



Equity Advisory Group

*Condition #10
Named Communities Investment Fund
Public Participation Plan Update*

January 18th & 20th, 2023

Introductions & Agenda

Topic	Topic Owner
Welcome & Introductions	Amber
Overview of the Meeting: rules and intent	Amber
Partner Share	Amber
Condition #10	Ana
Named Communities Investment Fund	Ana
Public Participation Update	Tamara
Next Meeting/Close	Amber

Guest Introductions

- Name
 - Pronouns
- Organization



Ana Matthews

CEIP Energy Efficiency Program Manager

- Ana has served as Consumer Affairs Program Manager at Avista for 11 years where she oversaw bill assistance and outreach programs for resource-constrained and underserved customers.
- Her work experience in public health and the private sector includes designing, implementing and managing community impact programs and campaigns.
- She has led creative community-wide and employer-sponsored initiatives that have resulted in policy adoption and significant impact on target populations.
- She also served in the U.S. Army for seven years.



Today's Meeting

Equity Lens Session December 2022

Provide on update on internal progress on Condition #10

Inform and Educate on the NCIF brainstorm session held in December

Inform and consult on the ongoing public participation work

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.

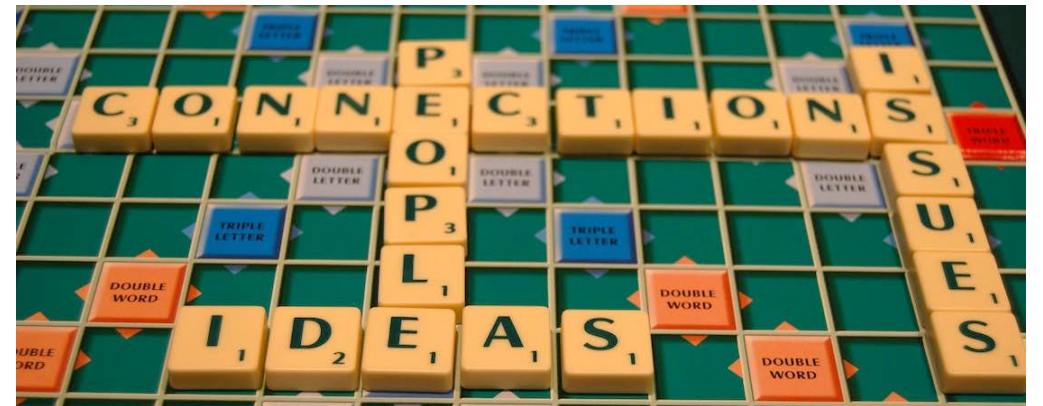
Rules for Engagement



- 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)

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)





Condition #10

CEIP Condition 10

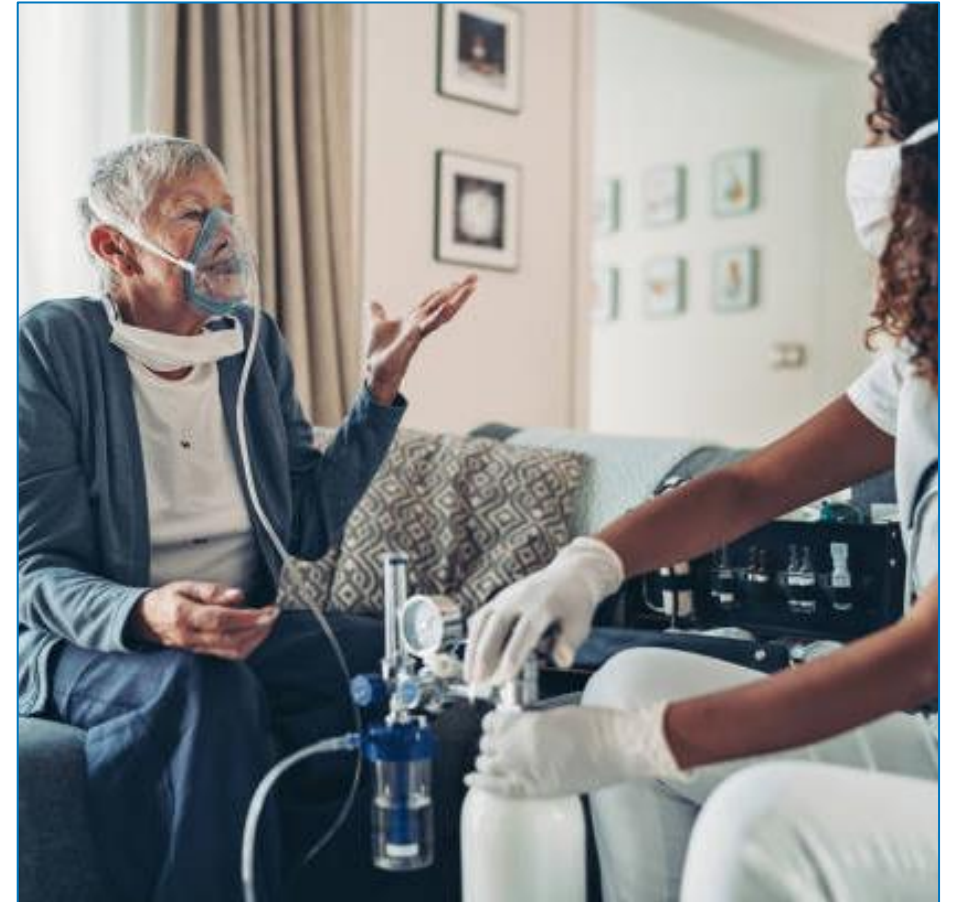


By December 1, 2022, in collaboration with its Equity Advisory Group (EAG) and Energy Assistance Advisory Group (EAAG) and per WAC 480-100-640(5)(a) and (c), Avista agrees to identify at least one specific action that will serve a designated subset of Named Communities, to be funded by the Named Communities Investment Fund, and to identify and track all CBIs relevant to this specific action.

The location identified for the specific action will be at the granularity of the designated Named Communities subset.

Update: Support for Customers with Power Dependency for Medical Equipment

- Pilot for customers identified as Life Support who reside in a Named Community that is within a Heat Vulnerable Community, as identified in Gonzaga's *Addressing Extreme Heat in Spokane, WA* report
- Equip income-qualified customers with:
 - alternate energy source medical equipment for service disruptions
 - energy efficient cooling system for severe heat events



Condition #10: Update Support for Power Dependent Customers



Research & Planning are underway

- Analysis to scope the potential need within the Named Communities
- Discussions, inquiries with established service entities
- Obtaining technical consult for legal, risk management
- Research alternative energy source(s) and medical equipment needs with ability to power for a determined amount of time.

An Example of Learning

Avista CARES

1. Life Support Customers

- Ventilator
- O² concentrator/O² generator
- Dialysis

2. Medical Equipment

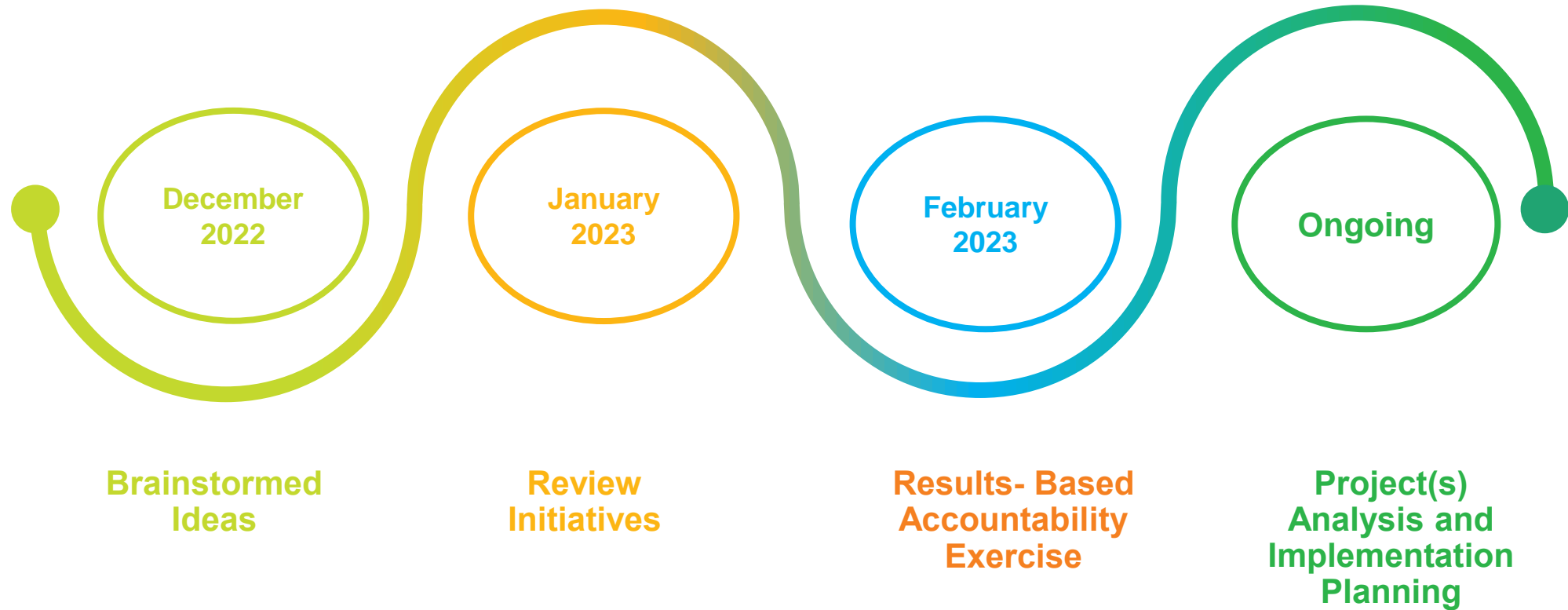
- CPAP
- Nebulizer
- O² generator
- Medication refrigerator

- Learning about the variety of need among those with medical equipment



Named Communities Investment Fund

Named Community Investment Fund



Named Communities Investment Fund

Initiative	Energy Efficiency	Can be an initiative of the EAG NCIF led projects	Notes
Increase electric vehicle charging infrastructure for and within NC	No	No	Avista Electric Vehicle Community & Low-Income Initiatives
Increase tree canopy and shade in NC	Yes	Yes	Biennial Conservation Plan Exploration underway
Increase access to energy efficient products and appliances for NC	Yes	Yes	Avista Outreach Incentives for appliances that are energy efficient
Focus efforts on improving energy efficiency for community members without stable housing	Yes	Yes	Projects must benefit customers; that can include organizations/businesses that support homelessness
Focus efforts on improving energy efficiency for schools, community centers, and other places where NC spend time	Yes	Yes	Current programs in place – account executives are not focused on NC exclusively
Increase awareness of and engagement in energy efficiency programs while also meeting whole-household needs through community-based partnerships and referrals to services	Yes	Yes	
Focus efforts on improving energy efficiency for Spokane Tribe partners	Yes	Yes	Help develop and support funding strategies for energy efficiency upgrades that may include energy audits
Improve energy efficiency in multi-family and mobile home communities	Yes	Yes	Pilot



Public Participation Plan Update

Public Participation Plan

Public Participation Partners – On-site



P3 staff schedule three (3) in-person meetings and four (4) pop-ups

- Latinos of Spokane
- American Indian Community Center
- The Salvation Army Spokane
- Our Place Community Outreach
- Carl Maxey Center
- Spokane Indian Housing Authority
- Kettle Falls Adventist Church

Public Participation Plan

Public Participation Partners – Survey of Preferences

- Arabic
 - Dhari
 - English
 - Mandarin
 - Marshallese
 - Russian
 - Spanish
 - Vietnamese
- Notices on website
 - Promotional video
 - Social media posts
 - Email campaigns
 - Digital and printed flyers
 - Avista e-newsletter
 - Avista phone tree message

7,406 participants

Public Participation Plan

Public Participation Partners – Survey of Preferences

1. How do you receive your utility bill from Avista?
2. In the past year, have you received news and updates from Avista? If so, how?
3. If you have attended any in-person or virtual Avista events in the past year, what were they?
4. How satisfied or dissatisfied are you with how Avista shares information?
5. How much do you agree or disagree with the following statements?
6. If Avista hosted community events, would you consider attending?
7. How do you prefer to receive information from Avista?
8. Which social media platforms, if any, would you like to use to keep updated on Avista news?

Public Participation Plan

Public Participation Partners – Survey of Preferences

Row	Strongly Disagree	Disagree	Neutral / Don't Know	Agree	Strongly Agree	Response count
I know how to get in touch with Avista if I'm having a service issue.	1.79% (132)	2.57% (189)	5.71% (420)	54.56% (4016)	35.38% (2604)	7361
Avista shares useful energy-saving tips.	1.10% (81)	2.53% (186)	17.03% (1250)	56.88% (4175)	22.45% (1648)	7340
Avista provides opportunities for me to give feedback.	1.35% (99)	4.15% (303)	32.25% (2357)	45.79% (3346)	16.46% (1203)	7308
Avista informs me in advance of utility rate changes.	1.87% (137)	5.21% (382)	22.94% (1681)	53.25% (3903)	16.73% (1226)	7329
Avista is quick to communicate any service disruptions.	1.81% (133)	6.55% (480)	28.99% (2125)	44.45% (3258)	18.19% (1333)	7329
I know how to apply for financial assistance through Avista if I need help paying my utility bill.	2.84% (207)	8.32% (605)	52.13% (3793)	26.22% (1908)	10.49% (763)	7276
I understand how Avista is promoting clean energy.	2.37% (173)	7.33% (534)	36.11% (2631)	41.63% (3033)	12.56% (915)	7286

Public Participation Plan

Public Participation Partners – Survey of Preferences

Demographic Category	Outreach Area Demographics	Survey Participants
Race/Ethnicity	White/Caucasian: 86.1% Black/African American: 1.5% Hispanic or Latino: 9.5% Asian: 2.5% American Indian/Alaska Native: 1.7% Native Hawaiian/Pacific Islander: 0.5%	White/Caucasian: 85.9% Black/African American: 0.6% Hispanic or Latino: 2.3% Asian or Pacific Islander: 1.5% American Indian/Alaska Native: 2.4% Prefer not to answer: 8.3% I'd like to self-identify: 2.4%
Annual Household Income	55% of households have an annual household income of \$50,000 or more	44.6% of respondents have an annual household income of \$47,000 or more
Limited English Proficiency	2.1% of the outreach area population primarily speaks a language other than English	4.6 % of survey participants speak English less than Very Well

Public Participation Plan

Public Participation Partners – Advisory Groups

- Energy Efficiency Advisory Group (EEAG)
- Energy Assistance Advisory Group (EAAG)
- Equity Advisory Group (EAG)

Barriers to Participation

- Language barriers
- A need for educational materials
- Technology challenges
- Transportation to in-person meetings
- Timing of meetings
- Location of meetings
- Awareness that meetings are occurring
- Trust

Communication Methods

- Diverse and multiple form
- Colorful envelopes to communicate important information
- Email
- Text messages
- Receiving information from trust sources
- Clarity of communication
- Website

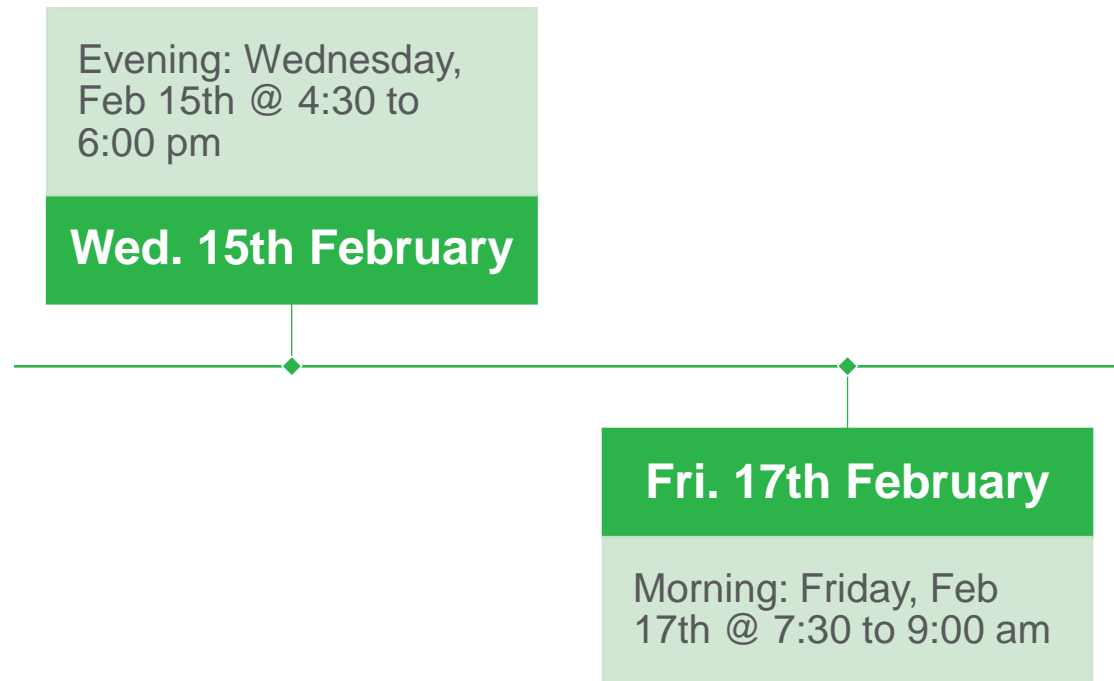
Public Participation Plan

Public Participation Partners – What's Next

- **Recommendations Report**
- **Public Participation Plan**
- **Strategy and Implementation**

What do you feel is meaningful to the general public regarding our Clean Energy Implementation Plan?

Next Meeting | Support Team



Amber Lenhart
Amber.lenhart@gmail.com
509.475.9575

Ana Matthews
Ana.Matthews@avistacorp.com
509.495.7979

Tamara Bradley
Tamara.Bradley@avistacorp.com
509.495.9686