



# Equity Advisory Group

*Transportation Electrification*

*CEIP Customer Survey*

*Energy Equity in Utility Operations*

January 2024



# Introductions & Agenda

Topic	Topic Owner
Welcome & Introductions	Amber Lenhart
Overview of the Meeting: rules and intent	Amber Lenhart
Transportation Electrification	Rendall Farley
CEIP Annual Customer Survey	Kelly Dengel
Energy equity in utility operations	Annette Brandon
Wrap-up	Amber Lenhart

# Guest Introductions

- Name
  - Pronouns
- Organization



# Today's Meeting

## Equity Lens Session January 2024

### Transportation Electrification



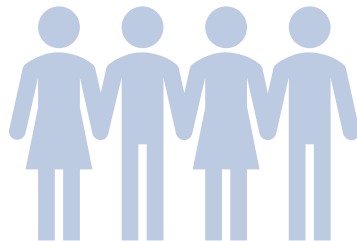
Raise awareness and solicit input for community programs and benefits

### CEIP Customer Survey



Gather feedback from the EAG on survey questions and communication preferences

### Energy Equity in Utility Operations



Informing for future collaboration

INCREASING LEVEL OF PUBLIC IMPACT				
INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
<b>Public Participation Goal:</b>	<b>Public Participation Goal:</b>	<b>Public Participation Goal:</b>	<b>Public Participation Goal:</b>	<b>Public Participation Goal:</b>
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)





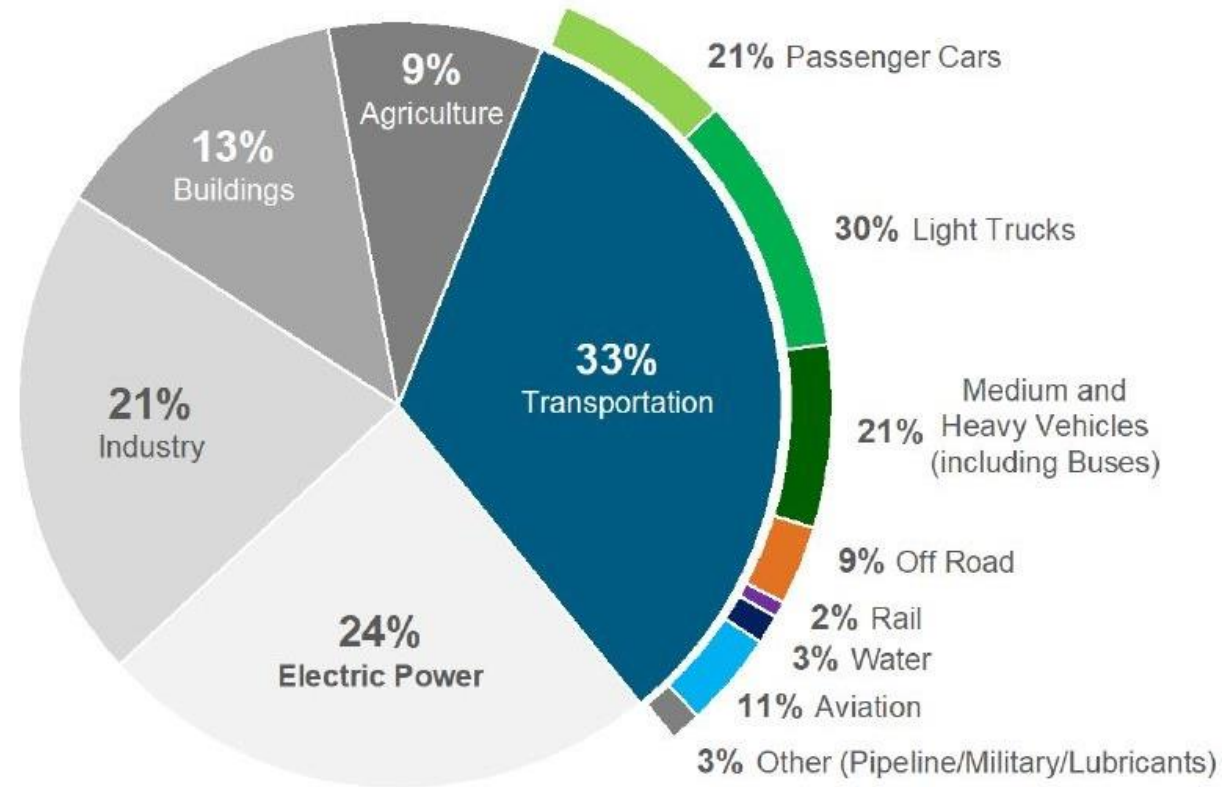
# Transportation Electrification

*Community Investments and Benefits*

Rendall Farley




# Electric Transportation – a better energy future



Source: National Renewable Energy Lab, U.S Greenhouse gas emissions (2019)



# Electric Transportation – a better energy future



## Advanced Fleet Conversion Savings Estimator & Charging Planner

This Fuel Savings Estimator tool is designed to help you understand how much you might save on fuel costs when you convert your fleet from gasoline or diesel to electricity. Review various charging cost scenarios with different rate programs below. Begin by adding one of the vehicle types in your fleet, then add additional vehicle types to get a full picture of your savings opportunity.

**STEP 1: Select Vehicles to Compare**


Vehicle Category: Light-Duty Vehicle | Vehicle Class: All | Vehicle Count: 3 | Miles/Day: 100 | Days of Operation: S M T W T F S  
Miles/Year/Vehicle 240

Select Gas/Diesel Vehicle: Class 1 - Diesel - Pickup Truck 3.0L - (22.00 mpg) | Est. MPG of vehicle: 22 | Local fuel price/gal: \$ 5.60  
Gal/Year/Vehicle 11

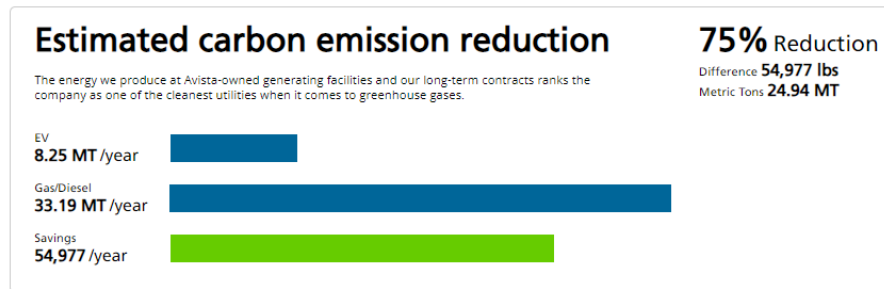
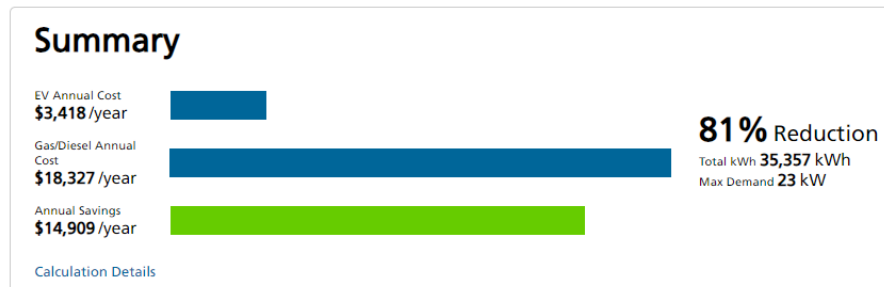
Select Electric Vehicle: 2022 Rivian R1T - 105 kWh | Est. miles/kWh: 2.24  
kWh/Day/Vehicle 0.45

**Selected Electric Vehicle**  
Model: 2022 Rivian R1T - 105 kWh (2.24 mi/kWh)  
Estimated Vehicle Range: 235 miles/charge  
Battery capacity: 105 kWh

**Charging Hint:** You will only need to charge once per day, but you should plan to keep around 30% in extra capacity for adverse weather, terrain and to maintain battery health.\*



**NEXT STEP**



Check out the advanced fleet electrification tool at:  
[myavista.com/transportation](https://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 = electric affordability for all customers

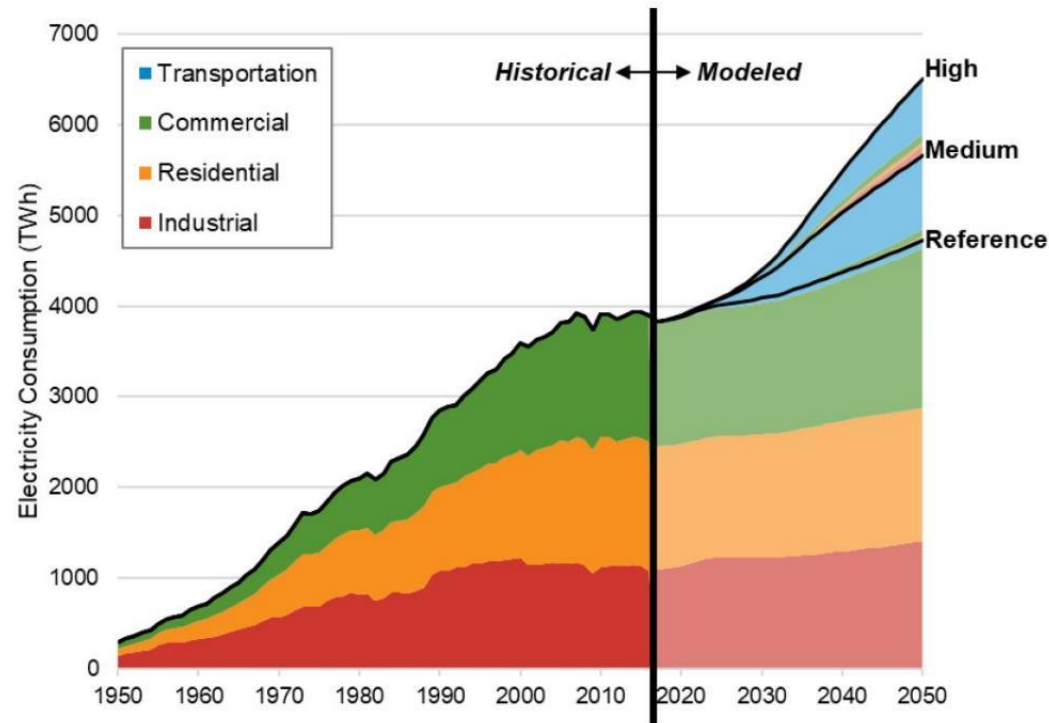


Figure ES-3. Historical and projected annual electricity consumption

- 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

# 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](https://myavista.com/transportation)

# 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

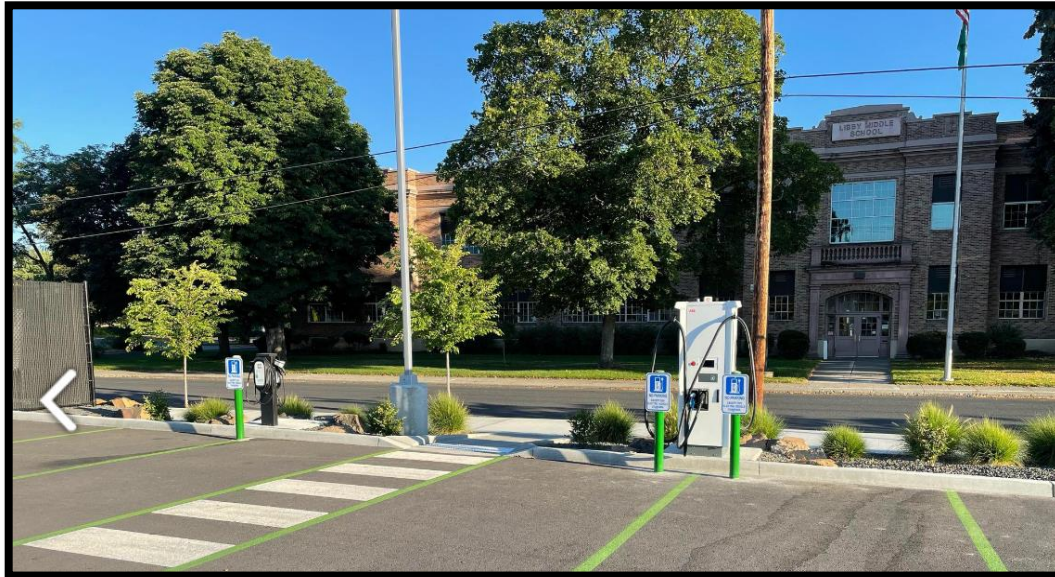
2023 thru Dec	<b>Commercial L2</b>
# Ports Installed	138
# Ports In-Service	590
Installation Cost per Port including charger	\$4,546
Lead Time	17 weeks
Customer Satisfaction	95%
Uptime	95%



- **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



# 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](https://myavista.com/transportation)
- Send your questions and suggestions to: [electrictransportation@avistacorp.com](mailto:electrictransportation@avistacorp.com)

# Growing Opportunities



Transit Buses  
and Shuttles



Car/Ride-Share &  
Micro-mobility



Ride  
Hailing



School Buses

# Thank you!

- Check out [myavista.com/transportation](https://myavista.com/transportation)
- Questions?
- Suggestions?







# Clean Energy Implementation Plan

*Annual Customer Survey*

Kelly Dengel



# CEIP Customer Survey – WA Residential Electric Only

**2021 CEIP Survey:** English only, 23 questions + demographic questions and write-in responses

## **2024 CEIP Survey:**

- **Intent:** Gauge customer sentiment & collect feedback that is actionable by Avista
- **Medium:** Email, Paper
- **Cadence | Timing:** Annually | Q1 2024
- **Questions:** 5 + optional demographic questions
- **Languages:** English, Spanish, Marshallese, Russian, Ukrainian

# Survey Questions

## Question 1 – How do you want to participate in Avista’s transition to cleaner energy?

Select all that apply:

- Attend meeting*
- Receive quarterly newsletters*
- Receive email announcements*
- Participate in an advisory group*
- I’m not interested in participating*
- *If interested in learning more, provide first, last, phone email*

# Survey Questions

Question 2 – Rank what is most important regarding energy usage:

- Rank in priority order:*
- Clean energy*
  - Affordable energy*
  - Reliable energy*
  - Responsible energy*

# Survey Questions

Question 3 – Rank the benefits that are most important in the transition to cleaner energy:

- Rank in priority order:
- Bring innovation & technology to communities*
  - Create jobs*
  - Decrease reliance on fossil fuels*
  - Improve air quality*
  - Reduce climate change impacts*
  - Make community investments*
  - I don't think there are any benefits*

# Survey Questions

Question 4 – Rank the burdens that are most concerning in the transition to cleaner energy:

- Rank in priority order:
- Increased bill costs*
  - Fossil fuel industry job loss*
  - Reliability of renewable resources*
  - Environmental harm from sourcing clean energy materials*
  - I don't think there are burdens*

# Survey Questions

- Question 5 – Are you interested in bill pay assistance and/or home energy improvement programs?

*Rank in priority order:*  *I already participate*

*Help me understand if I qualify*

*I'm not interested*

- *If interested in learning more, provide first, last, phone email*

**Thank You for the Discussion & Input!**





# Energy Equity in Utility Operations

Annette Brandon



# AGENDA

- Foundation Setting and Expectations
- Additional Regulatory Requirements
- Operationalizing Equity discussion
- Review of Named Community Map
- Milestone Dates

# 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

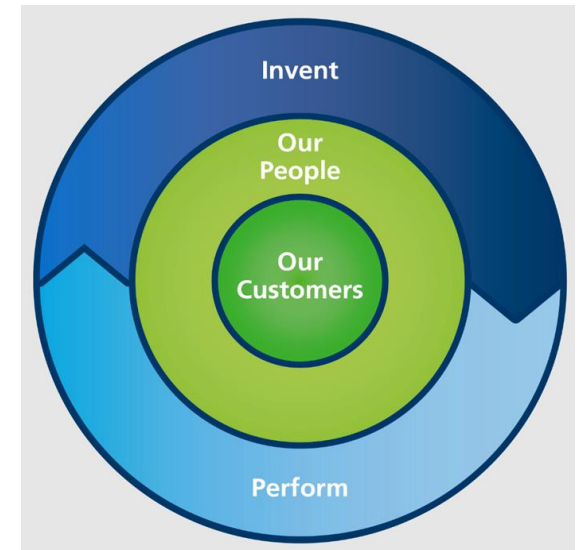
Better energy for life.

## Our Values

Trustworthy

Innovative

Collaborative



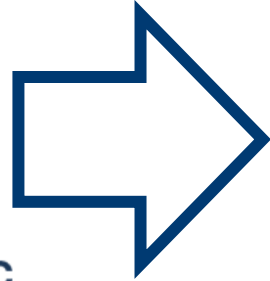
# Customer at the Center

## Regulatory

Federal Justice40



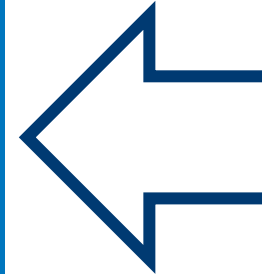
Clean Energy Transformation Act



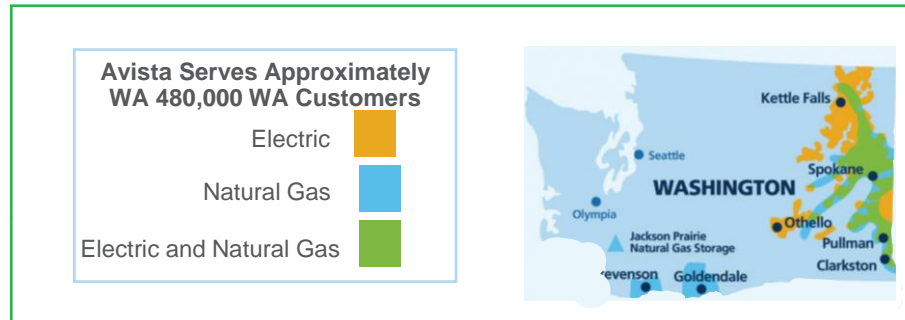
Climate Commitment Act



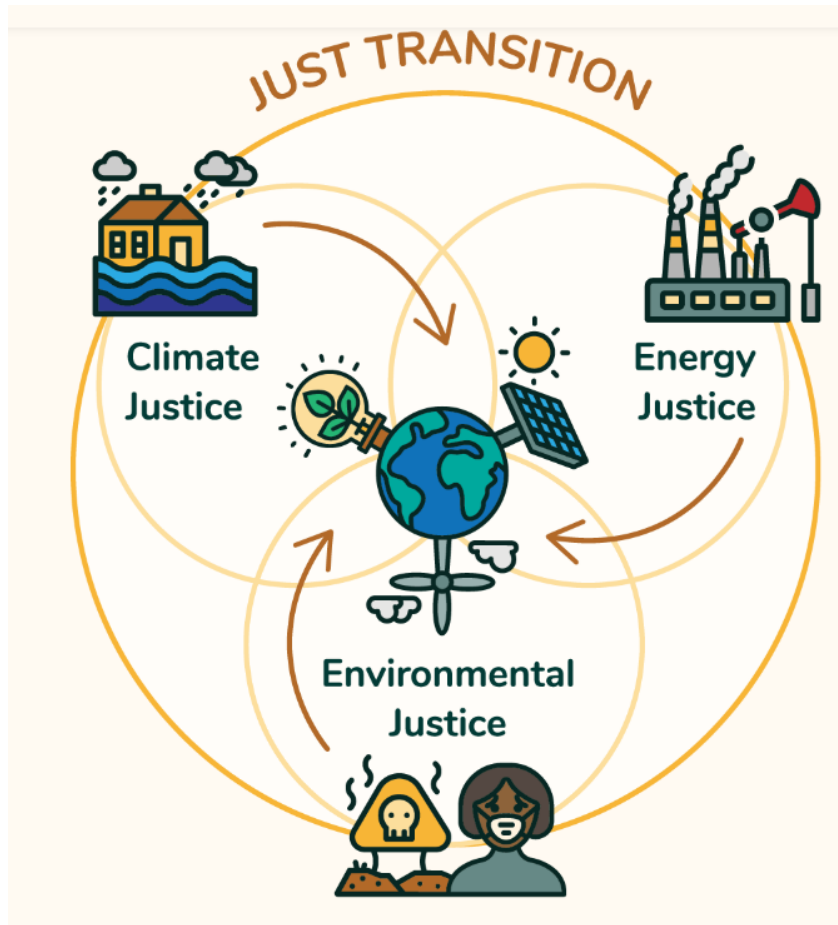
Federal Energy Regulatory Commission



## Advisory



# 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

# 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**



2025  
NO COAL  
STANDARD



2030  
GHG NEUTRAL  
STANDARD



2045  
100% CLEAN  
STANDARD

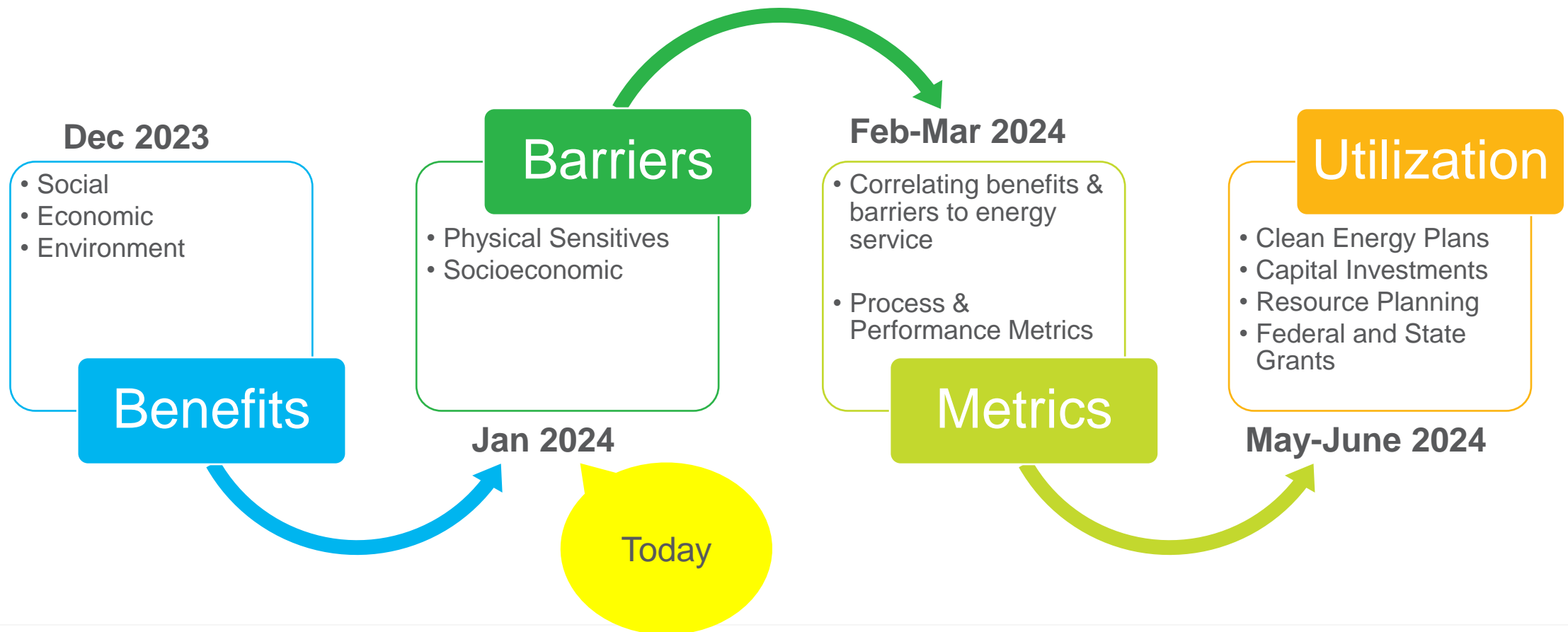
# Supporting our Vision: Operationalizing Equity

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



# Equity Advisory Group

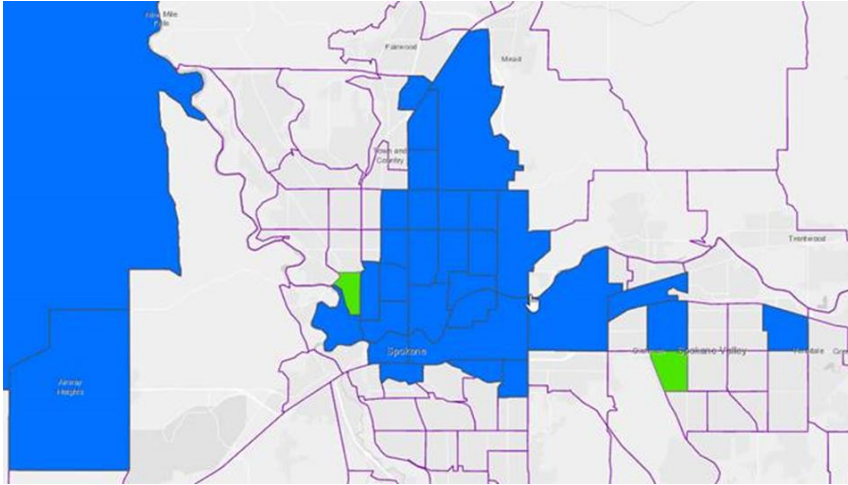
Foundational bringing our Vision to life through meaningful participation - in a manner which *means most to our customers*



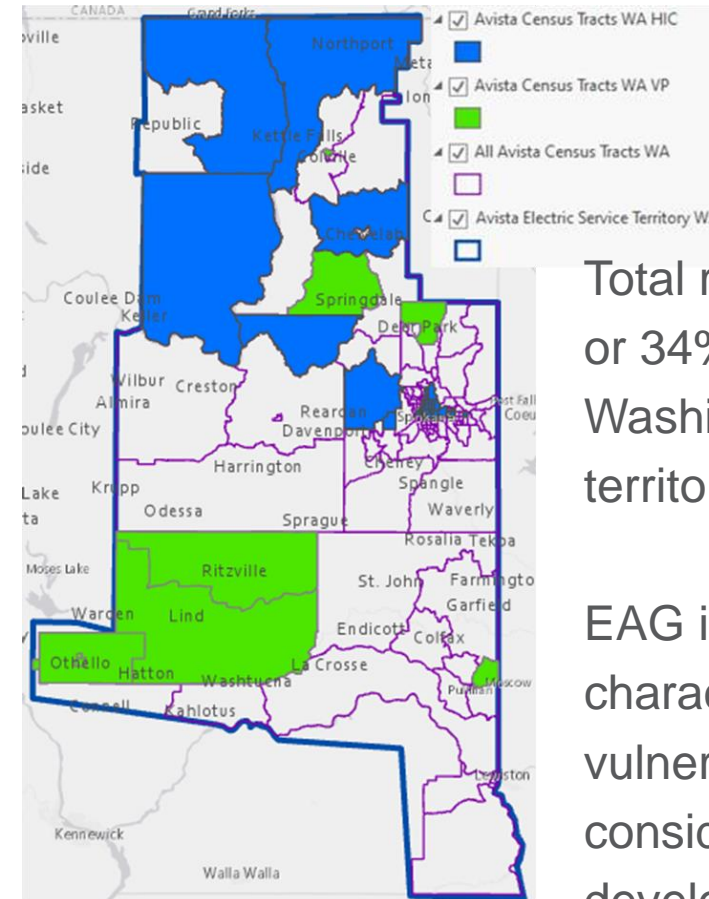


# Who are we impacting?

## 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.

# 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

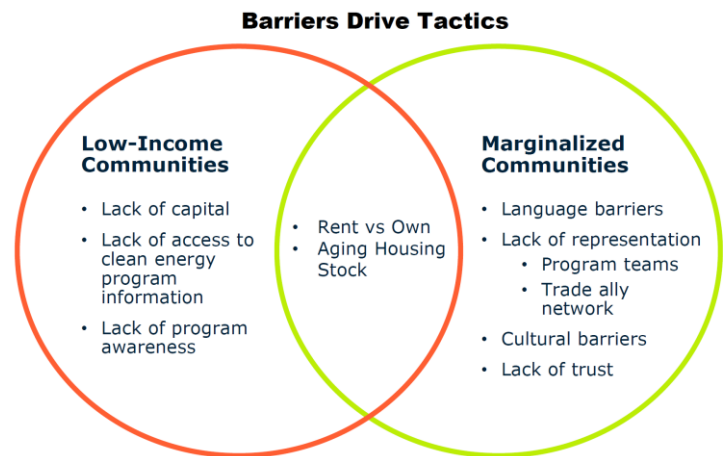
## Policy

- 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



# 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?

# 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

	<i>Quantity</i>	<i>Quality</i>
<i>Effort</i>	<p><b>How Much We Do</b></p> <p>How much service did we deliver?</p> <p>#Customers served # Services/Activities</p>	<p><b>How Well We Do It</b></p> <p>How well did we do it?</p> <p>% Services/activities performed well</p>
<i>Effect</i>	<p><b>Is Anyone Better Off?</b></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

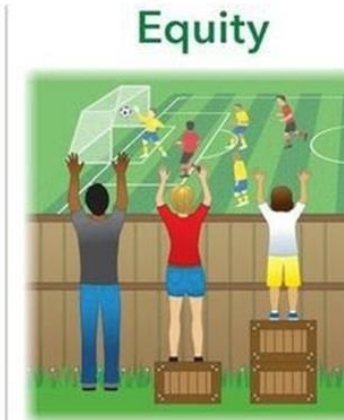
# Looking “Upstream”

## Discussion Goal:

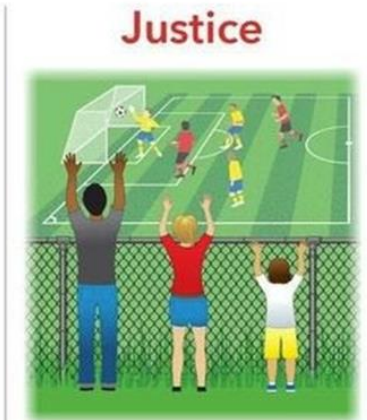
To identify social, economic, environmental, and political factors that contribute to barriers that keep certain populations or communities from equitably benefiting from the transition to cleaner energy.



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



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



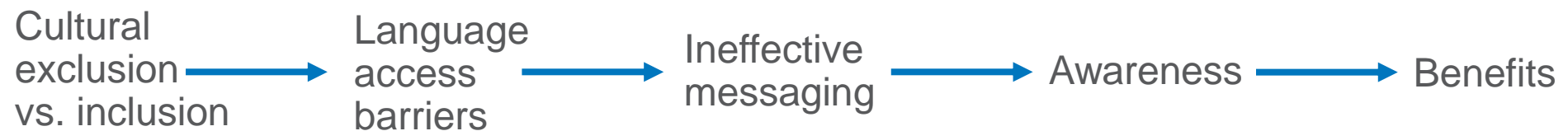
All 3 can see the game without supports or accommodations because **the cause(s) of the inequity was addressed**. The systemic barrier has been removed.



# Group reflection and discussion (future meeting)

What **social, economic, environmental, and political** factors make it hard for people to access the energy, social, economic, and environmental benefits of our energy system (for example, having reliable sources of energy, feeling engaged and included, accessing jobs in the industry, saving money on energy, and breathing clean indoor and outdoor air)?

## ➤ The 5 Why's





# 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?

# Next Meeting | Support Team



**February 21st**

- 12:00 – 1:30 pm

**February 23rd**

- 7:30 – 9:00 am

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