

AVISTA CORPORATION
dba Avista Utilities

The Low Income Rate Assistance Program (LIRAP) provides bill assistance to eligible customers with a household income less than or equal to 125 percent of the Federal Poverty Level (FPL) and also provides funding for a rate-discount pilot that provides assistance to fixed-income customers that are between 126-200 percent FPL. The current LIRAP program is comprised of four components:

- LIRAP Heat: For clients receiving “regular” energy assistance (i.e., LIRAP Heat), the eligibility determination is the same as the Federal LIHEAP program. The amount of the assistance provided is based on household income, energy costs (all electric or natural gas costs, used for space heating or base load) and housing type (single family, multifamily, etc.) and then calculated using the Office of Community Development’s (OCD) mechanism.
- LIRAP Emergency Share: For clients 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).
- LIRAP Senior Outreach: The Senior Energy Outreach program guidelines are designed to help mitigate the impact of energy costs on vulnerable seniors living in their own homes, yet who are over income guidelines for energy assistance.
- Senior/Disabled Rate Discount Pilot: A rate discount program for senior and disabled households with fixed incomes between 126-200 percent FPL.

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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.

** Starting August 8, 2016 and ending May 31, 2017, a temporary exception is available for qualifying customers who have an income at or below 200% FPL, and who have made good faith payments and/or been in communication with Avista regarding their specific financial circumstances. Customer qualification will be conducted by Community Action Agencies. The maximum grant amount for a qualifying customer is \$1,550.

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