



Current State of Arrears and COVID-19 Response

May 12, 2021

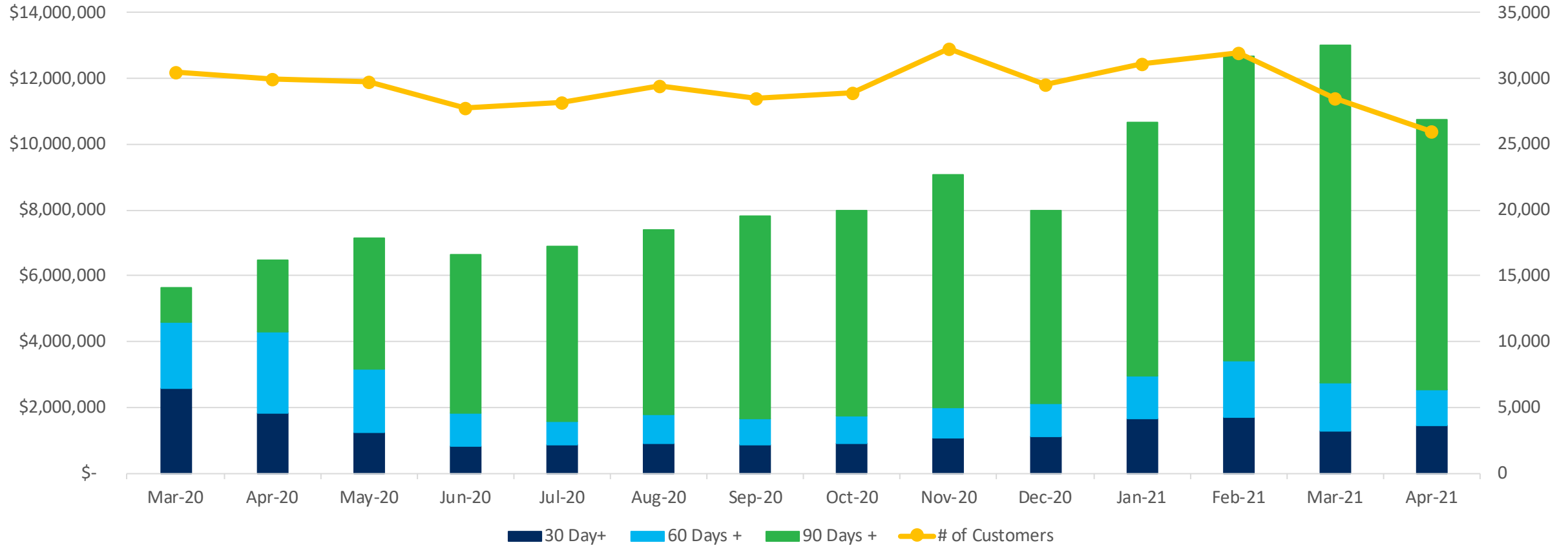
Shawn Bonfield

Sr. Manager of Regulatory Policy & Strategy

Residential Arrears

From March to April 2021:
 # of customers in arrears = -13%
 Total Arrears = -17%

Number of Residential Customers in Arrears and Total Past Due



As of April 30 th	2019	2020	2021
Avg. Balances	\$183	\$217	\$414
90+ Arrears	\$1,059,542	\$2,187,970	\$8,219,997
# of Payment Arrangements Established	7,429	2,649	2,326

Energy Assistance Options Available in 2021

LIRAP Traditional

- Heat Grant: Zero to 150% FPL
- Senior/Disabled Grant or Rate Discount: 151 to 200% FPL
- Emergency Grant: energy emergency or hardship

New LIRAP in 2021

- Arrearage Management Program (AMP): 51 to 200% FPL
- Percent of Income Payment Plan (PIPP) with Past Due Payoff (PDP): Zero to 50% FPL*

COVID-19 Response (temporary)

- LIRAP COVID-19 Hardship: expressed hardship
- COVID-19 Debt Relief Program: Zero to 200% FPL

*Percent of Income Payment Plan with PDP begins October 1st

Customer Outreach and Communications



Communications Timeline



Call Campaign
and
Agency Referrals



Print, Digital and
Social Media
Advertisements



Email, Door
Hangers, Flyers
through CBO,
Avista website,
Connections
Newsletter

April through July

Dynamic &
Changing


Will adjust and
ramp up/down
based on
customer
response and
funding
availability

Compassion in Action: Outreach Campaign

- Specialized Call Center Representatives
- Proactive call-outs, emails sent concurrently, in-person visits if unable to otherwise connect
- Goal is to reach customers who are 90+ days past due
 - Completed May 6th; 60+ day past due contacts beginning mid-May
- Objectives:
 - Discuss payment arrangement options
 - Offer bill assistance information
 - Update account information
 - Provide additional resources

6,903 calls made
1,454 customers spoken with
3,700 voicemails left
322 unable to reach
898 referred for EA
92 already have EA scheduled
162 declined EA
76 made payment arrangements
69 made payments

Print Advertising



Let us help you with your past-due energy bill.


The Power of Compassion

The pandemic has been financially hard on many. Avista cares and is doing something about it—by providing COVID-19 debt-relief grants to help residential customers who are behind on their energy bills.

If you have a past-due balance, you may qualify to receive funds to pay some or all of what you owe.

The grants are available through September 30, 2022 or until funding runs out—whichever occurs first. So please, call us today.

(800) 227-9187
myavista.com/assistance



Publication	Insertion Dates		
Fig Tree	4/1/21	5/1/21	6/1/21
Colville Sun	4/6/21	5/11/21	6/8/21
Colville Statesman Examiner	4/7/21	5/12/21	6/9/21
Lincoln County Advertiser	4/7/21	5/12/21	6/9/21
Deer Park Tribune	4/7/21	5/12/21	6/9/21
Deer Park Extra	4/7/21	5/12/21	6/9/21
West Plains Extra	4/7/21	5/12/21	6/9/21
Sun Tribune	4/7/21	5/5/21	6/9/21
Ritzville Adams County Journal	4/7/21	5/12/21	6/9/21
Sun Tribune	4/7/21	5/5/21	6/9/21
Colville Statesman Examiner	4/7/21	5/12/21	6/9/21
Skamania County Pioneer	4/7/21	5/12/21	6/9/21
Goldendale Sentinel	4/7/21	5/5/21	6/9/21
Newport Miner	4/7/21	5/5/21	6/9/21
Chewelah Independent	4/8/21	5/6/21	6/10/21
Huckleberry Press	4/8/21	5/6/21	6/10/21
Odessa Record	4/8/21	5/6/21	6/10/21
Davenport Times	4/8/21	5/6/21	6/10/21
Wilbur Register	4/8/21	5/6/21	6/10/21
Whitman County Gazette	4/8/21	5/6/21	6/10/21
Cheney Free Press	4/8/21	5/6/21	6/10/21
Spokane Valley News Herald	4/8/21	5/6/21	6/10/21
Inlander	4/8/21	5/6/21	6/10/21
Spokesman Review	4/11/21	5/9/21	6/13/21
Black Lens	--	5/1/21	6/1/21
Sun Tribune	--	5/12/21	6/16/21
Columbia Basin Herald	--	5/12/21	6/16/21

Placement (3x)

- 27 Publications
- 760,050 Impressions

Spanish Ads

- Sun Tribune
- Columbia Basin Herald

Social Media Ads (Facebook) and Digital Display Advertising



Avista Utilities
Published by Scott Steele · April 8 at 3:24 PM · 🌐

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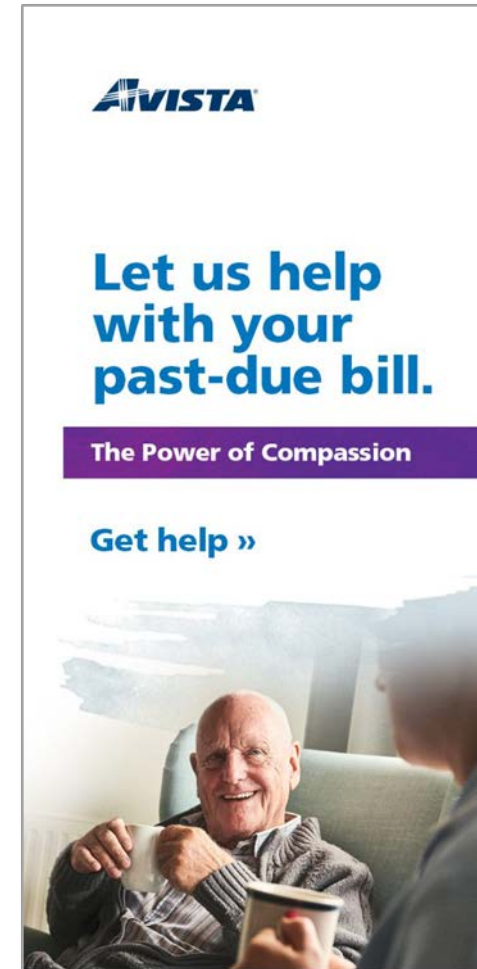
(800) 227-9187
myavista.com/assistance

Let us help with your past-due bill.

The Power of Compassion

The image shows a woman sitting at a desk with a laptop, looking at a document. The text is overlaid on the image.

April 8th-20th: Additional reach approx. 12,000



AVISTA

Let us help with your past-due bill.

The Power of Compassion

Get help »

The image shows an elderly man sitting in a chair, smiling, with a woman standing next to him. The text is overlaid on the image.

Schedule:

- 12 Weeks
- 2.25M impressions

Targeting:

- Demographic
- Geographic
- Behavioral

Website

myavista.com/assistance

- Page dedicated to assistance programs and ease in locating local community action agency.
- Customers can set up payment arrangement online
- Additional assistance programs featured
- Visits to the assistance page increased 316% with advertising (4/1/2021-5/6/2021)

AVISTA Sign in

Your Account Save Energy Safety Outages About Us Contact Us

The Power of Compassion

Looking for energy bill assistance? We want to help.

Avista partners with [community agencies](#) to provide financial assistance, plus we offer other services to help you manage your bill. So please call us today to discuss your options.

Washington Idaho Oregon

Ways to Connect with Us

- Call (800) 227-9187
- Email us at askavista@myavista.com
- Direct message on [Facebook.com/AvistaUtilities](https://www.facebook.com/AvistaUtilities)

Payment options

- Self-service and payment information
- Comfort Level Billing
- Payment arrangements
- COVID-19 related resources by state
- Beware of scams

Energy assistance

Payment arrangements

Washington assistance

Residential customers

The pandemic has been financially hard on many. Avista cares and is doing something about it—by providing COVID-19 debt-relief grants to help residential customers who are behind on their energy bills.

If you have a past-due balance, you may qualify to receive funds to pay some or all of what you owe. The grants are available through September 30, 2022 or until funding runs out—whichever occurs first. So please, call us today.

Washington residential resources

- [Financial Resources for Washington Residents](#)
- [Spokane County Department of Emergency Management](#)
- [Essential Home Repair Services](#)

Ways to Connect with Us

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Business customers

Financial help available from Washington state grants and loans for our Washington customers

For more information on a variety of programs available to small businesses in the state of Washington, please visit www.commerce.wa.gov/bizgrants

Payment options

- [Payment arrangements](#)
- [Online payments](#) - Free through checking or savings accounts

Business resources

For our business customers, we have prepared savings tips and building shutdown checklists.

- [Preparation checklist for workforce re-entry](#) (PDF)
- [Energy saving tips for closing buildings](#) (PDF)
- [Building shutdown checklist](#) (PDF)
- [HVAC system changes](#) (PDF)
- [How to Home energy saving tips for business owners](#)
- [Washington small business resources](#) (PDF)


Emails

Automatic Grant Recipients

April 9th: 3,761 emails sent

Forgiveness Grant Recipients

Sent weekly: 201 as of May 7, 2021



Let us help you with your past-due energy bill.

The Power of Compassion


Dear Jane,

We understand the coronavirus pandemic has caused financial difficulties for many people and want to help. That's why we're providing COVID-19 debt relief grants to customers who are behind on their energy bills—if you have a past-due balance, you may qualify to receive funds to pay some or all of what you owe.

Recognizing the uncertainty that the pandemic has created, we want to assure you help is available for your current and future bills. We offer short-term and long-term payment arrangements, and you may also be eligible for our other bill assistance programs available through local community action agencies.

For information about your local agency, please call us at (800) 227-9187 or visit our [website](#).

Customer Service Representatives are available Monday through Friday, 7:00 a.m. to 7:00 p.m., and Saturday 9:00 a.m. to 5:00 p.m., so please contact us to discuss your options.



Let us help you with your past-due energy bill.

The Power of Compassion

Dear Customer,

We understand many of our customers continue to experience financial difficulties due to the COVID-19 pandemic.

To help, we have applied a COVID-19 Debt Relief Program credit to your account.

Your account received this unique one-time only grant based on your past qualification for bill assistance. The purpose of this award was to alleviate past due balances during these challenging times. We sincerely hope this is a help to you.


In addition to this grant award, Avista partners with local community action agencies to help customers with bill assistance. We know times are tough and want to ensure you are aware that help is available for your current and future bills.

To get information about your local agency, please call us or visit our website at www.myavista.com/assistance.

Avista also offers short-term and long-term payment arrangements. Customer Service Representatives are available to assist you Monday through Friday 7:00 a.m. to 7:00 p.m. and Saturday 9:00 a.m. to 5:00 p.m. at (800) 227-9187.

Sincerely,

Avista Customer Service



Let us help you with your past-due energy bill.

The Power of Compassion

Dear Customer,

We understand many people are experiencing financial difficulties due to the COVID-19 pandemic.

To help, we have applied a COVID-19 Debt Relief Program credit to your account.

Your account received this credit based on your recent application for assistance at your community action agency, as part of Avista's COVID-19 Debt Relief Program. The purpose of this grant was to alleviate past due balances during these challenging times and we sincerely hope this is a help to you.

In addition to receiving this grant, we want to ensure that you are aware additional help is available for your current and future bills.

If you find yourself in need of additional assistance, please contact your local community action agency to inquire about our other programs that may be available to you.

To get information about your local agency, please call us or visit our website at www.myavista.com/assistance.

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Sincerely,

Avista Customer Service

Connections Newsletter



Do you need help paying your bill?

We have options.

We understand that there may be instances when customers find themselves facing financial difficulties. Avista partners with community agencies to provide financial assistance, plus we offer other services to help you manage and pay your bill such as Bill Assistance Grants, Comfort Level Billing, Preferred Due Date, and Payment Arrangements.

We're here to help. Please call us at (800) 227-9187 to discuss your options with a Customer Service Representative or visit myavista.com/assistance for more information.



Comfort Level Billing

There's a lot to be said about knowing the exact amount you will be billed each month. Customers who have chosen to be on comfort level billing know exactly how that feels and it's free, quick and easy to sign up.

Comfort level billing can smooth out seasonal highs and lows by dividing your bill into 12 equal payments. To qualify, your account must be in good standing with at least 12 months of usage history. Sign up on myavista.com/CLB or call (800) 227-9187 to speak with a customer service representative who would be happy to help over the phone.

Community Partner Brochure & Referrals

AVISTA

Let us help you with your past-due energy bill.

The Power of Compassion

The pandemic has been financially hard on many people. Avista cares and is doing something about it—by providing COVID-19 Debt Relief grants to help residential customers who are behind on their energy bills.

If you have a past-due balance, you may qualify to receive funds to pay some or all of what you owe.

The grants are available through September 30, 2022 or until funding runs out—whichever occurs first. So please, call us today at **(800) 227-9187**.

Other ways we can help

Recognizing the uncertainty that the pandemic has created, we want to assure you that help is available for your current and future bills, as well. Let us assist you with:

Payment Arrangements
Short-term and long-term payment arrangements can be made on an individual basis.

Comfort Level Billing
We divide your yearly energy costs into 12 equal and predictable monthly payments.

Preferred Due Date
Aligns your bill's due date with your payday to help your budgeting during the month.

If you need additional assistance to pay your bill, contact your local community action agency to see if you may qualify for our other assistance programs.



To find the agency nearest you, please visit our website at myavista.com/assistance or call us at (800) 227-9187.

Our Customer Service Representatives are available Monday through Friday from 7:00 a.m. to 7:00 p.m. and Saturday from 9:00 a.m. to 5:00 p.m.

AVISTA

Flyers and Door Hangers

	April	May	Total
Field Activities Completed	74	25	99
Door Hangers Left	44	20	64
Referred to customer service/EA	28	5	33
Unable to leave door hanger	2	--	2

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Permítanos ayudarle con su factura de electricidad vencida.

El Poder de la Compasión

La pandemia ha puesto una gran carga económica para muchas personas. A Avista esto le preocupa y está haciendo algo al respecto: proporciona subsidios de alivio de deuda a causa del COVID-19 para ayudar a los clientes residenciales que están atrasados en sus facturas de electricidad.

Si tiene un saldo vencido, podría ser elegible para recibir fondos para pagar parte o la totalidad de lo que debe. Las subvenciones están disponibles hasta el 30 de septiembre de 2022 o hasta que se agoten los fondos, lo que ocurra primero. Así que, por favor, llámenos hoy mismo al **(800) 227-9187**.

Otras maneras en que podemos ayudar

En reconocimiento de la incertidumbre que ha creado la pandemia, queremos asegurarle que también hay ayuda disponible para sus facturas actuales y futuras. Permítanos ayudarle con:

Acuerdos de pago
Se pueden hacer acuerdos de pago a corto y largo plazo según cada caso.

Facturación a Niveles Confortables
Dividimos sus costos de electricidad anual en 12 pagos mensuales iguales y predecibles.

Fecha de vencimiento preferente
Alinea la fecha de vencimiento de su factura con su día de paga para ayudar a su presupuesto durante el mes.

Si necesita ayuda adicional para pagar su factura, póngase en contacto con su agencia local de acción comunitaria para ver si puede optar a nuestros otros programas de ayuda.

Para encontrar la agencia más cercana a usted, visite nuestro sitio web myavista.com/assistance o llámenos al (800) 227-9187.

Nuestros Representantes de Atención al Cliente están disponibles de lunes a viernes de 7:00 a.m. a 7:00 p.m. y los sábados de 9:00 a.m. a 5:00 p.m.




Having trouble paying your energy bill?

We're here to help.

You may qualify for:

- COVID-19 Debt Relief
- Payment Arrangements
- Additional Bill Assistance

Please call us today so that your service will not be interrupted: (800) 227-9187

Customer Service Representatives are available Monday through Friday 7:00 a.m. to 7:00 p.m. and Saturday 9:00 a.m. to 5:00 p.m. Or visit our website at myavista.com/assistance.

Thank you.




¿Tiene problemas para pagar su factura de electricidad?

Estamos aquí para ayudarle.

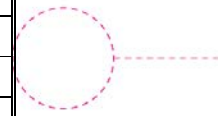
Usted puede calificar para:

- Alivio de deudas a causa del COVID-19
- Payment Arrangements
- Additional Bill Assistance

Llámenos hoy mismo para que su servicio no se vea interrumpido: (800) 227-9187

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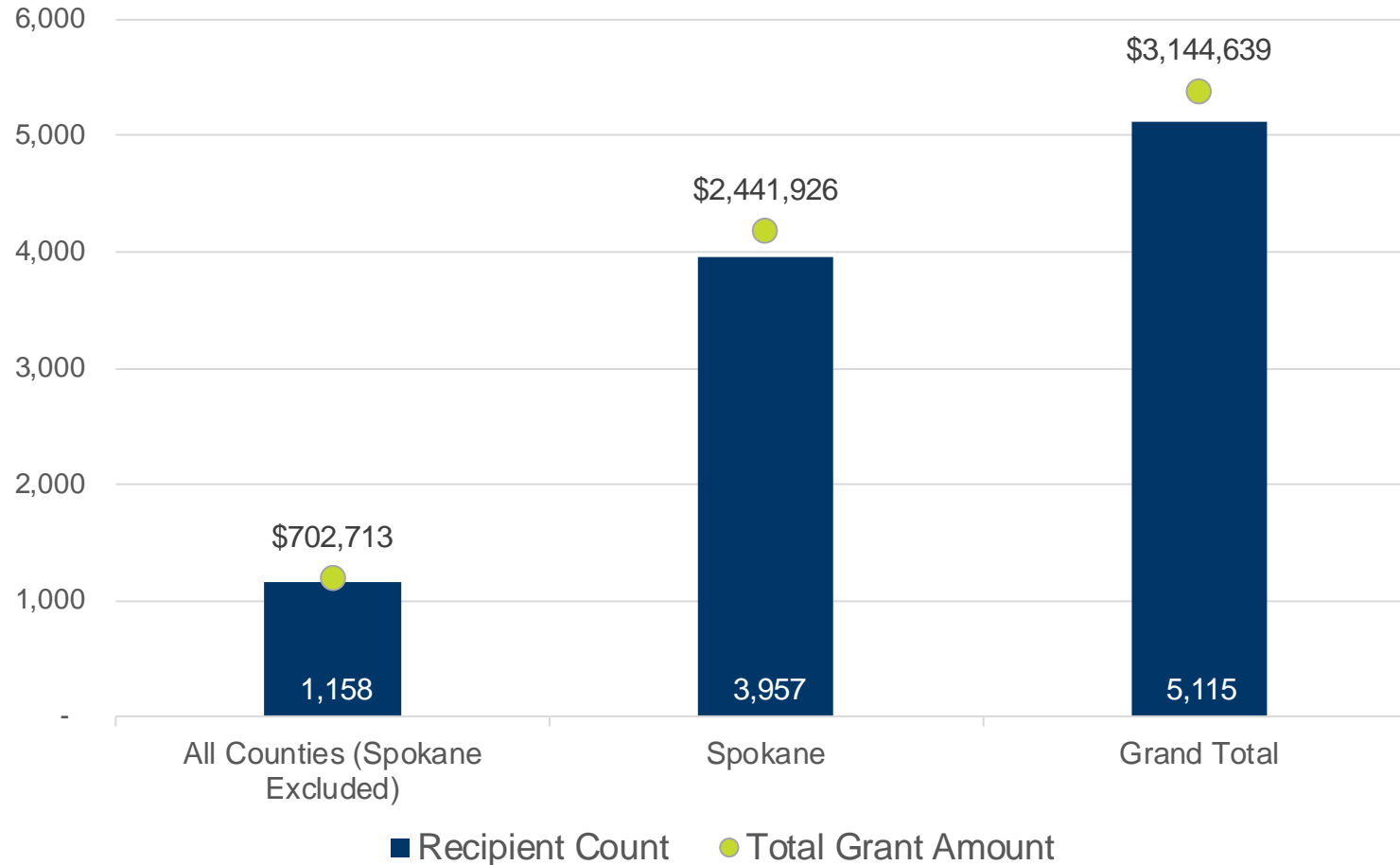
Gracias.

Debt Relief Program Experience to Date

	Automatic Grants	Forgiveness Grants	Total
Timeframe	April 1 st	April 1 st – May 7 th	April 1 st – May 7 th
Number of Grants	4,872	243	5,115
Average Grant Amount	\$592	\$1,069	\$615
Total	\$2,884,773	\$259,866	\$3,144,639
% of Fund Spent	44%	4%	48%

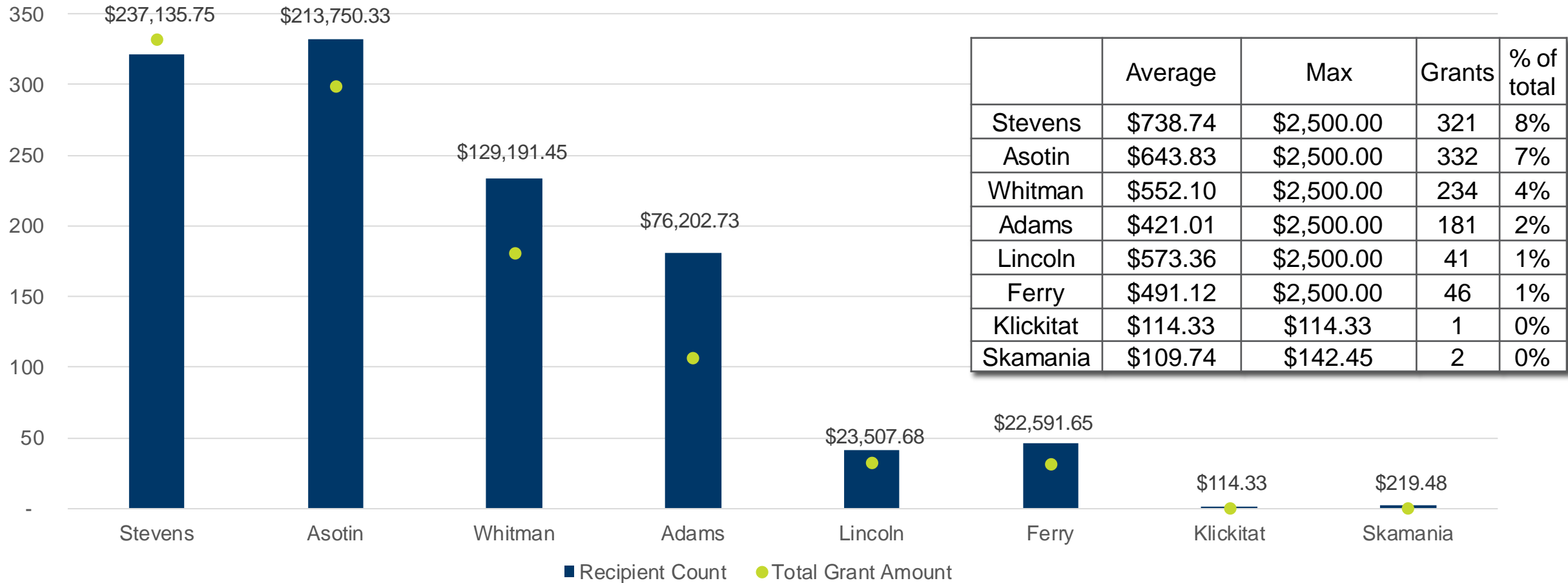
Debt Relief Program – Grant Total by County



	Average	Max	Grants	% of total
All Counties (Spokane Excluded)	\$606.83	\$2,500.00	1,158	22%
Spokane	\$617.12	\$2,500.00	3,957	78%
Grand Total	\$614.79	\$2,500.00	5115	100%

Debt Relief Program – Non-Spokane County Breakdown

All Counties (Spokane Excluded)



Summary of Residential Customers Assistance

- Enhanced communications and outreach
- Extended payment arrangements (up to 18 months)
- Temporary COVID-19 Debt Relief (1% of revenues – potential for Commission to increase)
- Energy Assistance (Includes PIPP and AMP)
- No deposits or reconnection fees until January 31st
- Prior Obligation (customers can reestablish service following disconnection without any payment towards arrears)
- Disconnection is a last resort that benefits no one; however, we know customers take action when disconnection is a possibility