



Weatherization & Bill Assistance Programs

September 22, 2022

Agenda & Meeting Objectives

Meeting Objective: Update and obtain input from the OR Stakeholder Group on the company's proposed weatherization program and differential rate program in response to HB 2475

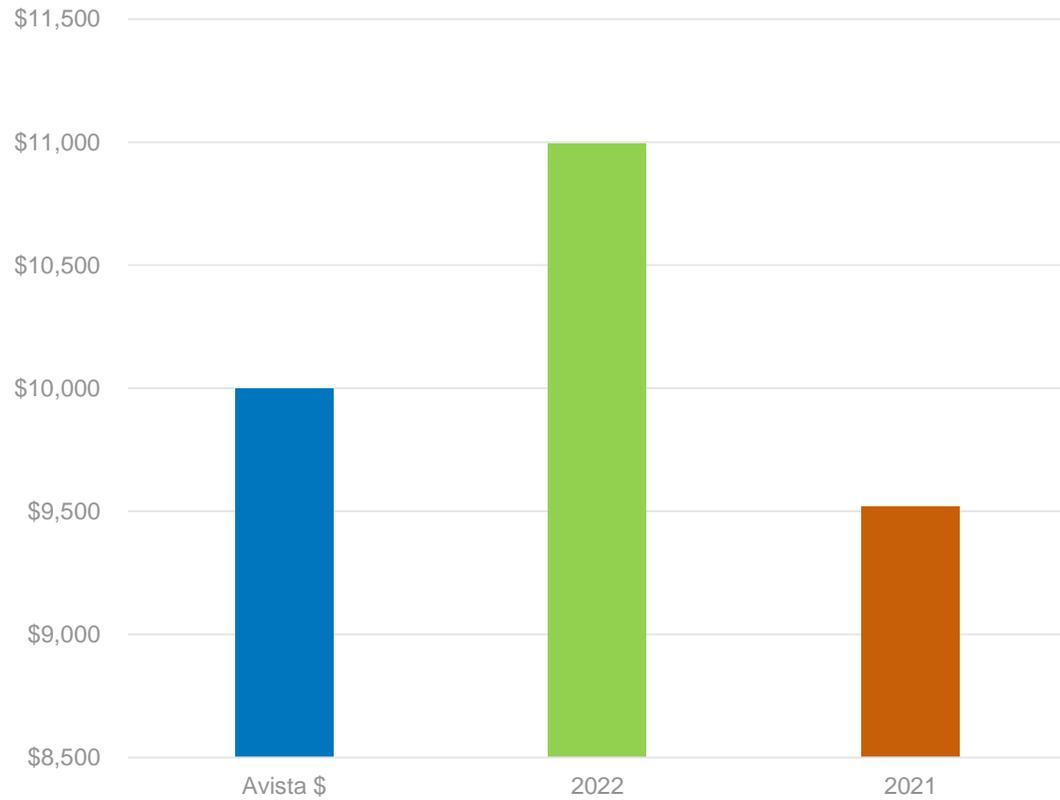
Welcome	Jaime Majure, Regulatory Affairs
Energy Efficiency	Lisa McGarity, Energy Efficiency
My Energy Rate + Arrearage Assistance	Ana Matthews, Consumer Affairs
Marketing & Outreach	Scott Steele, Marketing
Reporting	Mikaela Terpko, Analyst
Survey	Ana
Wrap & Close	Jaime

Reducing Energy Burden Through Efficiency Programs

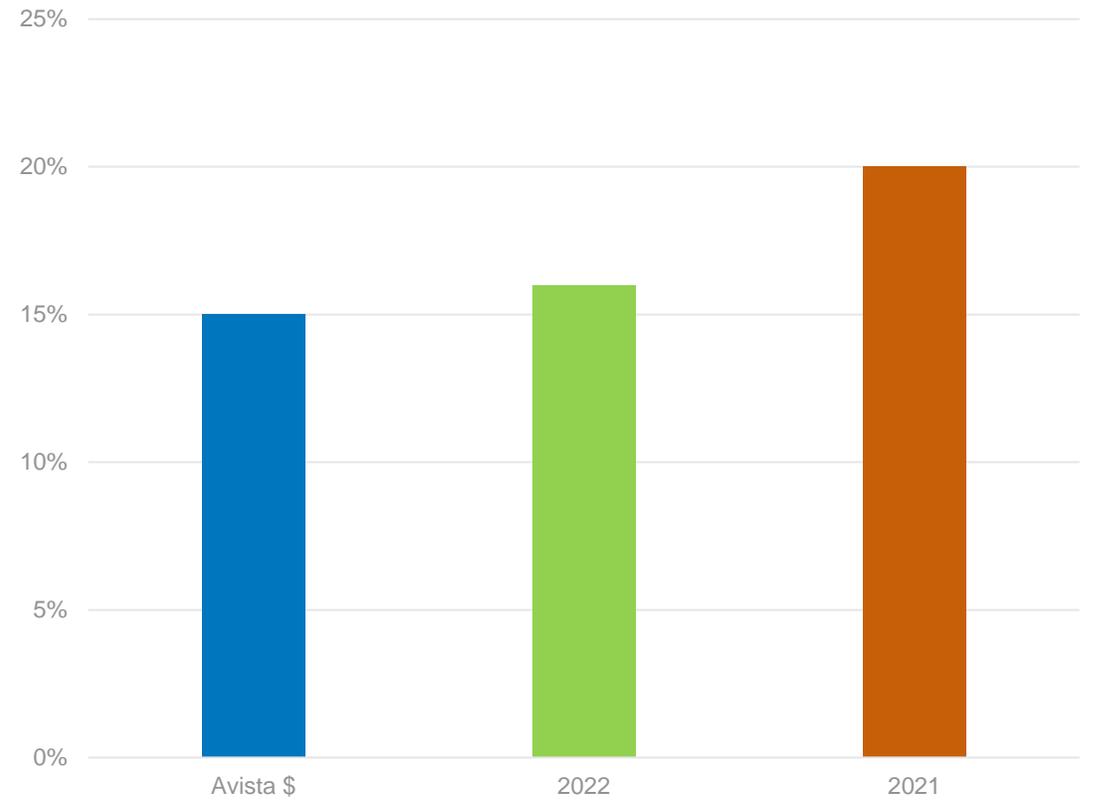


Current State of Efficiency Program

Average SIR of Installed Measures



Average Health & Safety Cost



Pilot Program with Energy Trust of Oregon

- Integrated Resource Plan – Top Five Measures

Rank	Measure / Technology	2023 Achievable Economic TRC Potential Savings (mTherms)	2032 Achievable Economic TRC Potential Savings (mTherms)	2042 Achievable Economic TRC Potential Savings (mTherms)	% of Total
1	Connected Thermostat - ENERGY STAR (1.0)	8.60	157.17	175.61	20.0%
2	Furnace	6.94	64.09	145.29	16.5%
3	Insulation - Ceiling Installation	3.26	60.19	67.57	7.7%
4	Gas Furnace - Maintenance	18.13	52.38	48.85	5.6%
5	Water Heater - Intermittent Ignition System	0.00	34.99	201.06	22.9%

My Energy Rate, a personalized Bill Discount



My Energy Rate

Affordability	Zero to 60% SMI Bill Discount			
	Zero to 5% SMI 90% discount	6 to 20% SMI 60% discount	21 to 40% SMI 25% discount	41 to 60% SMI 15% discount
Past Due Balances	Zero to 20% SMI Arrearage Forgiveness		21 to 60% SMI Arrearage Management Program	
Hardship/ Emergency	Customers experiencing hardship or energy emergency Project Share			

- Replace grant program with monthly bill discount
- Add an arrearage forgiveness for the lowest income group
- Continue to support hardship/emergency assistance - Project Share, donation-based program

My Energy Rate and Arrearage Assistance

- Eligibility: Available to all income-qualified customers, 60% SMI
- Benefit: Income-Based Bill Discount

Income Range	Discount	Arrearage Assistance
Zero to 5% SMI	90%	Forgiveness
6 to 20% SMI	60%	
21 to 40% SMI	25%	Arrearage Management Program
41 to 60% SMI	15%	

My Energy Rate

Eligibility:

- Residential customers, up to 60% SMI
- Self-attestation of income
- Energy assistance recipients (including LIHEAP and OEAP)

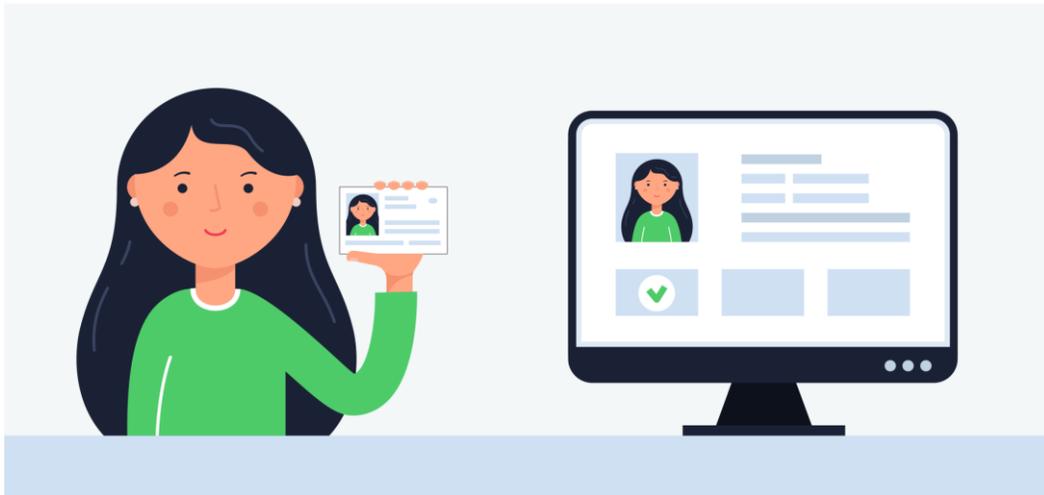
Administration:

- Community Action Agencies (CAAs) and Avista can both enroll customers

Other Features

- Hardship Exception Supervisor has discretion to enroll customers who do not qualify under self-attestation of income or categorical eligibility.
- Automatic Enrollments for those who received energy assistance in the last year. Enrollments will be at the lowest discount level - 15%, until contact is made with Avista or CAA to attest to higher qualification

My Energy Rate: Verification



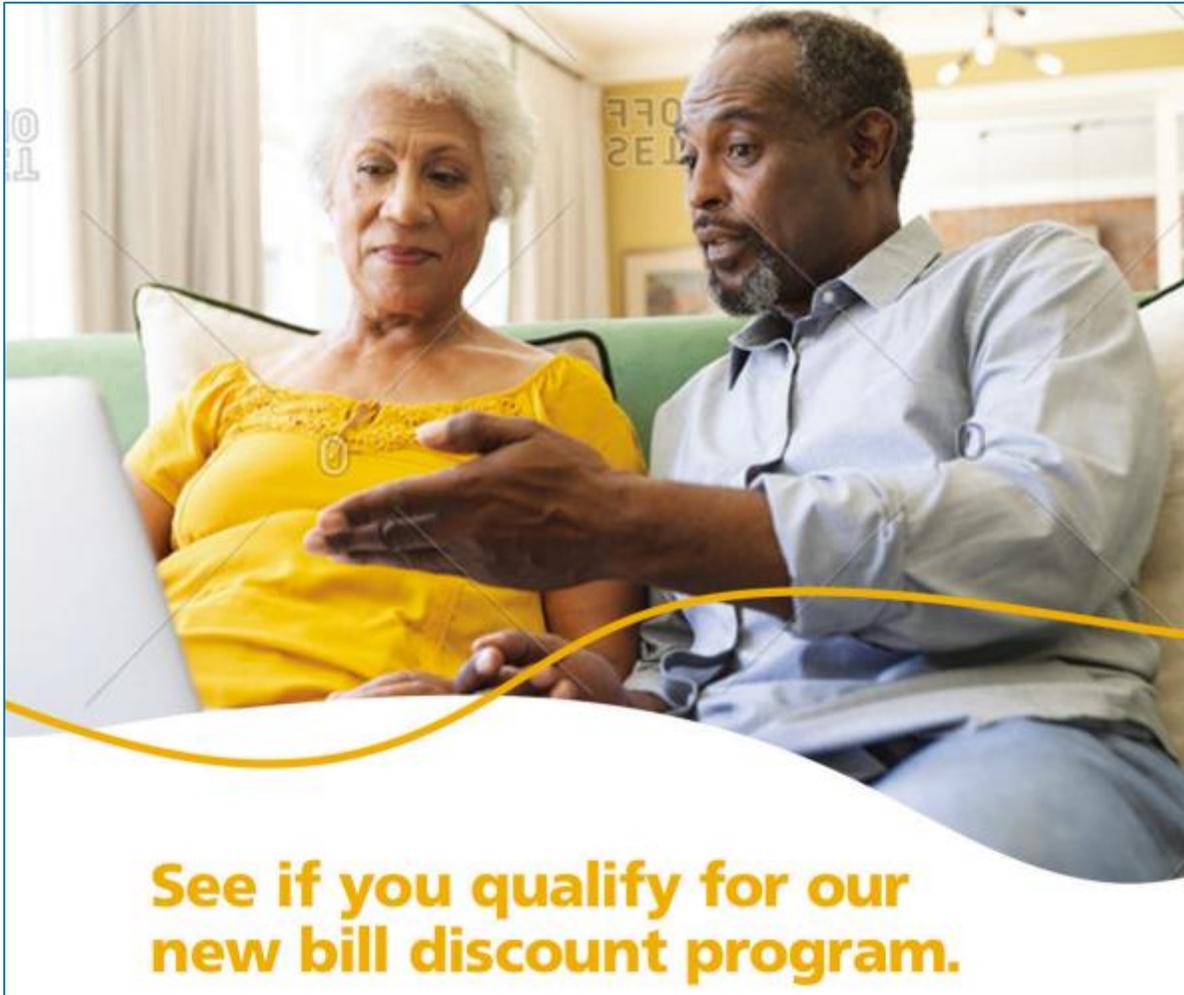
Verification:

- Reconsider the percentage of customers to be verified
- CAPO recommendation to delay income verification to align with two-year recertification, or “re-enrollment”, timeframe
 - ✓ verification for all enrollees from program inception and continue monthly will be suspended until the first two-year enrollment terms occurs (i.e., October 2024)
 - ✓ tariff modification for randomized verification may occur upon subsequent 2-year re-enrollment

Marketing & Outreach



My Energy Rate, A Personalized Bill Discount



- New program
- Monthly bill discount
- Applying takes minutes
 - ✓ Call
 - ✓ Visit myavista.com/myenergyrate



See if you qualify for our new bill discount program.

My Energy Rate

Avista has a new program for our Oregon customers that may reduce your monthly natural gas bill. Introducing **My Energy Rate**. If you qualify, you could receive a personalized energy bill discount on your monthly bill.

Applying takes just minutes.

There's no need to provide financial documents to get started. Just tell us your monthly gross household income and number of people living with you.

Keep your other assistance programs.

A discount on your bill won't affect any financial assistance you already get from us or other agencies. You'll simply enjoy more monthly energy savings.

See if you're eligible today.

Just go to myavista.com/MyEnergyRate and fill out our simple online form. If you need help calculating your household income or have questions, let our customer service see if you qualify. We are happy to help. Please call us at **(800) 227-9187**.

Esta información está disponible en español. Para más detalles, llame a Avista al (800) 227-9187.



See if you qualify for our new bill discount program.

My Energy Rate



Enroll and save with My Energy Rate.

Exciting news! Avista has a new program for our Oregon customers that may reduce your monthly natural gas bill. Introducing **My Energy Rate**. If you qualify, you could receive a personalized energy bill discount on your monthly bill.

Applying takes just minutes.

There's no need for financial documents to get started. Just tell us your monthly gross household income and number of people living with you. It's that fast and easy.

See if you're eligible today.

Go to myavista.com/MyEnergyRate and fill out our simple online form. If you need help calculating your household income or have questions, let our customer service see if you qualify. We are happy to help. Please call us at **(800) 227-9187**.

We look forward to hearing from you.

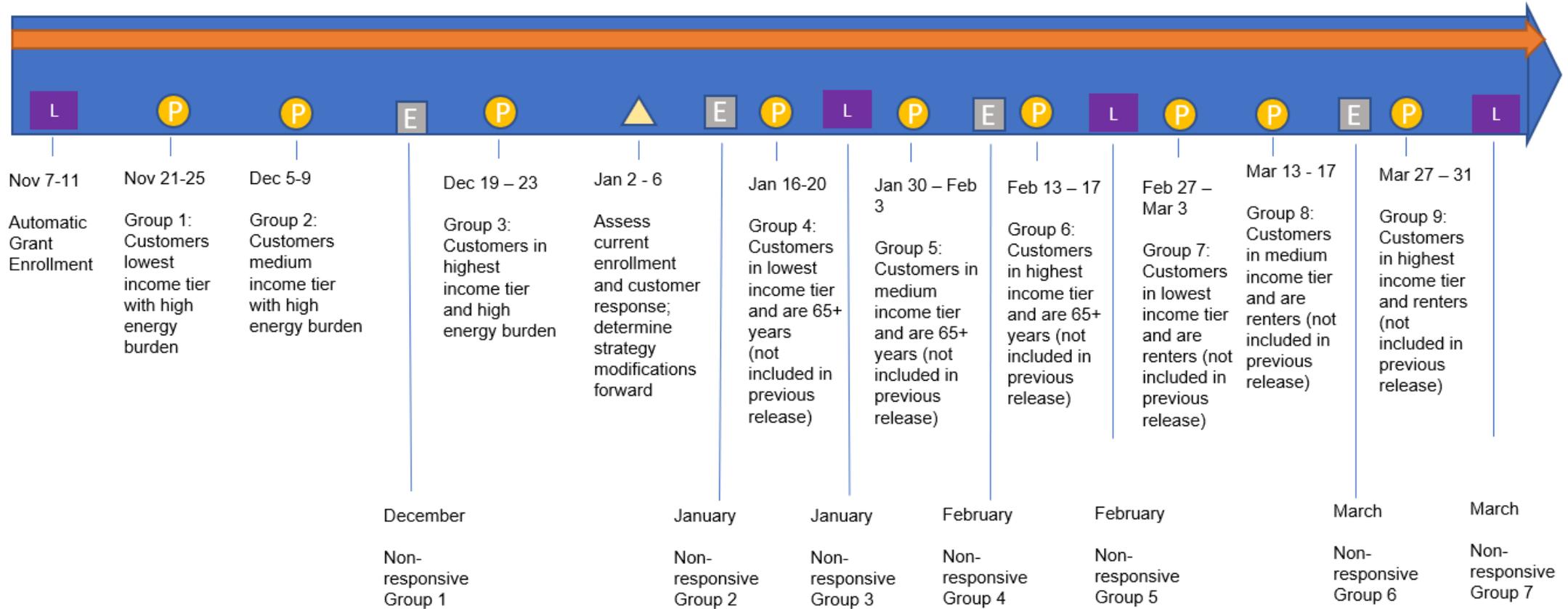
The translations services updated to read: Esta información está disponible en español. Para más detalles, llame a Avista al (800) 227-9187.



1411 E Mission
MSC 15
Spokane, WA 99252



My Energy Rate – Customer Marketing & Outreach



 Flyer at Community Based Organizations

 Postcard

 Assess

 Email Blast

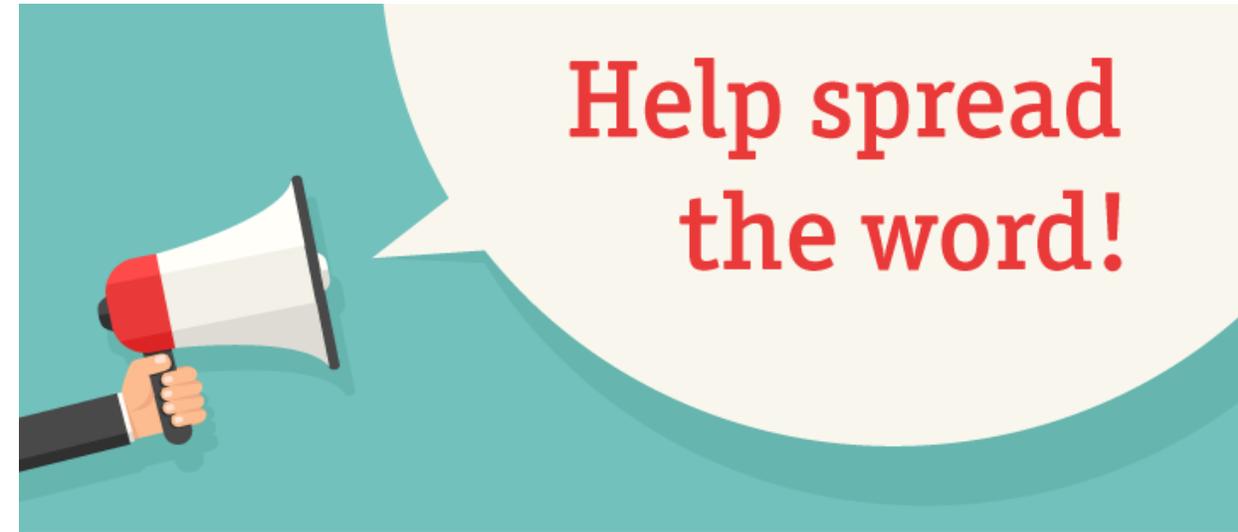
 Personalized Letter (TBD)

 Highly Targeted Digital Ads (TBD)

 Highly Targeted Print Publication Ads (TBD)

Community Based Organizations

Service Organizations	Count
Credit Counseling	1
Education	6
Emergency Housing	7
Food Bank	52
Hispanic/Latino Community Services	1
Housing Accessibility	4
Housing Authority	5
Prisoner Re-Entry	1
Senior Services	14
Uninsured Medical	2
United Way	3
Youth Services	1
Youth/Parental Counseling	3
Youth/Parental Counseling; Mental Health Services	1
Total	101



- Letter with initial stock of inventory of flyers
- More flyers available upon request
- Engagement with Tribes

Reporting

Reporting:

Reporting Metrics	Frequency
Total number of customers enrolled in the program, by discount tier or zip code	Quarterly
Total dollars provided to customers, by discount tier or zip code	Quarterly
Average discount provided to customers, by discount tier or zip code	Quarterly
Total Avista enrollments by channel (by discount tier or zip code): <ul style="list-style-type: none"> • Phone • Web • Mail 	Quarterly
Total enrollments through community action agencies, by discount tier or zip code	Quarterly
Aggregate Enrollment Demographic Reporting that includes, by discount tier: <ul style="list-style-type: none"> a. Own or Rent Home b. Heat Source Fuel (electric, gas, other) c. Ethnicity: Hispanic or Latinx d. Education e. Living with Disability f. Military Veteran g. Senior (60+ years) h. Race i. Preferred Language 	Quarterly
Dollars spent on administrative costs by descriptive cost category, by county	Annually

Discussion: Participant Survey



Participant Survey

Survey Questions

- What do we want to learn?
- Ease in access
- Perception around effectiveness for improving affordability
- Overall satisfaction

Survey Administration

- CAPO Letter
- Letters, online survey, emails, phone



Wrap Up



**Final Thoughts & Closing
Comments**



~Thank You~