

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