

AVISTA CORPORATION
dba Avista Utilities

SCHEDULE 192

LOW-INCOME RATE ASSISTANCE PROGRAM

APPLICABLE:

To residential Customers in the State of Washington where the Company has natural gas service available. The rate adjustment assessed for the Low-Income Rate Assistance Program (LIRAP) is applicable to all retail customers taking service under Schedules 101, 111, 112, 116, 131, 132 and 146. This rate adjustment is designed to recover costs incurred by the Company associated with providing LIRAP bill assistance.

AVAILABILITY:

LIRAP bill assistance is available to all income-qualified residential Customers, applicable only to their primary residence. Income-qualified is defined as customers with a gross household income, inclusive of deductions in alignment with the Low-Income Home Energy Assistance Program (LIHEAP), at or below 200% Federal Poverty Level (FPL) or 80% Area Median Income (AMI), whichever is greater.

LIRAP provides bill assistance to eligible customers. Program eligibility and benefit determination are conducted by Community Action Agencies (CAAs) and the Company, as described herein. Specific LIRAP Guidelines, including program activities, development and refinement, and Customer protections, are created in coordination with the CAAs and in consultation with the Energy Assistance Advisory Group (EAAG).

MONTHLY RATE:

The energy charges of the individual rate schedules are to be increased by the following amounts:

| | | |
|--------------------------|---------------------|-----|
| Schedule 101 | \$0.10155 per therm | (I) |
| Schedules 111, 112 & 116 | \$0.04847 per therm | (I) |
| Schedules 131 & 132 | \$0.03449 per therm | (I) |
| Schedule 146 | \$0.00103 per therm | (R) |

ANNUAL TRUE-UP:

On or before September 1 each year, if annual program revenues need to be adjusted, the Company will file to adjust rates collected for the necessary program revenue with an effective date of November 1.

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By

Patrick Ehrbar, Director of Regulatory Affairs



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LOW-INCOME RATE ASSISTANCE PROGRAM – Continued

LIRAP COMPONENTS:

The following bill assistance options may be available for each household based on the income level declared by the Customer:

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| Tier | Household Income | Bill Discount | Arrearage Assistance |
|------|-------------------------|---------------|------------------------------------|
| 1 | Zero to 5% FPL | 94% | Arrearage Forgiveness |
| 2 | 6 to 50% FPL | 75% | |
| 3 | 51 to 100% FPL | 35% | Arrearage Management Program (AMP) |
| 4 | 101 to 150% FPL | 20% | |
| 5 | 151-200% FPL or 80% AMI | 15% | |

Bill Discount – Available to all income-qualified customers, as defined above. The Bill Discount is designed to lower a household’s energy burden to 6 percent or less of annual household income, and will be applied to a participating Customer’s monthly net bill, after all other energy assistance has been applied.

Arrearage Management Plan (AMP) – Available to Customers with incomes at 51% to 200% FPL or 80% AMI, whichever is greater. Reduces Customer past due balance, or “arrearage,” owed over a 12-month period by providing an incentive for regular, on-time payment of their current bill plus a portion of their past due balance. Maximum annual benefit of \$2,500; exceptions to maximum benefit may be made for extreme, extenuating Customer situations, as determined in collaboration with the Company’s EAAG, not to exceed \$5,000.

Arrearage Forgiveness: Available to Customers with incomes at 0-50% FPL. Provides forgiveness of past due balances, not to exceed a maximum annual benefit of \$2,500; exceptions to maximum benefit may be made for extreme, extenuating Customer situations, as determined in collaboration with the Company’s EAAG, not to exceed \$5,000.

Emergency Share: Available to Customers experiencing a hardship or energy emergency, such as risk of disconnection. The amount of emergency assistance is determined on a case-by-case basis, not to exceed \$400. All energy costs resulting from electric or natural gas usage are eligible (including kWh and therm consumption, applicable taxes, and arrearages).

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Automatic Hardship Grant: a one-time grant for customers experiencing financial hardship, as proven by a past due balance subject to thresholds determined by Avista’s EAAG and at timing intervals determined by the EAAG. Mimics “emergency” assistance (i.e., LIRAP Emergency Share or Project Share) processes. This emergency assistance is intended to cover past due balances only, not to exceed \$350.

GENERAL PROGRAM TERMS:

1. The LIRAP “Program Year” is October 1st through September 30th.
2. The Company will provide an annual summary evaluation report on the progress of the LIRAP, for review by the Commission, by December 31st following the end of each Program Year.
3. LIRAP qualification is determined by Customer declaration of income, completed with either the CAA or the Company.
4. Once enrolled in the Bill Discount, the Customer is eligible to receive the monthly discount percentage for a 2-year term; qualified fixed-income participants may receive an extended term.
5. Bill Discount participants may be subject to verification of declared income; verification is based on random selection of enrolled Customers. If a Customer is found to be ineligible, the customer’s LIRAP benefit will be suspended. The Customer will not be billed for any previous LIRAP benefits received. Customers whose LIRAP benefits have been suspended may re-enroll for LIRAP by providing verification of eligibility to their local CAA, and may receive credits for missed LIRAP benefits upon re-enrollment. A new term, as described in General Program Term 4, begins the date Customer verification is approved by the Company.
6. Customers must contact their local CAA in the event of a change in household income in order to maintain the appropriate LIRAP benefit.
7. Participation in LIRAP does not prohibit Customers from qualifying for, or participating in, additional assistance programs (such as LIHEAP).
8. Agencies may use up to 6% of direct service funding to purchase energy saving items to disburse to Customers for conservation education purposes.

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(K) material transferred to 2nd Substitute Seventh Revision Sheet 192A and 2nd Substitute Original Sheet 192C

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LOW-INCOME RATE ASSISTANCE PROGRAM – Continued

- 9. A Community Partner Network (CPN) may be utilized to support program outreach and administration to engage with hard-to-reach and underserved Customers. For CPN entities, administration and program delivery funds will be provided on a per-enrollment basis, with compensation set at \$75 per completed enrollment. A completed enrollment is one that results in a LIRAP benefit being applied to a Customer’s account.

RULES AND REGULATIONS:

Service under this schedule is subject to the Rules and Regulations contained in the tariff of which this schedule is a part, and to those prescribed by regulatory authorities. The above Monthly Rate is subject to increases as set forth in Tax Adjustment Schedule 58.

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(M) material transferred from Fourteenth Revision Sheet 192 and Second Revision Sheet 192B

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