



COVID-19 Debt Relief Program

Interim Program Review

April 22, 2021

COVID-19 Debt Relief Program Overview

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

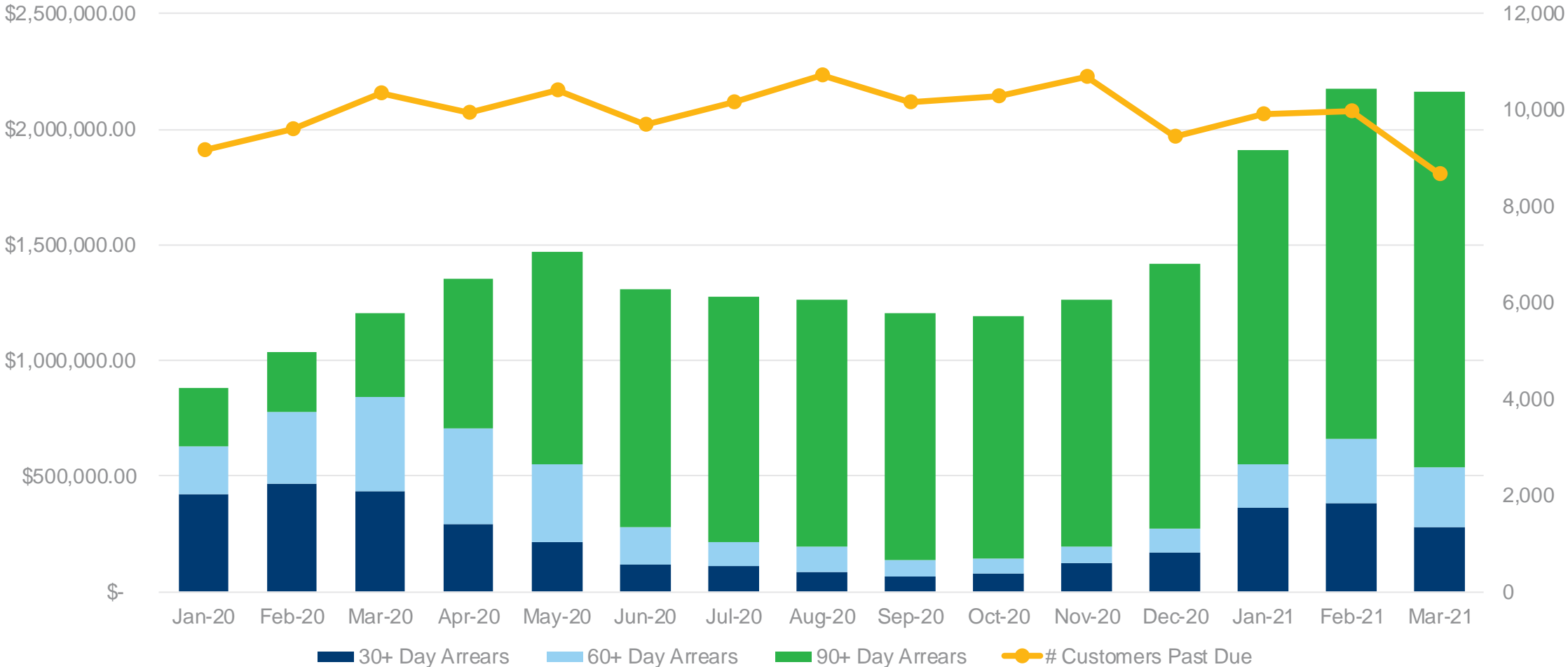
Eligibility: All residential customers

Benefit Amount: up to \$1,000 to cover arrears the customer is unable to pay

- 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

Residential Arrears

2020-2021 Residential Arrearage Debt



As of April 16th Residential Arrears totaled \$1,940,542

Debt Relief Program Grants Provided April 1st – 16th

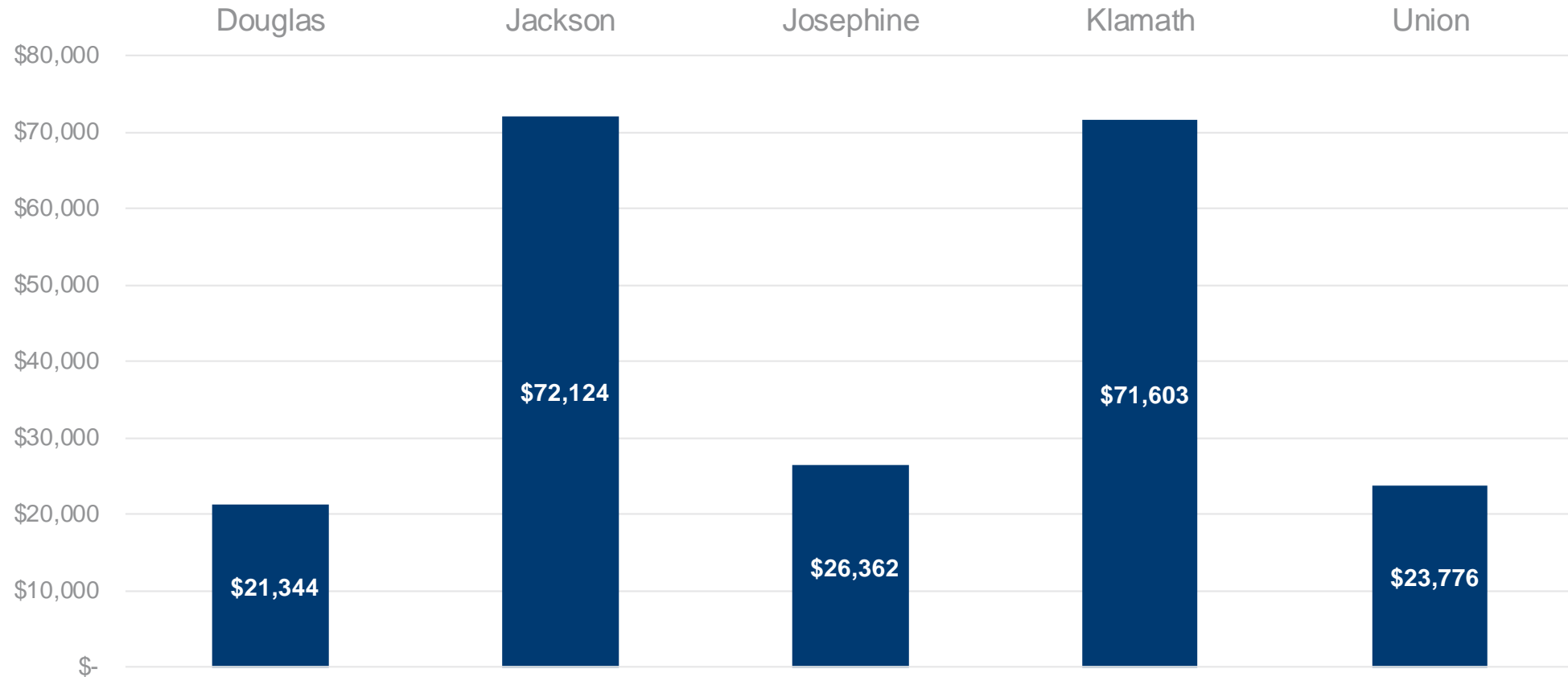
	Automatic Grants	Forgiveness Grants	Total
Timeframe	April 1 st	April 1 st – 16 th	April 1 st – 16 th
Number of Grants	654	371	1,025
Average Grant Amount	\$329	\$621	\$435
Total	\$215,208	\$230,515	\$445,724
% of Fund Available	24%	26%	50%

Residential Customers in Avista's Service Territory by County



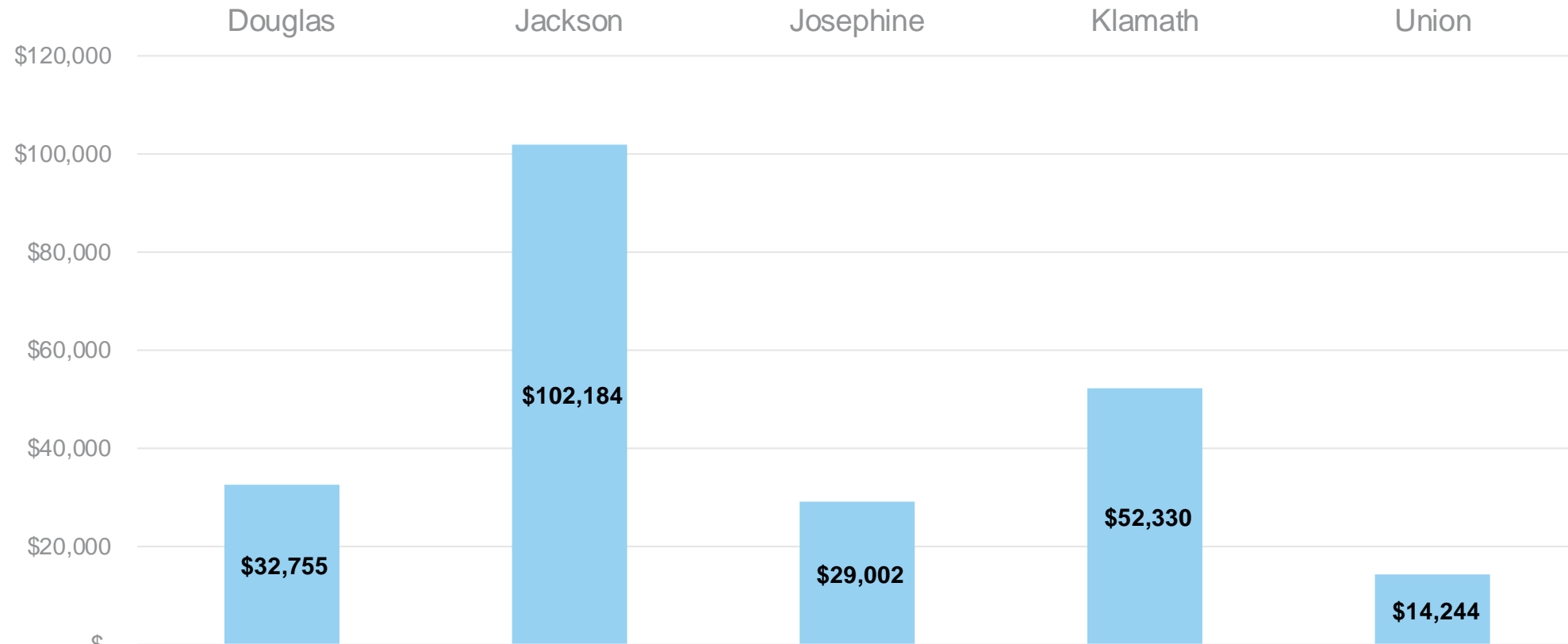
County	Residential Customers	% of Total
Douglas	14,298	15%
Jackson	44,541	48%
Josephine	12,005	13%
Klamath	15,499	17%
Union	6,894	7%
Total	93,237	100%

Automatic Grants by County



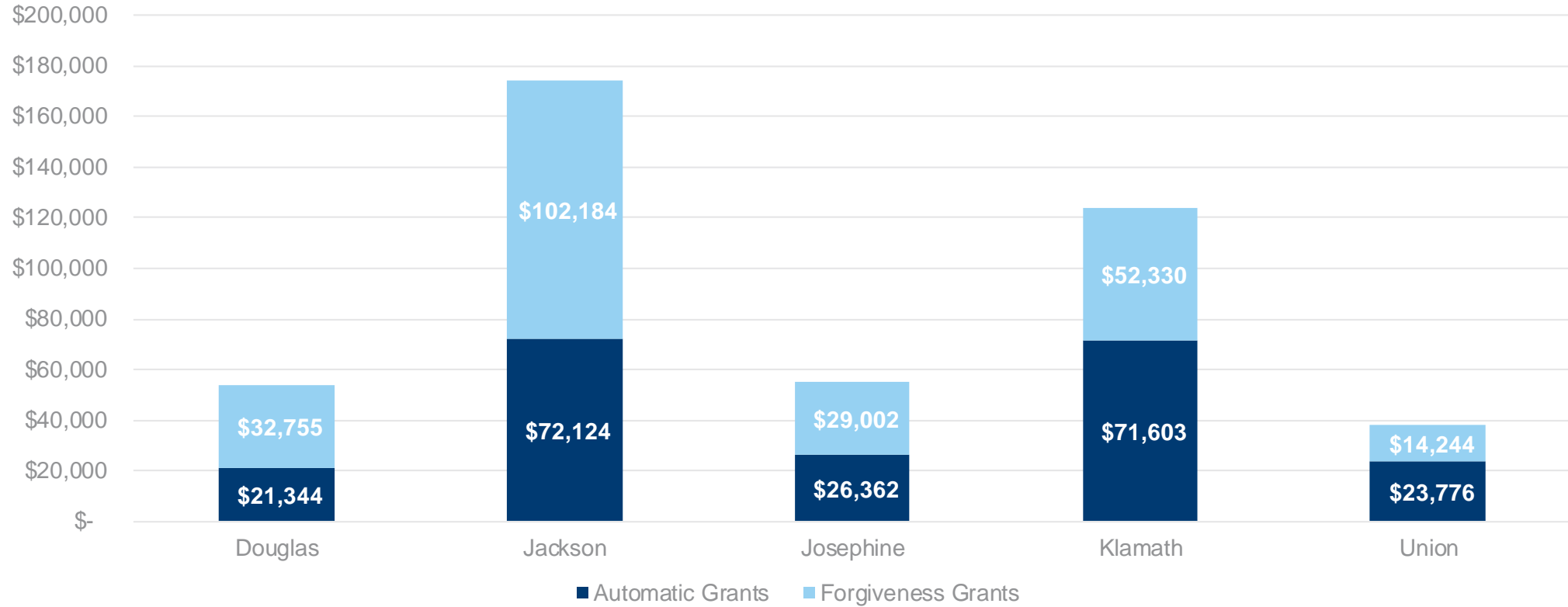
Average	\$314	\$325	\$318	\$346	\$321
Max	\$1,465	\$1,500	\$1,500	\$1,500	\$1,407
Grants	68	222	83	207	74
% of Total	10%	34%	13%	32%	11%

Forgiveness Grant by County



	Douglas	Jackson	Josephine	Klamath	Union
Average	\$555	\$619	\$617	\$654	\$712
Max	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000
Grants	59	165	47	80	20
% of Total	16%	44%	13%	22%	5%

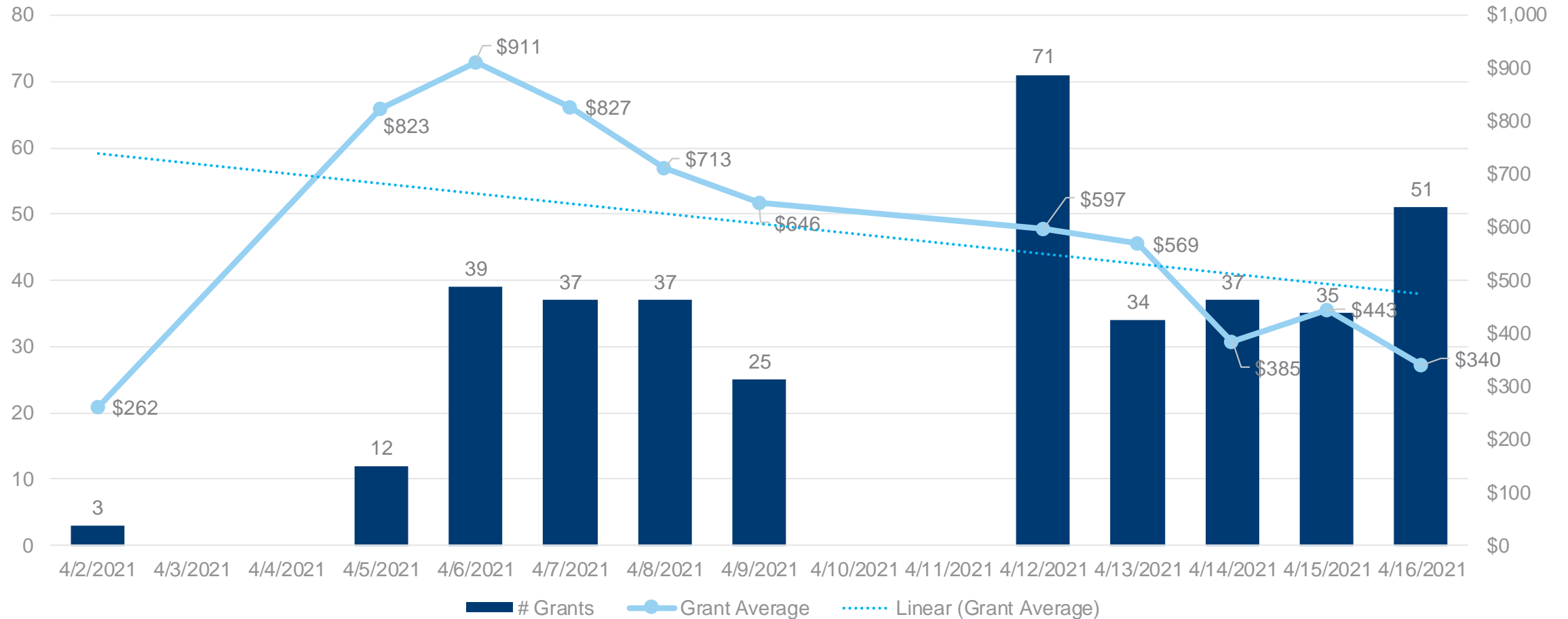
Grant Total by County



	Douglas	Jackson	Josephine	Klamath	Union
Average	\$426	\$450	\$426	\$432	\$404
Max	\$1,465	\$1,500	\$1,500	\$1,500	\$1,407
Grants	127	387	130	287	94
% of total	12%	38%	13%	28%	9%

Forgiveness Grant Detail

Number of Grants and Average Grant Amount by Day



Compassion in Action: Call Campaign

- Specially selected Call Center Representatives
- Proactive Call-Outs
- Campaign Goal: connect with 100% of customers who are 90+ days past due
- Objectives:
 - Offer bill assistance information
 - Discuss payment arrangement options
 - Update account information
 - Provide additional resources

Call Campaign Results

- Past due 90+ days with no auto grant: **2,735 customers**
- Attempted to contact: **1,917 customers**
- Remaining: **677** (153 no contact needed)
- Spoke with: **415**
- Received forgiveness grant: **303**
- Forgiveness total: **\$177,371**
- Forgiveness average: **\$585**

Contact Success Rate:

22%

Received Grant:

16%

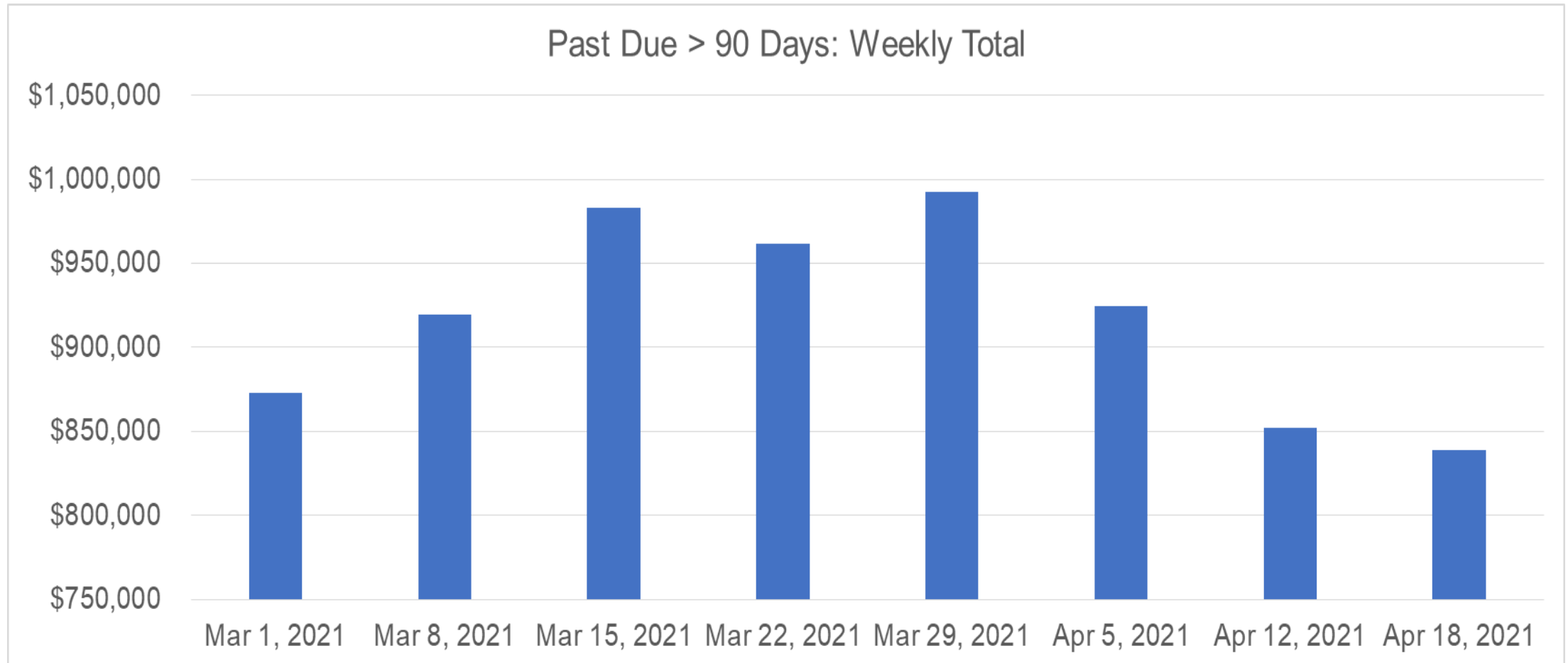
Call Campaign Details

- Due to prevalence of spam calls and customer hesitancy in answering calls from utility whom they are past due on their bills with, many customers did not answer the phone – we clearly stated the call was not a collections call
- 83% of forgiveness grants provided to date went to the call campaign recipients

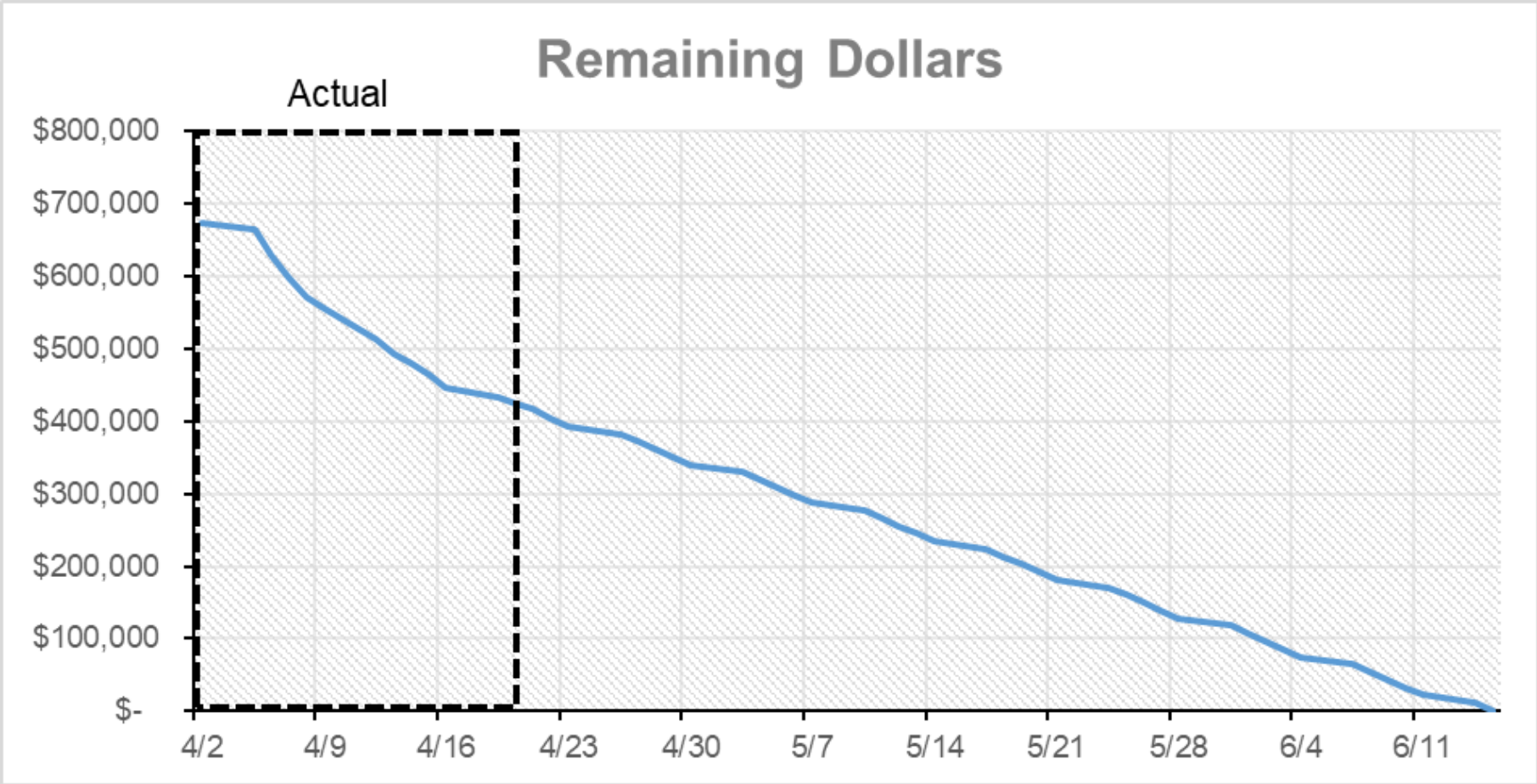
Contacted	
Paid balance in full	17
Had received automatic grant	20
Assistance appointment scheduled or pledge pending	4
Made payment arrangements	37
Stopped Service	10
Customer planned to call back	43
Other miscellaneous (e.g. wrong number, not a customer)	14

No Contact	
Paid balance in full	103
Had received automatic grant	18
Already made payment arrangement	13
Stopped service	11
Previously made contact	2

Impact of Debt Relief Program on 90+ Day Arrears



Forecast of Spending Remaining Funds



Forecast based on actual grants provided from 4/1 – 4/21

Conclusion

- Avista is not proposing any modifications to its program design.
- Automatic Grant lead to spending significant portion of funds (24%) on day 1 of program.
- Anticipate average grant amounts will decline as we begin communications to those customers not as far behind and because the winter heating season is over.
- Additional program funding may be needed, especially if moratorium is extended.