

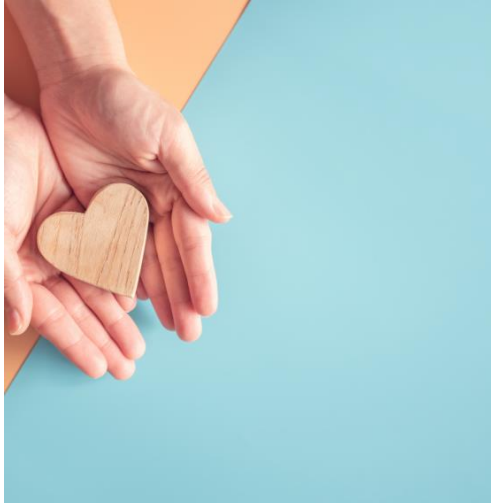


Bill Assistance

Monthly Update

09/20/2024

Bill Assistance Programs and Support



CARES and Bill Assistance Support and Enrollment (BASE)

Specialized group of CSRs who enroll customers in LIRAP programs through various channels.

Oregon and Washington



Energy and Emergency Grants

LIHEAP: WA/OR/ID
LIRAP Emergency Share: WA
Project Share: WA/OR/ID
Misc. EA: WA/OR/ID
(eligibility varies)

Idaho, Oregon, and Washington



Agency Referrals

CSR identifies need and documents account. This generates a referral which is shared with the appropriate agency for customer outreach.

Oregon and Washington

Bill Assistance Programs and Support



Arrearage Management Program (AMP)

Eligibility: Income between 51-200% FPL (WA) or 20-60% SMI (OR) with past-due balance owing. 90% of past-due balance paid over 12 months with every on-time payment in full. Funded by LIRAP.

Washington and Oregon



Arrearage Forgiveness

Eligibility: at or below 20% SMI (OR) or 50% FPL (WA) with a past-due balance.
\$1,000 max benefit (OR).
\$2,500 max benefit (WA).
Funded by LIRAP.

Washington and Oregon



My Energy Discount

Eligibility: up to 60% SMI (OR) or greater of 200% FPL or 80% AMI (WA). Monthly discount on bill for a two-year term. Discount amount determined by self-declared household size and income. Funded by LIRAP.

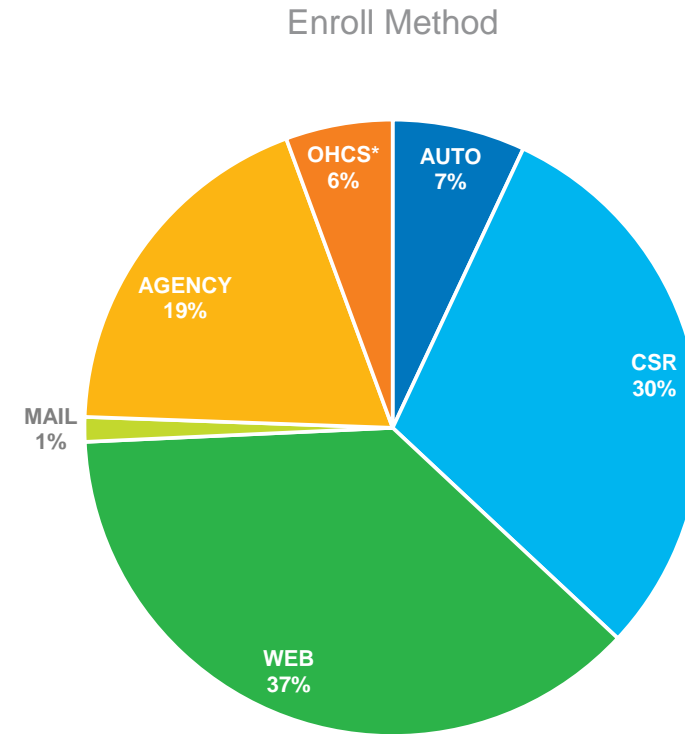
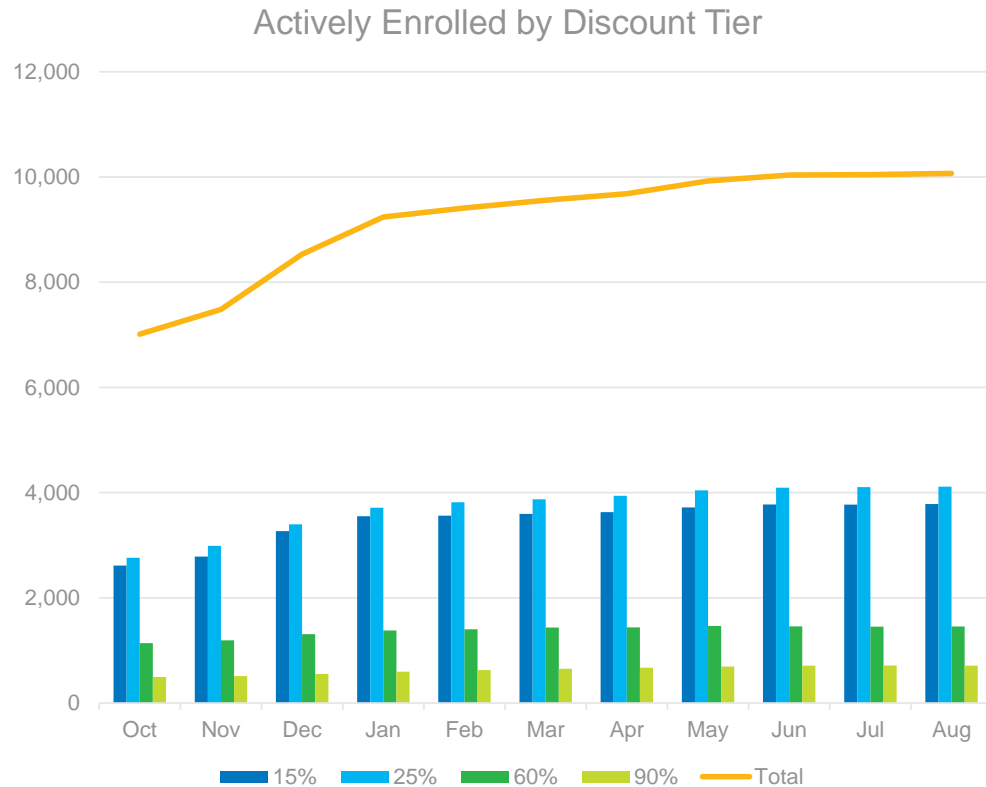
Washington and Oregon



LIRAP Oregon

- My Energy Discount (MED)
- Arrearage Management Program (AMP)
- Arrearage Forgiveness Program (AFP)

My Energy Discount Oregon: 10,067 Active Participants



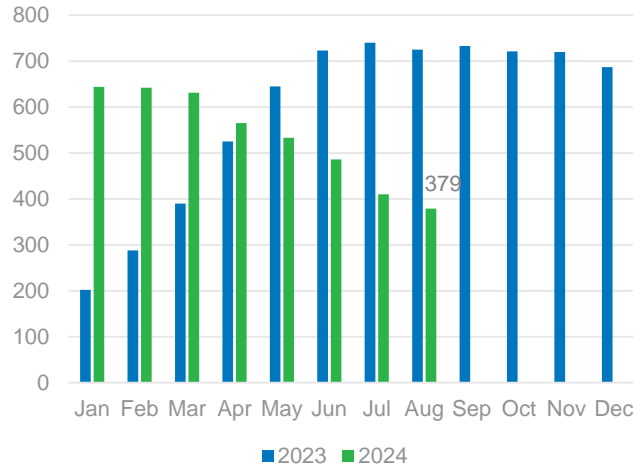
5 *In May 2023 Avista began receiving monthly income data from Oregon Housing and Community Services (OHCS). This data is used to update existing auto enrollments or accounts in renewal status and enroll customers who have not enrolled.

My Energy Discount Oregon: Benefit Totals



	Number of Bills	Discount Total
22-23 Program Year	48,616	\$ 803,079
23-24 Program Year	97,041	\$ 1,830,013
Grand Total	145,657	\$ 2,633,091

Arrearage Management Program: Oregon

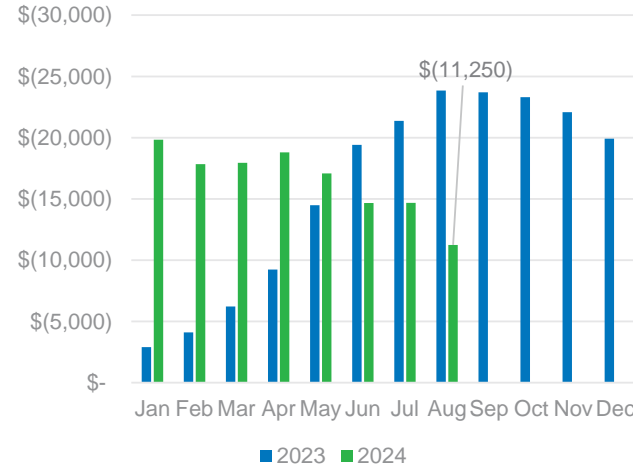


Active Participants

August Enrolled: 36

August Disenrolled: 67

- Disenrolled for non-pay: 38
- Disenrolled for other reasons (moved or balance paid): 29



Credits

August 2024

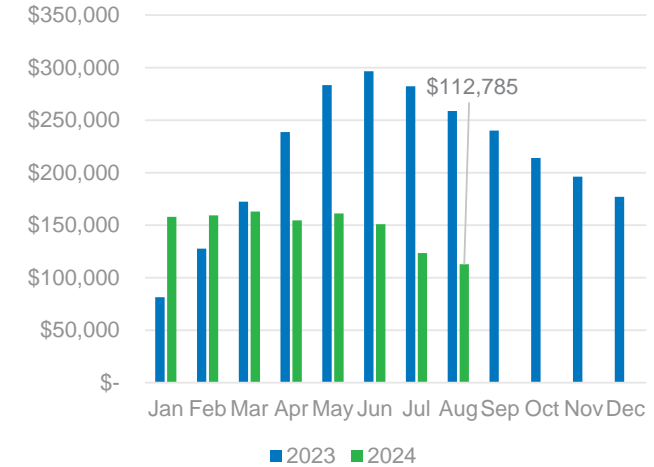
Active Participants: 379

Average benefit per customer: \$30

August 2023

Active participants: 725

Average benefit per customer: \$33



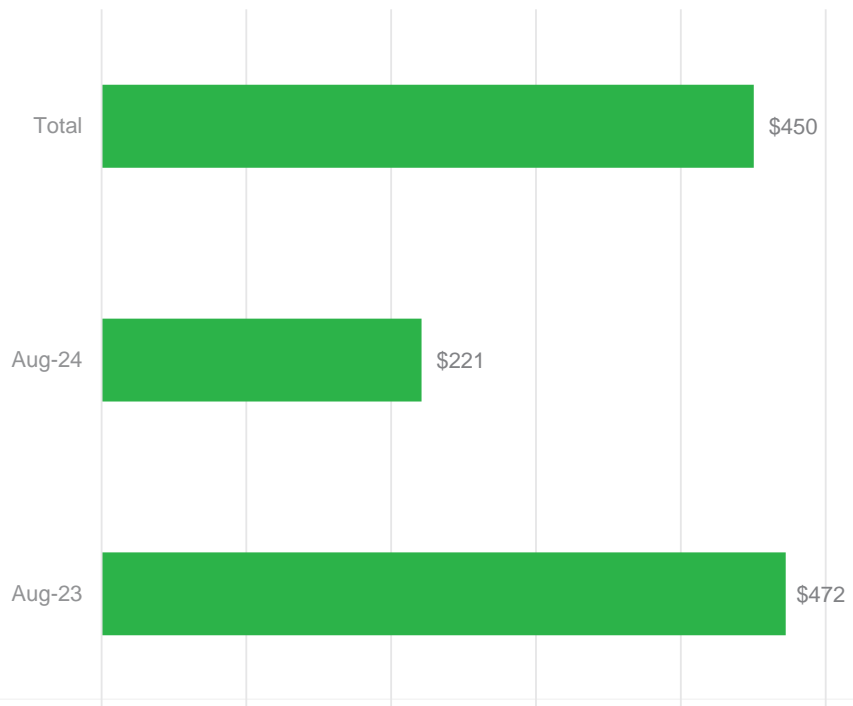
Payoff Balance

Total Owing: \$112,785

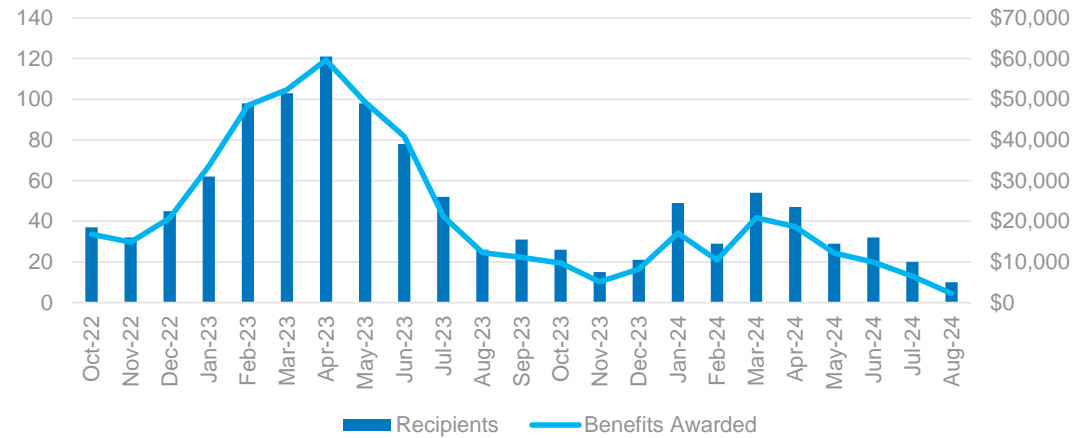
Average Payoff: \$297

Arrearage Forgiveness: Oregon

Average Benefit



Recipients and Benefits



	22-23 PY	23-24 PY	Total
Recipients	783	332	1,115
Benefits	\$381,225	\$120,951	\$502,176
Avg. Benefit	\$487	\$364	\$450

LIRAP Oregon: Direct Service Forecast

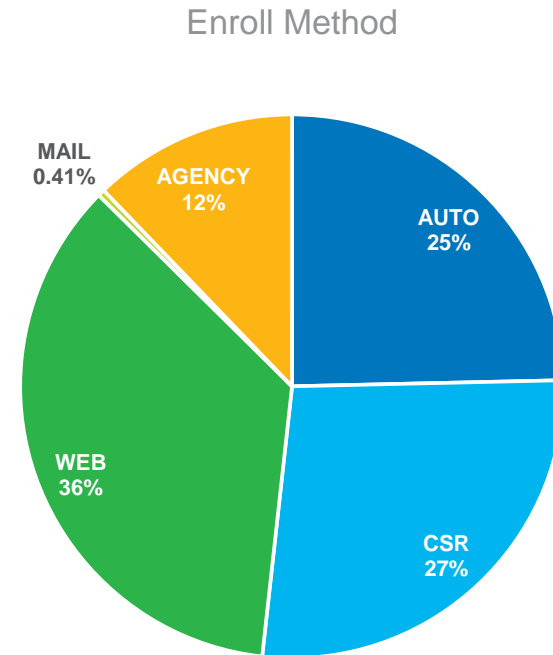
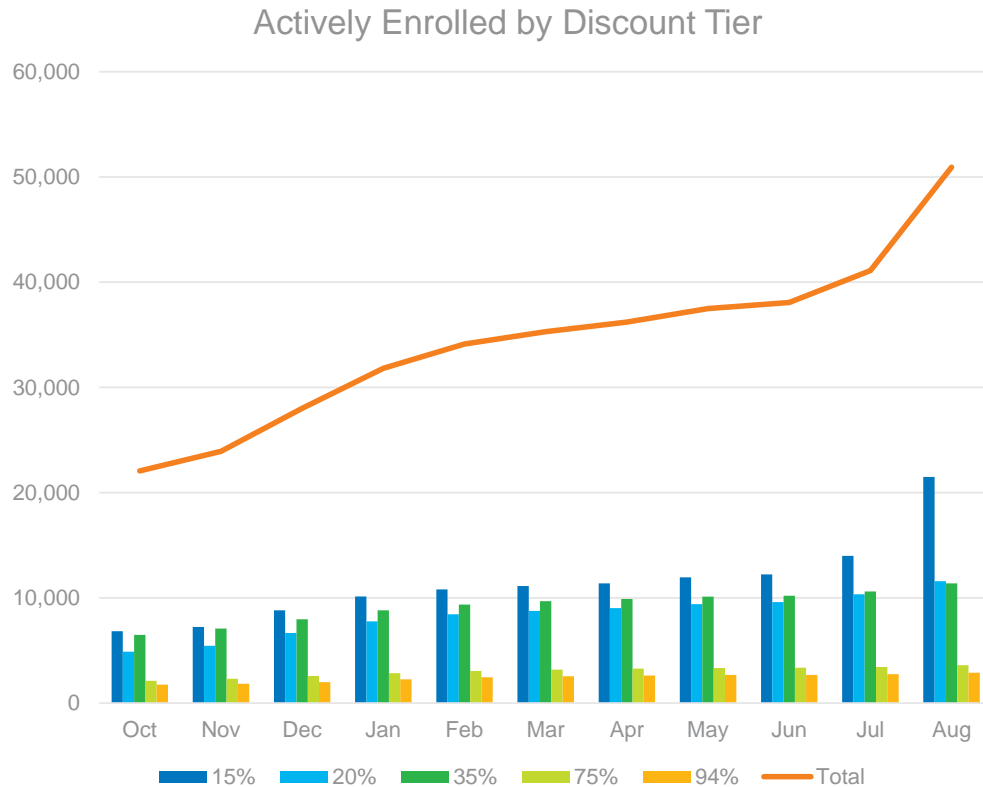
LIRAP Direct Service Cost (Actual vs. Forecast)			
	Forecast: 23-24 PY	Actual: Program YTD	Percent of Forecast
AMP	\$ 135,340	\$ 197,874	146%
AFP	\$ 659,843	\$ 119,965	18%
MED	\$ 2,313,629	\$ 1,832,498	79%
Total LIRAP Bill Assistance (without LIHEAP)	\$ 3,108,812	\$ 2,864,602	92%
Total LIRAP Bill Assistance (with LIHEAP)	\$ 1,508,812	\$ 2,150,337	143%
LIHEAP	\$ 1,600,000	\$ 714,265	45%



LIRAP Washington

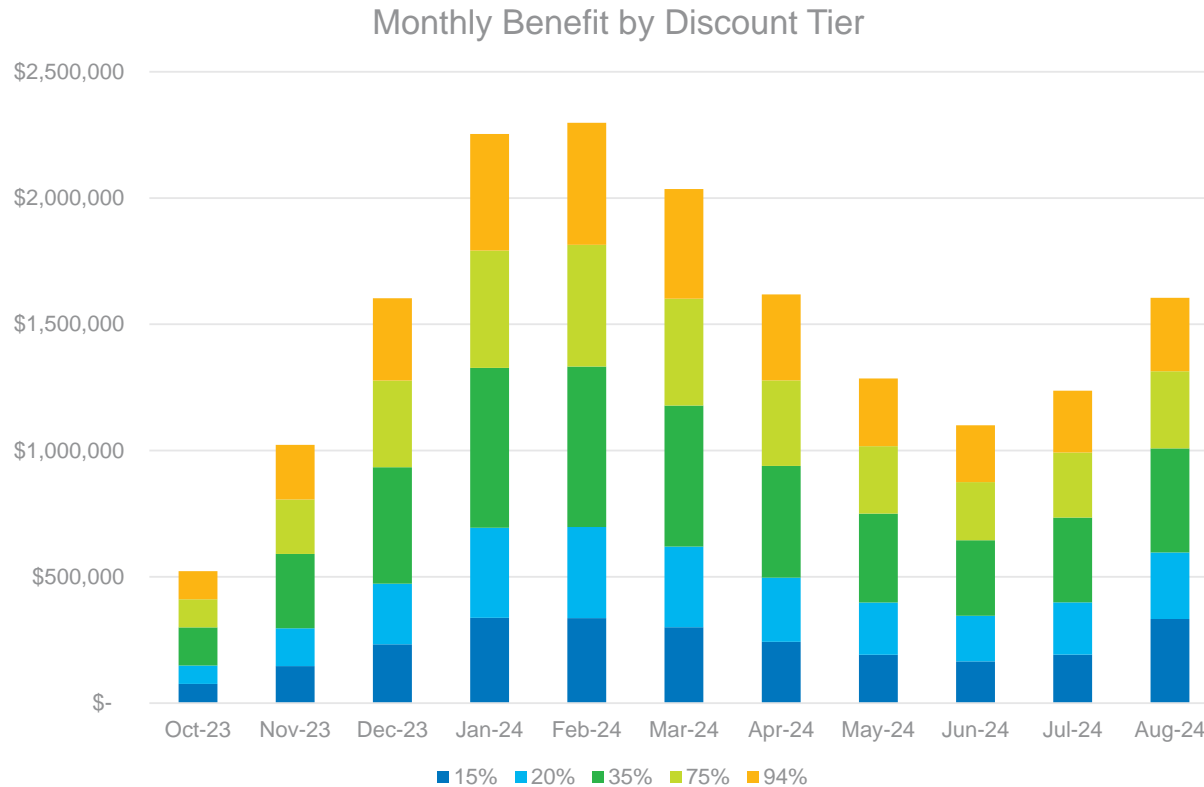
- My Energy Discount (MED)
- Arrearage Management Program (AMP)
- Arrearage Forgiveness Program (AFP)

My Energy Discount WA: 50,931 Active Participants



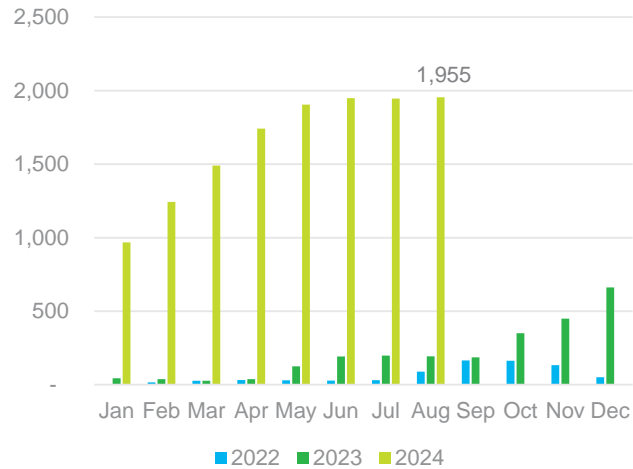
In October nearly 18,000 customers were auto-enrolled in the program based on previous assistance. 75% of these customers were enrolled at a discount tier provided by their local community action agency. Those eligible, but without agency-provided data were enrolled at a discount of 15%.

My Energy Discount Washington: Benefit Totals



Program YTD 2024			
Discount Tier	Billed Accounts	Credit Total	Avg. Monthly Benefit
15%	116,201	\$ 2,554,774	\$ 22
20%	86,693	\$ 2,610,891	\$ 30
35%	97,317	\$ 4,574,924	\$ 47
75%	31,691	\$ 3,439,525	\$ 109
94%	25,269	\$ 3,400,221	\$ 135
Total	357,171	\$ 16,580,335	\$ 46

Arrearage Management Program (AMP): Washington

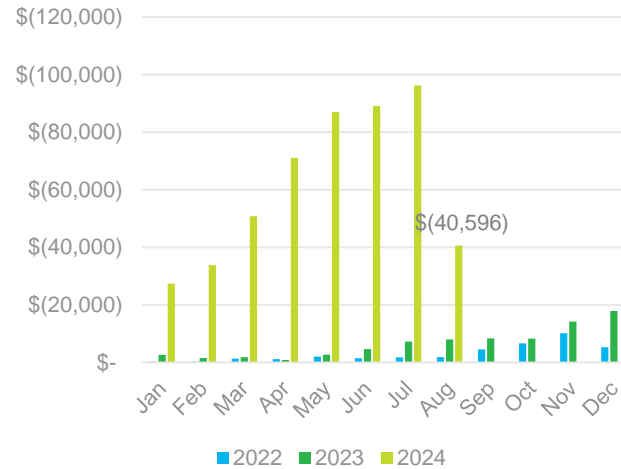


Active Participants

August Enrolled: 52

August Disenrolled: 43

- Disenrolled for non-pay: 2
- Disenrolled for other reasons (moved or balance paid): 41



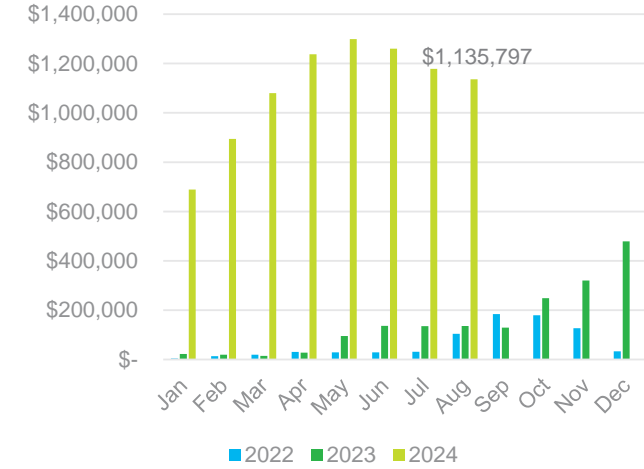
Credits

August 2024

Active Participants: 1,955

Average benefit per customer: \$21

The WA Families Clean Energy grant resulted in a reduction in total credits in August. This should resolve itself in one or two billing cycles as credits catch up once the grant is fully applied.



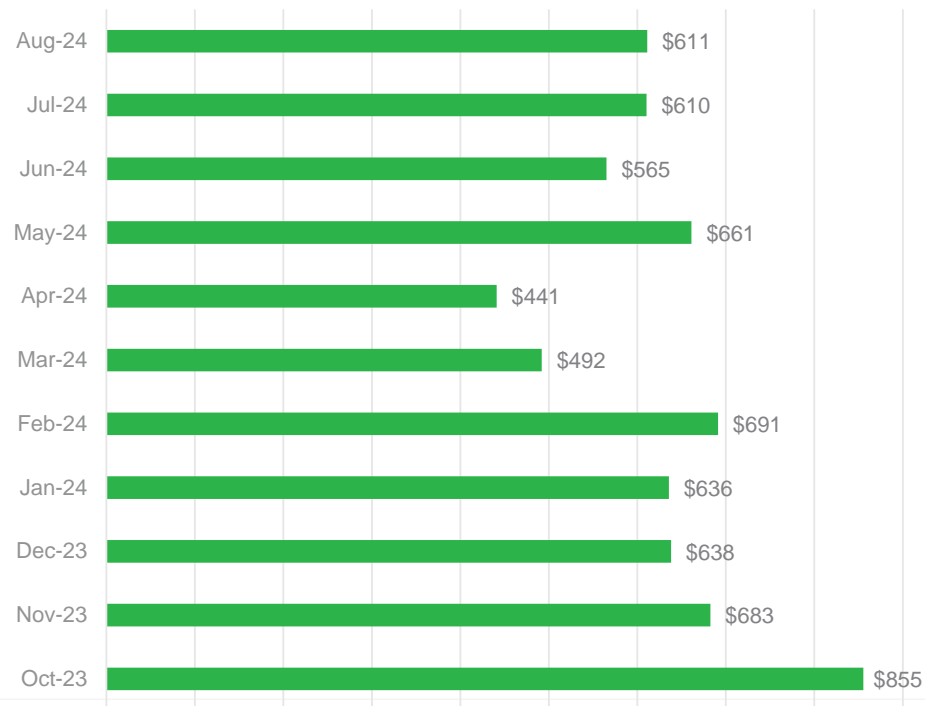
Payoff Balance

Total Owed: \$1,135,797

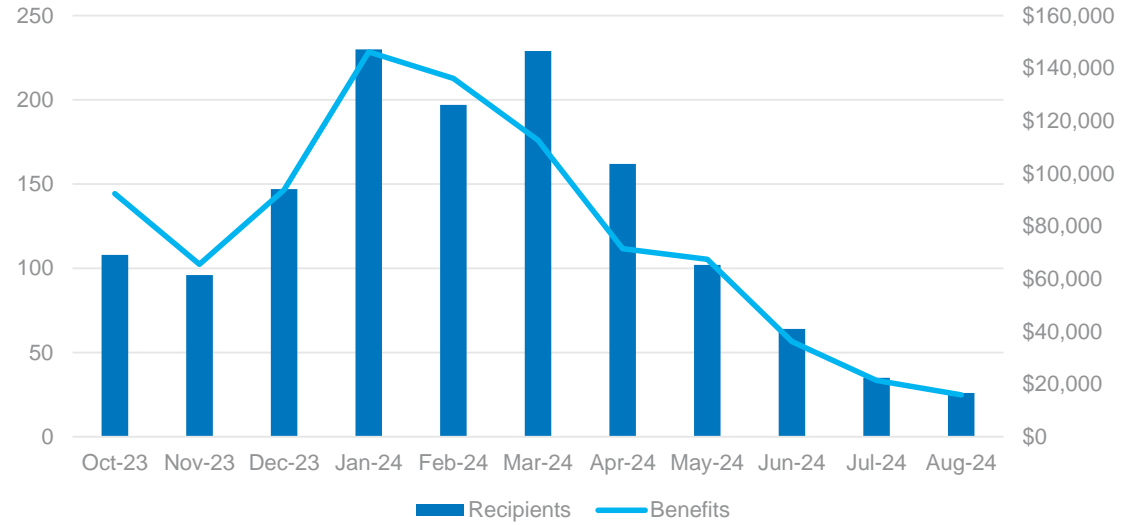
Average Owed: \$581
 Electric: \$434
 Gas: \$284

Arrearage Forgiveness: Washington

Average Benefit



Recipients and Benefits



	23-24 PY
Total Recipients	1,396
Total Benefits	\$859,083
Average Benefit	\$615

LIRAP Washington: Direct Service Forecast

LIRAP Direct Service Cost (Actual vs. Forecast)			
	Forecast: 23-24 PY	Actual: Program YTD	Percent of Forecast
LIRAP Grant	\$ 4,316,833*	\$3,605,432	84%
AMP	\$ 72,867	\$538,439	739%
AFP	\$ 811,352	\$866,247	107%
MED	\$ 20,755,941	\$16,686,584	80%
Total LIRAP Bill Assistance (without LIHEAP)	\$ 25,956,993	\$ 26,893,421	104%
Total LIRAP Bill Assistance (with LIHEAP)	\$ 19,956,993	\$ 21,696,702	109%
LIHEAP	\$ 6,000,000	\$5,196,719	87%

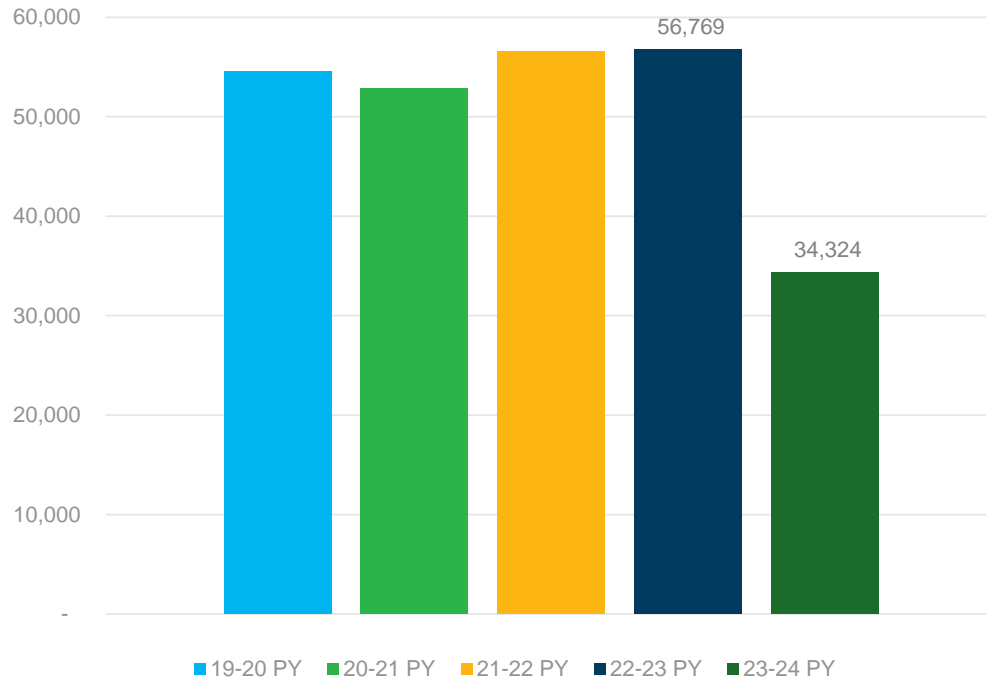
- Amount updated 2/2024. Previous forecasted amount of \$1,079,208 was based on a 15% average saturation in error. A more realistic forecasted amount is \$4,316,833 for LIRAP Share in the 23-24 PY. The forecasted amount is 90% of the actual LIRAP spend in the 22-23 PY due to the additional arrearage program offerings.

Miscellaneous EA Data

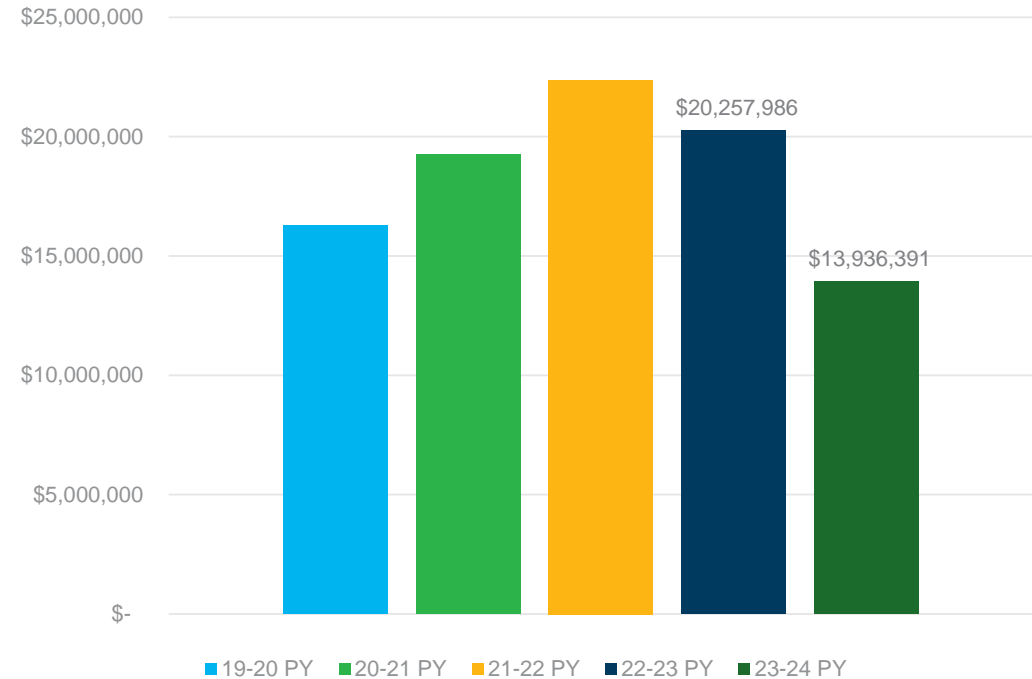
- Energy Grants
- Agency Referrals
- Total Assistance and Arrears
- Washington Families Clean Energy Credits

Energy and Emergency Grants

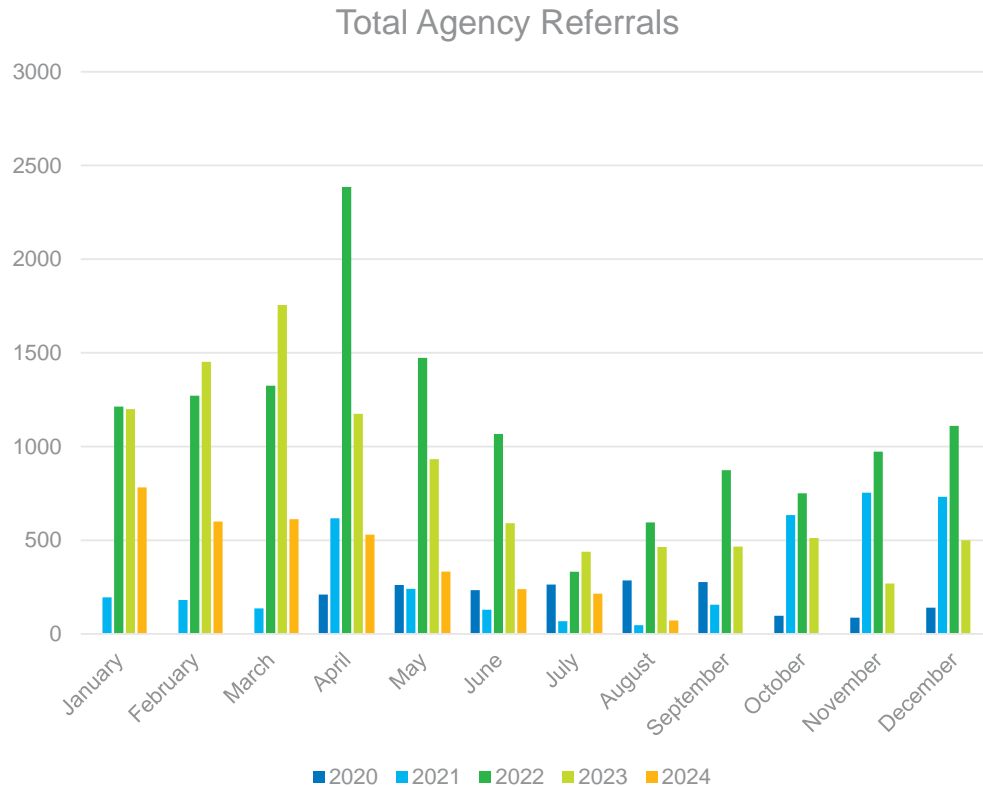
Total Energy Grants



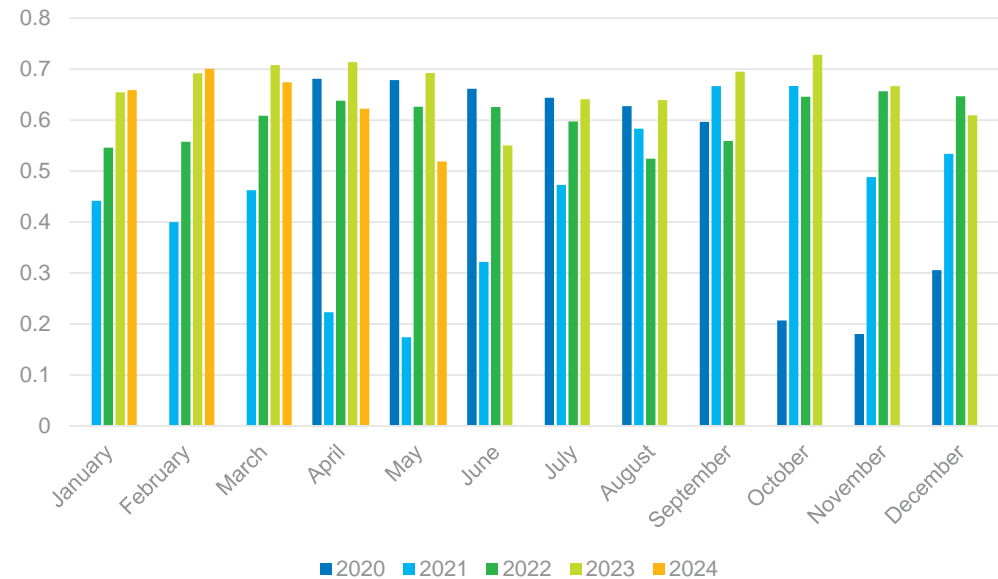
Total Energy Grant Dollars



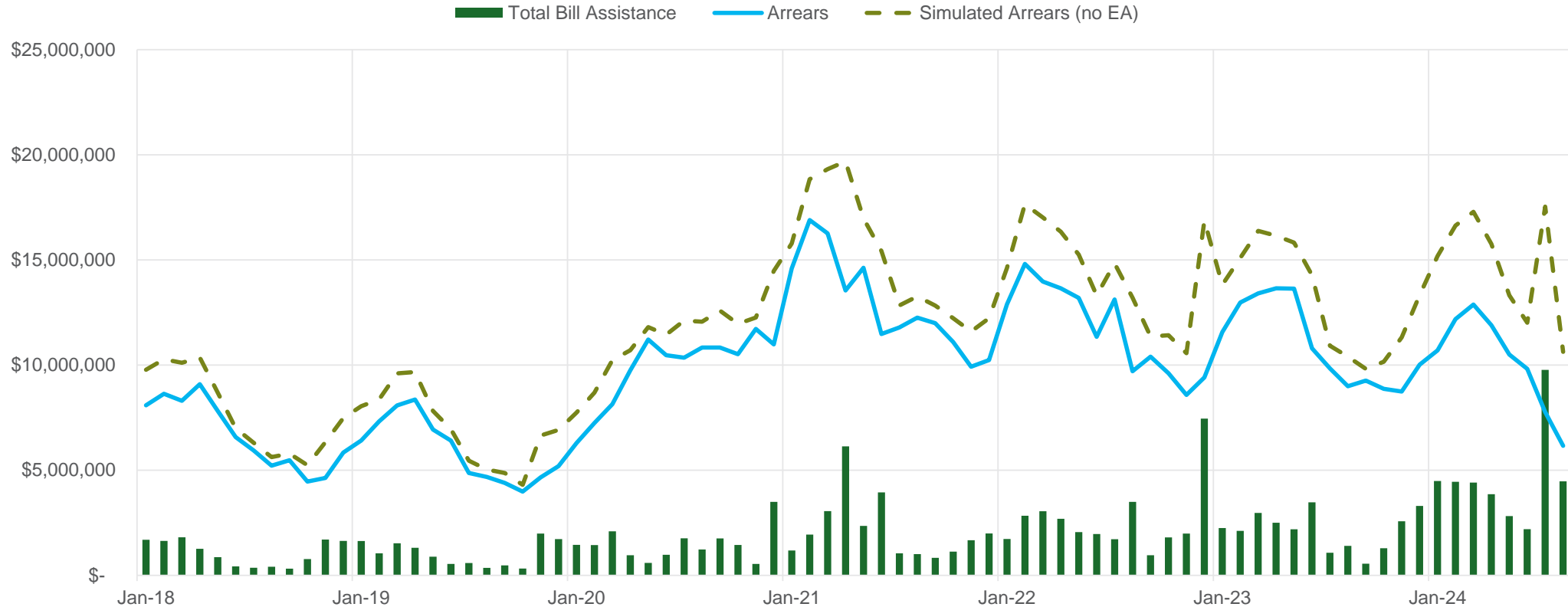
Agency Referrals



Referral Effectiveness	
2020	60%
2021	47%
2022	61%
2023	68%
2024	65%



Bill Assistance and Past Due Balances



Total Bill Assistance includes: All Grant types, Senior/Disabled Rate Discount Program (ended 09/2023), AMP, My Energy Discount, and Arrearage Forgiveness. One-time funding also included: Covid Debt Relief (Apr-Aug 2021), LIRAP Hardship Auto (Aug 2022), WA State ARPA (Dec 2022, June 2023), WA Families Clean Energy Credit (Jul-Sept 2024).

Not all bill assistance recipients are past due, simulated arrears is to illustrate the potential impact to balances if EA was unavailable.

Washington Families Clean Energy Credit

The Washington Legislature granted Avista \$10.1M in Climate Commitment Act Funding which must be spent by 9/15/24.

Avista has enough funding to provide these grants to over 50,000 customers.

Low to moderate income households with residential electric service are eligible to receive a one-time \$200 bill credit.

All customers eligible for MED-WA are also eligible for this grant. Promotion for both programs has been combined with impressive results.

Behavior Score*	Accounts (Jul-Aug)	Benefit Total (Jul-Aug)
No Score	61	\$ 12,200
0	4,031	\$ 803,246
1	4,629	\$ 921,853
2	7,995	\$ 3,191,382
3	23,165	\$ 4,626,886
Grand Total	47,876	\$ 9,555,567

Behavior score=Credit Code. Behavior score fluctuates, these numbers reflect behavior score as of 9/19/24 for all accounts that received benefits in July and August 2024.

Bill Assistance Saturation

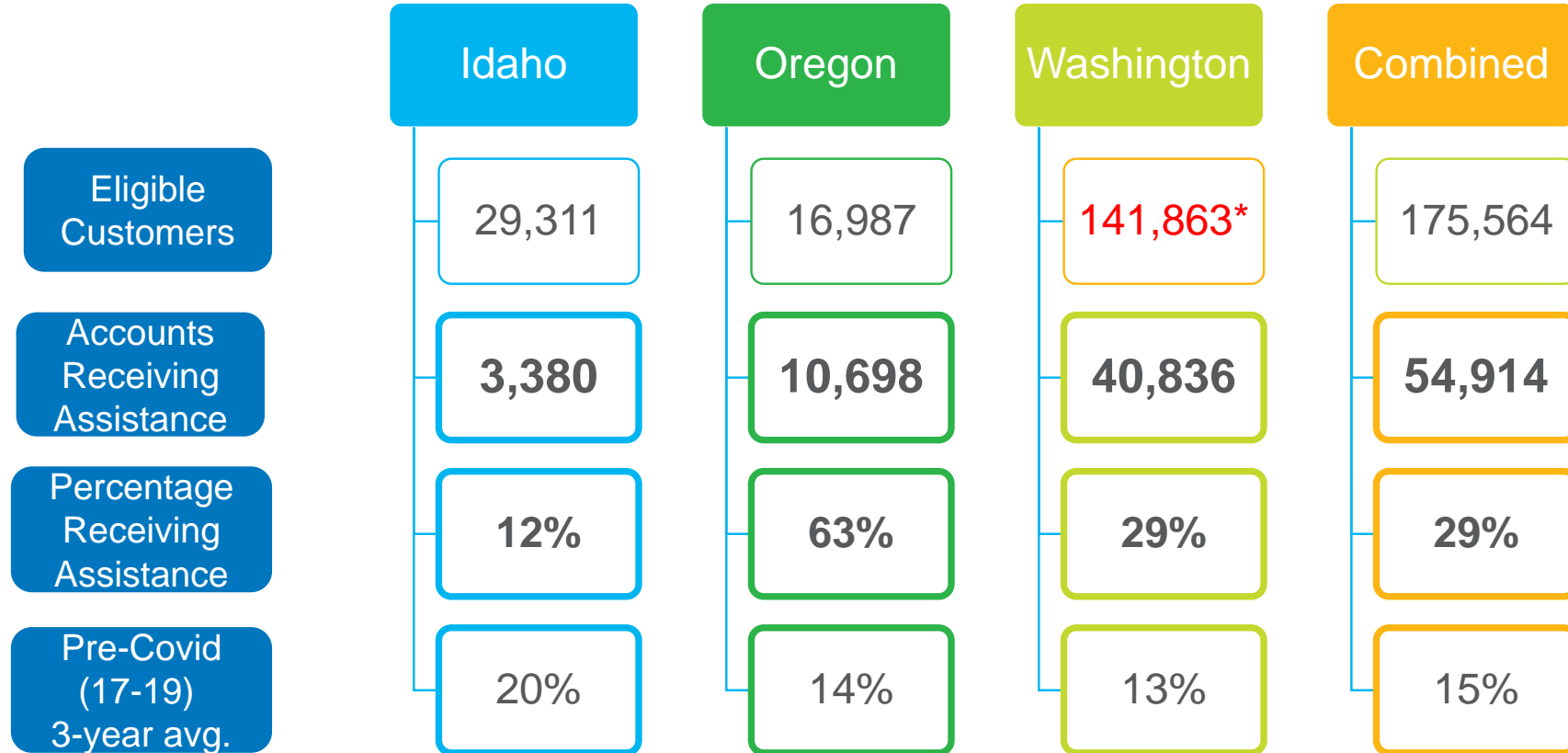
- Percentage of eligible customers receiving assistance by state

2023 Saturation Rate: (Jan-Dec)

	Idaho	Oregon	Washington	Combined
Eligible Customers	29,311	16,987	129,266*	175,564
Accounts Receiving Assistance	5,992	9,003	30,489	45,484
Percentage Receiving Assistance	20%	53%	24%	26%
Pre-Covid (17-19) 3-year avg.	20%	14%	15%	16%

*Saturation Rate equals the percentage of estimated eligible customers who are receiving any form of bill assistance. Data is reviewed and updated quarterly. Beginning in 2023 the Washington estimated eligible of 129,266 was calculated using Avista's 2022 Performance-Based Ratemaking data. The estimated eligible is updated annually.

2024 Saturation Rate: Q1 (Jan-Jun)



*Saturation Rate equals the percentage of estimated eligible customers who are receiving any form of bill assistance. Data is reviewed and updated quarterly. In 2024 the Washington estimated eligible was increased from 129,266 to 141,863 using Avista's 2023 Performance-Based Ratemaking data.