



## Equity Advisory Group – Equity Lens Session

**Meeting Date:** Wed., 04/23/2025

**Time:** 12:00 pm – 1:30 pm

**Location:** Zoom Meeting

### Attendees:

<i>Facilitator</i>	<i>Present</i>	<i>EAG Member</i>	<i>Member Organizations</i>
Amber Lenhart	<input checked="" type="checkbox"/>	Dennis Swennumson	Spokane Regional Health District (SRHD)
<b>Avista Team Members</b>	<input checked="" type="checkbox"/>	KJ January	Spectrum
Dan Blazquez	<input checked="" type="checkbox"/>	Lynn Suksdorf, PhD	Rural community member
Kelly Dengel	<input checked="" type="checkbox"/>	Tami Dillion	Providence
Amanda Ghering	<input checked="" type="checkbox"/>	Cindy Kimmet	Takesa Village
Ana Matthews	<input checked="" type="checkbox"/>	Karen Boone	Community Member
Tamara Bradley	<input type="checkbox"/>	William von Bracht	Othello, school English as 2 <sup>nd</sup> language
	<input type="checkbox"/>	Michele Bennington	Community member
	<input type="checkbox"/>	Brook Beeler	Department of Ecology Eastern Region
	<input type="checkbox"/>	Clyde Abrahamson	Fmr. Spokane Indian Housing Authority
	<input checked="" type="checkbox"/>	Vanessa Strange	Spokane Public Library
	<input type="checkbox"/>	Margee Chambers	Spokane Regional Clean Air Agency (SRCCA)
	<input type="checkbox"/>	Latrice Williams	Community Member/ WA state board of Equity
	<input type="checkbox"/>	Connie Kiewer	NEWESD101
	<input type="checkbox"/>	Carmen Groom	SNAP
	<input type="checkbox"/>	Sandra Childers	Rural Resources - Colville
	<input type="checkbox"/>	Sue Lani Madsen	Washington Rural Environmental Network (WREN)
	<input type="checkbox"/>	Jean Kindem	Aging & Long-Term Care of Eastern Washington
	<input type="checkbox"/>	Clair Trapp	Rural Resources
		<b>Guests</b>	
	<input checked="" type="checkbox"/>	Joshua Dennis	WUTC

### Agenda

I.	Welcome & Introductions.....	2
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# EAG Equity Lens Session Meeting Notes

## I. Welcome & Introductions

## II. Partner Share/ Connections

**Member:** Passages Family Support as Peer Support is having a self-care fair on May 1st. See the flyer below.



## III. Review Previous Meeting Comments

Reviewed and discussed the action items and comments received during the March EAG meetings as outlined in slides 10 and 11 below.

### March EAG Comments & Actions

Area	Comment	Avista's Response
Energy Burden & Named Communities	<ul style="list-style-type: none"><li>Did Avista consider the <i>average energy burden of the projected 58% Named Community (NC) population</i>?</li><li>What is the average energy burden of the Named Community population?</li></ul>	<ul style="list-style-type: none"><li>This number is still being calculated</li><li>NC Average Energy Burden<ul style="list-style-type: none"><li>2025 CEIP Projected:</li><li>Currently: 22% of customers in NCs have an energy burden of 6% or greater*</li></ul></li></ul>
Public Participation	<ul style="list-style-type: none"><li>We use a <i>Community Health Needs Assessment</i> that helps us determine <i>how to engage with the community</i>. It would be great to see how it could work in other spaces. I would love to collaborate with you on this because there is so much cross over with the people we work with.</li></ul>	<ul style="list-style-type: none"><li>Avista is working with the Manager of Administrative Services at Providence on a potential joint Community Health Needs Assessment</li></ul>

\* Based on the 43% located in Named Communities as identified in Avista's 2021 CEIP

## March EAG Comments & Actions

Area	Comment	Avista's Response
Public Participation & Energy Savings	<ul style="list-style-type: none"> <li>At <i>Aging &amp; Long-Term Care</i> we have people who are in the 5 county areas that represent Named Communities. If you could come and <b>do a presentation that shows how to save on electricity bills that we could share with our populations</b>, that would be a great thing.</li> </ul>	<ul style="list-style-type: none"> <li>Avista is reviewing future dates to meet with Aging &amp; Long-Term Care of Eastern WA (ALTCEW); April 28th, May 23rd, or June 27<sup>th</sup>.</li> </ul>
Public Participation & Survey Responses	<ul style="list-style-type: none"> <li><b>Organizational networking is a focus for Washington Rural Environment Network (WREN)</b> this year. We can <b>help facilitate this type of outreach (surveys)</b> as an example of why folks should belong to an organization that has a rural focused network. Please share this information with Paul Kimmel.</li> </ul>	<ul style="list-style-type: none"> <li>Avista's Regional Business Manager for the Palouse region and WREN met in Colfax on April 9, 2025.</li> </ul>

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## IV. 2025 CEIP CBIs

Slide 14 describes what CBIs are and how Avista balances competing demands.

### Customer Benefit Indicator Metrics

- Measure, and hold accountable to, an equitable transition to clean energy
- Ensure the equitable distribution of energy and nonenergy benefits and reductions of burdens to Named Communities

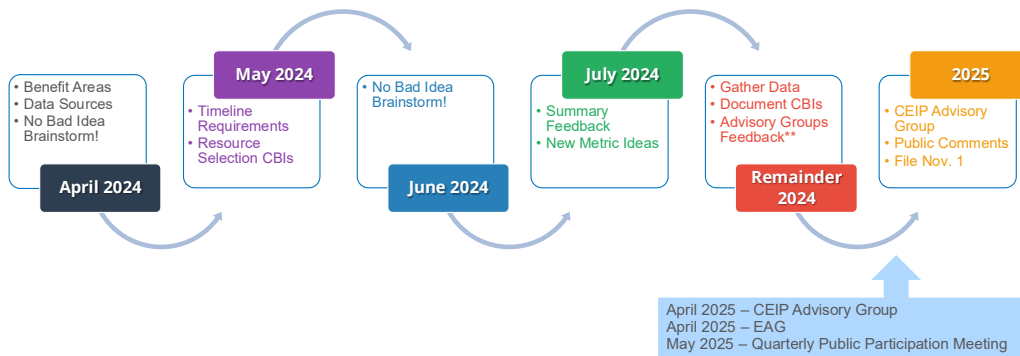


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Slide 15 provides a timeline of CBI metric discussions with Avista's various advisory groups and the public.

## 2026-2029 CEIP CBIs & Metrics Timeline\*



\*December 2024 EAG meeting

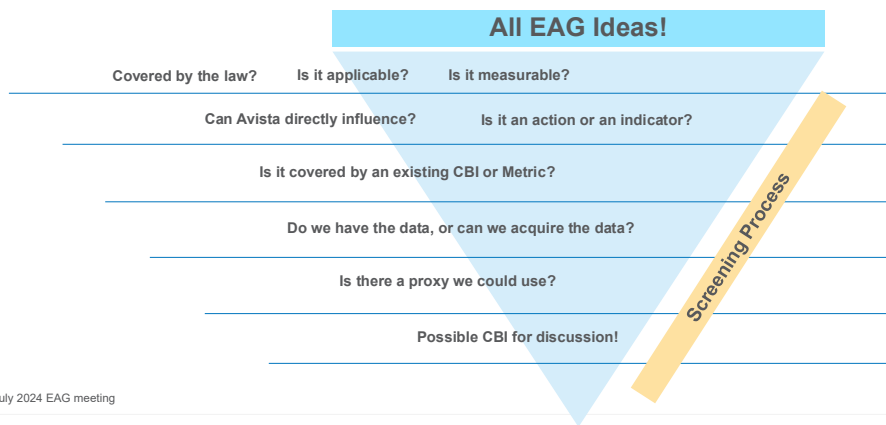
\*\*October 2024 EAAG & November 2024 EAAG meetings

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Slide 16 was shared at the July EAG meeting. Avista used this “funnel” to review and discuss each CBI or metric idea that was brought to Avista.

## How Avista Considered EAG Metric Ideas



\*July 2024 EAG meeting

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The two modifications presented on slide 17 below, were shared with Avista’s advisory groups in 2024 and received advisory group support for removing the metrics.

## Metric Modifications for the 2026-2029 CEIP

Benefit Area	Existing CBI	Metric
Environmental	Greenhouse Gas Emissions	<b>Regional greenhouse gas emissions</b>
		Avista greenhouse gas emissions
	Outdoor Air Quality	<b>Weighted average days exceeding healthy levels</b>
		Avista plant air emissions
		Decreases use of wood heat for home heating

- Remove “Regional GHG emissions” metric
  - Avista has no control over the region
  - Not enough data to support
- Remove “Weighted average days exceeding healthy levels” metric
  - WA Department of Ecology air quality map for the state

\*December 2024 EAG meeting, October 2024 EEAG & November 2024 EAAG meetings

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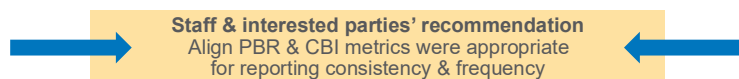
## Considering Metric Alignment

### Performance Based Rate Metric (PBR)

- 2022 Washington General Rate Case
- 95 PBRs | 278 Metrics
- Reported quarterly & annually
- Natural gas & electric customers

### Customer Benefit Indicator Metric (CBI)

- 2022 Clean Energy Implementation Plan
- 14 CBIs | 84 metrics
- Reported biannually
- Electric customers



*Stay tuned for more CBI conversations into 2025 . . .*

\*December 2024 EAG meeting

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Slide 19 below outlines Avista’s Washington General Rate Case (GRC) outcome details provided on slide 19 reflect the commission’s order as it pertains to Performance Based Regulation (PBR) metrics. The commission recognizes the importance of removing duplicative metrics when they are reported in other venues and/or do not fit the requirements of what is being asked for. The commission states that they “decline to require a metric if the proposed measurement involves too many factors outside Avista control,” which has become a guiding principle for Avista when evaluating future metrics.

## 2024 WA GRC Metric Outcome

... the Commission has **reduced the number of PBR metrics on which Avista will be required to report to 33**. These metrics consist of 12 metrics that have been refined or proposed during this proceeding and the 21 metrics contained in the Commission's Policy Statement Addressing Initial Reported Performance Metrics, including the metrics established pursuant to RCW 80.28.425(7).

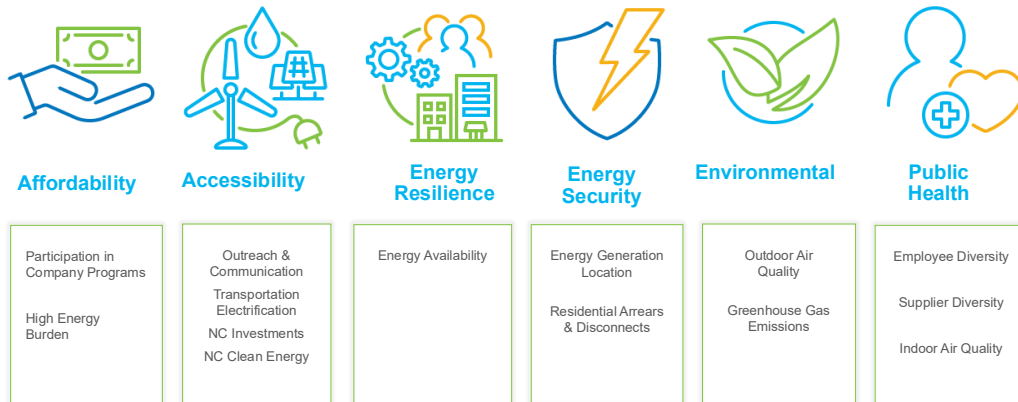
In many cases, **metrics were removed because the same information can be found in other reporting required by the Commission**, such as information reported as part of Customer Benefit Indicators or were already incorporated into other required PBR metrics. The Commission also authorized the removal of metrics where no party opposed removal, as the lack of opposition suggests that the metric provides little value in reviewing Avista's operations.

Similarly, the Commission **declined to require a metric if the proposed measurement involved too many factors outside Avista's control** because the metric would provide limited insight into the effect of Avista's operational decisions.

The CBIs on slide 20 below represent Avista's current CBIs as approved in its 2021 CEIP. They include 6 equity areas, 14 CBIs, and 84 individual metrics.

## 2021 Customer Benefit Indicators

6 Equity Areas | 14 CBIs | 84 Metrics



Slide 21 provides a summary of the 2021 CBIs and the proposed 2025 CBI updates. Moving from 84 to 54 metrics:

- 29 metrics would have no change
- 7 metrics would be modified
- 46 metrics would be removed

## 2025 CEIP CBI Metric Change Summary

### 2021 CEIP CBIs/Metrics

- 6 Equity Areas
- 14 CBIs
- 84 Metrics

### 2025 Proposed CBIs/Metrics

- 6 Equity Areas
- 13 CBIs (combine NC Clean Energy & NC Investments)
- 54 Metrics
  - Retain 2021 Metric | No Change – 29
  - Retain 2021 Metric | Modification – 7
  - Remove 2021 Metric – 46
  - Add New 2025 Metric – 18

Focus

The CBI metrics provided on slides 22 and 23 focus on Financial Energy Assistance and Energy Efficiency programs.

- Blue “X” represents metric that is available in existing reporting and proposed for removal from the CEIP.
- Red “X” represents a metric that is not available in existing reporting and proposed for removal from the CEIP.

## Affordability Metrics

### CBI

### 2021 Metrics | 8

#### 1. Participation in Company Programs

Participation in weatherization & energy assistance programs All & NC | 4

Condition 17: NC residential rebates\* and those in rental units | 2 **X**

Saturation of energy assistance programs All & NC | 2

\*NC residential rebates reported in ACR/BCR

**X** Available in required reporting  
**X** Not available in required reporting

### 2025 Proposed Metrics | 6

Retain 2021 metrics | 4

Retain 2021 metrics | 2

Slide 23 below outlines the metrics Energy Burden (of electric/natural gas costs) is calculated against Gross income. Title of CBI would become Energy Burden. Metrics for Energy Burden CBI would be reduced to six from 16.

- **Note:** There should be a blue “X” on all three of these conditions.
  - Slide 23 pictured above has been updated. Please see updated slides on [Equity Advisory Group](#) web page.

Affordability Metrics		
CBI	2021 Metrics   16	2025 Proposed Metrics   6
2. Households with Energy Burden (>6%)	Condition 18: Number & percentage of households by All, NC & KLI*   6	PBR: Average energy burden after energy assistance** by census tract for All & NC   2
	Condition 38: High energy burden by census tract, highest/lowest median NC, KLI, over 65, homes built before 1980, owner/renter status   7	PBR: Number & percentage of high energy burden after energy assistance** for All & NC   4
	Average excess burden by All, NC, KLI*   3	
	<small>*Reported in the Low-Income Rate Assistance Program</small>	<small>**Direct financial assistance for utility bills</small>

- **Member:** Who would these people be?
- **Avista:** Avista will use census tract data to track these groups.
- **Member:** Will this track people who “have fallen through the cracks” like people who barely fall outside of (program eligibility) requirements.
- **Avista:** Saturation rate will help Avista get to the answer of who may qualify based on income level. These metrics help to answer who still needs help after financial assistance.
- **Avista:** Avista has access to limited third-party data that would indicate the potential financial situation of customers, including other demographic information estimated at a single point in time.

Avista is not proposing any changes to its Methods and Modes of Outreach CBI provided on slide 24 below but is proposing to shorten the name of the CBI from Accessibility of Methods and Modes of Outreach and Communication to Outreach and Communication. These metrics help Avista understand outreach and its impact.

- Slide 24 pictured above has been updated. Please see updated slides on the [Equity Advisory Group](#) web page.



## Accessibility Metrics

### CBI 2021 Metrics | 4

#### 3. Methods/Modes of Outreach & Communication

Number of outreach contacts | 1

Number of marketing impressions | 1

Condition 19: Number of translation services | 1

Condition 19: Number of unique languages translated | 1

X Available in required reporting  
X Not available in required reporting

### 2025 Proposed Metrics | 4

Retain 2021 metric | 1

Retain 2021 metric | 1

Retain 2021 metric | 1

Retain 2021 metric | 1

- **Member:** Spokane Regional Health District (SRHD) offered to share a list of the most spoken languages in the (Spokane) area. They also pointed out that SRHD works a lot with the refugee and immigrant communities, adding that “Apparently, Dari and Pashto are big with (the) Afghan refugee population.”
- **Member:** Somehow tracking cultural impact or needs of customers or having someone at Avista or elsewhere who could act as a “Cultural Interpreter”.
- **Member:** Having a cultural understanding of a non-white ethnic individual could be valuable.
- **Member:** Does Avista have something for (people with hearing impairment)?
- **Avista:** Avista does have a call in line for hearing impaired customers. Digital Public meetings also include closed captions. We will keep hearing impairments in mind when making communication decisions.

Slide 25 provides our CBIs relating to its transportation electrification efforts. We want to keep all of the existing metrics for this CBI with a modification to one. Avista tracks the number of charging stations, specifically in Named Communities and wants to remove the word “public” to track all charging stations for all community members.

Accessibility Metrics		<div> <div>X</div> <div>Available in required reporting</div> </div> <div> <div>X</div> <div>Not available in required reporting</div> </div>
CBI 2021 Metrics   3		2025 Proposed Metrics   3
4. Transportation Electrification	Number of trips provided by CBOs   1	Retain 2021 metric   1
	Number of miles driven provided by CBOs   1	Retain 2021 metric   1
	Number of public charging stations in NCs   1	Modify 2021 metric: Number of charging stations in NCs   1

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The accessibility metrics provided on slide 26 below indicate all energy resources in Named Communities and how Avista is investing in them. The proposal on slide 26 is to utilize the PBR metric in place of the exiting CBI as the information in the PBR is a more thorough measurement. Replacing three metrics with 12 metrics.

- Slide 26 pictured below has been updated. Please see updated slides on [Equity Advisory Group](#) web page.

Accessibility Metrics		<div> <div>X</div> <div>Available in required reporting</div> </div> <div> <div>X</div> <div>Not available in required reporting</div> </div>
CBI 2021 Metrics   3		2025 Proposed Metrics   12
5. Named Community Clean Energy	Condition 26: Total MWh of distributed energy resources 5 MW and under in NC   1	<b>PBR:</b> Number and percentage of NC enrollments in Distributed Energy Resource programs: Energy Efficiency, Electric Transportation, Net Metering, Demand Response   8
	Condition 26: Total MWh of energy storage 5 MW and under in NC   1	
	Condition 26: Number of distributed renewable energy resources and energy storage resources in NC   1	
		<b>PBR:</b> Percentage of NC utility spend in Distribution Energy Resource programs: Energy Efficiency, Electric Transportation, Net Metering, Demand Response   4

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- Washington Commission Staff members commented** that they were aware of these efforts.

Slide 27 provides the CBIs and metrics for Avista's Named Community Investment Fund (NCIF). The NCIF provides an annual maximum budget of \$5 Million to be distributed.

These metrics answer who is benefiting from the investments and how much they are receiving. Avista wants to remove the indicated metric below as the information is already available as reported in Avista's Energy Efficiency documentation.

Accessibility Metrics		<div> <div>X</div> <div>Available in required reporting</div> </div> <div> <div>X</div> <div>Not available in required reporting</div> </div>
CBI 2021 Metrics   5		2025 Proposed Metrics   2
<b>6. Investments in Named Communities</b>	Incremental spending each year in NC   1  Number of customers and or CBOs served   1  Quantification of energy/non-energy* benefits from investments (if applicable)   3	Retain 2021 metric   1  Retain 2021 metric   1
<small>*NCIF EE reported in Annual Conservation Report, NCIF Community reported in CEIP &amp; CETA Cost Recovery Tariff</small>		

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Slide 28 outlines Avista's CBIs relating to resiliency. The average duration without major events CBI relates to energy availability from the Company's perspective – efforts Avista makes to provide reliable power and less about a customer's resiliency. CEMI0 stands for Customer Experiencing Multiple Interruptions greater than zero. KLI stands for Known Low Income. Reserve margin speaks to a portion of the generation capacity that is available for the utility to use but chooses to retain or holds back usage, in the event of an unplanned outage or an increase in customer load.

Energy Resiliency Metrics		<div> <div>X</div> <div>Available in required reporting</div> </div> <div> <div>X</div> <div>Not available in required reporting</div> </div>
CBI 2021 Metrics   13		2025 Proposed Metrics   6
<b>7. Energy Availability</b>	Average duration w/o major events for All and NC   2  <i>Planning</i> reserve margin for winter/summer   2  <i>Condition 21:</i> Frequency of outages (CEMI0) w/o major events for All & NC   2  <i>Condition 38:</i> Frequency of outages (CEMI0) by census tract, NC highest/lowest median, KLI, over 65, homes built before 1980, owner/renter   7	Retain 2021 metrics   2  <i>Modify 2021 metric</i> Reserve margin for winter/summer   2  Retain 2021 metrics   2

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- **Member (guest):** How is this different from (resource) reliability versus resource adequacy?
- **Avista:** Resource adequacy is a program in the Northwest to help cover “extreme events”, and on-going energy use, while resource reliability is how Avista manages its generation by the hour.
- **Member (guest):** How does Avista differentiate between reliability and resiliency?
- **Avista:** Reliability is about the consistent generation of power. Resiliency is about how the customer or company deals with emergency situations. For the customer this indicates how long a customer can go without power. It is easier for the company to measure its own resiliency.

Slide 29 below discusses Avista Energy Security metrics. We are proposing to retain the existing Generation Location metric and remove the arrears portion of the Arrears & Disconnections for Nonpayment metric. Avista currently reports arrearages (how far a customer is behind on paying their bill) in Docket-U200281. The Company proposes a modification to the disconnection portion of this metric to include percentage of all customers including those in Named Community and all. The percentage of disconnections is more representative of data compared to the number of disconnects. Avista’s intent is to not disconnect customers but make every path possible to avoid disconnection.

Energy Security Metrics		<span>X</span> Available in required reporting <span>X</span> Not available in required reporting
CBI 2021 Metrics   17		2025 Proposed Metrics   4
8. Energy Generation Location	Percent of generation located in WA or connected to Avista transmission   1	Retain 2021 metric   1
9. Arrearages & Disconnections for Nonpayment	Residential arrearages reported in Docket U-200281, U-210800   8 <span>X</span>  <i>Condition 22:</i> Number & percentage of disconnects for nonpayment by month census tract, All, KLL, NC   8	<i>Modify 2021 metric</i> Percentage of disconnects for nonpayment by month by census tract for All & NC   3

Slide 30 outlines Avista’s Environmental CBIs, we currently has three metrics in its Outdoor Air Quality CBI. Avista would like to remove the decreased use of wood heat metric as the program is no longer offered by the Spokane Regional Clean Air Agency. Avista proposes to removal the Regional Green House Gas (GHG) emissions metric which was discussed in December 2024 with the EAG. This data is already available through the Department of Ecology. Avista proposes to modify the calculation for the CBI

metric that measures Avista's GHG emissions to align with the Climate Commitment Act (CCA) calculations already being reported.

Environmental Metrics		<div> <div>X</div> <div>Available in required reporting</div> </div> <div> <div>X</div> <div>Not available in required reporting</div> </div>
CBIs 2021 Metrics   8		2025 Proposed Metrics   5
10. Outdoor Air Quality	Weighted average days exceeding healthy levels*   1	X
	Avista plant air emissions   4	Retain 2021 metric   4
	Decreased use of wood heat for home heating   1	X
11. Greenhouse Gas Emissions	Regional GHG emissions*   1	X
	Avista GHG emissions   1	Modify 2021 metric adopt CCA calculation Avista GHG emissions   1
*Reported by the WA Department of Ecology; discussed removal with EAG, EEAG and EAAG		

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Slide 31 below provides Avista's Public Health CBIs and we are not proposing any changes to our existing Employee Diversity, Supplier Diversity, and Indoor Air Quality metrics.

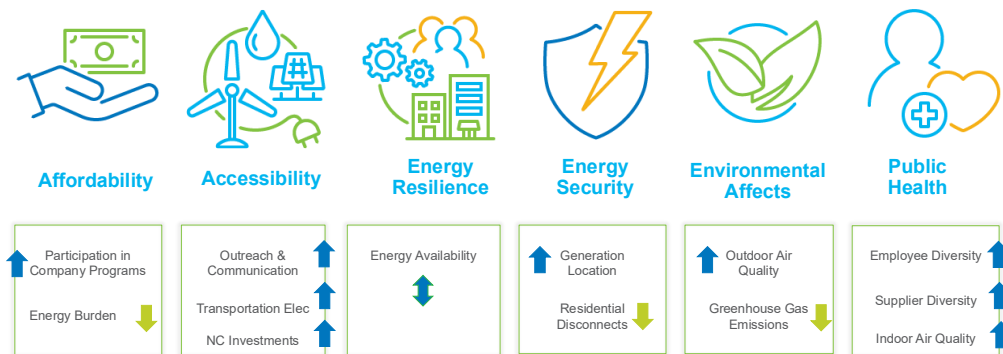
Public Health Metrics		<div> <div>X</div> <div>Available in required reporting</div> </div> <div> <div>X</div> <div>Not available in required reporting</div> </div>
CBIs 2021 Metrics   6		2025 Proposed Metrics   6
12. Employee Diversity	PBR: Employee diversity representative of communities served by 2035   1	Retain 2021 metrics   1
13. Supplier Diversity	PBR: Supplier diversity at 11% by 2035   1	Retain 2021 metrics   1
14. Indoor Air Quality	Condition 24: Rank the causes of indoor air quality for All & NC   2	Retain 2021 metrics   2
	Percentage of weatherization indoor air quality measures All & NC   2	Retain 2021 metrics   2

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Slide 32 illustrates Avista's proposed 2025 CBIs and the arrows indicate directionality, meaning the desired direction of the metric. Energy Availability has arrows in both directions because one metric is trying to reduce duration and frequency of outages, the other is maintaining the reserve margin.

## 2025 Customer Benefit Indicators



## V. Questions and Discussion

Reviewed the questions outlined on slide 34 to help facilitate deep discussions with EAG members.

### Questions and Discussion

- ☐ What clarifying questions or curiosities do you have about the presentation?
- ☐ What disparities, root factors, or inequities (historic and current) are related to this topic?
- ☐ How could Avista improve engagement strategies related to this topic, if at all?
- ☐ What new ways could help measure and track benefits and reduced burdens related to this topic?
- ☐ What steps, practices, or policies could help reduce future inequities related to this topic?

- **Member:** Sharing the information in this slide more broadly would help people understand that people were brought along and not designed in a silo.
- **Member:** It is great to review these metrics and that everyone could benefit from learning more.

- **Member:** The Gonzaga Climate Institute has a group called the Spokane Community Resilience Collaborative. Dedicated to equity in climate work. Does Avista have a rep who attends?
- **Avista:** Yes, Avista is involved with this effort.
- **Member:** I would like to encourage more participation at community events and thinking about minority institutions, giving the example of the Filipino organization.
- **Member:** Avista should think about opportunities to attend community events to listen to customers and answer their questions.

## VI. Your Support Team and Next Meeting

- Next EAG meetings are scheduled for Wednesday, May 21<sup>st</sup> and Friday, May 23<sup>rd</sup>.
- Please sign up for our quarterly newsletter if you have not already and we hope to see you all next month.
- Provide any additional comments or feedback to us at [ceta@avistacorp.com](mailto:ceta@avistacorp.com)

### Actions recorded during meeting

- **Member:** I would like to encourage more participation at community events and thinking about minority institutions, giving the example of the Filipino organization.
- **Member:** Avista should think about opportunities to attend community events to listen to customers and answer their questions.