

AVISTA CORPORATION
dba Avista Utilities

LOW INCOME RATE ASSISTANCE RATE ADJUSTMENT-Continued

The Low Income Rate Assistance Program (LIRAP) provides bill assistance to eligible customers. Program eligibility and benefit determination are conducted by Community Action Agencies. The current LIRAP program is comprised of three components:

- LIRAP Heat: For clients receiving “regular” energy assistance (i.e., LIRAP Heat), the eligibility similar to the Federal Low Income Home Energy Program (LIHEAP) and is available to customers with incomes at or below 150% Federal Poverty Level (FPL). Similar to LIHEAP, the benefit amount is based on (i) household size, income, energy costs (all electric or natural gas costs, used for space heating or base load), and (ii) housing type (single family, multifamily, etc.), then calculated using the mechanism approved by the Department of Commerce.
- LIRAP Emergency Share: For customers receiving “emergency” assistance (i.e., LIRAP Emergency Share) or small benefit amounts, the process is similar to that used for the donation-based Project Share program. The amount of emergency assistance is determined on a case-by-case basis not to exceed \$350. Emergency assistance qualification criteria include imminent danger of disconnection. All energy costs resulting from electric or natural gas usage are eligible (including kWh and therm consumption, applicable taxes, and arrearages).
- Temporary COVID-19 Hardship Assistance: A one-time grant for customers experiencing financial hardship due to the 2020 Coronavirus pandemic. Mimics “emergency” assistance (i.e. LIRAP Emergency Share or Project Share) processes. The amount of this emergency assistance is determined on a case-by-case basis, not to exceed \$350.

In addition, the agencies can use up to 6% of direct service funding to purchase energy saving items to disburse to individuals either at the time of their appointment or through other means.

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