

AVISTA CORPORATION
dba Avista Utilities

LOW-INCOME RATE ASSISTANCE PROGRAM - Continued

LIRAP provides bill assistance to eligible customers. Program eligibility and benefit determination are conducted by Community Action Agencies (CAAs), unless otherwise specified herein. Additionally, a Community Partner Network (CPN) may be utilized to support program outreach and administration to engage with hard-to-reach and underserved customers.

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LIRAP is comprised of the following components:

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- 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 hardship or risk of service disconnection. All energy costs resulting from electric or natural gas usage are eligible (including kWh and therm consumption, applicable taxes, and arrearages).
- LIRAP Energy Grant: Provides a \$250 grant to qualifying customers with incomes at 151% FPL up to 200% FPL or 80% Area Median Income (AMI), whichever is higher.
- Senior/Disabled Rate Discount: A rate discount program designed to help mitigate the impact of energy costs on senior and/or individuals with disability who have variable incomes between 151-200 percent FPL.

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By

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- Automatic Hardship Grant: a one-time grant for customers experiencing financial hardship, as proven by a past due balance subject to thresholds determined by Avista's Energy Assistance Advisory Group (EAAG) and at timing intervals determined by the EAAG. Mimics "emergency" assistance (i.e., LIRAP Emergency Share or Project Share) processes. This emergency assistance is intended to cover past due balances only, not to exceed \$350.
- Arrearage Management Plan (AMP): Available to customers with income at 51-200 percent FPL, this program reduces customer arrearages owed over a 12-month period by providing an incentive for regular, on-time payment of these balances. Available twice within a 7-year period.

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Administration and program delivery funds will be provided to the CPN entities on a per-application basis, with compensation set at \$75 per application successfully processed. An application is considered successfully processed when it results in a LIRAP benefit being applied to a customer's account.

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.

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