



Equity Advisory Group – Equity Lens Sessions
November 21, 2025
7:30 to 9:00 am

Attendees:

<i>Facilitator</i>	<i>Present</i>	<i>EAG Member</i>	<i>Member Organizations</i>
<i>Amber Lenhart</i>	<input type="checkbox"/>	Clyde Abrahamson	Spokane Indian Housing Authority
<i>Avista Team Members</i>	<input type="checkbox"/>	Brook Beeler	Department of Ecology Eastern Region
Ana Matthews	<input type="checkbox"/>	Karen Boone	Red Cross
Lisa Garrett	<input type="checkbox"/>	Margee Chambers	Spokane Clean Air
Kelly Dengel	<input type="checkbox"/>	Sandra Childers	Rural Resources - Colville
Meghan Pinch	<input type="checkbox"/>	Tami Dillion	Providence
Amanda Ghering	<input checked="" type="checkbox"/>	Andrew Gardner	Spokane Public Schools
Ariana Barrey	<input type="checkbox"/>	Carmen Groom	SNAP
	<input type="checkbox"/>	KJ January	Spectrum
	<input type="checkbox"/>	Cindy Kimmet	Takesa Village
	<input type="checkbox"/>	Jean Kindem	Aging & Long-Term Care of Eastern Washington
	<input type="checkbox"/>	Connie Kliewer	NEWESD101
	<input checked="" type="checkbox"/>	Sue Lani Madsen	Washington Rural Environmental Network (WREN)
	<input type="checkbox"/>	Olly Murphy	Spokane Regional Health District
	<input checked="" type="checkbox"/>	Vanessa Strange	Spokane Public Library
	<input type="checkbox"/>	Lynn Suksdorf, Phd	Rural Community Member
	<input checked="" type="checkbox"/>	William von Bracht	Othello, school English as 2 nd language
	<input type="checkbox"/>	Latrice Williams	Community Member/ WA state board of Equity
		Guests	
		<i>Sofya Atitsogbe</i>	

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EAG Equity Lens Session Meeting Notes

I. Welcome & Introductions

The group facilitator led an overview of the meeting rules and intent as well as the spectrum of participation engagement level for the meeting.

II. Partner Share/ Connections

- Spokane Regional Domestic Violence Consortium hosts quarterly interactive movie nights at the Garland Theatre. This month's movie is Elf.
- Reminder for Avista's CEIP is coming up was shared. Ana will send the details.
- The link for Events at Spokane Public Library was shared in the Chat: [Events - Spokane Public Library](#)
 - Trans Day of Remembrance is happening this Saturday at the main library.

III. Agenda Item I: Demographic Collection for Distributed Energy Resource Programs

Lisa Garrett and Meghan Pinch provided an overview of Distributed Energy Resources (DER) that reduces electric demand, manages timing of consumption, or provides storage. Today's discussion focused on residential customer programs/services.

The facilitator commented that she learned that non-emitting means clean, not producing pollution generating.

Member: A question was posed around managed EV use

Avista: EV charging can be managed through signal to have charging occurring at a specific time and lower rate.

Avista staff presented the following details on the topic:

Background for the reason around the Washington Utilities and Transportation Commission requirement to obtain customer demographic information in a voluntary manner and secure customer consent to obtain the data.

Framework is still being developed, with guidance that the data points and process for My Energy Discount – the company's bill discount program, would be a good starting point.

Data points were presented for member feedback about the points to be collected. The objective is to obtain information about who is participating in the company's DER programs but not create a barrier to participation.

A Menti meter was shared for members to choose those data points that would be important to capture.

Member: posed a question was posed around whether there is a partnership with another trusted organization to do data sharing agreements to obtain the information or is information obtained elsewhere?

Avista: staff responded that it would be an optional survey after someone has participated in each program, so there is no barrier to signing up to a given program. Partnership agreements are established where needed with programs where customers can sign up through a different entity such as a Community Action Agency.

Member: How was sensitivity determined for the questions because the current environment there are sensitives to sharing certain information such as preferred language, race and ethnicity. Questions should be optional.

Avista: confirmed the questions are optional.

Member: While it may be optional, consider the sequence that the information is requested because it could still be interpreted as required. There should be clear details about how the information is being used and reported, such as in aggregate rather than individually.

Avista staff asked when asked about these sorts of questions, how do you feel about answering these sorts of questions.

Member: As a follow-up to previous discussions about Customer Benefit Indicators, this information may be helpful in identifying where there are gaps in services.

Avista staff reviewed the Menti meter results, which showed an interesting amount of support for capturing income. Staff acknowledge that some attributes may change over time, such as volatility in the current environment, which might affect income. Staff are discussing the frequency that such questions should be captured. Education was low on Wednesday but had a higher rating with today's group.

Member: asked a question was asked about the frequency of survey.

Avista: responded that detail is still being worked through as the program varies in terms of interaction with the company; some programs may be one time interaction while others may have higher. There are also questions about how far we go back or is the survey just the current situation, or do we go back for those who have participated for many years, such as solar.

Comment(s) in the Chat

- Avista staff: This is *such* great feedback! I'm learning a lot as a communications manager who does polling/survey outside of this type of work. So, thanks for the awesome conversation, EAG!

IV. Agenda Item II: Shaping of EAG

(a) Membership & Structure

The group members shared the following general comments:

- Numbers can be affected by the individuals in attendance, if too much
- In a small group a dominant personality may take over.
- Not too big or too large
- Composition – Friday group is usually small, experience has been favorable
- Minimum of 2-3 to max of 8
- Eight is a magic number for the facilitator to provide a great environment for people to weigh in.
- Seems like numbers are good, and feel able to share.
- In person once a year, it helps to become familiar with other members.
- Like the idea of once a meeting, virtual meetings are better, and in-person seems good once a year.
- The difficulty of the ability to participate in-person should be combined with something that is an attraction. An event that occurs in alignment with the meeting such as Interstate Fair with free entrance to the fair.

Chat Comment(s)

- Member question how many are there in total, and what's the avg attendance noon vs Friday morning?
Avista: 18 members attending varying with no identifiable trends.
- Member: So monthly about 50% attendance?
- Avista: Roughly yes

(b) Onboarding & Development for inclusion and feeling supported was posed for discussion. Members had the following comments.

- They were never onboarded and are still trying to figure out the point of the group other than there is a requirement.
- Clarity around time commitment with meetings times and participation expectation.
- Consider that income instability and resource constraint may limit some from participating.
- Create a timeline of where the group has been helpful (e.g., Named Communities, and discussion and activities around that topic).
- How can it be assured that the communities you serve benefit from your participation?
 - Example of sharing My Energy Discount through their mediums. So packaged things are helpful to pass information along.

Member Chat Comment(s)

- Somebody I trusted to make good recommendations asked me to join (Avista staff name shared) and I said sure. Followed by verbal comments, that may have been asked because started non-profits started to represent rural voices. Does

not have a good grasp on. Finding organizations like theirs for representing under-represented voices. Besides being heard, what is the benefit back to the organization for participating is not transactional. Has not taken advantage of sharing information gained at the meetings to their community.

(c) Regarding Meeting Structure, members shared the following comments:

- Appreciates the two different meeting times and likes the idea of having one in-person meeting per year.
- How to support out-of-town members is always the question. Zoom is always a great way to support because everyone is participating on the same basis. If people come to the city, they make multiple events out of it.
- Zoom is nice when regularly scheduled with planned in-person. When scheduled far enough in advance, it becomes the anchor. Spring, summer or fall with consideration for roadways with preference for the spring or fall.
- Knew about video to watch a portion or full meetings missed.
- Happy with how information is shared with reminders. Usually do not have time to go to the website but glad to know the information is there.

(d) Members provided the comments below on the topic of 2026 Planning.

- Tours would be great
- Highly recommend the Avista Academy – well planned with lots of learning
- Making game out of some of the challenges
- Energy policy in Washington and how it intersects with federal policy; but unsure how it may fit in with EAG. Working on a story around Lincoln County, developers seem to be inspired by expiring tax credits.

V. Your Support Team and Next Meeting

The next meeting will be in January, and there won't be a meeting in December.

Amber and Ana are always available for any questions or needs.