

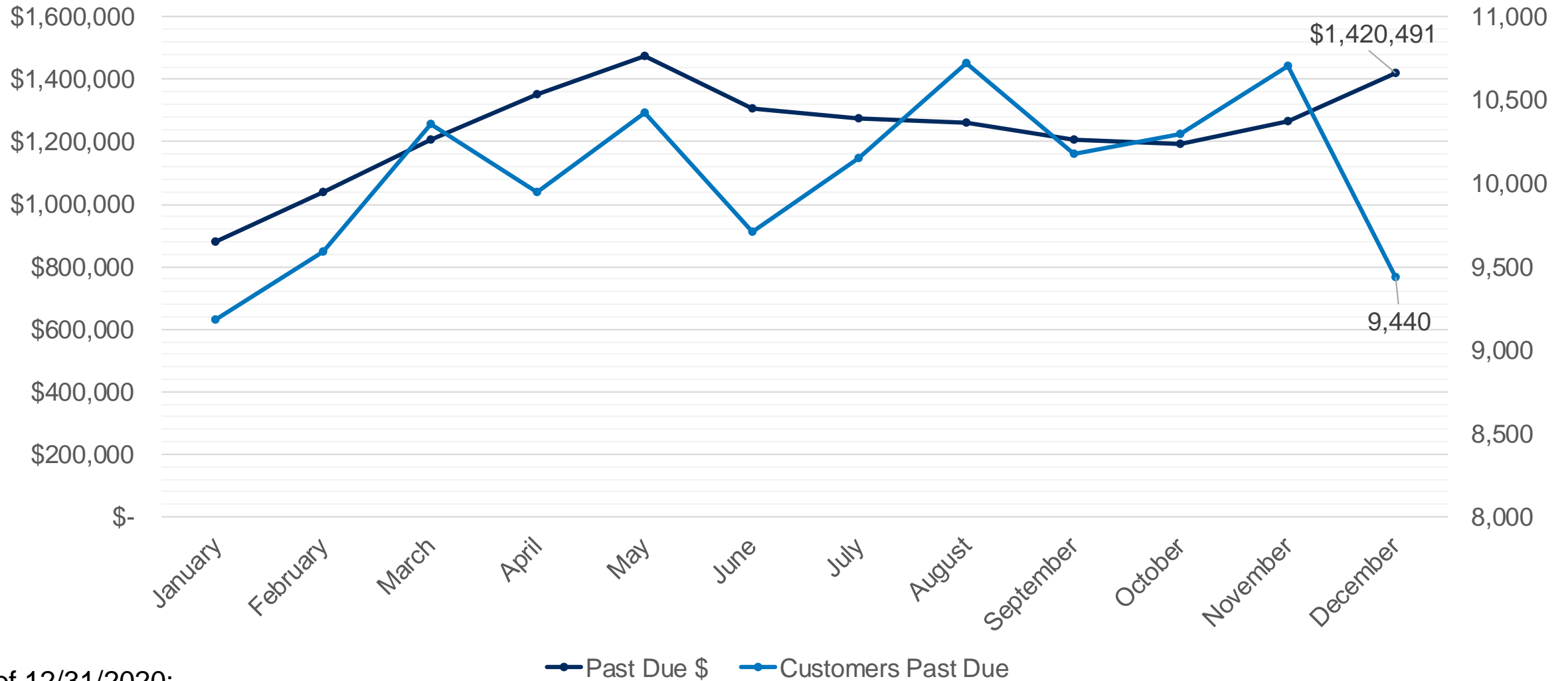


COVID-19 Debt Relief Program for Residential Customers

February 1, 2021

Shawn Bonfield
Sr. Manager of Regulatory Policy & Strategy

2020 Residential Customer Arrears



As of 12/31/2020:

Total Avg. Arrears (9,440 customers) = \$150.48

30+ Day Avg. Arrears (3,329 customers) = \$50.41

60+ Day Avg. Arrears (1,497 customers) = \$70.32

90+ Day Avg. Arrears (4,614 customers) = \$248.68

7 customers had balance owing greater than \$1,500; \$1,943 avg.

~60% owed less than \$100

COVID-19 Debt Relief Program Parameters

- Reduce administrative burden for the Community Action Agencies
- Ease in customer access to the benefit
- Keep customers connected
- Prioritize low-income and/or vulnerable populations
- Personalized solution to assist customers experiencing financial hardship
- Aligned with, or complimentary to, existing or future bill assistance programs
- Majority of the funding used to assist customers with unpaid, past due balances associated with COVID-19
- Program Budget = \$889,890

COVID-19 Debt Relief Program Grant Options

Automatic Grant

Eligibility: Residential customers who have received assistance within the past 24 months

Benefit Amount: up to \$1,500 to cover arrears

Forgiveness Grant

Eligibility: All residential customers

Benefit Amount: up to \$1,500 to cover arrears the customer is unable to pay

Hardship Grant

Eligibility: All residential customers

Benefit Amount: up to \$350

- Program is available by contacting Avista Call Center
- Program will end when funds are exhausted or October 1, 2022 whichever occurs first
- Customers are only eligible to receive one grant
- Automatic Grant – as of 12/31/20, 727 customers qualify for \$141,512 (~8% of customers in arrears)

LIRAP Arrearage Management Program (AMP)

Target Go Live 10/1/21

Eligibility: Residential customers with incomes up to 60% State Median Income

Benefit: Incentive based program to forgive 90% of arrears for regular, on-time payments over a 12-month period; 1/12th of arrears is forgiven with each monthly payment

- Program is administered by Community Action Agencies
- Will be a permanent offering within LIRAP

Summary of 2021 Bill Assistance Programs

Program	Description	Eligible Population
LIRAP	Mimics LIHEAP for benefit determination	Zero to 60% State Median Income
LIRAP Arrearage Management Program	90% of the customer's arrears, along with incentive for regular, on-time payments from the time of enrollment	Zero to 60% State Median Income
Project Share	Donation-based program, maximum benefit \$300	Hardship or energy emergency
COVID-19 Automatic Grant*	Automatic grant to cover arrears, maximum benefit \$1,500	Residential customers who received energy assistance in past 24 months
COVID-19 Forgiveness Grant*	Grant to cover arrears, maximum benefit \$1,500	All residential customers with a past-due balance
COVID-19 Hardship Grant*	Grant to help stay current on bill, maximum benefit \$350	All residential customers who express financial hardship due to COVID-19

*Temporary Programs

Customer Communications & Outreach



- Email
- Digital & print ads
- Flyers to agencies
- Social media
- Outbound calls
- MyAvista.com