



**Equity Advisory Group –  
Equity Lens Session**

Meeting Date: January 17, 2024

Time: 12:00pm – 1:30pm

Location: Zoom Meeting

**Attendees:**

<b>Facilitator:</b>	<b>EAG Members:</b>
Amber Lenhart	Margee Chambers
<b>Avista:</b>	Will von Bracht
Tamara Bradley	Nicole Bishop
Amanda Ghering	Jean Kindem
Annette Brandon	Clyde Abrahamson
Dan Blazquez	Jupiter
Kelly Dengel	KJ
Annie Gannon	
Rendall Farley	
	<b>Guests:</b>

**Agenda**

- I. Welcome & Introductions
  - Overview of Meeting: Rules and Intent
- II. Partner Share
- III. Transportation Electrification
- IV. CEIP Annual Customer Survey
- V. Energy Equity in Utility Operations
- VI. Your Support Team and Next Meeting

**Facilitator**

- Amber Lenhart
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- Rendall Farley
- Kelley Dengel
- Annette Brandon
- Amber Lenhart

**Meeting Notes**

**Welcome & Introductions**

Introductions and Meeting Rules and Intent and review of today’s agenda. Welcome Dan Blazquez, the new Avista Customer Engagement Manager.

**Partner Share**

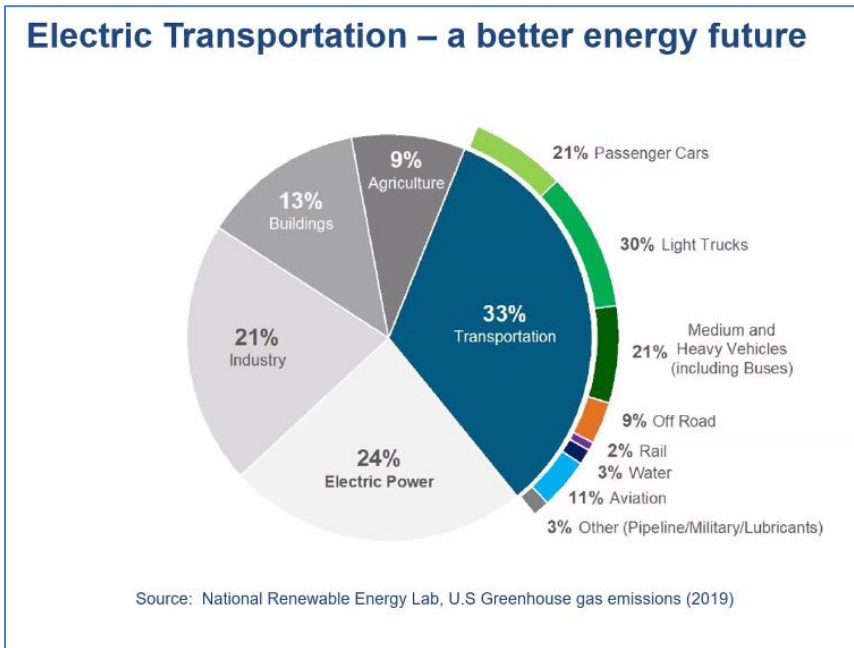
Do you have any upcoming events that members of this group may be interested in attending or be able to support? Are you hearing about any common needs or issues that could use help? Or are there challenges your organization is faces that we may be able to reflect on as a group?

**Member:** Here's a link to the wood stove changeout program. Home is in Spokane Co, burn 1 cord or more an average wood heating season, and have an old wood stove or wood fireplace insert (20 years old or older or not EPA certified). <https://spokanecleanair.org/burning/changeout/>

**Member:** Trans Spokane monthly meetups: next in person one is tomorrow, Thursday the 18th from 4-7pm at the Spokane Central Library 3rd floor conference room, next virtual one is Saturday the 27th via Zoom  
 Meeting ID: 831 6643 4305  
 Passcode: 590184

## Transportation Electrification

Image of US as a whole, Avista is cleaner due to hydro generation. Global trend of electrification on light duty vehicles. We are also seeing a number of applications for medium and heavy-duty mass transportation such as school buses. We are even seeing electric aviation and rail transport, but vehicles is the main focus.



Economic benefits, electric fuel is about \$1 a gallon equivalent

**Summary**

EV Annual Cost	\$1,418/year
Gas/Diesel Annual Cost	\$18,327/year
Annual Savings	\$14,909/year

**81% Reduction**  
Total even **35,357 kWh**  
Max Demand **23 kW**

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**Estimated carbon emission reduction**

EV	8.25 MT/year
Gas/Diesel	32.19 MT/year
Savings	24.94 MT/year

**75% Reduction**  
Emissions **54,977 lbs**  
Metric Tons **24.94 MT**

Check out the advanced fleet electrification tool at: [myavista.com/transportation](http://myavista.com/transportation)

- 80% carbon emissions reductions overall, 100% reduction local air pollution (zero tailpipe emissions)
- \$1 billion in annual fuel savings for the region – for light-duty vehicles alone

Beneficial load growth for the utilities and we can better utilize the assets we already have to use load during off peak times.

## Beneficial load growth = electric affordability for all customers

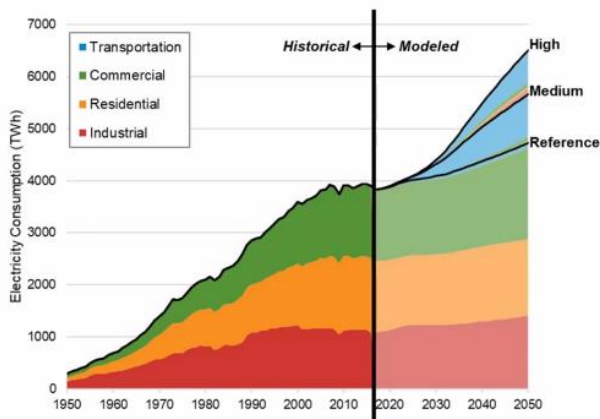


Figure ES-3. Historical and projected annual electricity consumption

- 20% or more of overall electric load from transportation by 2050
- 75% or more of charging can occur off-peak – benefiting all customers by minimizing utility costs and increasing marginal revenue that helps reduce rate pressure

Mid century we think approximately 80% of personal small vehicles will be electric

## TE Community and Low-Income Support Programs



1. Partnerships with Community-based organizations (CBOs)
2. Charging Infrastructure
  - Rural and Underserved Communities
  - Multi-Unit Dwellings with Low-Income Tenants
  - Low-Income Residential Customers
3. Growing opportunities
  - Mass transit buses
  - School buses
  - Ridehailing
  - Ridesharing
  - Carsharing
  - Micro-mobility

See the complete TE Plan at: [myavista.com/transportation](http://myavista.com/transportation)

There is a lot outlined in our TE plan, working with community organizations to help bring charging to the community.

## Community-Based Organization (CBO) Partnerships

- Providing Community-based Organizations (CBOs) with EVs and charging
  - 10 active partnerships to-date
  - Soliciting proposals for 2024
- Prioritize EV charging in named communities and small rural towns; community centers, & libraries
- Support electric school bus grants and charging infrastructure
- **CBI: 896 trips provided by CBO partners in 2022**



## Charging Infrastructure Programs

2023 thru Dec	Commercial L2
# Ports Installed	138
# Ports In-Service	590
Installation Cost per Port including charger	\$4,546
Lead Time	17 weeks
Customer Satisfaction	95%
Uptime	95%



- **181 charging ports in Named Communities**
- No-cost installations for Community-Based Organizations (CBOs) and low-income multi-family housing
- \$2,000 Smart Charging program incentive for low-income residential customers

We are also working with private entities to install more DC fast charging across Eastern WA, including rural towns. We have 17 sites in Eastern Washington with 12 of those being in Named Communities. We are even exploring an option for learning about and renting EVs from public libraries. Test it out, see if it is something you like or want at a low cost.



## Public DC Fast Charging for Community Benefits



180kW DCFC at The HIVE in Spokane, WA – expandable to 1MW

- 17 sites installed in Eastern Washington
- 12 sites (70%) in Named Communities (at Community Centers, Libraries, Rural Towns, etc)
- Enables clean and affordable ridesharing innovations for communities

- See the regional charging buildout plan at: [myavista.com/transportation](http://myavista.com/transportation)
- Send your questions and suggestions to: [electrictransportation@avistacorp.com](mailto:electrictransportation@avistacorp.com)

STA now provides rapid commute through Electric bus systems, and they are continuing to see how they can grow that fleet. We are also working with school districts to apply for grant applications for electric school buses. These opportunities below are at a small scale now, but we hope to increase those offerings in the future.

### Growing Opportunities



Transit Buses and Shuttles



Car/Ride-Share & Micro-mobility



Ride Hailing



School Buses

Check out [myavista.com/transportation](http://myavista.com/transportation)

**Member:** are there charging station options for street only parking?

**Company:** we do not have an easy solution for those situations, we have been successful in a couple of those, but they are tough to design, we would suggest sending us an email or calling so we can come do a site visit to come out and see what we can do.

### [CEIP Annual Customer Survey](#)

We did a customer survey a couple of years ago and we would like to make the survey moving forward but make it a simpler version with less questions, but more meaningful questions. We will offer the new survey through paper and email, in multiple languages, we will offer this same survey on an annual

basis with a maximum of 5 questions and in multiple languages. We want to gauge customer sentiment and collect feedback that is meaningful and actionable by Avista.

**Member:** Question #2, you may need to include examples or definitions....

**Member:** I think for all of them, some examples would help people know what they mean.

**Member:** question #4, what are you going to do with that information as Avista? What if the answer is cost, but costs continue to go up...

**Company:** with resource selections, we would use this data to help drive our decisions, so if it is cost effective, then we can help justify why we are making the decisions we are making. This helps us to keep ourselves accountable and not just talking the talk, but walking it too.

**Member:** I think everyone is going to say bill costs, so.

**Member:** Can we look at Question #1 also? There are several options, maybe provide a combination, so attend meetings once a quarter, or once a year? Maybe provide more flexible options

**Company:** please provide additional questions or updates to the questions to Kelly at Kelly.dengel@avistacorp.com

## Energy Equity in Utility Operations

Our vision at Avista is to provide better energy for life, this is not conditional, this is for ALL customers. This process will allow us to take a deeper dive and help get us in connection with customers who may not have been able to participate previously.

**Avista Vision: Better Energy for Life**

- “Our vision is to deliver better energy for life. We strive to fulfill that vision by improving the lives of customers through the safe, responsible, and affordable delivery of energy, in a way that is trustworthy, innovative and collaborative”

**ALL CUSTOMERS**

**Our Mission**  
We improve our customers' lives through innovative energy solutions.

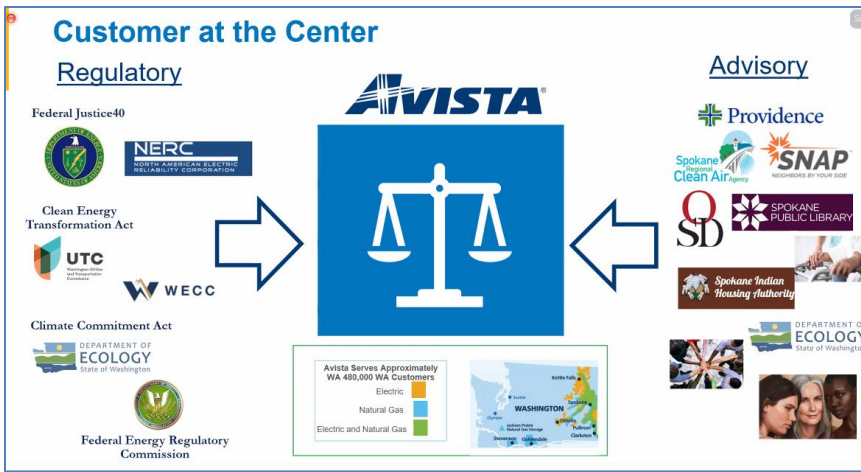
**Our Vision**  
Better energy for life.

**Our Values**  
Trustworthy | Innovative | Collaborative

**AVISTA**  
BETTER ENERGY FOR LIFE  
Since 1889

**Our People**  
**Our Customers**  
**Perform**  
**Invent**

We put customers at the center of everything we do and all the decisions we make. We have many factors that pull us in different ways that we have to balance, but it is important to us that we do that in a way that takes into account all of our customers needs. Today we are talking about our WA electric customers, but in later discussion we will talk about how this will also be rolled into the other states we serve.



## Washington State Equity Requirements

**Clean Energy Implementation Plan 2019**

- Focus on "just transition"
- Strong Public Participation
- Customer Benefit Indicators

**Avista General Rate Case Conditions 2021**

- "Capital Planning must consider and implement energy justice and its core tenets."
  - Recognition, Procedural, Distributive, Restorative

**Climate Commitment Act 2022**

- Environmental Justice Council
  - Invest in those communities most impacted by climate change

Right now we are in the middle of developing our 20 year resource plan (IRP) and our 10 year clean energy action plan. We are looking at our customer benefit indicators as we go into the development of our IRP so we will be trying to finalize new CBIs by June 2024, so this is intended to set the stage for the next meeting to discuss CBIs.

## Clean Energy Implementation Plan (CEIP)

**Integrated Resource Plan (IRP)**  
20-year resource plan identifying lowest reasonable cost resource mix to provide energy to customers that is clean, affordable, reliable, and equitably distributed.

**Clean Energy Action Plan (CEAP)**  
Included in the IRP and sets 10-Year targets for complying with clean energy supply standards under CETA.

**Clean Energy Implementation Plan (CEIP) 2022-2025**  
4-year plan establishing the actions the utility will take to comply with CETA requirements in an equitable manner, including:

- Interim Targets
- Specific Targets
  - Demand Response
  - Energy Efficiency
  - Renewable Energy
  - Other

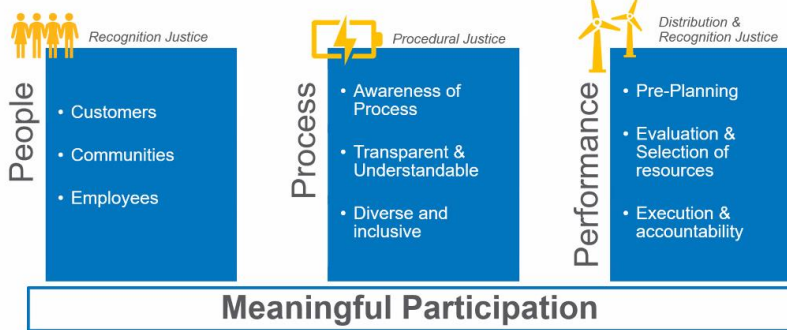
**Must include:**  
Customer Benefit Indicators and metrics

**Informed by Public Participation Process**

Here is how we are summarizing the operationalizing of equity

## Supporting our Vision: Operationalizing Equity

Promoting fair access and equal opportunities for customers to benefit from our services by prioritizing people, streamlining processes, and enhancing performance.

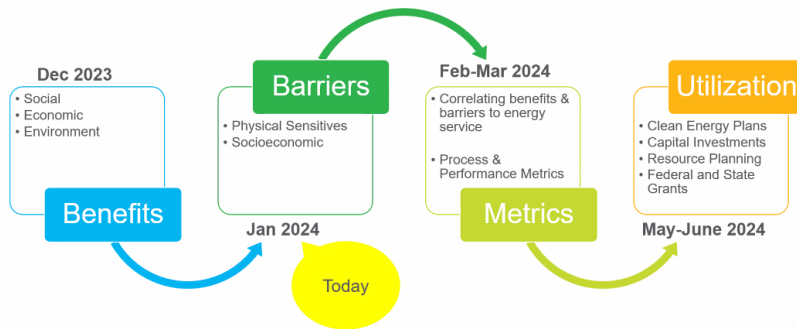


The basis for this conversation is to bring in meaningful participation, we need help from you or suggestions of others we can utilize to make sure we are obtaining meaningful participation. Ensure that all those that do want to participate are able to.

Previously we talked about benefits, this time we would like to talk about barriers today, and the new will bring them all together in a more holistic manner and correlate them to our energy service.

## Equity Advisory Group

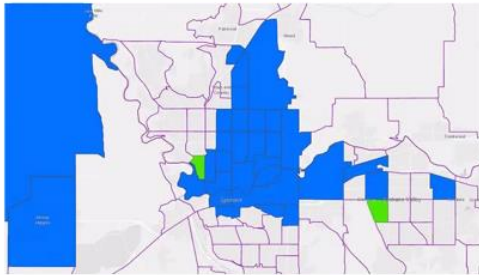
Foundational bringing our Vision to life through meaningful participation - in a manner which *means most to our customers*



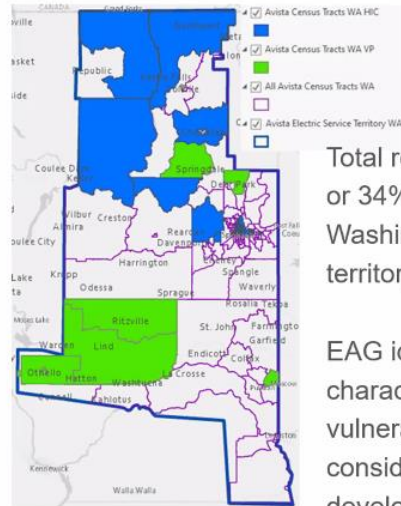


# Who are we impacting?

## Highly Impacted Communities and Vulnerable Populations (Named Communities)



- Highly Impacted Communities**
  - Designated by DOH based on Environmental Health Disparities Map
  - 36 Census Tracts (25%)
- Vulnerable Populations**
  - Socioeconomic and sensitive population areas 9 or higher
  - 12 Census Tracts (9%)



Total represents 48 areas or 34% of total Avista Washington service territory.

EAG identified additional characteristics for vulnerable populations considered as part of CBI development.

If we can identify customers on a map by using the information provided by the EAG, can we map the information you have given and make sure the information and feedback provided is used and acted on.

Equity should be a conversation topic, so I am sorry I am just talking at you today, but later we will have a meaningful conversation.

What is equity in resource selection, project design etc., everyone gets the same quality of outcome, and we can get there by meeting individual needs

## Equity in Program Design\*

### What Does Equity Mean In Program Design?

*Everyone gets the same quality of outcome - meeting their individual needs.*



**EQUITY =**

**PROCESS + OUTCOMES**

*All groups have access to the resources and opportunities*

*Differences in outcomes cannot be predicted on a basis of race, class or other dimensions of identity*



**Can you think of examples of what this could mean in program design?**

# Limitations: Potential Burdens and Barriers\*







## Socioeconomic

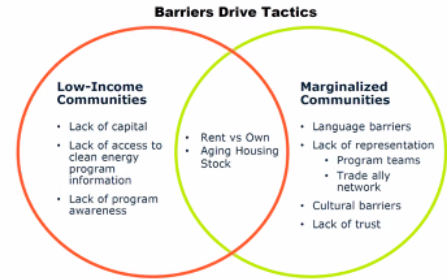
- No high school diploma
- Unaffordable Housing
- Language Barriers
- Race
- High Unemployment or Underemployment
- Disproportionate environmental stressors

## Sensitivities: Physiological factors which impact access

## Policy

- Regulatory Policy
- Internal Resistance to Change
- Lack of understanding of impact
- Lack of trust or respect

Examples In Which Inequity Is A Barrier	
EXAMPLE	WHY?
 Financing Program	 Potential Cultural Barriers
 Personal Energy Program	 No Computer In The Home
 Contractor Driven Program	 No Contractors In The Area



Amber will help facilitate this conversation in the upcoming months.

Here are some other things to think about that are important, culture competency, I did not really understand before, there is a difference between translation and knowing what you are really translating and that the meaning is coming through, so that is how I look at it.

## Understanding of Barriers – Other\*

### TERMS TO THINK ABOUT

**CULTURAL COMPETENCY**

Cultural competency is generally defined as the ability to understand, appreciate and interact with people from cultures or belief systems different from one's own.

**SOCIAL VALIDITY**

Social validity is subjective and important. It is useful in determining if changes that we produce in behavior are acceptable and efficient for the target group. The target behavior, reducing energy consumption or purchasing efficient equipment, must be significant to the target population.

**CULTURAL ADAPTATION**

The systemic modification of a program to consider language, cultural, and context in such a way that it is compatible with cultural patterns, meaning and value.

What if the lack of equity in some programs is due more to social misalignment than financial barriers?

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How will we tie this all together? Through results-based accountability. Amber will lead the conversation and help us determine how we are going to continue to support customers and continue to put our customers at the forefront of our decisions.

## Setting Process and Performance Indicators Looking forward: Feb-March 2024

- ✓ Safe
- ✓ Affordable
- ✓ Reliable & Resilient
- ✓ Clean & Environmentally Friendly
- ✓ Reduces emissions, improves air quality
- ✓ Facilitates economic development
- ✓ Creates culture of inclusion (internal/external)
- ✓ Sustainable long-term

### Results-Based Accountability



Figure 2

Process Metrics (Leading)

- How will we produce desired results?
- Useful to predict trends
- Mid-Cycle Adjustments

Performance (Lagging)

- How will we measure?
- How did we do?
- Are we impacting customers as intended?
- Accountability measurements or patterns

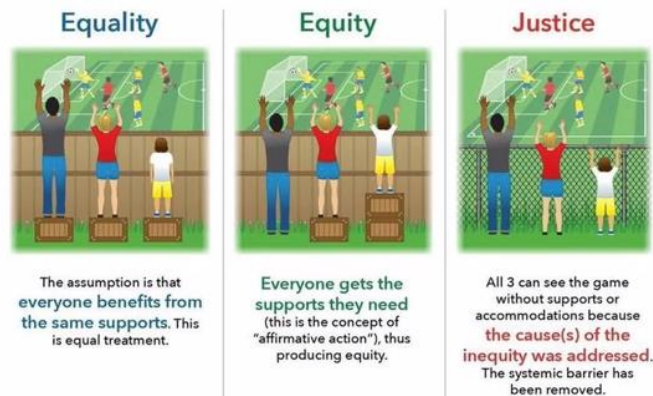
**Facilitator:** Just sharing a thought. It's interesting to think about how inequity could be a barrier to participating in the survey we just heard about (no computer access, not able to read in any of the available languages, etc.) and how that is part of process equity

## Looking upstream

### Looking "Upstream"

#### Discussion Goal:

To identify social, economic, environmental, and political factors that contribute to barriers that keep certain populations or communities from equitably benefiting from the transition to cleaner energy.



What are the barriers, where is the fence, why is the fence there, who has the boxes etc., while we have had these conversations before, we have new members with new perspectives. We will ask ourselves why people not have access to the benefits of our energy systems, and we will keep asking why to help uncover ideas and information that will help us improve. Think about your lived experiences, experiences of the communities you live and work in.

## Preparing for our future discussion

- Consider the energy, social, economic, and environmental benefits of the energy system
- Think about the communities where you work and live
  - What barriers might keep them from reaching these benefits?
  - Why do they experience these barriers?
  - Why do the barriers exist?
  - What behaviors, social factors, economic differences, environments, and policies contribute to those barriers?

**Member:** All of this information will be on the Avista webpage where we find this slides and notes right?  
**Company:** yes, it is there already, I also sent the slides late yesterday to everyone's inbox, but I am happy to provide anyone that needs it again, also visit [myavista.com/ceta](http://myavista.com/ceta) to find old notes and slides decks as well as meeting recordings.

## Wrap Up

Thank you all for your wonderful ideas, please feel free to send us any additional ideas.

Reminder of upcoming meetings

Do we want to bring the EAG members together when the weather is better? We can have an all-day equity workshop and meet in person etc.,

**Member:** I want to thank Avista for really engaging and communicating with the community over the past few days when it is has been so cold. I think people were really willing to be helpful.

## Next Meeting | Support Team



**February 21st**

- 12:00 – 1:30 pm

**February 23rd**

- 7:30 – 9:00 am

Amber Lenhart

[Amber.lenhart@gmail.com](mailto:Amber.lenhart@gmail.com)

509.475.9575

Ana Matthews

[Ana.Matthews@avistacorp.com](mailto:Ana.Matthews@avistacorp.com)

509.495.7979

Tamara Bradley

[Tamara.Bradley@avistacorp.com](mailto:Tamara.Bradley@avistacorp.com)

509.495.9686