



**Equity Advisory Group –
Equity Lens Session**

Meeting Date: January 19, 2024
 Time: 7:30am – 9:00am
 Location: Zoom Meeting

Attendees:

Facilitator:	EAG Members:
<i>Amber Lenhart</i>	<i>Karen Boone</i>
Avista:	<i>Tami Dillon</i>
<i>Tamara Bradley</i>	<i>Cindy Kimmet</i>
<i>Amanda Ghering</i>	<i>Connie Kliewer</i>
<i>Annette Brandon</i>	<i>Vanessa Strange</i>
<i>Dan Blazquez</i>	<i>Carmen Groome</i>
<i>Kelly Dengel</i>	<i>Brook Beeler</i>
<i>Annie Gannon</i>	
<i>Rendall Farley</i>	
	Guests:
	<i>Joshua Dennis</i>

Agenda

- | | |
|-----------------------------------------|-----------------|
| I. Welcome & Introductions | Amber Lenhart |
| – Overview of Meeting: Rules and Intent | Amber Lenhart |
| II. Partner Share | Amber Lenhart |
| III. Transportation Electrification | Rendall Farley |
| IV. CEIP Annual Customer Survey | Kelley Dengel |
| V. Energy Equity in Utility Operations | Annette Brandon |
| VI. Your Support Team and Next Meeting | Amber Lenhart |

Facilitator

Meeting Notes

Welcome & Introductions

Introductions and Meeting Rules and Intent and review of today’s agenda. Welcome Dan Blazquez, Avista’s new 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: Air quality survey in named communities is going on, Seeking input on air quality. The news post advertises some community meetings, which have passed. We still would like input through the

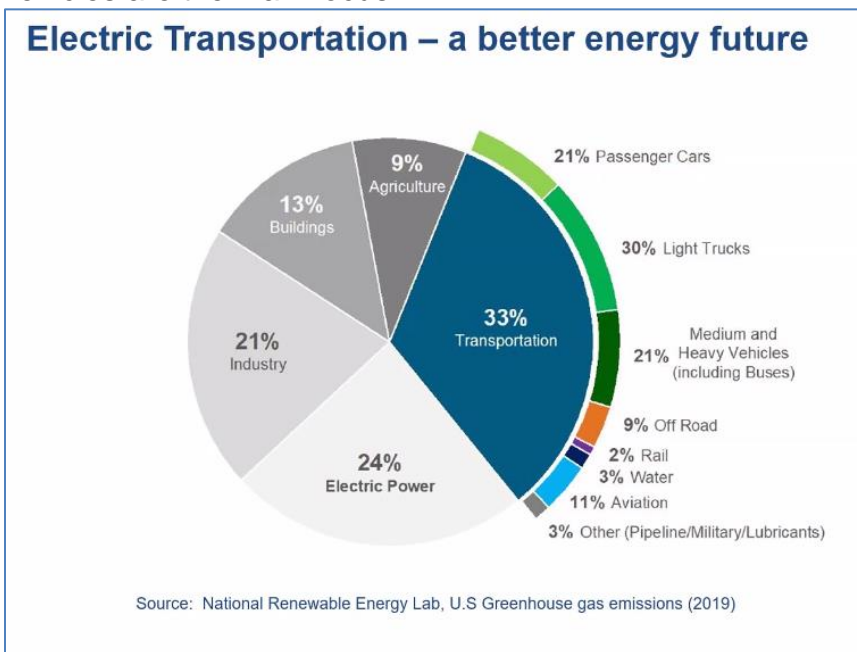
survey. Link in the post: <https://ecology.wa.gov/about-us/who-we-are/news/2023/ecology-seeks-community-input-on-local-air-quality>

Report on how air quality affects communities: <https://ecology.wa.gov/about-us/who-we-are/news/2023/dec-28-new-report-shows-air-pollution-hits-washington-s-most-vulnerable-the-hardest>

Library Learning Week next week, lots of great events! <https://www.spokanelibrary.org/2023/12/library-learning-week/>

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 are the main focus.



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

Electric Transportation – a better energy future

Summary

EV Annual Cost	\$3,418/year	81% Reduction
Gas/Diesel Annual Cost	\$16,327/year	Total kWh: 35,357 kWh
Annual Savings	\$14,909/year	Max Demand: 23 kW

Estimated carbon emission reduction

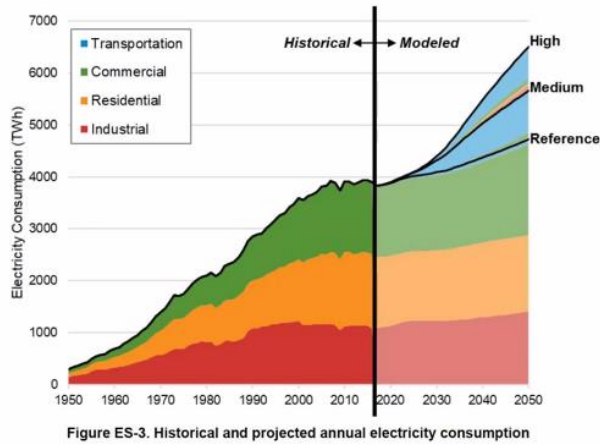
EV	8.25 MT/year	75% Reduction
Gas/Diesel	33.19 MT/year	Difference: 54,977 lbs
Annual Savings	\$4,977/year	Max Demand: 24.94 MT

Check out the advanced fleet electrification tool at: 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.

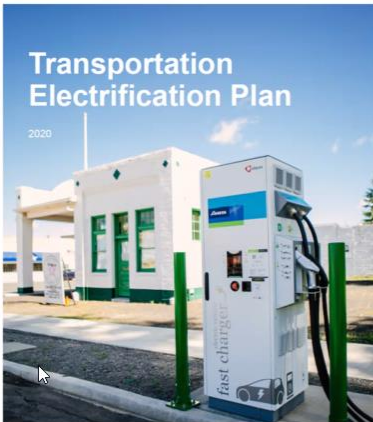
Beneficial load growth = electric affordability for all customers



- 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

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



Member: So, you gift a vehicle to the CBO?

Company: It is not technically a gift, we sign a memo that we are giving the car and the CBO is the legal owning organization, but they agree to give it back to Avista or sell it to another party at a good price. They can't sell the car and keep the money; they have to give it back to Avista.

Member: How long are they allowed to use the car?

Company: As long as the CBO is using it well, they are allowed to have the car. There is no real limit. We also install charging stations for their needs with the EV they have acquired from Avista. We are looking for new partners and taking app.

Member: Electric school bus grants, have you contacted the local schools?

Company: Yes, we are in regular contact with the school districts, ESD101 has really helped us with outreach for the EV Grants for school buses. 3 school districts in our area have been granted school buses that are up and running. If the transport provider wants to reach out to Avista we help with an engineering review of their charging and how to install an upgrade at low cost to their charging station in the future and we help pay for some of the charging infrastructure and help with the grant applications.

Member: I was with the school bus company for a lot of years and I know there is a lot of pollution with them.

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
- Send your questions and suggestions to: 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

Member: How do you define named communities? And just a little more clarification about serving poor communities, maybe the conversation is one I can have with you beyond this meeting. The dominant culture in Spokane is impoverished. Then you have more numbers in communities in color.

Company: Highly Impacted Communities defined by the WA department of Health and the vulnerable populations which were defined by the EAG, and we will expand on that throughout this year. We are also using the federal justice 40 map that we have laid on top of our named community map.

Member: I say this because the presentation is great and so are the concepts, but it seems like if it is marketed towards CBOs that serve vulnerable populations, that is easy to understand but when you start talking about the VPs themselves, I question, Can they even afford that car? And loaners are not going to be given to VPs, but it makes more sense to give to a CBO even a library and that should be your primary target at this point.

Member: Any big barriers? Do you have any talking points for us to help advocate, especially for those who might disagree that this is a path worth taking.

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: The one thing you left out is fun, how do you make it fun to participate. If you have Named Communities you are working, how about having those named communities encourage their clients to fill it out. If it comes in the bill, I would pass it up because I only look at my bill and not all the papers along with it.

Company: I am not sure how we will make it fun, but we will talk about it internally.

Member: What grade level is this written for? Will you be giving options/ideas for what is meant by some of the choices?

Company: We try to keep everything at an 8th grade level or below.

Company: FYI Only: Instructions for Utilities to Identify Highly Impacted Communities | Washington State Department of Health

Member: Add real examples, pictures, and make wording more conversational

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”



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

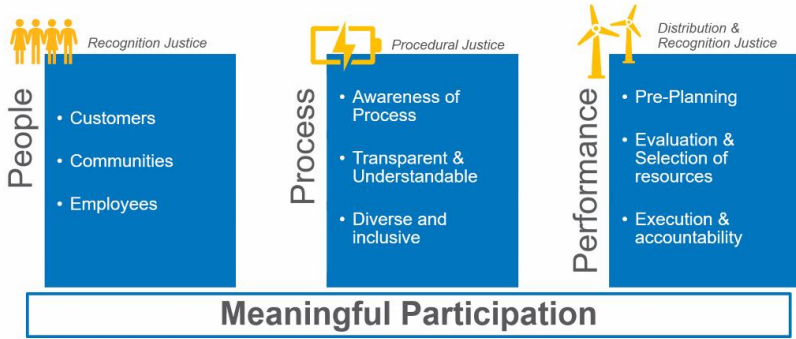
Our Vision
Better energy for life.

Our Values
Trustworthy | innovative | Collaborative

ALL CUSTOMERS

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.

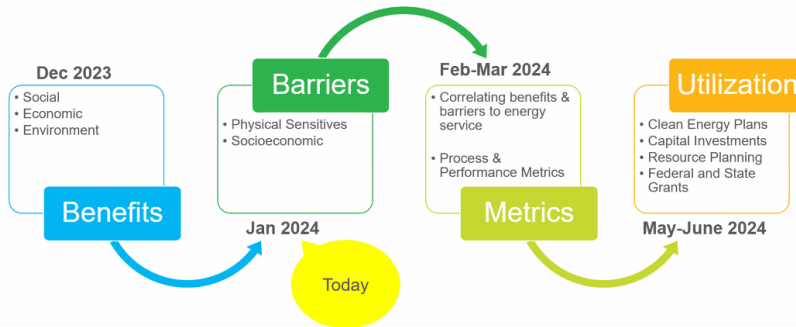


The basis for this conversation is to bring in meaningful participation, we need help from you or suggestions of others we can utilize to make sure we are obtaining meaningful participation. Ensure that all those that do want to participate are able to.

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.

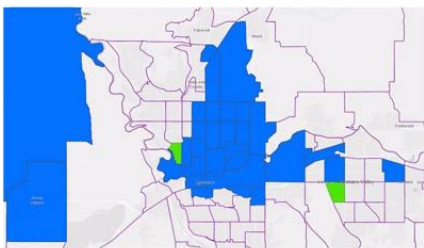
Equity Advisory Group

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

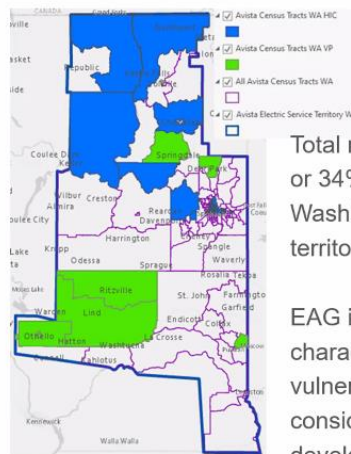


Who are we impacting?

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?

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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

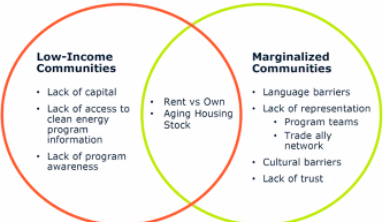
Policy

- 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

Barriers Drive Tactics



Low-Income Communities

- Lack of capital
- Lack of access to clean energy program information
- Lack of program awareness

Marginalized Communities

- Language barriers
- Lack of representation
 - Program teams
 - Trade ally network
- Cultural barriers
- Lack of trust

Amber will help facilitate this conversation in the upcoming months.

Here are some other things to think about that are really important, such as culture competency. I did not really understand before, there is a difference between translation and knowing what you are translating is really sharing the **meaning** behind what is being translated and that it is coming through the right way.

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

Quantity	Quality
<p>How Much We Do</p> <p>How much service did we deliver?</p> <p>#Customers served # Services/Activities</p>	<p>How Well We Do It</p> <p>How well did we do it?</p> <p>% Services/activities performed well</p>
<p>Is Anyone Better Off?</p> <p>What quantity/quality of change for the better did we produce?</p> <p>#% with improvement in:</p> <p>Skills Attitudes Behavior Circumstances</p>	

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


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.

Equality




The assumption is that everyone benefits from the same supports. This is equal treatment.

Equity



Everyone gets the supports they need (this is the concept of “affirmative action”), thus producing equity.

Justice



All 3 can see the game without supports or accommodations because the cause(s) of the inequity was addressed. The systemic barrier has been removed.

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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?

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.,

Next Meeting | Support Team



February 21st

- 12:00 – 1:30 pm

February 23rd

- 7:30 – 9:00 am

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