



# Avista Energy Assistance Overview

Docket No. 200629

December 1, 2020

# Energy Assistance Overview

## Bill Assistance

LIRAP Heat  
LIRAP Senior/Disabled  
Outreach

## Emergency Assistance

LIRAP Emergency Share  
COVID-19 Hardship

## Rate Discount

Senior/Disabled

## Pilots

Percent of Income  
Payment Plan  
Arrearage Management  
Program

## Conservation Education

Energy Fairs  
Workshops  
General and Mobile  
Outreach

## Energy Efficiency

Low-Income  
Weatherization  
Community Energy  
Efficiency Program (CEEP)

Low-Income Rate Assistance Program (LIRAP)

# LIRAP Goals

- Keep customers connected to energy service
- Provide assistance to more customers than are currently served by the program
- Lower the energy burden of LIRAP participants
- Ensure that LIRAP has the appropriate data to assess program effectiveness

# LIRAP Eligibility & Benefits

## Heat

**Eligibility:** Zero – 150% FPL

**Qualification:** Mimics LIHEAP for benefit determination

**Benefit Amount:** \$100 - \$1,000

## Emergency Share

**Eligibility:** Energy emergency and/or hardship

**Qualification:** Mimics Project Share

**Benefit Amount:** up to \$350

## Senior/Disabled Outreach

**Eligibility:** 151 – 200% FPL, adjusted for non-reimbursed medical

**Qualification:** Age 60+ years or receiving disability income

**Benefit Amount:** \$400 Avista heat; \$100 Avista electric

## Senior/Disabled Rate Discount

**Eligibility:** 151 – 200% FPL, adjusted for non-reimbursed medical

**Qualification:** Age 60+ years or receiving disability income

**Benefit Amount:** -\$0.03/kWh or -\$0.48/therm; 2-year certification

## COVID-19 Hardship, temporary

**Eligibility:** Expressed hardship due to COVID-19

**Benefit Amount:** up to \$350

Note: Senior/Disabled Outreach is currently being phased out and will sunset on 9/30/2021. These customers will then be served through the Senior/Disabled Rate Discount.

# PIPP and AMP Pilots

October 2018 through September 2019

## Percent of Income Payment Plan (PIPP)

- **Eligibility:** 10-50% FPL
- **Qualification:** Electric residential customers
- **Benefit:** monthly percentage discount designed to reduce customer's bill to approximately 6% of their income.

## Arrearage Management Program (AMP)

- **Qualification:** PIPP participant
- **Benefit:** forgiveness of 90% of customer arrears amortized over a 12-month period with regular, on-time payments.

# 2021 Bill Assistance Programs

## LIRAP (Existing)

- (1) Heat Grant: zero to 150% FPL
- (2) Senior/Disabled Grant or Rate Discount: 151 to 200% FPL
- (3) Emergency Grant: energy emergency or hardship

## LIRAP (New)

- (1) *Arrearage Management Program: 51 to 200% FPL*
- (2) *Percent of Income Payment with Arrearage Forgiveness: Zero to 50% FPL*

## COVID-19 Response

- (1) LIRAP COVID Hardship: expressed hardship
- (2) *Debt Relief, Arrearage Forgiveness: Zero to 200% FPL*

# Low-Income Weatherization

- **Eligibility:** 60% of Area Median Income (AMI) up to 200%
- Energy efficiency improvements and services for income-qualified customers who heat with Avista electric or natural gas.
- Mimics state/federal program administered through Department of Commerce

## Customer Details



- 6 Community Action Agencies and 1 Tribal Housing Authority deliver programs.
- \$3M annual funding, with \$921k available for health, safety and repair (HSR).
  - Agency has flexibility to utilize HSR dollars.
- No requirement on number of electric or gas homes served.

## Program Specifics



# Additional Energy Assistance Programs

- Project Share: donation-based, community fuel fund. Contributions from Avista corporation, employees and customers
- Conservation Education: energy fairs, workshops, mobile and general outreach
- Community Energy Efficiency Program (CEEP)
  - Biennial contract \$750k with matching Avista funds –ends 6/30/21 – not guaranteed to continue.
  - Single family homes with alternative fuel - convert to heat pump plus weatherization
  - Multifamily energy efficiency improvements
  - Rural small business incentive match