



Equity Advisory Group

Equity Lens Session #1
Energy Assistance

November 10 & 19, 2021

Introductions & Agenda

Topic	Topic Owner
Welcome & Introductions	Amber
Overview of the Meeting: rules and intent	Amber
Review Energy Assistance and Named Communities	Mikaela
Avista Marketing	Colette
Campaign Example	Matt
Agency Outreach & Engagement	Carol & Isidra
Bill Assistance: Bill Discount	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.

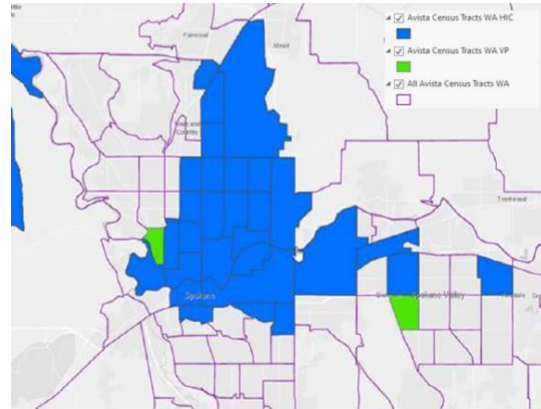
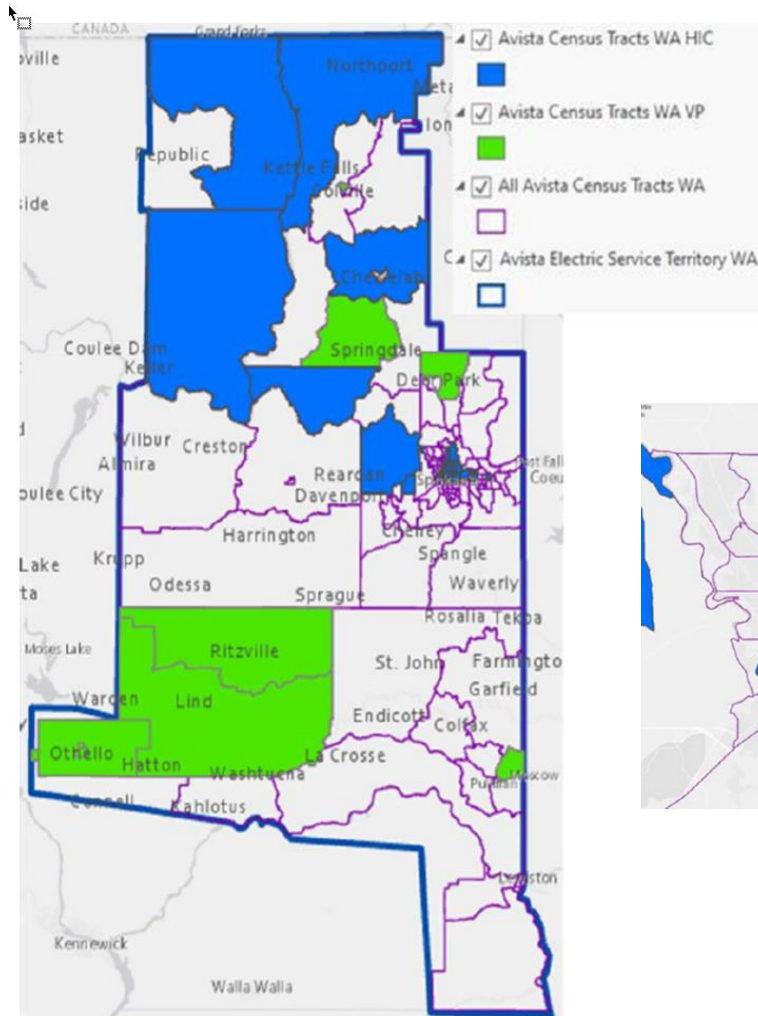
- Intent to provide an overview of marketing, outreach and engagement
- Meeting format is informative and consultative
- We want to hear from you!



Energy Assistance: Named Communities

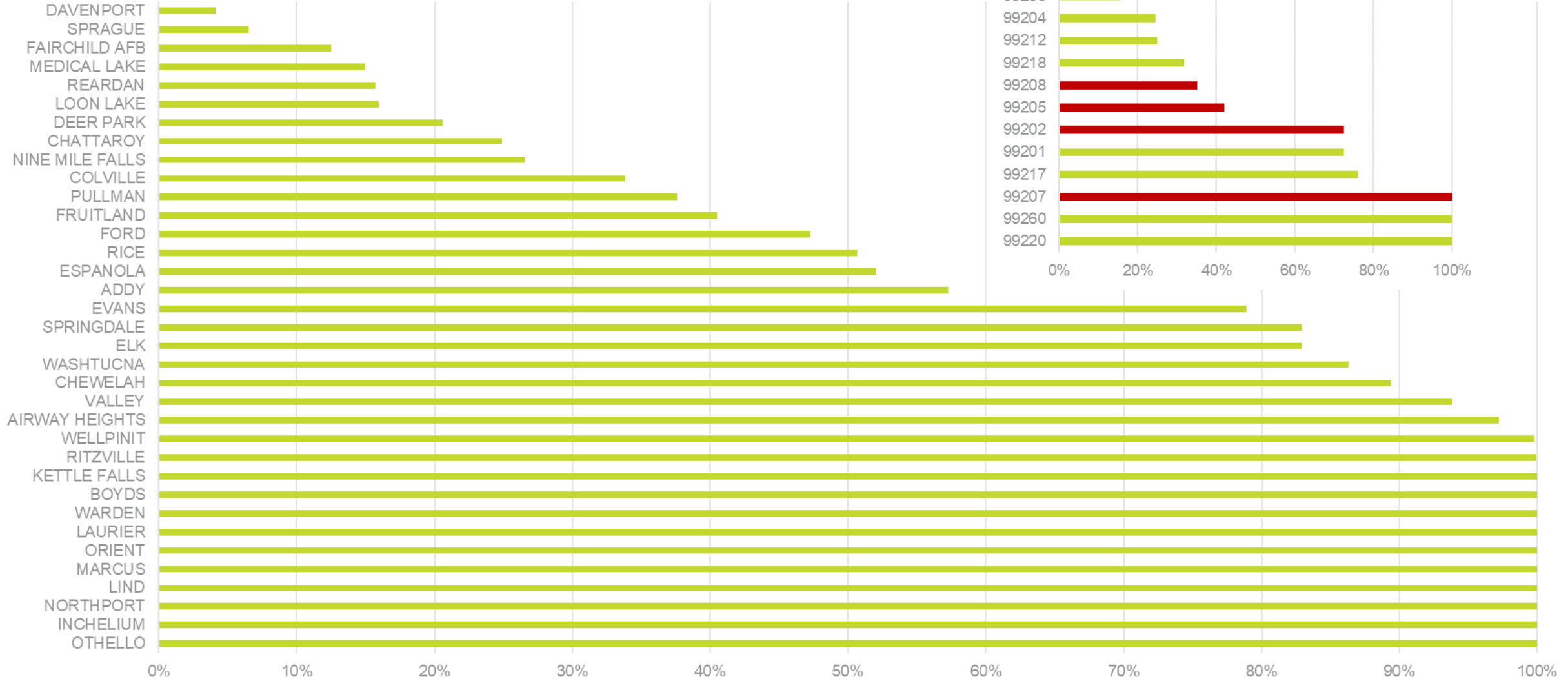
Mikaela Terpko

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



Highly Impacted and Vulnerable Communities

	All Customers	Named Communities
Eligible Households*	94,387	91,524
Customers receiving Bill Assistance annually (5 year avg, 2016-2020)	19,367	9,899
Saturation Rate Bill Assistance	21%	11%
Low-Income Customers receiving Weatherization annually (5 year avg, 2016-2020)	119	67

⁹ *Eligible Households for all customers determined from the Low Income Needs Assessment conducted in 2019. Eligible households for Named Communities determined from HIC or Vulnerable Flag from Census tract and customer info data.

Current Saturation Rate: Bill Assistance

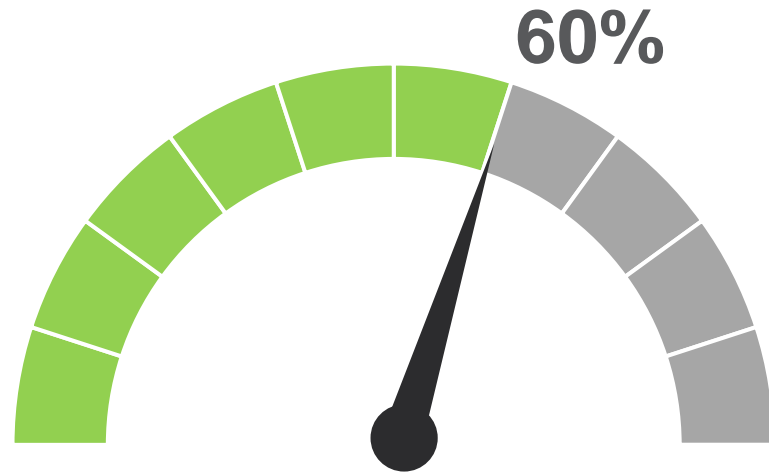


All Customers



Named Communities

Saturation Rate Goals: All Low-Income



CETA Target: 2030



CETA Target: 2050

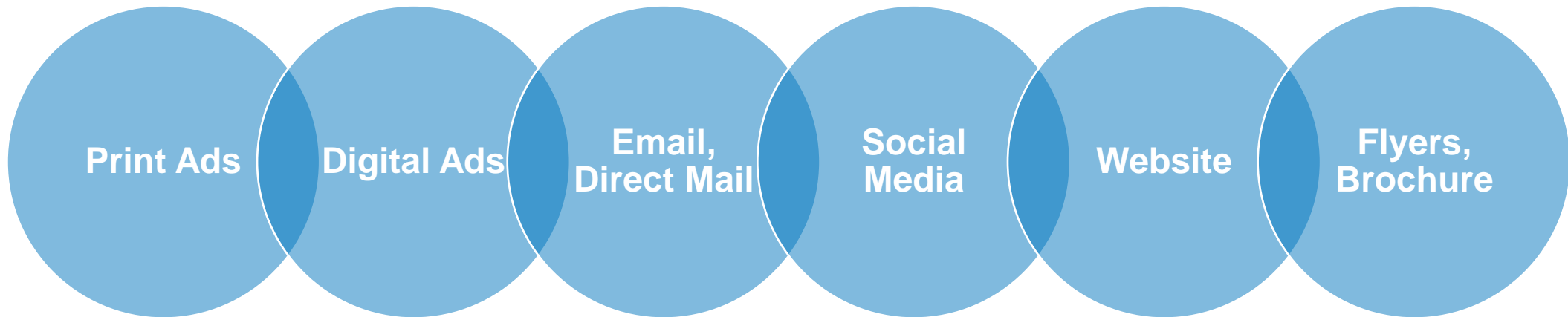


Marketing and Promotions

Colette Bottinelli

Tactics

- Utilize print and digital advertising
- Incorporate email and direct to targeted customer lists
- Include social media to extend reach
- Update web page—myavista.com/assistance
- Provide flyers and brochures for more information



General Bill Assistance – Bill Inserts, Newsletters, Flyers



Avista partners with community agencies to provide financial assistance, plus we offer other services to help you manage and pay your bill.

For more ways we can help, please call 1-800-227-9187 or visit myavista.com/assistance.

- **Bill Assistance Grants** are available through local community agencies for income-qualified residential customers. To find an agency near you, call Avista at 1-800-227-9187 or visit myavista.com/assistance.
- **Comfort Level Billing** divides yearly energy costs into 12 equal and predictable monthly payments.
- **Preferred Due Date** helps align your bill's due date with payday.
- **Payment Arrangements** can be made on an individual basis for those in need.



Do you need help paying your bill?

We have options.

We understand that there may be instances when customers find themselves facing financial difficulties. Avista partners with community agencies to provide financial assistance, plus we offer other services to help you manage and pay your bill such as Bill Assistance Grants, Comfort Level Billing, Preferred Due Date, and Payment Arrangements.

We're here to help. Please call us at (800) 227-9187 to discuss your options with a Customer Service Representative or visit myavista.com/assistance for more information.



Comfort Level Billing

There's a lot to be said about knowing the exact amount you will be billed each month. Customers who have chosen to be on comfort level billing know exactly how that feels and it's free, quick and easy to sign up.

Comfort level billing can smooth out seasonal highs and lows by dividing your bill into 12 equal payments. To qualify, your account must be in good standing with at least 12 months of usage history. Sign up on myavista.com/CLB or call (800) 227-9187 to speak with a customer service representative who would be happy to help over the phone.



Looking for energy bill assistance? We have options.

Avista has a variety of ways to help you with your bill. One of those options is bill assistance for income-qualified customers and those experiencing financial hardship. Please call us at 800-227-9187 to discuss how we may be able to help.

BILLING OPTIONS

Comfort Level Billing smooths out the seasonal highs and lows of energy bills by dividing yearly usage into 12 equal monthly payments. Your account must be in good standing with at least 12 months of usage history to qualify for this program.

Preferred Due Date can help align the billing due date with payday. We may be able to adjust the payment due date, depending on account status and specific situation (some restrictions apply).

Paperless Billing lets you receive your bills via e-mail and set due-date reminders and other notifications.

PAYMENT OPTIONS

Payment Arrangements can be made on an individual basis for those in need. Give us a call or login to our website at myavista.com to make payment arrangements online.

Auto Pay automatically withdraws your Avista payment from your checking or savings account each month or charges your debit or credit card.

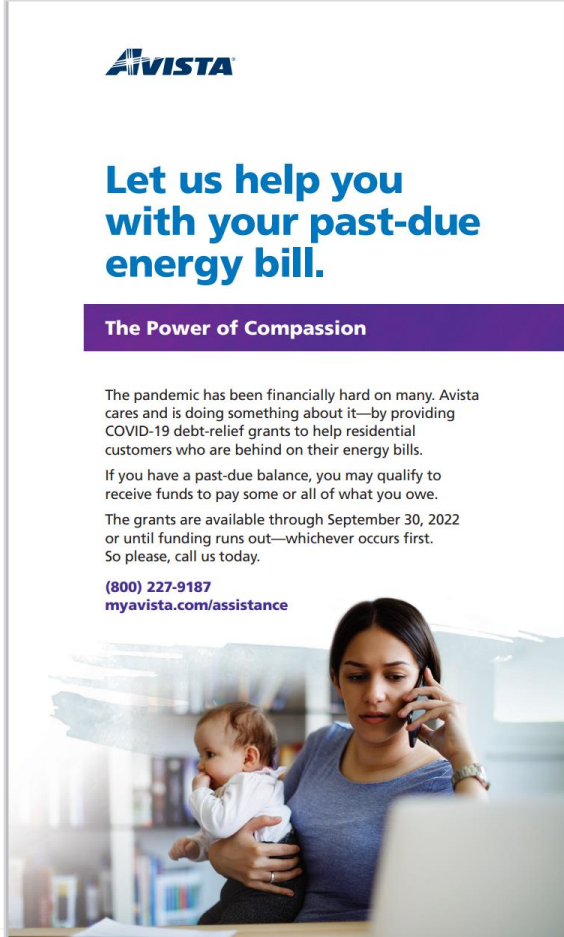
FINANCIAL HELP

Energy Assistance Grants, such as Project Share, are available to residential customers who meet the eligibility guidelines. These funds are distributed to qualifying customers through local community agencies.

Visit myavista.com/assistance to find your local Community Action office.

COVID-19 Debt Relief – The Power of Compassion Campaign

Print and Digital Ads, Social Media



AVISTA

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



AVISTA

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



Tweets Tweets & replies Media Likes

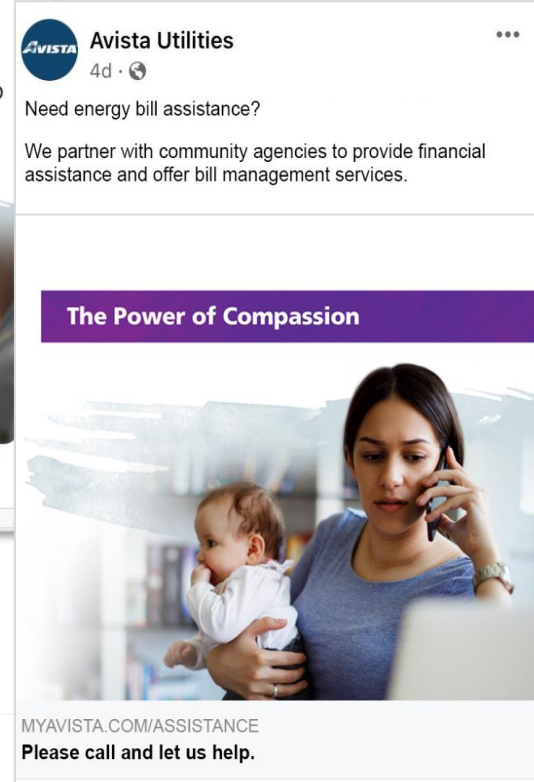
Show more

AVISTA Avista Utilities @AvistaUtilities · 1d

Looking for energy bill assistance? We want to help. Avista partners with community agencies to provide financial assistance, plus we offer services to help you manage your bill. So please, call us today to discuss your options.

The Power of Compassion

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AVISTA Avista Utilities

4d · 🌐

Need energy bill assistance?


We partner with community agencies to provide financial assistance and offer bill management services.

The Power of Compassion

[MYAVISTA.COM/ASSISTANCE](https://myavista.com/assistance)
Please call and let us help.

COVID-19 Debt Relief – The Power of Compassion Campaign

Email



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

The Power of Compassion

Dear Jane,


We understand the coronavirus pandemic has caused financial difficulties for many people and want to help. That's why we're providing COVID-19 debt relief grants to 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.

Recognizing the uncertainty that the pandemic has created, we want to assure you help is available for your current and future bills. We offer short-term and long-term payment arrangements, and you may also be eligible for our other bill assistance programs available through local community action agencies.

For information about your local agency, please call us at (800) 227-9187 or visit our [website](#).

Customer Service Representatives are available Monday through Friday, 7:00 a.m. to 7:00 p.m., and Saturday 9:00 a.m. to 5:00 p.m., so please contact us to discuss your options.

Flyers



AVISTA

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

The Power of Compassion

The pandemic has been financially hard on many people. 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 at **(800) 227-9187**.

Other ways we can help

Recognizing the uncertainty that the pandemic has created, we want to assure you that help is available for your current and future bills, as well. Let us assist you with:

Payment arrangements
Short-term and long-term payment arrangements can be made on an individual basis.


Comfort Level Billing
We divide your yearly energy costs into 12 equal and predictable monthly payments.

Preferred due date
Aligns your bill's due date with your payday to help your budgeting during the month.

If you need additional assistance to pay your bill, contact your local community action agency to see if you may qualify for our other assistance programs.

To find the agency nearest you, please visit our website at myavista.com/assistance or call us at (800) 227-9187.

Our Customer Service Representatives are available Monday through Friday from 7:00 a.m. to 7:00 p.m. and Saturday from 9:00 a.m. to 5:00 p.m.



AVISTA

Permítanos ayudarle con su factura de electricidad vencida.

El Poder de la Compasión

La pandemia ha puesto una gran carga económica para muchas personas. A Avista esto le preocupa y está haciendo algo al respecto: proporciona subsidios de alivio de deuda a causa del COVID-19 para ayudar a los clientes residenciales que están atrasados en sus facturas de electricidad.

Si necesita ayuda adicional para pagar su factura, póngase en contacto con su agencia local de acción comunitaria para ver si puede optar a nuestros otros programas de ayuda.

Para encontrar la agencia más cercana a usted, visite nuestro sitio web myavista.com/assistance o llámenos al (800) 227-9187.

Nuestros Representantes de Atención al Cliente están disponibles de lunes a viernes de 7:00 a.m. a 7:00 p.m. y los sábados de 9:00 a.m. a 5:00 p.m.

Si tiene un saldo vencido, podría ser elegible para recibir fondos para pagar parte o la totalidad de lo que debe.

Las subvenciones 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 al **(800) 227-9187**.

Otras maneras en que podemos ayudar

En reconocimiento de la incertidumbre que ha creado la pandemia, queremos asegurarle que también hay ayuda disponible para sus facturas actuales y futuras. Permítanos ayudarle con:

Acuerdos de pago
Se pueden hacer acuerdos de pago a corto y largo plazo según cada caso.


Facturación a Niveles Confortables
Dividimos sus costos de electricidad anual en 12 pagos mensuales iguales y predecibles.

Fecha de vencimiento preferente
Alinea la fecha de vencimiento de su factura con su día de pago para ayudar a su presupuesto durante el mes.




COVID-19 Debt Relief – The Power of Compassion Campaign

Brochure



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

The Power of Compassion



The pandemic has been financially hard on many people. 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 at **(800) 227-9187**.

Other ways we can help

Recognizing the uncertainty that the pandemic has created, we want to assure you that help is available for your current and future bills, as well. Let us assist you with:

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If you need additional assistance to pay your bill, contact your local community action agency to see if you may qualify for our other assistance programs.

To find the agency nearest you, please visit our website at myavista.com/assistance or call us at (800) 227-9187.

Our Customer Service Representatives are available Monday through Friday from 7:00 a.m. to 7:00 p.m. and Saturday from 9:00 a.m. to 5:00 p.m.



COVID-19 Debt Relief – The Power of Compassion Campaign

Website

AVISTA Sign in

Your Account Save Energy Safety Outages About Us Contact Us

The Power of Compassion

Looking for energy bill assistance? We want to help.

Avista partners with [community agencies](#) to provide financial assistance, plus we offer other services to help you manage your bill. So please call us today to discuss your options.

Washington Idaho Oregon

Ways to Connect with Us

- Call (800) 227-9187
- Email us at askavista@myavista.com
- Direct message on [Facebook.com/AvistaUtilities](https://www.facebook.com/AvistaUtilities)

Payment options

- + Self-service and payment information
- + Comfort Level Billing
- + Payment arrangements
- + COVID-19 related resources by state
- + Beware of scams

Energy assistance

Payment arrangements

Washington assistance

Residential customers

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.

Washington residential resources

- [Financial Resources for Washington Residents](#)
- [Spokane County Department of Emergency Management](#)
- [Essential Home Repair Services](#)

Ways to Connect with Us

- Call (800) 227-9187
- Email us at askavista@myavista.com
- Direct message on [Facebook.com/AvistaUtilities](https://www.facebook.com/AvistaUtilities)

Payment options

- + Self-service and payment information
- + Comfort Level Billing
- + Payment arrangements
- + Beware of scams

Business customers

Financial help available from Washington state grants and loans for our Washington customers

For more information on a variety of programs available to small businesses in the state of Washington, please visit www.commerce.wa.gov/bizgrants

Payment options

- [Payment arrangements](#)
- [Online payments](#) - Free through checking or savings accounts

Business resources

For our business customers, we have prepared savings tips and building shutdown checklists.

- [Preparations checklist for workforce re-entry](#) (PDF)
- [Energy saving tips for closing buildings](#) (PDF)
- [Building shutdown checklists](#) (PDF)
- [HVAC system changes](#) (PDF)
- [House to Home energy saving tips for business owners](#)
- [Washington small business resources](#) (PDF)

Weatherization

Flyers and Postcard Mailing

Energy Efficiency Program for Income-Eligible Households



Avista provides funding to area community action agencies to offer energy-efficiency services to income-qualified households. These services include free improvements to help reduce energy consumption and will keep your home more comfortable all year long.

Improvements may include insulation, caulking and weatherstripping to reduce drafts, and energy-efficient doors and windows. They may also check to see if health and safety improvements are needed, such as installing smoke and carbon monoxide detectors.

After your income eligibility is confirmed by a partnering community action agency, they will provide a home-energy audit to identify efficiency improvements that would benefit your home.

If you currently receive assistance to pay your Avista bill, you are likely eligible to participate in this program.

To learn more, contact the community action agency that serves your county:

FRANKLIN COUNTY
Benton Franklin Community Action Committee
720 W Court St
Pasco, WA 99301
509-545-4042

WHITMAN COUNTY
Community Action Center
350 SE Fairmont Rd
Pullman, WA 99163
509-334-9147

CLICKITAT & SKAMANIA COUNTIES
Community Action Council of Lewis, Mason & Thurston Counties
3020 Willamette Dr NE
Lacey, WA 98516
360-438-1100

10 NORTHERN-MOST IDAHO COUNTIES & ASOTIN COUNTY, WASHINGTON
Community Action Partnership
124 New 6th St
Lewiston, ID 83501
208-746-3351 or 800-326-4843

ADAMS COUNTY Opportunities
Industrialization Center
1419 Hathaway St
Yakima, WA 98902
509-452-2555 or 877-952-7145

SPOKANE COUNTY SNAP
212 W Second Ave
Spokane, WA 99201
509-456-7627
snapwa.org



Programa de Eficiencia Energética para Hogares con Ingresos que Califican para Ello



Avista financia a las agencias de acción comunitaria de la zona para que ofrezcan servicios de eficiencia energética a los hogares que cumplen los requisitos de ingresos. Estos servicios incluyen mejoras gratuitas que ayudan a reducir el consumo de energía y que harán que su vivienda sea más confortable durante todo el año.

Las mejoras pueden incluir el aislamiento, el calafateo y la colocación de burletes para reducir las corrientes de aire y hacer que las puertas y ventanas sean energéticamente eficientes. También pueden comprobar si son necesarias mejoras de salud y seguridad, como la instalación de detectores de humo y de monóxido de carbono.

Una vez que una agencia de acción comunitaria asociada confirme que sus ingresos son elegibles, esta realizará una auditoría energética de su vivienda para identificar las mejoras de eficiencia que beneficiarían a la misma.

Si actualmente recibe ayuda para pagar su factura de Avista, es probable que pueda participar en este programa.

Para más información, póngase en contacto con la agencia de acción comunitaria que atiende a su condado:

CONDADO DE FRANKLIN
Benton Franklin Community Action Committee
720 W Court St
Pasco, WA 99301
509-545-4042

CONDADO DE WHITMAN
Community Action Center
350 SE Fairmont Rd
Pullman, WA 99163
509-334-9147

CONDADOS DE CLICKITAT Y SKAMANIA
Community Action Council of Lewis, Mason & Thurston Counties
3020 Willamette Dr NE
Lacey, WA 98516
360-438-1100

10 CONDADOS DEL NORTE DE IDAHO Y EL CONDADO DE ASOTIN, WASHINGTON
Community Action Partnership
124 New 6th St
Lewiston, ID 83501
208-746-3351 o 800-326-4843

CONDADO DE SPOKANE SNAP
212 W Second Ave
Spokane, WA 99201
509-456-7627
snapwa.org

CONDADO DE ADAMS Opportunities
Industrialization Center
1419 Hathaway St
Yakima, WA 98902
509-452-2555 o 877-952-7145



To learn more, contact:

FRANKLIN COUNTY

Benton Franklin Community Action Committee
720 W Court St
Pasco, WA 99301
509-545-4042

Para más información, póngase en contacto con:

CONDADO DE FRANKLIN

Benton Franklin Community Action Committee
720 W Court St
Pasco, WA 99301
509-545-4042



1411 E Mission
MSC 15
Spokane, WA 99252

Energy Efficiency Program for Income-Eligible Households

Avista provides funding to area community action agencies to offer energy-efficiency services to income-qualified households. These services include free improvements to help reduce energy consumption such as insulation upgrades or installing new windows.

After confirming your income eligibility with a community action agency, they will provide a home-energy audit to identify efficiency improvements that would benefit your home. If you currently receive assistance to pay your Avista bill, you're likely eligible to participate in this program.

See other side for information on your local community action agency.

Each home is evaluated on a case by case basis.

Programa de Eficiencia Energética para Hogares con Ingresos que Califican para Ello

Avista financia a las agencias de acción comunitaria de la zona para que ofrezcan servicios de eficiencia energética a los hogares que cumplen los requisitos de ingresos. Estos servicios incluyen mejoras gratuitas para ayudar a reducir el consumo de energía, como la mejora del aislamiento o la instalación de ventanas nuevas.

Tras la confirmación por parte de una agencia de acción comunitaria de que sus ingresos son elegibles, ésta realizará una auditoría energética de su vivienda para identificar las mejoras de eficiencia que beneficiarían a la misma. Si actualmente recibe ayuda para pagar su factura de Avista, es probable que usted pueda participar en este programa.

Consulte el reverso para obtener información sobre su agencia de acción comunitaria local.

Cada vivienda se evalúa caso por caso.



Discussion



Dear Customer,

Now through October 29, you can enter for a chance to win one of two **\$1,500 gift cards** to go towards your next energy efficient appliance purchase or one of four **Nest Learning Thermostats!**

To enter, simply click the button below. You will be asked to:

- Enter your name and email. This will only be used to contact you if you are a winner.
- Take a brief survey about your energy use.

As the weather turns colder, energy use can rise. At the Avista Marketplace, you can browse energy efficient appliances, see estimated annual costs for appliance usage and also see what rebates Avista offers.

Good luck!

Sincerely,

Avista

Enter to Win



Energy Assistance: Agency Outreach & Engagement

Carol Weltz, SNAP
Isidra Sanchez, OIC



Energy Assistance: LIRAP Bill Discount Proposal

Ana Matthews

Influencing Factors

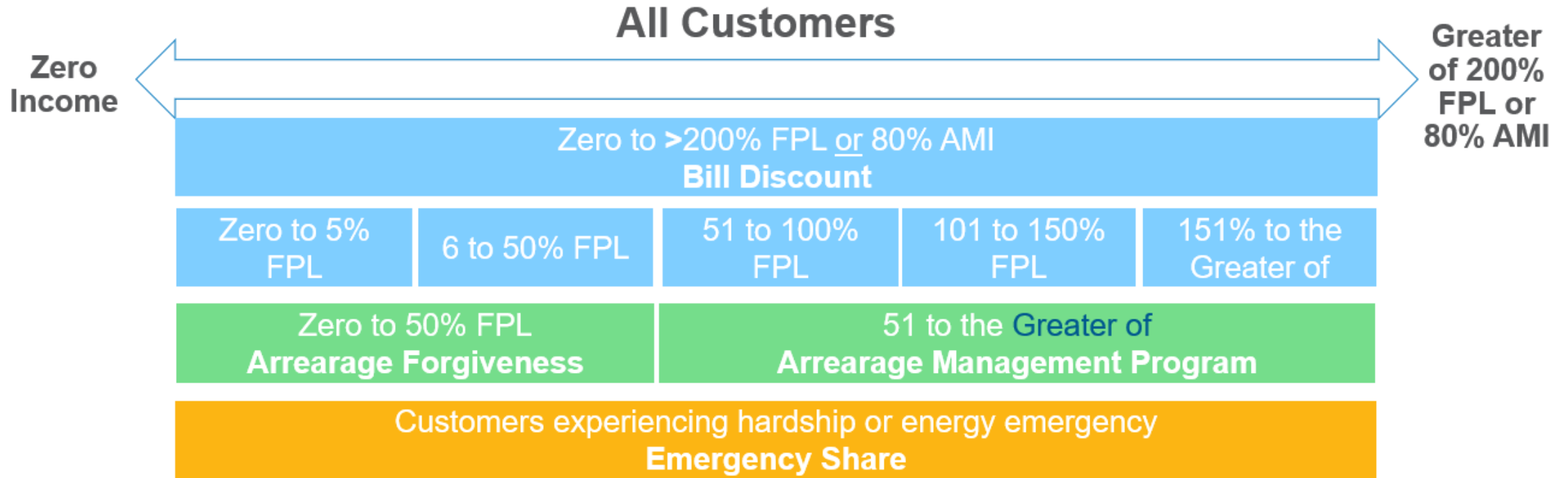
■ CETA

- The utilities must provide at least two low-income energy assistance programs.
- The utilities must provide at least one energy assistance program to be readily available to all low-income households (greater of 200% FPL or 80% AMI and below)
- To the extent practicable, priority must be given to low-income households with a higher energy burden

■ Senate Bill 5295

Each gas or electrical company must propose a low-income assistance program comprised of a discount rate for low-income senior customers and low-income customers as well as grants and other low-income assistance programs

Proposed Bill Discount*



- Replace grant programs and senior/disabled rate discount with bill discount (grant programs: LIRAP Heat and Energy)
- Replace PIPP with bill discount for zero to 50% FPL and add arrearage forgiveness for this group
- Expand Arrearage Management Program (AMP) income eligibility to the Greater of
- Preserve Emergency Share

Proposed Bill Discount*

- Eligibility: Available to all income-qualified customers, to the Greater of 200% FPL or 80% AMI
- Benefit: Income-Based Bill Discount

Income Range	Discount
Zero to 5% FPL	94%
6 to 50% FPL	75%
51 to 100% FPL	35%
101 to 150% FPL	20%
151 to the greater of 200% FPL or 80% AMI	15%

Potential Change in Access*

- Self-certification
 - By completing form, customer attests to both or either:
 - The household income
 - Qualification for program that is similar in eligibility requirement(s) and screening rigor to LIHEAP
 - Attestation can be completed by completing simple form or verbally
 - Zero income customers must complete application
- Verification Options
 - All customers must send documentation to their local community action agency within the first <12> months of enrollment to remain on the program
 - After a few years of operation, the verification process may shift to a percentage of enrollees being audited after a year+ of implementation
- Enrollment forms can be received and processed by both agency or utility
- Agencies to conduct verification, re-certification and aggregate reporting of participants
- Utility will provide enrollment reports to agencies
- Two-year certification once verified

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

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

Amber Lenhart

amber.lenhart@gmail.com

509.475.9575

Renee Coelho

Renee.Coelho@avistacorp.com

509.495.8607

Ana Matthews

Ana.Matthews@avistacorp.com

509.495.7979

~Thank you~