

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 four components:

(T)

- 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 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. (C)(T)
- 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 is eligible (including kWh and therm consumption, applicable taxes, and arrearages). (T)
- LIRAP Senior/Disabled Outreach: The Senior/Disabled Energy Outreach program guidelines are designed to help mitigate the impact of energy costs on senior and/or individuals with disability who are over income guidelines for energy assistance with incomes 151 to 200 percent FPL. (C)
- Senior/Disabled Rate Discount Pilot: A rate discount program for senior and disabled households with fixed incomes between 126-200 percent FPL.
- Income-Based Payment Plan (IBPP) Pilot: Available to electric customers with income at 10-50 percent FPL, this program provides a fixed percentage discount that reduces the customer’s bill to 6% of their income. The pilot is limited to 300 customers and will commence on October 1, 2018 and end September 30, 2019. (N)
- Bill Management Arrangement (BMA) Pilot: Available to customers who have qualified for enrollment in the IBPP and have amounts owed in arrears or a balance they cannot pay at the time of enrollment. The BMA is a one-time benefit that reduces customer arrearage owed over a 12-month period by providing an incentive for regular, on-time payment of these balances. (N)

In addition, the agencies may 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 conservation education means (D)

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By

Patrick D. Ehrbar, Director, Regulatory Affairs