Clean Energy Implementation Plan

2023 Public Participation Plan

May 1, 2023

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1. INTRODUCTION

Washington's Clean Energy Transformation Act (CETA) was enacted into law in May 2019, which requires electric utilities to eliminate coal-fired electricity from serving Washington retail electric customers by the end of 2025, use a carbon-neutral supply of electricity by 2030, and source 100 percent of their electricity from renewable or non-carbon-emitting sources by 2045. Each electric investor-owned utility is required to file a Clean Energy Implementation Plan (CEIP) every four years describing the specific and interim targets to reach these goals, as well as specific actions which will be taken over for the four-year implementation period towards reaching these clean energy goals. Public engagement plays an integral role in ensuring inclusive, accessible, authentic engagement, and customer representation in the process and development of a successful CEIP. As such, a Public Participation Plan (Plan) outlining the Company's efforts to actions to equitably engage with its customers and advisory groups is documented and filed with the Commission biennially.

In compliance with WAC 480-100-655(2), Avista filed its first Public Participation Plan (2021 Plan) on April 30, 2021,[1] with a revision filed on June 30, 2021. The 2021 Plan provided the basis for public engagement and participation in the Company's initial CEIP filed on October 1, 2021,[2] which was conditionally approved by the Commission on June 16, 2022. The CEIP was informed by the Clean Energy Action Plan (CEAP), filed coincident with the electric Integrated Resource Plan (IRP) filed on April 1, 2021. The CEAP was the ten-year action plan for interim and specific targets and actions to reach clean energy requirements, including the first attempt at incorporating equity into Avista's overall processes in accordance with WAC 480-100-620 (12)(c)(i) a starting spot for the interim and specific targets, and included preliminary information on equity. Per WAC 480-100-640 (11) should there be updates in the Company's electric IRP update[3] filed January 3, 2023, that impact the CEAP, the Company will propose updates to the CEIP as needed. Avista will equitably meet its resource needs with the lowest reasonable cost mix of energy efficiency, generation, storage, and demand response resources, while reducing energy and non-energy burdens for customers located in Highly Impacted Communities or Vulnerable Populations, jointly referred to as Named Communities.

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[1] Docket UE-210295.
[2] Docket UE-210628.
[3] Docket UE-200301.

Since the Company filed its 2021 Plan, it has taken significant steps to improve upon its public engagement efforts, including but not limited to: dedicated staff for public engagement, the development of an overarching communication strategy in partnership with Public Participation Partners (P3), a third-party consulting firm, to enhance its public engagement methodology in a strategic and effective manner.

Customer Benefit Indicators (CBIs) and corresponding metrics have been identified in collaboration with several of Avista's advisory groups, including its Equity Advisory Group (EAG), Energy Assistance Advisory Group (EAAG), and Energy Efficiency Advisory Group (EEAG). CBIs hold the Company accountable and ensure programs, policies, and resources utilized throughout the implementation period result in the equitable distribution of benefits and reduction of burdens, while not perpetuating existing inequities, across all segments of the community while prioritizing those with the highest need.[4] The primary function of the EAG is to review, consult, and advise Avista to ensure all customers are benefitting from the transition to clean energy through the equitable distribution of energy and nonenergy benefits and reduction of burdens and barriers in Named Communities. Additionally, the EAG will help guide the Company through its public outreach strategy to ensure Avista customers have a platform for CEIP educational workshops, public meetings, and participation in Company programs.

Public participation continues to be an essential part of Avista's CEIP development. Avista recognizes the importance of effective public participation for improving its decision-making processes and including the unique viewpoints and knowledge, which non-utility stakeholders bring to the table. Public participation is vital to the equitable development of the CEIP and will continue to play a key role in developing future actions to implement the targets established in the CEIP and review proposed actions for meeting the requirements outlined in RCW 19.405.050(2).

It is important to note that energy justice is top of mind at Avista and is incorporated throughout this plan. For ease of readability, the Company has modified the terminology throughout the document. In this manner, the Plan should be easier to understand for the general customer base, be consistent with the general guidance received from P3 regarding terminology, while still incorporating the general concepts.

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[4] The EAG also works with the Company on other focus areas that require a specific equity lens outside of the CEIP.

The core tenants are comprised of the following (abbreviated):

- **Procedural Justice –** Fair, equitable, and inclusive decision making for participants
- **Recognition Justice –** Recognizing that marginalized and vulnerable populations have been excluded from decision-making processes; understanding who has been impacted and seeks to not perpetuate inequities
- **Distributional Justice –** Fair and equitable distribution of benefits or reduction
- **Restorative Justice –** Regulatory government organizations or other interventions are used to disrupt and address distributional, recognitional, or procedural injustices, and to correct them through laws, rules, policies, orders, and practices.

For the ease of readability and understanding for the general customer base, Procedural Justice and Recognition Justice are core components within Avista's Plan. The very foundation of the Plan is identifying what voices have not historically been heard and intentionally seeking to include them in clean energy discussions. Recognition Justice is discussed in the Plan where specific customer types are represented in public participation conversations and the Company's continued efforts at effective public engagement. The EAG recognizes and includes individuals from 17 demographic areas, as discussed below, which ensures a focus on current and historical inequities within those areas. CBIs form the basis for Distributional Justice to ensure a fair distribution of benefits or reduction of burdens resulting from the clean energy transition while taking into consideration that not all individuals have the same starting spot.[5] Restorative Justice applies to laws, rules, policies, and orders that direct the utility; the Commission is responsible for those policies. In accordance with CETA, there are regulations which hold the Company accountable to which is a form of Restorative Justice in and of itself. Restorative Justice is also incorporated to expand customer outreach and ensure customers are aware of and are able to participate in energy assistance and energy efficiency programs the Company offers.

2. PUBLIC PARTICIPATION STRATEGY

Public Participation Goals

Per WAC 480-100-655, Avista's participation efforts includes representation from existing advisory groups, the EAG, and its general customer base. Each group is described in more detail below.

[5] Dictionary.com: Equity: "The quality of being fair or impartial; the policy or practice of accounting for the differences in each individuals starting point."

Avista has developed a customer engagement strategy pertaining to its CEIP and will continue to work closely with its customers and advisory groups. The methods for interacting with customers have been improved due to the work performed by P3, which resulted in the development of meaningful insights on how Avista's customers prefer to receive information pertaining to the transition to clean energy.

Public Participation Partners Background

In the Spring of 2022, Avista recognized the need for a specialized strategy, in addition to ongoing efforts, to reach customers residing in Named Communities and that engagement with firms and organizations who specialize in public participation would be required. Avista sought specialized consulting services for its Washington service territory that provided an equitable approach to identifying and mitigating barriers to participation and obtaining the valuable customer input that Avista is seeking. The Company pursued experts to focus on targeted outreach to underrepresented populations, including those with limited English proficiencies. In May 2022, Avista issued a Request for Quote (RFQ) to seven public engagement agencies and ultimately contracted with P3 in July 2022 based on their previous work and equitable approach to engaging with hard to reach and underrepresented communities.

P3 is a minority and women owned community engagement and communication firm with over 14 years of experience providing cost-effective and specialized outreach services. P3 specializes in reaching "hard to reach" customers in a data driven approach that informs, involves, and empowers all stakeholders in an equitable and inclusive way. P3 conducted customer surveys, in person and virtual meetings, and thoroughly researched the demographics of Avista's Washington service territory to design an effective public engagement plan for Avista's CEIP implementation.

P3's Public Engagement Plan Approach

As previously discussed in Avista's September 30, 2022 filing in compliance with its CEIP Condition No. 30, P3 values transparency and strives to provide open and clear communication between Avista, stakeholders, and the public. While developing their engagement strategy for Avista, they considered barriers customers may face such as language, visual or audio impairments, and virtual technology constraints. P3 employed every tool available to achieve equitable engagement through Avista's Washington service territory. Their approach to developing an effective public engagement and outreach

plan for Avista was managed in four phases, each discussed below.

Phase One –The first phase consisted of a comprehensive demographic analysis of Avista's Washington service territory, identified outreach methods, tools, and communication strategies, and defined performance measures to gauge overall success. The demographic analysis identified the language needs amongst Avista's customer base, enabling P3 to provide translated printed and digital communications and materials. Phase one took approximately three weeks and resulted in P3 delivering a draft Public Engagement and Communication Plan. The language preferences identified by P3 can be found on page 28 in Appendix A.

Phase Two – Phase two included an assessment of Avista's current outreach efforts and practices through interviews with key employees within the Company who are responsible for planning and conducting outreach, reviewing existing policies, and communication materials and methods. In September 2022, P3 spoke with the EAG during their two monthly Equity Lens sessions and during a separate meeting that included members from Avista's EEAG and EAAG.

Phase Three – A customer survey, provided in Appendix B, was developed, and implemented to identify customer communication preferences. The customer survey provided P3 and Avista with data to identify what previous customer experiences with the Company were like, obtained customer communication preferences, and ways customers prefer future engagements. Paper and digital surveys were provided to customers to reach more residents located in Named Communities. Additionally, to reach as many customers as possible, P3 printed and mailed paper surveys to apartment complexes, community-based organizations, and religious institutions. P3 also engaged with customers located in Named Communities through in-person and virtual meeting options. All customers were invited to participate in P3's community meetings held in lieu of CEIP public participation meetings during the last quarter of 2022. Community conversations were hosted in English and other languages as identified through the phase one analysis. Videos were developed in English and included subtitles in five other prevalent languages that introduced Avista's public engagement efforts.[6] These videos were utilized to reach customers who do not speak English as their primary language. Phase three took approximately seven weeks and P3

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[6] Videos promoting the Customer Preferences Survey were developed with subtitles in Arabic, Spanish, Mandarin, Marshallese, and Russian

provided a summary detailing customer feedback received from the survey and public meetings conducted by P3 which can be found in Appendix C to this filing.

Phase Four – During the fourth and final phase, P3 developed and delivered a fully executable public participation and communication plan which utilized the lessons learned through public surveys and in person meetings, incorporating Company and advisory group feedback. P3's methodology and approach on public preferences was outlined based on survey results and past experiences and identified barriers to participation amongst Avista's customers and provided detailed solutions and tactics the Company can employ to overcome such barriers.

In December 2022, P3 delivered the completed public participation plan (P3's Plan) included in Appendix D. The plan offers a shared framework for defining engagement, tips on how and when to engage customers and community stakeholders, and guidelines for promoting mutually beneficial engagement with communities and community partners. The plan contains an overarching engagement strategy and resources for the design, planning, review, and evaluation of community engagement efforts.

P3's CEIP Public Engagement Plan

P3's Plan provides a comprehensive overview and guidance on what engagement is and how to effectively use the tools provided by P3 for future public engagement efforts. The plan outlines steps on how to create a community engagement plan, and the methods in which to utilize it. The plan provides insights on engagement implementation, specifically around meeting logistics and what should be considered. P3's Plan discusses the importance of evaluating the effectiveness of meetings and reporting those metrics to ensure Avista is continually engaging with its customers in a meaningful way. P3's Plan also provides best practices for reporting results to customers and stakeholders. P3 also provided Avista with adapted material sources to be utilized when creating a new community engagement plan.

In January 2023, Avista requested that P3 bridge and connect the overall P3's Plan with the outreach work conducted through multiple methods outlined in the Survey of Preferences Summary to outline specific actions Avista should take to engage with its customers, with an emphasis on those residing in Named Communities, pertaining specifically to its CEIP efforts. The specific CEIP public engagement plan was delivered in February 2023. Avista filed the public participation timeline on March 1, 2023, with an assurance of a progress update prior to May 1, 2023. The additional update was filed on April 14,

2023 and P3's CEIP Public Engagement Plan is included in Appendix E. Avista leveraged P3's CEIP Engagement Plan for the development of this Plan to ensure meaningful and effective participation opportunities are provided for all customers.

P3 outlined barriers to participation and mitigation strategies for reducing those barriers in future engagement efforts. Mitigation strategies are discussed in further detail in the Future Engagement and Outreach Section. The CEIP Public Engagement Plan is designed to ensure participation opportunities are provided to all customers with an emphasis on those residing in Named Communities and monitoring the impacts these engagement strategies have throughout this CEIP implementation.

This public engagement process timeline spans the next two years and will assist in the development of Avista's 2023 Biennial CEIP Update and its 2025 CEIP.

3. CUSTOMER AND ADVISORY GROUP INPUT

Equity Advisory Group

In accordance with WAC 480-100-655(1)(b), the EAG was formed in May 2021 to advise Avista on equity issues including, but not limited to:

- Vulnerable population designation;
- Customer equity benefit indicator development; and,
- Recommendations for the equitable distribution of energy and non-energy benefits and reduction of burdens to vulnerable populations and highly impacted communities.

Per WAC 480-100-655(1)(b) members of the EAG include representation from environmental justice and public health advocates, tribes, highly impacted communities, and vulnerable populations, as well as other relevant groups. A current EAG member list can be found in Appendix F.

Currently, EAG members represent the following 17 demographic areas:

Tribal	Ecology/Environment
Regional Clean Air	Environmental/Renewable/Youth
Education/Disabilities	Government Agency/City Library Services
Named Community Resources	Adults with Disabilities
Affordable Housing	Youth/High School

LGBTQIA+	Low-Income
Named Community School District	Energy Assistance
Environmental & Marginalized Populations	BIPOC Community
Senior Citizens	

In May of 2021, Avista contracted with an equity consultant to facilitate the Company's EAG meetings. Avista continues to utilize this expertise to ensure an independent viewpoint, with an equity background to facilitate topic discussions, ensure a focus on equity, and maintain a safe environment where members feel welcome to share their thoughts and opinions. Avista collaborates monthly with the consultant on topics the Company intends to discuss and how to approach those topics in an equitable, inclusive, and meaningful manner in order to utilize the knowledge and expertise this group brings, especially as it relates to equity issues and how all customers may benefit from the transition to clean energy.

Included as Appendix G is the 2023 EAG charter, which includes a description of the recruitment process, purpose and goals, timelines, and structure.

Membership in the EAG is open to all customers and special interest stakeholders that represent individual communities. Avista's objective is to engage individuals from under-served, resource-constrained, and marginalized groups and communities within the Company's service territory. This is also intended to avoid duplication of members that currently participate in other Avista advisory groups. Further, this allows the EAG to have the unique perspective of not only customers in Named Communities, but also overall customer representation. With an emphasis on ensuring that all voices are heard and engaged, active participation has been encouraged as a criterion for attending EAG meetings.

EAG Recruitment
During recruitment for EAG members, all interested persons are asked to complete a Member Interest Form, provided in Appendix H, that provides a means for ensuring the group's objectives are in alignment with the individual's interests and capturing each person's contact information, want for compensation, and area(s) and/or interests they represent. EAG membership information can be found on Avista's Clean Energy webpage.[7] Avista continues to actively recruit new EAG members, and information regarding the participation in the EAG was publicized during an Integrated Resource Planning (IRP) public meeting,

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[7] https://www.myavista.com/about-us/washingtons-clean-energy-future

public participation meetings, and may be promoted through future external advisory groups, such as Avista's Distribution Planning Advisory Group (DPAG), EAAG and EEAG.

Equity Lens Sessions

Equity Lens Sessions are typically held the third week of each calendar month unless the dates fall on a holiday week. Sessions are Wednesdays from 4:30 pm – 6:00 pm and Fridays from 7:30 am - 9:00 am. All Equity Lens presentations are posted to the Company's Clean Energy webpage at least three business days prior to the session and all sessions are recorded and posted to the Company's Clean Energy webpage along with meetings notes.

Table 1 below includes the 2022 meeting schedule and topics discussed during EAG Equity Lens Sessions:

<p align="center">Table 1: EAG Schedule & Topics 2022</p>

Date	Agenda Items
January 12 & 14, 2022	• Vulnerable Populations
February 16 & 18, 2022	• Outdoor Air Quality
March 16 & 18, 2022	• EAG Value & Structure • Customer Benefit Indicators
April 20 & 22, 2022	• Customer Barriers to Participation
May 18 & 20, 2022	• Transportation Electrification
June 22 & 24, 2022	• Power Outage Preparedness
July 20 & 22, 2022	• Clean Energy Implementation Plan Timeline & Conditions
August 2022	• No Meeting held, Voted by EAG
September 21 7 23, 2022	• Public Participation • Named Communities Investment Fund
October 19 & 21, 2022	• Condition #10 – Named Communities Specific Action • Named Communities Investment Fund
November 16 & 18, 2022	• Condition #2 – Non-Energy Impacts • Named Communities Investment Fund Matrix
December 14 & 16, 2022	• Named Communities Investment Fund Brainstorm Session

Table 2 below provides a tentative schedule for EAG meetings held during 2023 along with proposed discussion topics:

Table 2: Tentative EAG Schedule & Topics 2023

Date	Agenda Items
January 18 & 20, 2023	• Named Communities Investment Fund • Condition #10 - Named Communities Specific Action • Public Participation
February 15 & 17, 2023	• Named Communities Investment Fun Project Prioritization
March 15 & 17, 2023	• Named Communities Investment Fund • Spokane Tribe Energy Partnership • Public Participation
April 19 & 21, 2023	• Condition #38 – Two CBI's/5 Subsets in Named Communities • Equity Refresher
May 17 & 19, 2023	• Wildfire Mitigation Plan and Outreach
June 2, 2023	• Condition #23 – Joint Advocate Customer Benefit Indicators in conjunction with the EAAG and EEAG.
July 19 & 21, 2023	• Spokane Tribe Energy Partnership • Condition #10 - Named Communities Specific Action
August 23 & 25, 2023	• Public Participation Update • Condition #24 – Indoor Air Quality Metric
September 20 & 22, 2023	• WA Bill Discount Program Overview • CEIP Biennial Report Filing
October 18 & 20, 2023	• Named Communities Investment Fund • Regulatory Discussion – How Rates are Calculated
November 15 & 17, 2023	• 2024 EAG Structure • EV Transportation Program Update
December 13 & 15, 2023	• Tentative

The EAG has and will continue to meet throughout the CEIP implementation period. As previously discussed in March 2022, annual discussions will be held as to the quantity and time of future meetings, as well as other concerns during the November 2023 Equity Lens Session. The schedule may be revised based on EAG feedback. In accordance with WAC 480-100-655 (1)(e), the Company is not limited from convening and engaging public advisory groups on other topics.

Equity Advisory Group & Public Participation Partners

The EAG was informed, consulted, and advised of the ongoing work conducted by P3 regarding public participation and the identification and reduction of barriers to participation. In the April 2022 Equity Lens Sessions, as a refresher, the EAG reviewed previous barriers they had identified pertaining to

communications with customers in regard to the development of Avista's CEIP. In that same April session, the EAG spent time reviewing and providing insights pertaining to the results of a survey conducted by Avista earlier in the month on barriers to participation. The survey was distributed to two distinct assemblies, the EAG members and Avista Advisors. Avista Advisors are current Avista customers who have expressed interest in participating in surveys once a month to help the Company to better understand the thoughts and opinions of its customers. There are approximately 2,000 customers in the Avista Advisors group and a member overview can be found in Appendix I. The purpose of the smaller scale survey was to learn from the two distinct groups about the ways in which they prefer to provide feedback, the extent to which they would like to participate, how to best receive information pertaining to Avista's clean energy transition, and what barriers they may experience that limit a customer from being able to fully participate. The survey was important because it was the first regarding engagement specifically around Avista's CEIP, built another layer on the foundation of ongoing conversations with the EAG regarding levels and barriers to participation, and served as a baseline for Avista to deliver to P3 after contracting with them in August 2022.

As previously mentioned, Avista contracted with P3 in August 2022, and quickly brought P3 to the next Equity Lens Sessions held in September 2022. P3 spent time gathering feedback and insights from the EAG on the following questions:

1) How do you like to receive or provide information to Avista?
2) Have you ever attended one of Avista's community meetings or events (clean energy, wildfire outreach, smart meters)?
3) What are some of the barriers to the communities that you represent (education, availability of materials, language, etc.)?
4) What should we be considering for outreach and how can Avista do it better?
5) Are there particular spaces that we should be conducting these meetings (safe and familiar to the community)?

The enriched and engaged conversations with P3 and the EAG during the two September sessions provided P3 with feedback on how Avista might better engage and incentivize its customers for future participation.[8]

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[8] Please visit Avista's Clean Energy webpage in the Equity Advisory Group Meetings subsection to view the meeting notes and recorded EAG Equity Lens Session that occurred in September 2022. https://www.myavista.com/about-us/washingtons-clean-energy-future

The EAG also provided locations in Named Communities that P3 might consider facilitating meetings at during their in-person events to learn from Avista's customers located in Named Communities. As previously mentioned, the Survey of Preferences that resulted from these surveys can be found in Appendix C.

In January 2023, Avista provided an update to the EAG regarding work completed by P3. Avista covered the seven community-based organizations that P3 had in-person meetings with and/or pop-up events during their on-site visits in October 2022. Avista reviewed the aspects of P3's Survey of Preferences which included communications methods of the survey, the eight languages the survey was translated in which can be found in Appendix J, survey questions and responses, and the demographics amongst the survey participates. Avista also provided feedback to the EAG from P3's interactions with other Avista advisory groups, including EEAG and EAAG. Finally, Avista discussed all reports completed and delivered by P3 thus far, including the specific CEIP Public Engagement Plan.

During the March 2023 EAG Equity Lens Session, Avista engaged with EAG members around the outcomes of the CEIP Public Engagement Plan. Avista sought support, as well as feedback, pertaining to the specific actions and timeline P3 provided in the plan. The Company reviewed various meeting formats offered in the plan, data collection methods to identify customer's perspectives on CBI's and programmatic impacts, as well as various communication tools to be utilized during the CEIP implementation period. EAG members were supportive of Avista moving forward with the implementation and execution of the plan.

Starting in September 2022 through March 2023, Avista kept the EAG members abreast of P3's communications, actions, and deliverables. Future public participation actions and mitigation strategies towards barriers of participation are discussed in greater detail in the Future Engagement and Outreach section below.

EAG and CEIP Conditions

In compliance with Order 01 in Docket UE-210628, approving Avista's 2021 CEIP subject to conditions, the Company has been actively working towards fulfilling the requirements where EAG collaboration is required. Nine of the thirty-eight conditions directly involve informing, gaining support, or collaborating

with Avista's EAG.

Table 3 below provides the condition number, condition description, and any actions Avista has taken to date.

Table 3: CEIP Conditions and Actions Taken

Condition #	Condition Description	Avista Actions Taken
2	Avista will apply Non-Energy Impacts (NEIs) and Customer Benefit Indicators (CBIs) to all resource and program selections in determining its Washington resource strategy, in its 2023 Integrated Resource Plan (IRP) Progress Report and will incorporate any guidance given by the Commission on how to best utilize CBIs in CEIP planning and evaluation. Avista agrees to engage and consult with its applicable advisory groups (IRP Technical Advisory Committee (TAC) and Energy Efficiency Advisory Group (EEAG)) regarding an appropriate methodology for including NEIs and CBIs in its resource selection. Finally, the Commission approves Condition 2 regarding consultation with the Technical Advisory Committee and the Energy Efficiency Advisory Group in the development of a methodology for including Non-Energy Impacts and CBIs in its resource mix. At the Commission's June 16, 2022, recessed Open Meeting, Avista expressed its expectation that it would also consult with the Equity Advisory Group after the development of this methodology to ensure the methodology does not result in inequitable results. This is also the Commission's expectation.	The methodology for including NEIs and CBIs in its resource selection was discussed with Avista's TAC and EEAG during the Company's September 2022 TAC meeting and with the EAG during its November's 2022 Equity Lens Session.
9	Avista agrees to update and expand its Vulnerable Populations areas within its 2023 Biennial CEIP Update taking into account the additional criteria developed by the EAG and Energy Assistance Advisory Group (EAAG) and to ensure updates are in line with the definition of Vulnerable Populations outlined in RCW	Additional Vulnerable Populations characteristics were identified and discussed with the EAG during its January's 2022 Equity Lens Session. Avista's EAAG will be consulted during its

	19.405.020(40). Additional work is needed to develop a consistent methodology and data source identification. This additional work is primarily related to identifying a consistent data source(s) to evaluate each characteristic and then overlaying it onto a map.	regularly scheduled session in May 2023.
10	By December 1, 2022, in collaboration with its EAG and 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.[9] The location identified for the specific action will be at the granularity of the designated Named Communities subset.	The specific action was identified in late 2022 and gained support of the EAG during November's Equity Lens Session. Additional information pertaining to this Condition will be filed with the Company's CEIP Biennial Update on November 1, 2023.
23	Avista must formally present and discuss any Joint Advocate or other stakeholder proposed CBI that was not included in the Company's filed CEIP and the final Commission approved CEIP with conditions, to its advisory groups, customers, and other interested stakeholders at a CEIP Public Participation Meeting(s) and at a separate joint advisory group meeting(s), to include the EEAG, EAAG, and EAG. Following these discussions and careful consideration of the feedback received, Avista will propose an updated set of CBIs and associated metrics in its 2023 Biennial CEIP Update.	A meeting to discuss the joint advocate CBIs is tentatively scheduled for June 1, 2023 from 10:00am – 12:00pm. Invitations will be sent to all EEAG, EAAG, and EAG members. This condition will be included in either the June or September public participation meetings outlined in the Public Comment section below.
24	Avista must engage collaboratively with its advisory groups (EAG, EEAG, EAAG) to create a metric for Indoor Air Quality and submit formal metric for evaluation no later than in its 2023 Biennial CEIP Update.	Avista is currently working through the process of identifying potential indoor air quality metrics and will discuss a proposed metric at the June 1, 2023 meeting mentioned above. An update will be provided in the Company's Biennial CEIP Update on November 1, 2023.

27	Avista's EAG shall not be responsible for the designation of Highly Impacted Communities and the Company's advisory groups should be facilitated such that this designation is not under consideration.	Avista acknowledges the EAG is not responsible for the designation of Highly Impacted Communities and has been removed from this updated Public Participation Plan
28	Avista will include a publicly available and regularly updated list of its EAG members and their organization or community affiliations on its webpage and in future Biennial CEIP Updates and CEIPs.	The EAG member list and represented organizations is updated regularly and can be found on Avista's Clean Energy webpage.[10]
29	Avista agrees that all future EAG meetings will be fully open to the public.	The tentative 2023 Equity Lens meeting schedule is provided on Avista's Clean Energy webpage. Starting in April 2022, meeting links have been and will continue to be posted approximately 3 days prior to the session. Presentations, meeting notes, and recordings are posted within one week of each Equity Lens Session.

30	On or before October 1, 2022, Avista must file with the Commission:
	  a. A progress report on what actions have been taken since October 2021 to reduce barriers to public participation (e.g., steps taken to reduce barriers including but not limited to non-English speaking customers).
	  b. An update to the Company's customer engagement plan[11] it will implement during the 2022-2025 timeframe, and provide a progress report of this plan in the 2023 Biennial CEIP Update.
		On September 30, 2022 Avista filed an update to its public participation strategy which included background information on the Company's consultant, P3, and the engagement plan approach that would be implemented over Q4 2022. On March 1, 2023 Avista filed a tentative timeline of recommended activities the Company may undertake during the implementation

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[10] Visit https://www.myavista.com/about-us/washingtons-clean-energy-future then select the "View Avista Advisory Groups" link towards the bottom of the page.

		period of the CEIP. Avista follow-up both filings, with an additional document filed on April 14, 2023 that includes Avista's CEIP Public Participation Plan.
31	On or before October 1, 2022, Avista agrees to provide in its CEIP docket a report on the changes regarding the EAG Equity Lens Sessions discussed and made with the EAG in March 2022, the facilitator, and the Company.	Please refer to the Company's July 6, 2022 filing in Docket UE-210628.
38	Avista must choose at least two of its current CBIs which it will track for at least five subsets of named communities, at a granularity to be determined by agreement with Staff, Stakeholders, and the Company's Equity Advisory Group. Avista will incorporate relevant updates in its 2023 Biennial CEIP update.	This Condition was discussed with Avista's EAG during the April 2023 Equity Lens Session and will be presented to Staff and stakeholders that attend the June 1, 2023 meeting mentioned above.

Further information on all thirty-eight Conditions will be provided in the Company's Biennial CEIP Update which will be filed by November 1, 2023.

Advisory Group Participation

In addition to the EAG, Avista has five advisory groups that include the IRP Technical Advisory Committee (TAC), EAAG, EEAG, the DPAG and the Company participates in the statewide Transportation Electrification (TE) Stakeholder Group.[12]

The multiple advisory groups have been involved throughout the implementation period via the CEIP public participation meetings, through their ongoing regularly scheduled advisory group meetings, and on an as needed basis. In addition, several advisory groups are involved with the support and provisions of Avista's Conditions as agreed to during the approval process of the Company's CEIP. The formation of Avista's DPAG was directly correlated to fulfilling Condition 13.

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[12] The TE Stakeholder Group is a statewide group comprised of all investor owned utilities and interested stakeholders. This group will not be involved in the development of the CEIP.

Avista has utilized existing advisory group processes throughout the CEIP implementation process with the guiding principles of the IAP2's Public Participation Spectrum consisting of inform, consult, and involve.[13] With the existing foundational knowledge advisory group members bring, as well as other key Company experts, these advisory groups continue to provide input, and share feedback for implementation of their respective sections of the CEIP.

Customers can learn more about the value, intent, and membership representation of each advisory group on Avista's webpage.[14] Advisory group members, as well as customers, can request additional information or provide comments in the following ways:

- email at ceta@avistacorp.com;
- www.myavista.com/ceta; and,
- or by contacting an Avista staff person on their respective advisory group.

Email reminders and meeting invitation links are sent to all advisory group members approximately two weeks prior to a scheduled CEIP public participation meeting with an additional email invite either the day before or the day of the meeting. In compliance with WAC 480-100-655(1)(d), engaging in the CEIP public participation meetings does not limit advisory group members from participating in their individual advisory groups or any other groups at Avista. In accordance with WAC 480-100-655(1)(g), meeting presentations are posted to the webpage approximately three days prior to the meetings and all data input files, when applicable, will be posted to the webpage in native file format.

Advisory group member and all customer comments and questions are captured in CEIP public participation meetings. Responses may be captured during the live recording and posted to Avista's Clean Energy webpage. All comments and questions received by Avista are documented and in accordance with WAC 480-100-655(1)(i) and an appendix will be filed with the Company's CEIP Update which will also include Avista's responses to each comment. Avista may also have follow up conversations with individual participants for clarification, questions or comments as needed.

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[13] Source: Planning for Effective Public Participation, Foundations in Public Engagement, IAP2 International Federation 2016, p.29-30)

[14] https://www.myavista.com/-/media/myavista/content-documents/about-us/ceta/avista-advisory-groups.pdf

Avista continues to convene regular advisory group meetings throughout the CEIP implementation phase. The current meeting schedule frequency and approximate timing is reflected in Table 4 below. This schedule is reviewed annually, and adjustments are made as needed. Additional meetings are held throughout the implementation period as needed.

Table 4: Avista's Existing Advisory Groups

Advisory Group	Frequency
Energy Efficiency Advisory Group	Quarterly
Energy Assistance Advisory Group	Bi-Monthly
Equity Advisory Group	Monthly
Technical Advisory Committee – IRP Development	Per IRP Workplan
Distribution Planning Advisory Group	Bi-Monthly

Advisory group members are notified of upcoming public meetings being held by the Washington Utilities and Transportation Commission (Commission) pertaining to the CEIP through email, as the schedule is made available.

Customer Participation

Avista will endeavor to consider and include input from all customers in the development of the CEIP in accordance with WAC 480-100-655(2)(a)(ii). Prior to engaging with P3, a public participation meeting was held June 23, 2022, and all Washington electric customers were notified of the opportunity to participate through email, Avista's CEIP webpage, and through its Interactive Voice Response (IVR) System's hold message. The purpose of the meeting was to provide the public an overview and update on Avista's 2021 CEIP, how the plan impacts them and their community, and to gather insights on what customers would like to learn more about in relation to clean energy.

Two customer surveys were completed in 2022 regarding public participation efforts pertaining to Avista's CEIP. As stated previously, Avista conducted a survey with its EAG members and Avista Advisors in April 2022. The purpose of the survey was to gauge how customers would like to participate in Avista's CEIP, the channels customers prefer to receive information, and the barriers that may limit a customer from fully participating.

During the Fall of 2022, public outreach was conducted in person by P3 at seven Community Based

Organizations within several of Avista's Named Communities in lieu of public participation meetings. These meetings were held to better understand the past experiences customers have had with Avista and their preferences for future communication and engagement methods. The goal of these meetings was to reduce potential barriers customers in Named Communities may face to participate in this survey and to ensure they were able to complete the survey if desired. Table 5 below represents the total number of promotional flyers that were provided to these organizations in languages requested by the organizations to reduce any language barriers within those community organizations. The promotional flyer is provided in Appendix K.

Table 5: Languages Provided for Promotional Flyers

Language	Number of Copies
English Only	250
English/Spanish	110
English/Korean	10
English/Marshallese	50
English/Russian	100
English/Ukrainian	120
English/Vietnamese	50

P3 conducted three in-person meetings and four pop-up events. During pop-up events, P3 staff set up tables during their client service hours to encourage customers to provide input on previous engagement and future engagement preferences with Avista. In-person meetings consisted of a brief overview of Avista's CEIP, energy efficiency program information, and customer bill assistance. Printed materials pertaining to energy efficiency and bill assistance were provided from Avista for customers during all seven outreach events. P3 provided feedback and insights from their in-person meetings which are discussed in the Future Engagement & Outreach section below. Meeting dates and locations are outlined in Table 6.

Table 6: Community-Based Organizations Outreach

Date	Organization	Meeting Type
October 24, 2022	Latinos en Spokane	Meeting
October 24, 2022	American Indian Community Center	Pop-up
October 25, 2022	The Salvation Army Spokane	Pop-up
October 25, 2022	Our Place Community Outreach	Meeting
October 25, 2022	Carl Maxey Center	Pop-up
October 26, 2022	Spokane Indian Housing Authority	Meeting
October 26, 2022	Kettle Falls Adventist Church	Pop-up

The second survey conducted in 2022, was the Survey of Preferences. The Survey of Preferences, conducted by P3, was open to Avista's Washington electric customers from October 4, 2022, to November 4, 2022. The survey was also available via paper and online during the community-based organization outreach conducted in October 2022. During the open survey period, customers were able to complete the survey through an email link, direct mail, Avista's CEIP webpage, or in-person. The survey asked 8 questions pertaining to the experience of receiving information about Avista's programs and initiatives and was available in the following languages and can be found in Appendix J:

- Arabic
- Dhari
- English
- Mandarin
- Marshallese
- Russian
- Spanish
- Vietnamese

Voluntary demographic questions accompanied the survey to gain a better understanding of the type of customers reached during the survey process and to assist Avista's goal of inclusive engagement. Data received from the voluntary demographic questions can be located in the analysis section of the Survey of Preferences document in Appendix C.

Avista worked closely with P3 to develop various tools and methods to encourage participation from customers. Avista, in collaboration with P3, specifically wanted to reach customers in Named Communities who may not have participated in previously engagement efforts due potential communication barriers. The following survey notification methods were utilized to achieve this goal:

- **Notices on the CEIP webpage** in English, Spanish, Marshallese, Russian, Mandarin, and Arabic.
- **1-minute promotional video** to inform customers how Avista plans to shape the way they reach and engage customers moving forward and advertise the survey. Subtitles were translated into Arabic, Mandarin, Marshallese, Spanish, and Russian.
- **Social media posts** on Facebook, Twitter, and Instagram.
- **Email campaigns:**
  - Invitations to the Avista Advisors Group;
  - Stakeholder emails (2 round to 125 community organizations in named communities);
  - Avista internal staff email newsletter; and,
  - Avista email to all customers.

- **Announcements at Avista's Equity Advisory Group October 2022 sessions.**
- **Digital and printed flyers:**
    - In English, Arabic, Korean, Mandarin, Marshallese, Russian, Spanish, Ukrainian, and Vietnamese;
    - Digital flyer distributed via email to stakeholders in a media kit; and,
    - 690 printed copies distributed to community partners.
- **Avista e-newsletter.**
- **Avista IVR hold message.**

A total of 7,406 customers participated and completed the survey. A breakdown of survey responses can be found in the analysis section of the Survey of Preferences located in Appendix C.

EAG members and survey participants identified the following barriers that may be preventing customers from participating in public meetings and Company programs:

- High Speed Internet;

- Language Translation;

- Technology; and,

- Lack of Understanding.

High speed internet refers to customers' ability to access the internet, language translation includes customers who do not speak English as their primary language, technology is in reference to the customers access to technology platforms such as Zoom and Microsoft Teams, and lack of understanding is primarily due to the technical terms within the utility industry. Avista addresses communication strategies to overcome these barriers in the Future Engagement and Outreach section below.

Avista hosted its first 2023 public participation meeting pertaining to its CEIP on April 11, 2023. As in previous meetings, an email was sent to all Washington electric customer, a promotional message was placed on the IVR customer hold-line, advisory groups received an additional invite, and the meeting was advertised on Avista's Clean Energy webpage. As previously stated, the customer email can be located in Appendix K. The meeting was recorded and posted to the webpage. Avista offered two sessions for this CEIP public participation meeting to accommodate participant's schedules. The objective of the meeting was to provide an overview of Avista's 2021 CEIP and the progress made to date, inform customers of the CEIP low-income energy assistance 2023 legislative report, discuss the

role of energy efficiency programs, and gather feedback and answer questions customer may have regarding clean energy. Avista will be employing additional communication strategies to gain more participation in future outreach events which is described in the Future Engagement and Outreach section below.

4. CUSTOMER BENEFIT INDICATORS

In 2021, Avista engaged with its EAG in the development of CBIs. Figure 1 below provides an overview of the steps Avista took in the establishment of CBIs for its initial CEIP.

<p align="center">Figure 1: CBI Development Strategy</p>
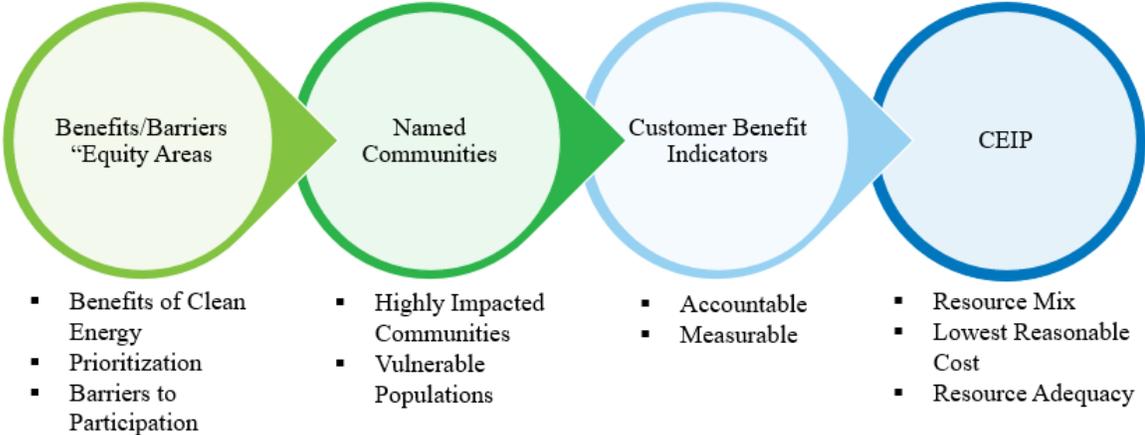
The development of CBIs began with the identification of the benefits of clean energy, and barriers that may limit Avista customers from equitably receiving those benefits or reductions in burdens.

Utilizing an independent facilitator, Avista met separately with the EAG in June 2021 to brainstorm and identify the barriers and burdens faced within the Company's service territory in the following statutory equity areas:

> WAC 480-100-610
> (4) Ensure that all customers are benefiting from the transition to clean energy through:
>   (i) The equitable distribution of energy and nonenergy benefits and reduction of burdens to vulnerable populations and highly impacted communities;
>   (ii) Long-term and short-term public health and environmental benefits and reduction of costs and risks; and
>   (iii) Energy security and resiliency.

Avista in coordination with its EAG facilitator, reviewed and discussed CBI's and barriers to

participation, consolidated where appropriate, and identified methods for measuring success, when possible. In June 2021, the results were then shared during a public participation meeting where breakout rooms were utilized to allow the EAG to identify and prioritize what was most important in one breakout, and with customers and additional advisory group members in another.

The CBIs below were vetted and prioritized with advisory groups including the EAG, customers, and stakeholders. During the development of Avista's CBIs, special emphasis was placed on those individuals located in Named Communities to ensure the equitable distribution of benefits. Table 8 represents the CBIs and corresponding equity areas approved in the Company's 2021CEIP.

Table 8: Customer Benefit Indicators

Equity Area	Customer Benefit Indicator
Affordability	• Participation in Company Programs • Number of Households with a High Energy Burden
Accessibility	• Availability of Methods/Modes of Outreach and Communication • Transportation Electrification • Named Community Clean Energy • Investments in Named Communities
Energy Resiliency	• Energy Availability
Energy Security	• Energy Generation Location • Residential Arrearages and Disconnections for Nonpayment
Environmental	• Outdoor Air Quality • Greenhouse Gas Emissions
Public Health	• Employee Diversity • Supplier Diversity • Indoor Air Quality

The CBIs filed in Avista's 2021 CEIP were reviewed and discussed during the March 2022 Equity Lens Session(s). After approval of the Company's CEIP in June of 2022, Avista highlighted CBIs again, including a preview for Condition 23 which directs the Company to:

> "Avista must formally present and discuss any Joint Advocate or other stakeholder proposed CBI that was not included in the Company's filed CEIP and the final Commission approved CEIP with conditions, to its advisory groups, customers, and other interested stakeholders at a CEIP Public Participation Meeting(s) and at a separate joint advisory group meeting(s), to include the EEAG, EAAG, and EAG. Following these discussions and careful consideration of the feedback received, Avista will propose an updated set of CBIs and associated metrics in its 2023 Biennial CEIP Update."

Condition 23 is tentatively scheduled to be discussed with Avista's EAG, EAAG, and EEAG on June 1,

2023. Additionally, the Company provided an overview of CETA's benefit areas and Avista's approved CBIs during its June 2022 public participation meeting. Avista also featured information on CBIs in its most recent public participation meeting held in April 2023. Information regarding CBI modeling, data sources, census data, and third-party data will be provided in Avista's 2023 Biennial CEIP. Furthermore, Avista will also include an update on Condition 23 in relation to the proposed Joint Advocate CBIs in its Biennial CEIP update to be filed November 1, 2023.

5. PROJECT MILESTONES

Avista provided project milestones in its 2021 Plan. The goal was to develop an implementation plan of specific actions to be taken over the next four years to demonstrate the progress being made towards clean energy goals by 2030 and 2045. To meet these compliance requirements, Avista strives to demonstrate that all customers are benefitting from the transition to clean energy through:

- The equitable distribution of energy and non-energy benefits and reduction of burdens to Named Communities;
- Long-term and short-term public health and environmental benefits; and,
- Energy security and resiliency.

The project milestones provide in 2021 and Avista's updated activity to meet these requirements are illustrated in Table 9 below.

Table 9: Customer Benefit Project Milestones Update

Milestone	Description	Activity
Identify Named Communities	Highly Impacted Communities will be defined via the Department of Health Cumulative Impact Assessment for Avista's service territory Vulnerable Populations will be defined with a rating of 9-10 socioeconomic and sensitivities on the Department of Health, Health Disparities Map for Avista's service territory	Completed utilizing the Washington State Health Disparities Map Avista utilized the Health Disparities Map but also focused on census tract areas not otherwise included in the Highly Impacted Communities list. For Vulnerable Populations, Avista added census tract areas that scored nine or higher for either the socioeconomic factors or sensitive population

	Avista will request feedback from its EAG and public participation attendees on these maps	Avista requested feedback from the EAG and customers during the June 2021 public participation meeting In January 2022, the Company engaged the EAG to discuss equity and further define the characteristics of Vulnerable Populations
Identify inequity areas and develop CBIs for both Named Communities and all customers	Avista will work with the EAG to identify equity areas EAG will identify the barriers and burdens associated with equity areas EAG will identify CBIs where applicable Avista will supplement EAG CBIs where applicable	Avista worked with the EAG to identify equity areas, barriers and burdens associated with equity, and the identification of CBIs in the following public participation meetings: June 2021, July 2021, and August 2021 In April 2023, The EAG was provided an equity refresher during the Equity Len Session(s), including an introduction to energy justice
Establish target information for identified CEAP Resources	Energy Efficiency: as described in Avista's Biennial Conservation Plan (BCP) will include energy and non-energy benefits Demand Response: program details, timing, budgets, measurement and verification, location Renewable Energy: details of project, budgets, location, timing	Avista has significantly increased the number of identified NEI values in its biennium and has further engaged to continue to develop additional NEI values to supplement the first phase of that study. A bilateral agreement with one industrial customer meets near-term future demand response needs identified in the CEAP. For longer term demand response planning needs, Avista filed a proposed Time-of-Use and Peak-Time-Rebate pricing pilot design to the Washington Commission on 3-31-2023 and expects to offer it to customer Q2 2024 if approved and run for two years.
Correlate CBIs with resource mix	Avista will determine each resource's contribution to overall customer benefits from the transition to clean energy	Avista includes part of 7 CBIs in its resource planning. Other CBIs are indirectly included by consideration of non-energy impacts in resource

		selection. This was discussed during Avista's September 2022 TAC Meeting.
	Ensure CBIs are directly related to implementation actions for each target and combine where necessary Avista will solicit feedback of correlated CBIs and its resource mix with Advisory Groups and EAG, where applicable	
Develop metrics to measure CBIs	Avista will identify and develop measurable methods for each CBI prioritized by EAG and CEIP public participation members Metric methodologies are to be reviewed with all participants in the CEIP meetings	Measurable methods for each CBI, including the data attributes required to perform the calculations have been developed. There are currently 74 metrics supporting the 14 CBIs.
Calculate baseline measurements	Avista will develop baseline CBI measurements Avista will regularly communicate the CBI metrics to its customers to show the progress against the baseline through its CEIP webpage or other measures	Baseline metrics were established for Washington residential electric customers from 2021 forward. CBI measurements are communicated through advisory group meetings and public participation. Metrics are currently being tracked through an internal curated database, but Avista may provide the measurements through its CEIP webpage in the future.

6. FUTURE ENGAGEMENT AND OUTREACH

The Company recognizes that customer outreach and participation is critical for building trust between customers and Avista. Engagement is a continual process where customer input is imperative to the Company making sustainable decisions that affect customer's overall quality of life. It is a two-way dialogue between Avista and its customers that will continue throughout the CEIP implementation period.

Meaningful engagement is ingrained in trust and requires time and resources. As previously discussed, there is a spectrum of engagement ranging from outreach efforts and informing customers, to deep engagement efforts designed at empowering community members to make decisions pertaining to their clean energy, energy efficiency, and energy assistance needs. This spectrum is illustrated in Figure 2 below and is further discussed in Appendix D.

Figure 2: IAP2s Engagement Spectrum
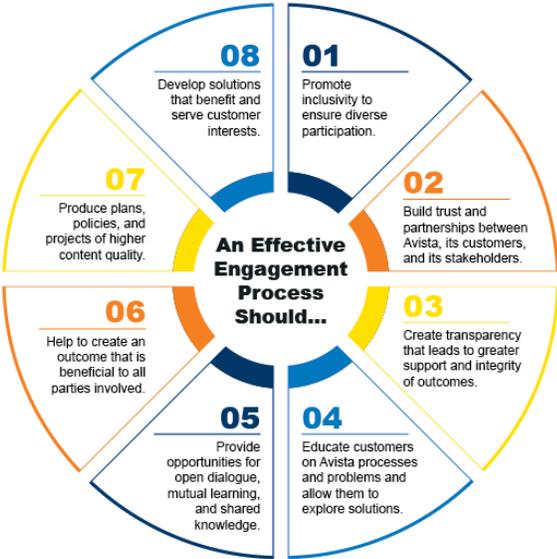
Through effective community engagement efforts, Avista strives to make well-informed decisions on behalf of its customers by utilizing the complete information received by its customers and advisory groups. Such information includes community knowledge, values, perspectives, needs, lived experiences, and customer preferences. Decisions that incorporate the perspectives and expertise of all stakeholders are more achievable and sustainable because they consider the needs and interests of all participants, including those residing in Named Communities. Additionally, community engagement helps customers better understand Avista's key initiatives and the impacts they will have on them as consumers and their communities. Avista is committed to further involving and engaging customers throughout the CEIP implementation period to increase customer trust, reduce barriers to participation in Company programs and public meetings, and increase awareness of its CEIP activities.

Avista's future engagement and outreach will strive for developing methods and strategies for reducing barriers to participation, including but not limited to, language, cultural, economic, or other factors. The

Company intends to provide and promote open, inclusive, and transparent public involvement by providing clear and consistent information that is easy to understand and disseminated in multiple formats based on customer needs. Avista provides promotional materials in easy-to-understand terms that are at or below an eighth grade reading level. Various tools, mitigation strategies, and methods will be utilized throughout the CEIP Implementation Phase to achieve these outcomes and are described below.

Educational Videos

Avista will develop and create short educational videos that provide updates to specific actions and pertinent elements of its CEIP. Educational videos will be posted via the webpage, and shared through Avista's channels, including community partners.

Public Participation Meetings

At a minimum, the Company will host virtual CEIP public participation meetings every quarter for its Washington residential electric customers in 2023 and 2024. The objective of the meetings includes educating customers on the progress of Avista's CEIP including, but not limited to its specific actions, energy efficiency and energy assistance initiatives, and receiving real-time feedback from its customers. The meetings may be advertised through email, the Company's IVR phone system, social media, newsletters, bill inserts, and flyers provided to community organizations. The link to participate will be provided through email, listed on the Company's CEIP webpage, and other avenues as appropriate. The meetings will be recorded and posted to the Company's Clean Energy the webpage. In the future, public participation meetings may include live language interpretation to ensure inclusivity. During the meetings, Avista may provide responses to real-time feedback of customers, or correspond with customers offline, in which the Company will provide the comments received and Avista's responses in its 2025 CEIP.

Technological Accessibility

A lack of access to technology and internet have been identified as potential barriers to customer participation. Avista will include a dial-in-phone number for all virtual public participation meetings, post meeting materials to its CEIP webpage at least 3 business days prior to any meetings, and utilize non-virtual engagement methods such as, in person meetings at community organizations, when possible, in order to mitigate any technological barriers.

Pre-Recorded Public Meetings

As an alternative to virtual public participation meetings, Avista may provide Washington residential electric customers with a prerecorded video. This format allows customers to view the video at their leisure. The breadth of these prerecorded videos may include Avista's specific resource targets and goals, Named Communities Investment Fund project updates, objectives and tracking of CBIs, and all other relevant progress and updates pertaining to the Company's CEIP. The video(s) would be approximately 15-20 minutes in length and may include language subtitles.

Telephone Town Hall Events

Avista may implement telephone town hall events throughout the implementation period of its CEIP. Telephone town hall events allow outreach to a larger number of customers than more traditional, in-person, community meetings. These events provide the Company an opportunity to gather a large number of customers in one place (or in this case, on one phone line) to update and inform on its progress towards a cleaner energy future. In addition to educational content, as well as live question and answer sessions, the platform for a telephone town hall meeting has the capability of polling customers during each event which can provide valuable, in-the-moment insight to the Company.

Community Partnerships and Popup Events

Avista will continue to partner with existing community agencies to engage in outreach activities and community organization sponsored events. Avista may attend at least one of these events per quarter and provide printed and translated materials related to its clean energy initiatives, energy efficiency, and energy assistance programs. The Company may provide energy efficiency kits, lightbulbs, or other incentives for customers to receive during these events. Avista is also exploring other forms of outreach with community partners. For example, the Company could work with Spokane Transit to advertise upcoming public participation meetings or inform customers on its clean energy targets and goals by utilizing the organization's monitors located along the new City Line[15] route stations or located within the bus itself. Avista may provide organizations with media kits to include printed and digital promotional

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[15] Visit https://www.spokanetransit.com/cityline/ to learn more.

materials in English and alternate languages for community partners to advertise upcoming public participation events on their website, social media platforms, and within their community centers.

Data Collection

Avista will seek customers perspectives and feedback through survey data collection. Customers will be offered the opportunity to provide input and ask questions through an online survey with paper surveys distributed to community partners and administered during popup events. Feedback from customers will be utilized for the development of CEIP updates and future CEIP reports.

Demographic Data

To better understand who is being reached by engagement efforts, Avista will incorporate voluntary demographic data collection when applicable. This data may be collected during online surveys, paper surveys, comment cards during in-person events, or through exit surveys during virtual public participation meetings. When voluntary demographic data is being collected, a short notice will be included in materials explaining why the questions are being asked and how the information will be used. The information collected is especially relevant for Avista to identify if Named Communities are being reached through outreach efforts. Self-identification options will be incorporated to make the questions as inclusive as possible.

CEIP Webpage

Avista will continue to improve its Clean Energy webpage in order to ensure customer friendly navigation. During the implementation period, Avista will provide a summary and explanation of the webpage content. For increased accessibility, the Company added meeting links for its EAG Equity Lens sessions to allow all customers the ability to participate whether they are an EAG member or not. Avista will continue to provide the following information via the webpage:

- Clean Energy Implementation Plan (English and Spanish versions);
- Public participation announcements, presentations, recordings, and meeting dates;
- EAG meeting dates, times, agenda topics and live links; and,
- Current EAG member list.

Additional communication methods such as newsletters, telephone hotline, frequently asked questions and answers, language services, and public comment forms will be developed and provided through the Company's Clean Energy webpage as describe below.

Newsletters

The Company plans to develop a newsletter that customers can subscribe to through the webpage. This method of communication will help Avista connect with a broader customer audience while building credibility and strengthening trust with its customers. Relevant updates towards progress and activities relating to the clean energy transition described in Avista's CEIP will be provided in the content of the newsletter. Additionally, key dates such as advisory group meetings, community activities, and public participation meeting dates will be provided. The frequency of the newsletter distribution will be on a monthly or quarterly basis depending on the specific updates and clean energy activities taking place.

CEIP Hotline

Avista will develop and implement a CEIP hotline to serve as an additional tool that customers can utilize to voice their feedback, concerns, and ask questions regarding the Company's transition to a cleaner future. The hotline will be staffed with subject matter experts that are trained and qualified to respond and educate customers on Avista's CEIP. The hotline information will be available on the landing page of Avista's Clean Energy webpage.

Frequently Asked Questions and Answers (FAQ&A)

Avista will develop and publish on its CEIP webpage a FAQ&A document. Content for the document may be driven from survey questions and comments in collaboration with EAG feedback on relevant questions in relation to the Company's CEIP. The FAQ&A is vital for customers who want a quick and easy way to digest information. This communication tool allows the Company to address common concerns, provide education of CETA requirements, and strengthens the accountability and trust amongst Avista and its customers.

Language Services

To increase accessibility on the website, Avista is currently reviewing ways to provide language translation into the most requested languages for each webpage. In 2022, the top five most requested

languages included Spanish, Russian, Arabic, Mandarin, and Marshallese. According to the Survey of Preference located in Appendix C, the most common non-English primary language spoken at home was Spanish. Avista may consider providing translations of the top three most common Spanish dialects which include Mexican, Caribbean and Central America. In addition to providing increased accessibility to its webpage through language services, the Company will strive to provide all public-facing CEIP materials and graphics in the top five most requested languages listed above. These outreach materials may include Company program information and applications, advertising flyers for events, paper surveys, and CEIP educational videos. As a final accessibility measure, Avista may include ASL accommodation statements on all Avista sponsored public meeting notices to ensure that all language translation needs are being met. If non-English participants are anticipated at a meeting, interpretation services may be available and advertised on notices.

It should be noted, the Company provided language translation for both its 2022-2023 winter bill and energy assistance campaigns. Both campaigns launched in November 2022 to coincide with the start of the heating season and ended in late February 2023. The campaigns included printed, digital, and website materials in both English and Spanish. Copies of the materials are provided in Appendix L.

Public Comment Form

Avista will develop and administer a public comment form on its CEIP webpage during the CEIP Implementation Phase. A public comment form will allow customers to voice their perspectives and ask questions of the Company regarding its transition to a cleaner future at their convenience. If applicable, Avista's trained and qualified staff will provide thorough and detailed responses to customers. Public comment form correspondence will be documented and filed with Avista's 2025 CEIP.

Public Engagement Milestones

The following timeline reflects the key components for public engagement between the second quarter of 2023 and the fourth quarter of 2024. This timeline allows time to review, summarize and incorporate data from engagement into the Company's 2023 Biennial CEIP Update and 2025 CEIP. Additionally, it will be necessary to conduct additional outreach throughout 2023 and 2024 including advisory group meetings, distribution of communication materials, and additional stakeholder outreach.

2023 Timeline

2nd Quarter Launch		3rd Quarter		4th Quarter
•Launch (website and material updates) •Educational Videos	→	•Virtual Public Meeting, •Popups, •Survey through fourth quarter	→	•Popups •Survey closes

2024 Timeline

1st Quarter		2nd Quarter		3rd Quarter		4th Quarter
•Educational videos, •Popups	→	•Virtal Public Meeting, •Popups	→	•Virtual Public Meeting, •Popups •Survey through fourth quarter	→	•Popups •Survey closes
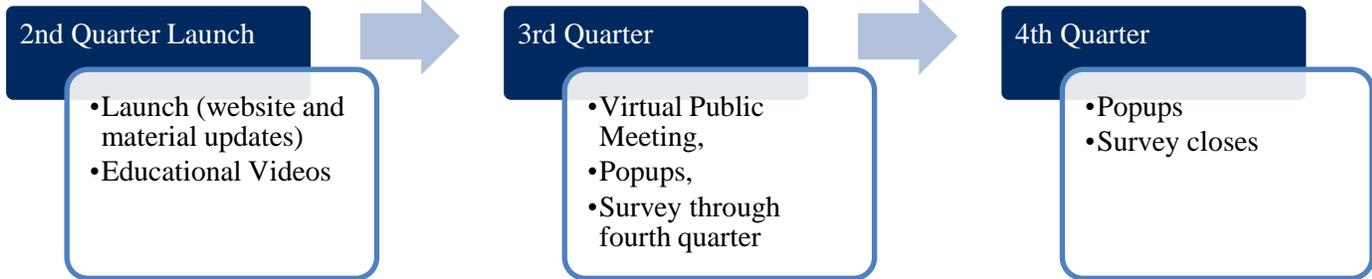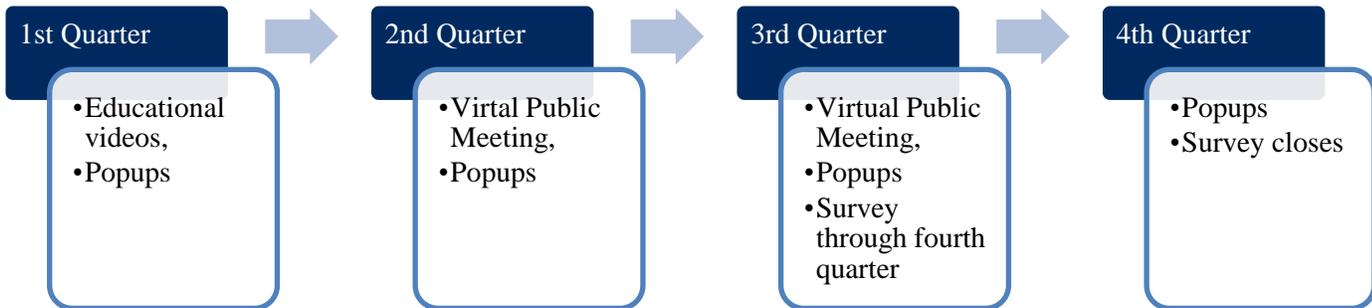
7. PUBLIC COMMENTS

Comments and feedback from advisory group members and the public are welcome throughout the CEIP development process, and any time during the implementation period. Comments can be provided electronically by visiting www.myavista.com/ceta, by sending an email to ceta@avistacorp.com, or by contacting the Company at 1-800-227-9187 and asking to speak to someone about the CEIP. Key dates for CEIP public participation meetings and customer comment review dates are outlined in Table 10 below. Throughout 2023 and 2024, Avista anticipates additional CEIP related community events such as pop-up events, telephone town halls, printed and digital materials, customer surveys, and virtual and in person meetings that are not listed below.

Table 10: 2023 Tentative Public Participation Opportunities

Date	Topic
April 11, 2023 12:00pm & 5:00pm	CEIP Background, Named Communities Invest Fund, Low-Income Energy Assistance Legislative Report
May 1, 2023	**File Public Participation Report**

June 27th, 2023 12:00pm & 6:00pm	CEIP Specific Action and Targets, Power Supply Resources, Customer Benefit Indicators
August 2023	Review CEIP Biennial Update content with Advisory Groups
July 1, 2023	**File Clean Energy Progress Report**
September 26, 2023 12:00 pm & 6:00pm	Customer Benefit Indicators, Connect Communities Project Overview
October 2023 Energy Fairs 5 Locations	Avista will provide a clean energy booth during energy fair events: Stevens County, 2 in Spokane County, Whitman County, Asotin County
October 2023	Data Collection through Survey Comment Form
November 1, 2023	**File Clean Energy Implementation Plan Biennial Update**
December 12, 2023 12:00pm & 6:00pm	Biennial CEIP Update, Named Communities Investment Fund projects

A list of previously held meetings and future scheduled meetings is posted to the Company's Clean Energy webpage. Meeting summaries, materials, and comments received along with the Company's responses will be made available at www.myavista.com/ceta. Per WAC 480-100-655(2)(g)(iv) final drafts of the CEIP and biennial updates will be posted to Avista's Clean Energy webpage.

In compliance with WAC 480-100-655 (1)(c), Avista will continue to notify advisory group members of upcoming Company and Commission public meetings scheduled to address its CEIP and Biennial CEIP update.

In accordance with WAC 480-100-655 (1)(f), advisory group members may comment on the Company's CEIP filings with the Commission.

Pursuant to WAC 480-100-655(3), Avista will provide its Washington electric customers with a written notice within 30 days of filing its CEIP with the Commission.

8. CLOSING

Through collaborative efforts with Avista's EAG, P3, and continued customer outreach, the Company

will continue to effectively make progress towards its clean energy goals while ensuring all customers are benefitting from the transition to clean energy with an emphasis on those located in Named Communities.

The development and implementation of Avista's Public Participation Plan along with the Company's CEIP will continue to be an iterative process with feedback and comments from internal and external stakeholders to continuously improve its processes through each iteration.

Avista will continue to strive and make progress towards customer outreach and participation that is inclusive and equitable for all customers. The company is eager to engage customers in new and effective ways while implementing outreach strategies that allow each unique customer's voice to be heard throughout the transition to an even cleaner future.

APPENDIX A
P3'S PUBLIC ENGAGEMENT PLAN APPROACH

Public Engagement Plan
Clean Energy Public Participation Plan

Prepared by: Public Participation Partners

September 29, 2022

TABLE OF CONTENTS

Introduction

The Public Engagement and Communications Plan (PECP) defines the goals, responsibilities, tools, and timeline for public involvement activities related to public and stakeholder engagement conducted by P3 for the Avista Clean Energy Public Participation Plan engagement process. This PECP summarizes the goals, needs, and requirements for public participation; identifies project stakeholders; and outlines public participation methods, tools, communication strategies, and performance measures.

Project Overview

Avista is seeking to equitably engage its customer base as part of the Clean Energy Implementation Plan (CEIP) and other future initiatives. As part of these efforts, Avista would like to evaluate their current engagement practices and develop a Public Participation Plan, which will outline a standard, equitable process for engaging Avista customers in the future. This Plan will also identify and provide strategies for removing barriers such as language, cultural, transportation, or economic barriers, especially for the Named Communities (or communities who are highly impacted or vulnerable as defined by the Clean Energy Transformation Act (CETA)).

Purpose of the Project

The purpose of this project is to ensure that all customers are benefiting from the transition to clean energy by developing and later implementing an equitable Public Participation Plan. This Plan will outline barriers to participation and strategies for reducing those barriers in future engagement efforts. This will help ensure that a representative sample of Avista's customers are being reached and engaged in future initiatives, including the implementation of the CEIP.

Phase I
Project Planning
(August 4 - September 16, 2022)

Phase II
Assessment of Current Practices
(August 8 - September 30, 2022)

Phase III
Survey of Preferences
(September 5 - November 11, 2022)

Phase IV
Public Participation Plan Development
(November 7 - December 16, 2022)

Project Parameters

The engagement process will span four and a half months in order to meet deadlines for regulatory purposes. This shortened engagement timeline is a constraint to effective engagement. In addition, the large geographic region of the study area and the continuing COVID-19 pandemic will limit the ability to host in-person engagement events. However, many virtual and non-virtual options (including some in-person meetings) will be implemented to help mitigate this barrier.

Timeline Overview

This project will consist of four phases including project planning, an assessment of current practices, and a survey of preferences, which will all lead to the development of Avista's Public Participation Plan. The Public Participation Plan will be based on best practices in the field of public engagement and insights and lessons learned from resident feedback and the evaluation of current Avista practices.

Engagement Goals and Objectives

The purpose of this PECP is to outline the public involvement process conducted by P3 to engage Avista customers and stakeholders within Avista's service area. The following outreach approach is transparent and inclusive, and provides stakeholders and Avista customers with:

- Information about the CEIP and Avista's plan for clean energy.
- An opportunity to provide input on their preferences for future engagement and communications.
- A clear understanding of how their input factored into the recommendations provided as part of the Public Participation Plan.

The overarching goal of the public input process is to gather feedback from a representative sample of Avista's customer base to ensure that recommendations for future engagement are equitable, inclusive, and effective.

The engagement approach will include both online activites and in-person events, and will accommodate COVID-19 restrictions, community preferences, and the ideas and contributions of community partners, including the Equity Advisory Group (EAG), who will assist with outreach to diverse populations as well as provide input on needs of the community.

Outreach Goals

The following goals were developed to achieve this purpose:

- Establish early and continuous public participation opportunities that provide timely information to all interested parties.
- Provide multiple methods for public input to gain an understanding of the values and needs of residents.
- Provide reasonable public access to information to enhance the public's knowledge and ability to participate.
- Promote an open, inclusive, and transparent public involvement process by providing clear and consistent information that is easy to understand and disseminated in multiple formats based on audience needs.
- Implement measures for seeking input from and considering the needs of those traditionally underserved Named Communities, such as low-income, minority, disabled, and non-English speaking individuals.

Table 1 – Race/ Ethnicity Comparisons

Total Population	White/ Caucasian		Black/ African American		American Indian/ Alaska Native	
#	#	%	#	%	#	%
657,442	566,315	86.1%	9,533	1.5%	11,297	1.7%

Asian		Native Hawaiian/ Pacific Island		Two or More Races		Hispanic/ Latino	
#	%	#	%	#	%	#	%
16,146	2.5%	3,025	0.5%	29,985	4.6%	62,414	9.5%

Demographic Profile

The project outreach area covers the Avista service area in the eastern region of the state of Washington. This service area is comprised of 144 Census Tracts. According to U.S. Census American Community Survey 2015-2019 5-Year Estimates, the project area is home to approximately 657,442 residents.

Minority populations within the project area make up approximately 13.9 percent of the total population. Hispanic and Latino residents comprise the largest group at 9.5 percent, followed by Asian residents at 2.5 percent, and American Indian/Alaskan Native residents at 1.7 percent. (See Table 1 – Race/ Ethnicity Comparisons.)

In terms of language, 2.1 percent of the residents within the project area speak a non-English language, with Spanish (1.0 percent) being the primary language of persons who speak English less than very well.

Based on information provided by Avista, the most common customer-requested language translations include Spanish (97.2%), Russian (1.0%), Arabic (0.4%), Mandarin (0.2%), Marshallese (0.2%) and Vietnamese (0.2%).

Approximately 55 percent of households within the project study area have an annual household income of $50,000 or more.

Approximately 91.9 percent of the project area population has access to a computer. Of these residents, 85 percent have access to an internet subscription of any type, while 6.9 percent of the population has no access to the internet. A total of 8.1 percent of the population has no computer.

Demographic charts on race, annual household income, limited English proficiency, and broadband access can be found in Appendix A.

Considerations for Named Communities

Outreach efforts will focus on direct outreach to community partners, stakeholder groups, local organizations, and other community groups that serve BIPOC, Limited English Proficiency (LEP), and lower income residents. Other outreach efforts will include community conversation meetings in named communities with high concentrations of BIPOC, low-income, and LEP residents. Local organizations that serve these communities will be asked to host meetings and assist with advertising to increase participation. Community conversations will be conducted in the following Named Communities:

- Keller
  - 55.2% AIAN, 45.0% Low Income, 23.5% No Computer Access

- Othello
  - 78% Hispanic, 55.0% Low Income, 22.6% Limited English Proficiency

- Pullman
  - 24.5% Asian, 88.0% Low Income, 8.3% Limited English Proficiency

- Spokane
  - 16.2% Minority (All Groups), 44.0% Low Income, 1.1% Limited English Proficiency

- Wellpinit
  - 76.0% AIAN, 66.0% Low Income

- Washtucna
  - 12.3% Hispanic, 42.1% Low Income

Hardcopies of all meeting and survey information will be provided upon request to participants and distributed to community partners for those who do not have access to reliable internet. Additionally, the timing and format of outreach efforts will be held in consideration of public transit schedules and locations and childcare needs.

Considerations for Limited English Proficiency Populations

To ensure that LEP populations are proportionately represented and included in the public engagement process, all public facing materials including informational handouts, surveys, etc., will be available in English, Spanish, Russian, Arabic, Mandarin, and Marshallese at an 8th grade reading level standard or lower. An interpreter can be provided for Spanish, Russian, and Arabic speaking residents and other languages by request or depending on the needs of those participating in the small group meetings. Meeting notices will include contact information to request language interpretation or other special accommodations.
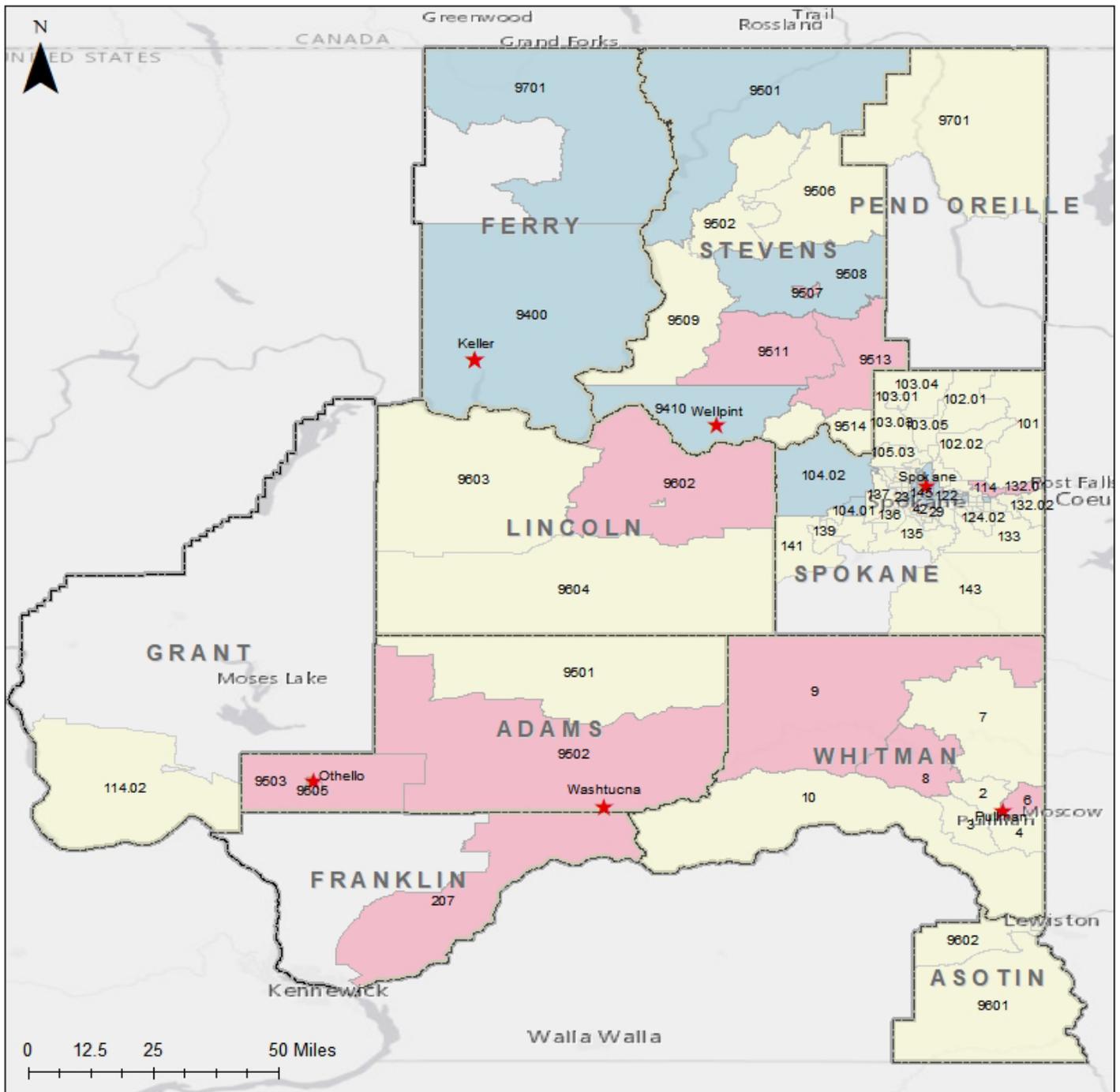
AVISTA®

Public Participation Strategy

DEMOGRAPHIC STUDY AND PUBLIC OUTREACH AREA MAP

Legend

★ Community Conversation Locations

Highly Impacted Communities

Vulnerable Populations

Study Area Census Tracts

Study Area Counties

Virtual Outreach Considerations

With ongoing health concerns amid the COVID-19 pandemic, engagement will be conducted both virtually and in-person to allow community members to participate in a way that is most comfortable for them. The follow considerations will also be incorporated to ensure accessibility and equity in participation:

- Providing hard copies of materials upon request
- Hosting meetings on various days and at various times to allow for maximum participation

Further, COVID-19 considerations will be in place for in-person events to ensure the safety and well-being of all that participate.

COVID-19 Considerations

Additional efforts will be needed in light of the ongoing COVID-19 pandemic and public health concerns. The project team will host in-person small group meetings; however, any in-person events are dependent on local and state mandates on gathering and social distancing. The project team will be following guidance from health officials on how to proceed with in-person engagement events.

Additionally, the following considerations will be incorporated at the in-person meetings to ensure a safe participation experience for project staff and the community:

- Masks will be recommended for staff and participants
- Social distancing will be enforced
- Hand sanitizer will be available for all staff and participants
- Staff will use materials that do not need to be shared between participants (pens that attendees can keep, etc.)
- Participants will be encouraged to stay home if they are not feeling well

Target Audiences

Avista Utilities has a varying customer base and is diligently working to ensure that customers of all demographic backgrounds, interests, and perspectives are participants in the Clean Energy Implementation Plan engagement process. The following categories of community members and stakeholders will be targeted for participation through the public participation process:

- Residential and Business customers in the Avista Service Areas
- Avista Utilities Staff and Company Leadership
- Avista Advisory groups (Equity Advisory Group, Energy Assistance Advisory Group, Energy Efficiency Advisory Group, and Electric IRP Technical Advisory Committee)
- Nonprofits serving populations identified as Named Communities
- Low Income Housing Tax Credit Communities and Apartments
- Schools and Universities
- Churches and other Religious Organizations

A comprehensive list of stakeholders from each of the above groups will be compiled and targeted in outreach throughout the Clean Energy Implementation Plan public participation process. Area local media outlets will be engaged according to Avista standard procedures for disseminating project information.

A full list of stakeholders can be found in Appendix B.

Public Outreach Plan

Public awareness, education, and engagement are three components for a successful public engagement plan.

Level of Public Participation

The primary audience in the engagement process is Avista's Washington customers. In accordance with the IAP2 Spectrum of Public Engagement, this group's role in the engagement process is "Collaborate." These customers will have the opportunity to provide input on their past experiences with Avista engagement and how they would like to be engaged and communicated with in the future. Their feedback will be used to help inform the recommendations in the final Public Participation Plan.

The secondary audience in the engagement process are the identified Named Communities and the Equity Advisory Group members. These stakeholders will be engaged at the "Collaborate" level of public participation. Their input will be directly reflected in the final recommendations provided as part of the Public Participation Plan.

The tertiary audience in the engagement process is Avista staff members, other advisory group members, and other stakeholders. These groups will be engaged at the "Consult" level and provided with opportunities to provide their input through interviews and the Survey of Preferences.

Public Outreach Timeline

Task #	Task Description	Aug.	Sept.	Oct.	Nov.	Dec.	Deadline
I	**Community Engagement and Outreach Planning**						
1.1	Stakeholder Interviews		▓				Sept. 16, 2022
1.2	Public Engagement Plan	▓	▓				Sept. 2, 2022
1.3	Stakeholder Database	▓	▓				Sept. 2, 2022
II	**Assessment of Current Practices**						
2.1	Staff Interviews (up to 8)	▓					Aug. 31, 2022
2.2	Existing Policies and Materials Review		▓				Sept. 16, 2022
2.3	Assessment of Current Practices Report		▓				Sept. 30, 2022
III	**Survey of Preferences**						
3.1	Public Survey		▓	▓	▓		
3.1.1	Draft Survey		▓				Sept. 9, 2022
3.1.2	Final Survey		▓				Sept. 16, 2022
3.1.3	Translated Survey		▓				Sept. 23, 2022
3.1.4	Public Outreach		▓	▓			Oct. 28, 2022
3.1.5	Public Comment Period			▓			Nov. 4, 2022
3.1.6	Data Analysis				▓		Nov. 11, 2022
3.2	Community Conversations		▓	▓	▓		
3.2.1	Meeting Logistics Planning		▓				Sept. 23, 2022
3.2.2	Meeting Invitations		▓				Oct. 7, 2022
3.2.3	Meeting Materials		▓				Oct. 14, 2022
3.2.4	Meeting Staffing			▓			Oct. 28, 2022
3.2.5	Meeting and Comment Summary			▓	▓		Nov. 11, 2022
IV	**Development of Avista's Public Participation Plan**						
4.1	Public Participation Plan Document				▓	▓	
4.1.1	Draft Plan				▓		Dec. 2, 2022
4.1.2	Final Plan					▓	Dec. 16, 2022

Meeting Methods

The following meeting methods will be used throughout the Clean Energy Implementation Plan public participation process to engage the targeted audiences and allow for opportunities to influence future engagement processes.

Staff Interviews

P3 will conduct up to eight (8) interviews with Avista staff responsible for public communications and engagement activities to gain an understanding of their experiences and outcomes. Each one-hour interview will be conducted virtually via Zoom. P3 will develop a list of interview questions and a MURAL board to collect staff comments.

Stakeholder Interviews

P3 will conduct up to four (4) virtual meetings with members of Avista's Equity Advisory Group, Energy Efficiency Advisory Group, Energy Assistance Advisory Group, and the Electric IRP Technical Advisory Committee to gather input on their perceptions of past engagement and outreach efforts and ideas for future outreach efforts. P3 will develop an agenda, list of discussion questions, and a MURAL board to collect participants' comments.

Community Conversations

P3 will conduct eight (8) small group meetings with residents of Named Communities to obtain feedback on their past experiences with Avista communications and engagement tools and methods, perceived and real barriers to participation, and their preferences for future communications and engagement. The one-hour meetings will be conducted in-person. All in-person meetings will be held in ADA accessible venues that are familiar and convenient for participants. Language services including interpretation and ASL will be provided based on need. P3 will provide logistics planning, materials development, event staffing, and documentation for the meetings.

Data Collection Methods

P3 will seek feedback from customers in Avista's service area to identify their preferences for future communications and engagement. This feedback will be used to inform the development of the Public Participation Plan. Participants will be provided with the opportunity to provide input through an online survey and Community Conversations.

The online survey will be developed to gauge the past experiences of residents with Avista communications and engagement tools and methods and their preferences for future communications and engagement. The survey will be developed and distributed as an online survey and paper comment form. The survey will be advertised to participants using existing Avista communication channels and other methods as outlined in this PECP. The survey will be provided in English and other languages as outlined in the Considerations for Limited English Proficiency Populations section of this document. Survey results will be analyzed and documented in a public-facing comment summary report.

Communications Plan

The following communication methods will be used to communicate with and engage the public in an equitable, inclusive, accessible, and transparent way.

Project Webpage

Avista's "Washington's Clean Energy Future" webpage can be used to house relevant information, including an overview of the engagement process. The site should include updates, announcements, online survey links, public comment and meeting summaries, the project schedule, and opportunities for public participation.

Social Media

The Survey of Preferences can be advertised using Avista's social media accounts, including Facebook, Twitter, and Instagram. These posts should contain basic information about the planning process as well as information about the upcoming opportunities for participation. Survey links or the project website link may also be shared via the social media accounts.

Survey Video

A one-minute video will be developed by P3 to advertise the customer survey of preferences. The video will include an overview of the project and include information for how to obtain a copy of the survey (electronic link and contact information to request a paper copy). The video can be advertised via the Avista website, social media, and media kit.

Direct Outreach

The P3 will conduct direct phone and email outreach to community partners to ensure that they are informed and involved in the planning process, including but not limited to religious institutions, affordable housing organizations, and schools and universities. This outreach will also assist in making community connections, targeting underrepresented populations, and broadening the reach of outreach activities. A script will be created for outreach to ensure that the language is consistent throughout the process.

Small Group Meeting Flyers

A template flyer following Avista's branding guidelines will be developed by P3 for the small group in-person meetings with residents from named communities. This template will be updated for each community small group meeting. The flyer will be provided to community representatives to distribute to their members, inviting them to attend the small group meeting for their community.

Phone Tree Messaging

The Avista phone tree and hold messaging can be utilized to help entice participation in the online survey. These pre-recorded messages could be played while customers are on hold waiting for a representative or as part of the phone tree messaging. The messages should include quick information about the online survey and a link for more information.

Advisors Group Invitation

Text will be developed by P3 to distribute through normal Avista channels to invite the Advisors Group (2,000 customers who regularly take surveys for Avista) to complete the Survey of Preferences.

Media Kit

A media kit will be developed by P3 for the Survey of Preferences. This media kit will be distributed to Avista staff members, community partners, stakeholders, and others to help in the promotion of engagement opportunities. The media kit will include the following items:

Press Releases

A press release will be developed to advance outreach efforts by alerting the media of Avista's Public Participation Planning process. This press release will include information about Avista's Clean Energy initiative and upcoming engagement opportunities, as well as information on how to participate. The press release can be distributed by Avista to mass media outlets including those that serve minority populations.

Digital Flyers

Flyers will be created prior to the open comment period to advertise the Survey of Preferences online survey. Flyers will include a brief overview of the CEIP, information about the survey, a link to the project website, and any other necessary information.

Graphics and Presentation Slides

Graphics and presentation slides will be developed to help community partners spread the word about engagement opportunities. These graphics can be shown on digital displays, such as revolving screens in waiting rooms or shown during live events, such as church meetings.

Newsletter Copy and Social Media

Text for newsletters will be developed as part of the media kit. This text can be used by stakeholders and community partners through their existing communication channels. Additionally, social media content and graphics will be provided for partners to use on their existing social media platforms.

Communicating Results

To increase transparency with the public and ensure accountability, a public engagement summary will be created following the survey of preferences. The summary will detail all public outreach and engagement activities, results from public input, and an evaluation of engagement activities. This includes but is not limited to the following:

- Public Engagement Meeting Summaries and Participation Numbers
- Notification Methods
- Named Communities Outreach Efforts
- Survey Results
- Public Comments

These summaries will be shared with participants and included on the project website and in the appendix of the final Public Participation Plan.

Monitoring Outreach and Engagement

Successful engagement will involve engaging and involving a representative sample of Avista's Washington customer population in the survey of preference and reaching Named Communities through the smaller group meetings. In other words, the demographic makeup of participants will mirror, or be as close as possible to, the demographic makeup of the study area. Additionally, successful engagement will engage and involve as many Avista customers as possible.

To measure success, voluntary demographic data on age, gender identity, racial/ethnic identity, annual household income, disability status, and English proficiency of the participant will be collected through each data collection period using Voluntary Demographic survey questions. Additionally, data on participation numbers at events, communication method response numbers, analytics on online engagement activities, and online survey participation will be collected and continuously monitored to analyze the success of engagement activities.

Following the Survey of Preferences, a demographic analysis will be conducted to review the demographics of those who participated. Additional data on participation, communication, and online analytics will be analyzed to determine the number of people that were engaged and involved in the process. A summary report will be created to summarize the data and compare it to the demographic and population data from the overall study area. This comparison will highlight the targeted audience groups that are effectively being reached, as well as the groups that are underrepresented. This comparison will also show the effectiveness of communications and outreach approaches in reaching a substantial proportion of the population. These comparisons and data will be used to draft recommendations for future outreach to gather feedback from a more representative proportion of Avista's customers. The recommendations will also help inform the development of the Public Participation Plan.

The online survey and paper comment form will also collect data on participant opinions on the feedback opportunity (for example: "This survey gave me a good opportunity to share my feedback. Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, or Strongly Disagree). Further, the team will collect data on how the participant heard about the opportunity through questions asking about communication methods (for example: "How did you hear about this opportunity?"). These questions will be voluntary response, but the data collected will assist the project team with determining which methods of engagement and communication are working and which are less effective.

Outreach Goals

During this planning process, the following metrics will be used to measure success:

- Engage 1% of Avista customers in the study area
- Match demographic representation in surveys with the study area demographics within 5% of each demographic category, including race, limited English proficiency, age, and income
- Distribute materials to over 135 community organizations, religious institutions, affordable housing complexes, and other stakeholder groups specifically to help reach Named Communities throughout the Avista Washington service area.

APPENDICES

Appendix A - Demographic Tables

RACE		Total Popula-tion	White		Black/ African American		American Indian/ Alaska Native		Asian		Native Hawaiian/ Pacific Islander		Two or More Races		Hispanic/ Latino	
Census Tract	County	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%
CT 9501	Adams	2,511	2,263	90.1%	31	1.2%	33	1.3%	31	1.2%	-	0.0%	98	3.9%	201	8.0%
CT 9502	Adams	1,630	1,449	88.9%	-	0.0%	24	1.5%	2	0.1%	-	0.0%	93	5.7%	201	12.3%
CT 9503	Adams	6,546	3,263	49.8%	37	0.6%	222	3.4%	-	0.0%	41	0.6%	87	1.3%	2,437	37.2%
CT 9504	Adams	3,237	1,900	58.7%	8	0.2%	214	6.6%	102	3.2%	-	0.0%	74	2.3%	131	4.0%
CT 9505	Adams	5,670	3,886	68.5%	127	2.2%	303	5.3%	19	0.3%	-	0.0%	53	0.9%	77	1.4%
CT 9601	Asotin	4,400	4,157	94.5%	16	0.4%	-	0.0%	46	1.0%	48	1.1%	127	2.9%	-	0.0%
CT 9602	Asotin	4,811	4,360	90.6%	89	1.8%	7	0.1%	-	0.0%	-	0.0%	312	6.5%	43	0.9%
CT 9603	Asotin	3,805	3,472	91.2%	-	0.0%	129	3.4%	11	0.3%	3	0.1%	96	2.5%	210	5.5%
CT 9604	Asotin	2,417	2,208	91.4%	11	0.5%	1	0.0%	26	1.1%	-	0.0%	165	6.8%	403	16.7%
CT 9605	Asotin	3,405	3,030	89.0%	-	0.0%	119	3.5%	74	2.2%	-	0.0%	152	4.5%	10,464	80.2%
CT 9606	Asotin	3,583	3,504	97.8%	-	0.0%	-	0.0%	35	1.0%	-	0.0%	13	0.4%	82	2.3%
CT 9400	Ferry County	1,624	514	31.7%	-	0.0%	896	55.2%	-	0.0%	9	0.6%	205	12.6%	49	3.0%
CT 9701	Ferry County	2,855	2,552	89.4%	-	0.0%	82	2.9%	50	1.8%	-	0.0%	159	5.6%	126	4.4%
CT 0207	Franklin	1,351	1,096	81.1%	20	1.5%	29	2.1%	15	1.1%	3	0.2%	64	4.7%	62	4.6%
CT 114.02	Grant	13,046	5,701	43.7%	-	0.0%	-	0.0%	13	0.1%	-	0.0%	491	3.8%	10,464	80.2%
CT 9601	Lincoln	1,819	1,683	92.5%	1	0.1%	10	0.5%	22	1.2%	10	0.5%	60	3.3%	82	4.5%
CT 9602	Lincoln	2,952	2,865	97.1%	5	0.2%	19	0.6%	11	0.4%	-	0.0%	40	1.4%	100	3.4%
CT 9603	Lincoln	2,684	2,486	92.6%	29	1.1%	86	3.2%	19	0.7%	17	0.6%	43	1.6%	49	1.8%
CT 9604	Lincoln	3,119	2,847	91.3%	48	1.5%	47	1.5%	17	0.5%	-	0.0%	128	4.1%	126	4.0%
CT 9701	Pend Oreille	1,932	1,800	93.2%	-	0.0%	69	3.6%	-	0.0%	-	0.0%	62	3.2%	62	3.2%
CT 2	Spokane	4,629	3,808	82.3%	35	0.8%	106	2.3%	52	1.1%	4	0.1%	253	5.5%	570	12.3%

RACE		Total Population	White		Black/ African American		American Indian/ Alaska Native		Asian		Native Hawaiian/ Pacific Islander		Two or More Races		Hispanic/ Latino	
Census Tract	County	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%
CT 3	Spokane	5,563	4,171	75.0%	329	5.9%	125	2.2%	239	4.3%	-	0.0%	518	9.3%	559	10.0%
CT 4	Spokane	3,844	3,026	78.7%	67	1.7%	86	2.2%	59	1.5%	113	2.9%	438	11.4%	281	7.3%
CT 5	Spokane	3,418	2,790	81.6%	85	2.5%	80	2.3%	51	1.5%	-	0.0%	347	10.2%	197	5.8%
CT 6	Spokane	3,332	2,939	88.2%	2	0.1%	27	0.8%	58	1.7%	-	0.0%	187	5.6%	195	5.9%
CT 7	Spokane	5,117	4,526	88.5%	-	0.0%	45	0.9%	-	0.0%	-	0.0%	294	5.7%	320	6.3%
CT 8	Spokane	5,179	4,858	93.8%	77	1.5%	47	0.9%	54	1.0%	9	0.2%	106	2.0%	293	5.7%
CT 9	Spokane	6,391	5,660	88.6%	62	1.0%	247	3.9%	3	0.0%	2	0.0%	414	6.5%	137	2.1%
CT 10	Spokane	5,633	5,284	93.8%	55	1.0%	7	0.1%	29	0.5%	-	0.0%	229	4.1%	372	6.6%
CT 11	Spokane	3,557	2,928	82.3%	66	1.9%	-	0.0%	110	3.1%	30	0.8%	282	7.9%	237	6.7%
CT 12	Spokane	2,524	2,128	84.3%	14	0.6%	51	2.0%	65	2.6%	67	2.7%	181	7.2%	131	5.2%
CT 13	Spokane	3,407	2,940	86.3%	33	1.0%	87	2.6%	40	1.2%	18	0.5%	240	7.0%	184	5.4%
CT 14	Spokane	5,839	4,316	73.9%	336	5.8%	209	3.6%	391	6.7%	26	0.4%	349	6.0%	410	7.0%
CT 15	Spokane	5,672	4,938	87.1%	154	2.7%	109	1.9%	45	0.8%	-	0.0%	343	6.0%	199	3.5%
CT 16	Spokane	3,408	2,542	74.6%	167	4.9%	94	2.8%	39	1.1%	51	1.5%	375	11.0%	535	15.7%
CT18	Spokane	2,742	2,404	87.7%	58	2.1%	5	0.2%	18	0.7%	-	0.0%	165	6.0%	132	4.8%
CT19	Spokane	3,644	3,373	92.6%	40	1.1%	104	2.9%	51	1.4%	-	0.0%	67	1.8%	118	3.2%
CT 20	Spokane	4,093	3,386	82.7%	79	1.9%	276	6.7%	60	1.5%	-	0.0%	215	5.3%	357	8.7%
CT 21	Spokane	2,483	2,174	87.6%	21	0.8%	57	2.3%	29	1.2%	43	1.7%	121	4.9%	167	6.7%
CT 23	Spokane	4,845	4,261	87.9%	198	4.1%	189	3.9%	36	0.7%	-	0.0%	134	2.8%	341	7.0%
CT 24	Spokane	2,977	2,210	74.2%	92	3.1%	243	8.2%	32	1.1%	-	0.0%	260	8.7%	347	11.7%
CT 25	Spokane	8,985	7,479	83.2%	171	1.9%	100	1.1%	375	4.2%	27	0.3%	683	7.6%	489	5.4%
CT 26	Spokane	5,069	3,818	75.3%	154	3.0%	142	2.8%	420	8.3%	-	0.0%	507	10.0%	470	9.3%
CT 29	Spokane	3,317	3,044	91.8%	55	1.7%	-	0.0%	85	2.6%	-	0.0%	133	4.0%	253	7.6%
CT 30	Spokane	2,472	1,857	75.1%	34	1.4%	21	0.8%	237	9.6%	-	0.0%	270	10.9%	254	10.3%
CT 31	Spokane	4,875	4,290	88.0%	300	6.2%	71	1.5%	114	2.3%	-	0.0%	100	2.1%	176	3.6%
CT 32	Spokane	2,633	2,274	86.4%	38	1.4%	86	3.3%	161	6.1%	-	0.0%	35	1.3%	242	9.2%

RACE		Total Population	White		Black/African American		American Indian/Alaska Native		Asian		Native Hawaiian/Pacific Islander		Two or More Races		Hispanic/Latino	
Census Tract	County	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%
CT 35	Spokane	2,479	2,202	88.8%	44	1.8%	46	1.9%	28	1.1%	-	0.0%	79	3.2%	207	8.4%
CT 36	Spokane	4,257	3,329	78.2%	288	6.8%	129	3.0%	176	4.1%	-	0.0%	254	6.0%	311	7.3%
CT 38	Spokane	1,738	1,570	90.3%	24	1.4%	21	1.2%	25	1.4%	9	0.5%	54	3.1%	107	6.2%
CT 39	Spokane	2,109	1,887	89.5%	8	0.4%	27	1.3%	24	1.1%	-	0.0%	161	7.6%	114	5.4%
CT 40	Spokane	4,932	3,462	70.2%	266	5.4%	33	0.7%	617	12.5%	8	0.2%	452	9.2%	200	4.1%
CT 41	Spokane	2,201	1,995	90.6%	20	0.9%	7	0.3%	75	3.4%	-	0.0%	75	3.4%	77	3.5%
CT 42	Spokane	4,617	4,253	92.1%	-	0.0%	9	0.2%	37	0.8%	16	0.3%	246	5.3%	127	2.8%
CT 43	Spokane	3,385	3,244	95.8%	16	0.5%	-	0.0%	34	1.0%	-	0.0%	91	2.7%	156	4.6%
CT 44	Spokane	4,794	4,398	91.7%	88	1.8%	1	0.0%	56	1.2%	-	0.0%	188	3.9%	181	3.8%
CT 45	Spokane	3,566	3,270	91.7%	2	0.1%	30	0.8%	129	3.6%	32	0.9%	103	2.9%	132	3.7%
CT 46.01	Spokane	3,560	3,208	90.1%	56	1.6%	10	0.3%	21	0.6%	-	0.0%	221	6.2%	237	6.7%
CT 46.02	Spokane	3,378	2,932	86.8%	10	0.3%	30	0.9%	93	2.8%	16	0.5%	247	7.3%	322	9.5%
CT 47	Spokane	6,704	5,925	88.4%	84	1.3%	11	0.2%	79	1.2%	92	1.4%	437	6.5%	472	7.0%
CT 48	Spokane	4,136	3,614	87.4%	153	3.7%	12	0.3%	136	3.3%	-	0.0%	176	4.3%	154	3.7%
CT 49	Spokane	5,482	4,440	81.0%	184	3.4%	136	2.5%	226	4.1%	-	0.0%	475	8.7%	114	2.1%
CT 50	Spokane	4,266	3,574	83.8%	119	2.8%	64	1.5%	148	3.5%	102	2.4%	244	5.7%	209	4.9%
CT 101	Spokane	6,357	5,989	94.2%	64	1.0%	48	0.8%	154	2.4%	-	0.0%	102	1.6%	150	2.4%
CT 102.01	Spokane	4,059	3,912	96.4%	-	0.0%	28	0.7%	-	0.0%	-	0.0%	119	2.9%	22	0.5%
CT 102.02	Spokane	7,449	7,321	98.3%	-	0.0%	1	0.0%	15	0.2%	-	0.0%	77	1.0%	202	2.7%
CT 103.01	Spokane	4,795	4,518	94.2%	14	0.3%	35	0.7%	-	0.0%	51	1.1%	98	2.0%	148	3.1%
CT 103.03	Spokane	3,506	3,335	95.1%	-	0.0%	29	0.8%	83	2.4%	23	0.7%	36	1.0%	48	1.4%
CT 103.04	Spokane	5,942	5,854	98.5%	-	0.0%	-	0.0%	50	0.8%	-	0.0%	38	0.6%	-	0.0%
CT 103.05	Spokane	6,559	6,071	92.6%	5	0.1%	66	1.0%	63	1.0%	-	0.0%	305	4.7%	124	1.9%
CT 104.01	Spokane	7,204	5,045	70.0%	321	4.5%	425	5.9%	357	5.0%	131	1.8%	680	9.4%	677	9.4%
CT 104.02	Spokane	6,784	5,953	87.8%	17	0.3%	179	2.6%	121	1.8%	7	0.1%	205	3.0%	397	5.9%
CT 105.01	Spokane	8,669	7,965	91.9%	13	0.1%	164	1.9%	177	2.0%	-	0.0%	283	3.3%	669	7.7%

RACE		Total Popula-tion	White		Black/ African American		American Indian/ Alaska Native		Asian		Native Hawaiian/ Pacific Islander		Two or More Races		Hispanic/ Latino	
Census Tract	County	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%
CT 105.03	Spokane	8,266	7,843	94.9%	-	0.0%	26	0.3%	121	1.5%	-	0.0%	231	2.8%	534	6.5%
CT 105.04	Spokane	3,508	3,385	96.5%	9	0.3%	25	0.7%	-	0.0%	-	0.0%	56	1.6%	285	8.1%
CT 106.01	Spokane	3,967	3,495	88.1%	-	0.0%	48	1.2%	76	1.9%	-	0.0%	283	7.1%	312	7.9%
CT 106.02	Spokane	8,020	7,297	91.0%	19	0.2%	57	0.7%	230	2.9%	27	0.3%	216	2.7%	280	3.5%
CT 107	Spokane	7,433	6,570	88.4%	89	1.2%	-	0.0%	432	5.8%	14	0.2%	171	2.3%	362	4.9%
CT 108	Spokane	2,274	1,927	84.7%	35	1.5%	41	1.8%	71	3.1%	2	0.1%	171	7.5%	195	8.6%
CT 109	Spokane	5,457	4,810	88.1%	138	2.5%	11	0.2%	164	3.0%	5	0.1%	258	4.7%	325	6.0%
CT 110	Spokane	3,434	3,210	93.5%	9	0.3%	13	0.4%	20	0.6%	-	0.0%	176	5.1%	164	4.8%
CT 111.01	Spokane	5,918	4,813	81.3%	162	2.7%	104	1.8%	129	2.2%	357	6.0%	261	4.4%	268	4.5%
CT 111.02	Spokane	4,527	3,310	73.1%	374	8.3%	135	3.0%	100	2.2%	57	1.3%	467	10.3%	356	7.9%
CT 112.01	Spokane	7,308	5,801	79.4%	252	3.4%	124	1.7%	267	3.7%	493	6.7%	276	3.8%	394	5.4%
CT 112.02	Spokane	3,933	3,636	92.4%	15	0.4%	16	0.4%	20	0.5%	-	0.0%	213	5.4%	139	3.5%
CT 113	Spokane	8,432	7,507	89.0%	99	1.2%	-	0.0%	318	3.8%	49	0.6%	391	4.6%	339	4.0%
CT 114	Spokane	5,369	5,018	93.5%	-	0.0%	33	0.6%	118	2.2%	-	0.0%	116	2.2%	223	4.2%
CT 115	Spokane	1,613	1,555	96.4%	-	0.0%	44	2.7%	9	0.6%	-	0.0%	2	0.1%	71	4.4%
CT 116	Spokane	1,629	1,522	93.4%	7	0.4%	18	1.1%	12	0.7%	3	0.2%	54	3.3%	50	3.1%
CT 117.01	Spokane	2,081	1,941	93.3%	8	0.4%	-	0.0%	19	0.9%	-	0.0%	113	5.4%	54	2.6%
CT 117.02	Spokane	7,385	6,230	84.4%	108	1.5%	77	1.0%	277	3.8%	88	1.2%	282	3.8%	833	11.3%
CT 118	Spokane	4,865	4,301	88.4%	257	5.3%	71	1.5%	36	0.7%	-	0.0%	164	3.4%	280	5.8%
CT 119	Spokane	4,859	4,255	87.6%	91	1.9%	223	4.6%	40	0.8%	44	0.9%	196	4.0%	395	8.1%
CT 120	Spokane	3,822	3,481	91.1%	7	0.2%	16	0.4%	8	0.2%	-	0.0%	257	6.7%	147	3.8%
CT 121	Spokane	2,627	2,464	93.8%	10	0.4%	53	2.0%	9	0.3%	-	0.0%	46	1.8%	174	6.6%
CT 122	Spokane	2,290	2,070	90.4%	-	0.0%	35	1.5%	65	2.8%	5	0.2%	115	5.0%	86	3.8%
CT 123	Spokane	5,806	4,960	85.4%	140	2.4%	178	3.1%	42	0.7%	61	1.1%	157	2.7%	453	7.8%
CT 124.01	Spokane	4,721	4,498	95.3%	21	0.4%	1	0.0%	43	0.9%	43	0.9%	115	2.4%	50	1.1%
CT 124.02	Spokane	6,626	6,099	92.0%	60	0.9%	29	0.4%	112	1.7%	-	0.0%	282	4.3%	200	3.0%

RACE		Total Population	White		Black/African American		American Indian/Alaska Native		Asian		Native Hawaiian/Pacific Islander		Two or More Races		Hispanic/Latino	
Census Tract	County	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%
CT 125	Spokane	3,813	2,981	78.2%	10	0.3%	-	0.0%	14	0.4%	180	4.7%	248	6.5%	556	14.6%
CT 126	Spokane	4,089	3,749	91.7%	13	0.3%	47	1.1%	10	0.2%	13	0.3%	238	5.8%	290	7.1%
CT 127.01	Spokane	3,911	3,638	93.0%	36	0.9%	13	0.3%	35	0.9%	76	1.9%	106	2.7%	130	3.3%
CT 127.02	Spokane	2,491	2,244	90.1%	9	0.4%	23	0.9%	13	0.5%	-	0.0%	168	6.7%	148	5.9%
CT 128.01	Spokane	4,316	3,563	82.6%	57	1.3%	31	0.7%	115	2.7%	-	0.0%	228	5.3%	568	13.2%
CT 128.02	Spokane	3,333	2,966	89.0%	13	0.4%	142	4.3%	75	2.3%	-	0.0%	137	4.1%	222	6.7%
CT 129.01	Spokane	3,152	3,125	99.1%	-	0.0%	21	0.7%	-	0.0%	-	0.0%	6	0.2%	132	4.2%
CT 129.02	Spokane	7,245	6,571	90.7%	57	0.8%	105	1.4%	254	3.5%	-	0.0%	258	3.6%	84	1.2%
CT 130	Spokane	9,864	8,656	87.8%	189	1.9%	65	0.7%	391	4.0%	-	0.0%	418	4.2%	736	7.5%
CT 131	Spokane	12,493	11,574	92.6%	98	0.8%	-	0.0%	235	1.9%	-	0.0%	344	2.8%	768	6.1%
CT 132.01	Spokane	7,735	7,286	94.2%	-	0.0%	44	0.6%	68	0.9%	13	0.2%	117	1.5%	422	5.5%
CT 132.02	Spokane	11,768	10,416	88.5%	43	0.4%	125	1.1%	357	3.0%	-	0.0%	754	6.4%	571	4.9%
CT 133	Spokane	3,281	3,195	97.4%	3	0.1%	21	0.6%	6	0.2%	-	0.0%	56	1.7%	-	0.0%
CT 134.01	Spokane	5,308	4,853	91.4%	57	1.1%	25	0.5%	147	2.8%	-	0.0%	168	3.2%	72	1.4%
CT 135	Spokane	9,995	9,181	91.9%	53	0.5%	-	0.0%	205	2.1%	-	0.0%	556	5.6%	287	2.9%
CT 136	Spokane	5,066	4,592	90.6%	54	1.1%	63	1.2%	82	1.6%	5	0.1%	242	4.8%	347	6.8%
CT 137	Spokane	3,154	2,628	83.3%	63	2.0%	94	3.0%	157	5.0%	20	0.6%	165	5.2%	143	4.5%
CT 138	Spokane	3,336	2,313	69.3%	473	14.2%	75	2.2%	63	1.9%	-	0.0%	312	9.4%	468	14.0%
CT 139	Spokane	5,553	4,991	89.9%	14	0.3%	-	0.0%	81	1.5%	4	0.1%	440	7.9%	155	2.8%
CT 141	Spokane	6,152	5,764	93.7%	-	0.0%	2	0.0%	118	1.9%	-	0.0%	267	4.3%	185	3.0%
CT 143	Spokane	2,842	2,748	96.7%	1	0.0%	29	1.0%	2	0.1%	-	0.0%	60	2.1%	24	0.8%
CT 144	Spokane	4,562	3,699	81.1%	22	0.5%	104	2.3%	231	5.1%	296	6.5%	169	3.7%	450	9.9%
CT 145	Spokane	1,954	1,497	76.6%	142	7.3%	50	2.6%	20	1.0%	26	1.3%	175	9.0%	127	6.5%
CT 9410	Stevens	2,135	320	15.0%	9	0.4%	1,623	76.0%	11	0.5%	17	0.8%	155	7.3%	85	4.0%
CT 9501	Stevens	7,322	6,936	94.7%	18	0.2%	86	1.2%	8	0.1%	7	0.1%	202	2.8%	361	4.9%
CT 9502	Stevens	4,308	3,959	91.9%	-	0.0%	73	1.7%	25	0.6%	21	0.5%	229	5.3%	163	3.8%

RACE		Total Popula-tion	White		Black/African American		American Indian/Alaska Native		Asian		Native Hawaiian/Pacific Islander		Two or More Races		Hispanic/Latino	
Census Tract	County	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%
CT 9503	Stevens	2,753	2,426	88.1%	12	0.4%	58	2.1%	20	0.7%	-	0.0%	140	5.1%	223	8.1%
CT 9505	Stevens	2,552	2,411	94.5%	-	0.0%	-	0.0%	67	2.6%	-	0.0%	71	2.8%	56	2.2%
CT 9506	Stevens	2,433	2,272	93.4%	1	0.0%	21	0.9%	-	0.0%	6	0.2%	133	5.5%	188	7.7%
CT 9507	Stevens	2,424	2,125	87.7%	37	1.5%	17	0.7%	27	1.1%	4	0.2%	206	8.5%	92	3.8%
CT 9508	Stevens	3,398	3,132	92.2%	38	1.1%	104	3.1%	28	0.8%	-	0.0%	96	2.8%	-	0.0%
CT 9509	Stevens	1,501	1,391	92.7%	8	0.5%	7	0.5%	7	0.5%	-	0.0%	75	5.0%	22	1.5%
CT 9511	Stevens	3,695	3,299	89.3%	69	1.9%	42	1.1%	5	0.1%	-	0.0%	82	2.2%	240	6.5%
CT 9513	Stevens	4,328	4,044	93.4%	-	0.0%	70	1.6%	42	1.0%	-	0.0%	167	3.9%	83	1.9%
CT 9514	Stevens	7,806	7,473	95.7%	-	0.0%	124	1.6%	50	0.6%	-	0.0%	159	2.0%	145	1.9%
CT 1	Whitman	6,572	5,203	79.2%	183	2.8%	-	0.0%	432	6.6%	16	0.2%	625	9.5%	589	9.0%
CT 2	Whitman	6,995	5,687	81.3%	211	3.0%	15	0.2%	479	6.8%	15	0.2%	414	5.9%	635	9.1%
CT 3	Whitman	5,275	4,895	92.8%	59	1.1%	19	0.4%	195	3.7%	-	0.0%	74	1.4%	89	1.7%
CT 4	Whitman	4,311	3,460	80.3%	106	2.5%	4	0.1%	354	8.2%	-	0.0%	377	8.7%	209	4.8%
CT 5	Whitman	3,931	2,799	71.2%	153	3.9%	2	0.1%	473	12.0%	-	0.0%	358	9.1%	581	14.8%
CT 6	Whitman	8,669	5,600	64.6%	334	3.9%	33	0.4%	2,126	24.5%	50	0.6%	252	2.9%	600	6.9%
CT 7	Whitman	3,650	3,444	94.4%	22	0.6%	19	0.5%	58	1.6%	-	0.0%	88	2.4%	120	3.3%
CT 8	Whitman	3,682	3,578	97.2%	-	0.0%	25	0.7%	37	1.0%	-	0.0%	34	0.9%	51	1.4%
CT 9	Whitman	3,986	3,845	96.5%	16	0.4%	26	0.7%	11	0.3%	-	0.0%	67	1.7%	182	4.6%
CT 10	Whitman	2,160	2,062	95.5%	-	0.0%	27	1.3%	4	0.2%	-	0.0%	66	3.1%	50	2.3%
DSA		657,442	566,315	86.1%	9,533	1.5%	11,297	1.7%	16,146	2.5%	3,025	0.5%	29,985	4.6%	62,414	9.5%

Census Tract	County	Total Population #	Less than $10,000 #	%	$10,000 to $14,999 #	%	$15,000 to $19,999 #	%	$20,000 to $24,999 #	%	$25,000 to $29,999 #	%	$30,000 to $34,999 #	%	$35,000 to $39,999 #	%	$40,000 to $44,999 #	%	$45,000 to $49,999 #	%	$50,000 to $59,999 #	%	$60,000 to $74,999 #	%	$75,000 to $99,999 #	%	$100,000 to $124,999 #	%	$125,000 to $149,999 #	%	$150,000 or More #	%
CT 9501	Adams	1,050	80	7.6%	61	5.8%	61	5.8%	56	5.3%	73	7.0%	61	5.8%	50	4.8%	58	5.5%	44	4.2%	82	7.8%	110	10.5%	135	12.9%	82	7.8%	39	3.7%	58	5.5%
CT 9502	Adams	615	51	8.3%	21	3.4%	16	2.6%	26	4.2%	28	4.6%	22	3.6%	16	2.6%	35	5.7%	44	7.2%	66	10.7%	130	21.1%	81	13.2%	43	7.0%	9	1.5%	27	4.4%
CT 9503	Adams	1,655	71	4.3%	59	3.6%	114	6.9%	207	12.5%	99	6.0%	64	3.9%	91	5.5%	188	11.4%	17	1.0%	75	4.5%	156	9.4%	140	8.5%	129	7.8%	92	5.6%	153	9.2%
CT 9504	Adams	974	65	6.7%	16	1.6%	39	4.0%	98	10.1%	56	5.7%	27	2.8%	88	9.0%	50	5.1%	85	8.7%	41	4.2%	118	12.1%	90	9.2%	104	10.7%	28	2.9%	69	7.1%
CT 9505	Adams	1,679	223	13.3%	76	4.5%	64	3.8%	76	4.5%	75	4.5%	29	1.7%	72	4.3%	148	8.8%	37	2.2%	175	10.4%	192	11.4%	289	17.2%	149	8.9%	26	1.5%	48	2.9%
CT 9601	Asotin	1,706	63	3.7%	4	0.2%	95	5.6%	50	2.9%	66	3.9%	43	2.5%	31	1.8%	57	3.3%	83	4.9%	174	10.2%	154	9.0%	265	15.5%	164	9.6%	158	9.3%	299	17.5%
CT 9602	Asotin	2,045	47	2.3%	0	0.0%	105	5.1%	70	3.4%	75	3.7%	154	7.5%	185	9.0%	75	3.7%	179	8.8%	184	9.0%	126	6.2%	226	11.1%	321	15.7%	133	6.5%	165	8.1%
CT 9603	Asotin	1,433	95	6.6%	145	10.1%	115	8.0%	55	3.8%	167	11.7%	83	5.8%	143	10.0%	48	3.3%	21	1.5%	186	13.0%	166	11.6%	129	9.0%	44	3.1%	7	0.5%	29	2.0%
CT 9604	Asotin	954	113	11.8%	72	7.5%	94	9.9%	40	4.2%	38	4.0%	35	3.7%	60	6.3%	58	6.1%	54	5.7%	68	7.1%	63	6.6%	147	15.4%	80	8.4%	11	1.2%	21	2.2%
CT 9605	Asotin	1,471	57	3.9%	115	7.8%	99	6.7%	95	6.5%	79	5.4%	132	9.0%	99	6.7%	132	9.0%	72	4.9%	95	6.5%	162	11.0%	143	9.7%	107	7.3%	39	2.7%	45	3.1%
CT 9606	Asotin	1,492	7	0.5%	78	5.2%	87	5.8%	65	4.4%	73	4.9%	100	6.7%	46	3.1%	25	1.7%	99	6.6%	97	6.5%	191	12.8%	332	22.3%	110	7.4%	79	5.3%	103	6.9%
CT 9400	Ferry County	625	64	10.2%	61	9.8%	47	7.5%	44	7.0%	32	5.1%	45	7.2%	44	7.0%	27	4.3%	24	3.8%	49	7.8%	37	5.9%	43	6.9%	52	8.3%	27	4.3%	29	4.6%
CT 9701	Ferry County	1,107	92	8.3%	39	3.5%	65	5.9%	174	15.7%	42	3.8%	81	7.3%	61	5.5%	41	3.7%	45	4.1%	42	3.8%	50	4.5%	124	11.2%	87	7.9%	92	8.3%	72	6.5%
CT 0207	Franklin	398	22	5.5%	10	2.5%	10	2.5%	0	0.0%	5	1.3%	31	7.8%	3	0.8%	33	8.3%	5	1.3%	37	9.3%	77	19.3%	45	11.3%	43	10.8%	43	10.8%	34	8.5%
CT 114.02	Grant	3,159	90	2.8%	46	1.5%	84	2.7%	121	3.8%	233	7.4%	263	8.3%	184	5.8%	122	3.9%	167	5.3%	475	15.0%	476	15.1%	473	15.0%	233	7.4%	55	1.7%	137	4.3%
CT 9601	Lincoln	767	42	5.5%	11	1.4%	29	3.8%	57	7.4%	30	3.9%	34	4.4%	56	7.3%	41	5.3%	32	4.2%	71	9.3%	112	14.6%	98	12.8%	55	7.2%	31	4.0%	68	8.9%
CT 9602	Lincoln	1,233	52	4.2%	26	2.1%	31	2.5%	61	4.9%	22	1.8%	55	4.5%	78	6.3%	105	8.5%	114	9.2%	62	5.0%	141	11.4%	133	10.8%	155	12.6%	57	4.6%	141	11.4%
CT 9603	Lincoln	1,195	83	6.9%	33	2.8%	88	7.4%	36	3.0%	31	2.6%	87	7.3%	16	1.3%	69	5.8%	56	4.7%	140	11.7%	146	12.2%	168	14.1%	66	5.5%	88	7.4%	88	7.4%
CT 9604	Lincoln	1,330	106	8.0%	65	4.9%	98	7.4%	88	6.6%	62	4.7%	78	5.9%	92	6.9%	88	6.6%	19	1.4%	94	7.1%	138	10.4%	150	11.3%	128	9.6%	42	3.2%	82	6.2%
CT 9701	Pend Oreille	897	55	6.1%	50	5.6%	44	4.9%	35	3.9%	35	3.9%	47	5.2%	131	14.6%	59	6.6%	24	2.7%	42	4.7%	84	9.4%	87	9.7%	72	8.0%	27	3.0%	105	11.7%
CT 2	Spokane	1,860	202	10.9%	254	13.7%	101	5.4%	142	7.6%	93	5.0%	62	3.3%	197	10.6%	90	4.8%	120	6.5%	239	12.8%	105	5.6%	128	6.9%	51	2.7%	35	1.9%	41	2.2%
CT 3	Spokane	2,110	201	9.5%	109	5.2%	196	9.3%	140	6.6%	148	7.0%	179	8.5%	87	4.1%	135	6.4%	301	14.3%	211	10.0%	197	9.3%	87	4.1%	83	3.9%	14	0.7%	22	1.0%
CT 4	Spokane	1,655	164	9.9%	69	4.2%	105	6.3%	121	7.3%	127	7.7%	220	13.3%	76	4.6%	81	4.9%	39	2.4%	187	11.3%	156	9.4%	195	11.8%	80	4.8%	9	0.5%	26	1.6%
CT 5	Spokane	1,511	72	4.8%	44	2.9%	24	1.6%	65	4.3%	95	6.3%	90	6.0%	123	8.1%	73	4.8%	83	5.5%	237	15.7%	162	10.7%	303	20.1%	81	5.4%	23	1.5%	36	2.4%
CT 6	Spokane	1,288	18	1.4%	97	7.5%	14	1.1%	43	3.3%	55	4.3%	71	5.5%	65	5.0%	54	4.2%	39	3.0%	208	16.1%	209	16.2%	162	12.6%	123	9.5%	56	4.3%	74	5.7%
CT 7	Spokane	2,178	145	6.7%	115	5.3%	81	3.7%	53	2.4%	42	1.9%	229	10.5%	159	7.3%	194	8.9%	164	7.5%	152	7.0%	295	13.5%	194	8.9%	86	3.9%	74	3.4%	195	9.0%
CT 8	Spokane	1,880	36	1.9%	53	2.8%	72	3.8%	116	6.2%	25	1.3%	32	1.7%	102	5.4%	60	3.2%	35	1.9%	226	12.0%	200	10.6%	287	15.3%	268	14.3%	191	10.2%	177	9.4%
CT 9	Spokane	2,523	193	7.6%	23	0.9%	123	4.9%	102	4.0%	58	2.3%	163	6.5%	64	2.5%	118	4.7%	76	3.0%	346	13.7%	487	19.3%	432	17.1%	148	5.9%	17	0.7%	173	6.9%
CT 10	Spokane	2,418	32	1.3%	34	1.4%	54	2.2%	103	4.3%	191	7.9%	131	5.4%	118	4.9%	117	4.8%	133	5.5%	175	7.2%	378	15.6%	387	16.0%	307	12.7%	83	3.4%	175	7.2%
CT 11	Spokane	1,434	17	1.2%	8	0.6%	25	1.7%	70	4.9%	73	5.1%	90	6.3%	97	6.8%	93	6.5%	46	3.2%	178	12.4%	185	12.9%	272	19.0%	147	10.3%	65	4.5%	68	4.7%
CT 12	Spokane	981	54	5.5%	54	5.5%	16	1.6%	78	8.0%	65	6.6%	50	5.1%	88	9.0%	68	6.9%	86	8.8%	90	9.2%	105	10.7%	96	9.8%	81	8.3%	34	3.5%	16	1.6%
CT 13	Spokane	1,520	115	7.6%	94	6.2%	103	6.8%	108	7.1%	59	3.9%	109	7.2%	69	4.5%	90	5.9%	83	5.5%	234	15.4%	112	7.4%	177	11.6%	78	5.1%	45	3.0%	44	2.9%
CT 14	Spokane	2,393	125	5.2%	185	7.7%	30	1.3%	125	5.2%	201	8.4%	231	9.7%	276	11.5%	231	9.7%	140	5.9%	235	9.8%	258	10.8%	120	5.0%	128	5.3%	70	2.9%	38	1.6%
CT 15	Spokane	2,208	52	2.4%	15	0.7%	96	4.3%	244	11.1%	92	4.2%	106	4.8%	91	4.1%	96	4.3%	198	9.0%	348	15.8%	446	20.2%	252	11.4%	108	4.9%	0	0.0%	64	2.9%
CT 16	Spokane	1,386	163	11.8%	140	10.1%	120	8.7%	126	9.1%	44	3.2%	133	9.6%	102	7.4%	129	9.3%	13	0.9%	40	2.9%	28	2.0%	215	15.5%	105	7.6%	10	0.7%	18	1.3%

Census Tract	County	Total Population #	Less than $10,000 #	%	$10,000 to $14,999 #	%	$15,000 to $19,999 #	%	$20,000 to $24,999 #	%	$25,000 to $29,999 #	%	$30,000 to $34,999 #	%	$35,000 to $39,999 #	%	$40,000 to $44,999 #	%	$45,000 to $49,999 #	%	$50,000 to $59,999 #	%	$60,000 to $74,999 #	%	$75,000 to $99,999 #	%	$100,000 to $124,999 #	%	$125,000 to $149,999 #	%	$150,000 or More #	%
CT18	Spokane	1,327	137	10.3%	101	7.6%	72	5.4%	145	10.9%	43	3.2%	100	7.5%	67	5.0%	95	7.2%	39	2.9%	128	9.6%	98	7.4%	187	14.1%	53	4.0%	49	3.7%	13	1.0%
CT19	Spokane	1,566	154	9.8%	79	5.0%	39	2.5%	68	4.3%	59	3.8%	94	6.0%	113	7.2%	153	9.8%	82	5.2%	156	10.0%	122	7.8%	244	15.6%	93	5.9%	99	6.3%	11	0.7%
CT 20	Spokane	1,673	234	14.0%	62	3.7%	72	4.3%	163	9.7%	133	7.9%	206	12.3%	115	6.9%	43	2.6%	70	4.2%	77	4.6%	216	12.9%	141	8.4%	88	5.3%	32	1.9%	21	1.3%
CT 21	Spokane	1,093	38	3.5%	43	3.9%	105	9.6%	75	6.9%	59	5.4%	72	6.6%	44	4.0%	25	2.3%	42	3.8%	122	11.2%	145	13.3%	225	20.6%	42	3.8%	37	3.4%	19	1.7%
CT 23	Spokane	2,170	211	9.7%	180	8.3%	115	5.3%	113	5.2%	103	4.7%	101	4.7%	69	3.2%	53	2.4%	157	7.2%	175	8.1%	191	8.8%	365	16.8%	117	5.4%	82	3.8%	138	6.4%
CT 24	Spokane	1,171	249	21.3%	139	11.9%	64	5.5%	83	7.1%	85	7.3%	35	3.0%	22	1.9%	21	1.8%	40	3.4%	186	15.9%	96	8.2%	91	7.8%	6	0.5%	0	0.0%	54	4.6%
CT 25	Spokane	2,374	336	14.2%	274	11.5%	124	5.2%	191	8.0%	120	5.1%	130	5.5%	103	4.3%	105	4.4%	106	4.5%	450	19.0%	142	6.0%	166	7.0%	31	1.3%	33	1.4%	63	2.7%
CT 26	Spokane	2,071	141	6.8%	218	10.5%	159	7.7%	211	10.2%	88	4.2%	95	4.6%	240	11.6%	57	2.8%	131	6.3%	260	12.6%	70	3.4%	181	8.7%	93	4.5%	67	3.2%	60	2.9%
CT 29	Spokane	1,189	43	3.6%	50	4.2%	47	4.0%	35	2.9%	57	4.8%	51	4.3%	49	4.1%	10	0.8%	98	8.2%	122	10.3%	168	14.1%	192	16.1%	86	7.2%	66	5.6%	115	9.7%
CT 30	Spokane	933	94	10.1%	101	10.8%	27	2.9%	74	7.9%	39	4.2%	96	10.3%	27	2.9%	77	8.3%	41	4.4%	84	9.0%	80	8.6%	134	14.4%	10	1.1%	14	1.5%	35	3.8%
CT 31	Spokane	2,072	199	9.6%	85	4.1%	198	9.6%	108	5.2%	136	6.6%	70	3.4%	105	5.1%	158	7.6%	74	3.6%	200	9.7%	82	4.0%	319	15.4%	153	7.4%	81	3.9%	104	5.0%
CT 32	Spokane	1,402	172	12.3%	73	5.2%	101	7.2%	46	3.3%	93	6.6%	43	3.1%	187	13.3%	97	6.9%	69	4.9%	152	10.8%	121	8.6%	114	8.1%	73	5.2%	42	3.0%	19	1.4%
CT 35	Spokane	1,730	499	28.8%	369	21.3%	124	7.2%	133	7.7%	103	6.0%	103	6.0%	42	2.4%	15	0.9%	7	0.4%	53	3.1%	37	2.1%	98	5.7%	58	3.4%	26	1.5%	63	3.6%
CT 36	Spokane	2,567	558	21.7%	247	9.6%	162	6.3%	110	4.3%	101	3.9%	158	6.2%	139	5.4%	117	4.6%	84	3.3%	107	4.2%	220	8.6%	179	7.0%	124	4.8%	64	2.5%	197	7.7%
CT 38	Spokane	914	76	8.3%	17	1.9%	82	9.0%	29	3.2%	41	4.5%	104	11.4%	13	1.4%	43	4.7%	68	7.4%	57	6.2%	129	14.1%	87	9.5%	73	8.0%	37	4.0%	58	6.3%
CT 39	Spokane	1,047	83	7.9%	70	6.7%	101	9.6%	49	4.7%	38	3.6%	66	6.3%	79	7.5%	47	4.5%	37	3.5%	61	5.8%	81	7.7%	78	7.4%	42	4.0%	68	6.5%	147	14.0%
CT 40	Spokane	2,519	375	14.9%	134	5.3%	127	5.0%	174	6.9%	128	5.1%	237	9.4%	164	6.5%	74	2.9%	70	2.8%	377	15.0%	138	5.5%	138	5.5%	88	3.5%	126	5.0%	169	6.7%
CT 41	Spokane	1,104	74	6.7%	52	4.7%	85	7.7%	147	13.3%	12	1.1%	50	4.5%	90	8.2%	20	1.8%	22	2.0%	50	4.5%	53	4.8%	137	12.4%	102	9.2%	71	6.4%	139	12.6%
CT 42	Spokane	1,894	76	4.0%	9	0.5%	31	1.6%	5	0.3%	36	1.9%	90	4.8%	54	2.9%	40	2.1%	96	5.1%	124	6.5%	197	10.4%	203	10.7%	245	12.9%	152	8.0%	536	28.3%
CT 43	Spokane	1,458	74	5.1%	36	2.5%	34	2.3%	10	0.7%	61	4.2%	37	2.5%	74	5.1%	24	1.6%	20	1.4%	122	8.4%	125	8.6%	169	11.6%	162	11.1%	92	6.3%	418	28.7%
CT 44	Spokane	2,120	48	2.3%	23	1.1%	142	6.7%	108	5.1%	108	5.1%	107	5.0%	134	6.3%	160	7.5%	135	6.4%	185	8.7%	119	5.6%	358	16.9%	144	6.8%	130	6.1%	219	10.3%
CT 45	Spokane	1,478	76	5.1%	16	1.1%	50	3.4%	16	1.1%	8	0.5%	43	2.9%	61	4.1%	23	1.6%	46	3.1%	139	9.4%	132	8.9%	216	14.6%	117	7.9%	106	7.2%	429	29.0%
CT 46.01	Spokane	1,851	155	8.4%	79	4.3%	134	7.2%	95	5.1%	61	3.3%	171	9.2%	40	2.2%	88	4.8%	76	4.1%	159	8.6%	159	8.6%	285	15.4%	114	6.2%	39	2.1%	196	10.6%
CT 46.02	Spokane	1,265	128	10.1%	22	1.7%	0	0.0%	16	1.3%	15	1.2%	29	2.3%	33	2.6%	34	2.7%	19	1.5%	156	12.3%	140	11.1%	304	24.0%	186	14.7%	107	8.5%	76	6.0%
CT 47	Spokane	2,788	142	5.1%	114	4.1%	133	4.8%	35	1.3%	173	6.2%	122	4.4%	157	5.6%	173	6.2%	147	5.3%	147	5.3%	263	9.4%	420	15.1%	249	8.9%	303	10.9%	210	7.5%
CT 48	Spokane	1,938	88	4.5%	122	6.3%	96	5.0%	83	4.3%	121	6.2%	33	1.7%	99	5.1%	83	4.3%	99	5.1%	102	5.3%	226	11.7%	209	10.8%	149	7.7%	105	5.4%	323	16.7%
CT 49	Spokane	2,323	100	4.3%	30	1.3%	56	2.4%	76	3.3%	55	2.4%	89	3.8%	80	3.4%	109	4.7%	124	5.3%	120	5.2%	191	8.2%	412	17.7%	233	10.0%	196	8.4%	452	19.5%
CT 50	Spokane	1,994	149	7.5%	78	3.9%	44	2.2%	215	10.8%	96	4.8%	79	4.0%	77	3.9%	147	7.4%	23	1.2%	134	6.7%	245	12.3%	190	9.5%	90	4.5%	94	4.7%	333	16.7%
CT 101	Spokane	2,418	64	2.6%	0	0.0%	33	1.4%	99	4.1%	47	1.9%	94	3.9%	175	7.2%	106	4.4%	117	4.8%	175	7.2%	270	11.2%	323	13.4%	266	11.0%	298	12.3%	351	14.5%
CT 102.01	Spokane	1,647	50	3.0%	40	2.4%	50	3.0%	20	1.2%	54	3.3%	64	3.9%	127	7.7%	99	6.0%	141	8.6%	102	6.2%	121	7.3%	278	16.9%	147	8.9%	209	12.7%	145	8.8%
CT 102.02	Spokane	2,537	58	2.3%	17	0.7%	0	0.0%	42	1.7%	53	2.1%	123	4.8%	50	2.0%	132	5.2%	110	4.3%	180	7.1%	204	8.0%	482	19.0%	319	12.6%	115	4.5%	652	25.7%
CT 103.01	Spokane	1,775	119	6.7%	30	1.7%	86	4.8%	87	4.9%	75	4.2%	98	5.5%	87	4.9%	138	7.8%	60	3.4%	273	15.4%	252	14.2%	249	14.0%	120	6.8%	26	1.5%	75	4.2%
CT 103.03	Spokane	1,222	26	2.1%	30	2.5%	12	1.0%	46	3.8%	14	1.1%	68	5.6%	43	3.5%	8	0.7%	44	3.6%	147	12.0%	158	12.9%	207	16.9%	119	9.7%	95	7.8%	205	16.8%
CT 103.04	Spokane	2,406	131	5.4%	126	5.2%	69	2.9%	144	6.0%	297	12.3%	13	0.5%	70	2.9%	140	5.8%	11	0.5%	252	10.5%	150	6.2%	492	20.4%	258	10.7%	149	6.2%	104	4.3%

HOUSEHOLD INCOME	Total Population	Less than $10,000		$10,000 to $14,999		$15,000 to $19,999		$20,000 to $24,999		$25,000 to $29,999		$30,000 to $34,999		$35,000 to $39,999		$40,000 to $44,999		$45,000 to $49,999		$50,000 to $59,999		$60,000 to $74,999		$75,000 to $99,999		$100,000 to $124,999		$125,000 to $149,999		$150,000 or More	
Census Tract	County	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
CT 103.05	Spokane	2,315	62	2.7%	135	5.8%	27	1.2%	59	2.5%	27	1.2%	53	2.3%	0	0.0%	27	1.2%	117	5.1%	165	7.1%	256	11.1%	412	17.8%	334	14.4%	132	5.7%	509	22.0%
CT 104.01	Spokane	1,677	164	9.8%	90	5.4%	99	5.9%	92	5.5%	72	4.3%	43	2.6%	107	6.4%	84	5.0%	99	5.9%	182	10.9%	204	12.2%	187	11.2%	180	10.7%	0	0.0%	74	4.4%
CT 104.02	Spokane	2,591	129	5.0%	110	4.2%	130	5.0%	188	7.3%	69	2.7%	34	1.3%	54	2.1%	104	4.0%	144	5.6%	155	6.0%	178	6.9%	484	18.7%	286	11.0%	200	7.7%	326	12.6%
CT 105.01	Spokane	3,387	212	6.3%	73	2.2%	100	3.0%	222	6.6%	182	5.4%	191	5.6%	251	7.4%	119	3.5%	139	4.1%	98	2.9%	332	9.8%	590	17.4%	385	11.4%	166	4.9%	327	9.7%
CT 105.03	Spokane	2,941	35	1.2%	45	1.5%	90	3.1%	12	0.4%	43	1.5%	113	3.8%	118	4.0%	80	2.7%	18	0.6%	198	6.7%	350	11.9%	392	13.3%	321	10.9%	433	14.7%	693	23.6%
CT 105.04	Spokane	1,364	57	4.2%	43	3.2%	60	4.4%	17	1.2%	112	8.2%	37	2.7%	57	4.2%	47	3.4%	65	4.8%	51	3.7%	140	10.3%	302	22.1%	90	6.6%	115	8.4%	171	12.5%
CT 106.01	Spokane	1,481	24	1.6%	26	1.8%	66	4.5%	16	1.1%	59	4.0%	50	3.4%	95	6.4%	25	1.7%	35	2.4%	113	7.6%	255	17.2%	312	21.1%	114	7.7%	141	9.5%	150	10.1%
CT 106.02	Spokane	3,133	85	2.7%	71	2.3%	69	2.2%	67	2.1%	161	5.1%	40	1.3%	27	0.9%	85	2.7%	195	6.2%	274	8.7%	464	14.8%	616	19.7%	345	11.0%	272	8.7%	362	11.6%
CT 107	Spokane	2,576	63	2.4%	83	3.2%	36	1.4%	11	0.4%	57	2.2%	25	1.0%	62	2.4%	62	2.4%	57	2.2%	129	5.0%	258	10.0%	263	10.2%	483	18.8%	146	5.7%	841	32.6%
CT 108	Spokane	952	130	13.7%	63	6.6%	105	11.0%	89	9.3%	39	4.1%	43	4.5%	53	5.6%	12	1.3%	33	3.5%	65	6.8%	104	10.9%	93	9.8%	62	6.5%	24	2.5%	37	3.9%
CT 109	Spokane	1,491	25	1.7%	44	3.0%	40	2.7%	110	7.4%	48	3.2%	52	3.5%	90	6.0%	117	7.8%	74	5.0%	102	6.8%	239	16.0%	229	15.4%	160	10.7%	57	3.8%	104	7.0%
CT 110	Spokane	1,541	70	4.5%	82	5.3%	67	4.3%	66	4.3%	98	6.4%	43	2.8%	58	3.8%	132	8.6%	74	4.8%	98	6.4%	117	7.6%	361	23.4%	152	9.9%	43	2.8%	80	5.2%
CT 111.01	Spokane	2,957	282	9.5%	293	9.9%	170	5.7%	536	18.1%	137	4.6%	289	9.8%	170	5.7%	144	4.9%	120	4.1%	156	5.3%	248	8.4%	131	4.4%	139	4.7%	64	2.2%	78	2.6%
CT 111.02	Spokane	1,658	167	10.1%	23	1.4%	112	6.8%	126	7.6%	80	4.8%	200	12.1%	110	6.6%	101	6.1%	33	2.0%	176	10.6%	142	8.6%	131	7.9%	126	7.6%	65	3.9%	66	4.0%
CT 112.01	Spokane	3,544	239	6.7%	205	5.8%	245	6.9%	164	4.6%	371	10.5%	355	10.0%	276	7.8%	131	3.7%	247	7.0%	169	4.8%	492	13.9%	333	9.4%	186	5.2%	29	0.8%	102	2.9%
CT 112.02	Spokane	1,591	37	2.3%	37	2.3%	59	3.7%	131	8.2%	139	8.7%	81	5.1%	72	4.5%	107	6.7%	41	2.6%	142	8.9%	122	7.7%	126	7.9%	189	11.9%	81	5.1%	227	14.3%
CT 113	Spokane	3,359	145	4.3%	33	1.0%	100	3.0%	114	3.4%	162	4.8%	88	2.6%	146	4.3%	169	5.0%	115	3.4%	219	6.5%	289	8.6%	544	16.2%	425	12.7%	260	7.7%	550	16.4%
CT 114	Spokane	2,162	91	4.2%	160	7.4%	119	5.5%	113	5.2%	74	3.4%	95	4.4%	238	11.0%	144	6.7%	74	3.4%	55	2.5%	208	9.6%	342	15.8%	144	6.7%	79	3.7%	226	10.5%
CT 115	Spokane	618	6	1.0%	33	5.3%	9	1.5%	69	11.2%	19	3.1%	47	7.6%	42	6.8%	65	10.5%	11	1.8%	24	3.9%	72	11.7%	77	12.5%	48	7.8%	59	9.5%	37	6.0%
CT 116	Spokane	758	38	5.0%	19	2.5%	55	7.3%	32	4.2%	30	4.0%	16	2.1%	39	5.1%	44	5.8%	54	7.1%	63	8.3%	124	16.4%	109	14.4%	64	8.4%	27	3.6%	44	5.8%
CT 117.01	Spokane	1,085	127	11.7%	113	10.4%	41	3.8%	25	2.3%	54	5.0%	66	6.1%	18	1.7%	38	3.5%	109	10.0%	70	6.5%	126	11.6%	226	20.8%	49	4.5%	8	0.7%	15	1.4%
CT 117.02	Spokane	3,138	263	8.4%	135	4.3%	260	8.3%	300	9.6%	437	13.9%	140	4.5%	123	3.9%	84	2.7%	194	6.2%	212	6.8%	285	9.1%	350	11.2%	230	7.3%	84	2.7%	41	1.3%
CT 118	Spokane	2,521	323	12.8%	77	3.1%	184	7.3%	239	9.5%	137	5.4%	301	11.9%	151	6.0%	79	3.1%	214	8.5%	162	6.4%	229	9.1%	356	14.1%	32	1.3%	20	0.8%	17	0.7%
CT 119	Spokane	1,871	58	3.1%	91	4.9%	88	4.7%	157	8.4%	121	6.5%	282	15.1%	91	4.9%	101	5.4%	85	4.5%	65	3.5%	198	10.6%	228	12.2%	118	6.3%	62	3.3%	126	6.7%
CT 120	Spokane	1,805	85	4.7%	164	9.1%	78	4.3%	61	3.4%	69	3.8%	140	7.8%	84	4.7%	33	1.8%	159	8.8%	208	11.5%	227	12.6%	313	17.3%	57	3.2%	31	1.7%	96	5.3%
CT 121	Spokane	1,182	8	0.7%	68	5.8%	76	6.4%	102	8.6%	47	4.0%	139	11.8%	19	1.6%	37	3.1%	72	6.1%	138	11.7%	177	15.0%	113	9.6%	86	7.3%	70	5.9%	30	2.5%
CT 122	Spokane	970	85	8.8%	10	1.0%	31	3.2%	55	5.7%	59	6.1%	150	15.5%	54	5.6%	22	2.3%	20	2.1%	92	9.5%	90	9.3%	155	16.0%	63	6.5%	57	5.9%	27	2.8%

Census Tract	County	Total Population #	Less than $10,000 #	%	$10,000 to $14,999 #	%	$15,000 to $19,999 #	%	$20,000 to $24,999 #	%	$25,000 to $29,999 #	%	$30,000 to $34,999 #	%	$35,000 to $39,999 #	%	$40,000 to $44,999 #	%	$45,000 to $49,999 #	%	$50,000 to $59,999 #	%	$60,000 to $74,999 #	%	$75,000 to $99,999 #	%	$100,000 to $124,999 #	%	$125,000 to $149,999 #	%	$150,000 or More #	%
CT 123	Spokane	2,595	182	7.0%	104	4.0%	133	5.1%	154	5.9%	107	4.1%	222	8.6%	184	7.1%	85	3.3%	184	7.1%	211	8.1%	213	8.2%	407	15.7%	134	5.2%	104	4.0%	171	6.6%
CT 124.01	Spokane	1,783	67	3.8%	99	5.6%	40	2.2%	19	1.1%	122	6.8%	48	2.7%	29	1.6%	34	1.9%	105	5.9%	159	8.9%	142	8.0%	227	12.7%	299	16.8%	146	8.2%	247	13.9%
CT 124.02	Spokane	2,412	58	2.4%	59	2.4%	27	1.1%	20	0.8%	55	2.3%	48	2.0%	124	5.1%	80	3.3%	65	2.7%	92	3.8%	107	4.4%	434	18.0%	458	19.0%	235	9.7%	550	22.8%
CT 125	Spokane	1,530	69	4.5%	75	4.9%	115	7.5%	124	8.1%	77	5.0%	95	6.2%	48	3.1%	152	9.9%	124	8.1%	120	7.8%	109	7.1%	292	19.1%	4	0.3%	21	1.4%	105	6.9%
CT 126	Spokane	1,599	45	2.8%	126	7.9%	62	3.9%	51	3.2%	68	4.3%	97	6.1%	129	8.1%	53	3.3%	90	5.6%	101	6.3%	255	15.9%	206	12.9%	232	14.5%	57	3.6%	27	1.7%
CT 127.01	Spokane	1,831	97	5.3%	92	5.0%	139	7.6%	188	10.3%	53	2.9%	105	5.7%	105	5.7%	138	7.5%	109	6.0%	115	6.3%	199	10.9%	154	8.4%	127	6.9%	109	6.0%	101	5.5%
CT 127.02	Spokane	847	29	3.4%	5	0.6%	15	1.8%	17	2.0%	47	5.5%	11	1.3%	21	2.5%	56	6.6%	43	5.1%	75	8.9%	167	19.7%	170	20.1%	66	7.8%	67	7.9%	58	6.8%
CT 128.01	Spokane	1,712	104	6.1%	28	1.6%	95	5.5%	82	4.8%	52	3.0%	85	5.0%	97	5.7%	110	6.4%	61	3.6%	192	11.2%	244	14.3%	222	13.0%	220	12.9%	76	4.4%	44	2.6%
CT 128.02	Spokane	1,255	5	0.4%	29	2.3%	22	1.8%	40	3.2%	44	3.5%	67	5.3%	64	5.1%	96	7.6%	92	7.3%	103	8.2%	183	14.6%	200	15.9%	147	11.7%	57	4.5%	106	8.4%
CT 129.01	Spokane	1,242	48	3.9%	39	3.1%	85	6.8%	90	7.2%	112	9.0%	47	3.8%	45	3.6%	32	2.6%	32	2.6%	123	9.9%	179	14.4%	203	16.3%	137	11.0%	70	5.6%	0	0.0%
CT 129.02	Spokane	2,680	36	1.3%	54	2.0%	72	2.7%	120	4.5%	138	5.1%	171	6.4%	189	7.1%	105	3.9%	174	6.5%	163	6.1%	396	14.8%	351	13.1%	277	10.3%	204	7.6%	230	8.6%
CT 130	Spokane	3,982	285	7.2%	108	2.7%	144	3.6%	171	4.3%	185	4.6%	267	6.7%	200	5.0%	244	6.1%	261	6.6%	288	7.2%	304	7.6%	385	9.7%	269	6.8%	258	6.5%	613	15.4%
CT 131	Spokane	5,183	147	2.8%	163	3.1%	158	3.0%	143	2.8%	226	4.4%	214	4.1%	307	5.9%	300	5.8%	225	4.3%	479	9.2%	491	9.5%	764	14.7%	442	8.5%	360	6.9%	764	14.7%
CT 132.01	Spokane	2,802	67	2.4%	15	0.5%	125	4.5%	109	3.9%	78	2.8%	103	3.7%	169	6.0%	132	4.7%	152	5.4%	239	8.5%	385	13.7%	491	17.5%	323	11.5%	233	8.3%	181	6.5%
CT 132.02	Spokane	4,676	197	4.2%	138	3.0%	64	1.4%	87	1.9%	132	2.8%	72	1.5%	165	3.5%	172	3.7%	135	2.9%	306	6.5%	389	8.3%	815	17.4%	359	7.7%	324	6.9%	1321	28.3%
CT 133	Spokane	1,171	19	1.6%	0	0.0%	27	2.3%	29	2.5%	44	3.8%	44	3.8%	43	3.7%	7	0.6%	30	2.6%	73	6.2%	142	12.1%	156	13.3%	146	12.5%	102	8.7%	309	26.4%
CT 134.01	Spokane	1,962	45	2.3%	11	0.6%	55	2.8%	15	0.8%	0	0.0%	60	3.1%	44	2.2%	48	2.4%	18	0.9%	99	5.0%	193	9.8%	258	13.1%	245	12.5%	259	13.2%	612	31.2%
CT 135	Spokane	3,595	86	2.4%	0	0.0%	29	0.8%	48	1.3%	57	1.6%	196	5.5%	92	2.6%	79	2.2%	133	3.7%	278	7.7%	333	9.3%	487	13.5%	407	11.3%	387	10.8%	983	27.3%
CT 136	Spokane	1,964	56	2.9%	34	1.7%	32	1.6%	71	3.6%	152	7.7%	67	3.4%	63	3.2%	174	8.9%	124	6.3%	111	5.7%	196	10.0%	321	16.3%	230	11.7%	154	7.8%	179	9.1%
CT 137	Spokane	1,338	74	5.5%	29	2.2%	63	4.7%	23	1.7%	49	3.7%	27	2.0%	83	6.2%	77	5.8%	45	3.4%	183	13.7%	168	12.6%	216	16.1%	101	7.5%	87	6.5%	113	8.4%
CT 138	Spokane	804	41	5.1%	6	0.7%	0	0.0%	25	3.1%	78	9.7%	28	3.5%	10	1.2%	44	5.5%	62	7.7%	71	8.8%	135	16.8%	199	24.8%	48	6.0%	0	0.0%	57	7.1%
CT 139	Spokane	2,031	102	5.0%	88	4.3%	70	3.4%	52	2.6%	53	2.6%	260	12.8%	97	4.8%	28	1.4%	76	3.7%	150	7.4%	278	13.7%	288	14.2%	238	11.7%	116	5.7%	135	6.6%
CT 141	Spokane	2,349	64	2.7%	59	2.5%	67	2.9%	91	3.9%	122	5.2%	86	3.7%	126	5.4%	86	3.7%	77	3.3%	168	7.2%	257	10.9%	398	16.9%	306	13.0%	175	7.4%	267	11.4%
CT 143	Spokane	1,179	68	5.8%	49	4.2%	108	9.2%	48	4.1%	35	3.0%	63	5.3%	40	3.4%	81	6.9%	78	6.6%	109	9.2%	93	7.9%	125	10.6%	100	8.5%	90	7.6%	92	7.8%
CT 144	Spokane	1,706	71	4.2%	66	3.9%	96	5.6%	62	3.6%	63	3.7%	113	6.6%	92	5.4%	117	6.9%	110	6.4%	207	12.1%	184	10.8%	301	17.6%	129	7.6%	25	1.5%	70	4.1%
CT 145	Spokane	791	137	17.3%	96	12.1%	59	7.5%	100	12.6%	47	5.9%	26	3.3%	32	4.0%	6	0.8%	50	6.3%	87	11.0%	42	5.3%	60	7.6%	13	1.6%	7	0.9%	29	3.7%
CT 9410	Stevens	795	111	14.0%	57	7.2%	98	12.3%	53	6.7%	74	9.3%	40	5.0%	41	5.2%	24	3.0%	27	3.4%	66	8.3%	74	9.3%	74	9.3%	30	3.8%	11	1.4%	15	1.9%
CT 9501	Stevens	2,954	246	8.3%	154	5.2%	151	5.1%	179	6.1%	191	6.5%	166	5.6%	215	7.3%	120	4.1%	123	4.2%	245	8.3%	309	10.5%	503	17.0%	114	3.9%	72	2.4%	166	5.6%
CT 9502	Stevens	1,568	123	7.8%	102	6.5%	79	5.0%	36	2.3%	15	1.0%	91	5.8%	86	5.5%	96	6.1%	68	4.3%	136	8.7%	174	11.1%	174	11.1%	138	8.8%	116	7.4%	134	8.5%
CT 9503	Stevens	1,187	72	6.1%	81	6.8%	67	5.6%	24	2.0%	177	14.9%	88	7.4%	116	9.8%	19	1.6%	71	6.0%	96	8.1%	86	7.2%	155	13.1%	51	4.3%	52	4.4%	32	2.7%

Census Tract	County	Total Population #	Less than $10,000 #	%	$10,000 to $14,999 #	%	$15,000 to $19,999 #	%	$20,000 to $24,999 #	%	$25,000 to $29,999 #	%	$30,000 to $34,999 #	%	$35,000 to $39,999 #	%	$40,000 to $44,999 #	%	$45,000 to $49,999 #	%	$50,000 to $59,999 #	%	$60,000 to $74,999 #	%	$75,000 to $99,999 #	%	$100,000 to $124,999 #	%	$125,000 to $149,999 #	%	$150,000 or More #	%
CT 9505	Stevens	1,012	106	10.5%	68	6.7%	17	1.7%	46	4.5%	63	6.2%	46	4.5%	23	2.3%	67	6.6%	67	6.6%	116	11.5%	96	9.5%	149	14.7%	44	4.3%	28	2.8%	76	7.5%
CT 9506	Stevens	1,030	49	4.8%	84	8.2%	80	7.8%	58	5.6%	13	1.3%	66	6.4%	29	2.8%	31	3.0%	23	2.2%	71	6.9%	135	13.1%	181	17.6%	94	9.1%	38	3.7%	78	7.6%
CT 9507	Stevens	1,014	88	8.7%	87	8.6%	116	11.4%	60	5.9%	91	9.0%	72	7.1%	60	5.9%	54	5.3%	66	6.5%	85	8.4%	71	7.0%	79	7.8%	34	3.4%	19	1.9%	32	3.2%
CT 9508	Stevens	1,324	50	3.8%	94	7.1%	26	2.0%	109	8.2%	77	5.8%	100	7.6%	80	6.0%	33	2.5%	23	1.7%	141	10.6%	168	12.7%	148	11.2%	109	8.2%	13	1.0%	153	11.6%
CT 9509	Stevens	683	56	8.2%	49	7.2%	46	6.7%	40	5.9%	23	3.4%	40	5.9%	34	5.0%	59	8.6%	24	3.5%	83	12.2%	60	8.8%	67	9.8%	51	7.5%	14	2.0%	37	5.4%
CT 9511	Stevens	1,466	143	9.8%	96	6.5%	140	9.5%	88	6.0%	64	4.4%	91	6.2%	99	6.8%	54	3.7%	33	2.3%	152	10.4%	151	10.3%	166	11.3%	54	3.7%	46	3.1%	89	6.1%
CT 9513	Stevens	1,588	133	8.4%	25	1.6%	65	4.1%	57	3.6%	123	7.7%	23	1.4%	77	4.8%	60	3.8%	90	5.7%	144	9.1%	239	15.1%	152	9.6%	84	5.3%	138	8.7%	178	11.2%
CT 9514	Stevens	2,933	117	4.0%	78	2.7%	160	5.5%	85	2.9%	80	2.7%	63	2.1%	28	1.0%	139	4.7%	142	4.8%	291	9.9%	339	11.6%	424	14.5%	286	9.8%	374	12.8%	327	11.1%
CT 1	Whitman	1,238	500	40.4%	146	11.8%	64	5.2%	129	10.4%	86	6.9%	70	5.7%	27	2.2%	53	4.3%	48	3.9%	22	1.8%	48	3.9%	19	1.5%	5	0.4%	21	1.7%	0	0.0%
CT 2	Whitman	2,982	423	14.2%	14	0.5%	177	5.9%	207	6.9%	112	3.8%	100	3.4%	125	4.2%	120	4.0%	153	5.1%	284	9.5%	245	8.2%	379	12.7%	195	6.5%	55	1.8%	393	13.2%
CT 3	Whitman	2,085	48	2.3%	84	4.0%	105	5.0%	65	3.1%	70	3.4%	10	0.5%	128	6.1%	64	3.1%	56	2.7%	162	7.8%	178	8.5%	363	17.4%	261	12.5%	181	8.7%	310	14.9%
CT 4	Whitman	1,874	184	9.8%	185	9.9%	140	7.5%	77	4.1%	44	2.3%	118	6.3%	36	1.9%	40	2.1%	46	2.5%	77	4.1%	241	12.9%	145	7.7%	192	10.2%	136	7.3%	213	11.4%
CT 5	Whitman	410	114	27.8%	20	4.9%	29	7.1%	29	7.1%	52	12.7%	2	0.5%	2	0.5%	18	4.4%	18	4.4%	55	13.4%	41	10.0%	30	7.3%	0	0.0%	0	0.0%	0	0.0%
CT 6	Whitman	3,838	1,063	27.7%	384	10.0%	495	12.9%	344	9.0%	437	11.4%	112	2.9%	108	2.8%	266	6.9%	186	4.8%	93	2.4%	122	3.2%	115	3.0%	19	0.5%	22	0.6%	72	1.9%
CT 7	Whitman	1,578	70	4.4%	68	4.3%	58	3.7%	79	5.0%	66	4.2%	86	5.4%	71	4.5%	76	4.8%	80	5.1%	118	7.5%	108	6.8%	301	19.1%	182	11.5%	65	4.1%	150	9.5%
CT 8	Whitman	1,452	100	6.9%	66	4.5%	92	6.3%	76	5.2%	70	4.8%	108	7.4%	29	2.0%	40	2.8%	41	2.8%	251	17.3%	113	7.8%	179	12.3%	146	10.1%	70	4.8%	71	4.9%
CT 9	Whitman	1,626	91	5.6%	100	6.2%	61	3.8%	96	5.9%	47	2.9%	100	6.2%	83	5.1%	68	4.2%	77	4.7%	170	10.5%	214	13.2%	231	14.2%	179	11.0%	58	3.6%	51	3.1%
CT 10	Whitman	916	44	4.8%	36	3.9%	32	3.5%	38	4.1%	38	4.1%	74	8.1%	24	2.6%	50	5.5%	31	3.4%	107	11.7%	116	12.7%	121	13.2%	68	7.4%	56	6.1%	81	8.8%
DSA		258,406	17,364 6.7%		11,324 4.4%		12,035 4.7%		13,268 5.1%		12,513 4.8%		13,839 5.4%		13,013 5.0%		12,082 4.7%		12,028 4.7%		21,543 8.3%		26,331 10.2%		34,538 13.4%		21,009 8.1%		13,052 5.1%		24,467 9.5%	

LIMTED ENGLISH PROFICIENCY		Total Population	Spanish		Other Indo-European languages		Asian and Pacific Island languages		Other languages	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 9501	Adams	1,050	0	0.0%	2	0.2%	0	0.0%	0	0.0%
CT 9502	Adams	615	1	0.2%	0	0.0%	0	0.0%	0	0.0%
CT 9503	Adams	1,655	336	20.3%	7	0.4%	0	0.0%	31	1.9%
CT 9504	Adams	974	231	23.7%	0	0.0%	0	0.0%	23	2.4%
CT 9505	Adams	1,679	396	23.6%	0	0.0%	0	0.0%	40	2.4%
CT 9601	Asotin	1,706	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9602	Asotin	2,045	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9603	Asotin	1,433	24	1.7%	0	0.0%	0	0.0%	0	0.0%
CT 9604	Asotin	954	3	0.3%	0	0.0%	0	0.0%	3	0.3%
CT 9605	Asotin	1,471	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9606	Asotin	1,492	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9400	Ferry County	625	0	0.0%	0	0.0%	3	0.5%	0	0.0%
CT 9701	Ferry County	1,107	4	0.4%	0	0.0%	5	0.5%	0	0.0%
CT 0207	Franklin	398	42	10.6%	0	0.0%	0	0.0%	0	0.0%
CT 114.02	Grant	3,159	948	30.0%	0	0.0%	0	0.0%	12	0.4%
CT 9601	Lincoln	767	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9602	Lincoln	1,233	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9603	Lincoln	1,195	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9604	Lincoln	1,330	19	1.4%	0	0.0%	0	0.0%	0	0.0%
CT 9701	Pend Oreille	897	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 2	Spokane	1,860	0	0.0%	26	1.4%	0	0.0%	0	0.0%
CT 3	Spokane	2,110	0	0.0%	0	0.0%	75	3.6%	0	0.0%
CT 4	Spokane	1,655	0	0.0%	36	2.2%	9	0.5%	0	0.0%
CT 5	Spokane	1,511	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 6	Spokane	1,288	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 7	Spokane	2,178	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 8	Spokane	1,880	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9	Spokane	2,523	0	0.0%	0	0.0%	0	0.0%	0	0.0%

LIMTED ENGLISH PROFICIENCY		Total Population	Spanish		Other Indo-European languages		Asian and Pacific Island languages		Other languages	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 10	Spokane	2,418	0	0.0%	12	0.5%	0	0.0%	0	0.0%
CT 11	Spokane	1,434	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 12	Spokane	981	0	0.0%	0	0.0%	5	0.5%	18	1.8%
CT 13	Spokane	1,520	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 14	Spokane	2,393	12	0.5%	44	1.8%	10	0.4%	0	0.0%
CT 15	Spokane	2,208	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 16	Spokane	1,386	33	2.4%	109	7.9%	0	0.0%	0	0.0%
CT18	Spokane	1,327	0	0.0%	18	1.4%	6	0.5%	0	0.0%
CT19	Spokane	1,566	0	0.0%	0	0.0%	11	0.7%	0	0.0%
CT 20	Spokane	1,673	4	0.2%	0	0.0%	0	0.0%	0	0.0%
CT 21	Spokane	1,093	0	0.0%	0	0.0%	10	0.9%	0	0.0%
CT 23	Spokane	2,170	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 24	Spokane	1,171	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 25	Spokane	2,374	0	0.0%	0	0.0%	0	0.0%	15	0.6%
CT 26	Spokane	2,071	24	1.2%	94	4.5%	19	0.9%	0	0.0%
CT 29	Spokane	1,189	0	0.0%	13	1.1%	6	0.5%	0	0.0%
CT 30	Spokane	933	0	0.0%	0	0.0%	43	4.6%	0	0.0%
CT 31	Spokane	2,072	0	0.0%	107	5.2%	0	0.0%	28	1.4%
CT 32	Spokane	1,402	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 35	Spokane	1,730	0	0.0%	0	0.0%	6	0.3%	0	0.0%
CT 36	Spokane	2,567	0	0.0%	0	0.0%	5	0.2%	0	0.0%
CT 38	Spokane	914	3	0.3%	0	0.0%	0	0.0%	2	0.2%
CT 39	Spokane	1,047	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 40	Spokane	2,519	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 41	Spokane	1,104	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 42	Spokane	1,894	0	0.0%	0	0.0%	13	0.7%	0	0.0%
CT 43	Spokane	1,458	7	0.5%	7	0.5%	0	0.0%	0	0.0%
CT 44	Spokane	2,120	0	0.0%	22	1.0%	0	0.0%	0	0.0%

LIMTED ENGLISH PROFICIENCY		Total Population	Spanish		Other Indo-European languages		Asian and Pacific Island languages		Other languages	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 45	Spokane	1,478	0	0.0%	7	0.5%	0	0.0%	0	0.0%
CT 46.01	Spokane	1,851	8	0.4%	40	2.2%	7	0.4%	0	0.0%
CT 46.02	Spokane	1,265	0	0.0%	40	3.2%	25	2.0%	0	0.0%
CT 47	Spokane	2,788	0	0.0%	20	0.7%	0	0.0%	0	0.0%
CT 48	Spokane	1,938	0	0.0%	43	2.2%	15	0.8%	0	0.0%
CT 49	Spokane	2,323	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 50	Spokane	1,994	0	0.0%	0	0.0%	19	1.0%	0	0.0%
CT 101	Spokane	2,418	0	0.0%	13	0.5%	19	0.8%	0	0.0%
CT 102.01	Spokane	1,647	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 102.02	Spokane	2,537	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 103.01	Spokane	1,775	0	0.0%	8	0.5%	0	0.0%	0	0.0%
CT 103.03	Spokane	1,222	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 103.04	Spokane	2,406	0	0.0%	0	0.0%	29	1.2%	0	0.0%
CT 103.05	Spokane	2,315	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 104.01	Spokane	1,677	0	0.0%	6	0.4%	18	1.1%	0	0.0%
CT 104.02	Spokane	2,591	0	0.0%	42	1.6%	16	0.6%	0	0.0%
CT 105.01	Spokane	3,387	65	1.9%	13	0.4%	0	0.0%	0	0.0%
CT 105.03	Spokane	2,941	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 105.04	Spokane	1,364	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 106.01	Spokane	1,481	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 106.02	Spokane	3,133	0	0.0%	22	0.7%	0	0.0%	0	0.0%
CT 107	Spokane	2,576	0	0.0%	9	0.3%	0	0.0%	0	0.0%
CT 108	Spokane	952	0	0.0%	5	0.5%	0	0.0%	0	0.0%
CT 109	Spokane	1,491	8	0.5%	0	0.0%	0	0.0%	0	0.0%
CT 110	Spokane	1,541	0	0.0%	5	0.3%	12	0.8%	0	0.0%
CT 111.01	Spokane	2,957	0	0.0%	29	1.0%	0	0.0%	0	0.0%
CT 111.02	Spokane	1,658	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 112.01	Spokane	3,544	0	0.0%	109	3.1%	64	1.8%	57	1.6%

LIMTED ENGLISH PROFICIENCY		Total Population	Spanish		Other Indo-European languages		Asian and Pacific Island languages		Other languages	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 112.02	Spokane	1,591	0	0.0%	24	1.5%	0	0.0%	0	0.0%
CT 113	Spokane	3,359	0	0.0%	0	0.0%	19	0.6%	0	0.0%
CT 114	Spokane	2,162	21	1.0%	0	0.0%	0	0.0%	0	0.0%
CT 115	Spokane	618	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 116	Spokane	758	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 117.01	Spokane	1,085	0	0.0%	8	0.7%	0	0.0%	0	0.0%
CT 117.02	Spokane	3,138	0	0.0%	0	0.0%	100	3.2%	51	1.6%
CT 118	Spokane	2,521	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 119	Spokane	1,871	0	0.0%	0	0.0%	22	1.2%	33	1.8%
CT 120	Spokane	1,805	0	0.0%	8	0.4%	0	0.0%	0	0.0%
CT 121	Spokane	1,182	0	0.0%	0	0.0%	0	0.0%	10	0.8%
CT 122	Spokane	970	0	0.0%	17	1.8%	0	0.0%	0	0.0%
CT 123	Spokane	2,595	70	2.7%	27	1.0%	0	0.0%	0	0.0%
CT 124.01	Spokane	1,783	0	0.0%	10	0.6%	0	0.0%	0	0.0%
CT 124.02	Spokane	2,412	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 125	Spokane	1,530	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 126	Spokane	1,599	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 127.01	Spokane	1,831	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 127.02	Spokane	847	0	0.0%	5	0.6%	0	0.0%	0	0.0%
CT 128.01	Spokane	1,712	0	0.0%	6	0.4%	25	1.5%	0	0.0%
CT 128.02	Spokane	1,255	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 129.01	Spokane	1,242	16	1.3%	8	0.6%	0	0.0%	0	0.0%
CT 129.02	Spokane	2,680	0	0.0%	19	0.7%	0	0.0%	0	0.0%
CT 130	Spokane	3,982	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 131	Spokane	5,183	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 132.01	Spokane	2,802	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 132.02	Spokane	4,676	60	1.3%	0	0.0%	13	0.3%	0	0.0%
CT 133	Spokane	1,171	0	0.0%	0	0.0%	0	0.0%	0	0.0%

LIMTED ENGLISH PROFICIENCY		Total Population	Spanish		Other Indo-European languages		Asian and Pacific Island languages		Other languages	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 134.01	Spokane	1,962	0	0.0%	0	0.0%	11	0.6%	0	0.0%
CT 135	Spokane	3,595	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 136	Spokane	1,964	23	1.2%	9	0.5%	0	0.0%	0	0.0%
CT 137	Spokane	1,338	12	0.9%	9	0.7%	32	2.4%	0	0.0%
CT 138	Spokane	804	3	0.4%	0	0.0%	0	0.0%	0	0.0%
CT 139	Spokane	2,031	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 141	Spokane	2,349	20	0.9%	13	0.6%	22	0.9%	0	0.0%
CT 143	Spokane	1,179	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 144	Spokane	1,706	0	0.0%	14	0.8%	17	1.0%	0	0.0%
CT 145	Spokane	791	0	0.0%	5	0.6%	0	0.0%	0	0.0%
CT 9410	Stevens	795	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9501	Stevens	2,954	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9502	Stevens	1,568	0	0.0%	0	0.0%	9	0.6%	0	0.0%
CT 9503	Stevens	1,187	0	0.0%	0	0.0%	10	0.8%	0	0.0%
CT 9505	Stevens	1,012	0	0.0%	0	0.0%	30	3.0%	0	0.0%
CT 9506	Stevens	1,030	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9507	Stevens	1,014	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9508	Stevens	1,324	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9509	Stevens	683	3	0.4%	0	0.0%	0	0.0%	0	0.0%
CT 9511	Stevens	1,466	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9513	Stevens	1588	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9514	Stevens	2,933	0	0.0%	16	0.5%	0	0.0%	0	0.0%
CT 1	Whitman	1238	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 2	Whitman	2,982	93	3.1%	23	0.8%	38	1.3%	21	0.7%
CT 3	Whitman	2,085	0	0.0%	0	0.0%	45	2.2%	0	0.0%
CT 4	Whitman	1,874	14	0.7%	0	0.0%	37	2.0%	0	0.0%
CT 5	Whitman	410	0	0.0%	0	0.0%	17	4.1%	24	5.9%
CT 6	Whitman	3,838	10	0.3%	53	1.4%	317	8.3%	0	0.0%

LIMTED ENGLISH PROFICIENCY		Total Population	Spanish		Other Indo-European languages		Asian and Pacific Island languages		Other languages	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 7	Whitman	1,578	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 8	Whitman	1,452	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9	Whitman	1,626	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 10	Whitman	916	5	0.5%	3	0.3%	0	0.0%	0	0.0%
DSA		258,406	2,518	1.0%	1,185	0.5%	1,214	0.5%	368	0.1%

BROADBAND		Total Population	Has a computer		With Internet		Without Internet		No Computer	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 9501	Adams	1,050	950	90.5%	837	79.7%	113	10.8%	100	9.5%
CT 9502	Adams	615	531	86.3%	478	77.7%	53	8.6%	84	13.7%
CT 9503	Adams	1,655	1,373	83.0%	1192	72.0%	181	10.9%	282	17.0%
CT 9504	Adams	974	750	77.0%	677	69.5%	73	7.5%	224	23.0%
CT 9505	Adams	1,679	1,429	85.1%	1206	71.8%	223	13.3%	250	14.9%
CT 9601	Asotin	1,706	1,591	93.3%	1435	84.1%	156	9.1%	115	6.7%
CT 9602	Asotin	2,045	1,833	89.6%	1733	84.7%	100	4.9%	212	10.4%
CT 9603	Asotin	1,433	1,282	89.5%	1186	82.8%	96	6.7%	151	10.5%
CT 9604	Asotin	954	871	91.3%	713	74.7%	158	16.6%	83	8.7%
CT 9605	Asotin	1,471	1,268	86.2%	1125	76.5%	143	9.7%	203	13.8%
CT 9606	Asotin	1,492	1,395	93.5%	1230	82.4%	165	11.1%	97	6.5%
CT 9400	Ferry County	625	478	76.5%	352	56.3%	126	20.2%	147	23.5%
CT 9701	Ferry County	1,107	915	82.7%	738	66.7%	177	16.0%	192	17.3%
CT 0207	Franklin	398	377	94.7%	339	85.2%	38	9.5%	21	5.3%
CT 114.02	Grant	3,159	2,767	87.6%	2624	83.1%	143	4.5%	392	12.4%
CT 9601	Lincoln	767	725	94.5%	669	87.2%	56	7.3%	42	5.5%
CT 9602	Lincoln	1,233	1,155	93.7%	1062	86.1%	93	7.5%	78	6.3%
CT 9603	Lincoln	1,195	1,131	94.6%	988	82.7%	143	12.0%	64	5.4%
CT 9604	Lincoln	1,330	1,201	90.3%	1064	80.0%	137	10.3%	129	9.7%
CT 9701	Pend Oreille	897	811	90.4%	668	74.5%	143	15.9%	86	9.6%
CT 2	Spokane	1,860	1,723	92.6%	1503	80.8%	220	11.8%	137	7.4%
CT 3	Spokane	2,110	1,928	91.4%	1811	85.8%	117	5.5%	182	8.6%
CT 4	Spokane	1,655	1,466	88.6%	1376	83.1%	90	5.4%	189	11.4%
CT 5	Spokane	1,511	1,371	90.7%	1345	89.0%	26	1.7%	140	9.3%
CT 6	Spokane	1,288	1,239	96.2%	1182	91.8%	57	4.4%	49	3.8%
CT 7	Spokane	2,178	2,057	94.4%	1872	86.0%	185	8.5%	121	5.6%
CT 8	Spokane	1,880	1,714	91.2%	1662	88.4%	52	2.8%	166	8.8%
CT 9	Spokane	2,523	2,291	90.8%	2138	84.7%	153	6.1%	232	9.2%

BROADBAND		Total Population	Has a computer		With Internet		Without Internet		No Computer	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 10	Spokane	2,418	2,232	92.3%	2082	86.1%	150	6.2%	186	7.7%
CT 11	Spokane	1,434	1,339	93.4%	1330	92.7%	9	0.6%	95	6.6%
CT 12	Spokane	981	908	92.6%	868	88.5%	40	4.1%	73	7.4%
CT 13	Spokane	1,520	1,382	90.9%	1270	83.6%	112	7.4%	138	9.1%
CT 14	Spokane	2,393	2,293	95.8%	2114	88.3%	179	7.5%	100	4.2%
CT 15	Spokane	2,208	2,020	91.5%	1974	89.4%	46	2.1%	188	8.5%
CT 16	Spokane	1,386	1,183	85.4%	1103	79.6%	80	5.8%	203	14.6%
CT18	Spokane	1,327	1,100	82.9%	968	72.9%	132	9.9%	227	17.1%
CT19	Spokane	1,566	1,424	90.9%	1321	84.4%	103	6.6%	142	9.1%
CT 20	Spokane	1,673	1,551	92.7%	1387	82.9%	164	9.8%	122	7.3%
CT 21	Spokane	1,093	983	89.9%	950	86.9%	33	3.0%	110	10.1%
CT 23	Spokane	2,170	1,875	86.4%	1794	82.7%	81	3.7%	295	13.6%
CT 24	Spokane	1,171	1,029	87.9%	911	77.8%	118	10.1%	142	12.1%
CT 25	Spokane	2,374	2,137	90.0%	2021	85.1%	116	4.9%	237	10.0%
CT 26	Spokane	2,071	1,984	95.8%	1862	89.9%	122	5.9%	87	4.2%
CT 29	Spokane	1,189	1,137	95.6%	1118	94.0%	19	1.6%	52	4.4%
CT 30	Spokane	933	838	89.8%	706	75.7%	132	14.1%	95	10.2%
CT 31	Spokane	2,072	1,852	89.4%	1796	86.7%	56	2.7%	220	10.6%
CT 32	Spokane	1,402	1,292	92.2%	1163	83.0%	129	9.2%	110	7.8%
CT 35	Spokane	1,730	1,328	76.8%	1120	64.7%	208	12.0%	402	23.2%
CT 36	Spokane	2,567	2,264	88.2%	2151	83.8%	113	4.4%	303	11.8%
CT 38	Spokane	914	849	92.9%	807	88.3%	42	4.6%	65	7.1%
CT 39	Spokane	1,047	975	93.1%	866	82.7%	109	10.4%	72	6.9%
CT 40	Spokane	2,519	2,486	98.7%	2336	92.7%	150	6.0%	33	1.3%
CT 41	Spokane	1,104	1,034	93.7%	928	84.1%	106	9.6%	70	6.3%
CT 42	Spokane	1,894	1,820	96.1%	1759	92.9%	61	3.2%	74	3.9%
CT 43	Spokane	1,458	1,344	92.2%	1287	88.3%	57	3.9%	114	7.8%
CT 44	Spokane	2,120	2,028	95.7%	1863	87.9%	165	7.8%	92	4.3%

BROADBAND		Total Population	Has a computer		With Internet		Without Internet		No Computer	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 45	Spokane	1,478	1,459	98.7%	1413	95.6%	46	3.1%	19	1.3%
CT 46.01	Spokane	1,851	1,523	82.3%	1335	72.1%	188	10.2%	328	17.7%
CT 46.02	Spokane	1,265	1,162	91.9%	1043	82.5%	119	9.4%	103	8.1%
CT 47	Spokane	2788	2574	92.3%	2492	89.4%	82	2.9%	214	7.7%
CT 48	Spokane	1,938	1,865	96.2%	1675	86.4%	190	9.8%	73	3.8%
CT 49	Spokane	2323	2245	96.6%	2212	95.2%	33	1.4%	78	3.4%
CT 50	Spokane	1,994	1,736	87.1%	1555	78.0%	181	9.1%	258	12.9%
CT 101	Spokane	2418	2192	90.7%	2026	83.8%	166	6.9%	226	9.3%
CT 102.01	Spokane	1,647	1,551	94.2%	1358	82.5%	193	11.7%	96	5.8%
CT 102.02	Spokane	2,537	2,448	96.5%	2357	92.9%	91	3.6%	89	3.5%
CT 103.01	Spokane	1,775	1,583	89.2%	1494	84.2%	89	5.0%	192	10.8%
CT 103.03	Spokane	1,222	1,171	95.8%	1130	92.5%	41	3.4%	51	4.2%
CT 103.04	Spokane	2,406	2,156	89.6%	1883	78.3%	273	11.3%	250	10.4%
CT 103.05	Spokane	2,315	2,251	97.2%	2199	95.0%	52	2.2%	64	2.8%
CT 104.01	Spokane	1,677	1,549	92.4%	1490	88.8%	59	3.5%	128	7.6%
CT 104.02	Spokane	2,591	2,442	94.2%	2304	88.9%	138	5.3%	149	5.8%
CT 105.01	Spokane	3,387	3,252	96.0%	3077	90.8%	175	5.2%	135	4.0%
CT 105.03	Spokane	2,941	2,818	95.8%	2674	90.9%	144	4.9%	123	4.2%
CT 105.04	Spokane	1,364	1,310	96.0%	1274	93.4%	36	2.6%	54	4.0%
CT 106.01	Spokane	1,481	1,402	94.7%	1387	93.7%	15	1.0%	79	5.3%
CT 106.02	Spokane	3,133	3,042	97.1%	2948	94.1%	94	3.0%	91	2.9%
CT 107	Spokane	2,576	2,540	98.6%	2443	94.8%	97	3.8%	36	1.4%
CT 108	Spokane	952	851	89.4%	771	81.0%	80	8.4%	101	10.6%
CT 109	Spokane	1,491	1,465	98.3%	1430	95.9%	35	2.3%	26	1.7%
CT 110	Spokane	1,541	1,455	94.4%	1416	91.9%	39	2.5%	86	5.6%
CT 111.01	Spokane	2,957	2,457	83.1%	2351	79.5%	106	3.6%	500	16.9%
CT 111.02	Spokane	1,658	1,536	92.6%	1442	87.0%	94	5.7%	122	7.4%
CT 112.01	Spokane	3,544	3,102	87.5%	2866	80.9%	236	6.7%	442	12.5%

BROADBAND		Total Population	Has a computer		With Internet		Without Internet		No Computer	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 112.02	Spokane	1,591	1,486	93.4%	1378	86.6%	108	6.8%	105	6.6%
CT 113	Spokane	3,359	3,167	94.3%	3119	92.9%	48	1.4%	192	5.7%
CT 114	Spokane	2,162	1,989	92.0%	1935	89.5%	54	2.5%	173	8.0%
CT 115	Spokane	618	583	94.3%	559	90.5%	24	3.9%	35	5.7%
CT 116	Spokane	758	703	92.7%	658	86.8%	45	5.9%	55	7.3%
CT 117.01	Spokane	1,085	967	89.1%	933	86.0%	34	3.1%	118	10.9%
CT 117.02	Spokane	3,138	2,921	93.1%	2578	82.2%	343	10.9%	217	6.9%
CT 118	Spokane	2,521	2,173	86.2%	1908	75.7%	265	10.5%	348	13.8%
CT 119	Spokane	1,871	1,724	92.1%	1636	87.4%	88	4.7%	147	7.9%
CT 120	Spokane	1,805	1,685	93.4%	1565	86.7%	120	6.6%	120	6.6%
CT 121	Spokane	1,182	1,062	89.8%	983	83.2%	79	6.7%	120	10.2%
CT 122	Spokane	970	839	86.5%	760	78.4%	79	8.1%	131	13.5%
CT 123	Spokane	2,595	2,205	85.0%	2093	80.7%	112	4.3%	390	15.0%
CT 124.01	Spokane	1,783	1,566	87.8%	1495	83.8%	71	4.0%	217	12.2%
CT 124.02	Spokane	2,412	2,337	96.9%	2294	95.1%	43	1.8%	75	3.1%
CT 125	Spokane	1,530	1,364	89.2%	1321	86.3%	43	2.8%	166	10.8%
CT 126	Spokane	1,599	1,483	92.7%	1329	83.1%	154	9.6%	116	7.3%
CT 127.01	Spokane	1,831	1,580	86.3%	1455	79.5%	125	6.8%	251	13.7%
CT 127.02	Spokane	847	795	93.9%	751	88.7%	44	5.2%	52	6.1%
CT 128.01	Spokane	1,712	1,639	95.7%	1562	91.2%	77	4.5%	73	4.3%
CT 128.02	Spokane	1,255	1,166	92.9%	1136	90.5%	30	2.4%	89	7.1%
CT 129.01	Spokane	1,242	1,059	85.3%	961	77.4%	98	7.9%	183	14.7%
CT 129.02	Spokane	2,680	2,516	93.9%	2267	84.6%	249	9.3%	164	6.1%
CT 130	Spokane	3,982	3,788	95.1%	3603	90.5%	185	4.6%	194	4.9%
CT 131	Spokane	5,183	4,931	95.1%	4735	91.4%	196	3.8%	252	4.9%
CT 132.01	Spokane	2,802	2,693	96.1%	2495	89.0%	198	7.1%	109	3.9%
CT 132.02	Spokane	4,676	4,497	96.2%	4181	89.4%	316	6.8%	179	3.8%
CT 133	Spokane	1,171	1,134	96.8%	1044	89.2%	90	7.7%	37	3.2%

BROADBAND		Total Population	Has a computer		With Internet		Without Internet		No Computer	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 134.01	Spokane	1,962	1,938	98.8%	1908	97.2%	30	1.5%	24	1.2%
CT 135	Spokane	3,595	3,550	98.7%	3418	95.1%	132	3.7%	45	1.3%
CT 136	Spokane	1,964	1,862	94.8%	1783	90.8%	79	4.0%	102	5.2%
CT 137	Spokane	1,338	1,246	93.1%	1102	82.4%	144	10.8%	92	6.9%
CT 138	Spokane	804	787	97.9%	782	97.3%	5	0.6%	17	2.1%
CT 139	Spokane	2,031	1,925	94.8%	1869	92.0%	56	2.8%	106	5.2%
CT 141	Spokane	2,349	2,133	90.8%	2021	86.0%	112	4.8%	216	9.2%
CT 143	Spokane	1,179	1,061	90.0%	941	79.8%	120	10.2%	118	10.0%
CT 144	Spokane	1,706	1,540	90.3%	1469	86.1%	71	4.2%	166	9.7%
CT 145	Spokane	791	720	91.0%	591	74.7%	129	16.3%	71	9.0%
CT 9410	Stevens	795	652	82.0%	463	58.2%	189	23.8%	143	18.0%
CT 9501	Stevens	2,954	2,418	81.9%	2043	69.2%	375	12.7%	536	18.1%
CT 9502	Stevens	1,568	1,320	84.2%	1147	73.2%	173	11.0%	248	15.8%
CT 9503	Stevens	1,187	1,113	93.8%	1050	88.5%	63	5.3%	74	6.2%
CT 9505	Stevens	1,012	914	90.3%	867	85.7%	47	4.6%	98	9.7%
CT 9506	Stevens	1,030	871	84.6%	808	78.4%	63	6.1%	159	15.4%
CT 9507	Stevens	1,014	797	78.6%	714	70.4%	83	8.2%	217	21.4%
CT 9508	Stevens	1,324	1,124	84.9%	941	71.1%	183	13.8%	200	15.1%
CT 9509	Stevens	683	576	84.3%	511	74.8%	65	9.5%	107	15.7%
CT 9511	Stevens	1,466	1,358	92.6%	1063	72.5%	295	20.1%	108	7.4%
CT 9513	Stevens	1,588	1,341	84.4%	1198	75.4%	143	9.0%	247	15.6%
CT 9514	Stevens	2,933	2,694	91.9%	2432	82.9%	262	8.9%	239	8.1%
CT 1	Whitman	1,238	1,238	100.0%	1122	90.6%	116	9.4%	0	0.0%
CT 2	Whitman	2,982	2,933	98.4%	2808	94.2%	125	4.2%	49	1.6%
CT 3	Whitman	2,085	2,017	96.7%	1911	91.7%	106	5.1%	68	3.3%
CT 4	Whitman	1,874	1,701	90.8%	1504	80.3%	197	10.5%	173	9.2%
CT 5	Whitman	410	396	96.6%	130	31.7%	266	64.9%	14	3.4%
CT 6	Whitman	3,838	3,810	99.3%	3109	81.0%	701	18.3%	28	0.7%

BROADBAND		Total Population	Has a computer		With Internet		Without Internet		No Computer	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 7	Whitman	1,578	1,476	93.5%	1300	82.4%	176	11.2%	102	6.5%
CT 8	Whitman	1,452	1,248	86.0%	1037	71.4%	211	14.5%	204	14.0%
CT 9	Whitman	1,626	1,448	89.1%	1319	81.1%	129	7.9%	178	10.9%
CT 10	Whitman	916	856	93.4%	798	87.1%	58	6.3%	60	6.6%
DSA		258,406	237,561	91.9%	219,998	85.1%	17,563	6.8%	20,845	8.1%

Appendix B - Stakeholder List

- Aging and Long-Term Care of Eastern Washington
- Agnes Kehoe Place Apartments
- Airway Heights Baptist Church - Food Distribution Center
- Airway Heights Library
- American Indian Community Center
- American Legion
- Argonne Library
- Asian Pacific Islander Coalition
- Asian Pacific Islander Coalition
- Benge School District
- Bethlehem Slavic Missionary Church
- Black Lens
- Caritas Outreach Ministries
- Carl Maxey Center
- Cedar West Apartments
- CHAS Health Foundation
- Chewelah Food Bank
- Chewelah Public Library
- Cleone's Closet
- Clothes Basket Laundromat
- Coalition of Color Spokane
- Colfax Community Services Office
- College Success Foundation-Spokane
- Colville Tribal Child Care Center
- Colville Tribal Health Department
- Colville Tribe Sr Meal Site (Library)
- Community Action Council Center
- Community Action Council Center
- Community Action Partnership
- Confederated Tribes of Colville
- Cornerstone Courtyard Apartments
- Council on Aging & Human Services
- Curlew Job Corps Civilian Conservation Center
- Curlew Public Library

- Davenport Public Library
- Dr. Martin Luther King Jr. Community Center
- Endicott Library
- Enndicott Food Bank
- EWU Pride Center
- Faith Bible Church
- Feed Cheney
- Fourth Memorial Church
- Goodwill Inland NW
- Greater Spokane Incorporated
- Greater Spokane Meals on Wheels
- Greater Spokane Progress (GSP)
- Guadalupe Haven Apartments
- Health Equity Circle
- Heritage Heights Apartments
- Hiawatha Elementary School
- Hifumi En Apartments
- Home Yard Cottages
- Iglesia Adventista Hispana de Othello
- Inchelium Seventh-day Adventist Church
- Kahlotus School District
- Keller Community Center
- Keller Senior Meal Site
- Kettle Falls Community Chest and Food Bank
- Kettle Falls Public Library
- Kettle Falls Senior Center
- Latinos en Spokane
- Lilac Blind Foundation
- Lincoln County Care & Share - Food Pantry
- Lind Grade School
- Lind Senior Center
- Malden Library
- MEChA de EWU
- Mid-Columbia Libraries - Kahlotus Branch
- Mid-Columbia Libraries - Othello Branch
- Missing and Murdered Indigenous Women Washington

- Muslims for Community Action and Support
- New Developed Nations
- New Developed Nations
- Northeast Community Center
- Northport Food Bank
- Northport Public Library
- Odyssey Youth Movement
- OIC of Washington
- Orient Food Pantry - Food Distribution Center
- Othello Co-Op Preschool
- Othello Senior Center
- Pacific Islander Community Association (PICA-WA)
- Peace & Justice Action League of Spokane (PJALS)
- Pine Creek Community Operations
- Pullman Islamic Center
- Reardan Memorial Library
- Redemption Church Spokane
- Refugee Connections Spokane
- Rosalia Library
- Rural Resources
- Rural Resources Community Action
- Sacred Heart Catholic Parish
- Salish School of Spokane
- SEL Family Center
- Senior Citizen's Center
- Skils'kin
- Smart Justice Spokane
- SNAP
- Spectrum Center Spokane
- Spokane Alliance
- Spokane Chinese Association
- Spokane Chinese Christian Church
- Spokane Community Against Racism (SCAR)
- Spokane Eastside Reunion Association
- Spokane Immigrants Rights Coalition
- Spokane Indian Housing Authority
- Spokane NAACP
- Spokane Public Library-Central
- Spokane Public Schools
- Spokane Regional Clean Air Agency
- Spokane Tribe of Indians
- Sprague-Lamont Public School
- St John Library
- St. Anthony Catholic Church
- St. Gregorios Malankara Orthodox Syrian Church
- Summit Church
- Takesa Village
- Tekoa Food Bank - Food Distribution Center
- Tekoa Mobile Home Park
- The Colfax Pantry Building
- The Energy Project
- The Lighthouse for the Blind, Inc
- The NATIVE Project
- The Parsons Apartments
- The Pearl on Adams Apartments
- The Salvation Army Spokane
- Valley 206 Apartments
- Valley Community Center
- Vietnamese Buddhist Community
- Washtucna School District
- West Central Community Center
- West Plains RV/Mobile Home Park
- Westfall Village Apartments
- WGAP
- Whitman County Health Department
- Whitman County Library
- Whitman County Library - Tekao
- Woodhaven Apartments
- YWCA of Spokane

APPENDIX B
COMMUNICATION
PREFERENCES SURVEY

Communication Preferences Survey

The purpose of this survey is to get a better understanding of your experience receiving information from Avista about their programs and initiatives. Your responses will help inform how Avista engages with you in the future. This survey will take about three minutes to complete.

Survey Questions

Please return by November 4, 2022

1. How do you currently receive your utility bill from Avista? Select all that apply.
    a. Paper copy through the mail
    b. E-mail
    c. Text message
    d. I don't know

2. In the past year, have you received news and updates from Avista from the following sources?
   [Yes, No, Don't Know]
    a. In-person events
    b. Virtual events
    c. Inserts included with my bill
    d. Flyers and letters via mail (not included with my bill)
    e. Email
    f. Text alerts
    g. Avista website (myavista.com)
    h. Avista call center
    i. Facebook
    j. Twitter
    k. Instagram
    l. YouTube
    m. I don't receive news and updates from Avista Utilities

3. If you have attended any in-person or virtual Avista events in the past year, what were they? If you haven't attended Avista events, skip this question.

4. How satisfied or dissatisfied are you with how Avista shares the following types of information?
   [Very dissatisfied, dissatisfied, neutral/don't know, satisfied, very satisfied]
    a. Tips to save energy

b. Payment/bill assistance programs
   c. Opportunities to provide feedback about service
   d. Changes in utility rates or fees
   e. Clean energy initiatives
   f. Resource assistance after a natural disaster
   g. Interruptions or changes in service

5. How much do you agree or disagree with the following statements?
   [Strongly agree, agree, neutral/don't know, disagree, strongly disagree]
   a. I know how to get in touch with Avista if I'm having a service issue.
   b. Avista shares useful energy-saving tips.
   c. Avista provides opportunities for me to give feedback.
   d. Avista informs me in advance of utility rate changes.
   e. Avista is quick to communicate any service disruptions.
   f. I know how to apply for financial assistance through Avista if I need help paying my utility bill.
   g. I understand how Avista is promoting clean energy.

6. If Avista hosted community events, would you consider attending?
   a. No, I wouldn't consider attending.
   b. Yes, I would consider attending.
   c. Yes, but only if the event was in-person.
   d. Yes, but only if the event was virtual.
   e. I'm not sure.

7. How do you prefer to receive the following types of information from Avista?
   [In-person events, Virtual events, Inserts included with my bill, Flyers and letters via mail (not included with my bill), Email, Text alerts, Social media, Avista website]
   a. Tips to save energy
   b. Payment/bill assistance programs
   c. Opportunities to provide feedback about service
   d. Changes in utility rates or fees
   e. Clean energy initiatives
   f. Resource assistance after a natural disaster
   g. Interruptions or changes in service

8. Which social media platforms, if any, would you like to use to keep updated on Avista news? Select all that apply.
   a. Facebook
   b. Twitter
   c. Instagram
   d. YouTube

e.   Other (specify)
f.   I do not want to use social media to receive Avista updates.

Voluntary Demographic Questions

The following questions ask about you and your background. This information allows us to get a sense of whom our survey has reached and helps us work toward our goal of inclusive engagement.

Please note that your responses will be used solely for data collection, will remain CONFIDENTIAL, and are OPTIONAL.

1.   What is your home zip code?

2.   Do you have a disability?
   ● Yes
   ● No
   ● Prefer not to answer

3.   What is your gender identity?
   ● Man
   ● Woman
   ● Non-binary
   ● I'd like to self-identify (Please self-identify here)
   ● Prefer not to answer

4.   What is your age?
   ● Younger than 18
   ● 18-29
   ● 30-44
   ● 45-64
   ● 65 and older
   ● Prefer not to answer

5.   How well do you speak English?
   ● Very Well
   ● Well
   ● Okay
   ● Very Little
   ● Not at all
   ● Prefer not to answer

6. What language do you speak at home most of the time?

7. Which of the following best describes your racial/ethnic identity? Select all that apply.
   - Asian or Pacific Islander
   - Black or African American
   - Hispanic or Latino
   - Native American or Alaskan Native
   - White or Caucasian
   - I'd like to self-identify (Please self-identify here)
   - Prefer not to answer

8. What is your approximate annual household income?
   - Less than $12,000
   - $12,000-$19,999
   - $20,000-$30,999
   - $31,000-$46,999
   - $47,000-$69,999
   - $70,000-$93,999
   - $94,000-$117,999
   - $118,000 or greater
   - Prefer not to answer

Contact Form

Would you like to receive Avista Clean Energy updates about programs and opportunities to provide feedback? Please provide your email address below.

Please return by November 4, 2022, through one of the following ways:

- Email a scanned copy or picture of each page to: info@pppconsulting.net
- Mail to: Public Participation Partners, 8502 Six Forks Rd, Ste 102, Raleigh, NC 27615

Thank you for your input!

For more info, visit the project website: www.myavista.com/CETA

Complete this survey online by visiting:
URL LINK

APPENDIX C
SURVEY OF PREFERENCES SUMMARY

Survey of Preferences Summary

Avista Clean Energy Public Participation

Prepared by: Public Participation Partners

November 2022

Contents

Meeting Overview

Public Participation Partners (P3) conducted a series of small group conversations and pop-ups from October 24 through October 26, 2022. The meetings were held in different locations throughout Avista's eastern Washington service area within Named Communities with high concentrations of BIPOC, low-income, and LEP residents.

The purpose of the meetings was to gauge the past experiences and future preferences of residents with Avista communications and engagement methods.

Meeting Summary

Community-based organizations within Avista's named communities were contacted via phone and/or email to obtain their assistance with reaching their community through an in-person meeting or a pop-up. Organizations were provided with flyers in English and other requested languages to help advertise the meetings and pop-ups.

P3 staff scheduled three (3) in-person meetings and four (4) pop-ups. Meeting dates and locations are listed below.

Date	Time	Organization	Meeting Type
Monday, October 24	10:30am	Latinos en Spokane	Conversation
Monday, October 24	1:00pm	American Indian Community Center	Pop-up
Tuesday, October 25	10:00am	The Salvation Army Spokane	Pop-up
Tuesday, October 25	12:00pm	Our Place Community Outreach	Conversation
Tuesday, October 25	1:00pm	Carl Maxey Center	Pop-up
Wednesday, October 26	11:00am	Spokane Indian Housing Authority	Conversation
Wednesday, October 26	6:00pm	Kettle Falls Adventist Church	Pop-up

Community Organization Pop-Ups

Engagement activities included pop-ups at four (4) community-based organizations. P3 staff were permitted to drop-in during their client service hours. Staffed tables were setup to encourage clients to provide input via the paper and online survey. Clients were also provided Avista energy efficiency and customer bill assistance materials. Surveys completed are listed below:

- 10/24 – American Indian Community Center – 2 completed surveys
- 10/25 – The Salvation Army Spokane – 8 completed surveys
- 10/25 – Carl Maxey Center – 3 completed surveys
- 10/26 – Kettle Falls Adventist Church – 0 completed surveys

Community Organization Conversations

P3 staff conducted in-person meetings with staff from two (2) community-based organizations. Each conversation began with a brief overview of the project and Avista energy efficiency and customer bill assistance programs.

Following the overview, participants were asked a series of questions to get a better understating of:

- their past experiences with Avista communications tools and methods
- perceived and real barriers to communicating with clients
- their preferences for Avista's future communications and engagement to reach their clients

Organizations were provided with printed surveys, Avista energy efficiency and customer bill assistance program materials, and survey flyers in English and additional requested languages to distribute to their clients.

Meeting Comments

Below is a summary of the topics discussed and recommendations provided by each organization during the in-person meetings.

Latinos en Spokane (What We Heard)

- Avista's website where information is provided needs to be translated in Spanish.
- Technology is an issue for their clients. In-person flyer distribution would be helpful so that staff can assist clients with receiving the information and/or to provide their input when needed.
- Staff is willing to assist their clients with completing the survey by reading and asking the questions.
- Staff suggested that survey questions should be yes/no, which makes it easier for clients to complete.
- Offering free light bulbs as an incentive to help customers reduce their energy bill would be a great way to get customers to read the bill inserts; place a note on the envelop indicating such incentive(s).
- Clients that are serviced at their location have several different language needs because they are from different Spanish-speaking countries and have different dialects/accents. This makes it difficult to communicate even in Spanish.
- Information that is received from their clients is mainly in-person.
- Emailing information early to the organization could be a way to distribute materials and/or resources to their clients.
- Provide program applications with easy-to-answer questions for staff to assist clients with filling them out.
- Organization would love to collaborate with Avista. It was suggested that the Avista truck could come to their community event that is held the last Saturday of every

month. Avista should bring printed and translated materials including applications and lightbulbs as an incentive.
- Staff stated that information received from Avista could be posted on their social media (Facebook). YouTube videos are another way of reaching their clients.

Spokane Indian Housing Authority (What We Heard)
- Special Projects and Development Manager provided information on their current energy efficiency projects. There are several large projects underway for residents such as weatherization and the installation of solar panels.
- There are over 800 homes that are serviced by their organization.
- Staff stated that they mostly hear and/or receive information in regard to programs via word of mouth.
- Housing Authority doesn't send residents information via the mail because a lot of people won't open it. They go door to door to distribute information and use door hangers.
- Most people do not read the Avista bill inserts.
- Place wording on Avista bill envelopes that this may contain "bill assistance" or something similar to draw attention to the inserts.
- It would be easier for residents if there was a one-pager on Avista services and resources; programs and resources need to stand out.
- The Housing Authority just recently installed Wi-Fi throughout the reservation so the use of email/internet to share information is now an option.
- Would love to collaborate with Avista; they are planning a housing fair in the Spring (May/June) and the Avista truck would be a great way to share resources and/or bill assistance as well as other information.
- Staff stated that it would be nice to have client education materials created for the Housing Authority and that Avista staff could bring the materials for the residents.
- The Authority uses their Facebook page to provide residents with information, but it is still new. The SHIA website is used to share information more than their social media.
- Use of door-hangers and packets are also a great way to inform residents.

Survey of Preferences

The meetings and popups were accompanied by a customer-wide survey. Avista's customers could provide input from October 4 to November 4, 2022. The survey was developed and provided in following languages:

- Arabic
- Dhari
- English
- Mandarin
- Marshallese
- Russian
- Spanish
- Vietnamese

To get a better understanding from participants about their experience receiving information about Avista programs and initiatives, participants were asked to provide feedback via email, mail, project website, or in-person. The survey asked the following eight (8) questions:

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?

Voluntary demographic questions accompanied the survey to get a sense of who was reached during this process and to assist Avista's goal of inclusive engagement. A complete data analysis can be found in the *Survey Analysis* section.

Survey Notification Methods

Several tools and tactics were used to encourage participation from Avista's customers, including Named Communities, to complete the survey:

- **Notices on the project website** in English, Spanish, Marshallese, Russian, Mandarin, and Arabic
- **A 1-minute promotional video** to inform customers how Avista plans to shape the way they reach and engage customers moving forward and advertise the survey

- o Subtitles translated into Arabic, Mandarin, Marshallese, Spanish, and Russian
- **Social media posts** on Facebook and Twitter
- **Email campaigns**
  - o Invitations to the Avista Advisors Group
  - o Stakeholder emails (2 rounds to 125 organizations in Named Communities)
  - o Avista Internal Staff Email Newsletter
  - o Avista email to all customers
- **Announcements at the Avista Advisory Group October 2022 Meetings**
- **Digital and printed flyers**
  - o In English, Arabic, Korean, Mandarin, Marshallese, Russian, Spanish, Ukrainian, and Vietnamese
  - o Digital flyer distributed via email to stakeholders in a Media Kit
  - o 690 printed copies distributed to community partners
- **Avista e-newsletter**
- **Avista phone tree message**

Analytics from the various communication methods can be found in Appendix A.

Material Distribution and Requests

Prior to the meetings and pop-ups, materials were requested by community organizations to be sent via mail or hand delivered. There were 12 organizations that requested digital flyers, printed surveys, and Avista program materials.

- Caritas Outreach Ministries
- Lind Grade School
- Dr. Martin Luther King Jr. Community Center
- Community Action Center
- Hiawatha Elementary School
- Spokane Tribe of Indians
- Carl Maxey Center
- Kettle Falls Adventist Church
- Spokane Indian Housing Authority
- Latinos en Spokane
- The Salvation Army Spokane
- Our Place Community Outreach

A total of 2,125 copies of printed materials were distributed to these community organizations. A breakdown of the number of translated printed materials is listed below:

- A total of 690 advertisement flyers were printed.
  - o English only – 250 copies
  - o English/Spanish – 110 copies
  - o English/Korean – 10 copies
  - o English/Marshallese – 50 copies
  - o English/Russian – 100 copies
  - o English/Ukrainian – 120 copies
  - o English/Vietnamese – 50 copies

- A total of 990 copies of Avista bill assistance and resource materials were requested and distributed. A breakdown of the total number of translated printed materials is listed below:
  - English – 870 copies
  - Russian – 10 copies
  - Ukrainian – 10 copies
  - Spanish – 100 copies

- A total of 445 copies of the survey comment form were requested and distributed. A breakdown of the total number of translated printed materials is listed below:
  - Vietnamese – 25 copies
  - Marshallese – 35 copies
  - Russian – 80 copies
  - English – 185 copies
  - Dhari – 40 copies
  - Spanish – 60 copies
  - Arabic – 10 copies
  - Mandarin – 10 copies

Survey Analysis

There were 7,406 unique participants who answered at least one question on the survey. Most respondents took the survey online (99.8%), while 14 respondents filled out a paper copy.

Any notable differences among demographic groups in the survey findings are mentioned in this report.

General Survey Results

Current Communications

The first section of the survey included five questions designed to gather information about how customers currently receive information from Avista and their satisfaction with these methods.

Utility Bill

How do you currently receive your utility bill from Avista? Select all that apply.

Answered: 7373   Skipped: 33

- ● Paper copy through the mail — 47.08%
- ● Email — 57.91%
- ● Text message — 3.43%
- ● I don't know. — 0.95%
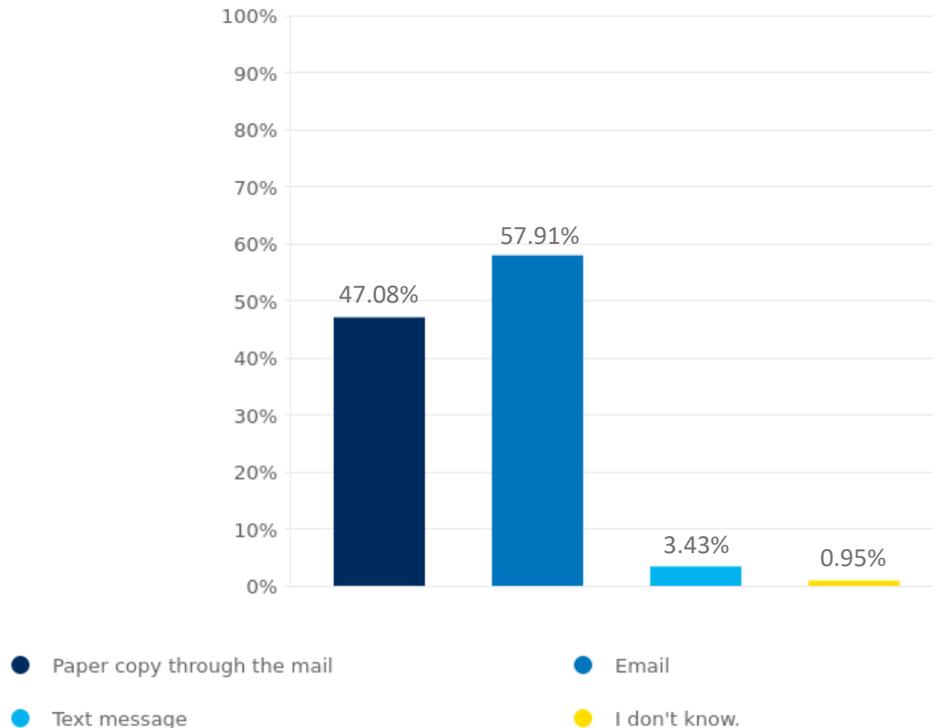
Respondents were asked how they currently receive their utility bill from Avista. Over half (58%) indicated that they receive their bill via email, while 47% said they receive a paper

copy of their bill through the mail.[1] Fewer respondents (3%) receive their utility bill via text message. Nearly 1% of respondents were unsure of how they receive their Avista bill.

The only notable difference among respondents was that those in lower income households were more likely to receive their bill via mail compared to higher income respondents.

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[1] Because some respondents receive their bill through various methods, the percentages will total more than 100%.

Communication Methods

In the past year, have you received news and updates from the following Avista sources?

Answered: 7380   Skipped: 26
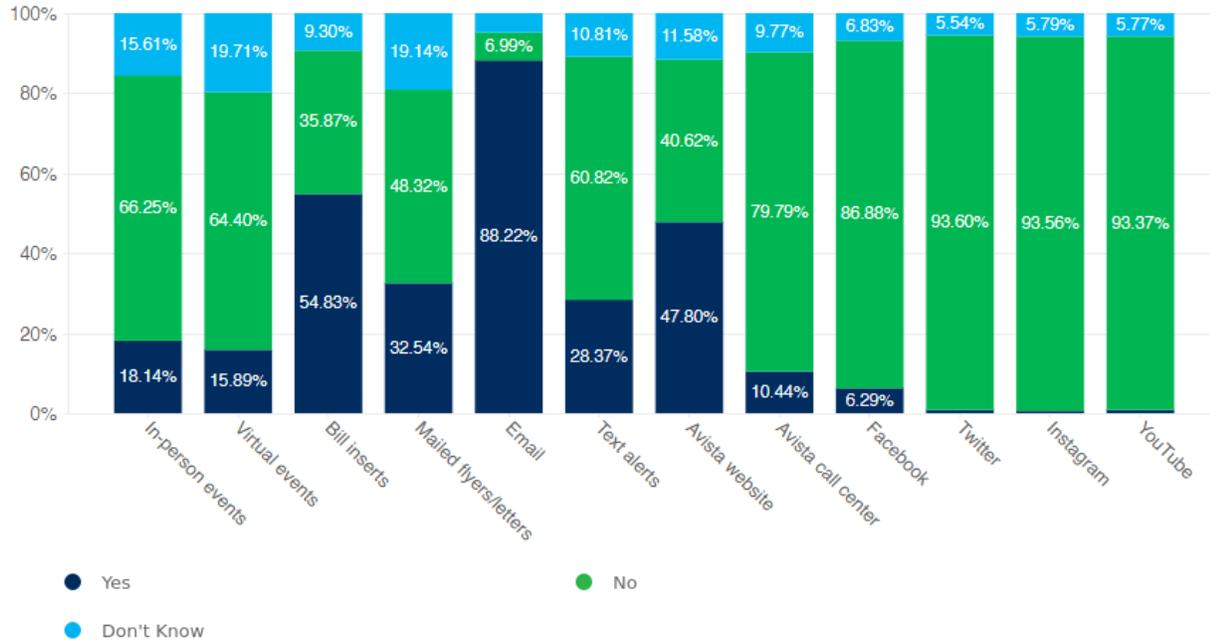
● Yes   ● No

● Don't Know

Row	Yes	No	Don't Know	Response count
In-person events	18.14% (1209)	66.25% (4414)	15.61% (1040)	6663
Virtual events	15.89% (1050)	64.40% (4257)	19.71% (1303)	6610
Bill inserts	54.83% (3790)	35.87% (2479)	9.30% (643)	6912
Mailed flyers/letters	32.54% (2164)	48.32% (3213)	19.14% (1273)	6650
Email	88.22% (6397)	6.99% (507)	4.79% (347)	7251
Text alerts	28.37% (1869)	60.82% (4006)	10.81% (712)	6587
Avista website	47.80% (3198)	40.62% (2718)	11.58% (775)	6691
Avista call center	10.44% (682)	79.79% (5210)	9.77% (638)	6530
Facebook	6.29% (411)	86.88% (5673)	6.83% (446)	6530
Twitter	0.86% (56)	93.60% (6081)	5.54% (360)	6497
Instagram	0.65% (42)	93.56% (6071)	5.79% (376)	6489
YouTube	0.85% (55)	93.37% (6018)	5.77% (372)	6445

In general, most respondents (88%) have gotten information from Avista via email over the past year. Around half of respondents have received news or updates from bill inserts (55%) or from the Avista website (48%). Thirty-three percent (33%) reported getting information from flyers or letters in the mail (not included with their bill) and 29% received text updates. Some indicated that they attended an Avista event over the past year, either in person (18%) or virtually (16%). These events included Family Day and the Energy Fair.

Fewer respondents received updates from the Avista call center (11%) or through social media channels like Facebook, Instagram, Twitter, or YouTube (<10%).

Customer Satisfaction

How satisfied or dissatisfied are you with how Avista shares the following types of information?

Answered: 7319   Skipped: 87

	Very Dissatisfied	Dissatisfied	Neutral / Don't Know	Satisfied	Very Satisfied
●	Very Dissatisfied	●	Dissatisfied	●	Neutral / Don't Know
●	Satisfied	●	Very Satisfied		
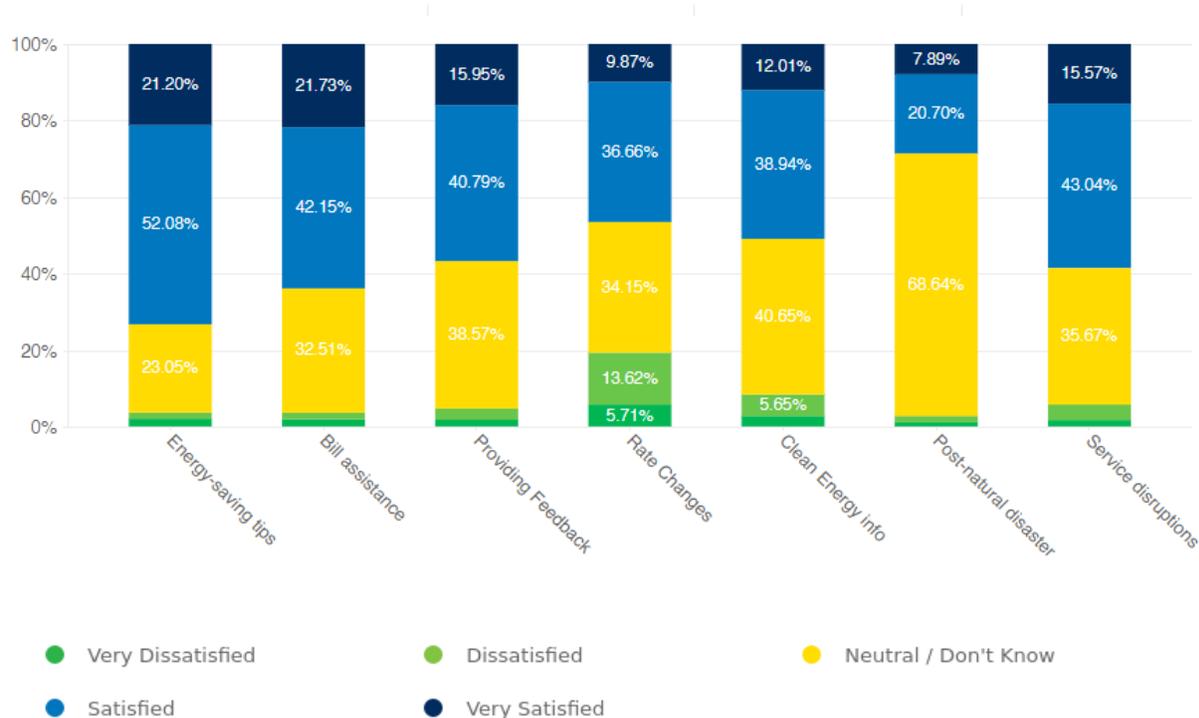
Row	Very Dissatisfied	Dissatisfied	Neutral / Don't Know	Satisfied	Very Satisfied	Response count
Tips to save energy	2.06% (150)	1.60% (117)	23.05% (1681)	52.08% (3798)	21.20% (1546)	7292
Payment/bill assistance	1.89% (137)	1.71% (124)	32.51% (2353)	42.15% (3051)	21.73% (1573)	7238
Opportunities to provide feedback about service	1.76% (127)	2.93% (212)	38.57% (2790)	40.79% (2950)	15.95% (1154)	7233
Changes in utility rates or fees	5.71% (414)	13.62% (988)	34.15% (2477)	36.66% (2659)	9.87% (716)	7254
Clean energy initiatives	2.75% (199)	5.65% (409)	40.65% (2941)	38.94% (2817)	12.01% (869)	7235
Resource assistance after a natural disaster	1.07% (77)	1.68% (121)	68.64% (4930)	20.70% (1487)	7.89% (567)	7182
Interruptions or changes in service	1.70% (123)	4.02% (290)	35.67% (2576)	43.04% (3108)	15.57% (1124)	7221

The survey asked respondents to indicate the extent to which they are dissatisfied or satisfied with the ways in which Avista currently shares various types of information relevant for their customers.

Regardless of the topic, respondents were more likely to be satisfied or very satisfied (29%-73%) with current communication methods than dissatisfied to any extent (3%-

20%). Satisfaction was highest for information regarding tips to save energy (73%), payment assistance (64%), and interruptions or changes in utility service (59%).

Notably, respondents who reported having a disability were less likely to know how to get financial assistance for their Avista bills.

Respondents who expressed some dissatisfaction about Avista's communication methods were most likely to do so for information pertaining to changes in utility rates (20%) and clean energy initiatives (6%).

At least one in five respondents (23%-69%) reported that they either did not know about the communications methods for a particular topic or their feelings about them were neutral. This neutrality was particularly pronounced for information regarding resource assistance after a natural disaster (69%), clean energy initiatives (41%), and opportunities to provide feedback about service (39%).

Customer Experiences

How much do you agree or disagree with the following statements?

Answered: 7371   Skipped: 35
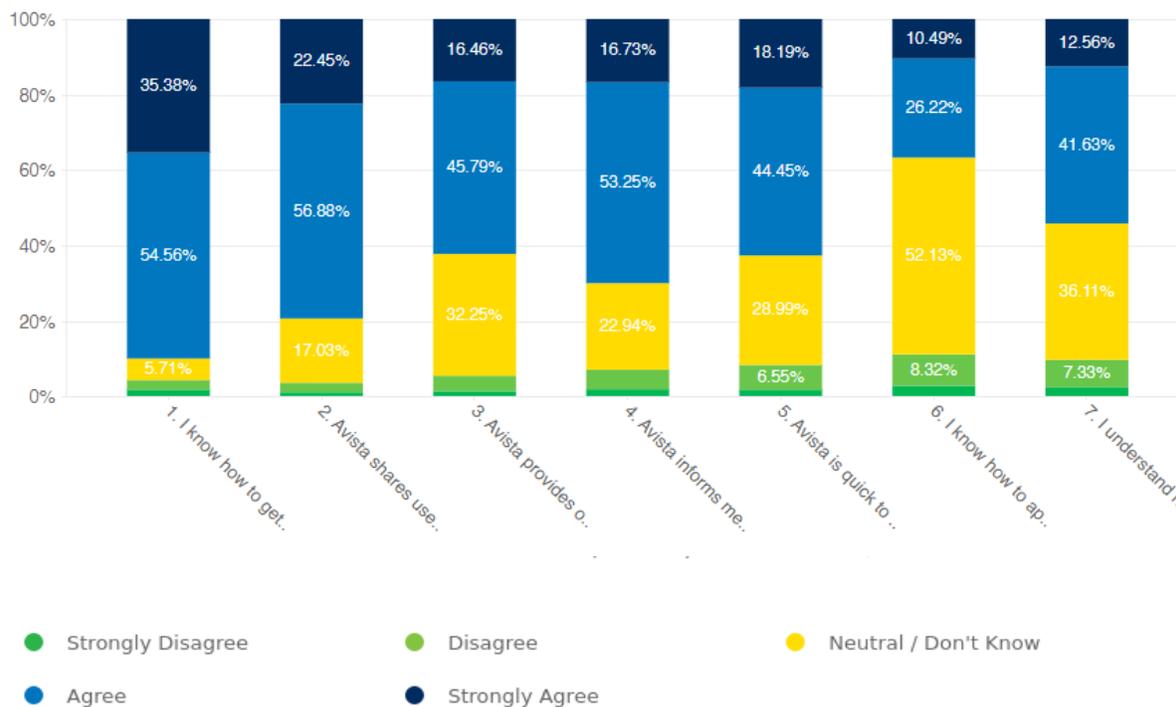
Row	Strongly Disagree	Disagree	Neutral / Don't Know	Agree	Strongly Agree	Response count
1. I know how to get in touch with Avista if I'm having a service issue.	1.79% (132)	2.57% (189)	5.71% (420)	54.56% (4016)	35.38% (2604)	7361
2. Avista shares useful energy-saving tips.	1.10% (81)	2.53% (186)	17.03% (1250)	56.88% (4175)	22.45% (1648)	7340
3. Avista provides opportunities for me to give feedback.	1.35% (99)	4.15% (303)	32.25% (2357)	45.79% (3346)	16.46% (1203)	7308
4. 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
5. Avista is quick to communicate any service disruptions.	1.81% (133)	6.55% (480)	28.99% (2125)	44.45% (3258)	18.19% (1333)	7329
6. 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
7. I understand how Avista is promoting clean energy.	2.37% (173)	7.33% (534)	36.11% (2631)	41.63% (3033)	12.56% (915)	7286

Respondents were also provided a set of statements about their experience with Avista and asked to indicate the extent to which they agree or disagree.

Most respondents indicated that they know how to contact Avista when they are experiencing an issue with their service (90%), that they have received energy-saving tips

from Avista (80%), and that Avista is quick to communicate any disruptions to service (71%).

Respondents were more likely to either disagree or indicated that they do not know how to apply for financial assistance through Avista (46%), how Avista is promoting clean energy (46%), or how to provide customer feedback to Avista (38%). Except for Asian/Pacific Islanders, racial and ethnic minority respondents were less likely to know how to apply for bill assistance through Avista.

Communication Preferences

The survey included a set of questions designed to determine how customers would prefer to receive information from and interact with Avista.

General Communication Preferences

How do you prefer to receive the following types of information from Avista. Select all that apply.

Answered: 7328   Skipped: 78

- In-person or virtual events
- Inserts included with my bill
- Flyers and letters via mail (not included with my bill)
- Email
- Text alerts
- Social media
- Avista website (myavista.com)
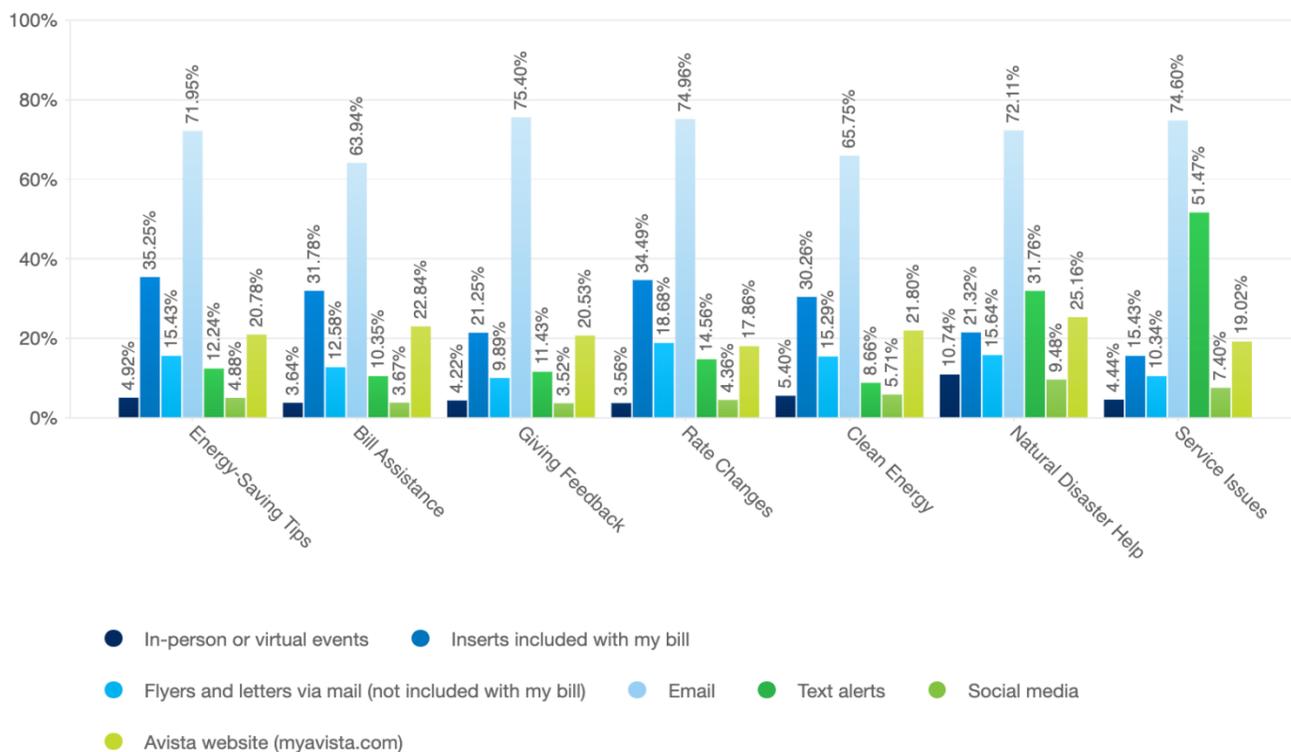
Row	In-person or virtual events	Inserts included with my bill	Flyers and letters via mail (not included with my bill)	Email	Text alerts	Social media	Avista website (myavista.com)	Response count
Tips to save energy	4.92% (356)	35.25% (2551)	15.43% (1117)	71.95% (5207)	12.24% (886)	4.88% (353)	20.78% (1504)	7237
Payment/bill assistance programs	3.64% (253)	31.78% (2211)	12.58% (875)	63.94% (4448)	10.35% (720)	3.67% (255)	22.84% (1589)	6957
Opportunities to provide feedback about service	4.22% (300)	21.25% (1511)	9.89% (703)	75.40% (5362)	11.43% (813)	3.52% (250)	20.53% (1460)	7111
Changes in utility rates or fees	3.56% (258)	34.49% (2501)	18.68% (1355)	74.96% (5436)	14.56% (1056)	4.36% (316)	17.86% (1295)	7252
Clean energy initiatives	5.40% (381)	30.26% (2135)	15.29% (1079)	65.75% (4639)	8.66% (611)	5.71% (403)	21.80% (1538)	7056
Resource assistance after a natural disaster	10.74% (760)	21.32% (1509)	15.64% (1107)	72.11% (5104)	31.76% (2248)	9.48% (671)	25.16% (1781)	7078
Interruptions or changes in service	4.44% (319)	15.43% (1110)	10.34% (744)	74.60% (5365)	51.47% (3702)	7.40% (532)	19.02% (1368)	7192

When it comes to receiving information from Avista, most respondents prefer email, regardless of the topic (64%-75%).

Aside from email, respondent preferences differed according to the type of information being shared. While respondents were more likely to want updates about payment assistance or changes in utility rates via bill inserts (32% and 35%, respectively), they preferred text alerts for service disruptions (52%) and resource assistance after natural disasters (32%). Those in households making less than $20,000 per year and those reporting a disability were generally more likely than other income groups to favor text alerts for Avista updates.

Receiving information from the Avista website (18%-25%) was preferred over information-based events (4%-11%) and social media (4%-10%). Respondents indicated that, compared to other types of information, resource assistance after a natural disaster was the most appropriate for Avista to share through community events and social media.

Avista Events

If Avista hosted community events, would you consider attending?

Answered: 7344   Skipped: 62
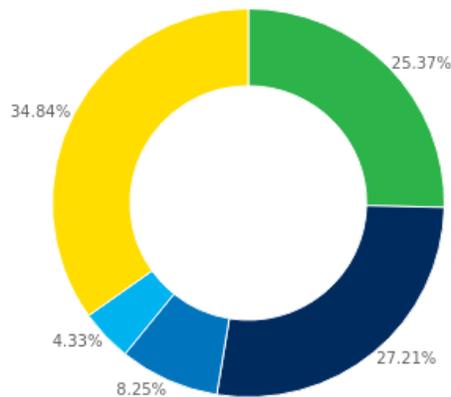
- ● No, I would not consider attending.
- ● Yes, I would consider attending.
- ● Yes, but only if the event was in-person.
- ● Yes, but only if the event was virtual.
- ● I'm not sure.

Choices	Response percent	Response count
No, I would not consider attending.	25.37%	1863
Yes, I would consider attending.	27.21%	1998
Yes, but only if the event was in-person.	8.25%	606
Yes, but only if the event was virtual.	4.33%	318
I'm not sure.	34.84%	2559

When asked if they would consider attending in-person or virtual events hosted by Avista, 27% indicated that they would. Another 12% said they would consider it depending on the format: 8% would only attend in person while 4% would only attend virtually. One in four respondents (25%) said that they would not attend an Avista event.

Social Media

Which social media platforms, if any, would you like to use to keep updated on Avista news? Select all that apply.

Answered: 7198   Skipped: 208
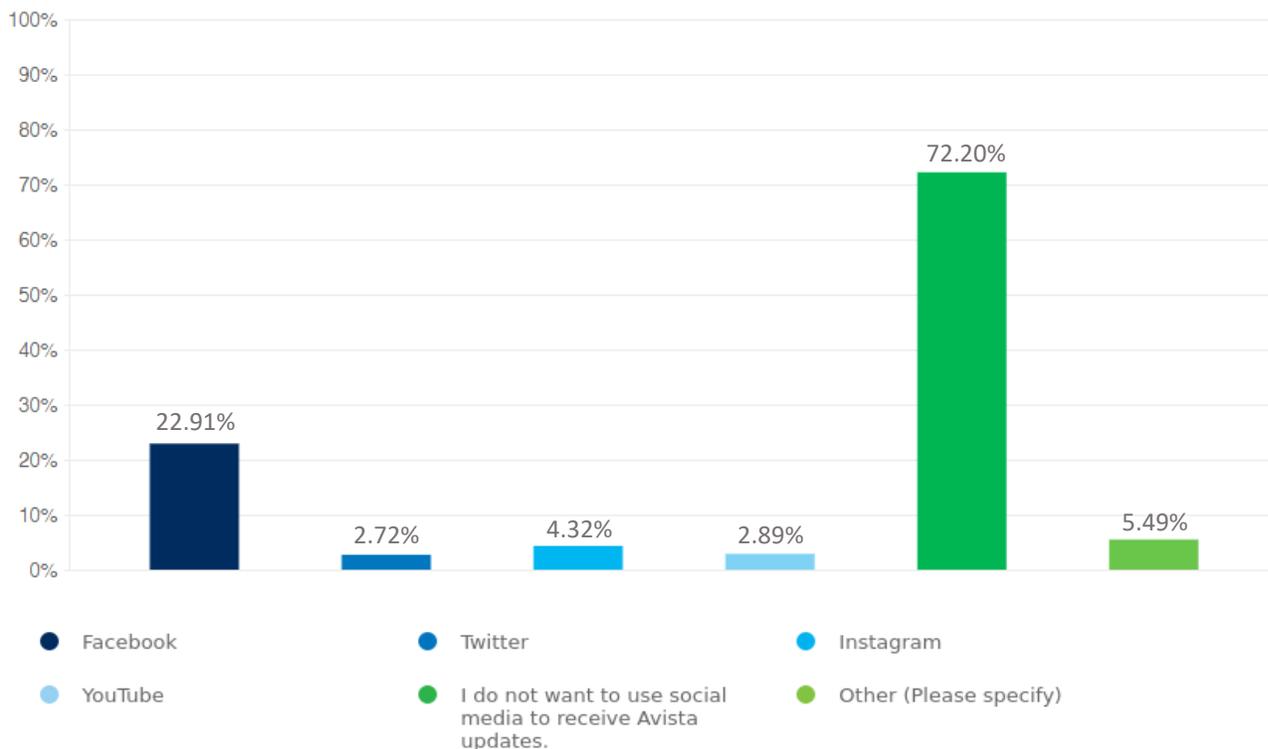
Choices	Response percent	Response count
Facebook	22.91%	1649
Twitter	2.72%	196
Instagram	4.32%	311
YouTube	2.89%	208
I do not want to use social media to receive Avista updates.	72.20%	5197
Other (Please specify)	5.49%	395

Most respondents indicated that they did not want to receive Avista information through social media channels (72%). However, for those who would follow Avista via social media, the majority favored Facebook (23%) over Instagram (4%), Twitter (3%), and YouTube (3%). Of the respondents who stated that they did not want to receive Avista updates via social media, 74.4% were 65 years of age or older.

Voluntary Demographic Question Analysis

To learn more about who participated, the survey included several optional demographic questions. These questions had response rates[2] ranging between 71% (income) and 96% (zip code). The percentages reported below are based on the number who provided demographic information, not the total number of survey participants. As such, summaries describe results for *question* respondents, not survey respondents.

Zip Code

What is your zip code?
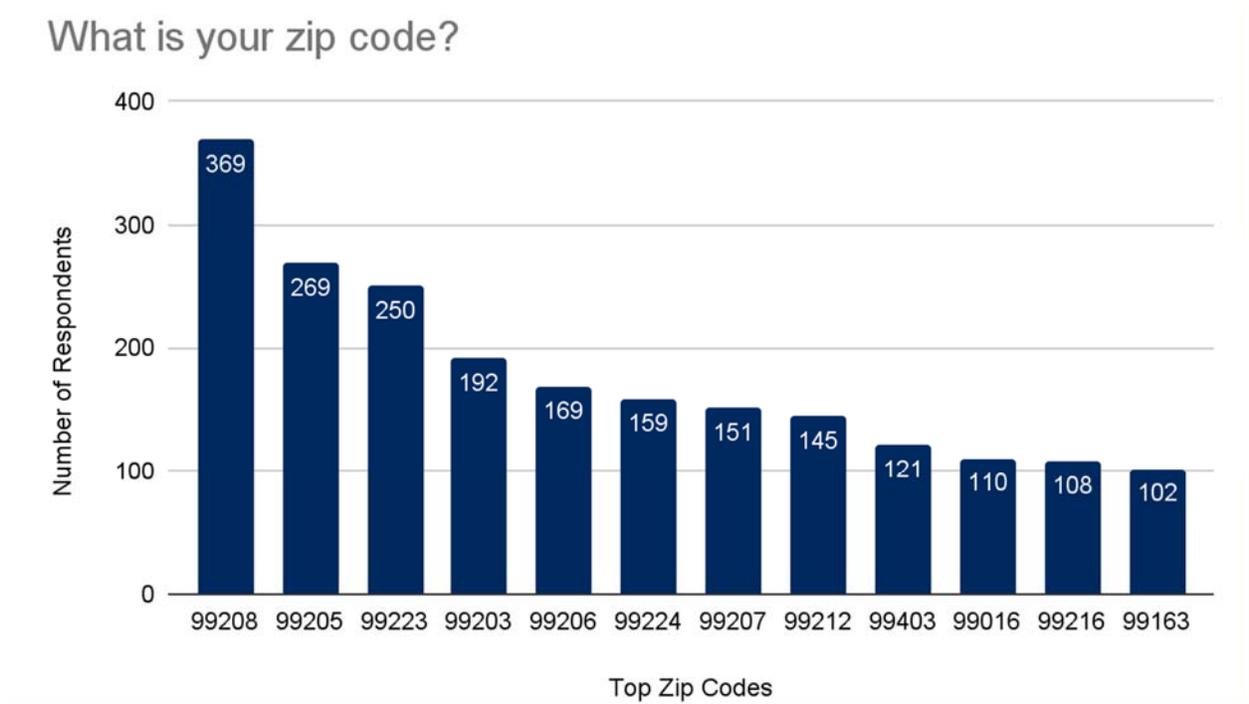
Most respondents (95%) provided their residential zip code. The zip codes with 100 or more survey participants are displayed in the graph above.

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[2] Response rates are based on the number of people who responded to the question and did not select the 'prefer not to answer' option. 3% of respondents skipped the income question and an additional 26% of total respondents indicated that they preferred not to offer their income.

Disability Status

Do you have a disability?

Answered: 7174   Skipped: 232

- Yes
- No
- Prefer not to answer
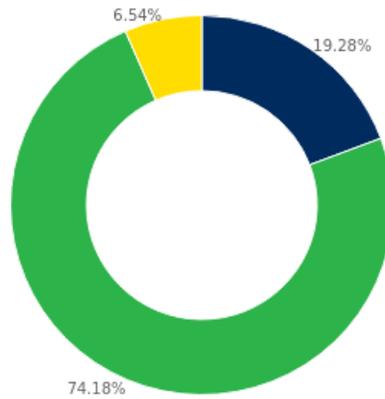
Choices	Response percent	Response count
Yes	19.28%	1383
No	74.18%	5322
Prefer not to answer	6.54%	469

Nearly one in five question respondents (19%) reported having a disability, while 74% said they do not have a disability and 7% indicated that they preferred not to offer this information.

Gender Identity

Answered: 7189   Skipped: 217
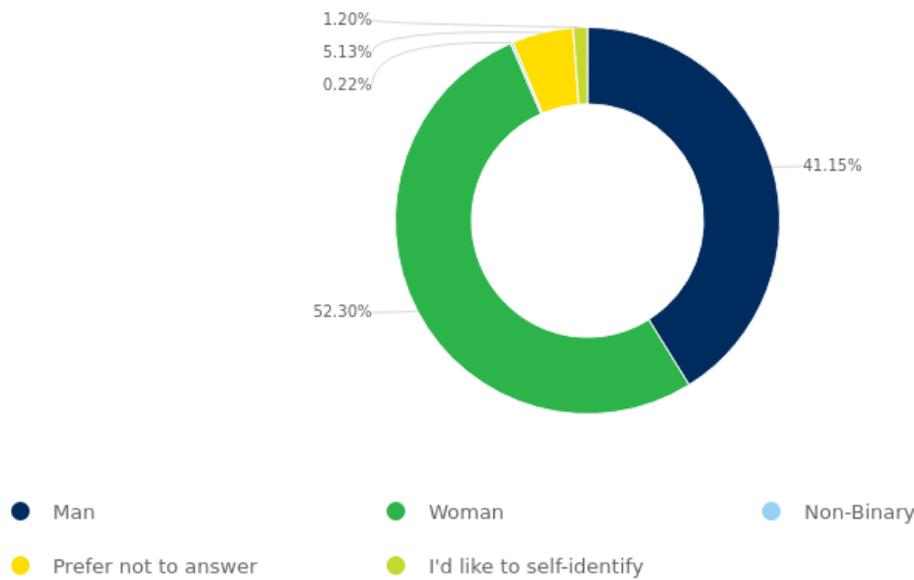
Choices	Response percent	Response count
Man	41.15%	2958
Woman	52.30%	3760
Non-Binary	0.22%	16
Prefer not to answer	5.13%	369
I'd like to self-identify	1.20%	86

Just over half of question respondents identified as women (52%). Forty-one percent (41%) identified as men, 5% preferred not to provide this information, and less than 1% identified as non-binary (n=16).

Age

What is your age?

Answered: 7207   Skipped: 199
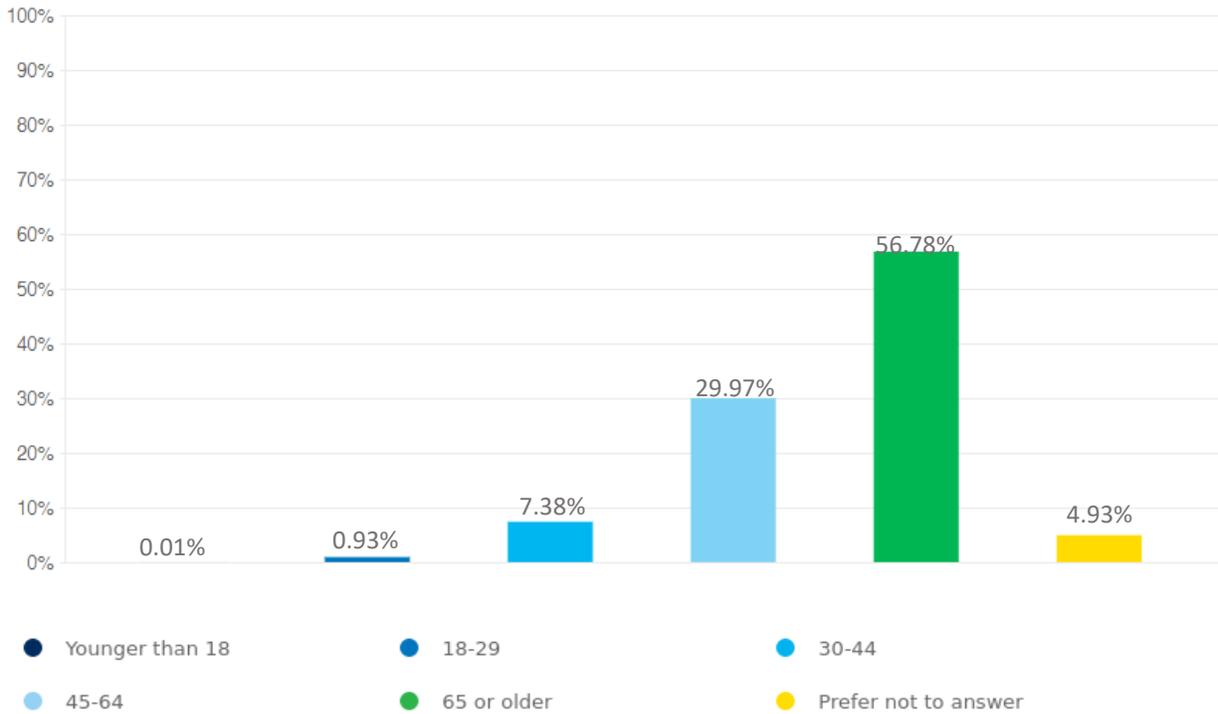
Choices	Response percent	Response count
Younger than 18	0.01%	1
18-29	0.93%	67
30-44	7.38%	532
45-64	29.97%	2160
65 or older	56.78%	4092
Prefer not to answer	4.93%	355

Most question respondents (87%) reported being between 45 years or older. Specifically, 30% are 45-64 years-old and 57% are 65 years or older. Seven percent (7%) are between 30 and 44 years of age. Those less represented in the survey were those aged younger than 30 (1%) and those who preferred not to answer (5%).

Language Proficiency and Preferences

How well do you speak English?
Answered: 7216   Skipped: 190

- ● Very well
- ● Well
- ● Okay
- ● Very Little
- ● Not at all
- ● Prefer not to answer
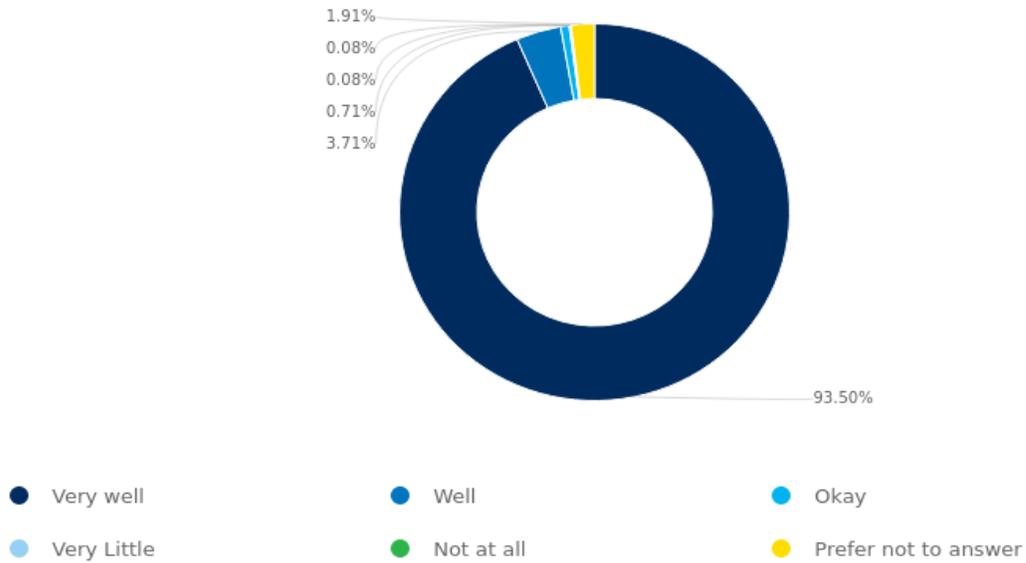
Choices	Response percent	Response count
Very well	93.50%	6747
Well	3.71%	268
Okay	0.71%	51
Very Little	0.08%	6
Not at all	0.08%	6
Prefer not to answer	1.91%	138

Nearly all question respondents indicated that they speak English very well (94%) or well (4%). Fifty-one respondents (0.7%) said that they are 'okay' at speaking English, while 12 respondents said they speak English very little or not at all. Two percent (2%) preferred not to answer the question.

Racial/Ethnic Identity

Which of the following best describe(s) your racial/ethnic identity? Select all that apply.

Answered: 7121   Skipped: 285

● Asian or Pacific Islander

● Black or African American

● Hispanic or Latino

● Native American or Alaskan Native

● White or Caucasian

● Prefer not to answer

● I'd like to self-identify
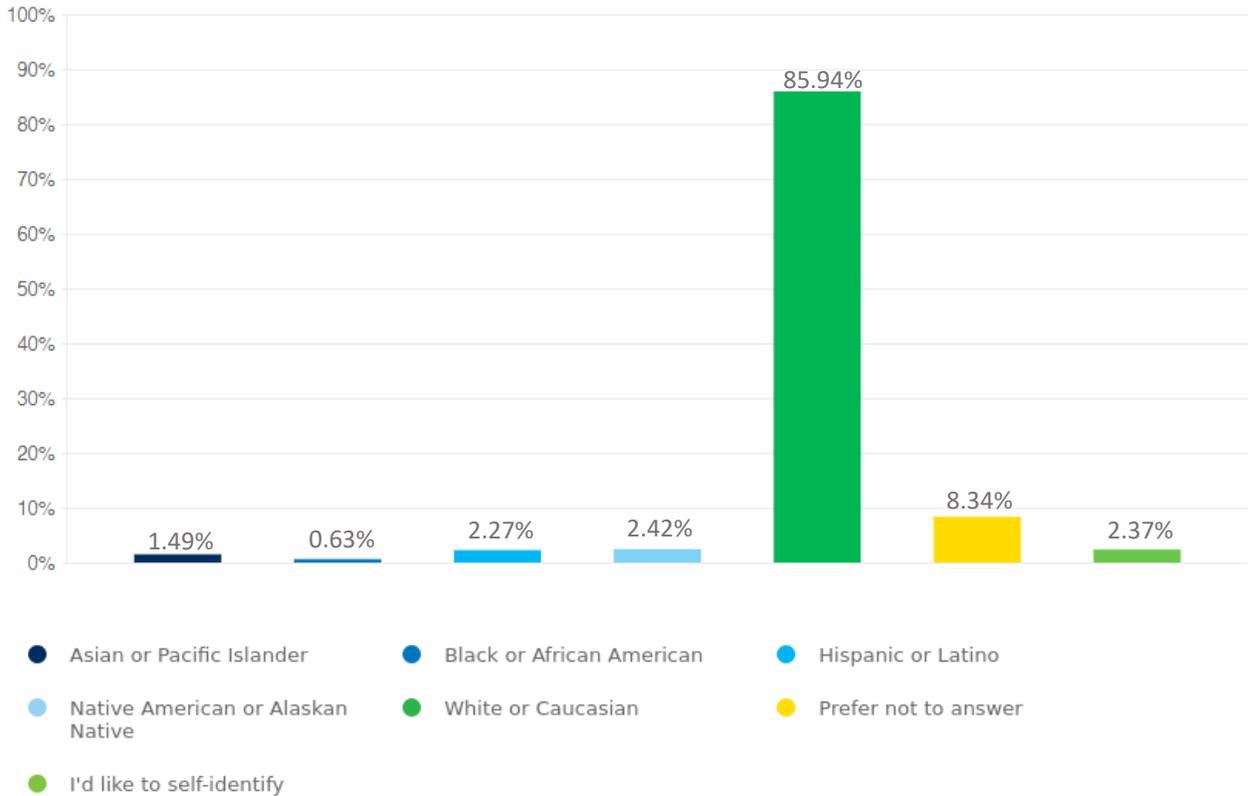
Choices	Response percent	Response count
Asian or Pacific Islander	1.49%	106
Black or African American	0.63%	45
Hispanic or Latino	2.27%	162
Native American or Alaskan Native	2.42%	172
White or Caucasian	85.94%	6120
Prefer not to answer	8.34%	594
I'd like to self-identify	2.37%	169

To measure the racial composition of participants, the survey included a question prompting individuals to define themselves racially and ethnically using as many categories as desired. The most common identity among respondents was White or

Caucasian (85%). Other respondents identified as Native American or Alaskan Native (2%), Hispanic or Latino (2%), or Asian or Pacific Islander (2%). Eight percent (8%) of question respondents preferred not to offer their racial identity.

Household Income

What is your approximate annual household income?

Answered: 7127   Skipped: 279

- Less than $12,000
- $12,000-$19,999
- $20,000-$30,999
- $31,000-$46,999
- $47,000-$69,999
- $70,000-$93,999
- $94,000-$117,999
- $118,000 or greater
- Prefer not to answer
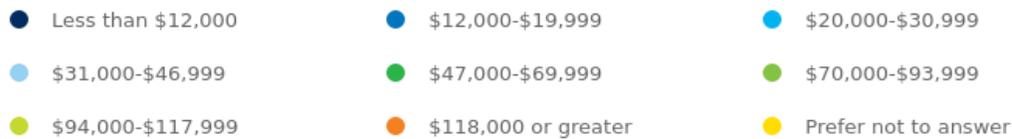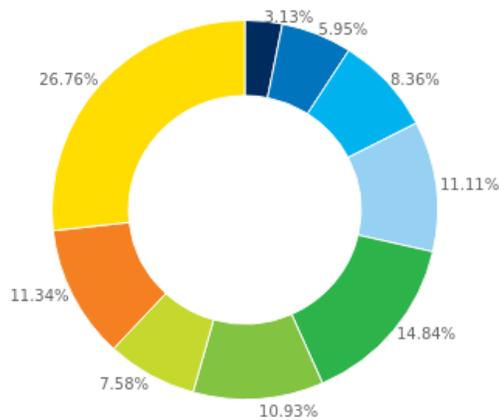
Choices	Response percent	Response count
Less than $12,000	3.13%	223
$12,000-$19,999	5.95%	424
$20,000-$30,999	8.36%	596
$31,000-$46,999	11.11%	792
$47,000-$69,999	14.84%	1058
$70,000-$93,999	10.93%	779
$94,000-$117,999	7.58%	540
$118,000 or greater	11.34%	808
Prefer not to answer	26.76%	1907

Over one in four people who responded to the income question (27%) opted out of providing their household income. When the percentage of respondents who skipped the question altogether (3%) is also considered, the overall abstention rate for this question is 29%.

Among those that offered their income information, 29% reported an approximate household income of less than $47,000 per year, with 3% making less than $12,000 per year and 6% making between $12,000 and $19,999. Eleven percent (11%) earned at least $118,000.

Results by Community Designation

To determine whether the communication experiences and preferences among Avista customers differed based on location, responses were aggregated into five categories based on self-reported zip code. The five categories included: Unknown, Outside, Impacted, Vulnerable, Non-Designated.

Unknown responses were those where the zip code was either not reported or was incomplete (n=402). Any responses associated with zip codes from outside the study area were labeled 'Outside' (n=3319). Impacted (n=1553) and Vulnerable (662) communities were those indicated as such by Avista. In the event that a zip code represented both a vulnerable and an impacted community, it was considered as a vulnerable community. Zip codes within the study area that were not considered vulnerable or impacted were categorized as having non-designated (n=1470).

Results for vulnerable, impacted, and non-designated communities were compared and no notable differences were found in the communications experiences or preferences across these groups as it pertains to their interactions with Avista.

Avista customers living in vulnerable, impacted, and non-designated areas are generally satisfied or very satisfied with how Avista shares information about bill assistance (61-64%) with few indicating that they don't know how to reach Avista if they need help paying their utility bills (10-11%). When it comes to receiving information from Avista, customers from all communities prefer email (48-52%) over other methods of communication.

Chart 1. "How satisfied or dissatisfied are you with how Avista shares payment/bill assistance information?" Results by Community Status
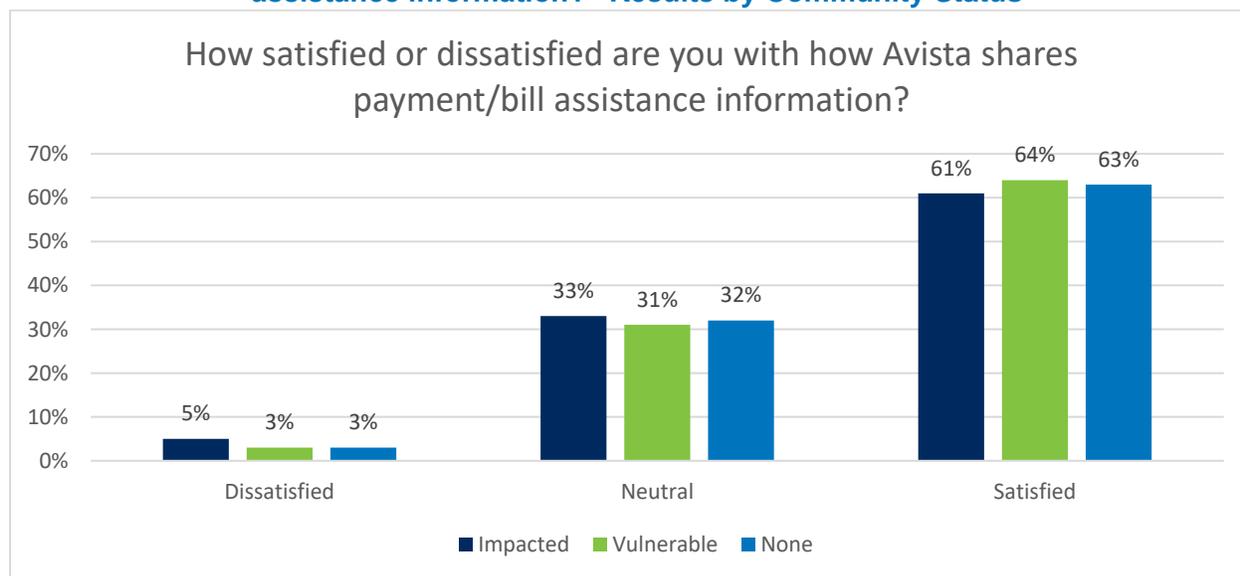
How satisfied or dissatisfied are you with how Avista shares payment/bill assistance information?

	Dissatisfied	Neutral	Satisfied
Impacted	5%	33%	61%
Vulnerable	3%	31%	64%
None	3%	32%	63%

How do you prefer to receive the following types of information from Avista. Select all that apply.
[Payment/Bill Assistance]

Legend: ■ Impacted ■ Vulnerable ■ None

Category	Impacted	Vulnerable	None
Website	17%	17%	15%
Email	40%	42%	42%
Flyers	9%	8%	9%
Events	3%	3%	3%
Inserts	21%	21%	22%
Social media	3%	3%	3%
Text alerts	8%	7%	6%

Outreach Analysis

A comparison of the demographics of the project outreach area and survey participants can give some insights to the reach of this engagement effort.

The project outreach area covered the Avista service area in the eastern region of the state of Washington. According to U.S. Census American Community Survey 2015-2019 5-Year Estimates, the project area is home to approximately 657,442 residents. Our goal in this engagement effort was to reach 1% of the outreach area's residents. With 7,406 respondents, this goal was reached.

In terms of race and ethnicity, survey participants were fairly representative (within 1 percentage point) of the outreach area in the categories of White/Caucasian, Black/African American, Asian, and American Indian/Alaska Native. However, survey participants were not as representative of the Hispanic or Latino population in the outreach area, with a 7.23% difference. Additional outreach to Hispanic and Latino community-based organizations and targeted social media ads in Spanish could help increase the reach of engagement efforts to this population.

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

Survey participants were fairly representative of the outreach area population in terms of annual household income. A total of 44.6% of respondents have an annual household income of $47,000 or more. Households making less than $20,000 had the least representation in the survey, with 9.08% responding in this range. Additional outreach to apartment complexes throughout the service region and community-based organizations serving lower-income individuals may help increase the reach to this demographic group. A survey raffle may also help increase response rates.

Survey participants exceeded the outreach area population in terms of Limited English Proficiency. Approximately 4.6% of survey participants speak English less than very well. Of the 5808 participants that identified the primary language that they spoke at home, 13 participants speak Spanish and 4 speak Marshallese. Additional outreach to community-

based organizations serving immigrants, English as a Second Language individuals, refugees, and other non-native English speakers would help reach more individuals with limited English proficiency.

Appendix A – Communications Analytics

Social Media

Avista posted notices on Facebook and Twitter. Analytics for these notices are shown below.

Platform	Date	People Reached	Engagements	Comments
Facebook	October 6, 2022	1,655	36	1
Facebook	October 12, 2022	1,390	37	0
Twitter	October 6, 2022	205	6	

Examples of the posts are shown below:
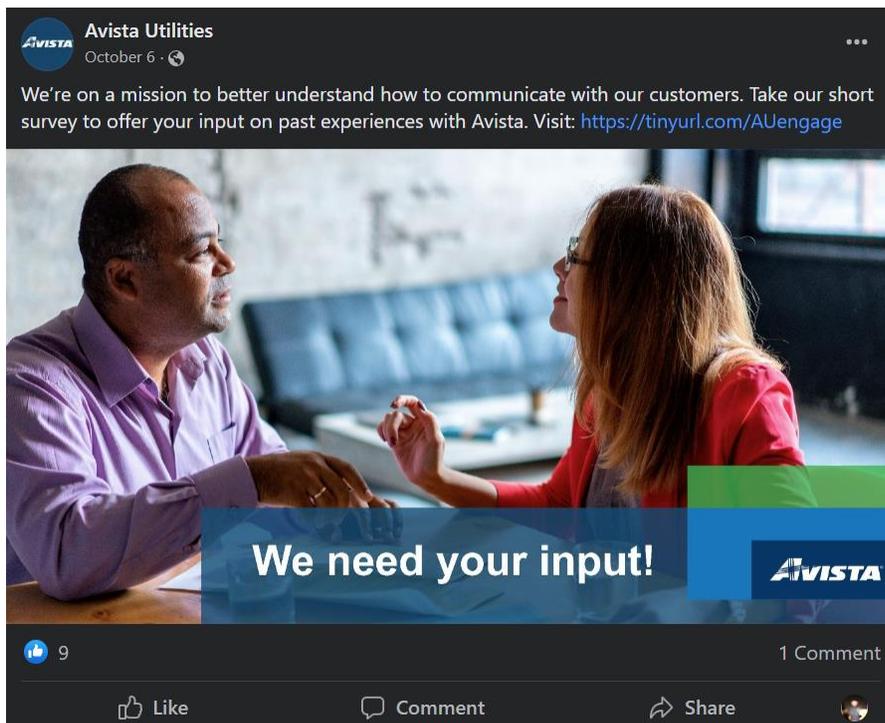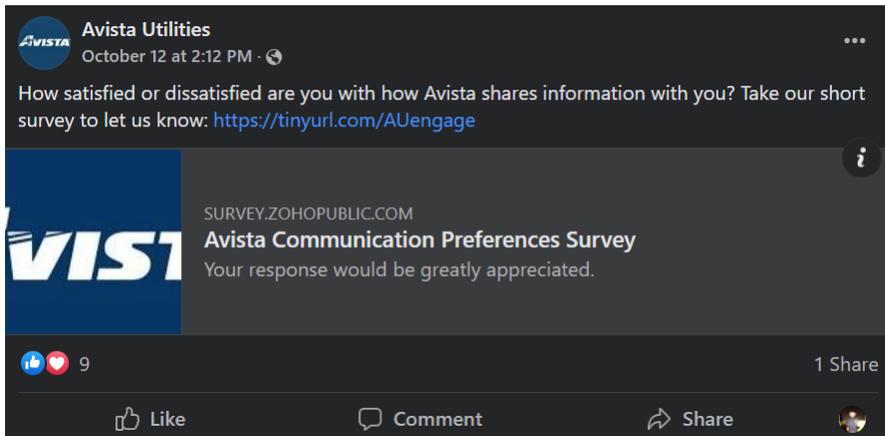
Email Blast

On October 10, 2022, Avista sent an email blast out, which was delivered to 319,753 Washington customers. The email had a 40.342% open rate, totaling 128,996 unique opens. Of those that opened the email, 10,161 unique individuals clicked on a link to the survey or website. A copy of the email is pictured below.
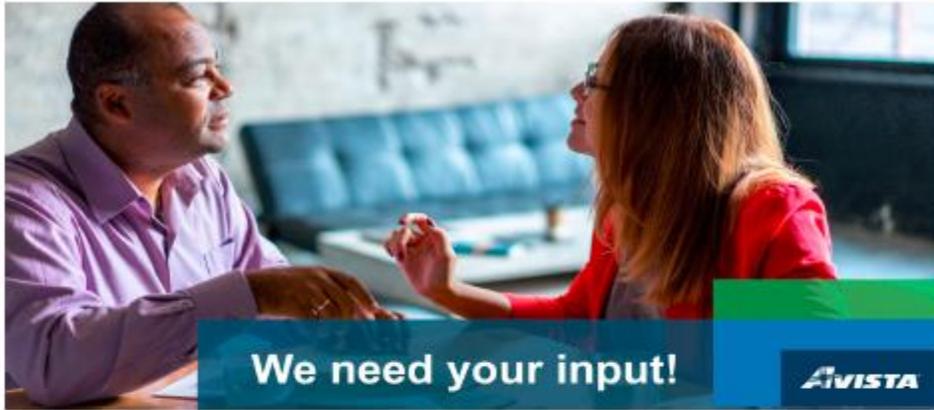
Dear Customer,

We want to know how to engage you and other Avista customers more equitably in future programs and initiatives.

We invite you to take our online survey **by November 4th to provide your feedback.** This survey should take about 3 minutes to complete. It will ask you about your past experiences with Avista and how you would like to be communicated with in the future.

Take the Survey

Learn more about how this initiative aligns with our Clean Energy Implementation Plan (CEIP) by visiting our website or by selecting the button below.

Learn More

Sincerely,

Avista

Estimado cliente,

Queremos saber cómo involucrarle a usted y a otros clientes de Avista de manera más equitativa en futuros programas e iniciativas.

Le invitamos a responder nuestra encuesta **en línea antes del 4 de Noviembre y compartir sus comentarios.** Esta encuesta debe tomar alrededor de tres minutos. Se le preguntará sobre sus experiencias pasadas con Avista y cómo le gustaría que se comuniquen con usted en el futuro.

<div align="center">

Responder la Encuesta

</div>

Obtenga más información sobre cómo esta iniciativa se alinea con nuestro Plan de Implementación de Energía Limpia (CEIP) visitando nuestro sitio web.

<div align="center">

Más Información

</div>

Atentamente,

Avista

APPENDIX D
PUBLIC ENGAGEMENT STRATEGY

PUBLIC PARTICIPATION PLAN

Contents

I. Introduction

Avista is seeking to equitably engage its customer base as part of the Clean Energy Implementation Plan (CEIP) and other future initiatives. As part of these efforts, Avista hired a consultant team, Public Participation Partners, to evaluate their current engagement practices and develop a Public Participation Plan.

This Public Participation Plan outlines a standard, equitable process for engaging Avista customers and stakeholders in the future. This Plan also identifies and provides strategies for removing barriers such as language, cultural, transportation, or economic barriers, especially for the Named Communities (or communities who are highly impacted or vulnerable as defined by the Clean Energy Transformation Act (CETA)).

How to Use This Plan

This guidebook offers a shared framework for defining engagement, tips on how and when to engage customers and other community stakeholders, and guidelines for promoting mutually beneficial engagement with communities and community partners. It contains resources for the design, planning, review, and evaluation of community engagement efforts.

Throughout this Plan, customer and community engagement are used interchangeably, as the majority of Avista community engagement will take place with its customers rather than the general public. Where appropriate, topics address specifically engaging stakeholder groups and building relationships with these groups.

> *"The engagement professional's role is often to identify barriers to participation and help people to overcome them. Professionals face increasing responsibility to make it easier for the public to become engaged and stay engaged in a way that is meaningful and convenient for them."*
>
> *(Source: Planning for Effective Public Participation, Foundations in Public Engagement, IAP2 International Federation 2016, p.21)*

An Effective Engagement Process Should...

08 Develop solutions that benefit and serve customer interests.

01 Promote inclusivity to ensure diverse participation.

02 Build trust and partnerships between Avista, its customers, and its stakeholders.

03 Create transparency that leads to greater support and integrity of outcomes.

04 Educate customers on Avista processes and problems and allow them to explore solutions.

05 Provide opportunities for open dialogue, mutual learning, and shared knowledge.

06 Help to create an outcome that is beneficial to all parties involved.

07 Produce plans, policies, and projects of higher content quality.

What is Engagement

Customer engagement is a critical tool for building trust between customers and Avista. Community engagement is a continual process that involves residents' problem solving or decision-making and uses their input to make sustainable decisions that affect their overall quality of life. It is a two-way dialogue between Avista and its customers that is continued throughout individual projects like Clean Energy initiatives and ongoing educational outreach.

All meaningful engagement is rooted in trust and requires time and resources. With that said, there is a spectrum of engagement ranging from outreach efforts to inform customers, to deep engagement efforts aimed at empowering community members to make decisions.

What Engagement is Not

Community engagement should not be confused with customer service. Whereas customer service involves daily interactions with residents, public information in the form of online records, and general programming where staff interact with the community, engagement is a process that involves individuals in decisions that impact their communities. Customer service plays an important part in building trust with the community but is not a part of a structured and well-planned community engagement process.

Why it is Important

Community engagement can lead to well-informed decisions when decision-makers have complete information provided by their customers. Such information includes community knowledge, values, perspectives, needs, and preferences.

Decisions that incorporate the perspectives and expertise of all stakeholders are more achievable and sustainable because they consider the needs and interests of all participants, including vulnerable and marginalized populations (e.g., those residing in Named Communities). In addition, community engagement helps customers better understand key initiatives and the impacts they will have on them as consumers and their communities. Involving customers throughout every stage of an initiative or project can increase their trust in the process and their investment in the outcomes.

Community engagement fulfills Avista's commitment to making publicly-informed and equitable decisions. By defining goals, identifying the needs of their customers, and determining the best ways to reach their key audiences, Avista staff ensure that their customers have opportunities to participate in the decision-making process and that the decisions made reflect their needs and preferences.

II. Planning for Engagement

Introduction

Community engagement planning is the process by which staff determine if a customer outreach process is needed for a particular project or initiative, when and how to include customers in project decisions, and what methods to use to involve customers in the project development process. Ideally, community engagement planning should begin at the concept and initiation stage of a project or initiative. This will ensure that adequate staff time and financial resources are allocated to support the desired engagement process. Planning for engagement helps staff to focus outreach efforts by outlining a clear plan of action for conducting engagement at each point of the process.

Planning for Engagement Helps To:
- Define engagement goals
- Identify the community's needs
- Determine key audiences
- Develop a method for measuring success
- Ensure that a customer participation process:
  - is needed
  - fits the context of the project
  - is based on a clear understanding of the challenge or problem

What Is A Community Engagement Plan?

A community engagement plan (CEP) should be developed as the end product of the engagement planning process. An engagement plan outlines the process of involving customers and stakeholders in a decision-making process. It describes engagement goals and objectives, identifies key stakeholders, and outlines specific approaches and tools used to accomplish those goals.

How Should a Community Engagement Plan Be Used?

The engagement plan should be used to guide the implementation of community engagement activities for all stages of the decision-making process that require customer input. It should be employed throughout the process to keep outreach activities consistent with engagement goals.

It is important to develop the community engagement process based on the needs of the community, not the convenience of the project team or company. This includes the selection of communication strategies and engagement activities outlined in the plan.

A Community Engagement Plan (CEP) should be developed for processes such as the Clean Energy Implementation Plan, disaster relief efforts, and other multi-phase initiatives that require community input. These types of processes require an overarching plan to help guide engagement efforts and gather input for decision-making. The CEP will provide a foundation to the engagement process and will serve as a blueprint throughout the initiative or study.

A condensed version of the CEP should be developed for smaller outreach and educational opportunities, such as fairs, popups, and mobile truck tours. These types of events still need planning for identifying target audiences (starting with a demographic profile) to determine appropriate locations, advertising methods, language needs, etc. They should also include some event logistics (what resources are needed) and a data collection method like an exit survey that includes voluntary demographic questions, a project updates subscription, and questions about the effectiveness of the information provided.

How to Create a CEP

At minimum, a Community Engagement Plan should contain the following components:

- Project Overview and Timeline
- Engagement Goals and Objectives
- Community Demographics
- Target Audiences
- Community Outreach Plan
  - Meeting Methods
  - Data Collection Methods
- Communication Plan
  - Communication Methods
  - Communication of Results
- Success Measures

The following steps will guide you through the process of developing an effective engagement plan report. Use the Community Engagement Plan Checklist in Appendix A to help you plan for your next project.

Plans for community engagement help to:

✓ Outline the steps that will be taken at each input point and the data used to support the selected methods and tools.

✓ Offer consistency in implementation of strategies.

✓ Provide clear guidance to document and measure the effectiveness of engagement strategies that can provide insight for future projects.

Step 1: Defining the Decision Process

All projects and initiatives require companies to make decisions that will affect their customers. Community engagement provides the opportunity to involve customers in this process. For this to be successful, community engagement must follow a logical and transparent process that allows the public to understand how and why the decisions were made, as well as the impact of any input they provided. Companies can lose public trust by not involving key stakeholders in the decision-making process, or by waiting until decisions are already made before soliciting feedback.

Why is it Important?

It is important for Avista staff tasked with community engagement to understand the project's decision-making process so that they can plan their community engagement plans accordingly. Without a clear understanding of what type of decisions will be made, how they will be made, and when they will be made, it is difficult to determine when and how to include customers.

How to Define a Project Decision Process

The following steps will help you to define the decision process for your project or initiative.

Step A: Define the Purpose for the Project

It is important to clearly define the desired outcomes prior to developing a community engagement plan. Answers to the following questions will help you determine the purpose of your project:

- What is the problem to be solved or the decision to be made?
- What is the company's position on the project?
- What types of actions are being considered?

Step B: Define the Decision

It is important to clearly define the necessary decisions to accomplish the desired outcomes. This can help determine if community engagement is necessary based on the information needed from customers to make decisions. If no tangible project decisions are expected or if information isn't needed from customers, then community engagement isn't necessary. Answers to the following question will help you to define project decisions:

- What are the boundaries around what's on the table for customers to influence?
- Which specific decisions are open for customers to influence?
    - Which decisions have already been made?
    - Which decisions are not open for customers to influence?
- Who will make the final decision?
- What information will be used to make the decision?
- How will decisions be made?

- How will we communicate all of the above to participants at the start of engagement?

Step C: Define the Project Parameters

It is important to identify what can and cannot be achieved by the project. This information helps staff to better understand when to seek customer feedback and what information customers need in order to provide educated feedback. The following project information must be clearly understood to define the project parameters.

- What is the scope of the project? What specifically needs to be achieved, in what timeframe and what activities, tasks, and deliverables are needed to accomplish it?
- What are the constraints? What cannot be achieved, and what is the source of these constraints (e.g., budget, regulations, time, etc.)

Step D: Define the Customers' Role

Once project decisions are defined, it is important to determine when and how customer feedback can best contribute to the process so that customers aren't being asked for input on things that they cannot influence.

If it is determined that customers cannot influence the decisions or that their input will not inform decision making, their feedback should not be sought. Instead, it might be more appropriate to share information with the customers through communication methods. Answers to the following questions must be clearly understood to determine the customers' role in the process.

- What are the needs of each stakeholder group (including staff, customers, and community organizations)?
- How are we inviting and sharing the various needs and desires of different stakeholders/customers?

Step E: Determine How Decisions Will Be Communicated

It is important to inform customers about how project decisions are made and the outcomes of those decisions, whether they were included in the process or not. A clear statement of how the following information will be communicated to the customers and stakeholders should be included in the community engagement plan.

- How will decisions made at each level be communicated to stakeholders, the affected community, and the general customer base?
- How are we communicating the practical limitations of any potential outcomes?

Use the Decision Process Checklist in Appendix B to define the purpose, decision, parameters, and community's role in the engagement process.

Step 2: Developing Engagement Goals

The second step in the community engagement planning process is to identify the community engagement goals and objectives for the project.

Why is it Important?

Engagement goals help staff to ensure that the community engagement process is incorporated into the decision-making process. Outreach goals also make it easier for staff to select the appropriate engagement tools and techniques and develop success measures to evaluate the effectiveness of the engagement process.

How to Develop Engagement Goals

To develop engagement goals for the project, staff should first determine what they hope to achieve with community engagement. Do they want to learn about customers' communications preferences? Do they need specific feedback on how to increase adherence to energy-saving efforts? Knowing what needs to be achieved can help in the development of engagement goals that will help get the desired results.

Next, consider what regulations, guidelines, and equity policies must be followed in the engagement process, as well as best practices that should be followed even if not required.

Consider the resources at hand for the project's engagement efforts. This can include the project's budget, scope of work, staffing availability, or other time- and funding-limited resources. Knowing the limits of project resources will help to create realistic engagement goals.

To ensure that engagement goals are clear and reachable, each should be developed using the SMART goal criteria:

- **Specific:** State what will be done, expected outcome, and those involved.

- **Measurable:** Define outcomes that can be measured and documented.

- **Achievable:** Ensure that expectations are realistic based on the known constraints (e.g., time, money, staffing, community capacity, etc.).

- **Relevant:** Determine if outcomes of meeting the objectives will support the overall community engagement goal and level on the International Association for Public Participation (IAP2) Spectrum (see Appendix C).

- **Time Sensitive:** Set expectations for when objectives will be achieved.

Based on these considerations, staff can develop engagement goals for the project, which will help identify engagement methods and tools later in the planning process. Utilize the SMART Goals Worksheet in Appendix D to craft engagement goals for your project.

Step 3: Identifying Customers and Stakeholders

The identification of customers and potential stakeholders is an important step to making sure outreach efforts are effective, representative, and equitable. The first step in identifying the appropriate customers to engage is to determine either who will be directly or indirectly impacted by the outcomes of the decision or project, or which customers need to be most informed of. This can be done by compiling and analyzing demographic data on project area residents from the U.S. Census Bureau and interviewing community leaders to identify stakeholder issues.

Creating a Customer Demographic Profile

A thorough analysis of the social and economic characteristics of a project area will help throughout the rest of the community engagement planning process. It provides critical information to help staff better understand their audience and what barriers to engagement they may face. Understanding the diversity of a community can help staff determine the best and most productive methods for engaging its residents. Overall, this will create a more inclusive and equitable engagement plan.

Step A: Identify Customers Geographic Location

Where within the Avista service area are the customers that need to be reached located? Some projects may have a clearly defined geographic location like a town or community experiencing a natural disaster. For these projects, identify the specific geographic boundaries (city/towns, county, zip codes, etc.) to determine the outreach area that will be targeted for engagement activities.

Other outreach activities may target a broader audience like all electric customers or customers of a particular demographic like vulnerable populations. For these activities, seek guidance from the Avista coverage area maps and Named Communities maps to help identify the appropriate geographic boundaries to create an outreach area (see Appendix M).

Step B: Review Census Data

Locate the most recent Census Data using existing Avista customer demographic data resources, or American Community Survey 5-year Estimates for the outreach area. Use the Demographic Tables in Appendix N to research community demographics by Census Tracts (CT). Next, identify the Census Tracts that encompass the outreach area to collect the following data:

- Race, including Hispanic or Latino Origin by Race
- Poverty Level
- Median Household Income
- Zero Car Households
- Limited English Proficiency

- Disability Status
- Age
- Educational Attainment
- Housing Tenure

Do not include block groups with no residents.

Step C: Recognize Hard-To-Reach Populations

Document notable presences of people of color, low income, or limited English proficiency, as well as disabled, youth, senior, and renter populations.

Remember to think about inclusivity and equity when analyzing project area demographics.

- Have we collected demographic data to ensure that we were able to engage in a way that is equitable and inclusive?
- How will we ensure that we connect with communities who could be adversely affected by the decision at hand?
- Have we sought multiple perspectives on the history of the issue we wish to engage about—particularly from communities that have been historically excluded from decision-making?

Step D: Conduct Additional Methods of Data Collection and Analysis

Consult with other Avista staff familiar with the area, examine satellite imagery for community resources that cater to certain groups (ex: BIPOC businesses or religious organizations, colleges, senior centers, etc.), consult with community leaders, and use other sources to identify groups that are too small to be noted at the Census geography level. Some groups, such as undocumented immigrants, may not be incorporated into Census data, but should still be targeted in outreach efforts so they have opportunities to participate.

Writing the Engagement Plan: Outreach Area Demographics

The community engagement plan should contain an Outreach Area Demographics section that includes the demographic profile. This section should include a summary of the:

- Total population for the block groups that contain the project area
- Racial and ethnic demographics
- Median annual household income
- Percentage of project area population living below the poverty line
- Percent of residents who speak a non-English language
- Any other notable demographic considerations for the outreach area

How To Use the Demographic Profile Data

Using this demographic profile will bring a better understanding of who makes up the communities within the project area, how to reach them, and how to develop outreach methods that will include them to the fullest extent possible and the resources needed to do so.

Furthermore, having demographic data will provide metrics to compare to when evaluating the success of outreach methods. Staff can compare the demographic profile of the project area with the demographic profile of meeting attendees and survey takers through voluntary demographic surveys to determine if those engaged are representative of the population.

How to Use Demographic

Do	Don't
• Figure out who your audience is • Tailor your approach to reach and engage residents • Assess engagement • Develop targeted outreach	• Use it to exclude certain groups • Ignore it • Attribute it to specific individuals

The demographic data should not be used to exclude certain groups from outreach efforts, nor should the data be ignored altogether. Demographic data should not be paired with personally identifiable information; it should only serve to provide an understanding of the groups of people who live in the project area, not the specific individuals who reside in the area.

For more examples on how to use demographic data to develop outreach methods, please see the Chart 1: Demographic Profile Engagement Considerations.

Chart 1: Considerations for Named Communities

Demographic Profile Engagement Considerations

Race

If there is a notable presence of people of color and/ or immigrant groups, then consider the following:

- Are there any cultural, religious, political, or historical factors that may influence or serve as barriers to their engagement? (ex: appropriate meeting venues, meeting times/dates, perception of safety in government interactions, etc.). If possible, consider contacting community leaders to identify best methods to engage these groups.
- Is it possible that these groups could be disproportionately or adversely impacted by the final decision? If yes, consider conducting small group meetings with these groups to identify ways to avoid or mitigate potential negative or adverse impacts.

Poverty

If there is a notable presence of low-income and/or zero car households, consider:

- Holding meetings at multiple times of day and on weekends to accommodate shift workers.
- Holding meetings in geographically accessible locations and/or providing transportation to/from meetings.
- Offering child care and refreshments.
- Ensuring that all online outreach uses mobile-friendly platforms and does not require application downloads to view.

LEP

- According to N.C. Department of Transportation standards, if at least 50 adults of a Block Group's population within a language group speak English less than very well, then it is recommended that oral interpreters be provided at meetings and targeted media advertising be used to reach these individuals.
- Federal guidelines state that if a language group that speaks English less than very well exists within the outreach area that either has 1,000 adults or makes up 5% of the aggregate population (with at least 50 adults), then translated meeting and notification materials should be provided.

Education

If there is a notable presence of residents with less than a high school education, consider

- Lowering the reading level of all outreach materials.

Demographic Profile Engagement Considerations

Disability	After reviewing disability status data, if there are residents with disabilities within the project outreach area, consider: • Providing American Sign Language (ASL) interpreters at public meetings by participant request (see the access to language services and disability accommodations statement on p. 5). • Following ADA accessible recommendations for print and visual materials. • Providing phone-in lines or video conferencing sessions for public meetings. • Providing staff to assist disabled participants. • Holding meetings in accessible venues. • Including a request for accommodations statement on all meeting notices. • Following Web Content Accessibility Guidelines 2.0 (WCAG 2.0) for all online meeting content.
Age	If there is a notable presence of senior residents, consider: • Limiting the use of online or social media outreach and instead use direct mailers. • Following ADA accessible recommendations for print and visual materials. If there is a notable presence of youth, consider: • Incorporating methods to obtain their input through essays, poster contests, video submissions, or interactive visioning exercises during public meetings.
Housing	If there are renters living in the project outreach area, consider: • Ensuring that all mailed notices are sent to the property owner AND physical address. • Asking apartment property managers to distribute notices using their communication channels and/or to host popup events to allow the project team to engage residents.

Creating a Stakeholder Profile

Stakeholders are typically individuals, groups, or communities who have a vested interest in or are affected by the outcome of a project or decision due to their relationship with the community. Stakeholders can also be great resources in reaching named communities and other hard to reach customers.

Once an outreach area has been defined and a customer profile has been developed through demographic data analysis, answer the following questions to create a profile for each stakeholder group.

- Are there specific communities that will be impacted/affected by decisions?
- Are there specific customers that need to be educated or informed of Avista resources or initiatives?
- Are people already organized?
- Who is typically not involved in the process and why have they been excluded?
- What steps will be taken to ensure the inclusion of impacted communities that have not historically been involved in the process?
- What is the issue?
- What is the level of concern among stakeholders?
- Where is the stakeholder located in relation to the project?
- Are there any language barriers?
- Is education on a particular topic necessary?

Identify key groups in your study area.

Stakeholder groups may vary based on the study area, but common groups include property owners, businesses, government agencies, elected officials, interest groups, minority groups, faith-based organizations, schools, renters, youth, seniors, and more. At least some of these stakeholder groups will be present in almost every study area and knowing the members of these groups is a good place to start in stakeholder outreach.

Compiling a central database of stakeholder contact information will help Avista throughout its various engagement processes. This database should be accessible to all Avista staff who are conducting outreach and engagement. It may be helpful to utilize a mapping system, such as ArcGIS, to map categorized contacts and allow for staff to efficiently determine stakeholders within the geographic region they are trying to reach.

Reach out to ambassadors for stakeholder groups.

Some demographic groups may be hard to contact fully due to size or communication barriers, so it's important to conduct outreach to "ambassadors" or representatives for these groups to assist with distributing materials or to spread the word. Look for these ambassadors as community leaders, gatekeepers, and community organizations that have standing relationships within a community. They're often found in church or faith-based organizations, homeowner associations, resident groups, local organizations, non-profits, schools, and senior, service, cultural, or parent groups in the area. Building a relationship with these representatives will assist with reaching a larger group.

Ask current contacts for outreach suggestions.

Avista may already have an established relationship with some stakeholders in a community, either through current initiatives or previous work. It is a good idea to ask these stakeholders, such as the Equity Advisory Group, if they have any suggestions of other groups in the study area to reach out to. These groups may know additional contacts that would be interested in or impacted by a project that you did not know of.

Further, you can also ask current stakeholder contacts about the best method for outreach for their group and other similar groups. As you add more stakeholders to your list, make an effort to get in touch with them and ask about meeting and communication preferences. Instead of playing a guessing game for which method will work best for certain groups, ask the group which methods they prefer. This not only shows that you value that stakeholder group's input by asking their preferences, but also allows you to reach them more effectively throughout engagement opportunities.

There are three types of stakeholders: primary, secondary, and tertiary.

- **Primary stakeholders** are directly impacted by a project or decision.
- **Secondary stakeholders** are indirectly impacted by a project or decision.
- **Tertiary stakeholders** are not directly or indirectly impacted by a project or decision, but they may have an interest in the project.

A majority of engagement efforts should be concentrated on those that are impacted by a project decision, as they should be the most involved in the process. However, all stakeholders within an outreach area should be contacted if possible and Avista should make reasonable efforts to gain as much representative data for the outreach area as possible.

Without stakeholders to reach out to, and without reaching them effectively, your project could potentially lack both quality and quantity of data, and decisions will not represent the preferences of the community.

Building Stakeholder Relationships

One should not reach out to stakeholders simply to get input from them for a project, but rather should work towards building a lasting relationship with these groups. This should be a mutually beneficial relationship, in which Avista continuously informs, involves, and empowers these stakeholder groups. Remain in contact with these groups and continue to build long-term relationships.

Some effective ways of building relationships with community-based organizations include:

- Providing printed educational materials on energy efficiency tips and bill assistance programs on a semi-regular basis
- Providing printing program and initiative information and applications in the languages of their communities
- Designing materials with their community in mind, including asking for feedback from the organizations, translating materials, and adding images that show the diversity of their community

- Conducting meetings to share information with their communities through existing organization events and pop-ups at their location
- Incentivizing participation through weatherization incentives, energy efficient light bulb giveaways, etc.
- Keeping community-based organizations in the loop with update emails and by sharing new communication materials such as videos that are ready for distribution to their members
- Providing opportunities for community partners to share insights and suggestions on programs, initiatives, and community outreach efforts

Step 4: Selecting the Customer's Level of Participation

The next step in developing a community engagement plan is to select the level of participation for each stakeholder group identified in Step 3, based on the decision process defined in Step 1 and the engagement goals outlined in Step 2.

Stakeholder roles will vary based on the project and the type of decisions being made. For example, a controversial project may require collaboration with customers at each stage of the decision-making process. Conversely, a project update may only require communicating to customers or asking for their feedback on next steps.

Each level of participation and the accompanying goal on the spectrum suggests that a commitment is being made to customers and that Avista promises to take the identified action that will achieve the participation goal.

It is necessary to identify the role of customers and the level of participation in the project or initiative development process to determine what type of engagement is needed to reach decisions.

How does this differ from the customer's role in the decision-making process?

The project decision definition process helps staff to determine if, when, and how customers can best contribute to project decisions. The level of customer and stakeholder participation identifies how staff will include customers in making project decisions.

Using the Level of Participation Spectrum

Use the IAP2 Spectrum of Participation (see below or Appendix C) to select the level of participation that best describes the goal for including each major stakeholder group that you identified in Step 3 and document it in the Target Audiences section of your engagement plan. Then, select the outreach and communication tools that best match the selected level of participation.

	Increasing level of participation →				
	Inform	**Consult**	**Involve**	**Collaborate**	**Empower**
Public Participation Goal	To provide the community with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain community feedback on analysis, alternatives and/or decisions.	To work directly with the community throughout the process to ensure that community concerns and aspirations are consistently understood and considered.	To partner with the community 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.
Promise to the Public	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how community input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how community input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Writing the Engagement Plan: Level of Participation

The community engagement plan should contain a Community Outreach Plan section that details the outreach that will be conducted throughout the project process. An introduction to this section should list the level of participation for customers and any other group. For instance, customers may be able to participate at the level of Involve, while a stakeholder advisory group may be able to contribute at the Collaborate level.

Step 5: Selecting Engagement Activities

There is no one-size-fits-all approach when it comes to community engagement. A range of activities are necessary to reach stakeholders, engage the people most critical to the project, and motivate those people to participate.

When considering which engagement type to choose, keep in mind the following questions:

- Can I use this technique given the resources that I have?
- Can we collect the required information and outputs to satisfy the objectives of the process and make the necessary decisions?
- Can we build productive relationships using this technique?
- What level of community engagement is preferred (or required)?
- What community engagement techniques best suit the customers' skill levels?
- What techniques are applicable given the available resources?
- What needs to be completed to satisfy regulations?
- What techniques will achieve the engagement goals and objectives?

Meeting Methods

Meetings can be useful to share information, provide opportunities for participation, and to educate customers about projects or initiatives. They can be used for either large or small groups of customers, depending on the type of project being explored or the decision being made.

Outlining meeting methods before a project is underway will help ensure that meetings have a purpose in the decision-making process and are only conducted when they are necessary. Being strategic with community meetings will help prevent participant fatigue, ensure that resources are not wasted on unnecessary meetings, and that you have ample time to plan for necessary ones.

Meeting methods should be chosen based on:

- What level of participation is needed from customers
- What information needs to be conveyed to customers and other stakeholders at each decision-making point
- What the engagement goals are for the project
- Customer preferences for engagement

The Survey of Preferences with 7,406 Avista customers revealed that the majority of respondents preferred other means of communication (e.g., email) over meetings and events as a way to learn about Avista programs and initiatives. When asked about meetings specifically, 60% of respondents would not consider attending or were not sure if they would attend an Avista event or meeting. For those who would consider attending an event, they preferred in-person events to virtual events. If it is necessary to conduct

in-person or virtual meetings for regulatory purposes or due to other circumstances (e.g., natural disaster outreach), then consider the following best practices for planning and preparing for community meetings.

Formal and Informal Meetings

Formal meetings are typically more structured and set in formal locations. Formal community meetings include hearings, workshops, open houses, small group meetings, focus groups, and virtual meetings. The type of formal meeting to use will depend on project goals. A kickoff meeting to introduce the project or initiative may best fit in the form of a community meeting with a presentation and Q&A. Small group meetings may work best when you want to understand the needs or perspectives of a particular group.

Informal meetings are generally less structured and take place in more relaxed settings. The informal nature of these meetings works as a supplement to more formal means of engagement. For example, a pop-up at a local event may be a great way to increase awareness about a formal community meeting happening soon. Informal meetings also provide a convenient way to provide project information while meeting people where they already are.
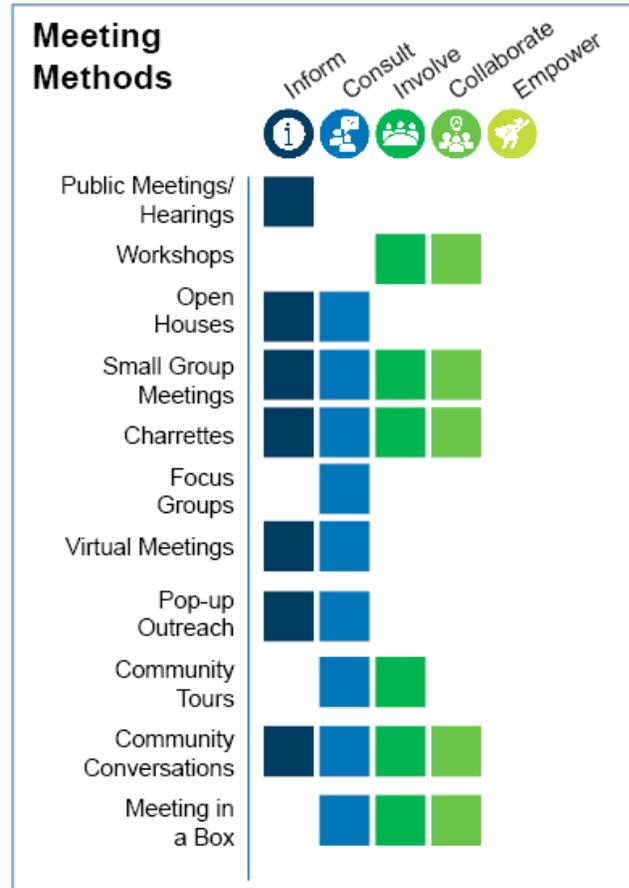
Writing the Engagement Plan: Meeting Methods

The Engagement Methods section of the engagement plan should include the chosen meetings that facilitate the designated level of participation.

Each meeting should be explained in this section, including:

- When the meeting will be held in relation to the scoped timeline of the project.
- The purpose of the meeting (e.g., to discuss emergency preparedness).
- What formats will be used (e.g., in person, virtual, mixed methods).
- What materials will be used at each meeting (e.g., handouts, surveys, etc.)
- What staff will be needed to conduct the meeting.
- How the stakeholders will be notified about the meeting.

If each meeting will use a different data collection method, the description should also include:

- How feedback will be collected.
- How any input gathered during the meeting will be used in decision-making.
- How information and comments will be organized and distributed back to customers.

Use the Meeting Methods Chart in Appendix E to help determine which methods will work best for each phase of a project. Consider when the method is best used, the pros and cons, and the resources required to effectively execute each method. Also consider how accessible the meeting method is to those without technological access or skill, or to those who have mobility issues or other physical impairments.

Data Collection Methods

There are various methods for collecting input data from groups and individuals. In order to collect feedback from a diverse group of customers, it may be necessary to use a combination of techniques, including face-to-face, written, and online feedback.

What type of data is needed?

In order to select the right method of data collection, you must consider the information you want to collect, at what point in the decision-making process it is needed and the timeframe in which it is needed.

Step A: Determine what information is needed

Based on the selected level of participation, identify which aspects of the decision that customers can influence. For example, if the chosen level of participation asks stakeholders to react to a predetermined option, it is unproductive to structure the input approach to ask them to offer solutions. When determining the type of information needed, do not ask the customers and stakeholders to make decisions that are outside of their authority or level of understanding.

Step B: Determine when the information is needed

It is always important to involve customers early on and throughout the decision-making process; however, it is necessary to know when to seek input and when to make the necessary decision. Based on the selected level of participation and level of customer influence, determine at which points in the decision-making process that stakeholders can most meaningfully contribute.

Use the proposed project timeline to determine the time frame during which community input is most useful.

Step C: Identify which data collection methods fit the context

Different techniques are needed at different points in the decision-making process. For example, data collection methods that are best used to better understand customer experiences may not be effective in collecting data about their current energy-related behaviors and preferences. And not all techniques will be useful in collecting data from all stakeholders. Once you have determined the type of information needed and the timeframe during which you need it, identify which data collection methods will support each state of the decision-making process and will be effective based on the targeted audience.
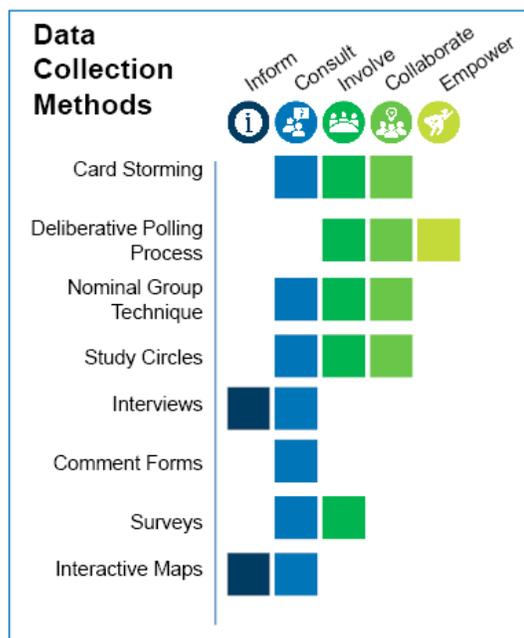
Feedback can be collected through interactive group methods or individual data collection. Group methods include card storming, deliberative polling, normal group technique, or study circles. These processes rely on collaboration as a group and discussion and interaction to develop feedback.

Individual feedback can be collected through interviews, comment forms, surveys, or interactive maps. These feedback methods rely on the solo participations of a customer and gather individual input. Refer to Appendix F for a list of group and individual data collection methods.

Using and Managing Customer Input

The next step in the engagement planning process is to determine how the data collected from customers stakeholders will be used in the decision-making process, how the data will be managed, and how results will be communicated to the customers and stakeholders.

Step A: Based on the selected level of participation, determine and document how input will be considered in the decision-making process.

Step B: Develop a method for compiling and managing customer and stakeholder comments.
Prior to collecting information, create a comment management system to track and analyze the data. Identifying a comment management system and the appropriate data fields during the planning process will provide a consistent method for collecting data and will simplify the data entry and analysis process.

Step C: Determine how and when results will be communicated with customers and stakeholders.

Communicate to participants how their input affected the decision, a process for reporting on the participation and feedback received and how the decision-maker will address comments is needed. To develop an appropriate process, consider the following:

- How will participant questions be responded to? (ex. Individually in writing, FAQ lists, etc.)
- How will the feedback loop be closed? (ex. Comment summaries, newsletters, etc.)

Survey Ethics

It's crucial that surveys adhere to ethics to receive higher quality data. Without this consideration, survey responses may be skewed or biased and therefore not an accurate representation of the population's perspective. Using an ethical approach to survey writing ensures each participant has a fair opportunity to provide feedback without misrepresentation. Ethical surveys help capture accurate data and make participation not only fairer, but more worthwhile for the participant and agency.

Here are some tips to consider for writing an ethical survey. These tips are also outlined in the Survey Development Checklist in Appendix G.

Clearly state the survey's purpose.

A critical part in writing an ethical survey is letting the participant know what the survey is for and how their feedback will be incorporated into the decision-making process. This statement should not be unreasonably long but should clearly state the survey's intent and how the input will be used.

This is also a good time to mention confidentiality and guarantee that the respondent's personal information will not be shared in any summaries or reports without their permission. You may also choose to let participants remain anonymous throughout the survey.

Ask specific and unbiased questions.

Asking specific questions is a key part of creating relevant survey content. Specific questions will adhere to a particular issue you are looking for feedback on and this will provide high-quality input that will guide project decisions. Additionally, questions that clearly address a topic are more effective than vague questions as the survey team will not have to infer what was meant by a particular response.

One of the hardest parts of survey writing is formulating questions that are unbiased. However, this is also one of the most important parts of survey writing. Biased questions skew data and produce unreliable results that cannot be used to draw accurate

conclusions. The charts below provide some tips for how to write stronger questions and what common mistakes to avoid.

Make all participation voluntary and anonymous.

Giving a respondent the option to skip any question they do not wish to answer is another important part of ethical survey design. Sometimes, participants may not wish to share their answer to a question due to personal reasons or simply not having an opinion on the issue. Whatever the reasoning behind it, it's crucial to allow respondents to skip a question if they do not feel comfortable. Requiring an answer may cause participants to drop out to avoid answering, or they may provide a response that does not truly represent their perspectives, consequently skewing results.

Participation should also be anonymous. Participants should be able to respond to any survey or comment period without having to input any personally identifiable information. If the project team collects any personally identifiable information, such as email addresses for participants who would like to receive project updates, this information should be stored separately from survey responses.

Leave the survey open for a reasonable amount of time

Decide up front how long the survey will remain open for comment and include the deadline for participation in the survey's description, so respondents know how long they have to respond. The length will vary based on the project. It's best to leave it open for enough time for people to hear about the survey and take it, but not so long that the project is moving on and the survey is still collecting old data.

Leaving a survey open for an extended period of time expands access to the survey and allows for those that are interested to have ample time to participate. It also gives the company the chance to continue outreach and push for more people to take the survey, increasing participation throughout the life of the survey. With shorter time spans to take surveys, some may hear about it too late into the process and feel they do not have enough time to respond.

Give the option for paper responses.

Some prefer to answer surveys on hard copies rather than online. Provide ample opportunities for those that prefer this method to participate via printable surveys through emails, in-person meetings, and mailed copies of the paper survey for participants to take and mail back if requested. If using a method other than emailing to receive surveys back, be sure to include return postage so it doesn't cause an undue burden on those that prefer paper to online.

Providing alternatives to internet participation removes barriers to involvement that may stem from lack of Wi-Fi or technology access. This allows for more representative outreach, as opposed to a strictly online survey which may exclude some in a community.

Pop-up events and fairs have been a very successful way for Avista to reach their customers in the past. During these events, comment cards can be a great way of collecting feedback from participants. When developing comment cards, consider including the following:

- Questions that align with a longer survey to allow for ease of data analysis
- Voluntary demographic questions (see Appendix G) to better understand who you reached during the event
- A question about the effectiveness of the educational materials provided or the event as a whole
- A question asking them how they heard about the event, if the event was advertised ahead of time
- A way to sign up for program or initiative updates, if applicable

Always analyze your comment card questions for how they will be interpreted by the participant. For instance, if you are conducting multiple pop-up events throughout the region and want to know the best method of outreach for each community, remember to include a space for a zip code. When you begin analyzing your comment cards, you want to have all the information you need to understand the context and meaning behind the results.

Writing the Engagement Plan: Data Collection Methods

Data collection methods should be included as a part of the Data Collection Methods section of the plan. The following information should be detailed:

- What data collection method will be used
- How comments will be collected (e.g., by online survey, note taking, email, etc.)
- How comments will be used (e.g., to inform the bill assistance program)
- How comments will be documented and relayed back to stakeholders

If only online methods of engagement are proposed for the project, this section should also include considerations for those without technological access or skill. This could include collecting comments by phone or email.

Use the Data Collection Methods Chart in Appendix F to help determine which methods will work best for each phase of a project. Consider when the method is best used, the pros and cons of each method, and the resources required to execute that method.

Step 6: Selecting Communication Methods

The success of a project or engagement effort is directly influenced by successful implementation of communication strategies. From a project perspective, if customers and stakeholders are not effectively reached, the project will lack the input needed to make decisions that best represent the community. And for information sharing initiatives, if customers and stakeholders are not effectively reached, then outreach efforts will be unsuccessful. Communication tools work to provide community members with the necessary information on projects, initiatives and resources, and how to participate in a meaningful way.

A communications strategy should incorporate multiple forms of communication methods, from working to raise awareness and educate customers about a project to sharing information about how to actively participate. The type of communication methods used will depend on the audience and the message being conveyed. Regardless of the method of communication, messaging should be consistent to help create a more reliable and trusting relationship between Avista and its customers.

There are two primary techniques for sharing information for a community engagement process: awareness campaigns and information/education programs. Both of these methods have their own distinct purposes but can also be used together to create a cohesive communication strategy.

Awareness Campaigns

Level of Participation: Inform

Awareness campaigns are conducted to make people aware of an upcoming opportunity to be involved in an engagement process or announce a decision or action. Awareness campaigns focus on getting people's attention through limited information. They are best used to announce the launch of a project or notify residents of an upcoming meeting or survey, upcoming program or initiative, or a final decision (ex: plan recommendations).

Awareness Campaign Tools:

- Social media posts
- Press releases
- Direct mailers
- Door hangers
- Flyers
- Emails

Education Programs

Level of Participation: Inform

Education programs are conducted to provide customers with an understanding of a particular topic, often prior to solicitation of comments or participation. Education programs are best used for things such as updates to Avista programs and offerings, general information on energy efficiency, and disaster preparedness.

Education Program Tools:

- Websites
- Videos
- Fact sheets
- Blogs
- Newsletters
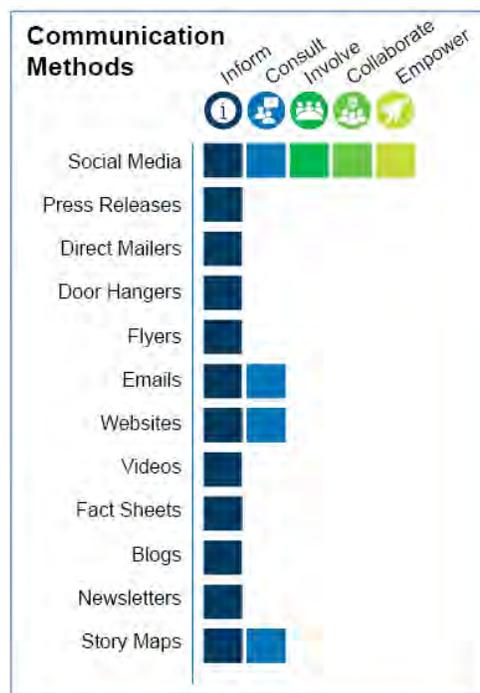
Communicating with Avista Customers

In Fall 2022, a survey of preferences was conducted with 7,406 Avista customers. The results of this survey showed that most respondents:

- Prefer getting information via email
- Want updates on payment assistance or changes in utility rates via bill inserts
- Prefer text alerts for service disruptions and resource assistance after natural disasters

The majority of respondents (72%) indicated that they did not want to receive information through social media channels. However, most respondents were from older age groups. Social media should still be considered when outreaching to younger customers.

Communicating with Diverse Groups

Effective communication strategies consider the diversity of the audiences that they attempt to reach. To ensure that your message reaches and is received by all members of the community, it is necessary to use multiple communication tools and channels that are tailored to diverse residents. Consider using the following methods and strategies to reach each identified group:

Communication Method	People of Color and/or Immigrant Groups	Low-Literacy	Senior	Youth
Using minority media sources (newspapers, radio and television stations) to distribute information	✓			
Using traditional media sources (newspapers, radio, and television stations) to distribute information		✓	✓	
Limiting the use of technical jargon and use simple language and graphics that are clear and easy to understand	✓	✓	✓	✓
Providing materials and notices in languages that are most common to the outreach area	✓			
Providing printed materials and surveys			✓	
Using photos that are representative of the targeted groups in materials	✓			✓
Asking schools, local businesses, faith-based and community organizations to distribute notices, surveys and newsletters	✓	✓	✓	✓
Using direct mailers or door hangers	✓	✓	✓	
Placing placards and digital advertising inside buses	✓			✓
Using short videos and social media to convey information	✓	✓		✓
Using large font and clear graphics in all materials			✓	

When preparing any type of communications, it is important to consider the following:

- The level of complexity of the information and how the audience will receive it
- The literacy levels of the intended audience
- The audience's access to technology in terms of both logistics and skill
- How to communicate the information in a way that works best for the audience
- The different meaning of words in different communities
- Gender-specific protocols and sensitivities
- Presenting all information in a transparent way (honest, factual, easy to understand)
- Using multiple tools to deliver the information
- Cultural sensitivity and language needs

Use varying outreach methods for various groups.

Different customer and stakeholder groups will have different levels of impact and interest within a project. Thus, they will require different methods of engagement and different levels of effort in contacting them. Engagement is not a one-size-fits-all, and outreach must be tailored to different groups to be most effective. While one meeting type or communication method may be effective for one group, it may not effectively reach

another. Therefore, one must adapt their approach depending on the group being contacted.

One of the best ways to ensure that materials meet the needs of their intended audience is to ask. Prior to distributing any materials, it is useful to share them with community-based organization representatives and other trusted stakeholders, such as the Equity Advisory Group, to gather input on how effective the materials are. This can be especially useful when dealing with complex concepts to make sure that the information is understandable to all.

To increase accessibility, communications should be translated into other languages as needed by the target audience. These language needs should be identified during the demographic analysis done through the engagement planning process and can be expanded upon by asking community partners for language needs. For communications distributed to all customers, use the most recent Avista Annual Language Trends data to identify the customer language needs. In FY2022, the top five most requested languages were Spanish, Russian, Arabic, Mandarin and Marshallese.

Other accessibility considerations for the visual design of communications for the visually impaired can be found in Appendix H.

Readability

Having easy-to-understand project materials is one of the most important parts of reaching and engaging your project's stakeholders. Taking the time to make your materials readable (and therefore more accessible) helps customers and stakeholders understand your message and get involved.

1. Avoid Passive Voice

Passive voice occurs when the action of a sentence becomes the focus, rather than the person or thing performing the action. This often occurs in technical texts where sometimes the action is more important than the subject receiving it. However, many times, it's not necessary and can make your text harder to read.

Example of passive voice: The meeting and comment summary will be developed after the workshop.

How to fix it: Avista will develop the meeting and comment summary after the workshop.

2. Get to the Point

When paragraphs are long, eyes start to glaze over and skim for the highlights. Take the time to evaluate what is necessary and what is fluff. Once you find it, take out the fluff and focus on the information that matters most to your customers.

3. Reduce Long Sentences

The longer the sentence, the harder it is to read. Break up long sentences to make your paragraph more readable.

Example of a long sentence: The purpose of this meeting is to give background information on the project, provide a status update, and gather input from customers on their preferences for the new pilot program and website features.

How to fix it: The meeting will provide project background information and a status update. We'll also gather customer and stakeholder input on the new pilot program and website features.

4. Use Headings and Bullet Points

When you have a lot of information you need to convey, see if you can break it up into different heading sections or bullet points. Headings and bullet points:

- Break up different ideas into easier chunks
- Allow readers to capture the essential information quickly
- Leave white space on the page, making it easier to read

5. Explain Jargon

Sometimes jargon becomes so ingrained that it is hard to realize the words are hard for others to understand. It is important to take the time to review materials for jargon and use simpler terms when possible. When not possible, add in explanations or definitions of what the technical terms mean.

You should never assume that your reader has prior knowledge of the subject matter at hand. Imagine you are reading the materials with no experience in your field – what words or phrases would you need explanations of? How would you describe the terms to a middle school student?

Writing the Engagement Plan: Communication Methods

A Communication Methods section of the engagement plan will help ensure that communications are consistent, timely, and thorough throughout a project. This section should list every type of communication method that will be used with a description that includes:

- The purpose of the communication method
- What information the communication might contain
- How this method will be distributed to the customers and stakeholders
- Whether the deliverable needs to be translated into another language

Use the Communication Methods Chart in Appendix I to help determine which methods will work best for each phase of a project. Consider when the method is best used, the pros and cons of each method, and the resources required to execute that method. Also consider how accessible the communication method is to those without technological access or skill, or to those with other physical impairments.

Step 7: Defining Success Measures

The final step in the engagement planning process is the development of success measures. Success measures are methods used to analyze and evaluate the effectiveness of an engagement process. Evaluation allows engagement staff to learn from each engagement experience to improve outcomes both throughout the process and in future engagement projects.

It is important to plan for evaluation before the community engagement process begins so that the appropriate data needed to conduct the evaluation is collected throughout. Once engagement begins, it is difficult to effectively determine what adjustments should be made to improve outcomes based on what has been done without a basis for measuring success or failure.

For example, the same voluntary demographic information should be collected during each phase of the project. By having the same information from each phase, you can measure if a survey is reaching a representative sample of the project area or how well targeted outreach efforts are working.

The benefits of evaluation include:

- Demonstrates the value of engagement to all customers, stakeholders and decision-makers, and justifies the resources spent
- Provides an understanding of what works, what does not work, and why
- Ensures that successes are built upon and mistakes are not repeated
- Adapts an ongoing engagement process to increase its effectiveness
- Captures learnings to help plan future engagement processes
- Ensures that engagement processes are meeting all regulations and guidelines

Evaluation can be quantitative (e.g., the number of people involved in the process) or qualitative (e.g., feedback from customers about whether they felt they had been listened to). A robust evaluation process will also include input from participants in the engagement process.

What should be evaluated?

There are two main aspects of the engagement process that should be evaluated:

Evaluating the Engagement Process

The Process	The Results
The process is the methods and tools used to implement the engagement plan. It involves examining and documenting the project's activities and processes.	The results are the outcomes of the engagement process. This involves the results' analysis of the engagement process in comparison to the stated engagement goals and objectives. Methods should measure impacts over time.
To evaluate the process, develop methods to assess: • If the public engagement approach is relevant and realistic for the stage of the decision-making process • What information is being shared with the public, how it is being shared, and if the information is receiving the appropriate attention • If all desired stakeholders are involved, and if not, who is missing? • If participants represent a diversity of the interested and impacted public, and if not, who is missing? • If the selected tools and techniques are appropriate for the selected level of public participation and participation goals	To evaluate the results, develop methods to assess: • If the outcomes are a direct result of the public engagement process • If the decision was influenced by public engagement • If the public is satisfied with the level of influence on the decision-making process that they were given • If the overall results of the process justify the resources spent • If the lessons learned can be used in future engagement processes

Other considerations include:

- How much learning occurred?
- Did participants leave the process feeling better informed and able to participate in future processes?
- Did the project team learn things from the participants that resulted in better outcomes?

How to Evaluate

Step A: What is success?

Select the areas of the engagement process that are important in demonstrating the success of an approach. Next, identify specific results for each area listed below that will help to measure performance.

- Community engagement goals, including equity goals
- Level of customer and stakeholder involvement
- Participation objectives

- Communication objectives
- Engagement regulations and guidelines

Step B: What will be used to measure success?

Select appropriate performance indicators that are observable (ex. changes in customer attitude) and/ or measurable (ex. total number of participants) to identify if the desired outcome for each area has been achieved.

Step C: How will the data be collected?

After determining what should be measured, identify how the data needed for measurement will be collected and how it will be used to evaluate the identified performance indicators. Example evaluation data collection tools include project team debriefs, participant feedback forms, interviews, exit surveys.

Step D: What does the data mean and how will it be used?

Determine how the results of the measurement data will be interpreted and presented.

Evaluations should be conducted throughout the implementation process (ex: after each outreach activity and phase, comment period midpoints) to confirm that engagement goals are being met and that the process stays on course. This can be accomplished by obtaining feedback from project staff and participants and using the input to adjust the engagement process as needed.

Writing the Engagement Plan: Success Measures

The engagement plan should contain a Success Measures section. This section should detail:

- What successful engagement looks like for the project
- What will be used to measure success
- How data will be collected
- How the data will be interpreted and used

Community Engagement Planning: Conclusion

It is important to plan for engagement to outline a clear plan for engagement practices throughout a project's process. The end product, a community engagement plan (CEP), will include information such as an overview of the project, goals and objectives of engagement, demographics and targeted audiences, the plan for customer and stakeholder outreach and communications, and measures for success of engagement. The CEP will help one stay focused throughout engagement efforts and create a more efficient and effective engagement process.

III. Engagement Implementation

Once a community engagement plan has been created, it can be implemented through outreach efforts like community meetings and surveys. These efforts provide crucial customer input through customer and stakeholder participation that shapes decision-making. However, engagement planning does not stop once in the implementation stage. Collaborating with other departments, coordinating logistics of community meetings, and developing a survey all require consistent planning to ensure the community is effectively reached through opportunities for customer and stakeholder participation and feedback.

Meeting Logistics - What to Consider?

Considering meeting logistics well in advance of a community meeting can help create easy opportunities for the customers to learn more about projects and implement measures to prevent participation fatigue. Plan for meeting logistics such as location, resources, refreshments, time, budget, and staffing. This will help prepare for an engaging, comprehensive, and effective customer engagement opportunity.

Meeting Logistics Considerations

LOCATION
Hold meetings in locations that are geographically close and familiar to communities or stakeholders. If possible, choosing a location within the project area is best because it creates a convenient, relevant location for residents to get to and makes travel easier.

RESOURCES
Consider what types of resources are needed for successful engagement. Depending on the stakeholders, you may need language services, refreshments, or childcare. Depending on your meeting type, you may have venue fees or need additional or specialized staff. Also determine what outreach supplies and equipment are needed to effectively advertise and conduct outreach activities, and

REFRESHMENTS
Refreshments foster a more relaxed setting. Providing food at a meeting can be a way to increase meeting attendance. It allows parents to pick up their child and come directly to the meeting. When people go home first to eat, their willingness to attend a meeting may wane and they may remain at home. Often having a meal at a meeting provides neighbors an opportunity to get together and becomes a reason to attend the event. When choosing refreshments, make sure that the refreshments offered are appropriate for the time of day, and fit the budget.

TIME
Consider holidays (especially non-Christian holidays), other community events and activities, day of the week, and time of day when planning meeting dates and times to best accommodate the diverse socio-cultural characteristics within any given community. For example, evening meetings may not suit young families and the elderly, and Wednesday evening meetings may conflict with religious services. It is important to provide alternatives to ensure representative participation of any community.

BUDGET
When choosing an engagement method, you conduct an honest assessment of available resources and funding that can be allocated to outreach and engagement activities. Is your budget adequate to provide resources for materials printing, advertising, communication, venue and/or equipment fees, refreshments, translation/ interpretation, and childcare?

STAFFING
Consider staffing availability when scheduling meetings. Who will provide staffing to help with meeting setup and breakdown, station management, and/or meeting facilitation? Do you have available staff that can attend weekend or evening meetings?

Meeting Setup - In Person

When planning for a meeting it is important to consider how to set up the room to accommodate planned activities and to create a comfortable environment for participants. When deciding on the proper room arrangement, consider the following questions:

- Does the space accommodate the desired meeting format? How will the information be presented? (ex. boards, presentations, videos, discussion tables, etc.)
- How much equipment is needed to present the information? (ex. number of boards/easels, presentation podium/table, audience chairs, discussion tables and chairs, etc.)
- In what order will the information be presented?
- Is there more than one entry/exit? If so, which one(s) will be used to accommodate the desired
- traffic flow?
- Is there space for a welcome table?
- How will comments be collected? (ex. Comment box, electronic survey kiosk, flip charts, etc.)
- Is it necessary for participants to interact with each other? (ex. discussion tables, group activities, etc.)

Once the space needs are determined, arrange the meeting room based on the most logical flow to present the desired information from start (entry) to finish (exit) while incorporating enough space around information areas to accommodate the number of people that are expected and to allow other participants to maneuver. When arranging meeting rooms make sure that displays are positioned to accommodate participants in wheelchairs, and that there is enough space between areas for a wheelchair to navigate.

The Meeting Preparation Checklist in Appendix J can be used to help ensure that all necessary materials, supplies, equipment, and project information is prepared for a community meeting.

Meeting Setup - Virtual

While planning a virtual meeting does not require physical setup planning like an in-person meeting, there are other considerations to keep in mind. When planning a virtual meeting, it is important to consider the following questions:

- Where will the meeting be hosted online?
    - Is it accessible to those without the internet?
- What resources are needed?
    - What resources are needed during the meeting?
    - What resources are needed to conduct the meeting?

- What materials do you need to successfully notify the community of the virtual meeting?
- Is there a way to create a more relaxed live virtual meeting?
    - How can community building take place virtually?
- What times of day work best for residents to virtually attend a live meeting?
    - How long should a virtual open house be available for viewing online to allow those who are interested an opportunity to participate?
- Do the budget and available resources allow for a virtual meeting?
- What staff are needed to help prepare the virtual meeting?
    - What staff are needed to help with facilitation?

Community Meeting Best Practices

- Focus on gathering information rather than just presenting prepared talking points.
- Ask participants about their own experiences, needs, and attitudes on project-related issues, and ideas for improvements.
- Hold small group meetings, using facilitators and exercises to encourage interaction.
- Collect participants' input visibly on maps, flip charts, in comment boxes, and through documented interviews.
- Document and share with participants how their input has been and will be considered and acted upon by decision makers and follow up with the community after a decision is made. This helps build trust and encourage sustained participation over the long term.
- Ask participants how they heard about the meeting.
- Ensure that meeting materials are available for participants that are unable to attend (website information, paper surveys, handouts, etc.).

Dos and Don'ts of Planning an Engagement Event

Dos

- Work with community leaders and organizations to plan events and ensure that previous feedback is acknowledged.
    - Make an extra effort to work with community leaders that may not have engaged in previous projects (i.e., leaders for hard-to-reach populations).
- Work with staff from other departments that may have already established relationships in the community.
- Open with an activity that will get participants talking.
- Clearly state what you hope to gain from community input and what influence customers and stakeholders can have on decision-making.
- Plan communication and notification efforts well in advance to give the community ample opportunity to plan for participation.

- Use Avista resources like websites, social media, and more to communicate project and meeting information to the community in an easy to understand and accessible way.

Don'ts
- Plan the event without understanding the purpose of the event.
- Spend too much time on presentations/lectures.
- Assume the needs and desires of the community.
- Assume that the stakeholders most likely to engage with the Avista are the only interested stakeholders.
- Plan the event without incorporating considerations for members of the community (e.g., language translation and interpretation, ADA considerations, etc.)
- Assume all participants have a knowledge of the project, initiative or meeting topic.

Pop-Up and Tabling Event Best Practices

Tabling at popular local events and hosting pop-ups throughout Avista's service area have proven to be effective ways to reach large audiences who might not have been reached by other methods. These events allow staff to have in-depth conversations with people who have some time to spare and pass along information quickly to those in a rush.

Choosing the location, data collection method, preparing materials, providing incentives, and enticing people to the event or table are all things to consider when planning for a pop-up.

Choosing the Right Location

The choice of location should be tailored to the intended audience. If Avista is just looking to reach general customers, a table at a popular local event might be the best route. If Avista is sharing information on bill assistance programs, hosting a pop-up at a local community center or community-based organization serving lower-income individuals may better reach the intended audience.

When possible, make a data-driven decision. Research the event or location to ensure that you'll reach your desired audience there.

Gathering Input

When you're meeting people where they already are, that also means that they have their own schedule to follow. Individuals should be able to gather information and provide their feedback quickly at a pop-up event. Having different options for collecting feedback allows residents to choose the method that works best for them, making them more likely to participate. This includes short comment cards (with demographic questions), small flyers with QR codes to provide more information on the website, or sticker-based polling stations where participants can place a sticker for their answer choice on a printed board.

Bring the right materials

Think about what materials are needed based on the purpose of your pop-up. Are you looking to provide information on energy efficiency at home? Educational flyers printed in multiple languages might work best. Are you trying to gather quick input? Consider a comment card or a flyer with a survey link to pass out quickly. Knowing your purpose will help determine the best materials to reach your audience.

Make a checklist of all the items you'll need to keep yourself organized, try to pack light, and be prepared for the unexpected (always bring scissors and tape, just in case).

Stand out from the crowd

Wear branded t-shirts or Avista name tags to help the community know who you are during your pop-up. Before the event, develop some standard language for staff to use to introduce themselves and the topic at hand. Make sure to keep it brief, reference the initiative you are representing, and let the participant know what you're asking of them.

Make your table enticing

By offering some kind of incentive for participating, you can make your pop-up event more enticing. Often, a prize raffle or other cool swag will help motivate passersby to stop for a minute. Avista advisory group members noted that giving out energy efficient light bulbs was very effective at past Avista fairs and pop-up events.

Ahead of your event, create a table sign or banner to help announce what you are doing and what the potential prize is. Add language into your initial staff intro to let people know what they could win.

Materials Development - Presentation, Boards and Handout Guidelines

Presentations, boards, and handouts can be used to convey information to the community. Materials should be clear and free of technical jargon.

Presentation guidelines
- Present the problem and potential solutions.
- Keep the slide content concise.
- Include pictures and diagrams that are clear and easy to understand.
- Test the presentation prior to starting.
- Keep presentations brief (5-15 minutes plus Q & A).
- Ensure that the presentation content does not exceed the allotted time.
- Look and face the audience.
- Speak clearly.
- Make sure the presentation meets ADA requirements (reference in Appendix I).

Boards/Displays

- Make sure the boards and/or displays meet ADA requirements (large fonts, etc.).
- Minimize map details to include only key road and area features and use clear labels.
- If a legend is used, make sure the information represented matches the visible features on the map.
- Place boards/displays at eye level for easy viewing by participants.
- Use graphics to make complex concepts more understandable.
- Use content written at a 5th – 8th grade reading level

Handouts

- Use clear and concise (short sentences and paragraphs) written messages in plain language.
- Use graphics to make complex concepts more understandable.
- Use pictures of people from a broad demographic.
- Make sure the font size is readable (minimum 11pt font; minimum 18pt font for large print documents).
- Use content written at a 5th – 8th grade reading level.
- Use color for visual interest.
- Translate handouts based on language needs of participants.

ADA accessible recommendations for presentations and handouts have been compiled from multiple sources and are referenced and listed in Appendix H.

Meeting Facilitation

A key component of successful community engagement is effective group facilitation. Group facilitation can be defined as the act of taking people through a group process with clearly defined outcomes. It also means encouraging participation and a group commitment to meaningful results. Successful facilitation requires communication and listening skills, credibility within the community, expertise of the project or topic, and adequate preparation and understanding of the selected engagement tools and methods. Use the following steps when conducting group discussions for small group meetings, workshops, and community meetings.

Step A: Prepare for the meeting.

To prepare for facilitation, become familiar with the materials that will be used to conduct the meeting and any group activity instructions. Create an agenda for the meeting and print a copy of discussion points, questions, and/or activity instructions for reference.

Step B: Create the right environment.

Make sure to provide plenty of space and ample seating set up in an informal manner. If possible, adjust the room temperature to a level that is comfortable for the group. Provide water or refreshments for participants. Plan for enough time for the group discussion and any needed breaks.

Step C: Establish expectations.

Clearly articulate the meeting purpose and intended outcomes, the role of the participants, and how the information shared will be used in the decision-making process. Provide clear instructions for any group activities both verbally and in writing for participants to reference.

Step D: Establish ground rules.

The creation of ground rules is key to establishing participant expectations for group discussions. Ground rules are guidelines used to establish an acceptable code of behavior for participants during a meeting. The rules can be developed by the facilitator and approved by participants or developed by participants at the beginning of the meeting. Ground rules are best used for open forums, small group discussions, and any group discussion that involves participants of diverse backgrounds and opinions. Set aside time at the beginning of the meeting to either present and discuss predetermined ground rules, or to allow participants to develop a list of ground rules. Document the list of rules on a flip chart or board that will remain visible to all participants throughout the meeting. Examples of community meeting ground rules include:

- Silence all cell phones.
- Let everyone participate.
- Don't interrupt others while speaking.
- Listen with an open mind.
- Respect other's point of view even if it is different from your own.
- Attack the problem, not the person.
- Respect the groups' time and keep comments brief and to the point.

For large-scale meetings, projects or topics with high levels of distrust or emotion, consider using a professional facilitation consultant.

Step E: Exercise Active Listening.

When guiding participants through the discussion, do not provide personal opinions or take sides. Be patient and allow each speaker time to share their thoughts, and to think about a question prior to responding. Focus on the speaker's words and show verbal and

non-verbal signs of listening. Reframe or summarize participant responses to ensure that they were understood. Ask for clarification when necessary.

Step F: Manage Participation.

Pay attention to who from the group is participating in the discussion and provide opportunities for quieter participants to share their thoughts. Rephrase the content of inflammatory or emotional statements to focus on the message. Assign note-taking or timekeeping roles to dominating participants to allow other participants with time to speak. Keep the discussion on track by redirecting the discussion if it goes off topic or wrapping up a question to move on to the next.

It is important to challenge any repetitive negative statements or behaviors of participants during the discussion. Use the following techniques to address negative statements or behaviors:

- Move the focus away from the person by asking another participant to share their thoughts.
- Change activities.
- Reflect their statement back to them as a question (ex: "it always happens?").
- Ask the group for their view on the situation and then move the group on.

Step G: Document Comments.

Document participant comments using note takers. Allow participants to review comments to make sure that nothing is missed.

Facilitation Dos and Don'ts

Do

Remain unbiased when collecting input – the purpose of engagement efforts is to educate and inform residents and to document any thoughts or opinions about the project that they share. It is not to promote or gain support for any topic or specific outcome.

- Explain the purpose of collecting feedback and how it will be used
- Ensure community members understand the benefit of their participation
- Be flexible with time and conversation topics. Work with community members on their schedule and discuss things important to them, rather than reciting a script of questions.
- Have project information ready or accessible if a resident has further questions

- Become agitated or offended by passionate commentary from community members
- Simply ask scripted questions
- Take in feedback without giving something in return. Offer further resources, contact info, etc.
- Make assumptions or inferences about what residents mean. Ask them to clarify instead.

Dealing With Public Emotions

Many projects deal with topics that people feel very passionately about, including topics that will directly impact those individuals' way of life. When dealing with controversial topics or issues that may spur high public emotions, consider the following steps:

Step A: Prevent

Preventing high public emotions begins with being proactive. Take some of the following steps to prevent emotions from getting out of hand:

- Host small group meetings.
- Use facilitated small group discussions during small group or large community meetings.
- Do not conduct open forum meetings.
- Use a professional, neutral facilitator or team member with credibility to be viewed as more trusted by the audience.
- Clearly communicate the meeting purpose, agenda, and decision-making process.
- Admit when a decision may not be fair to everyone involved and be fully transparent about potential impacts resulting from the decision.
- At the beginning of the meeting, provide participants the option to help establish the meeting rules.
- Inform participants that project team members will remain after to address any issues or concerns.
- If there are time constraints and a lot of participants, set reasonable time limits and treat all participants the same.

Step B: Recognize

When interacting with participants, it is important to recognize escalating emotions. Take the following steps:

- Do not ignore warning signs that someone is upset or troubled. Otherwise, things may escalate beyond what can be managed or resolved. Here are some things to take note of:

- - Individuals or parties who disagree with each other
  - People who frequently interrupt staff or other participants
  - Negative body language. This includes arm crossing, tense shoulders, furrowed eyebrows, eye-rolling, or forceful sighs.
- Ask questions to pinpoint why someone is upset. The cause of interpersonal conflict can relate to:
  - Differences in values and worldviews
  - Failure to recognize or acknowledge the differences in worldviews or values
  - Uncertainty or lack of knowledge about the process

Step C: Identify

Keep in mind that people often have interests behind their passion. Knowing what these interests are will help determine where the conflict comes from, what issues need to be addressed, and how to respond to the conflict.

Three common types of interests are:

- **Result interests** – What outcome(s) does this person/party want to see happen?
- **Process interests** – How does each person/party want to achieve the end result?
- **Emotional interests** – Does this person just want to be heard? Do they want to achieve status? Do they want to feel appreciated? Do they want an apology? Do they want to feel validated?

Step D: Respond

When managing high public emotion, it is important to respond in an appropriate way. When responding to conflicts or high public emotions, remember to:

- Avoid fighting fire with fire to escalate or continue down a destructive path.
- Move towards constructive outcomes by reframing the issues involved. Example strategies include:
  - Conduct face-to-face or in-person interaction.
  - Find out what the underlying issues and interests are.
  - Collaborate to generate alternative options. Make a clear, specific list of each option's pros and cons. Treat each person or party's idea as valid.

IV. Evaluation and Reporting

What is Evaluation?

Engagement evaluation is an important part of successful engagement. Success measures outlined in the engagement plan should be monitored during each engagement activity and documented after each phase of the project. This will help you determine whether outreach goals are being met and if any targeted outreach is needed to reach a more representative sample of the project area.

Why is Evaluation Important?

While the purpose of evaluation is mainly to aid in the creation of successful engagement, it also can help build trust with customers and stakeholders. Evaluation can be included as part of outreach, meeting, or survey summaries in order to be transparent about what efforts were made to reach customers, who was ultimately reached, and what methods can be tried in the future to improve participation.

In addition to assessing the success measures established in the engagement plan, performing an equity outreach analysis during and after each engagement activity can help determine the success of engagement.

What is an Equity Outreach Analysis?

An equity outreach analysis is an evaluation of demographics collected during a particular phase of a project. It compares the demographics of survey or meeting participants to the demographics of the project area. Once compared, one is able to see what groups are underrepresented and can begin developing targeted outreach for future engagement activities.

A formal equity outreach analysis should be conducted after each phase of a project, if not after each engagement activity. At the end of the project, each phase's equity outreach analysis should be compiled into one document for review. This can help determine what worked well and what did not work well during the engagement of the project to inform future engagement efforts.

An informal review of equity can be useful during a particular engagement activity, such as a survey, to monitor who is being reached and who is not. By following the same process as a formal equity outreach analysis, you can implement targeted outreach during the engagement activity to try to improve your equitable outreach during that activity.

The first and most important step to completing an equity outreach analysis is preparing for one. Voluntary demographic surveys should be available at all community events and on every project survey. This voluntary demographic survey should contain consistent questions with consistent ranges of potential responses (e.g., for an age question, make sure the ranges of ages are the same on each survey). Refer to Appendix G for a full list of voluntary demographic questions and a standard set of potential responses to use in future surveys.

An equity outreach analysis worksheet can be found in Appendix K for use during your projects.

Questions to Ask During an Equity Outreach Analysis

- Which demographic groups participated the most?
- Which demographic groups were underrepresented?
- What outreach activities were conducted during this activity or phase?
- What communications were distributed during this activity or phase?
- What outreach and communication methods can be used to reach the underrepresented populations in the next activity or phase of the project?

Reporting Results to Customers and Stakeholders

Reporting the results of engagement activities and project decisions builds trust and encourages ongoing engagement. When project decisions are not communicated back to customers stakeholders, or not done so in a transparent or easily understandable way, participants do not understand how their input influenced the outcomes and may lose faith in the process. It is good practice to provide a report of input received through community engagement and how it was used after each engagement phase of the project.

Outreach Summaries

An outreach summary is a report that documents the results of outreach activities conducted during the engagement process. The summary can be used as a way to document the success of outreach activities and can be helpful in educating customers, stakeholders, and other decision-makers about the benefits of community outreach. Outreach summaries can be composed after each phase of outreach and compiled into a final project engagement report. Outreach summaries should be completed for every project. Each outreach summary of engagement report should include the following information:

- Project overview, including purpose of outreach
- Overview of all outreach activities, when they were held, and result of each (e.g., number of participants, participant demographics, etc.)

- Communication methods used
- Data collection methods used for each comment period and results of each
- Effectiveness of techniques used
- How customer feedback was used in the decision-making process

Outreach summaries should be written in a clear and concise manner, with limited technical jargon, and include graphics to depict data when possible. This will make the content more understandable for stakeholders. Outreach summaries and engagement reports should be distributed to all participants and posted to project or company websites for public viewing.

Documentation of outreach and data collected and reporting of those summaries to customers and stakeholders are crucial to concluding an engagement process and maintaining community trust. Keeping a record of data and reporting out on it provides backing for decisions made in the future and creates a point of reference if stakeholders question where a decision came from. Transparent communication of outreach efforts and their results create a more credible decision-making process and, in turn, establishes stronger relationships with the community.

Meeting Summaries

Like outreach summaries, meeting summaries help build trust through transparent communication about outreach efforts and how decisions are being made. Meeting summaries should be composed after each meeting in the engagement process. These summaries should include:

- A meeting overview, including the purpose, format, and logistics of the meeting (e.g., where it took place, when, etc.)
- How participants were notified about the meeting
- Meeting metrics, including how many people attended and any demographic information collected
- Comments received during the meeting
- How feedback will be used to influence decisions

Each summary should be written in a concise way and include visualization for easy comprehension. They should be distributed to any participants who provided their contact information and posted publicly on a project website within a reasonable amount of time after the meeting.

Often, meeting summaries can be combined with survey comment summaries for website posting. However, this combined document should still contain the individual elements of each type of summary and distinguish between the input received at a meeting versus through a survey.

Survey Comment Summaries

To uphold the transparency and ethicality of a survey, results should be reported fully and objectively. This increased confidence in the company by allowing the public to see the data and how it was interpreted. The final report should be distributed to all participants and posted to project websites for public viewing.

The survey report should include:

- Information that allows non-participants to understand the purpose of the survey
- A copy of the survey questions
- Description of how the data was collective (e.g., online survey, in person, phone interviews, etc.)
- How participants were contacted, how many people participated, and if there were any trends in demographics or characteristics of those who refused to participate
- Results of the survey and how the data will be used in the decision-making process

The conclusions of the report should be based on the data gathered during the survey and not generalized past the scope of the project or the sampled population (de Jong, Hibben, & Pennell, 2016).

Data would be summarized accurately and in a way that is easy to understand, following similar guidelines as mentioned in the Survey Design section. It is important that the report not induce any information that can identify participants individually unless permission has been given (Sue & Ritter, 2012).

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APPENDICES

Contents

A. Community Engagement Plan Checklist

Use this checklist to help you prepare your Community Engagement Plan (CEP).

Engagament Goals and Objectives

- ❑ Develop engagement goals and objectives
- ❑ Use the SMART goals worksheet to refine the goals

Demographic Profile

Use the following steps to develop a demographic profile to be included in the CEP:

- ❑ Step A: Identify Customers Geographic Location
- ❑ Step B: Review Census Data
- ❑ Step C: Recognize Hard-To-Reach Populations
- ❑ Step D: Conduct Additional Methods of Data Collection and Analysis

Target Audiences

- ❑ List categories of customer and stakeholder groups that should be considered and contacted during the engagement process (ex. residents of a specific neighborhood, or that local religious organizations are included).

Outreach Plan

Meeting Methods

Each meeting method being used throughout the engagement process should be listed with a description including:

- ❑ When the meeting will be held in relation to the scoped timeline for the project
- ❑ The purpose of the meeting (ex. to share existing conditions and discuss potential goals)
- ❑ What the format of the meeting will likely be (ex. a virtual meeting and smaller pop-up sessions held outdoors)
- ❑ What materials will be used at each meeting (such as handouts, surveys, etc.)
- ❑ How the community or stakeholders will be notified about the meeting (can reference the Communication Methods section of the CEP without going into detail)

Data Collection Methods

Each data collection method being used throughout the engagement process should be listed in the Outreach Plan section:

- ❑ How comments will be collected (i.e. by online survey, note taking, email, phone, etc.)
- ❑ How comments will be used (ex. to develop an initiative)
- ❑ How comments will be documented and relayed back to the public

Communication Plan

Communication Methods

Each communication method being used throughout the engagement process should be listed with a description including:

- ❑ The purpose of the communication method
- ❑ What information the communication might contain
- ❑ How this method will be distributed to the public
- ❑ Whether the deliverable needs to be translated into another language and what language translations are needed

Communication of Results

- ❑ Detail what communications will be used to inform the community about how community input was used in decision-making.

Success Measures

A Success Measures section should detail how the process and results of the engagement process will be evaluated. Answer the following questions to develop this section:

- ❑ What is success?
- ❑ What will be used to measure success?
- ❑ How will data be collected?
- ❑ What does the data mean and how will it be used?

B. Decision Process Checklist Worksheet

Before beginning your CEP, use the worksheet below to define the purpose, decision, parameters, and community's role in the project. Then determine how decisions will be communicated.

1. Define the purpose for the project: ✓

What is the problem to be solved?

What is staff's position on the project?

What is the decision to be made?

What is the company's position on the project?

What types of actions are being considered?

2. Define the decision: ✓

What decisions need to be made during and as a result of the project?

What information will be used to make the decision?

What are the boundaries around what's on the table for customers to influence?

How will decisions be made?

3. Define the parameters of the project: ✓

What is the scope of the project?

What are the constraints of the project?

What activities, tasks, and deliverables are needed to accomplish the scope?

Are there any conflicting issues that need to be reconciled?

4. Define the community's role: ✓

At what points in the decision-making process can the community most usefully contribute?

What information is needed from the community to make the decision?

What are the potential obstacles to obtaining community input (known controversy, budget, time, public distrust, etc.)?

At what points in the decision-making process should the community not contribute?

What decisions need to be made after the engagement and how will the community be involved in that process?

5. Determine how decisions will be communicated: ✓

How will decisions made at each level be communicated to stakeholders and Avista customers?

How are we communicating the practical limitations of any potential outcomes?

C. IAP2 Spectrum of Public Participation

Increasing level of participation →

	Inform	Consult	Involve	Collaborate	Empower
Public Participation Goal	To provide the community with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain community feedback on analysis, alternatives and/or decisions.	To work directly with the community throughout the process to ensure that community concerns and aspirations are consistently understood and considered.	To partner with the community 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.
Promise to the Public	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how community input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how community input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

(Source: Planning for Effective Public Participation, Foundations in Public Engagement, IAP2 International Federation 2016, p.29-30)

D. SMART Goals Worksheet

S	**SPECIFIC:** state what will be done, expected outcome, and those involved	
M	**MEASURABLE:** define outcomes that can be measured and documented	
A	**ACHIEVABLE:** ensure that expectations are realistic based on known constraints	
R	**RELEVANT:** determine if outcomes of meeting the objective will support overall participation goals	
T	**TIME SENSITIVE:** set expectation for when objective will be achieved	

SMART Goal: Review what you have written and craft a new goal statement based on what the answers to the questions above have revealed.	

E. Meeting Methods Charts

Formal Meeting Methods

Type of Method	Description	When It Is Best Used	Pros & Cons	Resources Required
Community Meeting (level of participation: inform and consult)	Large-group meetings used to educate and give customers and stakeholders the opportunity to ask questions or give feedback	Use when giving a chance to vent frustrations, concerns, etc. Generally last 2-3 hours.	✓ Provides information to a large group of people ✗ Does not allow for everyone to speak unless paired with small group discussions	• Staff to greet and staff to present • Flip charts and markers • Sign-in sheets • Refreshments • Presentation materials and mics • Room with chairs arranged facing presenter (chevron or semi-circle style is good)
Public Hearing (level of participation: inform and consult)	Meeting where participants give comments at specific times	Used to meet regulatory or legal requirements for a project	✓ Structured so that all participants who sign up have a chance to speak ✗ Requires signing up in advance	• Agenda of meeting • Recording equipment (notes or video) • Venue with seating and microphone equipment if needed
Workshops (level of participation: involve and collaborate)	Community meetings where participants work in small groups – usually "scripted" so everyone knows what to expect, groups report out afterwards	Sessions can run 2-3 hours and are open to the community – use to foster discussion on a specific issue and get participants engaged	✓ Interactive structure allows all participants to provide input ✗ Might need additional staff support and/or materials	• Agenda • Staff to facilitate the small groups • Venue to host • Graphic tools: maps, diagrams, etc. • Feedback tools: flip charts and markers, sticky notes, etc.

Formal Meeting Methods

Type of Method	Description	When It Is Best Used	Pros & Cons	Resources Required
Open House (level of participation: inform and consult)	Informal setting where participants can rotate through designated sections, or walk around and ask questions to staff	Before holding community meetings, workshops, etc. This improves public understanding about a project.	✓ Allows participants to view information at their own pace ✗ Requires enough staff for all stations, may not receive as much feedback	• Comment form • Sign-in sheet • Easels • Signs identifying stations • Open space floor plan • Enough staff for all stations
Small Group Meeting (level of participation: inform, consult, involve, and collaborate)	Small-group meetings used to educate and give key stakeholders the opportunity to ask questions and/or give feedback	Used to discuss issues and/or concerns about a particular topic	✓ Small groups are less intimidating for providing feedback ✗ Only gathers perspectives from a small group	• List of questions/ script • Staff to facilitate and record comments • Info material • Refreshments
Charettes (level of participation: inform, consult, involve, collaborate, and empower)	A working meeting or series of meetings to generate ideas, scenarios, alternatives, and plans for a decision involving urban design and planning	Use when there's time for longer meetings. Charettes typically meet multiple times over the course of multiple days. Use to conduct discussions about planning techniques.	✓ Interactive meetings can reach all levels of participation ✗ Requires a large amount of time over more than one day	• Facilitators or specialists • Computers / design software • Flip charts, boards, markers, sticky notes, etc. • Large space for small groups to work • Refreshments
Symposia (level of participation: inform and consult)	A meeting with different speakers to discuss a topic	Used to provide expert opinions and information on the project	✓ Educate a large group of people ✗ Not interactive	• Experts to speak on issue • Venue with lots of seating for large group

Formal Meeting Methods

Type of Method	Description	When It Is Best Used	Pros & Cons	Resources Required
Focus Groups (level of participation: consult)	One-time small-group discussion/ interview to listen to and gather information from a pre-selected group of people on a particular issue	Used to reach a diverse group of stakeholders whose perspectives might not be captured through other meeting types	✓ Interactive meetings can reach all levels of participation ✗ If feedback is required from multiple groups, may take a longer amount of time than other methods	• List of questions/script • Staff to facilitate and record comments • Info material • Refreshments
Virtual Public Meetings (VPM) (level of participation: inform and consult)	An online meeting with project information and/ or updates posted for a set period of time to allow for participation	Used as an alternative to face-to-face meetings and/ or to allow residents to participate on their own time	✓ Allows participants to view meeting at their convenience, interactive ✗ No face-to-face interaction; requires technological access	• Online hosting platform that can be available 24/7 • Ability to host and record a live meeting, if desired • Easy-to-access platform that's mobile friendly • Staff to monitor responses and/or comments

Informal Meeting Methods

Type of Method	Description	When It Is Best Used	Pros & Cons	Resources Required
Pop-Up Outreach (level of participation: inform and consult)	A booth or table at a high-density location to provide information and get quick feedback	Used to gather feedback from people who otherwise may not be reached in a location that they already frequent	✓ Meet general community members and businesses/ organizations that could be partners ✗ Requires staffing for 4-6-hour periods, may be challenging to get people's attention	• Portable table • Survey/comment cards/ comment wall/boards • Pens • Project handouts/info materials including contact info • Prizes and swag

Informal Meeting Methods

Type of Method	Description	When It Is Best Used	Pros & Cons	Resources Required
Mobile Tours, Field Trips, and Community Tours (level of participation: consult and involve)	Site visits to a particular community with staff and/or community members to view and take pictures of a topic first-hand, with time to debrief and answer questions at the end	Used to get first-hand experience of community features, assets, and areas of concern	✓ Shows staff and/or the community info and perspectives first-hand ✗ Requires transportation and knowledgeable tour guides	• Tour guides prepared to answer questions • Transportation with provisions for physical limitations • Meeting agenda/itinerary • Notebooks and pens to document comments and observations, bottled water, and camera
Community Conversations (level of participation: inform, consult, involve, collaborate)	A hosted and facilitated conversation between project staff and community members that help to establish relationships and openness	Best used with groups that typically are not included or do not participate in traditional engagement activities, and with communities with high levels of distrust in the agency	✓ Can reveal unknown info or opinions about the project ✗ May have distrust that needs to be addressed first	• Meeting venue • Staff to lead the group conversation • Note takers • Flipcharts and markers for notes
Meeting in a Box (level of participation: consult, involve, collaborate)	Develop and provide a conversation kit to a participant or organization leader with discussion questions about projects or plans for the participants in each group to consider	Used to reach groups of people who may not otherwise participate	✓ Allows for participation at convenient locations/times ✗ Staff are not present to answer questions/ clarify info	• Meeting materials • Volunteer hosts • Refreshment stipend for host and prizes/swag for participants

F. Data Collection Methods Charts

Interactive Group Data Collection

Type of Method	Description	When It Is Best Used	Pros & Cons	Resources Required
Card Storming (level of participation: consult, involve, and collaborate)	Individuals write down ideas about a topic and report to small group; small group chooses top 4-6 ideas; all small groups work together to sort ideas into themes	Used to gather consensus on best ideas to answer a question or solve a problem. Allows individuals to share perspectives and whole group to identify themes	✓ Can be useful for participants who are not comfortable speaking in larger groups ✗ May be hard to get through all of activity with very large group	• Meeting venue • Sticky wall or flip charts taped to wall • Sticky notes and marking pens • Theme cards • Facilitators for each table
Deliberative Polling Process (level of participation: involve, collaborate, and empower)	A representative sample of participants takes a prepoll before being given more information by experts; after learning more, they are asked to take the poll again	Best used to discuss complex issues which the public knows little about. Used to determine changes in perspective with more information	✓ Provides a baseline of public opinion before education ✗ Requires extra time in project schedule to plan and implement before general outreach	• Large meeting venue • Speakers, staff facilitators, and independent moderator • Information materials • Flip charts and notepads to record table comments • Participant stipend • Refreshments
Nominal Group Technique (level of participation: consult, involve, and collaborate)	Structured small group discussions to develop a set of priorities for action; participants share their ideas and vote or rank all ideas according to original question	Used when a group is not easily working together or generating ideas	✓ Creates a set of prioritized solutions that represent the group's preferences ✗ Requires a lot more logistical planning than other data collection methods	• Staff to facilitate voting and discussion • Paper and pens • Flip charts and markers to record ranks, votes, and ideas

Interactive Group Data Collection

Type of Method	Description	When It Is Best Used	Pros & Cons	Resources Required
Study Circles (level of participation: consult, involve, and collaborate)	Small group process where stakeholder groups meet multiple times, each meeting building off the last; all circle groups use the same process and may come together at the end	Used to engage many diverse people on an issue without all meeting at the same time	✓ Uncovers areas of agreement and common concern between groups ✗ Can take up to two months to facilitate 10-50 circles of 8-12 people	• Staff to coordinate circles • Participant facilitators for each circle • Meeting location(s) • Promotional/recruitment materials • Discussion materials • Language translators, childcare, refreshments • Flip charts, markers, pens

Individual Data Collection

Type of Method	Description	When It Is Best Used	Pros & Cons	Resources Required
Interviews (level of participation: inform and consult)	Structured conversations conducted between a facilitator and one or multiple participants	Best used to build rapport with stakeholders, to learn individual perspectives, or to identify issues or concerns	✓ Builds stakeholder relationships and identifies individual perspectives ✗ Only gathers one perspective at a time; time consuming	• Interview script with questions • Pen and notebook to document responses or a voice recorder • Refreshments for participants

Individual Data Collection

Type of Method	Description	When It Is Best Used	Pros & Cons	Resources Required
Comment Forms (level of participation: consult)	Printed or online forms used to collect input regarding preferences and concerns or to evaluate the process	Best used to provide the opportunity for less vocal participants to share their views. Used at community meetings pop-up events where interactions may be quick.	✓ Gathers perspectives of those less likely to speak during meetings ✗ Printed forms at meetings can often be overlooked or not turned in	• Printed comment forms • Staff time for compiling comment form responses and reviewing comments
Surveys (level of participation: consult and involve)	A structured list of questions to obtain specific information from a particular group of people	Best used to obtain the opinions of a large group of people	✓ Can gather input from a large number of people confidentially ✗ Limited opportunity to clarify questions if there is confusion; participants can get survey fatigue	• Online survey tool and/or paper form • Staff reviewer
Interactive Maps (level of participation: inform and consult)	Online maps used to collect location-specific information; allow participants to assign problems, unmet needs, or potential improvements to specific location	Best used in visioning or scoping phases of a project	✓ Allows for visualization and specificity of participant ideas ✗ Mapping technology can sometimes be hard for participants to navigate and/or use	• Online mapping tool • Staff reviewer

G. Survey Development Checklist

Use this checklist to help you prepare surveys for your project.

Step 1: Develop Survey Objectives

Develop specific objectives based on the types of data that are needed to make the decision.

Step 2: Identify the Targeted Audience

Based on project area demographics, who needs to be reached?

Step 3: Compose an Introduction to the Survey

A survey introduction should include:

- ❑ A description of the survey and its purpose, and identification that Avista is administering the survey
- ❑ The estimated amount of time it takes to complete the survey
- ❑ How the results of the survey will be used
- ❑ A note that participation is voluntary
- ❑ A privacy statement that informs participants that the information they provide will not be shared
- ❑ A description of the benefits or risks of participating, if any
- ❑ Contact information for any questions or concerns

Step 4: Develop Survey Questions

An easy to understand and successful survey:

- ✓ Has clear instructions and headings to make the survey easy to follow
- ✓ Avoids two questions in one (i.e. "Do you like sidewalks and crosswalks?" where a participant might like one but not the other)
- ✓ Uses closed questions (like multiple choice) for questions with known responses. It is also important to use closed questions when there are only so many answers a person will be able to choose between. For example, don't make an open-ended question for "What would you like to see happen at this intersection?" if there are only two possible options for changes.
- ✓ Uses open ended questions (like short answer questions) for questions where the answers are unknown or numerous
- ✓ Has questions numbered and clearly grouped by subject
- ✓ Avoids using technical language and jargon
- ✓ Includes explanations of unfamiliar concepts and terms
- ✓ Avoids use of all capital letters
- ✓ Does not require online survey participants to login to submit their feedback
- ✓ Allows anonymous participation

Step 5: Ensure the Survey is Ethical

An ethical survey:

✓ Communicates the purpose of the survey

✓ Does not generalize survey data to use in a context not previously disclosed. (In other words, if the survey states it will be used to gather community opinions on a specific project, the survey data should not later be generalized to support an entirely different project.)

✓ Does not over-promise the benefits of participation

✓ Does not guarantee that survey participation will lead to a specific outcome

✓ Asks specific and unbiased questions

✓ Makes all participation, especially voluntary demographic information, voluntary

✓ Is left open for a reasonable amount of time

✓ Gives the option for paper responses

✓ Obtains informed consent from participants to use personal contact information or use identifying information in reports

✓ Stores personally identifiable information separately from survey information in the project database

Voluntary Demographic Questions

The following is a standard statement for and list of voluntary demographic questions that can be used as a foundation for project surveys.

Voluntary Demographic Questions

The following questions ask about you and your background. This information helps us work toward our goal of inclusive engagement. Please note that your responses will be used solely for data collection, will remain confidential, and are optional.

1. Do you have a disability?
   a. Yes
   b. No
   c. Prefer not to answer

2. What is your gender identity?
   a. Man
   b. Woman
   c. Non-binary
   d. Prefer not to answer

3. What is your age?
   a. Younger than 18
   b. 18-29
   c. 30-44
   d. 45-64
   e. 65 and older
   f. Prefer not to answer

4. How well do you speak English?
   a. Very well
   b. Well
   c. Okay
   d. Very Little
   e. Not at all
   f. Prefer not to answer

5. Which of the following best describes you? (Choose all that apply)
   a. Asian or Pacific Islander
   b. Black or African American
   c. Hispanic or Latino
   d. Native American or Alaskan Native
   e. White or Caucasian
   f. A race/ethnicity not listed here
   g. Prefer not the answer

6. What is your approximate annual household income?
   a. Less than $12,000
   b. $12,000 – $19,999
   c. $20,000 – $30,999
   d. $31,000 – $46,999
   e. $47,000 – $69,999
   f. $70,000 – $93,999
   g. $94,000 – $117,999
   h. $118,000 or greater
   i. Prefer not to answer

7. How did you hear about this survey? (check all that apply)
   a. Email
   b. Social Media
   c. Newsletter
   d. Flyer
   e. Phone tree
   f. Avista website
   g. Friend/Neighbor told me about it
   h. Community organization leader told me about it
   i. Prefer not to answer
   j. Other (please specify)

8. Would you like to be notified about project updates and opportunities to provide feedback? Please provide your email address below.*

*IMPORTANT: Only ask for contact information if you plan on using it to provide meeting and survey summaries, project updates, and engagement opportunity information.

H. Visual Design Standards for the Visually Impaired

Accessibility for PowerPoint Presentations

**PowerPoint has an Accessibility Checker. Go to Review>Check Accessibility and go through the items indicated in the right-side bar.

- Include alternative text for all visuals (including pictures, SmartArt graphics, shapes, groups, charts, embedded objects, ink, and videos).[1]
  - » Right click > Edit Alt Text – to edit the Alt text. Images that are redundant or add no value (decorative) do not need Alt text.[2]
- Isolate important images (such as maps, graphs, charts, etc.) on individual slides and accompany them with explanatory captions.[6]
- Arrange your content in reading order (Home>Drawing>Arrange>Selection Pane>rearrange items in order they should be read).[1]
  - » Built-in slide layouts are automatically in the correct reading order.[1]
- Add meaningful hyperlink text and ScreenTips (ex. Instead of "Click here" include the full document name).[1]
- Ensure that color is not the only means of conveying information, instead use text labels.[1]
  - » In the View tab, switch to Grayscale to assess your presentation for color coding.[1]
  - » Ex. Add an underline to indicate a hyperlink; use a bold or larger font to indicate a heading.[1]
  - » Add text next to or within color-coded items to indicate meaning.[3]
- Use strong contrast for text and background colors.[1]
  - » Control brightness and contrast.[5]
- Give every slide a unique title.[1]
- Lists should be correctly formatted using the "Bullets" or "Numbering" features (rather than inserted characters with spaces).[3]
- Use a simple table structure and specify column header information.[1]
  - » If the data is more complex, consider converting to a PDF and adding additional accessibility info in Adobe Acrobat Pro.[2]

- » Screen readers cannot read information in the correct order if spaces or tabs are used to separate content into columns.[3]
- Use 24pt font or larger; sans serif fonts (such as Arial, Helvetica, or Calibri) [2] (sources differ, some also say that 18pt should be the smallest font size[1]).
- Make videos accessible by adding subtitles, closed captions and video descriptions.[1]
- Avoid animation as it can be distracting, cause screen readers to re-read slides, read parts out of order, and may not allow enough time to reach slide content.[2]
- Use PowerPoint for live presentations; better to convert to PDF for posting on the web.[2]
  - » When saving, under Options, make sure to check both boxes for "Include non-printing information" ("Document properties" and "Document structure tags for accessibility").[2]
- Save the PowerPoint as a PDF when uploading to the web.[3]

The Section 508 Basic Checklist is a good resource to use when testing a PowerPoint for Accessibility: https://www.section508.gov/create/presentations

Accessibility for Documents:

- Font Guidelines:
  - » For large print documents, use at least 18pt font, preferably 20pt, bold, sans serif, mono or fixed space font.[6]
  - » Titles should be larger than the text and contain both upper and lower case letters.[6]
  - » To emphasize words, use bold, double bold, or underlining (do NOT use color or italics).[6]
- Paragraph Guidelines (for large print documents):
  - » All text should be left-aligned when possible.[6]
  - » 1.5 line spacing (leading).[6]
  - » 2.0 spacing between paragraphs.[6]
  - » Bulleted text identified by large solid dark bullets with double spacing between items.[6]
- Low vision readers have trouble with graphs, charts, and pictures in documents. An effort should be made to isolate them on individual pages accompanied by explanatory captions.[6]
- Don't assume your readers have knowledge of the subject.[10]
- Make use of white space to make pages easier to scan.[10]
- Write in Plain Language:
  - » Choose words that are common and easy to understand.[9]
  - » Avoid run-on sentences. Use clear, short sentences and paragraphs.[9]
  - » Write in the active voice instead of the passive voice.[9]
    - ▪ Passive: Applications for the job were submitted by 100 people.[9]
    - ▪ Active: 100 people submitted applications for the job.[9]
  - » Break documents into separate topics.[10]
  - » Use short bullets and lists to organize information.[10]
  - » Eliminate unnecessary words.[10]

Accessibility for Social Media:

General Guidelines

- Ensure that you link to accessible content with captions, transcripts, etc.[8]
- Don't assume your audience knows what an acronym means (i.e. spell out an acronym in the first instance of its use: "Clean Energy Implementation Plan (CEIP)").[8]
  - » If there is no space in the post to spell out the acronym, consider using a different way to convey the information.[8]
- Use camel case (capitalize the first letters of compound words) within hashtags (e.g. use #AvistaUtilities not #avistautilities).

Facebook

- Add captions to images that describe the scene, how elements of the image appear, and provide context for the image.[8]
- Add closed captioning to Facebook videos or upload to YouTube and include closed captioning (make sure to double check accuracy of the captioning!).[8]

Twitter

- When posting an image on Twitter:
  - » Describe the image in your tweet.[8] OR
  - » Respond to the original post with a description of the image and link to the original sources for image (helpful also to link to the original tweet you're referencing).[7]
- Consider indicating that a link is a photo, video or audio file (e.g. [PIC], [VIDEO], [AUDIO]).[8]
- Provide recaps or Twitter Chats on a blog or webpage.[8]

Resources for writing in plain language:

Hemingway App (shows you your readability score and ways to improve your language): http://www.hemingwayapp.com/

U.S. General Services Administration, Plain Language Training: https://plainlanguage.gov/training/online-training/

U.S. General Services Administration, "Checklist for Plain Language on the Web": https://plainlanguage.gov/resources/checklists/web-checklist/

YouTube

- Ensure all videos have close captions and audio descriptions.[8]
  - » It is also useful to have a full transcript available.[8]
  - » Audio descriptions should be descriptive to ensure audio and visual elements are clear to those who have visual or hearing disabilities.[8]
  - » Good captions include:
    - ▪ Descriptions of sounds (e.g. laughter).[8]
    - ▪ Tone of voice notes (e.g. tone of music is bright and cheery).[8]
- High quality video is easier to hear/see. People who are hard of hearing may have difficulty with background music or other effects that have not been produced in high quality.[8]

References/Resources:

[1]Microsoft Office Support, "Make Your PowerPoint Presentations accessible to people with disabilities": https://support.office.com/en-us/article/make-your-powerpoint-presentations-accessible-to-people-with-disabilities-6f7772b2-2f33-4bd2-8ca7-dae3b2b3ef25

[2]California Department of Rehabilitation – Disability Access Services, "Seven Steps to Creating an Accessible PowerPoint Slideshow": https://www.framingham.edu/Assets/uploads/about-fsu/accessibility/_documents/7-steps-accessible-ppt.pdf

[3]Section 508 Accessibility Guidance, "Microsoft PowerPoint 2016 Basic Authoring and Testing Guide": https://www.section508.gov/create/presentations

[4]Section 508 Accessibility Guidance, "Section 508 Basic Checklist-MS PowerPoint 2016": https://www.section508.gov/create/presentations

[5]SlideGenius, "Making Your PowerPoint Accessible for the Visually Impaired": https://www.slidegenius.com/blog/making-your-powerpoint-accessible-for-the-visually-impaired

[6]American Council of the Blind, "Best Practices and Guidelines for Large Print Documents used by the Low Vision Community authored by the Council of Citizens with Low Vision International An Affiliate of the American Council of the Blind Arlington, VA": https://www.acb.org/large-print-guidelines

[7]18F – U.S. General Services Administration, "Making Twitter images accessible": https://18f.gsa.gov/2015/03/24/making-twitter-images-more-accessible/

[8]U.S. General Services Administration, "Improving the Accessibility of Social Media in Government": https://digital.gov/resources/improving-the-accessibility-of-social-media-in-government/

[9]U.S. General Services Administration, "Federal Social Media Accessibility Toolkit Hackpad": https://digital.gov/resources/federal-social-media-accessibility-toolkit-hackpad/

[10]U.S. General Services Administration, "Checklist for Plain Language on the Web": https://plainlanguage.gov/resources/checklists/web-checklist/

I. Communication Methods Charts

Awareness Campaigns

Type of Method	Description	When It Is Best Used	Pros & Cons	Resources Required
Social Media Posts (level of participation: inform and consult)	Text, images, and/or video content posted to a social network to reach followers	Use to broaden a project's reach to those who may be interested but not directly impacted, to target certain groups who may not have participated in or heard about the project to-date	✓ Reaches people on a platform they already use ✗ Participants have to have access, skill, and an account	• Social media accounts • Staff to review and reply to comments and/or messages
Press Releases (level of participation: inform)	One- to two-page statement issued to media sources to solicit a news announcement	Use to notify communities or to reach underrepresented groups (such as seniors, minorities, and those with limited English proficiency)	✓ One press release can be used for most media outlets and distributed via email ✗ No guarantee the media outlet will share on their platform	• Composed press release document • Staff to distribute via email
Direct Mailers (level of participation: inform)	Written material directly mailed to the public	Use to reach directly impacted residents within a project study area	✓ Reaches all addresses within a geographic region ✗ If mailer is only sent to property owners, it may not reach renters in the area	• Mailing list of addresses • Printed materials • Postage • Return envelope and postage for comments, if applicable

Awareness Campaigns

Type of Method	Description	When It Is Best Used	Pros & Cons	Resources Required
Door Hangers (level of participation: inform)	Printed material that can be hung from residences' doorknobs with information on a project	Best used when there is a large amount of renters in an area	✓ Ensures residents within a geographic region receive information ✗ Requires staff time to individually distribute	• Staff to distribute door hangers from door to door • Printed door hanger
Flyers (level of participation: inform)	One- to two-page designed material typically announcing an event or providing limited information; can provide URL to more information	Use to distribute info: at popups; to employees and customers of local businesses; and to ambassadors and other project partners to distribute on behalf of Avista	✓ Can be printed to display in locations or emailed for electronic distribution ✗ Flyers are sometimes easily disregarded; does not provide a lot of information	• Printed and/or electronic flyer • Email list for distribution • Staff time to physically distribute or mail
Emails (level of participation: inform and consult)	Electronic correspondence that can include project information, announcements, files, and links	Use to electronically distribute meeting or outreach activity instructions; use to distribute surveys, project updates, information, etc. to subscribers	✓ Reaches a large amount of people directly ✗ Only reaches those who have subscribed or emails that have been identified	• Email platform • Email distribution list

Education Campaigns

Type of Method	Description	When It Is Best Used	Pros & Cons	Resources Required
Websites (level of participation: inform and consult)	A digital information repository on the Internet for project information and updates	Used to create 24/7 access to project information for people who won't or can't attend meetings	✓ Can provide information and register contact info ✗ Must be updated frequently	• Website platform • Staff to update content
Videos (level of participation: inform)	Digital compilation of pictures, film, and/or sound that conveys a message to viewers	Use to provide information in a captivating way for online meetings, upcoming meetings, and/or project updates	✓ Can be used with any online communication tool ✗ Can be more time consuming to create, especially to ensure accessibility	• Film or picture content • Captions or subtitles for ADA • Host platform to view video
Fact Sheets (level of participation: inform)	One- to two-page document providing useful information about a project or topic	Use to address commonly asked participant questions (FAQs), to provide background info, to explain technical terms/processes	✓ Educational in nature; provides useful information for making decisions ✗ May be difficult to condense information down to 1 to 2 pages; some people may not read entire document	• Printed and/or electronic materials • Method to distribute

Education Campaigns

Type of Method	Description	When It Is Best Used	Pros & Cons	Resources Required
Blogs (level of participation: inform)	Articles compiled on a singular website written in an informal style and updated regularly	Best used as a platform where participants can check for project updates on their own time	✓ Can provide updates over the course of months or years ✗ Requires frequent updating	• Staff to write content and update regularly
Newsletters (level of participation: inform)	Articles concerning a specific project or location information, or updates mailed or emailed to stakeholders	Best used to convey various updates and multiple facets of project information to subscribed group of people instead of hosting additional meetings	✓ Keeps participants updated on project information ✗ Requires monthly or bimonthly composition and distribution	• Staff time to write, design, and distribute newsletter • Printed newsletter • Email distribution capabilities
Story Maps (level of participation: inform and consult)	A stand-alone, interactive, linear web map that utilizes maps, legends, text, photos, and videos to convey project information	Use to communicate project designs and alternatives, provide information about an event or project, or educate on a topic	✓ Interactive platform that allows for in-depth and visual exploration of project information ✗ Requires specific software and/or technical expertise to create	• Platform to distribute link to Story Map, such as website, social media, mailers, flyers, email blasts, etc. • Staff with ArcGIS technical capabilities

J. Meeting Preparation Checklist

As you prepare for a meeting, please use the checklist below to gather all necessary materials. You should reference the meeting plan to identify exact supplies needed for a meeting. Cross out any materials not needed.

| ■ For All Meetings | ■ For Specific Meeting Types | ■ Miscellaneous |

Project Name:

_____

Meeting Date:

_____

Meeting Type:

- ☐ Community Meeting
- ☐ Small Group Meeting
- ☐ Stakeholder Meeting

MATERIALS ☐

- ☐ **Meeting Plan**
  Make a copy for each primary staff (facilitators, consultants, and Avista leads)
- ☐ **Presentation**
  Electronic and paper copy
- ☐ **Sign-In**
  Electronic and/or paper copy
- ☐ **Handouts**
- ☐ **Comment Forms**
  Used if there is a handout
- ☐ **Table Exercise Materials**
  (questions, instructions, maps, stickers, etc.)
- ☐ **Directional Signs**
  Indoor and outdoor
- ☐ **Table Signs**
  (sign-in, comment, stations, etc.)

SUPPLIES ☐

- ☐ **Notepads**
  For table discussions
- ☐ **Flip Charts, Easels & Chart Holders**
  For table discussions
- ☐ **Black Markers**
  For name badge stickers
- ☐ **Sticky Notes**
  For map comments and table exercises
- ☐ **Pens**
- ☐ **Kids Table Activities**
- ☐ **Refreshments/Snacks**
- ☐ **Water Bottles**
- ☐ **Hand Sanitizer**
- ☐ **Napkins, Plates, Cutlery**

EQUIPMENT ☐

- ☐ **Projector and HDMI cord**
  (as a backup for all presentations)
- ☐ **Laptop**
  For presentation and preloaded sign-in spreadsheet file
- ☐ **Wi-Fi Hotspot**
- ☐ **Comment Box**
- ☐ **Power Strip(s)**
- ☐ **Table Sign Holders**

COMMUNITY MEETING ☐

- ☐ **Boards**
- ☐ **Easels** *(for boards)*
- ☐ **Printed Name Badges** *(staff only)*
- ☐ **Name Badge Holders** *(staff only)*
- ☐ **Name Tag Stickers**
- ☐ **Tablets**
  For comment table and with preloaded online survey

SMALL GROUP MEETING ☐

- ☐ **Attendee List**
- ☐ **Printed Name Badges** *(staff only)*
- ☐ **Name Badge Holders** *(staff only)*
- ☐ **Name Tag Stickers**
- ☐ **Tablets**
  For comment table and with preloaded online survey

STAKEHOLDER MEETING ☐

- ☐ **Attendee List**
- ☐ **Printed Name Badges**
  (all participants and staff)
- ☐ **Name Badge Holders**
- ☐ **Extra Name Badges**
  (blank)

Miscellaneous: ☐

- ☐ _____
- ☐ _____
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Checklist created by Public Participation Partners, 2019

K. Equity Outreach Analysis Worksheet

A formal equity outreach analysis should be conducted after each phase of a project, if not after each engagement activity. At the end of the project, each phase's equity outreach analysis should be compiled into one document for review.

Use the worksheet below to help you complete an equity outreach analysis for your project.

Project Name:

Project Phase:

Date:

Outreach Analysis

What outreach activities were conducted during this activity or phase?

Demographics to Consider:

- ☐ Race
- ☐ Ethnicity
- ☐ Age
- ☐ Annual Household Income
- ☐ Disability
- ☐ Limited English Proficiency
- ☐ Gender

Which demographic groups participated the most?

Which demographic groups were underrepresented?

Communications Analysis

What communications were distributed during this activity or phase?

Who did they reach?

Future Approach Plan

What outreach and communication methods can be used to better reach the underrepresented populations in the next activity or phase of the project?

L. Glossary of Terms

Term	Definition
Advisory groups	Provide oversight over the project planning process to ensure decisions have broad representation of the community. Advisory groups serve as an information channel between Avista and the community. Members are selected to represent various project stakeholder groups. Advisory groups are best utilized for projects with numerous decisions needing community input or controversial projects.
Ambassadors	Individuals who are dedicated liaisons between communities and Avista to assist in notifying, educating, and involving residents in the engagement process. As a best practice, ambassadors are typically compensated for their time and efforts through stipends and transportation fare.
Americans with Disabilities Act of 1990	Ensures the rights of disabled individuals to participate and benefit from the services, programs, or activities of any public entity regardless of funding sources.
Awareness campaign	An engagement method used to bring the community's attention to a specific project or event through various communication modes.
Card storming	A data collection method used in small groups to capture key ideas and issues and then organizing those ideas/issues into clusters.
Community	A group of people who share goals, values, or sense of identity.
Community Capacity-Building	Processes and actions that build a community's ability to solve problems. This might be the result of increased access to information, networks and social capital, and/or resources.
Community conversations	Impromptu conversations between project staff and community members that help to establish relationships and openness. Informal conversations can reveal unknown knowledge or opinions about the project and allows project staff to remain proactive in reducing conflict or tension.
Community engagement	Methods to collaborate with local communities to ensure that decisions represent the interests of diverse stakeholders.
Community leader	An individual who is deeply connected and trusted by other residents, business owners, religious leaders, community advocates and organizers to prioritize the wellbeing of their community. Community leaders are typically also long-term residents of their neighborhood community.
Community leader groups	Special interest groups that represent their communities and/or neighborhoods.
Community outreach	Methods to inform members of the community about a particular issue through Public Service Announcements, social media, newspapers, flyers, and videos.

Term	Definition
Decision makers	Individuals in the project process who have the authority to make decisions related to budget, procurement, project direction, engagement methods and locations, etc.
Deliberative polling process	A structured process that allows participants to explore a specific issue or topic and then present their opinion after considering the pros and cons. A representative sample of the population fills out a questionnaire on their opinions on the issue, are provided with unbiased background material and information provided by subject matter experts and/or policy makers, and then asked to discuss the issues in small groups with trained facilitators. After this deliberation, participants fill out the original questionnaire again. The process is intended to last for a few days.
Demographic profile	An informational overview of race, gender, income, education, language, poverty level, housing tenure, age, disability, and zero car household data of a community. The data is typically obtained through the U.S. Census Bureau American Community Survey.
Digital literacy	The proficiency of an individual to utilize digital tools and technology with ease.
Education program	An engagement method that is focused on relaying information to communities about project updates or new amenities, facilities, and services.
IAP2	International Association for Public Participation, an international organization focused on the developing and implementing public participation processes to help inform better decisions that reflect the interests and concerns of potentially affected people and entities.
Interactive map	A spatial depiction of an area that allows individuals to select and engage with features in the map. Some interactive maps allow individuals to create and/or edit features.
Limited English Proficiency (LEP) individual	Any person who does not speak English as their primary language and who has limited ability to read, write, speak, or understand English. Limited English Proficient (LEP) individuals are entitled to fair treatment by agencies receiving federal funding for any program or activity through Title VI of the Civil Rights Act of 1964. Engagement activities and events for federally funded projects where more than 50 LEP individuals are residents are required to have language assistance with translated written material and translation services.
Meeting in a box	A conversation kit with discussion questions, worksheets, feedback questionnaires, and directions for recording and returning responses about projects or plans.
Meeting plan	An internal document that outlines how and what resources will be needed to conduct a meeting, including a meeting agenda and instructional guide for carrying out the meeting.

Term	Definition
Mobile tours	Site visits to a community to get firsthand experience of community features, assets, and areas of concern.
Nominal group technique	Structured small-group discussion to develop a set of prioritized solutions or recommendations that represent the group's preferences.
Outreach area	A focused spatial area of residences, religious institutions, public institutions, businesses, and other community centers surrounding a project or study area who will be included in project mailing lists and geotargeted social media.
Outreach summary	A short, concise document that provides an overview of survey results, survey demographics, and meeting summaries.
Participatory Decision-Making	An approach to making decisions that enables stakeholders with multiple perspectives to develop shared-priorities and to offer contributions that influence outcomes.
Performance measure	Metric used to evaluate outreach methods and tools such as reach, social media impressions, etc.
Pop-up outreach	A method of outreach that involves attending community events with informational project materials and surveys
S-M-A-R-T	Specific, Measurable, Achievable, Relevant, Time sensitive. An acronym used to guide the creation and development of engagement goals and objectives.
Stakeholders	Individuals, groups, or communities who may be impacted by the outcome of a project or decision.
Study circles	A small group process where a diversity of participants from a particular geographic location meet as separate groups several times to discuss critical issues using a structured process where each session builds on the one before it.
Social Capital	Economic, social and political benefits people and communities gain from having a strong network of social relationships.
Virtual public meetings	A digital mode of public meetings hosted as an alternative to in-person sessions. They take place over the internet allowing participants to view project information and/ or updates on their own schedule.
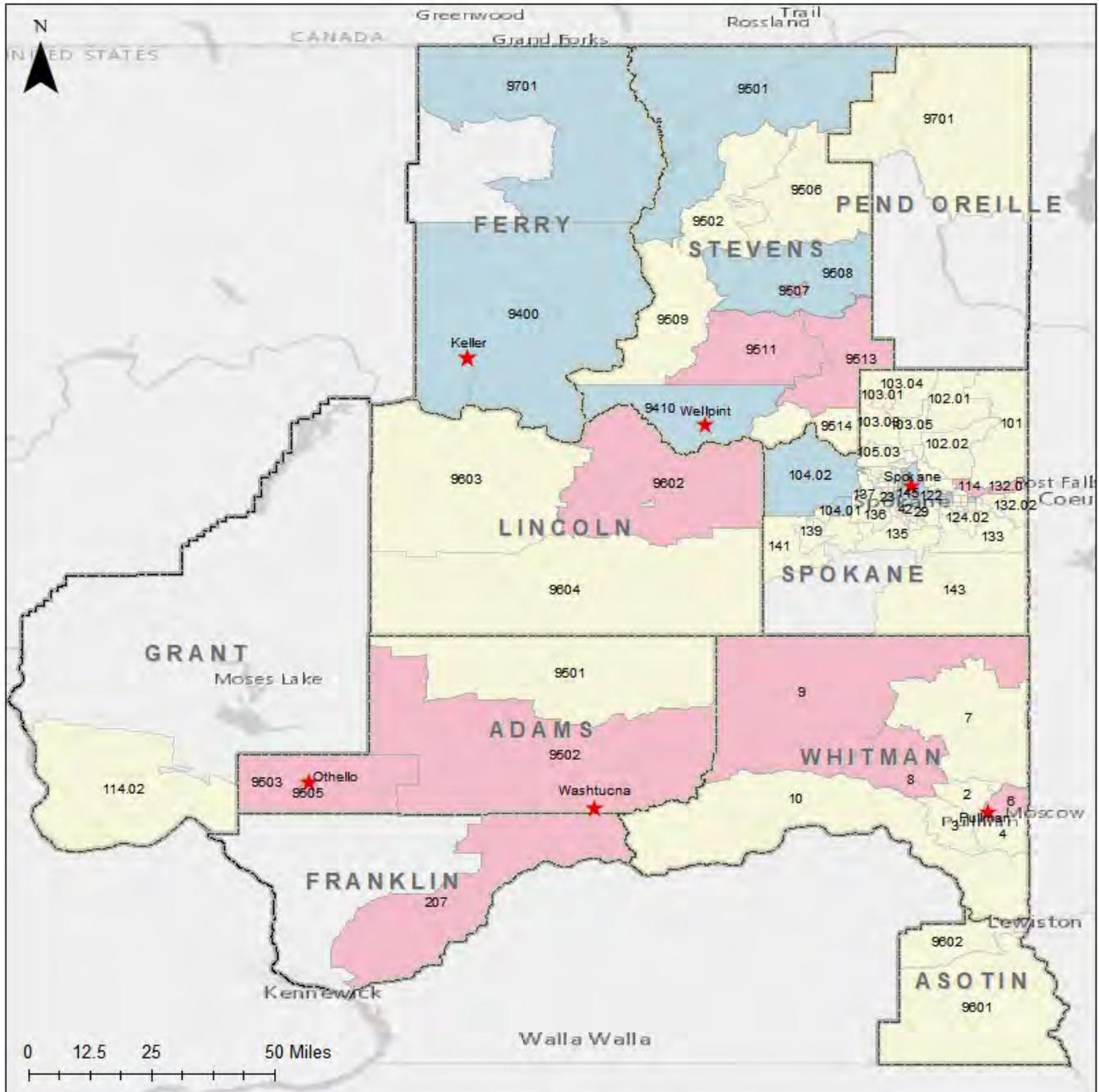
Avista

Public Participation Strategy

DEMOGRAPHIC STUDY AND PUBLIC OUTREACH AREA MAP

Legend

★ Community Conversation Locations

Highly Impacted Communities

Vulnerable Populations

Study Area Census Tracts

Study Area Counties

N. Demographic Tables

RACE	Total	White		Black/ African American		American Indian/ Alaska Native		Asian		Native Hawaiian/ Pacific Islander		Two or More Races		Hispanic/ Latino	
Census Tract / County	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%
CT 9501 Adams	2,511	2,263	90.1%	31	1.2%	33	1.3%	31	1.2%	-	0.0%	98	3.9%	201	8.0%
CT 9502 Adams	1,630	1,449	88.9%	-	0.0%	24	1.5%	2	0.1%	-	0.0%	93	5.7%	5,105	313.2%
CT 9503 Adams	6,546	3,263	49.8%	37	0.6%	222	3.4%	-	0.0%	41	0.6%	87	1.3%	2,437	37.2%
CT 9504 Adams	3,237	1,900	58.7%	8	0.2%	214	6.6%	102	3.2%	-	0.0%	74	2.3%	131	4.0%
CT 9505 Adams	5,670	3,886	68.5%	127	2.2%	303	5.3%	19	0.3%	-	0.0%	53	0.9%	77	1.4%
CT 9601 Asotin	4,400	4,157	94.5%	16	0.4%	-	0.0%	46	1.0%	48	1.1%	127	2.9%	-	0.0%
CT 9602 Asotin	4,811	4,360	90.6%	89	1.8%	7	0.1%	-	0.0%	-	0.0%	312	6.5%	43	0.9%
CT 9603 Asotin	3,805	3,472	91.2%	-	0.0%	129	3.4%	11	0.3%	3	0.1%	96	2.5%	210	5.5%
CT 9604 Asotin	2,417	2,208	91.4%	11	0.5%	1	0.0%	26	1.1%	-	0.0%	165	6.8%	403	16.7%
CT 9605 Asotin	3,405	3,030	89.0%	-	0.0%	119	3.5%	74	2.2%	-	0.0%	152	4.5%	10,464	307.3%
CT 9606 Asotin	3,583	3,504	97.8%	-	0.0%	-	0.0%	35	1.0%	-	0.0%	13	0.4%	82	2.3%
CT 9400 Ferry County	1,624	514	31.7%	-	0.0%	896	55.2%	-	0.0%	9	0.6%	205	12.6%	49	3.0%
CT 9701 Ferry County	2,855	2,552	89.4%	-	0.0%	82	2.9%	50	1.8%	-	0.0%	159	5.6%	126	4.4%
CT 0207 Franklin	1,351	1,096	81.1%	20	1.5%	29	2.1%	15	1.1%	3	0.2%	64	4.7%	62	4.6%
CT 114.02 Grant	13,046	5,701	43.7%	-	0.0%	-	0.0%	13	0.1%	-	0.0%	491	3.8%	10,464	80.2%
CT 9601 Lincoln	1,819	1,683	92.5%	1	0.1%	10	0.5%	22	1.2%	10	0.5%	60	3.3%	82	4.5%
CT 9602 Lincoln	2,952	2,865	97.1%	5	0.2%	19	0.6%	11	0.4%	-	0.0%	40	1.4%	100	3.4%
CT 9603 Lincoln	2,684	2,486	92.6%	29	1.1%	86	3.2%	19	0.7%	17	0.6%	43	1.6%	49	1.8%
CT 9604 Lincoln	3,119	2,847	91.3%	48	1.5%	47	1.5%	17	0.5%	-	0.0%	128	4.1%	126	4.0%
CT 9701 Pend Oreille	1,932	1,800	93.2%	-	0.0%	69	3.6%	-	0.0%	-	0.0%	62	3.2%	62	3.2%
CT 2 Spokane	4,629	3,808	82.3%	35	0.8%	106	2.3%	52	1.1%	4	0.1%	253	5.5%	570	12.3%

RACE		Total	White		Black/ African American		American Indian/ Alaska Native		Asian		Native Hawaiian/ Pacific Islander		Two or More Races		Hispanic/ Latino	
Census Tract	County	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%
CT 3	Spokane	5,563	4,171	75.0%	329	5.9%	125	2.2%	239	4.3%	-	0.0%	518	9.3%	559	10.0%
CT 4	Spokane	3,844	3,026	78.7%	67	1.7%	86	2.2%	59	1.5%	113	2.9%	438	11.4%	281	7.3%
CT 5	Spokane	3,418	2,790	81.6%	85	2.5%	80	2.3%	51	1.5%	-	0.0%	347	10.2%	197	5.8%
CT 6	Spokane	3,332	2,939	88.2%	2	0.1%	27	0.8%	58	1.7%	-	0.0%	187	5.6%	195	5.9%
CT 7	Spokane	5,117	4,526	88.5%	-	0.0%	45	0.9%	-	0.0%	-	0.0%	294	5.7%	320	6.3%
CT 8	Spokane	5,179	4,858	93.8%	77	1.5%	47	0.9%	54	1.0%	9	0.2%	106	2.0%	293	5.7%
CT 9	Spokane	6,391	5,660	88.6%	62	1.0%	247	3.9%	3	0.0%	2	0.0%	414	6.5%	137	2.1%
CT 10	Spokane	5,633	5,284	93.8%	55	1.0%	7	0.1%	29	0.5%	-	0.0%	229	4.1%	372	6.6%
CT 11	Spokane	3,557	2,928	82.3%	66	1.9%	-	0.0%	110	3.1%	30	0.8%	282	7.9%	237	6.7%
CT 12	Spokane	2,524	2,128	84.3%	14	0.6%	51	2.0%	65	2.6%	67	2.7%	181	7.2%	131	5.2%
CT 13	Spokane	3,407	2,940	86.3%	33	1.0%	87	2.6%	40	1.2%	18	0.5%	240	7.0%	184	5.4%
CT 14	Spokane	5,839	4,316	73.9%	336	5.8%	209	3.6%	391	6.7%	26	0.4%	349	6.0%	410	7.0%
CT 15	Spokane	5,672	4,938	87.1%	154	2.7%	109	1.9%	45	0.8%	-	0.0%	343	6.0%	199	3.5%
CT 16	Spokane	3,408	2,542	74.6%	167	4.9%	94	2.8%	39	1.1%	51	1.5%	375	11.0%	535	15.7%
CT18	Spokane	2,742	2,404	87.7%	58	2.1%	5	0.2%	18	0.7%	-	0.0%	165	6.0%	132	4.8%
CT19	Spokane	3,644	3,373	92.6%	40	1.1%	104	2.9%	51	1.4%	-	0.0%	67	1.8%	118	3.2%
CT 20	Spokane	4,093	3,386	82.7%	79	1.9%	276	6.7%	60	1.5%	-	0.0%	215	5.3%	357	8.7%
CT 21	Spokane	2,483	2,174	87.6%	21	0.8%	57	2.3%	29	1.2%	43	1.7%	121	4.9%	167	6.7%
CT 23	Spokane	4,845	4,261	87.9%	198	4.1%	189	3.9%	36	0.7%	-	0.0%	134	2.8%	341	7.0%
CT 24	Spokane	2,977	2,210	74.2%	92	3.1%	243	8.2%	32	1.1%	-	0.0%	260	8.7%	347	11.7%
CT 25	Spokane	8,985	7,479	83.2%	171	1.9%	100	1.1%	375	4.2%	27	0.3%	683	7.6%	489	5.4%
CT 26	Spokane	5,069	3,818	75.3%	154	3.0%	142	2.8%	420	8.3%	-	0.0%	507	10.0%	470	9.3%
CT 29	Spokane	3,317	3,044	91.8%	55	1.7%	-	0.0%	85	2.6%	-	0.0%	133	4.0%	253	7.6%
CT 30	Spokane	2,472	1,857	75.1%	34	1.4%	21	0.8%	237	9.6%	-	0.0%	270	10.9%	254	10.3%
CT 31	Spokane	4,875	4,290	88.0%	300	6.2%	71	1.5%	114	2.3%	-	0.0%	100	2.1%	176	3.6%
CT 32	Spokane	2,633	2,274	86.4%	38	1.4%	86	3.3%	161	6.1%	-	0.0%	35	1.3%	242	9.2%

RACE	Total	White		Black/ African American		American Indian/ Alaska Native		Asian		Native Hawaiian/ Pacific Islander		Two or More Races		Hispanic/ Latino	
Census Tract / County	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%
CT 35 Spokane	2,479	2,202	88.8%	44	1.8%	46	1.9%	28	1.1%	-	0.0%	79	3.2%	207	8.4%
CT 36 Spokane	4,257	3,329	78.2%	288	6.8%	129	3.0%	176	4.1%	-	0.0%	254	6.0%	311	7.3%
CT 38 Spokane	1,738	1,570	90.3%	24	1.4%	21	1.2%	25	1.4%	9	0.5%	54	3.1%	107	6.2%
CT 39 Spokane	2,109	1,887	89.5%	8	0.4%	27	1.3%	24	1.1%	-	0.0%	161	7.6%	114	5.4%
CT 40 Spokane	4,932	3,462	70.2%	266	5.4%	33	0.7%	617	12.5%	8	0.2%	452	9.2%	200	4.1%
CT 41 Spokane	2,201	1,995	90.6%	20	0.9%	7	0.3%	75	3.4%	-	0.0%	75	3.4%	77	3.5%
CT 42 Spokane	4,617	4,253	92.1%	-	0.0%	9	0.2%	37	0.8%	16	0.3%	246	5.3%	127	2.8%
CT 43 Spokane	3,385	3,244	95.8%	16	0.5%	-	0.0%	34	1.0%	-	0.0%	91	2.7%	156	4.6%
CT 44 Spokane	4,794	4,398	91.7%	88	1.8%	1	0.0%	56	1.2%	-	0.0%	188	3.9%	181	3.8%
CT 45 Spokane	3,566	3,270	91.7%	2	0.1%	30	0.8%	129	3.6%	32	0.9%	103	2.9%	132	3.7%
CT 46.01 Spokane	3,560	3,208	90.1%	56	1.6%	10	0.3%	21	0.6%	-	0.0%	221	6.2%	237	6.7%
CT 46.02 Spokane	3,378	2,932	86.8%	10	0.3%	30	0.9%	93	2.8%	16	0.5%	247	7.3%	322	9.5%
CT 47 Spokane	6,704	5,925	88.4%	84	1.3%	11	0.2%	79	1.2%	92	1.4%	437	6.5%	472	7.0%
CT 48 Spokane	4,136	3,614	87.4%	153	3.7%	12	0.3%	136	3.3%	-	0.0%	176	4.3%	154	3.7%
CT 49 Spokane	5,482	4,440	81.0%	184	3.4%	136	2.5%	226	4.1%	-	0.0%	475	8.7%	114	2.1%
CT 50 Spokane	4,266	3,574	83.8%	119	2.8%	64	1.5%	148	3.5%	102	2.4%	244	5.7%	209	4.9%
CT 101 Spokane	6,357	5,989	94.2%	64	1.0%	48	0.8%	154	2.4%	-	0.0%	102	1.6%	150	2.4%
CT 102.01 Spokane	4,059	3,912	96.4%	-	0.0%	28	0.7%	-	0.0%	-	0.0%	119	2.9%	22	0.5%
CT 102.02 Spokane	7,449	7,321	98.3%	-	0.0%	1	0.0%	15	0.2%	-	0.0%	77	1.0%	202	2.7%
CT 103.01 Spokane	4,795	4,518	94.2%	14	0.3%	35	0.7%	-	0.0%	51	1.1%	98	2.0%	148	3.1%
CT 103.03 Spokane	3,506	3,335	95.1%	-	0.0%	29	0.8%	83	2.4%	23	0.7%	36	1.0%	48	1.4%
CT 103.04 Spokane	5,942	5,854	98.5%	-	0.0%	-	0.0%	50	0.8%	-	0.0%	38	0.6%	-	0.0%
CT 103.05 Spokane	6,559	6,071	92.6%	5	0.1%	66	1.0%	63	1.0%	-	0.0%	305	4.7%	124	1.9%
CT 104.01 Spokane	7,204	5,045	70.0%	321	4.5%	425	5.9%	357	5.0%	131	1.8%	680	9.4%	677	9.4%
CT 104.02 Spokane	6,784	5,953	87.8%	17	0.3%	179	2.6%	121	1.8%	7	0.1%	205	3.0%	397	5.9%
CT 105.01 Spokane	8,669	7,965	91.9%	13	0.1%	164	1.9%	177	2.0%	-	0.0%	283	3.3%	669	7.7%

RACE		Total	White		Black/ African American		American Indian/ Alaska Native		Asian		Native Hawaiian/ Pacific Islander		Two or More Races		Hispanic/ Latino	
Census Tract	County	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%
CT 105.03	Spokane	8,266	7,843	94.9%	-	0.0%	26	0.3%	121	1.5%	-	0.0%	231	2.8%	534	6.5%
CT 105.04	Spokane	3,508	3,385	96.5%	9	0.3%	25	0.7%	-	0.0%	-	0.0%	56	1.6%	285	8.1%
CT 106.01	Spokane	3,967	3,495	88.1%	-	0.0%	48	1.2%	76	1.9%	-	0.0%	283	7.1%	312	7.9%
CT 106.02	Spokane	8,020	7,297	91.0%	19	0.2%	57	0.7%	230	2.9%	27	0.3%	216	2.7%	280	3.5%
CT 107	Spokane	7,433	6,570	88.4%	89	1.2%	-	0.0%	432	5.8%	14	0.2%	171	2.3%	362	4.9%
CT 108	Spokane	2,274	1,927	84.7%	35	1.5%	41	1.8%	71	3.1%	2	0.1%	171	7.5%	195	8.6%
CT 109	Spokane	5,457	4,810	88.1%	138	2.5%	11	0.2%	164	3.0%	5	0.1%	258	4.7%	325	6.0%
CT 110	Spokane	3,434	3,210	93.5%	9	0.3%	13	0.4%	20	0.6%	-	0.0%	176	5.1%	164	4.8%
CT 111.01	Spokane	5,918	4,813	81.3%	162	2.7%	104	1.8%	129	2.2%	357	6.0%	261	4.4%	268	4.5%
CT 111.02	Spokane	4,527	3,310	73.1%	374	8.3%	135	3.0%	100	2.2%	57	1.3%	467	10.3%	356	7.9%
CT 112.01	Spokane	7,308	5,801	79.4%	252	3.4%	124	1.7%	267	3.7%	493	6.7%	276	3.8%	394	5.4%
CT 112.02	Spokane	3,933	3,636	92.4%	15	0.4%	16	0.4%	20	0.5%	-	0.0%	213	5.4%	139	3.5%
CT 113	Spokane	8,432	7,507	89.0%	99	1.2%	-	0.0%	318	3.8%	49	0.6%	391	4.6%	339	4.0%
CT 114	Spokane	5,369	5,018	93.5%	-	0.0%	33	0.6%	118	2.2%	-	0.0%	116	2.2%	223	4.2%
CT 115	Spokane	1,613	1,555	96.4%	-	0.0%	44	2.7%	9	0.6%	-	0.0%	2	0.1%	71	4.4%
CT 116	Spokane	1,629	1,522	93.4%	7	0.4%	18	1.1%	12	0.7%	3	0.2%	54	3.3%	50	3.1%
CT 117.01	Spokane	2,081	1,941	93.3%	8	0.4%	-	0.0%	19	0.9%	-	0.0%	113	5.4%	54	2.6%
CT 117.02	Spokane	7,385	6,230	84.4%	108	1.5%	77	1.0%	277	3.8%	88	1.2%	282	3.8%	833	11.3%
CT 118	Spokane	4,865	4,301	88.4%	257	5.3%	71	1.5%	36	0.7%	-	0.0%	164	3.4%	280	5.8%
CT 119	Spokane	4,859	4,255	87.6%	91	1.9%	223	4.6%	40	0.8%	44	0.9%	196	4.0%	395	8.1%
CT 120	Spokane	3,822	3,481	91.1%	7	0.2%	16	0.4%	8	0.2%	-	0.0%	257	6.7%	147	3.8%
CT 121	Spokane	2,627	2,464	93.8%	10	0.4%	53	2.0%	9	0.3%	-	0.0%	46	1.8%	174	6.6%
CT 122	Spokane	2,290	2,070	90.4%	-	0.0%	35	1.5%	65	2.8%	5	0.2%	115	5.0%	86	3.8%
CT 123	Spokane	5,806	4,960	85.4%	140	2.4%	178	3.1%	42	0.7%	61	1.1%	157	2.7%	453	7.8%
CT 124.01	Spokane	4,721	4,498	95.3%	21	0.4%	1	0.0%	43	0.9%	43	0.9%	115	2.4%	50	1.1%
CT 124.02	Spokane	6,626	6,099	92.0%	60	0.9%	29	0.4%	112	1.7%	-	0.0%	282	4.3%	200	3.0%

RACE		Total	White		Black/African American		American Indian/Alaska Native		Asian		Native Hawaiian/Pacific Islander		Two or More Races		Hispanic/Latino	
Census Tract	County	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%
CT 125	Spokane	3,813	2,981	78.2%	10	0.3%	-	0.0%	14	0.4%	180	4.7%	248	6.5%	556	14.6%
CT 126	Spokane	4,089	3,749	91.7%	13	0.3%	47	1.1%	10	0.2%	13	0.3%	238	5.8%	290	7.1%
CT 127.01	Spokane	3,911	3,638	93.0%	36	0.9%	13	0.3%	35	0.9%	76	1.9%	106	2.7%	130	3.3%
CT 127.02	Spokane	2,491	2,244	90.1%	9	0.4%	23	0.9%	13	0.5%	-	0.0%	168	6.7%	148	5.9%
CT 128.01	Spokane	4,316	3,563	82.6%	57	1.3%	31	0.7%	115	2.7%	-	0.0%	228	5.3%	568	13.2%
CT 128.02	Spokane	3,333	2,966	89.0%	13	0.4%	142	4.3%	75	2.3%	-	0.0%	137	4.1%	222	6.7%
CT 129.01	Spokane	3,152	3,125	99.1%	-	0.0%	21	0.7%	-	0.0%	-	0.0%	6	0.2%	132	4.2%
CT 129.02	Spokane	7,245	6,571	90.7%	57	0.8%	105	1.4%	254	3.5%	-	0.0%	258	3.6%	84	1.2%
CT 130	Spokane	9,864	8,656	87.8%	189	1.9%	65	0.7%	391	4.0%	-	0.0%	418	4.2%	736	7.5%
CT 131	Spokane	12,493	11,574	92.6%	98	0.8%	-	0.0%	235	1.9%	-	0.0%	344	2.8%	768	6.1%
CT 132.01	Spokane	7,735	7,286	94.2%	-	0.0%	44	0.6%	68	0.9%	13	0.2%	117	1.5%	422	5.5%
CT 132.02	Spokane	11,768	10,416	88.5%	43	0.4%	125	1.1%	357	3.0%	-	0.0%	754	6.4%	571	4.9%
CT 133	Spokane	3,281	3,195	97.4%	3	0.1%	21	0.6%	6	0.2%	-	0.0%	56	1.7%	-	0.0%
CT 134.01	Spokane	5,308	4,853	91.4%	57	1.1%	25	0.5%	147	2.8%	-	0.0%	168	3.2%	72	1.4%
CT 135	Spokane	9,995	9,181	91.9%	53	0.5%	-	0.0%	205	2.1%	-	0.0%	556	5.6%	287	2.9%
CT 136	Spokane	5,066	4,592	90.6%	54	1.1%	63	1.2%	82	1.6%	5	0.1%	242	4.8%	347	6.8%
CT 137	Spokane	3,154	2,628	83.3%	63	2.0%	94	3.0%	157	5.0%	20	0.6%	165	5.2%	143	4.5%
CT 138	Spokane	3,336	2,313	69.3%	473	14.2%	75	2.2%	63	1.9%	-	0.0%	312	9.4%	468	14.0%
CT 139	Spokane	5,553	4,991	89.9%	14	0.3%	-	0.0%	81	1.5%	4	0.1%	440	7.9%	155	2.8%
CT 141	Spokane	6,152	5,764	93.7%	-	0.0%	2	0.0%	118	1.9%	-	0.0%	267	4.3%	185	3.0%
CT 143	Spokane	2,842	2,748	96.7%	1	0.0%	29	1.0%	2	0.1%	-	0.0%	60	2.1%	24	0.8%
CT 144	Spokane	4,562	3,699	81.1%	22	0.5%	104	2.3%	231	5.1%	296	6.5%	169	3.7%	450	9.9%
CT 145	Spokane	1,954	1,497	76.6%	142	7.3%	50	2.6%	20	1.0%	26	1.3%	175	9.0%	127	6.5%
CT 9410	Stevens	2,135	320	15.0%	9	0.4%	1,623	76.0%	11	0.5%	17	0.8%	155	7.3%	85	4.0%
CT 9501	Stevens	7,322	6,936	94.7%	18	0.2%	86	1.2%	8	0.1%	7	0.1%	202	2.8%	361	4.9%
CT 9502	Stevens	4,308	3,959	91.9%	-	0.0%	73	1.7%	25	0.6%	21	0.5%	229	5.3%	163	3.8%

RACE		Total	White		Black/African American		American Indian/Alaska Native		Asian		Native Hawaiian/Pacific Islander		Two or More Races		Hispanic/Latino	
Census Tract	County	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%
CT 9503	Stevens	2,753	2,426	88.1%	12	0.4%	58	2.1%	20	0.7%	-	0.0%	140	5.1%	223	8.1%
CT 9505	Stevens	2,552	2,411	94.5%	-	0.0%	-	0.0%	67	2.6%	-	0.0%	71	2.8%	56	2.2%
CT 9506	Stevens	2,433	2,272	93.4%	1	0.0%	21	0.9%	-	0.0%	6	0.2%	133	5.5%	188	7.7%
CT 9507	Stevens	2,424	2,125	87.7%	37	1.5%	17	0.7%	27	1.1%	4	0.2%	206	8.5%	92	3.8%
CT 9508	Stevens	3,398	3,132	92.2%	38	1.1%	104	3.1%	28	0.8%	-	0.0%	96	2.8%	-	0.0%
CT 9509	Stevens	1,501	1,391	92.7%	8	0.5%	7	0.5%	7	0.5%	-	0.0%	75	5.0%	22	1.5%
CT 9511	Stevens	3,695	3,299	89.3%	69	1.9%	42	1.1%	5	0.1%	-	0.0%	82	2.2%	240	6.5%
CT 9513	Stevens	4,328	4,044	93.4%	-	0.0%	70	1.6%	42	1.0%	-	0.0%	167	3.9%	83	1.9%
CT 9514	Stevens	7,806	7,473	95.7%	-	0.0%	124	1.6%	50	0.6%	-	0.0%	159	2.0%	145	1.9%
CT 1	Whitman	6,572	5,203	79.2%	183	2.8%	-	0.0%	432	6.6%	16	0.2%	625	9.5%	589	9.0%
CT 2	Whitman	6,995	5,687	81.3%	211	3.0%	15	0.2%	479	6.8%	15	0.2%	414	5.9%	635	9.1%
CT 3	Whitman	5,275	4,895	92.8%	59	1.1%	19	0.4%	195	3.7%	-	0.0%	74	1.4%	89	1.7%
CT 4	Whitman	4,311	3,460	80.3%	106	2.5%	4	0.1%	354	8.2%	-	0.0%	377	8.7%	209	4.8%
CT 5	Whitman	3,931	2,799	71.2%	153	3.9%	2	0.1%	473	12.0%	-	0.0%	358	9.1%	581	14.8%
CT 6	Whitman	8,669	5,600	64.6%	334	3.9%	33	0.4%	2,126	24.5%	50	0.6%	252	2.9%	600	6.9%
CT 7	Whitman	3,650	3,444	94.4%	22	0.6%	19	0.5%	58	1.6%	-	0.0%	88	2.4%	120	3.3%
CT 8	Whitman	3,682	3,578	97.2%	-	0.0%	25	0.7%	37	1.0%	-	0.0%	34	0.9%	51	1.4%
CT 9	Whitman	3,986	3,845	96.5%	16	0.4%	26	0.7%	11	0.3%	-	0.0%	67	1.7%	182	4.6%
CT 10	Whitman	2,160	2,062	95.5%	-	0.0%	27	1.3%	4	0.2%	-	0.0%	66	3.1%	50	2.3%
DSA		657,442	566,315	86.1%	9,533	1.5%	11,297	1.7%	16,146	2.5%	3,025	0.5%	29,985	4.6%	62,414	9.5%

Census Tract	County	Total Population #	Less than $10,000 #	%	$10,000 to $14,999 #	%	$15,000 to $19,999 #	%	$20,000 to $24,999 #	%	$25,000 to $29,999 #	%	$30,000 to $34,999 #	%	$35,000 to $39,999 #	%	$40,000 to $44,999 #	%	$45,000 to $49,999 #	%	$50,000 to $59,999 #	%	$60,000 to $74,999 #	%	$75,000 to $99,999 #	%	$100,000 to $124,999 #	%	$125,000 to $149,999 #	%	$150,000 or More #	%
CT 9501	Adams	1,050	80	7.6%	61	5.8%	61	5.8%	56	5.3%	73	7.0%	61	5.8%	50	4.8%	58	5.5%	44	4.2%	82	7.8%	110	10.5%	135	12.9%	82	7.8%	39	3.7%	58	5.5%
CT 9502	Adams	615	51	8.3%	21	3.4%	16	2.6%	26	4.2%	28	4.6%	22	3.6%	16	2.6%	35	5.7%	44	7.2%	66	10.7%	130	21.1%	81	13.2%	43	7.0%	9	1.5%	27	4.4%
CT 9503	Adams	1,655	71	4.3%	59	3.6%	114	6.9%	207	12.5%	99	6.0%	64	3.9%	91	5.5%	188	11.4%	17	1.0%	75	4.5%	156	9.4%	140	8.5%	129	7.8%	92	5.6%	153	9.2%
CT 9504	Adams	974	65	6.7%	16	1.6%	39	4.0%	98	10.1%	56	5.7%	27	2.8%	88	9.0%	50	5.1%	85	8.7%	41	4.2%	118	12.1%	90	9.2%	104	10.7%	28	2.9%	69	7.1%
CT 9505	Adams	1,679	223	13.3%	76	4.5%	64	3.8%	76	4.5%	75	4.5%	29	1.7%	72	4.3%	148	8.8%	37	2.2%	175	10.4%	192	11.4%	289	17.2%	149	8.9%	26	1.5%	48	2.9%
CT 9601	Asotin	1,706	63	3.7%	4	0.2%	95	5.6%	50	2.9%	66	3.9%	43	2.5%	31	1.8%	57	3.3%	83	4.9%	174	10.2%	154	9.0%	265	15.5%	164	9.6%	158	9.3%	299	17.5%
CT 9602	Asotin	2,045	47	2.3%	0	0.0%	105	5.1%	70	3.4%	75	3.7%	154	7.5%	185	9.0%	75	3.7%	179	8.8%	184	9.0%	126	6.2%	226	11.1%	321	15.7%	133	6.5%	165	8.1%
CT 9603	Asotin	1,433	95	6.6%	145	10.1%	115	8.0%	55	3.8%	167	11.7%	83	5.8%	143	10.0%	48	3.3%	21	1.5%	186	13.0%	166	11.6%	129	9.0%	44	3.1%	7	0.5%	29	2.0%
CT 9604	Asotin	954	113	11.8%	72	7.5%	94	9.9%	40	4.2%	38	4.0%	35	3.7%	60	6.3%	58	6.1%	54	5.7%	68	7.1%	63	6.6%	147	15.4%	80	8.4%	11	1.2%	21	2.2%
CT 9605	Asotin	1,471	57	3.9%	115	7.8%	99	6.7%	95	6.5%	79	5.4%	132	9.0%	99	6.7%	132	9.0%	72	4.9%	95	6.5%	162	11.0%	143	9.7%	107	7.3%	39	2.7%	45	3.1%
CT 9606	Asotin	1,492	7	0.5%	78	5.2%	87	5.8%	65	4.4%	73	4.9%	100	6.7%	46	3.1%	25	1.7%	99	6.6%	97	6.5%	191	12.8%	332	22.3%	110	7.4%	79	5.3%	103	6.9%
CT 9400	Ferry County	625	64	10.2%	61	9.8%	47	7.5%	44	7.0%	32	5.1%	45	7.2%	44	7.0%	27	4.3%	24	3.8%	49	7.8%	37	5.9%	43	6.9%	52	8.3%	27	4.3%	29	4.6%
CT 9701	Ferry County	1,107	92	8.3%	39	3.5%	65	5.9%	174	15.7%	42	3.8%	81	7.3%	61	5.5%	41	3.7%	45	4.1%	42	3.8%	50	4.5%	124	11.2%	87	7.9%	92	8.3%	72	6.5%
CT 0207	Franklin	398	22	5.5%	10	2.5%	10	2.5%	0	0.0%	5	1.3%	31	7.8%	3	0.8%	33	8.3%	5	1.3%	37	9.3%	77	19.3%	45	11.3%	43	10.8%	43	10.8%	34	8.5%
CT 114.02	Grant	3,159	90	2.8%	46	1.5%	84	2.7%	121	3.8%	233	7.4%	263	8.3%	184	5.8%	122	3.9%	167	5.3%	475	15.0%	476	15.1%	473	15.0%	233	7.4%	55	1.7%	137	4.3%
CT 9601	Lincoln	767	42	5.5%	11	1.4%	29	3.8%	57	7.4%	30	3.9%	34	4.4%	56	7.3%	41	5.3%	32	4.2%	71	9.3%	112	14.6%	98	12.8%	55	7.2%	31	4.0%	68	8.9%
CT 9602	Lincoln	1,233	52	4.2%	26	2.1%	31	2.5%	61	4.9%	22	1.8%	55	4.5%	78	6.3%	105	8.5%	114	9.2%	62	5.0%	141	11.4%	133	10.8%	155	12.6%	57	4.6%	141	11.4%
CT 9603	Lincoln	1,195	83	6.9%	33	2.8%	88	7.4%	36	3.0%	31	2.6%	87	7.3%	16	1.3%	69	5.8%	56	4.7%	140	11.7%	146	12.2%	168	14.1%	66	5.5%	88	7.4%	88	7.4%
CT 9604	Lincoln	1,330	106	8.0%	65	4.9%	98	7.4%	88	6.6%	62	4.7%	78	5.9%	92	6.9%	88	6.6%	19	1.4%	94	7.1%	138	10.4%	150	11.3%	128	9.6%	42	3.2%	82	6.2%
CT 9701	Pend Oreille	897	55	6.1%	50	5.6%	44	4.9%	35	3.9%	35	3.9%	47	5.2%	131	14.6%	59	6.6%	24	2.7%	42	4.7%	84	9.4%	87	9.7%	72	8.0%	27	3.0%	105	11.7%
CT 2	Spokane	1,860	202	10.9%	254	13.7%	101	5.4%	142	7.6%	93	5.0%	62	3.3%	197	10.6%	90	4.8%	120	6.5%	239	12.8%	105	5.6%	128	6.9%	51	2.7%	35	1.9%	41	2.2%
CT 3	Spokane	2,110	201	9.5%	109	5.2%	196	9.3%	140	6.6%	148	7.0%	179	8.5%	87	4.1%	135	6.4%	301	14.3%	211	10.0%	197	9.3%	87	4.1%	83	3.9%	14	0.7%	22	1.0%
CT 4	Spokane	1,655	164	9.9%	69	4.2%	105	6.3%	121	7.3%	127	7.7%	220	13.3%	76	4.6%	81	4.9%	39	2.4%	187	11.3%	156	9.4%	195	11.8%	80	4.8%	9	0.5%	26	1.6%
CT 5	Spokane	1,511	72	4.8%	44	2.9%	24	1.6%	65	4.3%	95	6.3%	90	6.0%	123	8.1%	73	4.8%	83	5.5%	237	15.7%	162	10.7%	303	20.1%	81	5.4%	23	1.5%	36	2.4%
CT 6	Spokane	1,288	18	1.4%	97	7.5%	14	1.1%	43	3.3%	55	4.3%	71	5.5%	65	5.0%	54	4.2%	39	3.0%	208	16.1%	209	16.2%	162	12.6%	123	9.5%	56	4.3%	74	5.7%
CT 7	Spokane	2,178	145	6.7%	115	5.3%	81	3.7%	53	2.4%	42	1.9%	229	10.5%	159	7.3%	194	8.9%	164	7.5%	152	7.0%	295	13.5%	194	8.9%	86	3.9%	74	3.4%	195	9.0%
CT 8	Spokane	1,880	36	1.9%	53	2.8%	72	3.8%	116	6.2%	25	1.3%	32	1.7%	102	5.4%	60	3.2%	35	1.9%	226	12.0%	200	10.6%	287	15.3%	268	14.3%	191	10.2%	177	9.4%
CT 9	Spokane	2,523	193	7.6%	23	0.9%	123	4.9%	102	4.0%	58	2.3%	163	6.5%	64	2.5%	118	4.7%	76	3.0%	346	13.7%	487	19.3%	432	17.1%	148	5.9%	17	0.7%	173	6.9%
CT 10	Spokane	2,418	32	1.3%	34	1.4%	54	2.2%	103	4.3%	191	7.9%	131	5.4%	118	4.9%	117	4.8%	133	5.5%	175	7.2%	378	15.6%	387	16.0%	307	12.7%	83	3.4%	175	7.2%
CT 11	Spokane	1,434	17	1.2%	8	0.6%	25	1.7%	70	4.9%	73	5.1%	90	6.3%	97	6.8%	93	6.5%	46	3.2%	178	12.4%	185	12.9%	272	19.0%	147	10.3%	65	4.5%	68	4.7%
CT 12	Spokane	981	54	5.5%	54	5.5%	16	1.6%	78	8.0%	65	6.6%	50	5.1%	88	9.0%	68	6.9%	86	8.8%	90	9.2%	105	10.7%	96	9.8%	81	8.3%	34	3.5%	16	1.6%
CT 13	Spokane	1,520	115	7.6%	94	6.2%	103	6.8%	108	7.1%	59	3.9%	109	7.2%	69	4.5%	90	5.9%	83	5.5%	234	15.4%	112	7.4%	177	11.6%	78	5.1%	45	3.0%	44	2.9%
CT 14	Spokane	2,393	125	5.2%	185	7.7%	30	1.3%	125	5.2%	201	8.4%	231	9.7%	276	11.5%	231	9.7%	140	5.9%	235	9.8%	258	10.8%	120	5.0%	128	5.3%	70	2.9%	38	1.6%
CT 15	Spokane	2,208	52	2.4%	15	0.7%	96	4.3%	244	11.1%	92	4.2%	106	4.8%	91	4.1%	96	4.3%	198	9.0%	348	15.8%	446	20.2%	252	11.4%	108	4.9%	0	0.0%	64	2.9%
CT 16	Spokane	1,386	163	11.8%	140	10.1%	120	8.7%	126	9.1%	44	3.2%	133	9.6%	102	7.4%	129	9.3%	13	0.9%	40	2.9%	28	2.0%	215	15.5%	105	7.6%	10	0.7%	18	1.3%

Census Tract	County	Total Population #	Less than $10,000 #	%	$10,000 to $14,999 #	%	$15,000 to $19,999 #	%	$20,000 to $24,999 #	%	$25,000 to $29,999 #	%	$30,000 to $34,999 #	%	$35,000 to $39,999 #	%	$40,000 to $44,999 #	%	$45,000 to $49,999 #	%	$50,000 to $59,999 #	%	$60,000 to $74,999 #	%	$75,000 to $99,999 #	%	$100,000 to $124,999 #	%	$125,000 to $149,999 #	%	$150,000 or More #	%
CT18	Spokane	1,327	137	10.3%	101	7.6%	72	5.4%	145	10.9%	43	3.2%	100	7.5%	67	5.0%	95	7.2%	39	2.9%	128	9.6%	98	7.4%	187	14.1%	53	4.0%	49	3.7%	13	1.0%
CT19	Spokane	1,566	154	9.8%	79	5.0%	39	2.5%	68	4.3%	59	3.8%	94	6.0%	113	7.2%	153	9.8%	82	5.2%	156	10.0%	122	7.8%	244	15.6%	93	5.9%	99	6.3%	11	0.7%
CT 20	Spokane	1,673	234	14.0%	62	3.7%	72	4.3%	163	9.7%	133	7.9%	206	12.3%	115	6.9%	43	2.6%	70	4.2%	77	4.6%	216	12.9%	141	8.4%	88	5.3%	32	1.9%	21	1.3%
CT 21	Spokane	1,093	38	3.5%	43	3.9%	105	9.6%	75	6.9%	59	5.4%	72	6.6%	44	4.0%	25	2.3%	42	3.8%	122	11.2%	145	13.3%	225	20.6%	42	3.8%	37	3.4%	19	1.7%
CT 23	Spokane	2,170	211	9.7%	180	8.3%	115	5.3%	113	5.2%	103	4.7%	101	4.7%	69	3.2%	53	2.4%	157	7.2%	175	8.1%	191	8.8%	365	16.8%	117	5.4%	82	3.8%	138	6.4%
CT 24	Spokane	1,171	249	21.3%	139	11.9%	64	5.5%	83	7.1%	85	7.3%	35	3.0%	22	1.9%	21	1.8%	40	3.4%	186	15.9%	96	8.2%	91	7.8%	6	0.5%	0	0.0%	54	4.6%
CT 25	Spokane	2,374	336	14.2%	274	11.5%	124	5.2%	191	8.0%	120	5.1%	130	5.5%	103	4.3%	105	4.4%	106	4.5%	450	19.0%	142	6.0%	166	7.0%	31	1.3%	33	1.4%	63	2.7%
CT 26	Spokane	2,071	141	6.8%	218	10.5%	159	7.7%	211	10.2%	88	4.2%	95	4.6%	240	11.6%	57	2.8%	131	6.3%	260	12.6%	70	3.4%	181	8.7%	93	4.5%	67	3.2%	60	2.9%
CT 29	Spokane	1,189	43	3.6%	50	4.2%	47	4.0%	35	2.9%	57	4.8%	51	4.3%	49	4.1%	10	0.8%	98	8.2%	122	10.3%	168	14.1%	192	16.1%	86	7.2%	66	5.6%	115	9.7%
CT 30	Spokane	933	94	10.1%	101	10.8%	27	2.9%	74	7.9%	39	4.2%	96	10.3%	27	2.9%	77	8.3%	41	4.4%	84	9.0%	80	8.6%	134	14.4%	10	1.1%	14	1.5%	35	3.8%
CT 31	Spokane	2,072	199	9.6%	85	4.1%	198	9.6%	108	5.2%	136	6.6%	70	3.4%	105	5.1%	158	7.6%	74	3.6%	200	9.7%	82	4.0%	319	15.4%	153	7.4%	81	3.9%	104	5.0%
CT 32	Spokane	1,402	172	12.3%	73	5.2%	101	7.2%	46	3.3%	93	6.6%	43	3.1%	187	13.3%	97	6.9%	69	4.9%	152	10.8%	121	8.6%	114	8.1%	73	5.2%	42	3.0%	19	1.4%
CT 35	Spokane	1,730	499	28.8%	369	21.3%	124	7.2%	133	7.7%	103	6.0%	103	6.0%	42	2.4%	15	0.9%	7	0.4%	53	3.1%	37	2.1%	98	5.7%	58	3.4%	26	1.5%	63	3.6%
CT 36	Spokane	2,567	558	21.7%	247	9.6%	162	6.3%	110	4.3%	101	3.9%	158	6.2%	139	5.4%	117	4.6%	84	3.3%	107	4.2%	220	8.6%	179	7.0%	124	4.8%	64	2.5%	197	7.7%
CT 38	Spokane	914	76	8.3%	17	1.9%	82	9.0%	29	3.2%	41	4.5%	104	11.4%	13	1.4%	43	4.7%	68	7.4%	57	6.2%	129	14.1%	87	9.5%	73	8.0%	37	4.0%	58	6.3%
CT 39	Spokane	1,047	83	7.9%	70	6.7%	101	9.6%	49	4.7%	38	3.6%	66	6.3%	79	7.5%	47	4.5%	37	3.5%	61	5.8%	81	7.7%	78	7.4%	42	4.0%	68	6.5%	147	14.0%
CT 40	Spokane	2,519	375	14.9%	134	5.3%	127	5.0%	174	6.9%	128	5.1%	237	9.4%	164	6.5%	74	2.9%	70	2.8%	377	15.0%	138	5.5%	138	5.5%	88	3.5%	126	5.0%	169	6.7%
CT 41	Spokane	1,104	74	6.7%	52	4.7%	85	7.7%	147	13.3%	12	1.1%	50	4.5%	90	8.2%	20	1.8%	22	2.0%	50	4.5%	53	4.8%	137	12.4%	102	9.2%	71	6.4%	139	12.6%
CT 42	Spokane	1,894	76	4.0%	9	0.5%	31	1.6%	5	0.3%	36	1.9%	90	4.8%	54	2.9%	40	2.1%	96	5.1%	124	6.5%	197	10.4%	203	10.7%	245	12.9%	152	8.0%	536	28.3%
CT 43	Spokane	1,458	74	5.1%	36	2.5%	34	2.3%	10	0.7%	61	4.2%	37	2.5%	74	5.1%	24	1.6%	20	1.4%	122	8.4%	125	8.6%	169	11.6%	162	11.1%	92	6.3%	418	28.7%
CT 44	Spokane	2,120	48	2.3%	23	1.1%	142	6.7%	108	5.1%	108	5.1%	107	5.0%	134	6.3%	160	7.5%	135	6.4%	185	8.7%	119	5.6%	358	16.9%	144	6.8%	130	6.1%	219	10.3%
CT 45	Spokane	1,478	76	5.1%	16	1.1%	50	3.4%	16	1.1%	8	0.5%	43	2.9%	61	4.1%	23	1.6%	46	3.1%	139	9.4%	132	8.9%	216	14.6%	117	7.9%	106	7.2%	429	29.0%
CT 46.01	Spokane	1,851	155	8.4%	79	4.3%	134	7.2%	95	5.1%	61	3.3%	171	9.2%	40	2.2%	88	4.8%	76	4.1%	159	8.6%	159	8.6%	285	15.4%	114	6.2%	39	2.1%	196	10.6%
CT 46.02	Spokane	1,265	128	10.1%	22	1.7%	0	0.0%	16	1.3%	15	1.2%	29	2.3%	33	2.6%	34	2.7%	19	1.5%	156	12.3%	140	11.1%	304	24.0%	186	14.7%	107	8.5%	76	6.0%
CT 47	Spokane	2,788	142	5.1%	114	4.1%	133	4.8%	35	1.3%	173	6.2%	122	4.4%	157	5.6%	173	6.2%	147	5.3%	147	5.3%	263	9.4%	420	15.1%	249	8.9%	303	10.9%	210	7.5%
CT 48	Spokane	1,938	88	4.5%	122	6.3%	96	5.0%	83	4.3%	121	6.2%	33	1.7%	99	5.1%	83	4.3%	99	5.1%	102	5.3%	226	11.7%	209	10.8%	149	7.7%	105	5.4%	323	16.7%
CT 49	Spokane	2,323	100	4.3%	30	1.3%	56	2.4%	76	3.3%	55	2.4%	89	3.8%	80	3.4%	109	4.7%	124	5.3%	120	5.2%	191	8.2%	412	17.7%	233	10.0%	196	8.4%	452	19.5%
CT 50	Spokane	1,994	149	7.5%	78	3.9%	44	2.2%	215	10.8%	96	4.8%	79	4.0%	77	3.9%	147	7.4%	23	1.2%	134	6.7%	245	12.3%	190	9.5%	90	4.5%	94	4.7%	333	16.7%
CT 101	Spokane	2,418	64	2.6%	0	0.0%	33	1.4%	99	4.1%	47	1.9%	94	3.9%	175	7.2%	106	4.4%	117	4.8%	175	7.2%	270	11.2%	323	13.4%	266	11.0%	298	12.3%	351	14.5%
CT 102.01	Spokane	1,647	50	3.0%	40	2.4%	50	3.0%	20	1.2%	54	3.3%	64	3.9%	127	7.7%	99	6.0%	141	8.6%	102	6.2%	121	7.3%	278	16.9%	147	8.9%	209	12.7%	145	8.8%
CT 102.02	Spokane	2,537	58	2.3%	17	0.7%	0	0.0%	42	1.7%	53	2.1%	123	4.8%	50	2.0%	132	5.2%	110	4.3%	180	7.1%	204	8.0%	482	19.0%	319	12.6%	115	4.5%	652	25.7%
CT 103.01	Spokane	1,775	119	6.7%	30	1.7%	86	4.8%	87	4.9%	75	4.2%	98	5.5%	87	4.9%	138	7.8%	60	3.4%	273	15.4%	252	14.2%	249	14.0%	120	6.8%	26	1.5%	75	4.2%
CT 103.03	Spokane	1,222	26	2.1%	30	2.5%	12	1.0%	46	3.8%	14	1.1%	68	5.6%	43	3.5%	8	0.7%	44	3.6%	147	12.0%	158	12.9%	207	16.9%	119	9.7%	95	7.8%	205	16.8%
CT 103.04	Spokane	2,406	131	5.4%	126	5.2%	69	2.9%	144	6.0%	297	12.3%	13	0.5%	70	2.9%	140	5.8%	11	0.5%	252	10.5%	150	6.2%	492	20.4%	258	10.7%	149	6.2%	104	4.3%

HOUSEHOLD INCOME		Total Population	Less than $10,000		$10,000 to $14,999		$15,000 to $19,999		$20,000 to $24,999		$25,000 to $29,999		$30,000 to $34,999		$35,000 to $39,999		$40,000 to $44,999		$45,000 to $49,999		$50,000 to $59,999		$60,000 to $74,999		$75,000 to $99,999		$100,000 to $124,999		$125,000 to $149,999		$150,000 or More	
Census Tract	County	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
CT 103.05	Spokane	2,315	62	2.7%	135	5.8%	27	1.2%	59	2.5%	27	1.2%	53	2.3%	0	0.0%	27	1.2%	117	5.1%	165	7.1%	256	11.1%	412	17.8%	334	14.4%	132	5.7%	509	22.0%
CT 104.01	Spokane	1,677	164	9.8%	90	5.4%	99	5.9%	92	5.5%	72	4.3%	43	2.6%	107	6.4%	84	5.0%	99	5.9%	182	10.9%	204	12.2%	187	11.2%	180	10.7%	0	0.0%	74	4.4%
CT 104.02	Spokane	2,591	129	5.0%	110	4.2%	130	5.0%	188	7.3%	69	2.7%	34	1.3%	54	2.1%	104	4.0%	144	5.6%	155	6.0%	178	6.9%	484	18.7%	286	11.0%	200	7.7%	326	12.6%
CT 105.01	Spokane	3,387	212	6.3%	73	2.2%	100	3.0%	222	6.6%	182	5.4%	191	5.6%	251	7.4%	119	3.5%	139	4.1%	98	2.9%	332	9.8%	590	17.4%	385	11.4%	166	4.9%	327	9.7%
CT 105.03	Spokane	2,941	35	1.2%	45	1.5%	90	3.1%	12	0.4%	43	1.5%	113	3.8%	118	4.0%	80	2.7%	18	0.6%	198	6.7%	350	11.9%	392	13.3%	321	10.9%	433	14.7%	693	23.6%
CT 105.04	Spokane	1,364	57	4.2%	43	3.2%	60	4.4%	17	1.2%	112	8.2%	37	2.7%	57	4.2%	47	3.4%	65	4.8%	51	3.7%	140	10.3%	302	22.1%	90	6.6%	115	8.4%	171	12.5%
CT 106.01	Spokane	1,481	24	1.6%	26	1.8%	66	4.5%	16	1.1%	59	4.0%	50	3.4%	95	6.4%	25	1.7%	35	2.4%	113	7.6%	255	17.2%	312	21.1%	114	7.7%	141	9.5%	150	10.1%
CT 106.02	Spokane	3,133	85	2.7%	71	2.3%	69	2.2%	67	2.1%	161	5.1%	40	1.3%	27	0.9%	85	2.7%	195	6.2%	274	8.7%	464	14.8%	616	19.7%	345	11.0%	272	8.7%	362	11.6%
CT 107	Spokane	2,576	63	2.4%	83	3.2%	36	1.4%	11	0.4%	57	2.2%	25	1.0%	62	2.4%	62	2.4%	57	2.2%	129	5.0%	258	10.0%	263	10.2%	483	18.8%	146	5.7%	841	32.6%
CT 108	Spokane	952	130	13.7%	63	6.6%	105		89	9.3%	39	4.1%	43	4.5%	53	5.6%	12	1.3%	33	3.5%	65	6.8%	104	10.9%	93	9.8%	62	6.5%	24	2.5%	37	3.9%
CT 109	Spokane	1,491	25	1.7%	44	3.0%	40	2.7%	110	7.4%	48	3.2%	52	3.5%	90	6.0%	117	7.8%	74	5.0%	102	6.8%	239	16.0%	229	15.4%	160	10.7%	57	3.8%	104	7.0%
CT 110	Spokane	1,541	70	4.5%	82	5.3%	67	4.3%	66	4.3%	98	6.4%	43	2.8%	58	3.8%	132	8.6%	74	4.8%	98	6.4%	117	7.6%	361	23.4%	152	9.9%	43	2.8%	80	5.2%
CT 111.01	Spokane	2,957	282	9.5%	293	9.9%	170	5.7%	536	18.1%	137	4.6%	289	9.8%	170	5.7%	144	4.9%	120	4.1%	156	5.3%	248	8.4%	131	4.4%	139	4.7%	64	2.2%	78	2.6%
CT 111.02	Spokane	1,658	167	10.1%	23	1.4%	112	6.8%	126	7.6%	80	4.8%	200	12.1%	110	6.6%	101	6.1%	33	2.0%	176	10.6%	142	8.6%	131	7.9%	126	7.6%	65	3.9%	66	4.0%
CT 112.01	Spokane	3,544	239	6.7%	205	5.8%	245	6.9%	164	4.6%	371	10.5%	355	10.0%	276	7.8%	131	3.7%	247	7.0%	169	4.8%	492	13.9%	333	9.4%	186	5.2%	29	0.8%	102	2.9%
CT 112.02	Spokane	1,591	37	2.3%	37	2.3%	59	3.7%	131	8.2%	139	8.7%	81	5.1%	72	4.5%	107	6.7%	41	2.6%	142	8.9%	122	7.7%	126	7.9%	189	11.9%	81	5.1%	227	14.3%
CT 113	Spokane	3,359	145	4.3%	33	1.0%	100	3.0%	114	3.4%	162	4.8%	88	2.6%	146	4.3%	169	5.0%	115	3.4%	219	6.5%	289	8.6%	544	16.2%	425	12.7%	260	7.7%	550	16.4%
CT 114	Spokane	2,162	91	4.2%	160	7.4%	119	5.5%	113	5.2%	74	3.4%	95	4.4%	238	11.0%	144	6.7%	74	3.4%	55	2.5%	208	9.6%	342	15.8%	144	6.7%	79	3.7%	226	10.5%
CT 115	Spokane	618	6	1.0%	33	5.3%	9	1.5%	69	11.2%	19	3.1%	47	7.6%	42	6.8%	65	10.5%	11	1.8%	24	3.9%	72	11.7%	77	12.5%	48	7.8%	59	9.5%	37	6.0%
CT 116	Spokane	758	38	5.0%	19	2.5%	55	7.3%	32	4.2%	30	4.0%	16	2.1%	39	5.1%	44	5.8%	54	7.1%	63	8.3%	124	16.4%	109	14.4%	64	8.4%	27	3.6%	44	5.8%
CT 117.01	Spokane	1,085	127	11.7%	113	10.4%	41	3.8%	25	2.3%	54	5.0%	66	6.1%	18	1.7%	38	3.5%	109	10.0%	70	6.5%	126	11.6%	226	20.8%	49	4.5%	8	0.7%	15	1.4%
CT 117.02	Spokane	3,138	263	8.4%	135	4.3%	260	8.3%	300	9.6%	437	13.9%	140	4.5%	123	3.9%	84	2.7%	194	6.2%	212	6.8%	285	9.1%	350	11.2%	230	7.3%	84	2.7%	41	1.3%
CT 118	Spokane	2,521	323	12.8%	77	3.1%	184	7.3%	239	9.5%	137	5.4%	301	11.9%	151	6.0%	79	3.1%	214	8.5%	162	6.4%	229	9.1%	356	14.1%	32	1.3%	20	0.8%	17	0.7%
CT 119	Spokane	1,871	58	3.1%	91	4.9%	88	4.7%	157	8.4%	121	6.5%	282	15.1%	91	4.9%	101	5.4%	85	4.5%	65	3.5%	198	10.6%	228	12.2%	118	6.3%	62	3.3%	126	6.7%
CT 120	Spokane	1,805	85	4.7%	164	9.1%	78	4.3%	61	3.4%	69	3.8%	140	7.8%	84	4.7%	33	1.8%	159	8.8%	208	11.5%	227	12.6%	313	17.3%	57	3.2%	31	1.7%	96	5.3%
CT 121	Spokane	1,182	8	0.7%	68	5.8%	76	6.4%	102	8.6%	47	4.0%	139	11.8%	19	1.6%	37	3.1%	72	6.1%	138	11.7%	177	15.0%	113	9.6%	86	7.3%	70	5.9%	30	2.5%
CT 122	Spokane	970	85	8.8%	10	1.0%	31	3.2%	55	5.7%	59	6.1%	150	15.5%	54	5.6%	22	2.3%	20	2.1%	92	9.5%	90	9.3%	155	16.0%	63	6.5%	57	5.9%	27	2.8%

HOUSEHOLD INCOME		Total Population	Less than $10,000		$10,000 to $14,999		$15,000 to $19,999		$20,000 to $24,999		$25,000 to $29,999		$30,000 to $34,999		$35,000 to $39,999		$40,000 to $44,999		$45,000 to $49,999		$50,000 to $59,999		$60,000 to $74,999		$75,000 to $99,999		$100,000 to $124,999		$125,000 to $149,999		$150,000 or More	
Census Tract	County	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
CT 123	Spokane	2,595	182	7.0%	104	4.0%	133	5.1%	154	5.9%	107	4.1%	222	8.6%	184	7.1%	85	3.3%	184	7.1%	211	8.1%	213	8.2%	407	15.7%	134	5.2%	104	4.0%	171	6.6%
CT 124.01	Spokane	1,783	67	3.8%	99	5.6%	40	2.2%	19	1.1%	122	6.8%	48	2.7%	29	1.6%	34	1.9%	105	5.9%	159	8.9%	142	8.0%	227	12.7%	299	16.8%	146	8.2%	247	13.9%
CT 124.02	Spokane	2,412	58	2.4%	59	2.4%	27	1.1%	20	0.8%	55	2.3%	48	2.0%	124	5.1%	80	3.3%	65	2.7%	92	3.8%	107	4.4%	434	18.0%	458	19.0%	235	9.7%	550	22.8%
CT 125	Spokane	1,530	69	4.5%	75	4.9%	115	7.5%	124	8.1%	77	5.0%	95	6.2%	48	3.1%	152	9.9%	124	8.1%	120	7.8%	109	7.1%	292	19.1%	4	0.3%	21	1.4%	105	6.9%
CT 126	Spokane	1,599	45	2.8%	126	7.9%	62	3.9%	51	3.2%	68	4.3%	97	6.1%	129	8.1%	53	3.3%	90	5.6%	101	6.3%	255	15.9%	206	12.9%	232	14.5%	57	3.6%	27	1.7%
CT 127.01	Spokane	1,831	97	5.3%	92	5.0%	139	7.6%	188	10.3%	53	2.9%	105	5.7%	105	5.7%	138	7.5%	109	6.0%	115	6.3%	199	10.9%	154	8.4%	127	6.9%	109	6.0%	101	5.5%
CT 127.02	Spokane	847	29	3.4%	5	0.6%	15	1.8%	17	2.0%	47	5.5%	11	1.3%	21	2.5%	56	6.6%	43	5.1%	75	8.9%	167	19.7%	170	20.1%	66	7.8%	67	7.9%	58	6.8%
CT 128.01	Spokane	1,712	104	6.1%	28	1.6%	95	5.5%	82	4.8%	52	3.0%	85	5.0%	97	5.7%	110	6.4%	61	3.6%	192	11.2%	244	14.3%	222	13.0%	220	12.9%	76	4.4%	44	2.6%
CT 128.02	Spokane	1,255	5	0.4%	29	2.3%	22	1.8%	40	3.2%	44	3.5%	67	5.3%	64	5.1%	96	7.6%	92	7.3%	103	8.2%	183	14.6%	200	15.9%	147	11.7%	57	4.5%	106	8.4%
CT 129.01	Spokane	1,242	48	3.9%	39	3.1%	85	6.8%	90	7.2%	112	9.0%	47	3.8%	45	3.6%	32	2.6%	32	2.6%	123	9.9%	179	14.4%	203	16.3%	137	11.0%	70	5.6%	0	0.0%
CT 129.02	Spokane	2,680	36	1.3%	54	2.0%	72	2.7%	120	4.5%	138	5.1%	171	6.4%	189	7.1%	105	3.9%	174	6.5%	163	6.1%	396	14.8%	351	13.1%	277	10.3%	204	7.6%	230	8.6%
CT 130	Spokane	3,982	285	7.2%	108	2.7%	144	3.6%	171	4.3%	185	4.6%	267	6.7%	200	5.0%	244	6.1%	261	6.6%	288	7.2%	304	7.6%	385	9.7%	269	6.8%	258	6.5%	613	15.4%
CT 131	Spokane	5,183	147	2.8%	163	3.1%	158	3.0%	143	2.8%	226	4.4%	214	4.1%	307	5.9%	300	5.8%	225	4.3%	479	9.2%	491	9.5%	764	14.7%	442	8.5%	360	6.9%	764	14.7%
CT 132.01	Spokane	2,802	67	2.4%	15	0.5%	125	4.5%	109	3.9%	78	2.8%	103	3.7%	169	6.0%	132	4.7%	152	5.4%	239	8.5%	385	13.7%	491	17.5%	323	11.5%	233	8.3%	181	6.5%
CT 132.02	Spokane	4,676	197	4.2%	138	3.0%	64	1.4%	87	1.9%	132	2.8%	72	1.5%	165	3.5%	172	3.7%	135	2.9%	306	6.5%	389	8.3%	815	17.4%	359	7.7%	324	6.9%	1321	28.3%
CT 133	Spokane	1,171	19	1.6%	0	0.0%	27	2.3%	29	2.5%	44	3.8%	44	3.8%	43	3.7%	7	0.6%	30	2.6%	73	6.2%	142	12.1%	156	13.3%	146	12.5%	102	8.7%	309	26.4%
CT 134.01	Spokane	1,962	45	2.3%	11	0.6%	55	2.8%	15	0.8%	0	0.0%	60	3.1%	44	2.2%	48	2.4%	18	0.9%	99	5.0%	193	9.8%	258	13.1%	245	12.5%	259	13.2%	612	31.2%
CT 135	Spokane	3,595	86	2.4%	0	0.0%	29	0.8%	48	1.3%	57	1.6%	196	5.5%	92	2.6%	79	2.2%	133	3.7%	278	7.7%	333	9.3%	487	13.5%	407	11.3%	387	10.8%	983	27.3%
CT 136	Spokane	1,964	56	2.9%	34	1.7%	32	1.6%	71	3.6%	152	7.7%	67	3.4%	63	3.2%	174	8.9%	124	6.3%	111	5.7%	196	10.0%	321	16.3%	230	11.7%	154	7.8%	179	9.1%
CT 137	Spokane	1,338	74	5.5%	29	2.2%	63	4.7%	23	1.7%	49	3.7%	27	2.0%	83	6.2%	77	5.8%	45	3.4%	183	13.7%	168	12.6%	216	16.1%	101	7.5%	87	6.5%	113	8.4%
CT 138	Spokane	804	41	5.1%	6	0.7%	0	0.0%	25	3.1%	78	9.7%	28	3.5%	10	1.2%	44	5.5%	62	7.7%	71	8.8%	135	16.8%	199	24.8%	48	6.0%	0	0.0%	57	7.1%
CT 139	Spokane	2,031	102	5.0%	88	4.3%	70	3.4%	52	2.6%	53	2.6%	260	12.8%	97	4.8%	28	1.4%	76	3.7%	150	7.4%	278	13.7%	288	14.2%	238	11.7%	116	5.7%	135	6.6%
CT 141	Spokane	2,349	64	2.7%	59	2.5%	67	2.9%	91	3.9%	122	5.2%	86	3.7%	126	5.4%	86	3.7%	77	3.3%	168	7.2%	257	10.9%	398	16.9%	306	13.0%	175	7.4%	267	11.4%
CT 143	Spokane	1,179	68	5.8%	49	4.2%	108	9.2%	48	4.1%	35	3.0%	63	5.3%	40	3.4%	81	6.9%	78	6.6%	109	9.2%	93	7.9%	125	10.6%	100	8.5%	90	7.6%	92	7.8%
CT 144	Spokane	1,706	71	4.2%	66	3.9%	96	5.6%	62	3.6%	63	3.7%	113	6.6%	92	5.4%	117	6.9%	110	6.4%	207	12.1%	184	10.8%	301	17.6%	129	7.6%	25	1.5%	70	4.1%
CT 145	Spokane	791	137	17.3%	96	12.1%	59	7.5%	100	12.6%	47	5.9%	26	3.3%	32	4.0%	6	0.8%	50	6.3%	87	11.0%	42	5.3%	60	7.6%	13	1.6%	7	0.9%	29	3.7%
CT 9410	Stevens	795	111	14.0%	57	7.2%	98		53	6.7%	74	9.3%	40	5.0%	41	5.2%	24	3.0%	27	3.4%	66	8.3%	74	9.3%	74	9.3%	30	3.8%	11	1.4%	15	1.9%
CT 9501	Stevens	2,954	246	8.3%	154	5.2%	151	5.1%	179	6.1%	191	6.5%	166	5.6%	215	7.3%	120	4.1%	123	4.2%	245	8.3%	309	10.5%	503	17.0%	114	3.9%	72	2.4%	166	5.6%
CT 9502	Stevens	1,568	123	7.8%	102	6.5%	79	5.0%	36	2.3%	15	1.0%	91	5.8%	86	5.5%	96	6.1%	68	4.3%	136	8.7%	174	11.1%	174	11.1%	138	8.8%	116	7.4%	134	8.5%
CT 9503	Stevens	1,187	72	6.1%	81	6.8%	67	5.6%	24	2.0%	177	14.9%	88	7.4%	116	9.8%	19	1.6%	71	6.0%	96	8.1%	86	7.2%	155	13.1%	51	4.3%	52	4.4%	32	2.7%

Census Tract	County	Total Population #	Less than $10,000 #	%	$10,000 to $14,999 #	%	$15,000 to $19,999 #	%	$20,000 to $24,999 #	%	$25,000 to $29,999 #	%	$30,000 to $34,999 #	%	$35,000 to $39,999 #	%	$40,000 to $44,999 #	%	$45,000 to $49,999 #	%	$50,000 to $59,999 #	%	$60,000 to $74,999 #	%	$75,000 to $99,999 #	%	$100,000 to $124,999 #	%	$125,000 to $149,999 #	%	$150,000 or More #	%
CT 9505	Stevens	1,012	106	10.5%	68	6.7%	17	1.7%	46	4.5%	63	6.2%	46	4.5%	23	2.3%	67	6.6%	67	6.6%	116	11.5%	96	9.5%	149	14.7%	44	4.3%	28	2.8%	76	7.5%
CT 9506	Stevens	1,030	49	4.8%	84	8.2%	80	7.8%	58	5.6%	13	1.3%	66	6.4%	29	2.8%	31	3.0%	23	2.2%	71	6.9%	135	13.1%	181	17.6%	94	9.1%	38	3.7%	78	7.6%
CT 9507	Stevens	1,014	88	8.7%	87	8.6%	116		60	5.9%	91	9.0%	72	7.1%	60	5.9%	54	5.3%	66	6.5%	85	8.4%	71	7.0%	79	7.8%	34	3.4%	19	1.9%	32	3.2%
CT 9508	Stevens	1,324	50	3.8%	94	7.1%	26	2.0%	109	8.2%	77	5.8%	100	7.6%	80	6.0%	33	2.5%	23	1.7%	141	10.6%	168	12.7%	148	11.2%	109	8.2%	13	1.0%	153	11.6%
CT 9509	Stevens	683	56	8.2%	49	7.2%	46	6.7%	40	5.9%	23	3.4%	40	5.9%	34	5.0%	59	8.6%	24	3.5%	83	12.2%	60	8.8%	67	9.8%	51	7.5%	14	2.0%	37	5.4%
CT 9511	Stevens	1,466	143	9.8%	96	6.5%	140	9.5%	88	6.0%	64	4.4%	91	6.2%	99	6.8%	54	3.7%	33	2.3%	152	10.4%	151	10.3%	166	11.3%	54	3.7%	46	3.1%	89	6.1%
CT 9513	Stevens	1,588	133	8.4%	25	1.6%	65	4.1%	57	3.6%	123	7.7%	23	1.4%	77	4.8%	60	3.8%	90	5.7%	144	9.1%	239	15.1%	152	9.6%	84	5.3%	138	8.7%	178	11.2%
CT 9514	Stevens	2,933	117	4.0%	78	2.7%	160	5.5%	85	2.9%	80	2.7%	63	2.1%	28	1.0%	139	4.7%	142	4.8%	291	9.9%	339	11.6%	424	14.5%	286	9.8%	374	12.8%	327	11.1%
CT 1	Whitman	1,238	500	40.4%	146	11.8%	64	5.2%	129	10.4%	86	6.9%	70	5.7%	27	2.2%	53	4.3%	48	3.9%	22	1.8%	48	3.9%	19	1.5%	5	0.4%	21	1.7%	0	0.0%
CT 2	Whitman	2,982	423	14.2%	14	0.5%	177	5.9%	207	6.9%	112	3.8%	100	3.4%	125	4.2%	120	4.0%	153	5.1%	284	9.5%	245	8.2%	379	12.7%	195	6.5%	55	1.8%	393	13.2%
CT 3	Whitman	2,085	48	2.3%	84	4.0%	105	5.0%	65	3.1%	70	3.4%	10	0.5%	128	6.1%	64	3.1%	56	2.7%	162	7.8%	178	8.5%	363	17.4%	261	12.5%	181	8.7%	310	14.9%
CT 4	Whitman	1,874	184	9.8%	185	9.9%	140	7.5%	77	4.1%	44	2.3%	118	6.3%	36	1.9%	40	2.1%	46	2.5%	77	4.1%	241	12.9%	145	7.7%	192	10.2%	136	7.3%	213	11.4%
CT 5	Whitman	410	114	27.8%	20	4.9%	29	7.1%	29	7.1%	52	12.7%	2	0.5%	2	0.5%	18	4.4%	18	4.4%	55	13.4%	41	10.0%	30	7.3%	0	0.0%	0	0.0%	0	0.0%
CT 6	Whitman	3,838		27.7%	384	10.0%	495		344	9.0%	437	11.4%	112	2.9%	108	2.8%	266	6.9%	186	4.8%	93	2.4%	122	3.2%	115	3.0%	19	0.5%	22	0.6%	72	1.9%
CT 7	Whitman	1,578	70	4.4%	68	4.3%	58	3.7%	79	5.0%	66	4.2%	86	5.4%	71	4.5%	76	4.8%	80	5.1%	118	7.5%	108	6.8%	301	19.1%	182	11.5%	65	4.1%	150	9.5%
CT 8	Whitman	1,452	100	6.9%	66	4.5%	92	6.3%	76	5.2%	70	4.8%	108	7.4%	29	2.0%	40	2.8%	41	2.8%	251	17.3%	113	7.8%	179	12.3%	146	10.1%	70	4.8%	71	4.9%
CT 9	Whitman	1,626	91	5.6%	100	6.2%	61	3.8%	96	5.9%	47	2.9%	100	6.2%	83	5.1%	68	4.2%	77	4.7%	170	10.5%	214	13.2%	231	14.2%	179	11.0%	58	3.6%	51	3.1%
CT 10	Whitman	916	44	4.8%	36	3.9%	32	3.5%	38	4.1%	38	4.1%	74	8.1%	24	2.6%	50	5.5%	31	3.4%	107	11.7%	116	12.7%	121	13.2%	68	7.4%	56	6.1%	81	8.8%
DSA		258,406	17,364 6.7%		11,324 4.4%		12,035 4.7%		13,268 5.1%		12,513 4.8%		13,839 5.4%		13,013 5.0%		12,082 4.7%		12,028 4.7%		21,543 8.3%		26,331 10.2%		34,538 13.4%		21,009 8.1%		13,052 5.1%		24,467 9.5%	

LIMTED ENGLISH PROFICIENCY		Total Population	Spanish		Other Indo-European languages		Asian and Pacific Island languages		Other languages	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 9501	Adams	1,050	0	0.0%	2	0.2%	0	0.0%	0	0.0%
CT 9502	Adams	615	1	0.2%	0	0.0%	0	0.0%	0	0.0%
CT 9503	Adams	1,655	336	20.3%	7	0.4%	0	0.0%	31	1.9%
CT 9504	Adams	974	231	23.7%	0	0.0%	0	0.0%	23	2.4%
CT 9505	Adams	1,679	396	23.6%	0	0.0%	0	0.0%	40	2.4%
CT 9601	Asotin	1,706	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9602	Asotin	2,045	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9603	Asotin	1,433	24	1.7%	0	0.0%	0	0.0%	0	0.0%
CT 9604	Asotin	954	3	0.3%	0	0.0%	0	0.0%	3	0.3%
CT 9605	Asotin	1,471	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9606	Asotin	1,492	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9400	Ferry County	625	0	0.0%	0	0.0%	3	0.5%	0	0.0%
CT 9701	Ferry County	1,107	4	0.4%	0	0.0%	5	0.5%	0	0.0%
CT 0207	Franklin	398	42	10.6%	0	0.0%	0	0.0%	0	0.0%
CT 114.02	Grant	3,159	948	30.0%	0	0.0%	0	0.0%	12	0.4%
CT 9601	Lincoln	767	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9602	Lincoln	1,233	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9603	Lincoln	1,195	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9604	Lincoln	1,330	19	1.4%	0	0.0%	0	0.0%	0	0.0%
CT 9701	Pend Oreille	897	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 2	Spokane	1,860	0	0.0%	26	1.4%	0	0.0%	0	0.0%
CT 3	Spokane	2,110	0	0.0%	0	0.0%	75	3.6%	0	0.0%
CT 4	Spokane	1,655	0	0.0%	36	2.2%	9	0.5%	0	0.0%
CT 5	Spokane	1,511	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 6	Spokane	1,288	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 7	Spokane	2,178	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 8	Spokane	1,880	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9	Spokane	2,523	0	0.0%	0	0.0%	0	0.0%	0	0.0%

LIMTED ENGLISH PROFICIENCY		Total Population	Spanish		Other Indo-European languages		Asian and Pacific Island languages		Other languages	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 10	Spokane	2,418	0	0.0%	12	0.5%	0	0.0%	0	0.0%
CT 11	Spokane	1,434	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 12	Spokane	981	0	0.0%	0	0.0%	5	0.5%	18	1.8%
CT 13	Spokane	1,520	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 14	Spokane	2,393	12	0.5%	44	1.8%	10	0.4%	0	0.0%
CT 15	Spokane	2,208	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 16	Spokane	1,386	33	2.4%	109	7.9%	0	0.0%	0	0.0%
CT18	Spokane	1,327	0	0.0%	18	1.4%	6	0.5%	0	0.0%
CT19	Spokane	1,566	0	0.0%	0	0.0%	11	0.7%	0	0.0%
CT 20	Spokane	1,673	4	0.2%	0	0.0%	0	0.0%	0	0.0%
CT 21	Spokane	1,093	0	0.0%	0	0.0%	10	0.9%	0	0.0%
CT 23	Spokane	2,170	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 24	Spokane	1,171	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 25	Spokane	2,374	0	0.0%	0	0.0%	0	0.0%	15	0.6%
CT 26	Spokane	2,071	24	1.2%	94	4.5%	19	0.9%	0	0.0%
CT 29	Spokane	1,189	0	0.0%	13	1.1%	6	0.5%	0	0.0%
CT 30	Spokane	933	0	0.0%	0	0.0%	43	4.6%	0	0.0%
CT 31	Spokane	2,072	0	0.0%	107	5.2%	0	0.0%	28	1.4%
CT 32	Spokane	1,402	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 35	Spokane	1,730	0	0.0%	0	0.0%	6	0.3%	0	0.0%
CT 36	Spokane	2,567	0	0.0%	0	0.0%	5	0.2%	0	0.0%
CT 38	Spokane	914	3	0.3%	0	0.0%	0	0.0%	2	0.2%
CT 39	Spokane	1,047	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 40	Spokane	2,519	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 41	Spokane	1,104	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 42	Spokane	1,894	0	0.0%	0	0.0%	13	0.7%	0	0.0%
CT 43	Spokane	1,458	7	0.5%	7	0.5%	0	0.0%	0	0.0%
CT 44	Spokane	2,120	0	0.0%	22	1.0%	0	0.0%	0	0.0%

LIMTED ENGLISH PROFICIENCY		Total Population	Spanish		Other Indo-European languages		Asian and Pacific Island languages		Other languages	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 45	Spokane	1,478	0	0.0%	7	0.5%	0	0.0%	0	0.0%
CT 46.01	Spokane	1,851	8	0.4%	40	2.2%	7	0.4%	0	0.0%
CT 46.02	Spokane	1,265	0	0.0%	40	3.2%	25	2.0%	0	0.0%
CT 47	Spokane	2,788	0	0.0%	20	0.7%	0	0.0%	0	0.0%
CT 48	Spokane	1,938	0	0.0%	43	2.2%	15	0.8%	0	0.0%
CT 49	Spokane	2,323	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 50	Spokane	1,994	0	0.0%	0	0.0%	19	1.0%	0	0.0%
CT 101	Spokane	2,418	0	0.0%	13	0.5%	19	0.8%	0	0.0%
CT 102.01	Spokane	1,647	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 102.02	Spokane	2,537	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 103.01	Spokane	1,775	0	0.0%	8	0.5%	0	0.0%	0	0.0%
CT 103.03	Spokane	1,222	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 103.04	Spokane	2,406	0	0.0%	0	0.0%	29	1.2%	0	0.0%
CT 103.05	Spokane	2,315	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 104.01	Spokane	1,677	0	0.0%	6	0.4%	18	1.1%	0	0.0%
CT 104.02	Spokane	2,591	0	0.0%	42	1.6%	16	0.6%	0	0.0%
CT 105.01	Spokane	3,387	65	1.9%	13	0.4%	0	0.0%	0	0.0%
CT 105.03	Spokane	2,941	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 105.04	Spokane	1,364	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 106.01	Spokane	1,481	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 106.02	Spokane	3,133	0	0.0%	22	0.7%	0	0.0%	0	0.0%
CT 107	Spokane	2,576	0	0.0%	9	0.3%	0	0.0%	0	0.0%
CT 108	Spokane	952	0	0.0%	5	0.5%	0	0.0%	0	0.0%
CT 109	Spokane	1,491	8	0.5%	0	0.0%	0	0.0%	0	0.0%
CT 110	Spokane	1,541	0	0.0%	5	0.3%	12	0.8%	0	0.0%
CT 111.01	Spokane	2,957	0	0.0%	29	1.0%	0	0.0%	0	0.0%
CT 111.02	Spokane	1,658	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 112.01	Spokane	3,544	0	0.0%	109	3.1%	64	1.8%	57	1.6%

LIMTED ENGLISH PROFICIENCY		Total Population	Spanish		Other Indo-European languages		Asian and Pacific Island languages		Other languages	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 112.02	Spokane	1,591	0	0.0%	24	1.5%	0	0.0%	0	0.0%
CT 113	Spokane	3,359	0	0.0%	0	0.0%	19	0.6%	0	0.0%
CT 114	Spokane	2,162	21	1.0%	0	0.0%	0	0.0%	0	0.0%
CT 115	Spokane	618	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 116	Spokane	758	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 117.01	Spokane	1,085	0	0.0%	8	0.7%	0	0.0%	0	0.0%
CT 117.02	Spokane	3,138	0	0.0%	0	0.0%	100	3.2%	51	1.6%
CT 118	Spokane	2,521	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 119	Spokane	1,871	0	0.0%	0	0.0%	22	1.2%	33	1.8%
CT 120	Spokane	1,805	0	0.0%	8	0.4%	0	0.0%	0	0.0%
CT 121	Spokane	1,182	0	0.0%	0	0.0%	0	0.0%	10	0.8%
CT 122	Spokane	970	0	0.0%	17	1.8%	0	0.0%	0	0.0%
CT 123	Spokane	2,595	70	2.7%	27	1.0%	0	0.0%	0	0.0%
CT 124.01	Spokane	1,783	0	0.0%	10	0.6%	0	0.0%	0	0.0%
CT 124.02	Spokane	2,412	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 125	Spokane	1,530	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 126	Spokane	1,599	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 127.01	Spokane	1,831	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 127.02	Spokane	847	0	0.0%	5	0.6%	0	0.0%	0	0.0%
CT 128.01	Spokane	1,712	0	0.0%	6	0.4%	25	1.5%	0	0.0%
CT 128.02	Spokane	1,255	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 129.01	Spokane	1,242	16	1.3%	8	0.6%	0	0.0%	0	0.0%
CT 129.02	Spokane	2,680	0	0.0%	19	0.7%	0	0.0%	0	0.0%
CT 130	Spokane	3,982	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 131	Spokane	5,183	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 132.01	Spokane	2,802	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 132.02	Spokane	4,676	60	1.3%	0	0.0%	13	0.3%	0	0.0%
CT 133	Spokane	1,171	0	0.0%	0	0.0%	0	0.0%	0	0.0%

LIMTED ENGLISH PROFICIENCY		Total Population	Spanish		Other Indo-European languages		Asian and Pacific Island languages		Other languages	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 134.01	Spokane	1,962	0	0.0%	0	0.0%	11	0.6%	0	0.0%
CT 135	Spokane	3,595	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 136	Spokane	1,964	23	1.2%	9	0.5%	0	0.0%	0	0.0%
CT 137	Spokane	1,338	12	0.9%	9	0.7%	32	2.4%	0	0.0%
CT 138	Spokane	804	3	0.4%	0	0.0%	0	0.0%	0	0.0%
CT 139	Spokane	2,031	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 141	Spokane	2,349	20	0.9%	13	0.6%	22	0.9%	0	0.0%
CT 143	Spokane	1,179	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 144	Spokane	1,706	0	0.0%	14	0.8%	17	1.0%	0	0.0%
CT 145	Spokane	791	0	0.0%	5	0.6%	0	0.0%	0	0.0%
CT 9410	Stevens	795	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9501	Stevens	2,954	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9502	Stevens	1,568	0	0.0%	0	0.0%	9	0.6%	0	0.0%
CT 9503	Stevens	1,187	0	0.0%	0	0.0%	10	0.8%	0	0.0%
CT 9505	Stevens	1,012	0	0.0%	0	0.0%	30	3.0%	0	0.0%
CT 9506	Stevens	1,030	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9507	Stevens	1,014	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9508	Stevens	1,324	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9509	Stevens	683	3	0.4%	0	0.0%	0	0.0%	0	0.0%
CT 9511	Stevens	1,466	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9513	Stevens	1588	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9514	Stevens	2,933	0	0.0%	16	0.5%	0	0.0%	0	0.0%
CT 1	Whitman	1238	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 2	Whitman	2,982	93	3.1%	23	0.8%	38	1.3%	21	0.7%
CT 3	Whitman	2,085	0	0.0%	0	0.0%	45	2.2%	0	0.0%
CT 4	Whitman	1,874	14	0.7%	0	0.0%	37	2.0%	0	0.0%
CT 5	Whitman	410	0	0.0%	0	0.0%	17	4.1%	24	5.9%
CT 6	Whitman	3,838	10	0.3%	53	1.4%	317	8.3%	0	0.0%

LIMTED ENGLISH PROFICIENCY		Total Population	Spanish		Other Indo-European languages		Asian and Pacific Island languages		Other languages	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 7	Whitman	1,578	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 8	Whitman	1,452	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 9	Whitman	1,626	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CT 10	Whitman	916	5	0.5%	3	0.3%	0	0.0%	0	0.0%
DSA		258,406	2,518	1.0%	1,185	0.5%	1,214	0.5%	368	0.1%

BROADBAND		Total Population	Has a computer		With Internet		Without Internet		No Computer	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 9501	Adams	1,050	950	90.5%	837	79.7%	113	10.8%	100	9.5%
CT 9502	Adams	615	531	86.3%	478	77.7%	53	8.6%	84	13.7%
CT 9503	Adams	1,655	1,373	83.0%	1192	72.0%	181	10.9%	282	17.0%
CT 9504	Adams	974	750	77.0%	677	69.5%	73	7.5%	224	23.0%
CT 9505	Adams	1,679	1,429	85.1%	1206	71.8%	223	13.3%	250	14.9%
CT 9601	Asotin	1,706	1,591	93.3%	1435	84.1%	156	9.1%	115	6.7%
CT 9602	Asotin	2,045	1,833	89.6%	1733	84.7%	100	4.9%	212	10.4%
CT 9603	Asotin	1,433	1,282	89.5%	1186	82.8%	96	6.7%	151	10.5%
CT 9604	Asotin	954	871	91.3%	713	74.7%	158	16.6%	83	8.7%
CT 9605	Asotin	1,471	1,268	86.2%	1125	76.5%	143	9.7%	203	13.8%
CT 9606	Asotin	1,492	1,395	93.5%	1230	82.4%	165	11.1%	97	6.5%
CT 9400	Ferry County	625	478	76.5%	352	56.3%	126	20.2%	147	23.5%
CT 9701	Ferry County	1,107	915	82.7%	738	66.7%	177	16.0%	192	17.3%
CT 0207	Franklin	398	377	94.7%	339	85.2%	38	9.5%	21	5.3%
CT 114.02	Grant	3,159	2,767	87.6%	2624	83.1%	143	4.5%	392	12.4%
CT 9601	Lincoln	767	725	94.5%	669	87.2%	56	7.3%	42	5.5%
CT 9602	Lincoln	1,233	1,155	93.7%	1062	86.1%	93	7.5%	78	6.3%
CT 9603	Lincoln	1,195	1,131	94.6%	988	82.7%	143	12.0%	64	5.4%
CT 9604	Lincoln	1,330	1,201	90.3%	1064	80.0%	137	10.3%	129	9.7%
CT 9701	Pend Oreille	897	811	90.4%	668	74.5%	143	15.9%	86	9.6%
CT 2	Spokane	1,860	1,723	92.6%	1503	80.8%	220	11.8%	137	7.4%
CT 3	Spokane	2,110	1,928	91.4%	1811	85.8%	117	5.5%	182	8.6%
CT 4	Spokane	1,655	1,466	88.6%	1376	83.1%	90	5.4%	189	11.4%
CT 5	Spokane	1,511	1,371	90.7%	1345	89.0%	26	1.7%	140	9.3%
CT 6	Spokane	1,288	1,239	96.2%	1182	91.8%	57	4.4%	49	3.8%
CT 7	Spokane	2,178	2,057	94.4%	1872	86.0%	185	8.5%	121	5.6%
CT 8	Spokane	1,880	1,714	91.2%	1662	88.4%	52	2.8%	166	8.8%
CT 9	Spokane	2,523	2,291	90.8%	2138	84.7%	153	6.1%	232	9.2%

BROADBAND	Total Population	Has a computer		With Internet		Without Internet		No Computer	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 10	Spokane	2,418	2,232	92.3%	2082	86.1%	150	6.2%	186	7.7%
CT 11	Spokane	1,434	1,339	93.4%	1330	92.7%	9	0.6%	95	6.6%
CT 12	Spokane	981	908	92.6%	868	88.5%	40	4.1%	73	7.4%
CT 13	Spokane	1,520	1,382	90.9%	1270	83.6%	112	7.4%	138	9.1%
CT 14	Spokane	2,393	2,293	95.8%	2114	88.3%	179	7.5%	100	4.2%
CT 15	Spokane	2,208	2,020	91.5%	1974	89.4%	46	2.1%	188	8.5%
CT 16	Spokane	1,386	1,183	85.4%	1103	79.6%	80	5.8%	203	14.6%
CT18	Spokane	1,327	1,100	82.9%	968	72.9%	132	9.9%	227	17.1%
CT19	Spokane	1,566	1,424	90.9%	1321	84.4%	103	6.6%	142	9.1%
CT 20	Spokane	1,673	1,551	92.7%	1387	82.9%	164	9.8%	122	7.3%
CT 21	Spokane	1,093	983	89.9%	950	86.9%	33	3.0%	110	10.1%
CT 23	Spokane	2,170	1,875	86.4%	1794	82.7%	81	3.7%	295	13.6%
CT 24	Spokane	1,171	1,029	87.9%	911	77.8%	118	10.1%	142	12.1%
CT 25	Spokane	2,374	2,137	90.0%	2021	85.1%	116	4.9%	237	10.0%
CT 26	Spokane	2,071	1,984	95.8%	1862	89.9%	122	5.9%	87	4.2%
CT 29	Spokane	1,189	1,137	95.6%	1118	94.0%	19	1.6%	52	4.4%
CT 30	Spokane	933	838	89.8%	706	75.7%	132	14.1%	95	10.2%
CT 31	Spokane	2,072	1,852	89.4%	1796	86.7%	56	2.7%	220	10.6%
CT 32	Spokane	1,402	1,292	92.2%	1163	83.0%	129	9.2%	110	7.8%
CT 35	Spokane	1,730	1,328	76.8%	1120	64.7%	208	12.0%	402	23.2%
CT 36	Spokane	2,567	2,264	88.2%	2151	83.8%	113	4.4%	303	11.8%
CT 38	Spokane	914	849	92.9%	807	88.3%	42	4.6%	65	7.1%
CT 39	Spokane	1,047	975	93.1%	866	82.7%	109	10.4%	72	6.9%
CT 40	Spokane	2,519	2,486	98.7%	2336	92.7%	150	6.0%	33	1.3%
CT 41	Spokane	1,104	1,034	93.7%	928	84.1%	106	9.6%	70	6.3%
CT 42	Spokane	1,894	1,820	96.1%	1759	92.9%	61	3.2%	74	3.9%
CT 43	Spokane	1,458	1,344	92.2%	1287	88.3%	57	3.9%	114	7.8%
CT 44	Spokane	2,120	2,028	95.7%	1863	87.9%	165	7.8%	92	4.3%

BROADBAND	Total Population	Has a computer		With Internet		Without Internet		No Computer	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 45	Spokane	1,478	1,459	98.7%	1413	95.6%	46	3.1%	19	1.3%
CT 46.01	Spokane	1,851	1,523	82.3%	1335	72.1%	188	10.2%	328	17.7%
CT 46.02	Spokane	1,265	1,162	91.9%	1043	82.5%	119	9.4%	103	8.1%
CT 47	Spokane	2788	2574	92.3%	2492	89.4%	82	2.9%	214	7.7%
CT 48	Spokane	1,938	1,865	96.2%	1675	86.4%	190	9.8%	73	3.8%
CT 49	Spokane	2323	2245	96.6%	2212	95.2%	33	1.4%	78	3.4%
CT 50	Spokane	1,994	1,736	87.1%	1555	78.0%	181	9.1%	258	12.9%
CT 101	Spokane	2418	2192	90.7%	2026	83.8%	166	6.9%	226	9.3%
CT 102.01	Spokane	1,647	1,551	94.2%	1358	82.5%	193	11.7%	96	5.8%
CT 102.02	Spokane	2,537	2,448	96.5%	2357	92.9%	91	3.6%	89	3.5%
CT 103.01	Spokane	1,775	1,583	89.2%	1494	84.2%	89	5.0%	192	10.8%
CT 103.03	Spokane	1,222	1,171	95.8%	1130	92.5%	41	3.4%	51	4.2%
CT 103.04	Spokane	2,406	2,156	89.6%	1883	78.3%	273	11.3%	250	10.4%
CT 103.05	Spokane	2,315	2,251	97.2%	2199	95.0%	52	2.2%	64	2.8%
CT 104.01	Spokane	1,677	1,549	92.4%	1490	88.8%	59	3.5%	128	7.6%
CT 104.02	Spokane	2,591	2,442	94.2%	2304	88.9%	138	5.3%	149	5.8%
CT 105.01	Spokane	3,387	3,252	96.0%	3077	90.8%	175	5.2%	135	4.0%
CT 105.03	Spokane	2,941	2,818	95.8%	2674	90.9%	144	4.9%	123	4.2%
CT 105.04	Spokane	1,364	1,310	96.0%	1274	93.4%	36	2.6%	54	4.0%
CT 106.01	Spokane	1,481	1,402	94.7%	1387	93.7%	15	1.0%	79	5.3%
CT 106.02	Spokane	3,133	3,042	97.1%	2948	94.1%	94	3.0%	91	2.9%
CT 107	Spokane	2,576	2,540	98.6%	2443	94.8%	97	3.8%	36	1.4%
CT 108	Spokane	952	851	89.4%	771	81.0%	80	8.4%	101	10.6%
CT 109	Spokane	1,491	1,465	98.3%	1430	95.9%	35	2.3%	26	1.7%
CT 110	Spokane	1,541	1,455	94.4%	1416	91.9%	39	2.5%	86	5.6%
CT 111.01	Spokane	2,957	2,457	83.1%	2351	79.5%	106	3.6%	500	16.9%
CT 111.02	Spokane	1,658	1,536	92.6%	1442	87.0%	94	5.7%	122	7.4%
CT 112.01	Spokane	3,544	3,102	87.5%	2866	80.9%	236	6.7%	442	12.5%

BROADBAND	Total Population	Has a computer		With Internet		Without Internet		No Computer	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 112.02	Spokane	1,591	1,486	93.4%	1378	86.6%	108	6.8%	105	6.6%
CT 113	Spokane	3,359	3,167	94.3%	3119	92.9%	48	1.4%	192	5.7%
CT 114	Spokane	2,162	1,989	92.0%	1935	89.5%	54	2.5%	173	8.0%
CT 115	Spokane	618	583	94.3%	559	90.5%	24	3.9%	35	5.7%
CT 116	Spokane	758	703	92.7%	658	86.8%	45	5.9%	55	7.3%
CT 117.01	Spokane	1,085	967	89.1%	933	86.0%	34	3.1%	118	10.9%
CT 117.02	Spokane	3,138	2,921	93.1%	2578	82.2%	343	10.9%	217	6.9%
CT 118	Spokane	2,521	2,173	86.2%	1908	75.7%	265	10.5%	348	13.8%
CT 119	Spokane	1,871	1,724	92.1%	1636	87.4%	88	4.7%	147	7.9%
CT 120	Spokane	1,805	1,685	93.4%	1565	86.7%	120	6.6%	120	6.6%
CT 121	Spokane	1,182	1,062	89.8%	983	83.2%	79	6.7%	120	10.2%
CT 122	Spokane	970	839	86.5%	760	78.4%	79	8.1%	131	13.5%
CT 123	Spokane	2,595	2,205	85.0%	2093	80.7%	112	4.3%	390	15.0%
CT 124.01	Spokane	1,783	1,566	87.8%	1495	83.8%	71	4.0%	217	12.2%
CT 124.02	Spokane	2,412	2,337	96.9%	2294	95.1%	43	1.8%	75	3.1%
CT 125	Spokane	1,530	1,364	89.2%	1321	86.3%	43	2.8%	166	10.8%
CT 126	Spokane	1,599	1,483	92.7%	1329	83.1%	154	9.6%	116	7.3%
CT 127.01	Spokane	1,831	1,580	86.3%	1455	79.5%	125	6.8%	251	13.7%
CT 127.02	Spokane	847	795	93.9%	751	88.7%	44	5.2%	52	6.1%
CT 128.01	Spokane	1,712	1,639	95.7%	1562	91.2%	77	4.5%	73	4.3%
CT 128.02	Spokane	1,255	1,166	92.9%	1136	90.5%	30	2.4%	89	7.1%
CT 129.01	Spokane	1,242	1,059	85.3%	961	77.4%	98	7.9%	183	14.7%
CT 129.02	Spokane	2,680	2,516	93.9%	2267	84.6%	249	9.3%	164	6.1%
CT 130	Spokane	3,982	3,788	95.1%	3603	90.5%	185	4.6%	194	4.9%
CT 131	Spokane	5,183	4,931	95.1%	4735	91.4%	196	3.8%	252	4.9%
CT 132.01	Spokane	2,802	2,693	96.1%	2495	89.0%	198	7.1%	109	3.9%
CT 132.02	Spokane	4,676	4,497	96.2%	4181	89.4%	316	6.8%	179	3.8%
CT 133	Spokane	1,171	1,134	96.8%	1044	89.2%	90	7.7%	37	3.2%

BROADBAND	Total Population	Has a computer		With Internet		Without Internet		No Computer	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 134.01	Spokane	1,962	1,938	98.8%	1908	97.2%	30	1.5%	24	1.2%
CT 135	Spokane	3,595	3,550	98.7%	3418	95.1%	132	3.7%	45	1.3%
CT 136	Spokane	1,964	1,862	94.8%	1783	90.8%	79	4.0%	102	5.2%
CT 137	Spokane	1,338	1,246	93.1%	1102	82.4%	144	10.8%	92	6.9%
CT 138	Spokane	804	787	97.9%	782	97.3%	5	0.6%	17	2.1%
CT 139	Spokane	2,031	1,925	94.8%	1869	92.0%	56	2.8%	106	5.2%
CT 141	Spokane	2,349	2,133	90.8%	2021	86.0%	112	4.8%	216	9.2%
CT 143	Spokane	1,179	1,061	90.0%	941	79.8%	120	10.2%	118	10.0%
CT 144	Spokane	1,706	1,540	90.3%	1469	86.1%	71	4.2%	166	9.7%
CT 145	Spokane	791	720	91.0%	591	74.7%	129	16.3%	71	9.0%
CT 9410	Stevens	795	652	82.0%	463	58.2%	189	23.8%	143	18.0%
CT 9501	Stevens	2,954	2,418	81.9%	2043	69.2%	375	12.7%	536	18.1%
CT 9502	Stevens	1,568	1,320	84.2%	1147	73.2%	173	11.0%	248	15.8%
CT 9503	Stevens	1,187	1,113	93.8%	1050	88.5%	63	5.3%	74	6.2%
CT 9505	Stevens	1,012	914	90.3%	867	85.7%	47	4.6%	98	9.7%
CT 9506	Stevens	1,030	871	84.6%	808	78.4%	63	6.1%	159	15.4%
CT 9507	Stevens	1,014	797	78.6%	714	70.4%	83	8.2%	217	21.4%
CT 9508	Stevens	1,324	1,124	84.9%	941	71.1%	183	13.8%	200	15.1%
CT 9509	Stevens	683	576	84.3%	511	74.8%	65	9.5%	107	15.7%
CT 9511	Stevens	1,466	1,358	92.6%	1063	72.5%	295	20.1%	108	7.4%
CT 9513	Stevens	1,588	1,341	84.4%	1198	75.4%	143	9.0%	247	15.6%
CT 9514	Stevens	2,933	2,694	91.9%	2432	82.9%	262	8.9%	239	8.1%
CT 1	Whitman	1,238	1,238	100.0%	1122	90.6%	116	9.4%	0	0.0%
CT 2	Whitman	2,982	2,933	98.4%	2808	94.2%	125	4.2%	49	1.6%
CT 3	Whitman	2,085	2,017	96.7%	1911	91.7%	106	5.1%	68	3.3%
CT 4	Whitman	1,874	1,701	90.8%	1504	80.3%	197	10.5%	173	9.2%
CT 5	Whitman	410	396	96.6%	130	31.7%	266	64.9%	14	3.4%
CT 6	Whitman	3,838	3,810	99.3%	3109	81.0%	701	18.3%	28	0.7%

BROADBAND		Total Population	Has a computer		With Internet		Without Internet		No Computer	
Census Tract	County	#	#	%	#	%	#	%	#	%
CT 7	Whitman	1,578	1,476	93.5%	1300	82.4%	176	11.2%	102	6.5%
CT 8	Whitman	1,452	1,248	86.0%	1037	71.4%	211	14.5%	204	14.0%
CT 9	Whitman	1,626	1,448	89.1%	1319	81.1%	129	7.9%	178	10.9%
CT 10	Whitman	916	856	93.4%	798	87.1%	58	6.3%	60	6.6%
DSA		258,406	237,561	91.9%	219,998	85.1%	17,563	6.8%	20,845	8.1%

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INFORM.
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APPENDIX E
P3's CEIP PUBLIC PARTICIPATION PLAN

Contents

Introduction

In 2019, the Washington legislature passed the Clean Energy Transformation Act (CETA), which requires the transition to a carbon free electric supply in Washington by 2045. CETA aligns with Avista's own clean energy goals. In 2021, Avista worked with its advisory groups, including its Equity Advisory Group (EAG), to undergo a process of public engagement and finalize its first Clean Energy Implementation Plan (CEIP) required by CETA. In this plan, Avista included Customer Benefit Indicators (CBIs) that will show how customers are benefitting from the transition to clean energy through:

- The equitable distribution of energy and non-energy benefits and reduction of burdens to Named Communities;
- Long-term and short-term public health and environmental benefits; and,
- Energy security and resiliency.

Avista will continue to work with environmental justice and public health advocates, tribes, representatives from highly impacted communities, vulnerable populations, advisory groups, and other community partners to refine the Company's approach to equitable engagement in an effort to ensure an equitable and sustainable transition to clean energy.

The utility began engagement for the implementation of the CEIP in 2022 and will further enhance its customer engagement in the Spring of 2023 by way of this Public Engagement Plan (PEP). The PEP defines the goals, responsibilities, tools, and timeline for public involvement activities related to public and stakeholder engagement for the continued implementation of the Company's CEIP.

Project Purpose

The purpose of this project is to ensure participation of all relevant groups and individuals in monitoring the impact of the existing CEIP, including public feedback in the upcoming biennial CEIP update due on November 1, 2023.

Engagement Parameters

The engagement process will span two years and inform Avista's next CEIP to be filed in late 2025. Effective engagement will take feedback from previous engagements into account, while offering strategies and plans for engagement including but not limited to pop-up events, communication via social media, partnerships with local community partners, and progress monitoring to determine the efficacy of communications and engagement strategies toward improving Community Benefit Indicators.

The PEP includes the following elements:

- Methods and language considerations for seeking and considering input from:
    - o Vulnerable Populations and Highly Impacted Communities.

- o All other customers.
- Methods and strategies for reducing barriers to participation, including but not limited to, language, cultural, economic, or other factors.
- Plans to provide information and data in broadly understood terms through meaningful participant education.
- A proposed schedule of public meetings or engagement, including advisory group meetings.
- A proposed list of significant topics that will be discussed.

Engagement Goals and Objectives

Public Engagement Plan Purpose

This PEP will help Avista to educate and inform customers on the benefits of transitioning to clean energy. This plan has outlined barriers to participation and strategies for reducing those barriers in future engagement efforts pertaining to Avista's CEIP and Company programs. This will help ensure that a representative sample of Avista's customers are reached and engaged in the implementation of the CEIP.

Outreach Goals

The following goals were developed to achieve the purpose described above:

- Establish early and continuous public participation opportunities that provide timely information to all interested parties.
- Provide multiple methods for public input to gain an understanding of the values and needs of residents.
- Provide reasonable public access to information to enhance the public's knowledge and ability to participate.
- Promote an open, inclusive, and transparent public involvement process by providing clear and consistent information that is easy to understand and disseminated in multiple formats based on audience needs.
- Implement measures for seeking input from and considering the needs of those traditionally underserved Named Communities, such as low-income, minority, disabled, and non-English speaking individuals.
- Promote and increase education of Company programs such as energy efficiency and energy assistance opportunities.

The Company is adhering to the requirements outlined in WAC 480-100-655(1) in addition to the following:

- Convene advisory groups at regular meetings open to the public to monitor the impact of Customer Benefit Indicators on Named Communities
- Offer meeting summaries
- Monitor barriers to participation identified in previous phases of engagement
- Outline methods of participation to ensure inclusive distribution of information about programs and participation in programs and initiatives

Target Audiences

Avista has a varying customer base and is diligently working to ensure that customers of all demographic backgrounds, interests, and perspectives are participants in the CEIP engagement process. The target audiences for this engagement plan will consist of community partners and customers with an emphasis on hard-to-reach customer.

The following specific categories of community members and stakeholders will be targeted for participation through the engagement process outlined in this PEP:

- Residential and Business customers that Avista serves in Washington;
- Nonprofits serving populations identified as Named Communities, particularly those nonprofits that have expressed interest in partnering with Avista in previous engagement efforts;
- Low Income Housing Tax Credit Communities and Apartments;
- Schools and Universities; and,
- Churches and other Faith Based Organizations.

A comprehensive list of stakeholders from each of the above groups was compiled during previous engagement efforts. This process will include those stakeholders and continue to build the list to improve inclusion. Area local media outlets will be engaged according to Avista's standard procedures for disseminating project information.

Public Outreach Plan

Engagement Methods

Avista will conduct quarterly engagement in anticipation of both its biennial CEIP and future CEIP updates. Engagement will allow opportunities for stakeholders to give feedback about Company programs, overall CEIP implementation, CBIs, and ways to participate in Company programs.

Meeting Methods

The following meeting methods will be used to engage stakeholders about the implementation of Avista's CEIP.

Popup events

Popup meetings and/or events will be held at existing community outreach activities and community partner organization sponsored events. Avista will continue to partner with Community Based Organizations (CBOs), especially those located or servicing Named Communities making customers aware of programs and offers to reduce energy burden. Avista may attend at least one of these events per quarter and bring printed and translated

materials to the event. Avista will bring surveys, program applications, and lightbulbs or other energy efficiency related items as an incentive for participation. Avista will coordinate with CBOs to provide survey links, program applications, and educational videos to be utilized as appropriate.

Virtual Public Meetings

Virtual public meetings will be conducted to share information and address frequently asked questions. The purpose of these meetings will be to educate customers on CEIP implementation and to receive real-time feedback. These meetings should be only 1-1.25 hours long and include dial in options. Virtual public meetings can be conducted as webinars with a dial in option to accommodate many attendees. A future strategy may also include Live language interpretation to ensure inclusive access. The meetings can potentially be advertised using multiple methods including email, customer service line message, social media, bill inserts, newsletters, digital and print flyers distributed to community partners and during popup events. These meetings should be recorded and posted to the Company's website.

As an alternative to webinar style meetings, virtual meetings could be prerecorded, including language subtitles, and distributed along with a survey. The purpose of this style of meeting would be to educate customers on the CEIP implementation. This would allow participants to view it at their leisure instead of trying to attend a meeting at a set time. Pre-recorded meetings would be short in duration, lasting no more than 15-20 minutes.

Data Collection Methods

Feedback will be sought from customers to identify their perspectives on Avista's transition to clean energy. Participants will be offered the opportunity to provide input and ask questions through an online survey with paper survey forms distributed to community partners and administered during pop-up events. A project hotline can be made available for stakeholders to provide feedback as well.

This feedback will be used, along with documentation of questions asked during popups, for development of CEIP updates and future CEIPs, as well as for a frequently asked questions and answer (FAQ&A) list. This FAQ&A list can be posted to the Company's CEIP webpage, used to develop additional educational videos, and featured in monthly newsletters

Communication Methods

The following communication methods will be used to communicate with and engage the public in an equitable, inclusive, accessible, and transparent way. These tactics would be

utilized to promote how to participate in in Company programs, for specific events, meetings and additional opportunities for feedback, such as surveys.

Educational Videos

Avista will create short educational videos to present elements of the CEIP in a clear and easy to digest manner. Videos could be shared with Avista channels and also be sent to community partners to share through their channels. For example, Avista could share educational materials with residents of the Latinos en Spokane community organization as well as the Spokane Indian Housing Authority, along with survey links and program applications through the Housing Authority's Facebook page as well as their webpage.

Project Webpage

Avista's "Washington's Clean Energy Future" webpage is used to house relevant information, including an overview of the engagement process. The site will continue to include updates, announcements, online survey links, public comment and meeting summaries, the project schedule, and opportunities for public participation.

Social Media

Outreach events and meetings could be advertised using Avista's social media accounts, including Facebook, Twitter, and Instagram. These posts will contain basic information about the CEIP implementation process as well as information about the upcoming opportunities for participation. Survey links or the project webpage link may also be shared via social media accounts.

Phone Tree Messaging

The Avista phone tree and hold messaging will be utilized to help entice participation in the online survey. These pre-recorded messages will be played while customers are on hold waiting for a representative or as part of the phone tree messaging. The messages will include quick information about the online survey and a link for more information.

Survey and Feedback Promotion

A media kit will be developed for survey efforts. This kit will be distributed to Avista staff members, community partners, stakeholders, and others to help in the promotion of engagement opportunities. The media kit could include the following materials:

Press Release

A press release may advance outreach efforts by alerting the media of Avista's Public Participation Planning process. This press release will include information about Avista's Clean Energy initiative and upcoming engagement opportunities, as well as information

on how to participate. The press release can be distributed by Avista to mass media outlets including those that serve minority populations.

Flyers

Flyers will be created to advertise surveys, meetings, and opportunities for participation. Flyers will include a brief overview of the CEIP, information about the survey or meetings, a link to the project website, and any other necessary information.

Graphics and Presentation Slides

Graphics and presentation slides will be developed to help community partners spread the word about engagement opportunities. These graphics can be shown on digital displays, such as revolving screens in waiting rooms or shown during live events, such as church meetings.

Newsletter Copy and Partner Social Media

Text for newsletters will be developed as part of the media kit. This text can be used by stakeholders and community partners through their existing communication channels. Additionally, social media content and graphics will be provided for partners to use on their existing social media platforms.

CEIP Videos

Short videos may be developed to advertise the CEIP customer survey, including an overview of the project and information on how to obtain a copy of the survey (electronic link and contact information to request a paper copy). Additionally, as mentioned above, educational videos may be developed to reach more customers pertaining to the Company's CEIP and ongoing clean energy efforts.

Timeline

The following timeline reflects the key components for public engagement between the second quarter of 2023 and the fourth quarter of 2024. In addition to the events listed below, it will be necessary to conduct additional outreach throughout the year including advisory group meetings, distribution of communication materials, and additional stakeholder outreach.

2023 Timeline

2nd Quarter Launch
- Update webpage and materials
- Develop content plan

3rd Quarter
- Virtual Public Meeting
- Popups
- Survey through fourth quarter

4th Quarter
- Popups
- Survey closes

2024 Timeline

1st Quarter
- Report on feedback collected in 2023
- Popups

2nd Quarter
- Virtal Public Meeting,
- Popups

3rd Quarter
- Virtual Public Meeting,
- Popups
- Survey through fourth quarter

4th Quarter
- Popups
- Survey closes
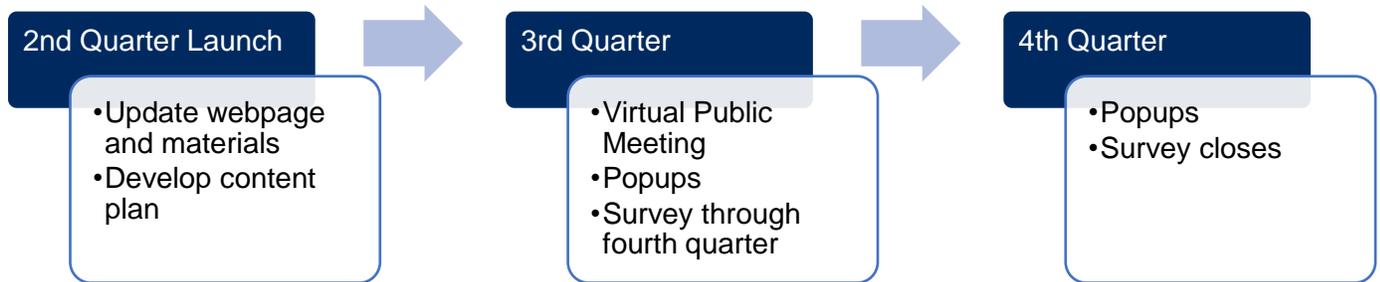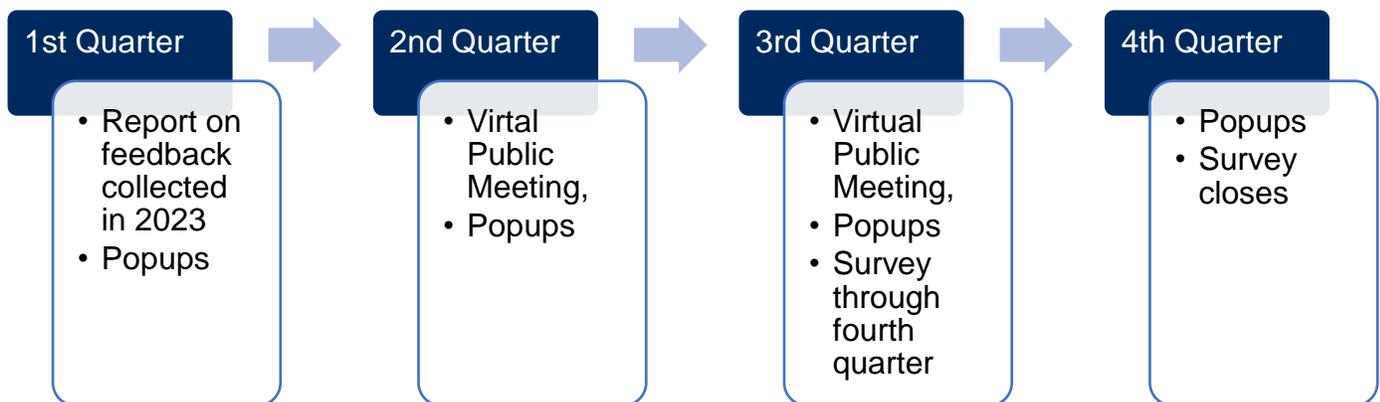
Communicating Results

To increase transparency with the public and ensure accountability, a public engagement summary will be created annually. The summary will detail all public outreach and engagement activities, results from public input, and an evaluation of engagement activities. This includes but is not limited to the following:

- Public Engagement Virtual Meeting Summaries and Participation Numbers

- Notification Methods

- Named Communities Outreach Efforts

- Any Survey Results

- Public Comments

These summaries will be shared with participants and included on the project website and in the appendix of the final Public Participation Plan.

Monitoring Outreach and Involvement

Successful engagement will consist of engaging and involving a representative sample of Avista's customers. In other words, the demographic makeup of participants will mirror, or be as close as possible to the demographic makeup of Avista's customers. Additionally, successful engagement will involve as many individuals from Named Communities as possible.

To measure success, voluntary demographic data on age, gender identity, racial/ethnic identity, annual household income, disability status, and English proficiency of the participant will be collected in the survey using Voluntary Demographic survey questions. Additionally, data on participation numbers at events, communication method response numbers, analytics on online engagement activities, and online survey participation will be collected and continuously monitored to analyze the success of engagement activities.

Throughout the engagement period, Avista intends to collect information about how and where participants applying for programs found out about the program. This information will be used to refine future engagement and create more effective opportunities for outreach.

APPENDIX F
EQUITY ADVISORY GROUP
2023 MEMBER LIST

Avista 2023 Equity Advisory Group Members				
Area Represented	First Name	Last Name	Agency	Title
Tribe	Clyde	Abrahamson	Spokane Indian Housing Authority	Special Projects Coordinator
Clean Air	Margee	Chambers	Spokane Clean Air	Rule Writer & SIP Planner
Education/Disabled	Connie	Kliewer	NEWESD101	Director, Center for Special Education Services
Colville, low income	Clair	Trapp	Rural Resources	Energy Intake Specialist
Affordable Housing	David	Tietz	Salem Arms	Executive Director
LGBTQ	KJ	January	Spectrum	Director of Advocacy and Engagement
Othello, school, English as 2nd language	William	vonBracht	Hiawatha Elementary School	Principal
West Central Spokane, Environment and Marginalized populations	Michele	Bennington	Community Member at Large	Volunteer Our Place
Ecology/Environment	Brook	Beeler	Department of Ecology	Regional Director
Environment/Renewable/Youth	Jupiter	McGee	Sunrise Spokane affiliation (youth led)	Community organizer
Government Agency/City Library Services	Vanessa	Strong	Spokane Public Library	Adult Services Manager
Adults with Disabilities/Payee Service	Tami	Dillion	Skils'kin	Director of Communicaitons and Governance
Youth - High School - Girl Scout	Alexsander	Swenson	Youth - Girl Scout	Cheney High School - freshman
Mobile Home park, low income	Cindy	Kimmet	Takesa Village	Resident, Rules Chair; community member
Energy and rental assistance	Carmen	Groom	SNAP	Energy Manager
BIPOC and low income communities	Rowena	Pineda	Reimagine Spokane & Asian Pacific Islander Coalition	Asian Pacific Islander Coalition (APIC) Spokane Chapter and YWCA Spokane.
Senior	Jean	Kindem	Aging & Long Term Care of Eastern Washington	Retired, Senior Advocate

APPENDIX G
EQUITY ADVISORY GROUP CHARTER

Clean Energy Implementation Plan

Public Participation Plan

Draft Equity Advisory Group Charter

Equity Advisory Group

2023 Charter

Contents

Introduction

Washington's Clean Energy Transformation Act (CETA), passed by legislature in 2019 requires utilities to ensure an equitable distribution of energy benefits and a reduction of energy burdens on vulnerable populations and highly impacted communities.

Avista Utilities (Avista or "Company") is forming an Equity Advisory Group (EAG or "Group") that will inform the development of the Company's Clean Energy Implementation Plan (CEIP) to meet regulatory requirements of CETA, as well as advise and provide guidance on other company activities.

Background

On May 7, 2019 Governor Jay Inslee signed into law Senate Bill 5116, or CETA, which commits Washington to an electricity supply free of greenhouse gas emissions by 2045. To meet this standard, utilities will need to replace coal-based resources with renewable power sources. The law includes provisions to protect customers with special attention for those who are economically disadvantaged and those most impacted by climate change and environmental pollution. Utilities have new requirements to provide energy assistance to low income customers, while also tailoring programs to meet the needs of marginalized populations and households with high energy burdens.

The legislation also requires utilities to use a framework that enables the facilitation of public participation and oversight while working to meet reduction goals. Specifically, the law requires utilities to convene an equity advisory group per WAC 480-100-655.

> *WAC 480-100-655(1)(b)*
>
> A utility must maintain and regularly engage an external equity advisory group to advise the utility on equity issues including, but not limited to, vulnerable population designation, equity customer benefit indicator development, data support and development, and recommended approaches for the utility's compliance with WAC 480-100-610 (4)(c)(i). The utility must encourage and include the participation of environmental justice and public health advocates, tribes, and representatives from highly impacted communities and vulnerable populations in addition to other relevant groups

The formation of Avista's EAG provides a forum for interested parties to engage with the Company in meaningful dialogues to ensure that a clean energy future does not disproportionately impact marginalized population groups and communities that tend to experience undue challenges pertaining to energy as well as other environmental, health and economic impacts.

Purpose

Avista's Equity Advisory Group will provide consultation for various endeavors across the Company to ensure that all customers are benefiting from the transition to clean energy through the equitable distribution of energy and nonenergy benefits and reduced energy burdens to vulnerable populations and highly impacted communities.

Initially, the group will be responsible for providing review, input, and feedback on the following topics as they relate to Avista's current and future Clean Energy Implementation Plan (CEIP).

Vulnerable Population Designation – Washington State Department of Health's (DOH) Cumulative Impact Analysis identifies highly impacted communities within Avista's service territory. The EAG will provide additional insights into these communities, as well as identifying other communities and populations that may not have been identified in the impact analysis.

Equity Indicator Development – The EAG will integrate equity considerations into the development of customer benefit indicators (CBI) and measurements for the impacted populations and include them in energy planning and decision making. This work is critical for ensuring that all customers benefit from the transition to clean energy through the equitable distribution of energy and nonenergy benefits and reduction of burdens.

Data Support and Development – The Group will assist in reviewing and identifying data needed to inform the development and analysis of equity indicators and vulnerable population designation.

Recommended Approaches for Equitable Distribution of Benefits – The EAG may be called upon to inform and advise on the Company's energy equity priorities and other Company projects as needed. This may include providing feedback on Avista's products and services, service resiliency objectives, validating if strategy and tactics are appropriate for implementation and, most importantly, share objective comments on the activities such as the Company's Electrification Transportation Initiative.

Ultimately, the Group will provide guidance and support activities to incorporate equity considerations into the Company's future Integrated Resource Plan (IRP), with significant emphasis on the inaugural – and future – Clean Energy Implementation Plans. To guarantee that the benefits of clean energy transformation efforts are accessible and affordable, that burdens are reduced and mitigated, and that the Company is held accountable for these equity aspects, the EAG will:
- Highlight and mitigate barriers to customer participation
- Help the Company develop understanding of equity issues

Avista has a variety of existing advisory groups for initiatives related to its Integrated Resource Plan, Energy Efficiency, Energy Assistance, Transportation Electrification, and Distribution Planning. The following chart illustrates how the EAG will inform the various Company advisory groups and their initiatives.
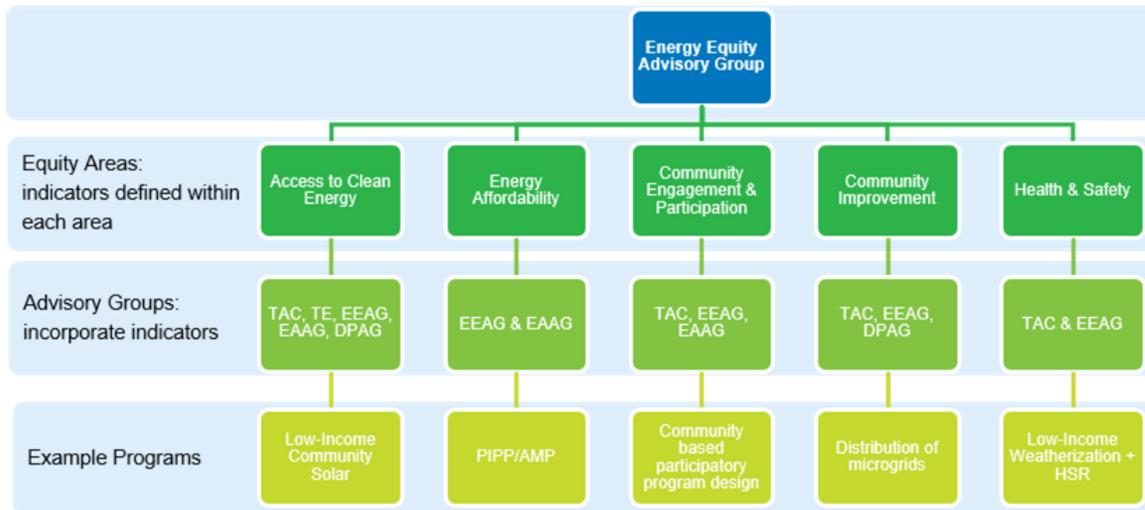
Acronym	Advisory Group Purpose
TAC	Technical Advisory Committee – advisory group to the Integrated Resource Plan process – roadmap for how Avista will meet customers energy needs 20 years from now; revised every two years.
EEAG	Energy Efficiency Advisory Group – advisory group to the energy efficiency implementation department that offers rebates for efficiency improvements to homes and businesses.
TE	Transportation Electrification Stakeholder Group – incorporation of electric vehicles and related infrastructure to the energy grid
EAAG	Energy Assistance Advisory Group – advisory group for bill assistance programs
DPAG	Distribution Planning Advisory Group

Goals

The goals for the EAG include the support of Avista's CEIP, conditions related to the CEIP, and overseeing 500k in the Named Communities Investment Fund (NCIF). The group also discusses CBIs that are utilized to ensure that Avista's efforts are making progress in reducing burdens and ensuring the benefits of clean energy are experienced by all customers equitably.

This charter provides an overview of the EAG purpose and goals, as well as Group and meeting construct. To help with the completion of a Charter a preliminary consultative group comprised of community representatives determined the essential Group concepts such as membership requirements, appropriate meeting schedules (i.e., daytime, evenings or weekends) and compensation, and any other factors that may help to provide an adequate foundation for the EAG.

Additionally, the EAG group provides recommendations for engaging with populations designated as impacted and/or marginalized to recruit for EAG membership and public participation opportunities.

With the Equity Advisory Group in place, conversations will continue in determining the indicators and weighting factors that will be used to confirm the Company is advancing its work in an equitable manner towards a cleaner energy future. The Group also help identify the vulnerable population determinates based on the preliminary analytical work conducted by Avista and the DOH Cumulative Impact Analysis and associated map.

Group Composition and Structure

In accordance with *WAC 480 100 655(1)(b)* the Equity Advisory Group should include participants from the areas of:
- Environmental Justice;
- Public Health Advocates;
- Tribes;
- Representatives from highly impacted communities and vulnerable populations, that may include seniors, veterans, Black, Indigenous and People of Color (BIPOC), low-income, and individuals living with disability;
- Urban and rural representation; and
- Additional individuals/organizations that may be identified by the Group members.

The EAG includes members who provide "lived experience" and expertise and have the potential to receive the benefit of the Company's efforts relating to compliance with CETA.

To ensure that the benefits to clean energy transformation are accessible and affordable, the energy burdens are reduced and mitigated, and the Company is accountable for these equity aspects, the EAG will:
- Highlight and develop ways to mitigate barriers to customer participation;
- Help the Company develop better understanding and incorporation of equity issues; and,
- Shape the processes and construct for the EAG

Information obtained from the EAG in these areas will be shared and discussed with the Company's other existing advisory groups to disseminate appropriate strategies to mitigate barriers to customer participation and to ensure adequate representation from highly impacted communities or vulnerable populations are included in all advisory groups.

The chart below provides an illustration of the activities the EAG will undertake and how their consult will inform the Company's activities and advisory groups.

Highly Impacted Communities/Vulnerable Populations

Engaged to provide input on indicators and recommendations for utility actions

Equity Advisory Group

- Identify and prioritize indicators, weighting factors and metrics and association with HIC/VP
- Determine strategy for outreach and engagement of HIC/VP to obtain input for indicators and utility actions
- Review and prioritize indicators and utility actions with weighing benefit/burden factors and metrics for the CEIP
- Provide consult as needed for various advisory groups as needed

Avista CEIP & Advisory Groups: TAC, Transportation, Efficiency, Assistance and Distribution/Systems Planning

- Quantify/Assess, Plan for and Implement the recommendation(s) and guidance of the EAG

Member Recruitment

The Company is committed to obtaining membership that reflects diverse representation of its customer base with emphasis on those who have been marginalized and/or adversely affected by energy generation and delivery.

Membership in the EAG is defined as any interested person who can actively consult on equity concerns related to the strategic planning, resource coordination, and management of the Company's clean energy initiatives.

Interested individuals are invited to complete a **Member Interest Form** that will provide a tool for considering candidates for the EAG.

Meetings

Meetings will be conducted in a virtual setting until the Company resumes standard, in-person, business practices or if EAG members would like to meet in-person.

Meetings will be facilitated by Avista staff or its contracted EAG facilitator.

Meetings are open to all customers, including EAG members, related Avista staff, and additional guests. The 2023 meeting schedule, topics, and meeting times can be found on Avista's clean energy website located at: https://www.myavista.com/about-us/washingtons-clean-energy-future.

Presentations

All members of the EAG will help identify projects and initiatives that should be shared by presentation to the Group.

Presentations will be available to members in advance of the meeting *(3 days as required per WAC 480-100-655 (g)).*

Meeting and Group Activity Archive

Meeting notes will be taken and shared with members. Meeting notes, recordings, and presentations will be available on the Company's website.

2023 Meeting Schedule

The chart below includes tentative topics to be reviewed and discussed at each meeting.

Tentative EAG Schedule & Topics 2023

Date	Agenda Items
January 18 & 20, 2023	• Named Communities Investment Fund • Condition #10 - Named Communities Specific Action • Public Participation
February 15 & 17, 2023	• Named Communities Investment Fun Project Prioritization
March 15 & 17, 2023	• Named Communities Investment Fund • Spokane Tribe Energy Partnership • Public Participation
April 19 & 21, 2023	• Condition #38 – Two CBI's/5 Subsets in Named Communities • Equity Refresher
May 17 & 19, 2023	• Wildfire Mitigation Plan and Outreach
June 21 & 23, 2023	• Condition #23 – Joint Advocate Customer Benefit Indicators • Named Communities Investment Fund
July 19 & 21, 2023	• Spokane Tribe Energy Partnership • Condition #10 - Named Communities Specific Action
August 23 & 25, 2023	• Public Participation Update • Condition #24 – Indoor Air Quality Metric
September 20 & 22, 2023	• WA Bill Discount Program Overview

October 18 & 20, 2023	• CEIP Biennial Report Filing • Named Communities Investment Fund • Regulatory Discussion – How Rates are Calculated
November 15 & 17, 2023	• 2024 EAG Structure • EV Transportation Program Update
December 13 & 15, 2023	• Tentative

Member Compensation

Members who express need will be compensated $90 for their participation in each EAG session. Members can opt to attend both sessions each month, but will only be compensated for one session each month.

For in-person meetings, if they occur, reimbursement for travel and transportation expenses will be provided for travel that is beyond 10 miles of the meeting location.

Meeting Norms: Guidance for Group Participation

1. Members are encouraged to actively participate in discussions
2. Each member will be provided time to speak
3. Healthy and civil debate is encouraged
4. Members should be open to new ideas and concepts
5. Members are respectful of differing opinions
6. Collectively the group should strive to align varying options (e.g. identify shared goals for different perspectives)

Decision Model

Should the group discussion result in need for a decision, the decision will be made by consensus.

The Gradients of Agreement will be utilized, combined with collaborative dialogue to gauge the level of support for a proposal to ensure each member has had the opportunity to express ideas and better understand what is important to each member. The solution should then have broad level of support and will enhance the commitment and success of the resulting decision.

Gradients of Agreement: Better Vocabulary

1	2	3	4	5	6	7	8
Whole-hearted Endorsement	Agreement with a Minor Point of Contention	Support with Reservations	Abstain	More Discussion Needed	Don't Like but Will Support	Serious Disagreement	Veto
"I really like it"	"Not perfect, but it's good enough"	"I can live with it."	"This issue does not affect me."	"I don't understand the issues well enough yet."	"It's not great but I don't want to hold up the group"	"I am not on board with this – don't count on me."	"I block this proposal."

If all the responses from the group members are 1, 2, 3, or 4, consensus is achieved, and the group can proceed.

If most of the group answers 1 to 4, and one or more member answers 5, then the initiative will move forward with a minority report written by those members who voted 5.

If less than 60% of the EAG votes 1 to 4, the initiative will go back to the Group for further consideration.

Roles and Responsibilities

EAG Members

This is an active advisory group that will consist of participants from community-based, public health, government, and social service organizations, along with individuals with relevant experiences who will provide a consultation to assure the needs of their particular area or interests are considered as it relates to potential benefits or detriments that a clean energy future may bring to their community.

The EAG is expected to provide a voice for marginalized customers and will assist in the development of the inputs to be considered for future energy resource planning processes.

Company Representatives

The company's lead staff along with a contracted EAG facilitator will facilitate regularly occurring EAG meetings with an internal group of Avista representatives who will be updated on the EAG's activities and progress. This group will provide oversight to assure the group's activities are aligned with other company activities and initiatives, resources are leveraged and the recommendations of the EAG are distributed to the related advisory group or company program or project.

Representation for the company's internal group includes:

- Executive Sponsor: Latisha Hill
- Lead Staff: Tamara Bradley
- Avista Advisors:
    - Rates & Regulatory: Shawn Bonfield, Amanda Ghering
    - IRP Manager: James Gall
    - CEIP Manager: Kelly Dengel
    - Avista's Equity, Inclusion, and Diversity Strategy: Kristine Meyer
    - Communication: Annie Gannon

- Related company initiatives:
    - Biennial Conservation Plan: Meghan Pinch
    - Affordability: Nicole Hydzik
    - Solar: Stephanie Meyers
    - Transportation Electrification: Rendall Farley

Lead Staff Responsibilities

1. Lead EAG Meetings
2. Coordinate all meeting support activity (i.e. schedule meetings, provide agenda and meeting materials to members)
3. Document meeting notes and action items
4. Send out meeting notes, action items and ensure follow-up of action items
5. Serve as company liaison for all EAG activities

Resources

For the development of this document the following resources were used:
1. Avista's Economic Vitality Charter, dated 11/20/2020
2. Spokane Regional Emergency and Disaster Healthcare Coalition: Core Member Advisory Group Charter, dated: 4/1//2019
3. Justice in 100 Metrics: Tools for Measuring Energy Equity
4. WUTC Draft Area Metrics and Examples
5. Spokane City's Sustainability Action Subcommittee: Overview

APPENDIX H
EQUITY ADVISORY GROUP MEMBER INTEREST FORM

Avista Equity Advisory Group Interest Form

Introduction:

Washington's Clean Energy Transformation Act (CETA) passed by legislature in 2019 requires utilities to ensure an equitable distribution of energy benefits and a reduction of burdens on vulnerable populations and highly impacted communities.

There are many societal issues that run parallel with the desire to convert to a clean energy future. Based on your unique experience, please review the information below to indicate your interest in advising Avista in these matters.

Advisory Group Member Qualifications
- Knowledge, skills, and experience (lived and professional) to effectively represent your respective community/population/group.
- Capacity and willingness to serve as the conduit or intermediary between the Equity Advisory Group (EAG) and the entity you represent.
- Availability to attend regularly scheduled meetings

The following information collected will be used to understand your interest and capacity to participate in the Equity Advisory Group as well as to track the experiences and communities/sectors that are represented.

Please submit completed forms by email to Tamara.Bradley@avistacorp.com or by mail to:
Avista
MSC-68, attention: Tamara Bradley
1411 E. Mission, Spokane WA 99202

Member Information

Full Name: _____   Date:_____
        Last   *First*   *M.I.*

Address: _____
        Street Address   *Apartment/Unit #*

_____
        City   *State*   *ZIP Code*

Phone: _____   Email Address: _____

Preferred method for communication (e.g. email, phone, etc.):

_____

In what way would you like to engage with the EAG?
- ☐ Actively participate as an EAG member
- ☐ Receive information/updates on the activities of the EAG
- ☐ Both actively participate and receive information/updates
- ☐ Other: _____

What are your interests in joining Avista's Equity Advisory Group?

_____

_____

Are you interested in joining Avista's Energy Equity Advisory Group as an: (check all that apply and provide)?

- ☐ Individual community member, leader, or worker who is interested in Washington State's Clean Energy Transformation law.

  Please describe: _____

- ☐ Partner from an organization, business, or union that serves communities or workers.

  Please describe: _____

- ☐ Partner from an industry, sector, or governmental agency.

  Please describe: _____

- ☐ Other with description: _____

How will participating in the Group benefit your community/sector/organization?

_____

_____

Please provide information about your background or experience that may inform ways to make improvements to the following areas: (check all that apply)

- ☐ Employment
  Please describe: _____
- ☐ Housing
  Please describe: _____
- ☐ Transportation
  Please describe: _____
- ☐ Food insecurity

Please describe: _____
☐ Health care
Please describe: _____
☐ Language barriers
Please describe: _____
☐ Other:
Description: _____

Please identify community affiliations in which you have personal and/or professional experience. We understand there may be intersecting personal identities and/or professions. Select all that apply.

☐ Community member, advocate and representative for people in congregate settings: people experiencing homelessness, people who are detained/incarcerated, etc.
☐ Community member, leader representing immigrant and refugee communities
☐ Community member, leader representing individuals with disabilities
☐ Community member, leader representing rural and frontier communities
☐ Community member, leader representing the LGBTQIA+ community
☐ Community member, leader representing the African American/Black communities
☐ Community member, leader representing the Asian American communities
☐ Community member, leader representing the Latinx communities
☐ Community member, leader representing the Native Hawaiian and other Pacific Islander communities
☐ Community member, leader representing American Indian/Alaska Native communities
Please note tribe: _____
☐ Community based organization, please note which organization: _____
☐ Community-led groups or coalition, please note group: _____
☐ Faith based community
☐ Local Health Jurisdiction
☐ Academic partner, please note which institution: _____
☐ Government Agency, please indicate:
_____
☐ Other _____

Compensation

We value and honor your time, and compensation may be available to you or your organization to cover the cost of your participation at Equity Advisory Group meetings.

Would you like to be compensated for your time?
☐ Yes
☐ No
☐ Other comment(s): _____

Participation

Starting October 2021, the Equity Advisory Group will meet monthly with two meeting options for the second Wednesday and Friday of each month. Wednesday meetings are in the late afternoon from 4:30 to 6:00 pm and the Friday meetings are in the morning from 7:30 to 9:00 am. The group will not meet in December. The schedule for the next few months is:

	Wednesdays, 4:30 to 6:00 pm	Fridays, 7:30 to 9:00 am
2021	October 13	October 15
	November 10	November 12
2022	January 12	January 14
	February 9	February 18
	March 9	March 11
	April 13	April 15

Are you able to attend the meetings?

- ☐ Yes, I can attend either the morning or afternoon meetings.
- ☐ No. I am not able to attend but I would like to receive company updates and materials.
- ☐ Other: _____

To safeguard individual and public health and safety the Equity Advisory Group activity will occur virtually (e.g. through Microsoft Teams and Zoom) until further notice.

How can we best support you with virtual participation? Please check all that apply:
- ☐ Language interpretation
- ☐ Disability accommodations
- ☐ Technology assistance/accessibility (i.e. virtual platform training, phone conference, video)
- ☐ Other
  Please describe: _____

A requirement of the Washington Utilities and Transportation is that a roster of Equity Advisory Group members is made public. To meet this requirement a roster will be posted at myavista.com/ceta that will include each member's name, organizational affiliation, and role. Please consider this requirement in determining your willingness to participate in the group.

Other Comments

Please use this space to provide any additional comments you would like to share here:

_____

_____

_____

Signature: _____   Date:_____

APPENDIX I
AVSITA ADVISORS - MEMBER OVERVIEW

Avista Advisors: Member Overview

2,067 Members
(all residential)

Years as an Avista Customer

10 or more years	68%
6 to 9 years	12%
3 to 5 years	13%
1 to 2 years	5%
6 months to less than 1 year	2%
Less than 6 months	0%

Age

65+	55-64	45-54	35-44	25-34	18-24
36%	27%	18%	14%	5%	0%

Service Type

Both	Electric	Gas
62%	20%	19%

Gender

Male	Female	Other
49%	49%	2%

Location

Washington	Idaho	Oregon
63%	25%	11%
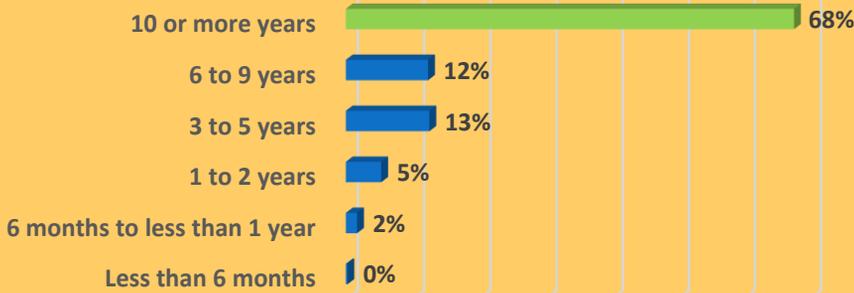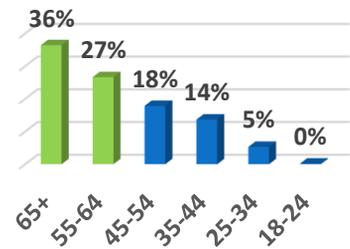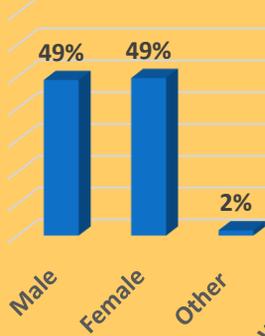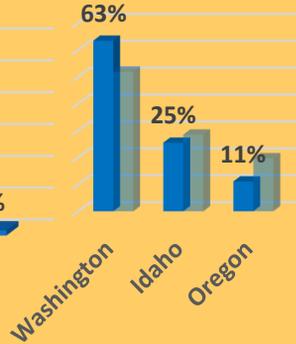
Credit Code

Avista Advisors

- 80% — 3
- 15% — 2
- 3% — 1
- 1% — 0

■ 3 ■ 2 ■ 1 ■ 0

All Customers

- 80% — 3
- 15% — 2
- 3% — 1
- 1% — 0

Optional Programs

■ All Customer Accounts   ■ Avista Advisors Members

Renewable Natural Gas	1%
Windpower	3%
Comfort Level Billing	28%
Auto Pay	30%
Paperless Billing	51%
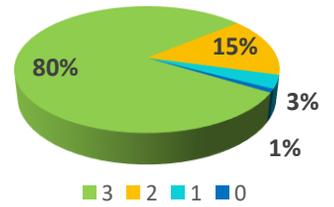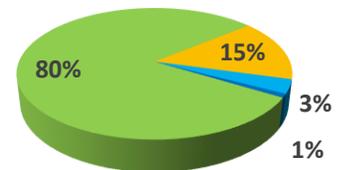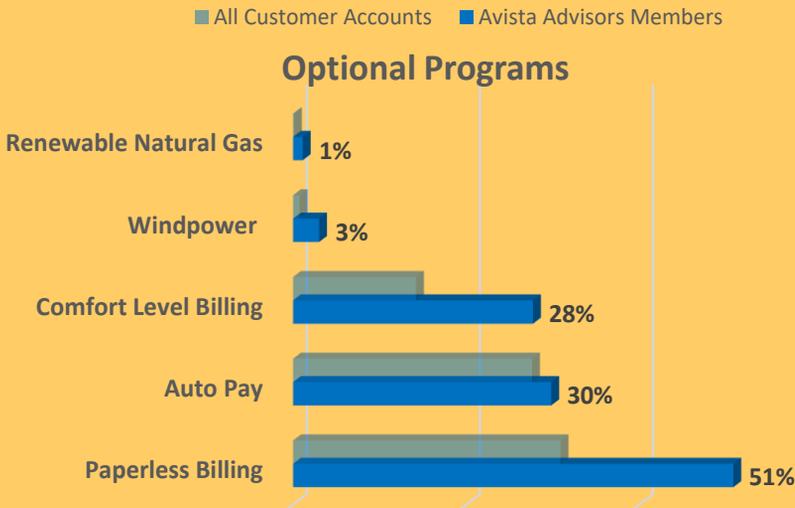
Average Survey Response Rate: 25%

AVISTA

APPENDIX J COMMUNICATION PREFERENCES SURVEY – MULTIPLE LANGUAGES

Communication Preferences Survey

The purpose of this survey is to get a better understanding of your experience receiving information from Avista about their programs and initiatives. Your responses will help inform how Avista engages with you in the future. This survey will take about three minutes to complete.

Questions

How do you currently receive your utility bill from Avista? *Select all that apply.*

- ☐ Paper copy through the mail
- ☐ E-mail
- ☐ Text message
- ☐ I don't know

Please return by November 4, 2022, through one of the following ways:

Email a scanned copy or picture of each page to: info@pppconsulting.net

Mail to: Public Participation Partners, 8502 Six Forks Rd, Ste 102, Raleigh, NC 27615

In the past year, have you received news and updates from Avista from the following sources?	Yes	No	Don't Know
In-person events	○	○	○
Virtual events	○	○	○
Inserts included with my bill	○	○	○
Flyers and letters via mail (not included with my bill)	○	○	○
Email	○	○	○
Text alerts	○	○	○
Avista website (myavista.com)	○	○	○
Avista call center	○	○	○
Facebook	○	○	○
Twitter	○	○	○
Instagram	○	○	○
YouTube	○	○	○
I don't receive news and updates from Avista Utilities	○	○	○

If you have attended any in-person or virtual Avista events in the past year, what were they? *If you haven't attended Avista events, skip this question.*

1

How satisfied or dissatisfied are you with how Avista shares the following types of information?	Very dissatisfied	Dissatisfied	Neutral/ Don't Know	Satisfied	Very Satisfied
Tips to save energy	○	○	○	○	○
Payment/bill assistance programs	○	○	○	○	○
Opportunities to provide feedback about service	○	○	○	○	○
Changes in utility rates or fees	○	○	○	○	○
Clean energy initiatives	○	○	○	○	○
Resource assistance after a natural disaster	○	○	○	○	○
Interruptions or changes in service	○	○	○	○	○

How much do you agree or disagree with the following statements?	Strongly Agree	Agree	Neutral/ Don't Know	Disagree	Strongly Disagree
I know how to get in touch with Avista if I'm having a service issue.	○	○	○	○	○
Avista shares useful energy-saving tips.	○	○	○	○	○
Avista provides opportunities for me to give feedback.	○	○	○	○	○
Avista informs me in advance of utility rate changes.	○	○	○	○	○
Avista is quick to communicate any service disruptions.	○	○	○	○	○
I know how to apply for financial assistance through Avista if I need help paying my utility bill.	○	○	○	○	○
I understand how Avista is promoting clean energy.	○	○	○	○	○

If Avista hosted community events, would you consider attending?

- ○ No, I wouldn't consider attending.
- ○ Yes, I would consider attending.
- ○ Yes, but only if the event was in-person.
- ○ Yes, but only if the event was virtual.
- ○ I'm not sure.

For more info, visit the project website: www.myavista.com/CETA

2

Complete this survey online by visiting: https://tinyurl.com/AUengage

How do you prefer to receive the following types of information from Avista?	In-person or virtual events	Inserts included with my bill	Flyers and letters via mail (not included with my bill)	Email	Text alerts	Social media	Avista website
Tips to save energy	❑	❑	❑	❑	❑	❑	❑
Payment/bill assistance programs	❑	❑	❑	❑	❑	❑	❑
Opportunities to provide feedback about service	❑	❑	❑	❑	❑	❑	❑
Changes in utility rates or fees	❑	❑	❑	❑	❑	❑	❑
Clean energy initiatives	❑	❑	❑	❑	❑	❑	❑
Resource assistance after a natural disaster	❑	❑	❑	❑	❑	❑	❑
Interruptions or changes in service	❑	❑	❑	❑	❑	❑	❑

Which social media platforms, if any, would you like to use to keep updated on Avista news?
Select all that apply.

- ❑ Facebook
- ❑ Twitter
- ❑ Instagram
- ❑ YouTube
- ❑ Other (specify)

_____
- ❑ I do not want to use social media to receive Avista updates.

Would you like to receive Avista Clean Energy updates about programs and opportunities to provide feedback? Please provide your email address below.

_____

**For more info, visit the project website:
www.myavista.com/CETA**

3

Voluntary Demographic Questions

The following questions ask about you and your background. This information allows us to get a sense of whom our survey has reached and helps us work toward our goal of inclusive engagement.

> **Please note that your responses will be used solely for data collection, will remain CONFIDENTIAL, and are OPTIONAL.**

What is your home zip code?

Do you have a disability?
- ○ Yes
- ○ No
- ○ Prefer not to answer

What is your gender identity?
- ○ Man
- ○ Woman
- ○ Non-binary
- ○ I'd like to self-identify

_____
- ○ Prefer not to answer

What is your age?
- ○ Younger than 18
- ○ 18-29
- ○ 30-44
- ○ 45-64
- ○ 65 and older
- ○ Prefer not to answer

How well do you speak English?
- ○ Very Well
- ○ Well
- ○ Okay
- ○ Very Little
- ○ Not at all
- ○ Prefer not to answer

What language do you speak at home most of the time?

Which of the following best describes your racial/ethnic identity? *Select all that apply.*
- ☐ Asian or Pacific Islander
- ☐ Black or African American
- ☐ Hispanic or Latino
- ☐ Native American or Alaskan Native
- ☐ White or Caucasian
- ☐ I'd like to self-identify

_____
- ☐ Prefer not to answer

What is your approximate annual household income?
- ○ Less than $12,000
- ○ $12,000-$19,999
- ○ $20,000-$30,999
- ○ $31,000-$46,999
- ○ $47,000-$69,999
- ○ $70,000-$93,999
- ○ $94,000-$117,999
- ○ $118,000 or greater
- ○ Prefer not to answer

> **Please return by November 4, 2022, through one of the following ways:**
>
> Email a scanned copy or picture of each page to: info@pppconsulting.net
>
> Mail to: Public Participation Partners, 8502 Six Forks Rd, Ste 102, Raleigh, NC 27615

Thank you for your input!

For more info, visit the project website: www.myavista.com/CETA

4

Arabic Comment Form

خطة المشاركة العامة من Avista Clean Energy

استبيان تفضيلات الاتصال

يهدف هذا الاستبيان إلى التوصل لفهم أفضل لتجربتك في تلقي المعلومات من Avista عن البرامج والمبادرات الخاصة بها. ستساعد ردودك في تحديد كيف ستقوم Avista بإشراكك مستقبلاً. وسيستغرق هذا الاستبيان ثلاث دقائق تقريبًا حتى يكتمل.

يرجى إعادته إلينا قبل 4 نوفمبر 2022 من خلال إحدى الطرق التالية:

- إرسال نسخة ممسوحة ضوئيًا أو مصورة من كل صفحة بالبريد الإلكتروني إلى: info@pppconsulting.net
- بالبريد إلى:
Public Participation Partners
8502 Six Forks Rd, Ste 102 Raleigh, NC 27615

الأسئلة

كيف تتلقى فاتورة المرافق الخاصة بك حاليًا من Avista؟ *حدد كل ما ينطبق.*
- ○ نسخة ورقية بالبريد
- ○ البريد الإلكتروني
- ○ الرسائل النصية
- ○ لا أعرف

هل تلقيت الأخبار والتحديثات من Avista في العام الماضي عبر المصادر التالية؟

نعم	لا	لا أعرف	
○	○	○	حدث الحضور الشخصي
○	○	○	الأحداث الافتراضية
○	○	○	المواد المدرجة مع فاتورتي
○	○	○	النشرات والخطابات المرسلة بالبريد (غير مدرجة مع فاتورتي)
○	○	○	البريد الإلكتروني
○	○	○	التنبيهات النصية
○	○	○	موقع Avista على الإنترنت (myavista.com)
○	○	○	مركز اتصالات Avista
○	○	○	فيسبوك
○	○	○	تويتر
○	○	○	إنستاجرام
○	○	○	يوتيوب
○	○	○	لا أتلقى الأخبار والتحديثات من Avista Utilities

إذا كنت قد حضرت أي أحداث حضور شخصي أو أحداث افتراضية لشركة Avista في العام الماضي، فما هي؟ *وإذا لم تحضر أحداث Avista، تخطى هذا السؤال.*

1

أكمل هذا الاستبيان عبر الإنترنت عن طريق زيارة:https://tinyurl.com/AUengage

إلى أي مدى أنت راضٍ أو غير راضٍ عن كيفية مشاركة Avista لأنواع المعلومات التالية؟

غير راضٍ جدًا	غير راضٍ	محايد/لا أعرف	راضٍ	راضٍ جدًا	
⭕	⭕	⭕	⭕	⭕	نصائح لتوفير الطاقة
⭕	⭕	⭕	⭕	⭕	برامج المساعدة في المدفوعات/ الفواتير
⭕	⭕	⭕	⭕	⭕	فرص إعطاء التعقيبات على الخدمة
⭕	⭕	⭕	⭕	⭕	التغييرات في أسعار أو رسوم المرافق
⭕	⭕	⭕	⭕	⭕	مبادرات الطاقة النظيفة
⭕	⭕	⭕	⭕	⭕	المساعدة في الموارد بعد الكوارث الطبيعية
⭕	⭕	⭕	⭕	⭕	توقف الخدمة أو التغيير فيها

إلى أي مدى توافق أو لا توافق على العبارات التالية؟

أوافق بشدة	أوافق	محايد/لا أعرف	لا أوافق	لا أوافق بشدة	
⭕	⭕	⭕	⭕	⭕	أعرف كيف أتصل بشركة Avista عندما أواجه مشكلة في الخدمة.
⭕	⭕	⭕	⭕	⭕	تشارك Avista نصائح مفيدة لتوفير الطاقة.
⭕	⭕	⭕	⭕	⭕	تمنحني Avista فرصًا لإعطاء التعقيبات.
⭕	⭕	⭕	⭕	⭕	تبلغني Avista مسبقًا بالتغييرات في أسعار المرافق.
⭕	⭕	⭕	⭕	⭕	تسارع Avista بالإبلاغ عن أي أعطال في الخدمة.
⭕	⭕	⭕	⭕	⭕	أعرف كيف أتقدم للحصول على مساعدة مالية من خلال Avista إذا كنت أحتاج إلى المساعدة في دفع فاتورة المرافق الخاصة بي.
⭕	⭕	⭕	⭕	⭕	أفهم كيف تعزز Avista استخدام الطاقة النظيفة.

في حالة استضافة Avista لأي أحداث مجتمعية، هل ستفكر في الحضور؟

- ⭕ لا، لن أفكر في الحضور.
- ⭕ نعم، سأفكر في الحضور.
- ⭕ نعم، لكن فقط إذا كان الحدث يتطلب الحضور الشخصي.
- ⭕ نعم، لكن فقط إذا كان الحدث افتراضي.
- ⭕ لست متأكدًا.

لمزيد من المعلومات، يرجى زيارة موقع المشروع على الإنترنت: www.myavista.com/CETA

أكمل هذا الاستبيان عبر الإنترنت عن طريق زيارة:https://tinyurl.com/AUengage

أحداث الحضور الشخصي أو الأحداث الافتراضية	المواد المدرجة مع فاتورتي	النشرات والخطابات المرسلة بالبريد (غير مدرجة مع فاتورتي)	البريد الإلكتروني	التنبيهات النصية	التواصل الاجتماعي	موقع Avista على الإنترنت	ما الطريقة التي تفضلها لتلقي أنواع المعلومات التالية من Avista؟
○	○	○	○	○	○	○	نصائح لتوفير الطاقة
○	○	○	○	○	○	○	برامج المساعدة في المدفوعات/ الفواتير
○	○	○	○	○	○	○	فرص إعطاء التعقيبات على الخدمة
○	○	○	○	○	○	○	التغييرات في أسعار أو رسوم المرافق
○	○	○	○	○	○	○	مبادرات الطاقة النظيفة
○	○	○	○	○	○	○	المساعدة في الموارد بعد الكوارث الطبيعية
○	○	○	○	○	○	○	توقف الخدمة أو التغيير فيها

ما منصات التواصل الاجتماعي التي تفضل استخدامها، إن وجدت، لتلقي آخر الأخبار عن Avista؟ *حدد كل ما ينطبق.*

☐ فيسبوك

☐ تويتر

☐ إنستاجرام

☐ يوتيوب

☐ أخرى (يرجى تحديدها)

_____

☐ لا أرغب في استخدام وسائل التواصل الاجتماعي لتلقي التحديثات من Avista.

هل ترغب في تلقي التحديثات من Avista Clean Energy عن البرامج وفرص إعطاء التعقيبات؟ يرجى كتابة عنوان بريدك الإلكتروني أدناه.

_____

لمزيد من المعلومات، يرجى زيارة موقع المشروع على الإنترنت: www.myavista.com/CETA

3

أكمل هذا الاستبيان عبر الإنترنت عن طريق زيارة:https://tinyurl.com/AUengage

أسئلة ديموغرافية تطوعية

تتعلق الأسئلة التالية بالاستفسار عنك وعن خلفيتك. تسمح لنا هذه المعلومات بتكوين فكرة عن الأشخاص الذين وصل إليهم الاستبيان الخاص بنا وتساعدنا في العمل على هدفنا المتمثل في المشاركة الشاملة.

يرجى ملاحظة أن الإجابات التي تقدمها لن تستخدم سوى في أغراض جمع البيانات، وسيتم الحفاظ على سريتها، وهي اختيارية.

ما الذي ينطبق على وصف هويتك العرقية/ الإثنية مما يلي؟
حدد كل ما ينطبق.
- ☐ آسيوي أو من سكان جزر المحيط الهادئ
- ☐ أسود أو أمريكي أفريقي
- ☐ هيسبانيك أو لاتينو
- ☐ أمريكي أصلي أو من سكان ألاسكا الأصليين
- ☐ أبيض أو قوقازي
- ☐ أرغب في التعريف بنفسي (يرجى التعريف بنفسك هنا)

_____
- ☐ أفضل عدم الإجابة

كم يبلغ الدخل السنوي لأسرتك بالتقريب؟
- ⭕ أقل من 12000 دولار
- ⭕ من 12000 إلى 19999 دولار
- ⭕ من 20000 إلى 30999 دولار
- ⭕ من 31000 إلى 46999 دولار
- ⭕ من 47000 إلى 69999 دولار
- ⭕ من 70000 إلى 93999 دولار
- ⭕ من 94000 إلى 117999 دولار
- ⭕ 118000 دولار أو أكثر
- ⭕ أفضل عدم الإجابة

ما الرمز البريدي لمنزلك؟
_____

هل أنت من ذوي الاحتياجات الخاصة؟
- ⭕ نعم
- ⭕ لا
- ⭕ أفضل عدم الإجابة

ما هي هويتك الجنسانية؟
- ⭕ رجل
- ⭕ امرأة
- ⭕ غير ثنائي الجنس
- ⭕ أرغب في التعريف بنفسي (يرجى التعريف بنفسك هنا)

_____
- ⭕ أفضل عدم الإجابة

كم عمرك؟
- ⭕ أقل من 18
- ⭕ 18-29
- ⭕ 30-44
- ⭕ 45-64
- ⭕ 65 أو أكبر
- ⭕ أفضل عدم الإجابة

إلى أي مدى تجيد التحدث بالإنجليزية؟
- ⭕ جيد جدًا
- ⭕ جيد
- ⭕ مقبول
- ⭕ ضعيف جدًا
- ⭕ لا على الإطلاق
- ⭕ أفضل عدم الإجابة

ما اللغة التي تتحدثها في منزلك في معظم الأوقات؟
_____

يرجى إعادته إلينا قبل 4 نوفمبر 2022 من خلال إحدى الطرق التالية:

- إرسال نسخة ممسوحة ضوئيًا أو مصورة من كل صفحة بالبريد الإلكتروني إلى: info@pppconsulting.net
- بالبريد إلى: Public Participation Partners 8502 Six Forks Rd, Ste 102, Raleigh, NC 27615

شكرًا على مشاركتك!

لمزيد من المعلومات، يرجى زيارة موقع المشروع على الإنترنت: www.myavista.com/CETA

أكمل هذا الاستبيان عبر الإنترنت عن طريق زيارة: https://tinyurl.com/AUengage

Dhari Comment Form

آویستا (Avista) طرح مشارکت عمومی انرژی پاک

نظرسنجی ترجیحات ارتباطی

هدف از این نظرسنجی درک بهتر تجربه شما از دریافت اطلاعات از آویستا در مورد برنامه ها و ابتکارات آنها است. پاسخهای شما به نحوه تعامل شما با آویستا در آینده کمک میکند. این سروی برای تکمیل شدن حدود سه دقیقه طول خواهد کشید.

لطفاً تا 4 نوامبر 2022 از طریق یکی از راه های زیر برگردانید:

- یک کپی یا تصویر اسکن شده از هر صفحه را به آدرس info@pppconsulting.net ایمیل کنید
- میل کنید: Public Participation Partners, 8502 Six Forks Rd, Ste 102, Raleigh, NC 27615

سوالات نظرسنجی

در حال حاضر چطور بل صنایع همگانی را ازآویستا دریافت میکنید؟ همه موارد کاربردی را انتخاب کنید.

- ⭘ کپی کاغذ از طریق ایمیل
- ⭘ ایمیل
- ⭘ پیام متنی
- ⭘ من نمی دانم

بلی	نخیر	نمی دانم	**در سال گذشته، آیا اخبار و چیزهای تازه از آویستا را از منابع زیر دریافت کرده اید؟**
⭘	⭘	⭘	رویدادهای حضوری
⭘	⭘	⭘	رویدادهای مجازی
⭘	⭘	⭘	درج های همراه با صورتحساب (بل) من
⭘	⭘	⭘	آگهی ها و نامه ها از طریق پست (با صورتحساب (بل) یکجا نیست)
⭘	⭘	⭘	ایمیل
⭘	⭘	⭘	پیام هشداری
⭘	⭘	⭘	وب سایت آویستا (myavista.com)
⭘	⭘	⭘	مرکز تماس آویستا
⭘	⭘	⭘	فیسبوک (Facebook)
⭘	⭘	⭘	توییتر (Twitter)
⭘	⭘	⭘	اینستاگرام (Instagram)
⭘	⭘	⭘	یوتیوب (YouTube)
⭘	⭘	⭘	من اخبار و به روزرسانی‌های آویستا خدمات آب و برق را دریافت نمیکنم

اگر در سال گذشته در رویدادهای آویستا حضوری یا مجازی شرکت کرده اید، آنها چه بوده اند؟ اگر در رویدادهای آویستا شرکت نکرده‌اید، از این سؤال بگذرید.

این نظرسنجی را به صورت آنلاین با مراجعه به سایت تکمیل کنید: https://tinyurl.com/AUengage

بسیار ناراضی	ناراضی	بی طرف /نمی دانم	راضی	بسیار راضی	چقدر از نحوه اشتراک گذاری انواع اطلاعات زیر توسط آویستا راضی یا ناراضی هستید؟
O	O	O	O	O	نکات برای ذخیره انرژی
O	O	O	O	O	برنامه های کمک پرداخت/صورتحساب (بل)
O	O	O	O	O	فرصت هایی برای ارائه بازخورد در مورد خدمات
O	O	O	O	O	تغییرات در صنایع همگانی نرخ ها یا هزینه ها
O	O	O	O	O	طرح های انرژی پاک
O	O	O	O	O	کمک به منابع پس از یک فاجعه طبیعی
O	O	O	O	O	وقفه یا تغییر در خدمات

کاملاً موافقم	موافقم	بی طرف/نمی دانم	مخالفم	کاملاً مخالفم	چقدر با بیانیه های زیر موافق یا مخالف هستید؟
O	O	O	O	O	من میدانم چطور با آویستا در تماس باشم اگر من مشکلی در خدمات دارم.
O	O	O	O	O	آویستا نکات مفیدی را برای ذخیره انرژی به اشتراک می گذارد.
O	O	O	O	O	آویستا فرصت هایی را برای من فراهم می کند تا بازخورد (واکنش) بدهم.
O	O	O	O	O	آویستا من را قبل از تغییرات نرخ صنایع همگانی مطلع میکند.
O	O	O	O	O	آویستا سریعاً با هرگونه اختلالات در سرویس ارتباط برقرار میکند.
O	O	O	O	O	اگر برای پرداخت صنایع همگانی خود نیاز به کمک داشته باشم، می دانم چگونه از طریق آویستا برای کمک مالی اقدام کنم.
O	O	O	O	O	من درک میکنم که آویستا چگونه انرژی پاک را ترقی میدهد.

اگر آویستا میزبان رویدادهای اجتماعی بود، آیا به شرکت در آن فکر میکنید؟

O نه ، من به شرکت کردن فکر نمیکنم.

O بلی، حضور در آن را در نظر میگیرم.

O بلی، اما فقط در صورتی که رویداد حضوری باشد.

O بلی، اما به شرطی که رویداد مجازی باشد.

O مطمئن نیستم.

برای اطلاعات بیشتر به وب سایت پروژه مراجعه کنید: www.myavista.com/CETA

این نظرسنجی را به صورت آنلاین با مراجعه به سایت تکمیل کنید: **https://tinyurl.com/AUengage**

رویدادهای حضوری یا مجازی	درجهای موجود با صورتحساب من	آگهی‌ها و نامه‌ها از طریق پست (در صورتحساب من موجود (شامل) نیست)	ایمیل	هشدارهای متنی	رسانه های اجتماعی	وب سایت آویستا	چگونه ترجیح می‌دهد انواع اطلاعات زیر را از آویستا دریافت کنید؟
O	O		O	O	O	O	نکات برای ذخیره انرژی
O	O		O	O	O	O	برنامه های کمک پرداخت/صورتحساب (بل)
O	O		O	O	O	O	فرصت هایی برای ارائه بازخورد (واکنش) در مورد خدمات
O	O		O	O	O	O	تغییرات در نرخ های صنایع همگانی یا هزینه ها
O	O	O	O	O	O	O	ابتکارات انرژی پاک
O	O	O	O	O	O	O	کمک به منابع پس از یک فاجعه طبیعی
O	O	O	O	O	O	O	وقفه یا تغییر در خدمات

در صورت وجود، از کدام پلتفرم های رسانه اجتماعی برای به روز رسانی اخبار آویستا استفاده میکنید؟ همه موارد کاربردی را انتخاب کنید.

☐ فیسبوک (Facebook)
☐ توییتر (Twitter)
☐ اینستاگرام (Instagram)
☐ یوتیوب (YouTube)
☐ دیگر (مشخص کنید)

_____

☐ من نمیخواهم از رسانه های اجتماعی برای دریافت به روز رسانی های آویستا استفاده کنم.

فرم تماس

آیا میخواهید به روزرسانی‌های انرژی پاک آویستا را درباره برنامه‌ها و فرصت‌های ارائه بازخورد دریافت کنید؟ لطفاً ایمیل آدرس خود را در زیر وارد کنید.

_____

برای اطلاعات بیشتر به وب سایت پروژه مراجعه کنید: www.myavista.com/CETA

این نظرسنجی را به صورت آنلاین با مراجعه به سایت تکمیل کنید: https://tinyurl.com/AUengage

سوالات داوطلبانه (اختیاری) جمعیت شناختی

سوالات زیر در مورد شما و پیشینه (گذشته) شما می پرسند. این اطلاعات به ما اجازه این را می‌دهد که بفهمیم نظرسنجی به چه کسی رسیده است و به ما کمک میکند تا در راستای هدف خود یعنی مشارکت فراگیر تلاش کنیم.

لطفاً توجه داشته باشید که پاسخ‌های شما صرفاً برای جمع‌آوری اطلاعات استفاده می‌شود، محرمانه باقی میماند و اختیاری است.

کد پستی خانه شما چیست؟	**کدام یک از موارد زیر هویت نژادی/قومی شما را بهتر توصیف میکنید؟ همه موارد کاربردی را انتخاب کنید**
	☐ جزیره ای آسیایی یا اقیانوس آرام
ــــــــــــــــــــــــــــــــ	☐ سیاه پوست یا آفریقایی آمریکایی
آیا شما معلولیت دارید؟	☐ اسپانیایی یا لاتین تبار
⚪ بلی	☐ بومیان آمریکا یا آلاسکا
⚪ نخیر	☐ سفید رنگ یا قفقازی
⚪ ترجیح می دهید پاسخ ندهید	☐ می‌خواهم خودم را شناسایی کنم (لطفاً در اینجا خود را شناسایی کنید)
هویت جنسی شما چیست؟	
⚪ مرد	ــــــــــــــــــــــــــ
⚪ زن	☐ ترجیح می دهید پاسخ ندهید
⚪ غیر باینری	
⚪ میخواهم خودم را شناسایی کنم (لطفاً در اینجا خود را شناسایی کنید)	**درآمد سالانه خانوار شما چقدر است؟**
	⚪ کمتر از $12,000
ــــــــــــــــــــــــ	⚪ $12,000-$19,999
⚪ ترجیح می دهید پاسخ ندهید	⚪ $20,000-$30,999
	⚪ $31,000-$46,999
سن شما چند است؟	⚪ $47,000-$69,999
⚪ کمتر از 18 سال	⚪ $70,000-$93,999
⚪ 18-29	⚪ $94,000-$117,999
⚪ 30-44	⚪ $118,000 یا بیشتر
⚪ 45-64	⚪ ترجیح می دهید پاسخ ندهید
⚪ 65 و بالاتر	
⚪ ترجیح می دهید پاسخ ندهید	

با تشکر از شما برای ورودی شما!

چقدر انگلیسی صحبت می کنید؟
- ⚪ خیلی بهتر
- ⚪ بهتر
- ⚪ خوب
- ⚪ بسیار کم
- ⚪ در کل نمی دانم
- ⚪ ترجیح می دهید پاسخ ندهید

بیشتر اوقات در خانه به چه زبانی صحبت میکنید؟

ــــــــــــــــــــــــــــ

> **لطفاً تا 4 نوامبر 2022 از طریق یکی از راه های زیر برگردانید:**
>
> - یک کپی یا تصویر اسکن شده از هر صفحه را به آدرس info@pppconsulting.net ایمیل کنید
> - میل کنید: Public Participation Partners, 8502 Six Forks Rd, Ste 102, Raleigh, NC 27615

برای اطلاعات بیشتر به وب سایت پروژه مراجعه کنید: www.myavista.com/CETA

این نظرسنجی را به صورت آنلاین با مراجعه به سایت تکمیل کنید: https://tinyurl.com/AUengage

Mandarin Comment Form

Avista 清洁能源公众参与计划

沟通偏好调查

本调查旨在更好地了解您从 Avista 获得有关其计划和倡议的信息的经历。您的回复将有助于 Avista 了解在未来如何与您进行互动。填写本调查需要大约三分钟时间。

调查问题

您目前是如何收取 Avista 的水电费账单的？请选择所有适用项。

- ☐ 通过邮件收取纸质版本
- ☐ 电子邮件
- ☐ 短信
- ☐ 我不知道

在过去一年中，您是否从以下渠道收到 Avista 的新闻和最新资讯？	是	否	不知道
现场活动	○	○	○
在线活动	○	○	○
我的账单中的插页	○	○	○
通过邮寄的传单和信函（不在我的账单中）	○	○	○
电子邮件	○	○	○
文字提示	○	○	○
Avista 网站 (myavista.com)	○	○	○
Avista 客户服务中心	○	○	○
Facebook	○	○	○
Twitter	○	○	○
Instagram	○	○	○
YouTube	○	○	○
我没有收到 Avista Utilities 公共事业公司提供的新闻和最新资讯。	○	○	○

如果您在过去一年中参加过任何现场或线上的 Avista 活动吗，具体是什么活动？如果您没有参加过 Avista 活动，请跳过此问题。

1

您对 Avista 分享以下类型的信息的方式感到有多满意或不满意？	非常不满意	不满意	中立/不知道	满意	非常满意
节能建议	⭕	⭕	⭕	⭕	⭕
付款/账单援助计划	⭕	⭕	⭕	⭕	⭕
提供关于服务反馈意见的机会	⭕	⭕	⭕	⭕	⭕
公用事业费率或费用的变化	⭕	⭕	⭕	⭕	⭕
清洁能源倡议	⭕	⭕	⭕	⭕	⭕
自然灾害发生后的资源援助	⭕	⭕	⭕	⭕	⭕
服务中断或调整	⭕	⭕	⭕	⭕	⭕

您在多大程度上同意或不同意以下陈述？	非常同意	同意	中立/不知道	不同意	非常不同意
如果我遇到服务问题，我知道如何与 Avista 取得联系。	⭕	⭕	⭕	⭕	⭕
Avista 分享实用的节能建议。	⭕	⭕	⭕	⭕	⭕
Avista 为我提供提出反馈意见的机会。	⭕	⭕	⭕	⭕	⭕
Avista 提前通知我有关水电费率的调整。	⭕	⭕	⭕	⭕	⭕
Avista 能迅速通知任何服务中断的情况。	⭕	⭕	⭕	⭕	⭕
我知晓如果我需要帮助支付我的水电费，如何通过 Avista 申请财务援助。	⭕	⭕	⭕	⭕	⭕
我了解 Avista 是如何推广清洁能源的。	⭕	⭕	⭕	⭕	⭕

如果 Avista 举办社区活动，您会考虑参加吗？
- ⭕ 不，我不会考虑参加。
- ⭕ 是，我会考虑参加。
- ⭕ 是，但只有在活动是亲自参加的情况下。
- ⭕ 是，但只有在活动是在线上参与的情况下。
- ⭕ 我不确定。

如需了解更多信息，请访问项目网站：
www.myavista.com/CETA

2

您希望如何从 Avista 获得以下类型的信息？	亲临现场或线上活动	包括在我的账单中的插页	邮寄的传单和信函（不在我的账单中）	电子邮件	短信提醒	社交媒体	Avista 网站
节能建议	☐	☐	☐	☐	☐	☐	☐
付款/账单援助计划	☐	☐	☐	☐	☐	☐	☐
提供关于服务反馈意见的机会	☐	☐	☐	☐	☐	☐	☐
公用事业费率或费用的变化	☐	☐	☐	☐	☐	☐	☐
清洁能源倡议	☐	☐	☐	☐	☐	☐	☐
自然灾害发生后的资源援助	☐	☐	☐	☐	☐	☐	☐
服务中断或调整	☐	☐	☐	☐	☐	☐	☐

您希望使用哪些社交媒体平台（若有）来了解 Avista 的最新资讯？请选择所有适用项。

☐ Facebook

☐ Twitter

☐ Instagram

☐ YouTube

☐ 其他（请说明）

_____

☐ 我不想使用社交媒体来接收 Avista 的最新资讯。

您是否希望收到"Avista 清洁能源"关于各类项目的最新信息和提供反馈的机会？请在下方提供您的电子邮件地址。

_____

如需了解更多信息，请访问项目网站：
www.myavista.com/CETA

3

通过访问以下链接在线填写调查： https://tinyurl.com/AUengage

自愿回答的人口统计学问题

以下问题是关于您和您的背景。该信息使得我们能更清楚地了解这份调查的接触对象，帮助我们实现扩大包容参与这一目标。

请注意，您可以选择是否回复这些问题，且您的回复将仅用于数据收集并被保密。

您家的邮政编码是多少？

_____

您是否身患残疾？
- ○ 有
- ○ 没有
- ○ 不愿回答

您的性别认同是什么？
- ○ 男
- ○ 女
- ○ 非二元性别
- ○ 我想进行自我认定（请将您的自我认定列在此处）

_____
- ○ 不愿回答

您的年龄多大
- ○ 小于 18 岁
- ○ 18-29 岁
- ○ 30-44 岁
- ○ 45-64 岁
- ○ 65 岁及更大
- ○ 不想回答

您的英文流利程度如何？
- ○ 很流利
- ○ 良好
- ○ 一般
- ○ 不太流利
- ○ 完全不流利
- ○ 不想回答

您在家里大部分时间讲什么语言

_____

以下哪项最能描述您的种族/族裔身份？请选择所有适用项。
- ○ 亚裔或太平洋岛民
- ○ 黑人或非裔美国人
- ○ 西班牙裔或拉丁裔
- ○ 美国原住民或阿拉斯加原住民
- ○ 白人或高加索人
- ○ 我想进行自我认定（请将您的自我认定列在此处）

_____
- ○ 不愿回答

您的家庭年收入大约是多少
- ○ 低于 12,000 美元
- ○ 12,000-19,999 美元
- ○ 20,000-30,999 美元
- ○ 31,000-46,999 美元
- ○ 47,000-69,999 美元
- ○ 70,000-93,999 美元
- ○ 94,000-117,999 美元
- ○ 118,000 美元或更高
- ○ 不想回答

请在 2022 年 11 月 4 日之前，通过以下方式交还：

请将扫描件或每页的照片用电子邮件发送至：info@pppconsulting.net

邮寄至： Public Participation Partners, 8502 Six Forks Rd, Ste 102, Raleigh, NC 27615

谢谢您的意见！

如需了解更多信息，请访问项目网站：
www.myavista.com/CETA

通过访问以下链接在线填写调查： https://tinyurl.com/AUengage

Marshallese Comment Form

Kajitok ikijen Lōmnak ikijen Roñjake im Kōnaan

Unin kajitok kein ej ñan bōk melele eo eman lak kake ta ko kwoj bōk jān Avista kake būrookraam im kottopar ko aer. Uak ko am renij jibañ kwalok ñan Avista ippān doon kake ilju jeklaj. Kajitok in enij bō jilu minit ñan kōmmane.

Kajitok ko

Ewi wawen am bōk jōnan eo kwoj kōlla ñan Avista? Kelet aolep ro rej ekkar ñan eok.

- ☐ Kape in pepa ilo mail
- ☐ E-mail
- ☐ Taakij
- ☐ **Ijjab jella**

Ilo yiiō eo emootlak, emōj ke am bōk naan im melele kāāl ko jān Avista jān jikin kein ilal?	Aet	Jab	Ijjab jella
Būrookraam ko ilo armij	⭘	⭘	⭘
Būrookraam ko aunḷain	⭘	⭘	⭘
Koba ippān onean kōlla eo	⭘	⭘	⭘
Kadelel im letta ilo mail (ejjab koba ippān bill eo ao)	⭘	⭘	⭘
Email	⭘	⭘	⭘
Kōjjela ilo taakij	⭘	⭘	⭘
Avista website (myavista.com)	⭘	⭘	⭘
Avista jikin call	⭘	⭘	⭘
Facebook	⭘	⭘	⭘
Twitter	⭘	⭘	⭘
Instagram	⭘	⭘	⭘
YouTube	⭘	⭘	⭘
Ijjab elolo melele kāāl jān Avista Utilities	⭘	⭘	⭘

Jouj karoltok ilo Nobōmba 4, 2022, ilo wawen kein ilal:

Email juon kape ako pija in kajojo peij ñan: info@pppconsulting.net

Mail ñan: Public Participation Partners, 8502 Six Forks Rd, Ste 102, Raleigh, NC 27615

Ñe emōj am pād ilo būrookraam o ilo armij ako ilo aunḷain an Avista ilo yiiō eo emootlak, kar ta ko? Ñe kojañin pād ilo būrookraam ko an Avista, jab uak e kajitok in.

1

Ewi joñan am mōnōnō ako jab mōnōnō ippān Avista ilo an kwalok kain melele kein?	Lukkun jab mōnōnō	Jab mōnōnō	Jab kea/jab jella	Mōņōnō	Lukkun mōnōñō
Jibañ ikijen kōjbarok jarōm	❍	❍	❍	❍	❍
Būrookraam in kōlla/jibañ ikijen onean	❍	❍	❍	❍	❍
Ien ñan kwalok uak kake jerbal	❍	❍	❍	❍	❍
Oktak ilo onean ko	❍	❍	❍	❍	❍
Lōmnak ikijen jarōm erreo	❍	❍	❍	❍	❍
Jibañ elukkun juon joraan eo	❍	❍	❍	❍	❍
Kakure ako oktak ilo jerbal	❍	❍	❍	❍	❍

Ewi joñan am errā ako jab errā kein naan kein ilal?	Lukkun errā	Errā	Jab kea/ jab jella	Jab errā	Lukkun jab errā
Ijella wawen topar Avista ñe ewōr ao inepata ilo jerbal.	❍	❍	❍	❍	❍
Avista ej kwalok jibañ ikijen kōjbarok jarōm.	❍	❍	❍	❍	❍
Avista ej kwalok ien ñan ao kwalok ao uak.	❍	❍	❍	❍	❍
Avista ej kwalok ñan io mōkta lak ikijen oktak ko ilo onean.	❍	❍	❍	❍	❍
Avista ej mōkaj an kwalok kin jabdewōt jerbal ej tin bojrak.	❍	❍	❍	❍	❍
Ijella wawen jibañ ikijen jāān ippān Avista ñe inij aikuj jibañ kōllā onean ko ao.	❍	❍	❍	❍	❍
Ij melele ke Avista ej kwalok kin jarōm erreo.	❍	❍	❍	❍	❍

Ñe Avista ekar kwalok kin būrookraam ko an jukjukin pād, kwonij ke lōmnak in pād ie?

❍ Jab, iban lōmnak in pād ie.

❍ Aet, inij lōmnak in pād ie.

❍ Aet, ako ñe būrookraam eo ej kōmman wōt ilo-armij.

❍ Aet, ako ñe būrookraam eo ej kōmman wōt aunḷain.

❍ Ijjab lukkun jella.

2

Ewi wawen am kōnan bok kin kain melele kein jān Avista?	Ilo-armij ako būrookraam ko ilo aunḷain	Koba ippān onean ko ao	Kadeldel im letta ilo mail (ejjab koba ippān onean eo ao)	Email	Kōjjela ilo taakij	Social media	Avista website
Jibañ ikijen kōjbarok jarōm	❒	❒	❒	❒	❒	❒	❒
Būrookraam in jibañ/kōllā	❒	❒	❒	❒	❒	❒	❒
Ien ñan kwalok uak kin jerbal eo	❒	❒	❒	❒	❒	❒	❒
Oktak ilo onean ko	❒	❒	❒	❒	❒	❒	❒
Kōttopar ikijen jarom eo erreo	❒	❒	❒	❒	❒	❒	❒
Jibañ elikin juon joraan ekar walok	❒	❒	❒	❒	❒	❒	❒
Joraan ako oktak ilo jerbal	❒	❒	❒	❒	❒	❒	❒

Ewi ian jikin kein aunḷain, ñe ewōr, im kwoj konan kwalok kin naan kāāl an Avista? Kelet aolep ro rej ekkar.

❒ Facebook

❒ Twitter

❒ Instagram

❒ YouTube

❒ Bar jot (lukkun kwalok)

_____

❒ Ijjab kōnan kōjerbal kein aunḷain ñan bōk melele kāāl ikijen Avista.

Kwoj ke konan bōk melele kāāl ko jān Avista Clean Energy kake būrookraam im ien ko ñan kwalok uak? Jouj kwalok email eo am ilal.

_____

Ñan melele ko relaplok, jilkinlak ñan:
www.myavista.com/CETA

3

Kajitok ko kwoj konan māke uak

Kajitok kein ilal kake eok im tuliikim. Melele kein rej kwalok wōn im kajitok kein emōj aer topar im jibañ kij jibadok kōttopar eo ad in koba ippān doon.

Jouj im jella ke uak ko am renij jerbal ñan ebbok melele, enij EJELOK EJELLA KAKE, im ej AM BEBE.

Ta zip code in mweo imōm?

_____

Ewōr ke am nañinmej?
- ⭕ Aet
- ⭕ Jab
- ⭕ Jab konan uak

Kwe kain armij rot?
- ⭕ Emaan
- ⭕ Kōra
- ⭕ Jab-walōk
- ⭕ Ikonan kwalok io māke (Jouj kwalok eok māke ijin)

  _____
- ⭕ Jab konan uak.

Jote am yiiō?
- ⭕ Diiklak jān 18
- ⭕ 18-29
- ⭕ 30-44
- ⭕ 45-64
- ⭕ 65 im rūttolak
- ⭕ Jab konan uak.

Ewi joñan am jella kajin Pālle?
- ⭕ Lukkun eman
- ⭕ Eman
- ⭕ Ebwe
- ⭕ Lukkun diik
- ⭕ Jab ñan jidik
- ⭕ Jab konan uak.

Ewi kajin in kwoj kōjerbale ilo mweo imōm eitin aolep ien?

_____

Ewi ian kein ial eman tata an kōmelele kwoj itok jān ia? Kelet aolep ro rej jerbal.
- ⭕ Asian ako Pacific Islander
- ⭕ Black ako African American
- ⭕ Hispanic ako Latino
- ⭕ Native American ako Alaskan Native
- ⭕ White ako Caucasian
- ⭕ Ij konan kwalok iō māke (Jouj kwalok iok māke ijin)

  _____
- ⭕ Jab konan uak

Jote joñan eo armij ro ilo mweo imōm rej kōmmane aolep yiiō?
- ⭕ Diiklak jān $12,000
- ⭕ $12,000-$19,999
- ⭕ $20,000-$30,999
- ⭕ $31,000-$46,999
- ⭕ $47,000-$69,999
- ⭕ $70,000-$93,999
- ⭕ $94,000-$117,999
- ⭕ $118,000 ako laplok
- ⭕ Jab konan uak

Jouj karoltok ilo Nobōmba 4, 2022, ilo wawen kein ilal:

Email juon kape ako pija in kajojo peij ñan: info@ pppconsulting.net

Mail ñan: Public Participation Partners, 8502 Six Forks Rd, Ste 102, Raleigh, NC 27615

Kommol kin am jibañ!

**Ñan melele ko relaplok, jilkinlak ñan:
www.myavista.com/CETA**

4

Kanne kajitok kein aunḷain ilo am etal ñan: https://tinyurl.com/AUengage

Russian Comment Form

Опрос о предпочтениях получения информации

Цель этого опроса – выяснить ваше мнение о получении информации от Avista относительно ее программ и инициатив. Ваши ответы помогут определить, как Avista будет взаимодействовать с вами в будущем. Заполнение опроса займет около трех минут.

Анкетные вопросы

Как вы в настоящее время получаете счет за коммунальные услуги от Avista? Выберите все нужное.

- ☐ Бумажный экземпляр по почте
- ☐ По электронной почте
- ☐ По СМС
- ☐ Не знаю

Получали ли вы в минувшем году новости от Avista из следующих источников?	Да	Нет	Не знаю
Личные мероприятия	◯	◯	◯
Виртуальные мероприятия	◯	◯	◯
Брошюры, прилагаемые к счету	◯	◯	◯
Листовки и письма по почте (не прилагаемые к счету)	◯	◯	◯
Электронная почта	◯	◯	◯
СМС-сообщения	◯	◯	◯
Веб-сайт Avista (myavista.com)	◯	◯	◯
Колл-центр Avista	◯	◯	◯
Facebook	◯	◯	◯
Twitter	◯	◯	◯
Instagram	◯	◯	◯
YouTube	◯	◯	◯
Я не получаю новости от Avista Utilities	◯	◯	◯

Просим сдать опрос до 4 ноября 2022 г. одним из следующих способов:

Отправьте отсканированную копию или фото каждой страницы по электронной почте: info@pppconsulting.net

По почте: Public Participation Partners, 8502 Six Forks Rd, Ste 102, Raleigh, NC 27615

Если вы лично или по интернету посещали мероприятия Avista в минувшем году, какие именно? Если вы не посещали мероприятия Avista, пропустите этот вопрос.

1

Насколько вам нравится или не нравится то, как Avista передает следующие виды информации?	Очень не нравится	не нравится	средне/ не знаю	нравится	очень нравится
Советы по экономии электроэнергии	○	○	○	○	○
Программы оплаты/помощи со счетами	○	○	○	○	○
Возможности давать отзывы об обслуживании	○	○	○	○	○
Изменения в коммунальных тарифах или сборах	○	○	○	○	○
Инициативы по экологически чистой энергии	○	○	○	○	○
Помощь с ресурсами после стихийного бедствия	○	○	○	○	○
Перебои или изменения в обслуживании	○	○	○	○	○

Насколько вы согласны или не согласны со следующими утверждениями?	Полностью согласен	согласен	нейтрален/ не знаю	не согласен	полностью не согласен
Я знаю, как связаться с Avista в случае проблем с обслуживанием.	○	○	○	○	○
Avista дает полезные советы по экономии электроэнергии.	○	○	○	○	○
Avista предоставляет мне возможности давать отзывы.	○	○	○	○	○
Avista заблаговременно сообщает мне об изменениях тарифов на коммунальные услуги.	○	○	○	○	○
Avista быстро сообщает о перебоях в обслуживании.	○	○	○	○	○
Я знаю, как подать заявление на финансовую помощь через Avista, если мне понадобится помощь с оплатой счета за коммунальные услуги.	○	○	○	○	○
Мне понятно, как Avista пропагандирует экологически чистую энергию.	○	○	○	○	○

Если бы Avista проводила местные мероприятия, желали бы вы посещать их?

○ Нет, я не желал(а) бы посещать их.

○ Да, я желал(а) бы посещать их.

○ Да, но только если бы мероприятие предусматривало личное посещение.

○ Да, но только если бы мероприятие было виртуальным.

○ Не знаю

2

Как вы предпочитаете получать следующие виды информации от Avista?	Личные или виртуальные мероприятия	брошюры, прилагаемые к счету	листовки и письма по почте (не прилагаемые к счету)	электронная почта	СМС-сообщения	соцсети	веб-сайт Avista
Советы по экономии электроэнергии	☐	☐	☐	☐	☐	☐	☐
Программы оплаты/помощи со счетами	☐	☐	☐	☐	☐	☐	☐
Возможности давать отзывы об обслуживании	☐	☐	☐	☐	☐	☐	☐
Изменения в коммунальных тарифах или сборах	☐	☐	☐	☐	☐	☐	☐
Инициативы по экологически чистой энергии	☐	☐	☐	☐	☐	☐	☐
Помощь с ресурсами после стихийного бедствия	☐	☐	☐	☐	☐	☐	☐
Перебои или изменения в обслуживании	☐	☐	☐	☐	☐	☐	☐

Какие социальные сети вы желали бы использовать для получения новостей об Avista? Выберите все нужное.

☐ Facebook
☐ Twitter
☐ Instagram
☐ YouTube
☐ Другие (укажите, какие)

_____

☐ Я не желаю использовать соцсети для получения новостей об Avista.

Желаете ли вы получать новости от Avista Clean Energy о программах и возможностях давать отзывы? Укажите ниже ваш адрес электронной почты.

_____

Более подробная информация имеется на веб-сайте проекта: www.myavista.com/CETA

Факультативные демографические вопросы

Следующие вопросы – о вас и вашей биографии. Эта информация позволяет нам определить, кто ответил на наш опрос, и помогает нам продвигаться к нашей цели инклюзивного взаимодействия.

Ваши ответы будут использоваться только для сбора данных, останутся КОНФИДЕНЦИАЛЬНЫМИ и являются ФАКУЛЬТАТИВНЫМИ.

Укажите ваш zip-код по месту жительства.

Имеются ли у вас физические недостатки?
- ◯ Да
- ◯ Нет
- ◯ Предпочитаю не отвечать

Какова ваша гендерная идентичность?
- ◯ Мужчина
- ◯ Женщина
- ◯ Небинарная
- ◯ Я желаю самостоятельно идентифицировать себя:

  _____
- ◯ Предпочитаю не отвечать

Сколько вам лет?
- ◯ Меньше 18
- ◯ 18-29
- ◯ 30-44
- ◯ 45-64
- ◯ 65 или больше
- ◯ Предпочитаю не отвечать

Насколько хорошо вы владеете английским?
- ◯ Очень хорошо
- ◯ Хорошо
- ◯ Неплохо
- ◯ Очень слабо
- ◯ Совсем не владею
- ◯ Предпочитаю не отвечать

На каком языке вы обычно говорите дома?

_____

Что из нижеуказанного точнее описывает вашу расовую/гендерную идентичность? Выберите все нужное.
- ☐ Азиат или житель тихоокеанских островов
- ☐ Негр или афроамериканец
- ☐ Латиноамериканец
- ☐ Коренной американец или уроженец Аляски
- ☐ Белый
- ☐ Я желаю самостоятельно идентифицировать себя:

  _____
- ☐ Предпочитаю не отвечать

Каков приблизительный годовой доход вашей семьи?
- ◯ Менее $12 000
- ◯ $12 000 - $19 999
- ◯ $20 000 - $30 999
- ◯ $31 000 - $46 999
- ◯ $47 000 - $69 999
- ◯ $70 000 - $93 999
- ◯ $94 000 - $117 999
- ◯ $118 000 или больше
- ◯ Предпочитаю не отвечать

Просим сдать опрос до 4 ноября 2022 г. одним из следующих способов:

Отправьте отсканированную копию или фото каждой страницы по электронной почте: info@pppconsulting.net

По почте: Public Participation Partners, 8502 Six Forks Rd, Ste 102, Raleigh, NC 27615

Благодарим вас за участие!

4

Spanish Comment Form

Encuesta sobre preferencias de comunicación

El propósito de esta encuesta es comprender mejor su experiencia al recibir información de Avista sobre sus programas e iniciativas. Sus respuestas ayudarán a informar cómo Avista se relaciona con usted en el futuro. Responder esta encuesta le llevará unos tres minutos.

Preguntas de la encuesta

¿Cómo recibe actualmente su factura de servicios públicos de Avista? *Seleccione todas las que correspondan.*

- ❒ Copia en papel por correo postal
- ❒ Email
- ❒ Mensaje de texto
- ❒ No sabe

Favor de responder antes del 4 de noviembre de 2022 a través de una de las siguientes formas:

Envíe por email una copia escaneada o una imagen de cada página a: info@pppconsulting.net

Envíe por correo postal a: Public Participation Partners, 8502 Six Forks Rd, Ste 102, Raleigh, NC 27615

En el último año, ¿ha recibido noticias y actualizaciones de Avista de las siguientes fuentes?	Sí	No	No sabe
Eventos presenciales	○	○	○
Eventos virtuales	○	○	○
Encartes incluidos con mi factura	○	○	○
Volantes y cartas por correo (no incluidos en mi factura)	○	○	○
Email	○	○	○
Alertas de texto	○	○	○
Sitio web de Avista (myavista.com)	○	○	○
Centro de llamadas avista	○	○	○
Facebook	○	○	○
Twitter	○	○	○
Instagram	○	○	○
Youtube	○	○	○
No recibo noticias ni actualizaciones de Avista Utilities	○	○	○

Si ha asistido a algún evento presencial o virtual de Avista en el último año, ¿cuáles fueron? *Omita esta pregunta si no ha asistido a eventos de Avista.*

1

¿Qué tan satisfecho o insatisfecho está con la forma en que Avista comparte los siguientes tipos de información?	Muy insatisfecho	Insatisfecho	Neutral/ no sabe	Satisfecho	Muy satisfecho
Consejos para ahorrar energía	O	O	O	O	O
Programas de asistencia de pagos/ facturas	O	O	O	O	O
Oportunidades para proporcionar comentarios sobre el servicio	O	O	O	O	O
Cambios en las tarifas o cargos de los servicios públicos	O	O	O	O	O
Iniciativas de energía limpia	O	O	O	O	O
Asistencia con recursos después de un desastre natural	O	O	O	O	O
Interrupciones o cambios en el servicio	O	O	O	O	O

Qué tan de acuerdo o en desacuerdo está con las siguientes afirmaciones:	Muy de acuerdo	De acuerdo	Neutral/ no sabe	En desacuerdo	Muy en desacuerdo
Sé cómo ponerme en contacto con Avista si tengo un problema con el servicio	O	O	O	O	O
Avista comparte útiles consejos para ahorrar energía	O	O	O	O	O
Avista me brinda oportunidades para dar retroalimentación	O	O	O	O	O
Avista me informa con anticipación sobre los cambios en las tarifas de los servicios públicos	O	O	O	O	O
Avista se apresura a comunicar cualquier interrupción del servicio	O	O	O	O	O
Sé cómo solicitar asistencia financiera a través de Avista si necesito ayuda para pagar mi factura de servicios públicos	O	O	O	O	O
Entiendo cómo Avista está promoviendo la energía limpia	O	O	O	O	O

Si Avista organizara eventos comunitarios, ¿consideraría asistir?No, I wouldn't consider attending.

- O No consideraría asistir
- O Sí consideraría asistir
- O Sí, pero solo si el evento es presencial
- O Sí, pero solo si el evento es virtual
- O No estoy seguro

Para más información, visite el sitio web del proyecto: www.myavista.com/CETA

2

Responda esta encuesta en línea visitando: https://tinyurl.com/AUengage

¿Cómo prefiere recibir los siguientes tipos de información de Avista?	Eventos presenciales o virtuales,	Encartes incluidos en mi factura	Volantes y cartas por correo (no incluidos en mi factura)	Email	Alertas de texto	Redes sociales	Sitio web de Avista
Consejos para ahorrar energía	☐	☐	☐	☐	☐	☐	☐
Programas de asistencia de pagos/facturas	☐	☐	☐	☐	☐	☐	☐
Oportunidades para proporcionar comentarios sobre el servicio	☐	☐	☐	☐	☐	☐	☐
Cambios en las tarifas o cargos de los servicios públicos	☐	☐	☐	☐	☐	☐	☐
Iniciativas de energía limpia	☐	☐	☐	☐	☐	☐	☐
Asistencia con recursos después de un desastre natural	☐	☐	☐	☐	☐	☐	☐
Interrupciones o cambios en el servicio	☐	☐	☐	☐	☐	☐	☐

¿Qué plataformas de redes sociales, si las hay, le gustaría usar para mantenerse actualizado sobre las noticias de Avista? *Seleccione todas las que correspondan.*

☐ Facebook

☐ Twitter

☐ Instagram

☐ YouTube

☐ Otra (especificar)

_____

☐ No quiero recibir actualizaciones de Avista por redes sociales.

¿Le gustaría recibir actualizaciones de Avista Clean Energy sobre programas y oportunidades para brindar comentarios? *Proporcione su dirección de email a continuación.*

_____

Para más información, visite el sitio web del proyecto: www.myavista.com/CETA

3

Responda esta encuesta en línea visitando: https://tinyurl.com/AUengage

Preguntas demográficas voluntarias

Las siguientes preguntas se refieren a usted y sus antecedentes. Esta información nos permite tener una idea de a quién ha llegado nuestra encuesta y nos ayuda a trabajar hacia nuestra meta de una participación más inclusiva.

Tenga en cuenta que sus respuestas se utilizarán únicamente para la recopilación de datos, permanecerán CONFIDENCIALES y son OPCIONALES.

¿Cuál es código postal de su hogar?

_____

¿Tiene usted alguna discapacidad?
- ◯ Sí
- ◯ No
- ◯ Prefiere no responder

¿Cuál es su identidad de género?
- ◯ Hombre
- ◯ Mujer
- ◯ No binario
- ◯ Prefiere autoidentificarse (favor de hacerlo aquí)

  _____
- ◯ Prefiere no responder

¿Cuál es su edad?
- ◯ Menor de 18
- ◯ 18-29
- ◯ 30-44
- ◯ 45-64
- ◯ 65 o mayor
- ◯ Prefiere no responder

¿Qué tan bien habla usted inglés?
- ◯ Muy bien
- ◯ Bien
- ◯ Regular
- ◯ Muy poco
- ◯ Nada
- ◯ Prefiere no responder

¿Qué idioma habla usted en casa la mayoría del tiempo?

_____

¿Cuál de las siguientes describe mejor su identidad racial/étnica? Seleccione todas las que correspondan.
- ❒ Asiático o isleño del Pacífico
- ❒ Negro o afroamericano
- ❒ Hispano o latino
- ❒ Amerindio o nativo de Alaska
- ❒ Blanco o caucásico
- ❒ Prefiere autoidentificarse (favor de hacerlo aquí)
- ❒ Prefiere no responder

¿Cuál es el ingreso anual aproximado de su hogar?
- ◯ Menos de $12,000
- ◯ $12,000-$19,999
- ◯ $20,000-$30,999
- ◯ $31,000-$46,999
- ◯ $47,000-$69,999
- ◯ $70,000-$93,999
- ◯ $94,000-$117,999
- ◯ $118,000 o más
- ◯ Prefiere no responder

Favor de responder antes del 4 de noviembre de 2022 a través de una de las siguientes formas:

Envíe por email una copia escaneada o una imagen de cada página a: info@pppconsulting.net

Envíe por correo postal a: Public Participation Partners, 8502 Six Forks Rd, Ste 102, Raleigh, NC 27615

¡Gracias por sus comentarios!

Vietnamese Comment Form

Chương Trình Công Chúng Tham Gia Năng Lượng Sạch Avista

Khảo Sát về Cách Giao Tiếp Ưa Chuộng

Mục đích của khảo sát này là để hiểu rõ hơn kinh nghiệm của quý vị khi được thông tin từ Avista về các chương trình và khởi xướng. Câu trả lời của quý vị sẽ giúp Avista biết cách thu hút quý vị tham gia trong tương lai. Chỉ cần khoảng 3 phút để điền xong khảo sát này.

Các Câu Hỏi Khảo Sát

Hiện tại quý vị được hóa đơn tiện ích từ Avista bằng cách nào? *Chọn tất cả nếu thích hợp.*

- ❏ Bản giấy qua thư tín
- ❏ E-mail (Điện thư)
- ❏ Tin nhắn văn bản
- ❏ **Tôi không biết**

Xin gởi lại trước ngày 4 tháng Mười Một, 2022 theo một trong các cách sau đây:

Gởi điện thư bản quét (scan) hoặc ảnh mỗi trang đến: info@pppconsulting.net

Gởi thư đến: Public Participation Partners, 8502 Six Forks Rd, Ste 102, Raleigh, NC 27615

Trong năm qua, quý vị có được tin tức và cập nhật từ Avista từ các nguồn sau đây không?	Có	Không	Không biết
Sự kiện trực tiếp	○	○	○
Sự kiện ảo	○	○	○
Phụ trang đi kèm với hóa đơn	○	○	○
Tờ rơi và thư qua thư tín (không kèm theo hóa đơn)	○	○	○
Điện thư (email)	○	○	○
Tin nhắn cảnh giác	○	○	○
Mạng lưới của Avista (myavista.com)	○	○	○
Trung tâm gọi của Avista	○	○	○
Facebook	○	○	○
Twitter	○	○	○
Instagram	○	○	○
YouTube	○	○	○
Tôi không được tin tức và cập nhật từ Avista Utilities	○	○	○

Nếu quý vị có tham dự bất kỳ sự kiện trực tiếp hoặc ảo nào của Avista trong năm qua, cho chúng tôi biết (những) sự kiện đó là gì? *Nếu quý vị chưa tham dự các sự kiện của Avista, hãy bỏ qua câu hỏi này.*

1

Cho biết mức hài lòng hoặc không hài lòng của quý vị về cách Avista san sẻ các loại thông tin sau đây?	Rất không hài lòng	Không hài lòng	Bình thường/ không biết	Hài lòng	Rất hài lòng
Cách tiết kiệm năng lượng	◯	◯	◯	◯	◯
Các chương trình hỗ trợ trả tiền/hóa đơn	◯	◯	◯	◯	◯
Cơ hội cho ý kiến về dịch vụ	◯	◯	◯	◯	◯
Những thay đổi về giá hoặc phí tiện ích	◯	◯	◯	◯	◯
Các khởi xướng về năng lượng sạch	◯	◯	◯	◯	◯
Hỗ trợ tài nguyên sau thảm họa	◯	◯	◯	◯	◯
Gián đoạn hoặc thay đổi dịch vụ	◯	◯	◯	◯	◯

Quý vị đồng ý hay không đồng ý ít nhiều ra sao với những phát biểu sau đây?	Rất đồng ý	đồng ý	bình thường/ không biết	không đồng ý	rất không đồng ý
Tôi biết cách liên lạc với Avista nếu có vấn đề về dịch vụ.	◯	◯	◯	◯	◯
Avista san sẻ các cách tiết kiệm năng lượng hữu ích.	◯	◯	◯	◯	◯
Avista cho tôi cơ hội để cho ý kiến.	◯	◯	◯	◯	◯
Avista thông báo trước cho tôi những thay đổi về giá tiện ích.	◯	◯	◯	◯	◯
Avista nhanh chóng thông báo bất kỳ gián đoạn dịch vụ nào.	◯	◯	◯	◯	◯
Tôi biết cách nộp đơn xin hỗ trợ tài chánh thông qua Avista nếu cần được giúp trả tiền tiện ích của mình.	◯	◯	◯	◯	◯
Tôi hiểu cách Avista khuyến khích sử dụng năng lượng sạch.	◯	◯	◯	◯	◯

Nếu Avista tổ chức các sự kiện cộng đồng, quý vị có muốn tham dự không?

◯ Không, tôi sẽ không muốn tham dự.

◯ Có, tôi sẽ muốn tham dự.

◯ Có, nhưng chỉ khi đây là sự kiện trực tiếp.

◯ Có, nhưng chỉ khi đây là sự kiện ảo.

◯ Tôi không chắc.

Đến mạng lưới dự án để biết thêm thông tin: www.myavista.com/CETA

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Quý vị muốn được các loại thông tin sau đây từ Avista bằng cách nào?	Các sự kiện trực tiếp hoặc ảo	Phụ trang đi kèm với hóa đơn	Tờ rơi và thư qua thư tín (không đi kèm hóa đơn)	Điện thư (Email)	Tin nhắn cảnh giác	Phương tiện truyền thông xã hội	Mạng lưới của Avista
Cách tiết kiệm năng lượng	☐	☐	☐	☐	☐	☐	☐
Các chương trình hỗ trợ trả tiền/hóa đơn	☐	☐	☐	☐	☐	☐	☐
Cơ hội cho ý kiến về dịch vụ	☐	☐	☐	☐	☐	☐	☐
Những thay đổi về giá hoặc phí tiện ích	☐	☐	☐	☐	☐	☐	☐
Các khởi xướng về năng lượng sạch	☐	☐	☐	☐	☐	☐	☐
Hỗ trợ tài nguyên sau thảm họa	☐	☐	☐	☐	☐	☐	☐
Gián đoạn hoặc thay đổi dịch vụ	☐	☐	☐	☐	☐	☐	☐

Nếu có dùng mạng xã hội, quý vị muốn dùng mạng nào để cập nhật về Avista? *Chọn tất cả nếu thích hợp.*

☐ Facebook

☐ Twitter

☐ Instagram

☐ YouTube

☐ Khác (ghi rõ)

_____

☐ Tôi không muốn dùng mạng xã hội để được cập nhật từ Avista.

Quý vị có muốn được cập nhật từ Avista Clean Energy về các chương trình và cơ hội cho ý kiến? Xin cho biết địa chỉ điện thư của quý vị dưới đây.

_____

Đến mạng lưới dự án để biết thêm thông tin:
www.myavista.com/CETA

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Điền khảo sát này trực tuyến bằng cách đến mạng lưới: https://tinyurl.com/AUengage

Các Câu Hỏi Nhân Khẩu Tự Nguyện

Các câu hỏi sau đây về quý vị và lý lịch của quý vị. Thông tin này cho chúng tôi biết chúng tôi đang khảo sát ai và giúp chúng tôi đạt được mục tiêu mọi người trong cộng đồng đều tham gia.

> **Xin lưu ý rằng các câu trả lời của quý vị sẽ chỉ được sử dụng để thâu thập dữ liệu, được GIỮ KÍN, và là TÙY Ý.**

Bưu chánh của nhà quý vị là gì?

_____

Quý vị có bị khuyết tật nào không?
- ○ Có
- ○ Không
- ○ Không muốn trả lời

Phái tính của quý vị là gì?
- ○ Đàn ông
- ○ Phụ nữ
- ○ Phi nhị giới
- ○ Tôi muốn tự nhận dạng (Tự nhận dạng tại đây)

_____
- ○ Không muốn trả lời

Quý vị bao nhiêu tuổi?
- ○ Dưới 18 tuổi
- ○ 18-29
- ○ 30-44
- ○ 45-64
- ○ Từ 65 tuổi trở lên
- ○ Không muốn trả lời

Quý vị nói tiếng Anh giỏi đến đâu?
- ○ Rất giỏi
- ○ Giỏi
- ○ Được
- ○ Rất ít
- ○ Không đồng ý chút nào
- ○ Không muốn trả lời

Quý vị nói ngôn ngữ nào trong phần lớn thời gian ở nhà?

_____

Câu nào sau đây mô tả đúng nhất dân tộc/chủng tộc của quý vị? *Chọn tất cả nếu thích hợp.*
- ☐ Á Châu hoặc Quần Đảo Thái Bình Dương
- ☐ Da đen hoặc Mỹ gốc Phi Châu
- ☐ Tây Bồ Nha hay La Tinh
- ☐ Mỹ Bản Xứ hoặc Alaska Bản Xứ
- ☐ Người Da Trắng
- ☐ Tôi muốn tự nhận dạng (Tự nhận dạng tại đây)

_____
- ☐ Không muốn trả lời

Mức lợi tức gia hộ hàng năm của quý vị là khoảng bao nhiêu?
- ○ Dưới $12,000
- ○ $12,000-$19,999
- ○ $20,000-$30,999
- ○ $31,000-$46,999
- ○ $47,000-$69,999
- ○ $70,000-$93,999
- ○ $94,000-$117,999
- ○ Từ $118,000 trở lên
- ○ Không muốn trả lời

Xin gởi lại trước ngày 4 tháng Mười Một, 2022 theo một trong các cách sau đây:

Gởi điện thư bản quét (scan) hoặc ảnh mỗi trang đến: info@pppconsulting.net

Gởi thư đến: Public Participation Partners, 8502 Six Forks Rd, Ste 102, Raleigh, NC 27615

Cám ơn ý kiến của quý vị!

Đến mạng lưới dự án để biết thêm thông tin: www.myavista.com/CETA

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Điền khảo sát này trực tuyến bằng cách đến mạng lưới: https://tinyurl.com/AUengage

APPENDIX K
PROMOTIONAL FLYER

Avista Needs Your Input!

We're on a mission to better understand how to equitably engage and communicate with our customers.

TAKE THE ONLINE SURVEY

We invite you to take our online survey by November 4th to provide your feedback.

This survey should take about 3 minutes to complete. It will ask you about your past experiences with Avista and how you would like to be communicated with in the future.

https://tinyurl.com/AUengage

LEARN MORE
Learn more about Avista's Clean Energy Implementation Plan and this engagement process by visiting our website at www.myavista.com/CETA

AVISTA®

¡Avista necesita sus comentarios!

Tenemos como misión comprender mejor cómo interactuar y comunicarnos equitativamente con nuestros clientes.

RESPONDA LA ENCUESTA EN LÍNEA

Le invitamos a responder nuestra encuesta en línea antes del 4 de noviembre para brindar sus comentarios.

Responderla debe tomarle alrededor de tres minutos. Se le preguntará sobre sus experiencias pasadas con Avista y cómo le gustaría que se comuniquen con usted en el futuro.

https://tinyurl.com/AUengage

MÁS INFORMACIÓN

Obtenga más información sobre el Plan de Implementación de Energía Limpia de Avista y este proceso de participación pública visitando nuestro sitio web www.myavista.com/CETA
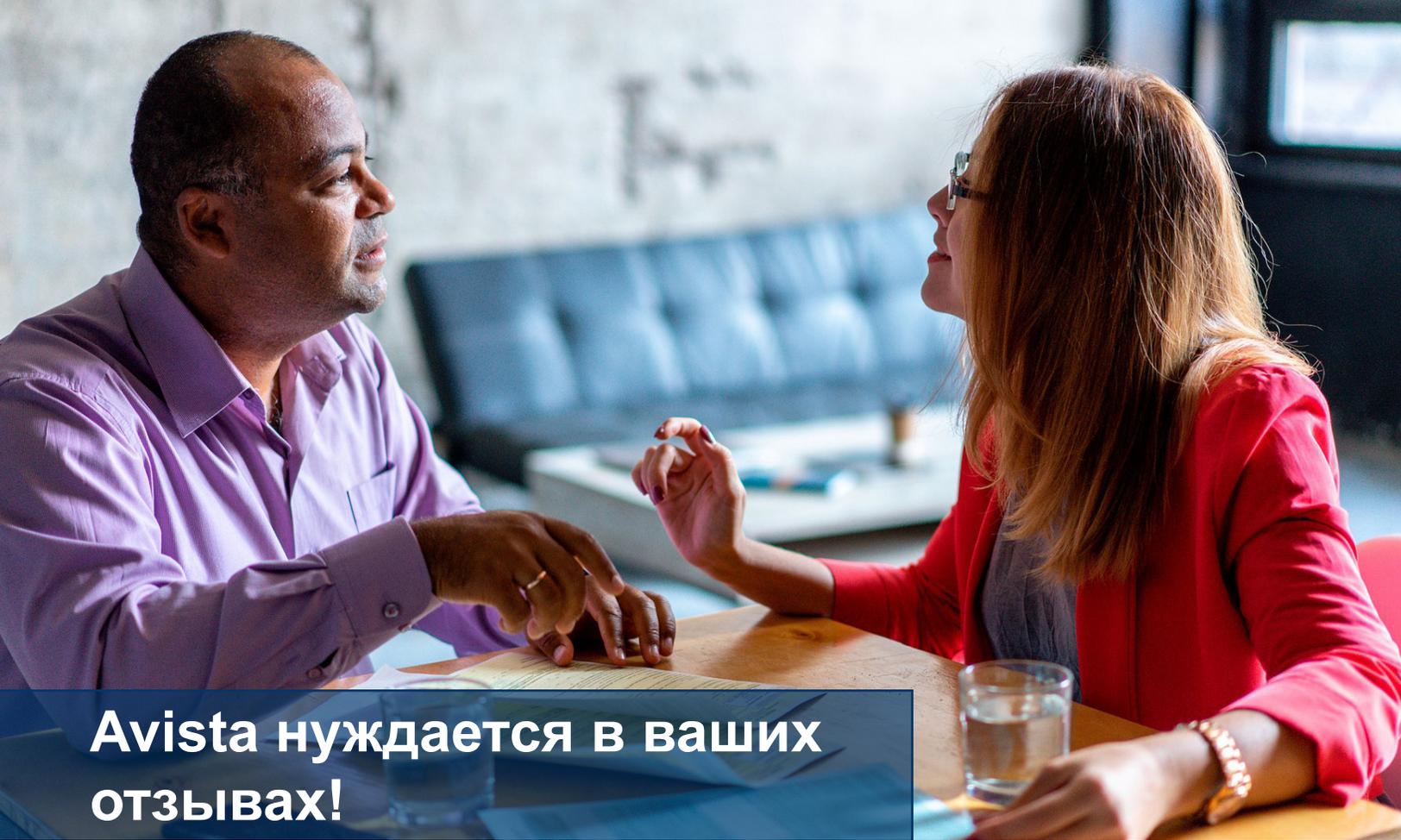
Avista нуждается в ваших отзывах!

Мы стремимся найти оптимальные методы взаимодействия и обмена информацией с клиентами.

ЗАПОЛНИТЕ ОНЛАЙН-ОПРОС

Приглашаем вас заполнить до 4 ноября наш онлайн-опрос, чтобы высказать ваше мнение.

Заполнение этого опроса должно занять около 3 минут. Он содержит вопросы о ваших впечатлениях от Avista и о том, как вы желаете получать информацию в будущем.

https://tinyurl.com/AUengage

ДОПОЛНИТЕЛЬНАЯ ИНФОРМАЦИЯ

Дополнительная информация о плане внедрения программы Clean Energy компании Avista и об этом процессе взаимодействия имеется на нашем веб-сайте: www.myavista.com/CETA

AVISTA®

تحتاج Avista إلى إدخالاتك!

نسعى إلى فهم كيفية التعامل والتواصل مع عملائنا بشكل منصف.

شارك في الاستبيان عبر الإنترنت

ندعوك للمشاركة في الاستبيان عبر الإنترنت الخاص بنا قبل 4 نوفمبر لإعطاء تعقيباتك. لن يأخذ الاستبيان من وقتك أكثر من 3 دقائق تقريبًا. وسيتم سؤالك فيه عن تجاربك السابقة مع Avista والطريقة التي تفضلها للاتصال بك في المستقبل.

https://tinyurl.com/AUengage

اعرف المزيد

اعرف أكثر عن خطة تنفيذ الطاقة النظيفة من Avista وعملية المشاركة هذه عن طريق زيارة موقعنا على الإنترنت www.myavista.com/CETA.

ΛVISTA®

Avista 需要您的意见！

我们的使命是更好地了解如何公平地与我们的客户接触和沟通。

参加在线调查

我们诚邀您在 11 月 4 日前参加我们的在线调查，提供您的反馈意见。填写这项调查应需要大约 3 分钟时间。调查将询问您过去与 Avista 打交道的经历，以及您希望在未来如何与之沟通。

https://tinyurl.com/AUengage

[了解更多]
如需了解更多关于 Avista 的清洁能源实施计划和参与流程，请访问我们的网站
www.myavista.com/CETA

AVISTA®

Avista Ej Aikuj am Jibañ!

Ewor ad katebed ñan melele kin wawein an jerbal im kenan ibben riwia ro.

BŌKE TEEJ IN ONLINE

Jej karuwainene kom ñan bōke teej in mokta jān Nobemba 4 ñan letok jibañ ko am.

Teej in jeje in emaroñ 3 minit in ñan kamōje. Enij kajitōk kin jerbal ko am etto ibben Avista im wawein am kenan bwe ren kenono ippam iliju jōklaj.

https://tinyurl.com/AUengage

BAR EKATAK
Bar ekatak kin Avista im būlaan in karreo jarom eo ad im wawein jerbal ko ilo am etal ñan ijjo jikid online ilo www.myavista.com/CETA

AVISTA®

APPENDIX L
WINTER BILL AND BILL ASSISTANCE COMMUNICATION – MULTIPLE LANGUAGES

Winter Bill

Winter 22-23

English Creative
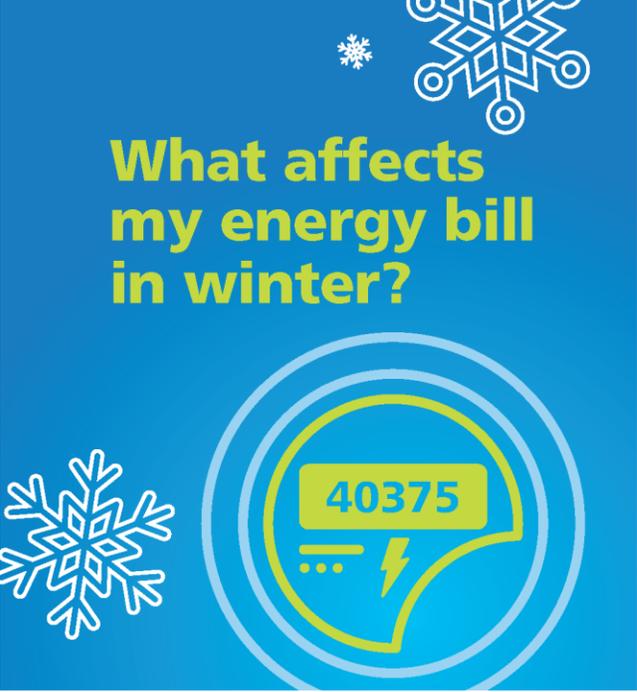
Print

Digital

Social

Holiday guests can affect your winter bill.

A home with air leaks uses more energy.

The number of days in a billing cycle can vary.

Your monthly energy bills might differ in winter.

The type of heating source used can impact your energy bill.

Less daylight increases your winter energy use.
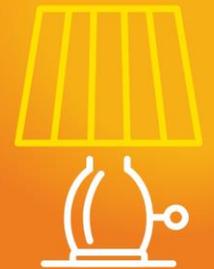
Email Header
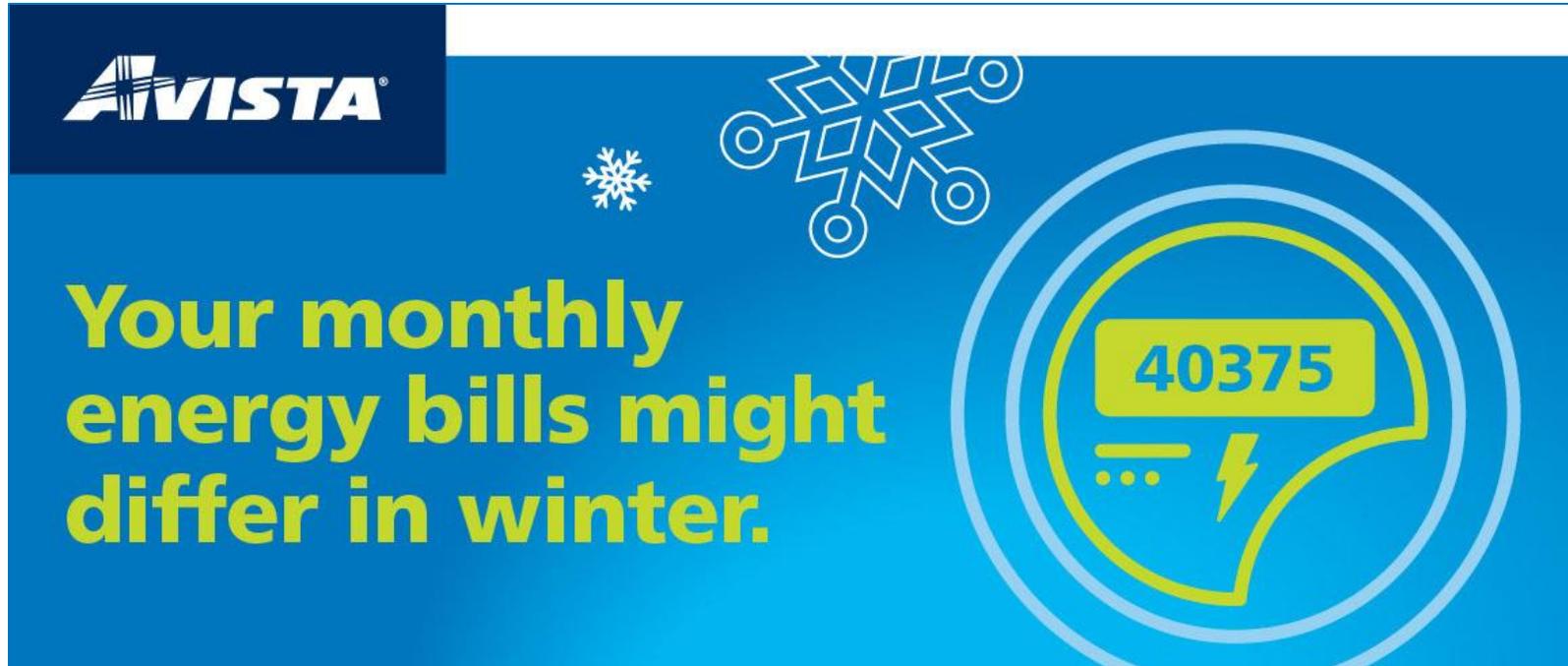
Landing Page Header

Spanish Creative

Spanish Print

Spanish Digital

Los invitados durante las vacaciones pueden influir en su factura de invierno.

Dime por qué.

Una vivienda con fugas de aire utiliza más energía.

Dime por qué.

El número de días en un ciclo de facturación puede variar.

Dime por qué.

INVIERNO

Los importes de sus facturas energéticas mensuales pueden variar en invierno.

Dime por qué.

40375

El tipo de fuente de calefacción utilizado puede tener un impacto en su factura energética.

Dime por qué.

Al disminuir la luz del día, se incrementa el uso de energía.

Dime por qué.
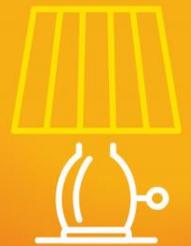
Winter Bill Whiteboard Video

Bill Assistance

Winter 22-23

English Creative

Print

Digital

Social

Need assistance paying your bill?

Need assistance paying your bill?

Need assistance paying your bill?

Need assistance paying your bill?

Need assistance paying your bill?

Need assistance paying your bill?

Email Header
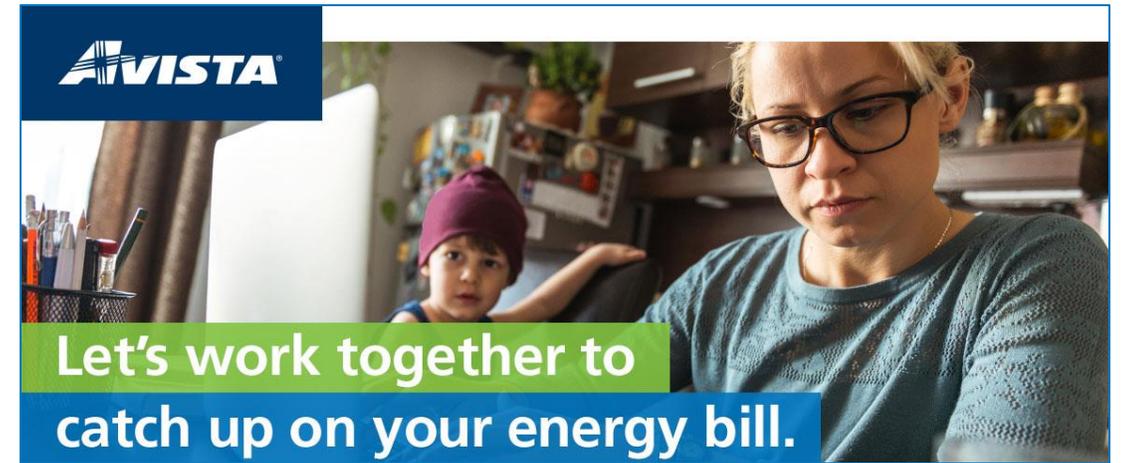
Landing Page Header

One Sheet

Spanish Creative

Spanish Print

Spanish Digital

One Sheet

APPENDIX M
WAC REQUIREMENTS

Washington Regulatory Requirements

Washington Utilities and Transportation Commission completed its rule making process for the Clean Energy Implementation Public Participation Plan. The rules are outlined below. Avista also discusses where in the Public Participation Plan document the rule requirement is covered.

Public Participation Plan Filing Requirements

WAC Rule	Requirement	PPP Discussion
WAC 480-100-655 (1)	**Advisory groups.** The utility must demonstrate and document how it considered input from advisory group members in the development of its CEIP and biennial CEIP update. Examples of how the utility may incorporate advisory group input include: Using modeling scenarios, sensitivities, and assumptions advisory group members proposed and using data and information supplied by advisory group members as inputs to plan development. As part of this process and consistent with (i) of this subsection, the utility must communicate to advisory group members about whether and how the utility used their input in its analysis and decision-making, including explanations for why the utility did not use an advisory group member's input.	Not applicable to the Public Participation Plan, this will be included in Avista's Biennial CEIP Update, due November 1, 2023.
WAC 480-100-655 (1)(a)	The utility must involve all advisory groups in the development of its CEIP and its biennial CEIP update, including the equity advisory group identified in (b) of this subsection.	See the Advisory Group Participation section starting on page 16
WAC 480-100-655 (1)(b)	The utility must maintain and regularly engage an external equity advisory group to advise the utility on equity issues including, but not limited to, vulnerable population designation, equity customer benefit indicator development, data support and development, and recommended approaches for the utility's compliance with WAC **480-100-610** (4)(c)(i). The utility must encourage and include the participation of environmental justice and public health advocates, tribes, and representatives from highly impacted communities and	See the Equity Advisory Group section starting on page 7.

	vulnerable populations in addition to other relevant groups.	
WAC 480-100-655 (1)(c)	The utility must convene advisory groups, with reasonable advance notice, at regular meetings open to the public during the planning process. A utility must notify advisory groups of company and commission public meetings scheduled to address its CEIP and biennial CEIP update.	See the Public Comment section starting on page 33.
WAC 480-100-655 (1)(d)	Engaging with advisory groups for the purposes of developing the CEIP does not relieve the utility of the obligation to continue to convene and engage these groups for their individual topical duties. This section does not supersede existing rules related to those groups.	See the Advisory Group Participation section starting on page 16.
WAC 480-100-655 (1)(e)	Nothing in this section limits the utility from convening and engaging public advisory groups on other topics.	See the Equity Lens Session section starting on page 9.
WAC 480-100-655 (1)(f)	Participation in an advisory group does not restrict groups and individuals from commenting on CEIP filings before the commission.	See the Public Comment section starting on page 33.
WAC 480-100-655 (1)(g)	The utility must make available completed presentation materials for each advisory group meeting at least three business days prior to the meeting. The utility may update materials as needed.	See the Equity Lens Session section starting on page 9, the Advisory Group Participation section starting on page 16, and the Public Comment section starting on page 33.
WAC 480-100-655 (1)(h)	The utility must make all its data inputs and files used to develop its CEIP available to the commission in native file format and in an easily accessible format. The utility may make confidential information available by providing it to the commission pursuant to WAC **480-07-160**. The utility should minimize its designation of information in the CEIP as confidential. Nonconfidential contents of the CEIP, biennial update, and supporting documentation as well as nonconfidential data inputs and files must be available for advisory group review in an easily accessible format upon request. Nothing in this subsection	Not applicable to the Public Participation Plan, this will be included in Avista's Biennial CEIP Update, due November 1, 2023.

	limits the protection of records containing commercial information under RCW **80.04.095**.	
WAC 480-100-655 (1)(i)	As part of the filing of its CEIP and biennial update with the commission, the utility must provide a summary of advisory group comments received during the development of its CEIP and biennial update and the utility's responses, including whether issues raised in the comments were addressed and incorporated into the final CEIP as well as documentation of the reasons for rejecting public input. The utility must include the summary as an appendix to the final CEIP. Comments with similar content or input may be consolidated with a single utility response.	Not applicable to the Public Participation Plan, this will be included in Avista's Biennial CEIP Update, due November 1, 2023.

WAC Rule	Requirement	PPP Discussion
WAC 480-100-655 (2)	**Participation plan and education.** The utility must involve advisory groups in developing the timing and extent of meaningful and inclusive public participation throughout the development and duration of the CEIP, including outreach and education serving vulnerable populations and highly impacted communities. On or before May 1st of each odd-numbered year, the utility must file with the commission a plan that outlines its schedule, methods, and goals for public participation and education both during the development of its CEIP and throughout the implementation of the plan. The utility must include the following in its participation plan:	The Public Participation Plan in its entirety provides content around how Avista will be effectively engaging its customers throughout the CEIP implementation period.
WAC 480-100-655 (2)(a)	Timing, methods, and language considerations for seeking and considering input from: (i) Vulnerable populations and highly impacted communities for the creation of or updates to customer benefit indicators	The Public Participation Strategy section in the Customer Participation subsection starting on page 18, the Future Engagement and Outreach section starting on page 26, and the Public

	and weighting factors for the utility's compliance with WAC 480-100-610 (4)(c)(i); and (ii) All customers, including vulnerable populations and highly impacted communities, for the creation of, or updates to, customer benefit indicators and weighting factors for the utility's compliance with WAC 480-100-610 (4)(c)(ii) and (iii).	Comment section starting on page 33. (i) The EAG and CEIP Conditions section in Table 3 and the Project Milestones section in Table 9. (ii) The Customer Benefit Indicator Section starting on page 22.
WAC 480-100-655 (2)(b)	Identification of barriers to public participation including, but not limited to, language, cultural, economic, or other factors, and strategies for reducing barriers to public participation.	Identification of barriers can be found in the Survey of Preferences in Appendix C while the mitigation strategies can be found in the Future Engagement and Outreach section starting on page 26.
WAC 480-100-655 (2)(c)	Plans to provide information and data in broadly understood terms through meaningful participant education.	Please see the Future Engagement and Outreach section starting on page 26.
WAC 480-100-655 (2)(d)	A proposed schedule of public meetings or engagement, including advisory group meetings.	Please see Table 4 on page 18 for advisory group meeting frequencies, Table 2 on page 10 for the 2023 EAG meeting dates and tentative topics, the Timelines and Table 10 on page 33 for a list of Public Participation Events over 2023 and 2024.
WAC 480-100-655 (2)(e)	A proposed list of significant topics that will be discussed	Please see Table 4 on page 18 for advisory group meeting frequencies, Table 2 on page 10 for the 2023 EAG meeting dates and tentative topics, the Timelines and Table 10 on page 33 for a list of Public Participation Events over 2023 and 2024.
WAC 480-100-655 (2)(f)	The date the utility will file the final CEIP with the commission	Avista's Biennial CEIP Update will be filed no later than November 1, 2023, this can be found in Table 10 starting on page 33.

WAC 480-100-655 (2)(g)	A link to a website accessible to the public and managed by the utility, to which the utility posts and makes publicly available the following information: (i) Meeting summaries and materials for all relevant meetings, including materials for future meetings; (ii) A current schedule of advisory group meetings and significant topics to be covered; (iii) Information on how the public may participate in CEIP development; and (iv) Final plans and biennial CEIP updates posted within 30 days of final commission action.	Please see the Public Comment Section starting on Page 33.