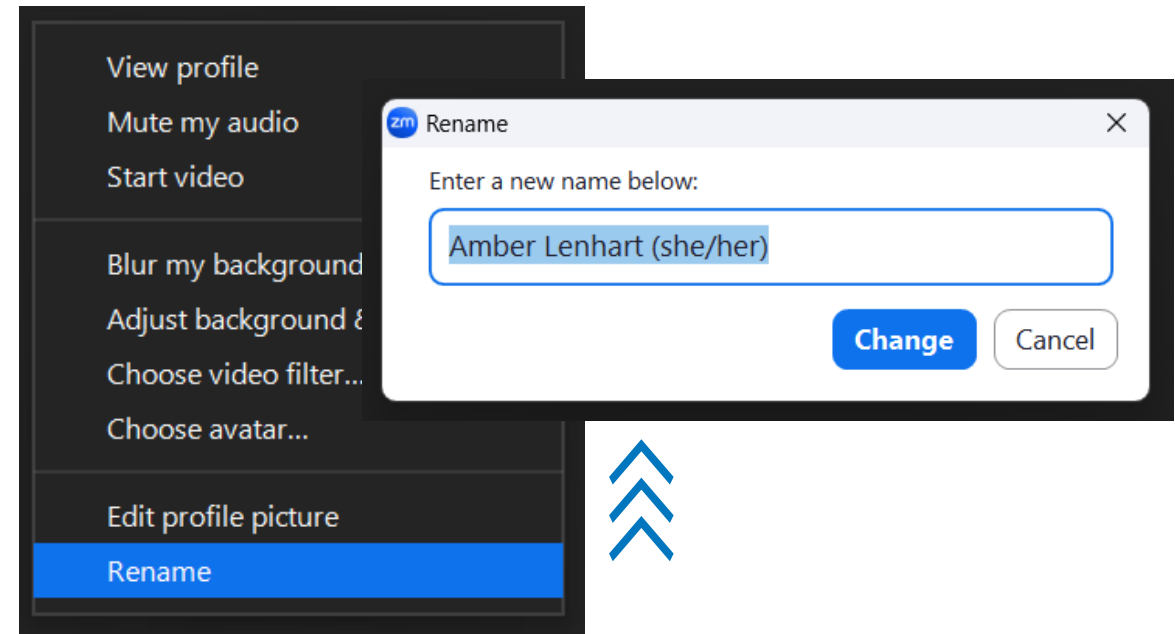


Introductions

Please share:

- Your name
- Organization or community
- EAG connections question:
What has been a highlight of your year so far?

Optional: Consider including >>> your pronouns in your Zoom name



Today's Equity Lens Session February 2025

Customer Payment Tools & Processes & EAG Schedule



EAG Equity Lens Session Meeting Goals:

1. Understanding Avista's Customer Payment Tools & Processes and receive feedback.
2. Understand EAG scheduling summary.

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.

Partner Shares

- ❑ Upcoming relevant community events or opportunities
- ❑ Pressing issues facing our community or a need someone might be able to address
- ❑ Challenges your organization is facing (especially around equity)





Customer Payment Tools & Processes

Amanda Ghering, Regulatory Affairs Analyst

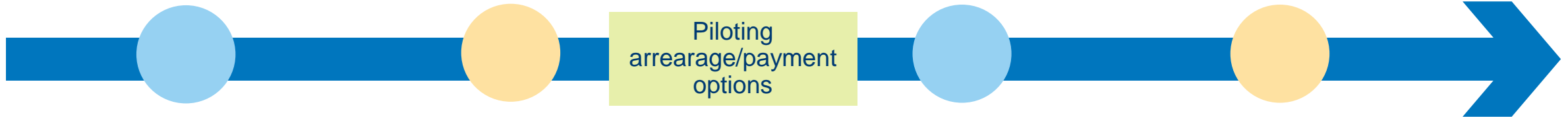
Improving Customer Collections: Tools & Processes

Introduced Customer-Focused
Payment Arrangements

2018

Fully Implemented
Disconnection Reduction Plan

2023



2019

WA GRC: Create a
Disconnection Reduction Plan

2024

WA GRC: Review tools &
processes with EAG, EAAG

GRC: General Rate Case

2024 Washington General Rate Case



“...we reaffirm the effectiveness of the dunning [collection/disconnect] process as in the public interest because it motivates customers to obtain assistance, take prompt action on past-due balances, and avert service disconnection.”



“...review its disconnection policies with EAAG and EAG...we do require Avista to submit evidence documenting its collaboration within six months of the date of this order.” (12/21/2024)

Customer Financial Assistance Tools

Helping Keep Customers Connected



Budget Alerts



Preferred Due Date



Early Intervention



My Energy Discount



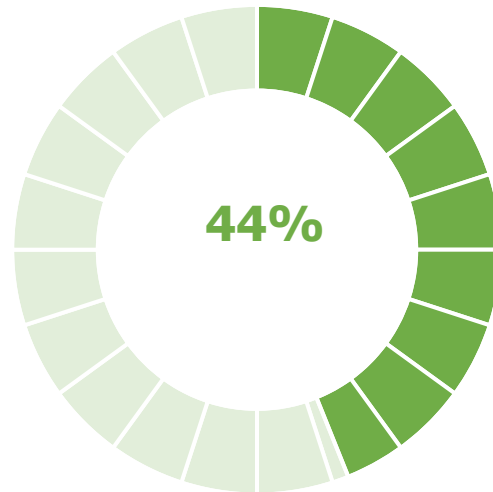
Arrearage
Forgiveness



Arrearage
Management

Washington Bill Assistance Saturation

Washington



Eligible: 141,863*

Customers Served: 62,301*

* As of December 31, 2024

Customer Financial Assistance Tools

Project Share

Hardship

Customers donate funds
No income limitation
Administered through Community Based Organizations up to \$400 once per program year

Emergency Share

Hardship

Low Income Rate Assistance Program (LIRAP)
No income limitation
Administered through Community Based Organizations up to \$400 once per program year

Customer Financial Assistance Tools

Low Income Rate Assistance Program (LIRAP)

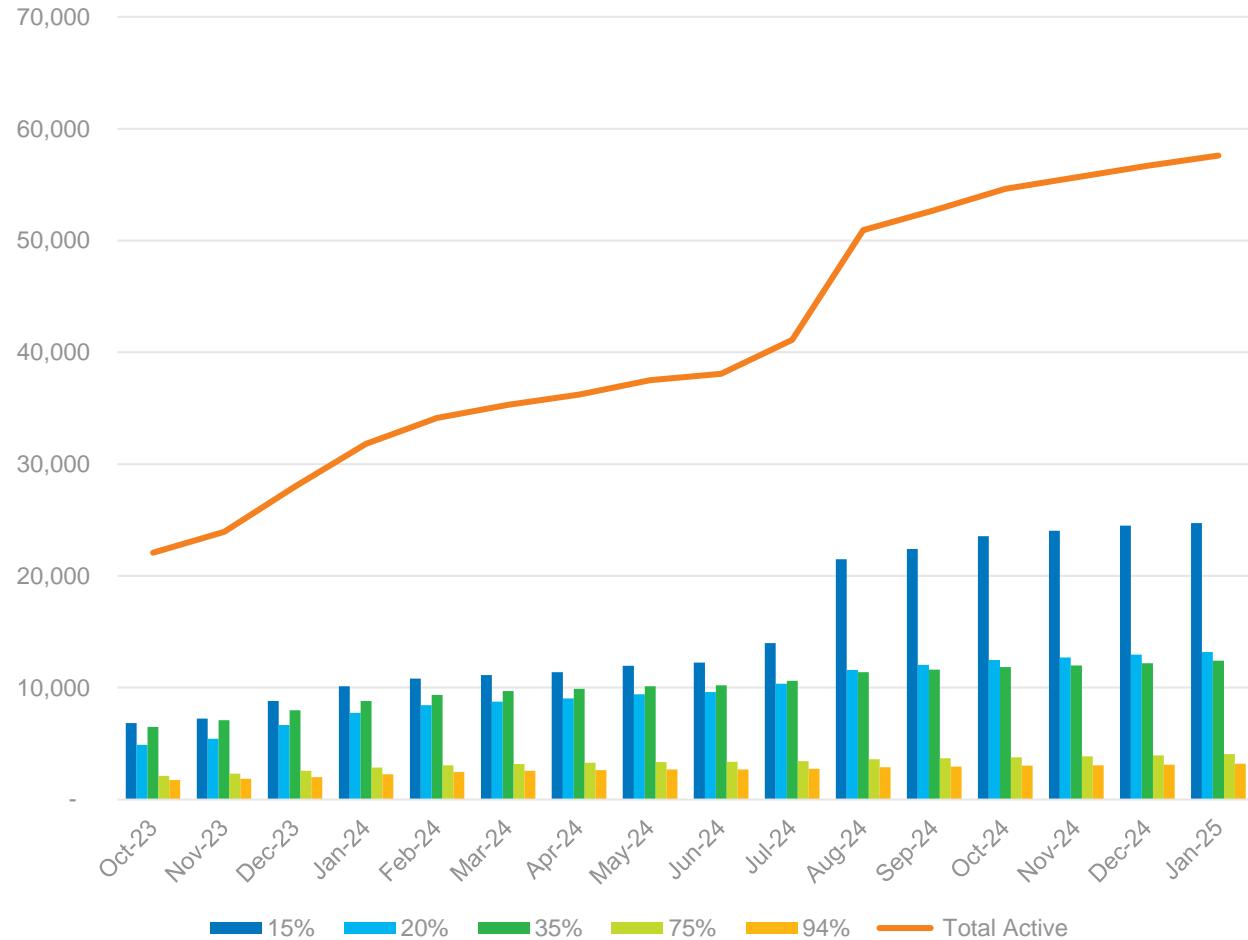
		My Energy Discount (MED)			
Affordability	<p>15% Discount 151% < FPL or AMI</p> <p>20% Discount 101 to 151% FPL</p> <p>35% Discount 51 to 100% FPL</p> <p>75% Discount 6 to 50% of FPL</p> <p>94% Discount 0 to 5% of FPL</p>	<p>Monthly discount</p>	<p>MED Example: Ferry County Household 4 Annual Gross Income: \$40,000 Discount: 20% 128% FPL and 44% AMI</p>	<p>MED Example: Ferry County Household 4 Annual Gross Income: \$15,500 Discount: 75% 50% FPL and 17% AMI</p>	
Past Due	<p>Arrearage Management</p> <p>51 to 200% FPL Up to \$2,500 over a 7-year period, two enrollments Pay current charges + 10% of past due amount over 12 mos</p>	<p>Arrearage Forgiveness</p> <p>0 to 50% FPL Up to \$2,500 over life of the account</p>			

AMI: Area Median Income

FPL: Federal Poverty Level

My Energy Discount: 57,591 Active Participants*

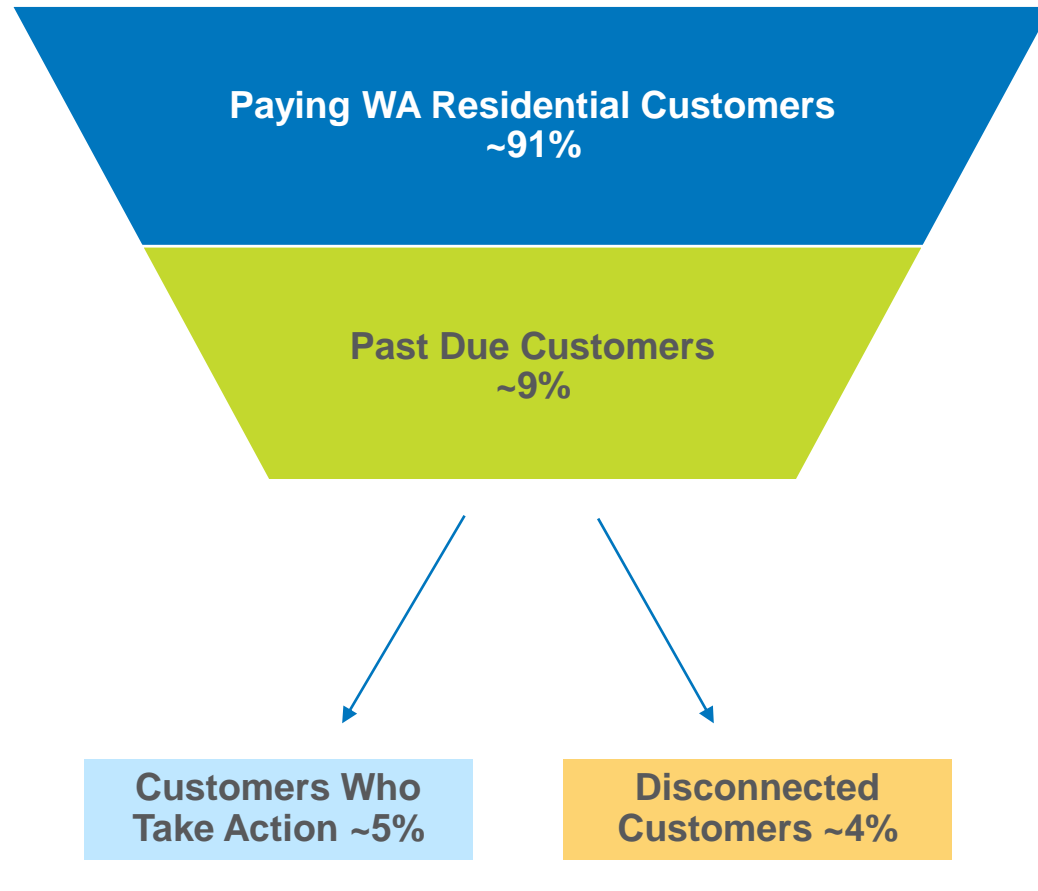
Actively Enrolled by Discount Tier



Discount Tier	Avg. Monthly Benefit*
15%	\$26
20%	\$36
35%	\$58
75%	\$133
94%	\$165
Total Avg	\$50

*As of January 31, 2025

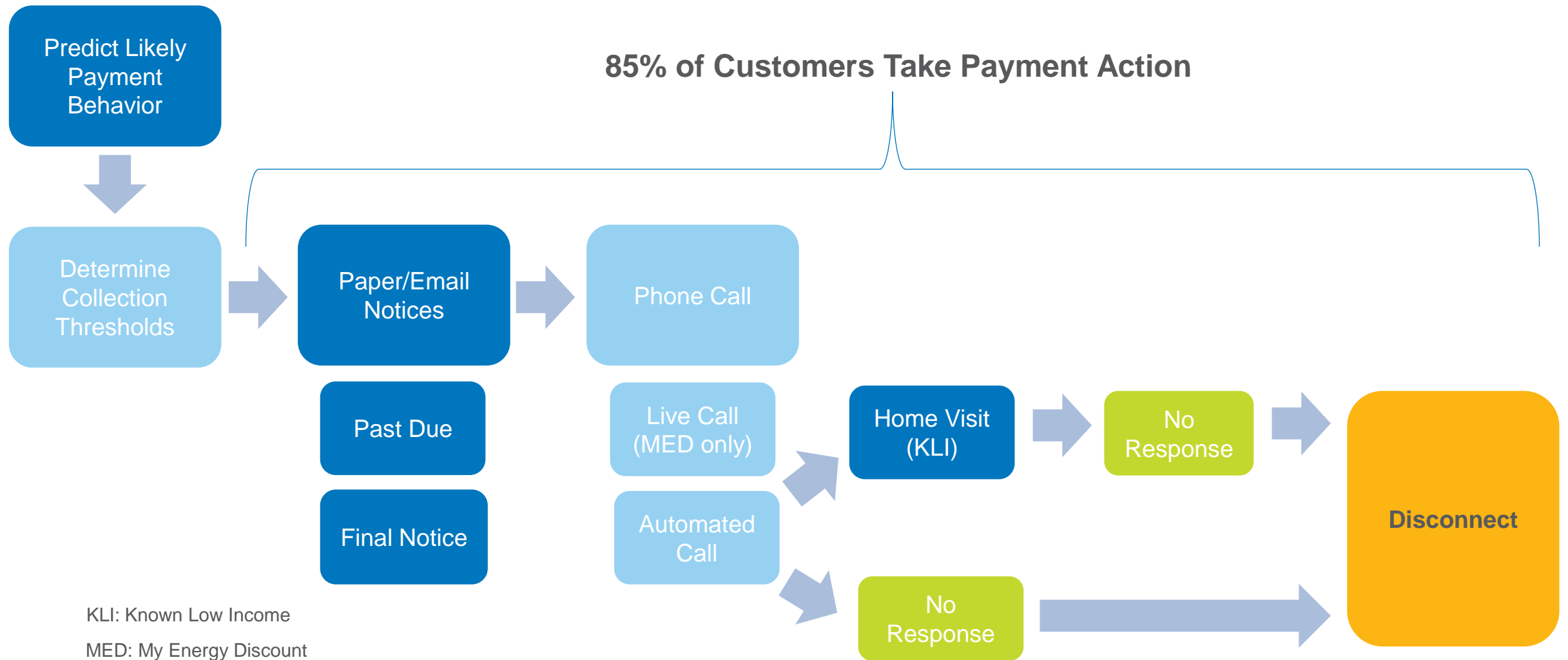
Collection Process to Avoid Customer Disconnections



Payment Collection Process

- Payment Behavior
- Collection Thresholds
- Notices
- Disconnection

Payment Collections Process to Avoid Disconnections



KLI: Known Low Income
MED: My Energy Discount

Customer Communication Tools



Customer Service

Customer Service Representative available
M – F 7am-7 pm, Sat
9 am-5 pm



Website & App

Self-service options and resources are available at www.myavista.com



Automated Phone Service

Automated phone system provides self service options or can connect to a Customer Service Representative



Chat

Website offers chat or email communications that connects to a Customer Service Representative

Increasing Customer Awareness



Marketing

Promoting programs via email, direct mail, digital ads, print, and more



Language Access

Translating materials to multiple languages



Outreach

Presence at community events

Customer Sentiment

“I’m writing to you to thank you for the exciting news I received. In this letter you informed me that I had been enrolled in your Avista program for Washington residential customers called My Energy Discount. I know that **Avista always has been a company that worries for persons with necessities and is a great example to follow.** My gratitude to all of you.”

“...during a time where everything seems to be getting more expensive, **Avista is the only one who cares about their customers**, and I am so thankful for the assistance we have offered through My Energy Discount.”

“I am very appreciative of how **nice and respectful Avista has always been.** I have fallen on hard times and feel you have never been rude or made me feel like you were judging me or looking down upon me. You are always kind and helpful every time I call. It has meant a lot to me that you are always so compassionate.”

Questions and Discussion

- What clarifying questions or curiosities do you have about the presentation?
- What disparities, root factors, or inequities (historic and current) are related to this topic?
- How could Avista improve engagement strategies related to this topic, if at all?
- What new ways could help measure and track benefits and reduced burdens related to this topic?
- What steps, practices, or policies could help reduce future inequities related to this topic?

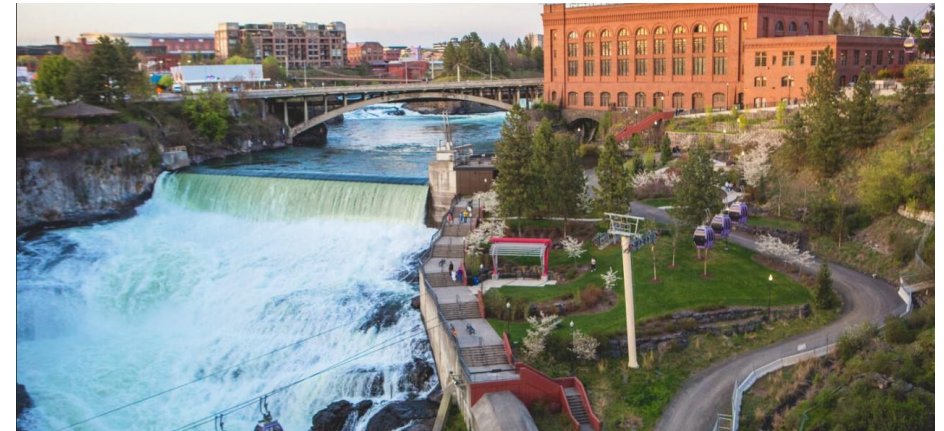


EAG Scheduling Input

Dan Blazquez, Customer Engagement Manager

EAG Survey Response Summary

- The team agreed to continue with Wednesday meetings, with some members expressing interest in alternative times.
- The team also discussed the possibility of an in-person meeting in 2025.
- The team decided to keep the current meeting times.



Thank you!

Go to Avista's Washington's Clean Energy Future web site at www.myavista.com/CETA

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AVISTA

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AVISTA

Stay Engaged

Sign up for our quarterly CEIP newsletter

Provide Feedback

CEIP Public Comment Form

Avista's Clean Energy Implementation Plan comment form allows customers to voice their thoughts and ask questions of Avista regarding its transition to a cleaner future. Share yours here:

Reason for your comment?

Select

Your comment

Characters remaining: 4000

Please contact me regarding this comment

Next EAG Equity Lens Session Meetings

Afternoon: 12pm – 1:30pm

Wednesday, March 19







Friday, March 21

Morning: 7:30am to 9:00am

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Clean Energy Transformation Act (CETA) Resources

<i>Resource Link</i>	<i>Description</i>
Washington's Clean Energy Future	Avista page for CETA related activities 
Clean Energy Transformation Act	Clean Energy Transformation Act - 
Chapter 19.405 RCW 	Laws and Regulations: Revised Code of Washington Investor-owned utilities
Chapter 480-100 WAC 	Laws and Regulations: Washington Administrative Code Investor-owned utilities
WA Energy Strategy 	Washington State Energy Strategy
CETA Overview 	CETA overview and interim assessment