

Session 1: Wednesday, August 19, 2026 | 12:00 pm

Session 2: Friday, August 21, 2026 | 07:30 am



Equity Advisory Group – Equity Lens Session

August 2026

| www.myavista.com/eag



Agenda

Topic	Presenter
Welcome, introductions, agenda, and shared expectations	Amber Lenhart, Facilitator
Connections/Partner Shares	Connections/Partners
Comment & Action Review: 2026 Clean Energy Compliance Report	Kelly Dengel, Clean Energy Policy & Implementation Manager
2026 CETA Survey Results	Ariana Lake, Senior Communications Manager
Questions & Discussion	Amber Lenhart, Facilitator
Wrap-up and Adjourn	

Shared Expectations

- ☐ **Stay present** mentally and physically when possible.
- ☐ **Listen** with an open mind and be open to new ideas.
- ☐ **Participate** in discussion, share concerns and ideas, and give others space to do so.
- ☐ **Ask questions** at any time. Use Zoom's "raise hand" feature or chat during presentations.
- ☐ **Work together** to consider different perspectives and support the meeting goal(s).
- ☐ **Respect** the role of the facilitator to guide the group process.



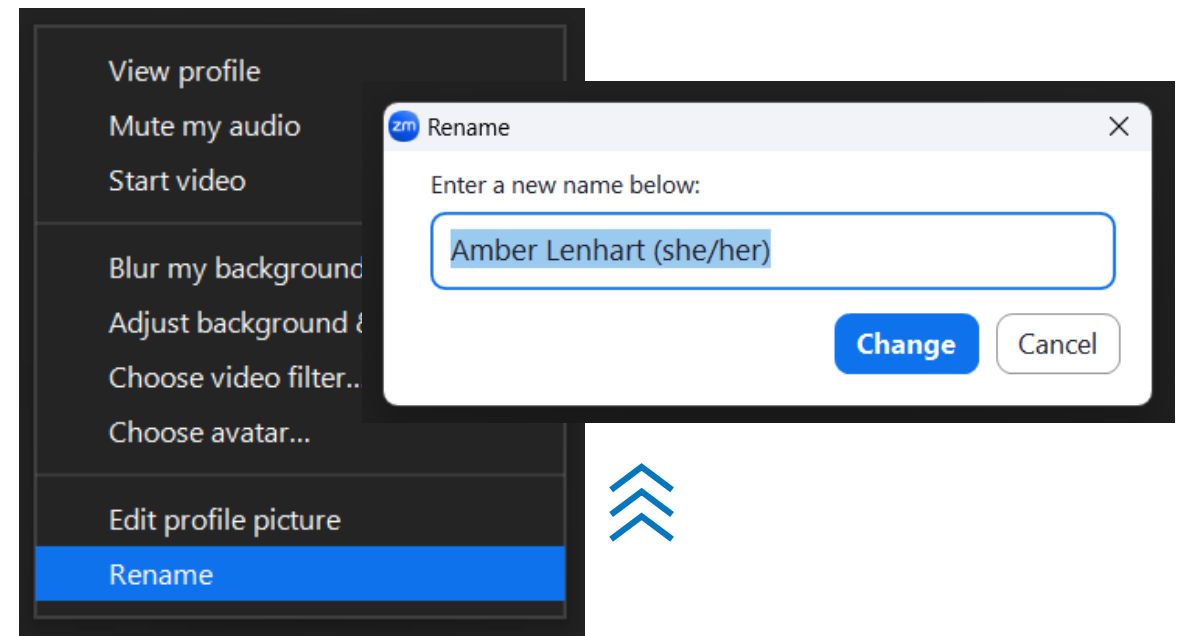
Introductions

Please share in the chat:

- ☐ Your name
- ☐ Organization or community

Optional: Consider including >>> your pronouns in your Zoom name

We're so glad
you're here!



Spectrum of Public Participation

INCREASING IMPACT ON THE DECISION					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

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Today's Equity Lens Session Goals



Equity Lens Session Meeting Goals:

1. Inform: Clean energy compliance report follow up information
2. Inform: Provide members with the 2026 CETA survey results

Questions and Discussion

- ☐ What clarifying questions or curiosities do you have about the presentations?
- ☐ What disparities, root factors, or inequities (historic and current) are related to these topics?
- ☐ How could Avista improve engagement strategies related to these topics, if at all?
- ☐ What new ways could help measure and track benefits and reduced burdens related to these topics?
- ☐ What steps, practices, or policies could help reduce future inequities related to these topics?
- ☐ How does this affect your community? What steps will you take after learning about these topics?



Comment & Action Review:

2026 Clean Energy Compliance Report

Kelly Dengel
Clean Energy Policy & Implementation Manager

EAG Comment & Action Review

Member Question / Comment	Response
What is demand response or DR?	▪ Customers temporarily reducing electricity usage or shifting usage to a different part of the day when usage (demand) and energy prices are high ▪ Customers may receive an incentive for participating in a demand response event and reducing usage
What does 30 MW of DR equate to?	▪ Depending on time of year and individual home usage, 30 MW could provide power to ~2,500 to ~7,500 homes for 4 hours.

EAG Comment & Action Review

Member Question / Comment	Response
Does the report show how hydro resources are displaced in favor of wind and solar?	▪ No, the report does not show that. ▪ Under CETA, the law requires the displacement of natural gas and coal-fired generation in favor of renewable (hydro, wind, solar, etc.) or non-emitting generation. ▪ The dispatch (use of resources) to create electricity is based on economics of the energy market – dispatching the lowest cost resource to serve customers.
Does the report account for Avista's multi-state jurisdiction (green energy costs go to WA instead of ID)?	▪ Yes, the report does. Avista does have a cost and benefit sharing allocation methodology between ID and WA regardless of the energy type. Each state commission approves or denies these costs and benefits reflected in customer rates. ▪ If renewable energy assigned to ID is used for WA compliance, WA compensates ID for the benefit.

EAG Comment & Action Review

Member Question / Comment	Response
Does the incremental cost estimate calculation include the NCIF?	▪ No, the incremental cost estimate that was conducted in 2021 did not include the \$5 million NCIF because it was a proposed action in the plan and not approved by the Washington Utilities & Transportation Commission.

EAG Comment & Action Review

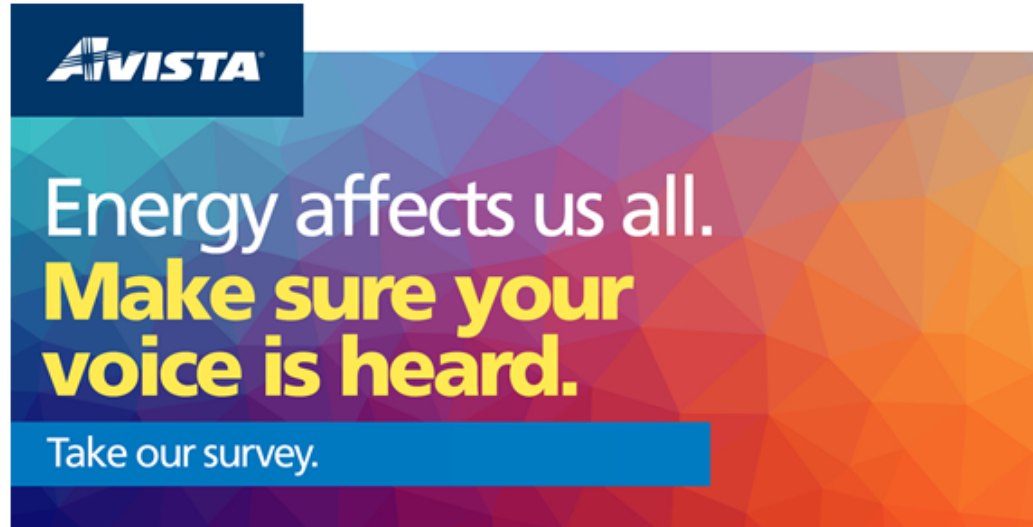
Member Question / Comment	Response
Where can we access the results of the Community Partner Survey?	▪ Shared at the September 2025 EAG meetings ▪ Posted at https://www.myavista.com/about-us/washingtons-clean-energy-future/equity-advisory-group.



2026 CETA Survey Results

Ariana Lake
Senior Communications Manager

Survey Summary



Dear Angela,

Washington law requires utilities, including Avista, to transition to 100% non-carbon emitting energy sources over the coming years. As we plan for this future, **we want to understand what these changes mean for you.**

Please complete our short survey, which should take less than 10 minutes.

Take the survey

(Español, Русский, Українська, العربية)

As a survey participant, you'll also have the chance to **vote for your favorite nonprofit** to receive a **\$1,000 grant from the Avista Foundation**. Votes may be cast for any nonprofit 501(c)(3) organization located within Avista's Washington service territory and/or serving residents in that service territory.

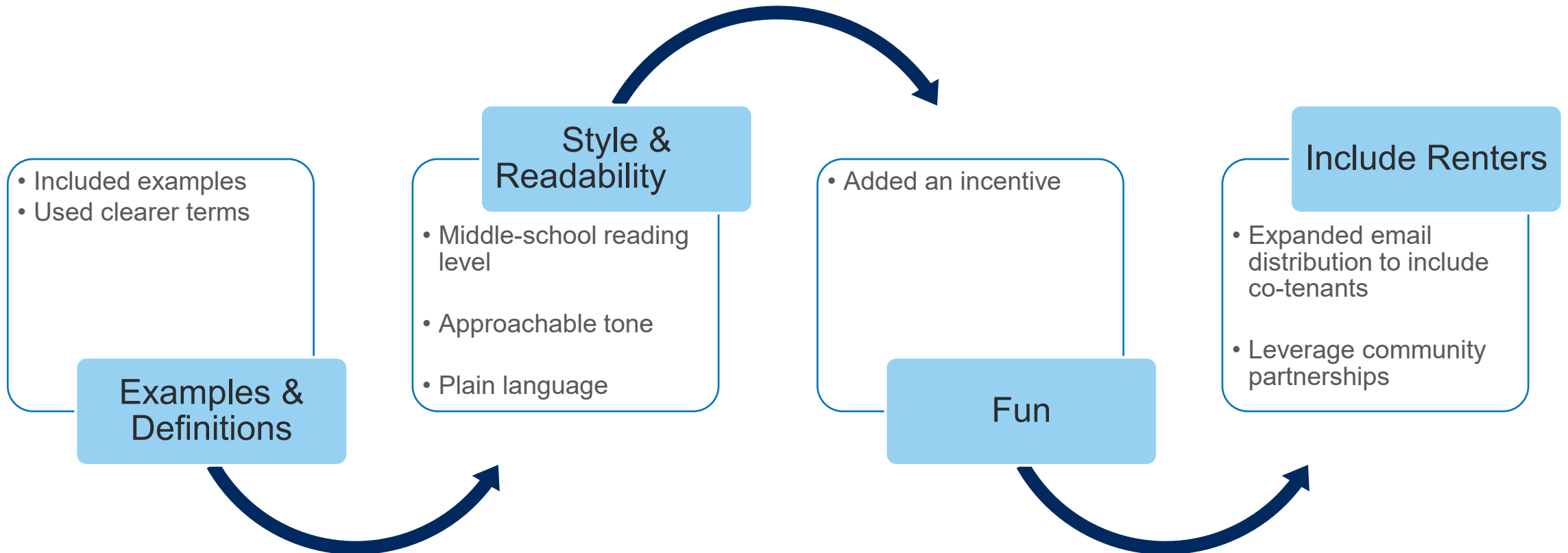
2026 CETA Survey

- April 20-May 18
- Available in 5 languages online and 6 in paper
- Promoted via direct email
- Marketed through community publications and social media
- Paper format available at Avista lobby and delivered to community partners
- New participation incentive

Survey Summary Over Time

	2022	2024	2026
Who	152,000	156,000	159,836
What	Energy: 23 Demographic: 11	Energy: 7 Demographic: 13	Energy: 7 Demographic: 7
How	Online: English	Online: English, Spanish Paper: Russian, Spanish, Ukrainian, Arabic	Online & Paper: English Russian, Spanish, Ukrainian, Arabic, Marshallese (<i>Paper only</i>)
Promotion	Email	Email, Events, CBOs, Avista lobby, CETA Newsletter, Public meetings	Email, Events, CBOs, Avista lobby, Newsletter, Public meetings, Social media
Response	2,601 or 1.7%	1,900 or 1.2%	7,074 or 4.4%

2024 Survey EAG Feedback Impact



2026 Survey Improvements

Expanded translations 1

Online surveys expanded with Russian, Ukrainian, and Arabic translation

Spanish-language outreach 2

Translated survey promo sent to customers who prefer Spanish

Community incentive 3

An incentive offering designed to benefit the community

Targeted marketing 4

Presence on social media and in specialty local publications

Partner materials 5

Enhanced materials for community partner engagement

Employee engagement 6

Communication and education for Avista employees

2024 vs. 2026 Survey Respondent Demographics

Survey Response - Age/Life Stage

2024
49%
age 66+

2026
60%
seniors

Survey Response - Homeownership

2024
90%
homeowners

2026
84%
homeowners

Survey Response - Race/Ethnicity

2024
82%
white

2026
91%
white

Survey Response - Language

Both years
99%
English

2024
Spanish 2
Russian 0
Ukrainian 0
Arabic 0

2026
Spanish 28
Russian 3
Ukrainian 1
Arabic 1

Survey Results

What Matters Most – Affordable Energy

Affordability is a clear majority priority, while clean and reliable energy slipped slightly.

2024

2026

Affordable Energy



+6 pts

Clean Energy



-2 pts

Reliable Energy



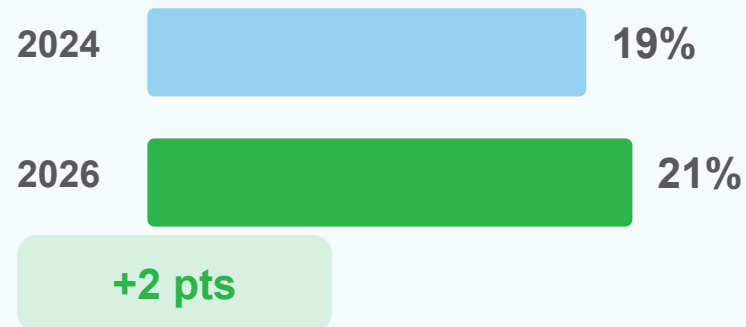
-4 pts

Clean Energy Benefits

Reducing fossil fuel dependency is now the top-cited benefit, while interest in innovation and technology has slightly reduced.

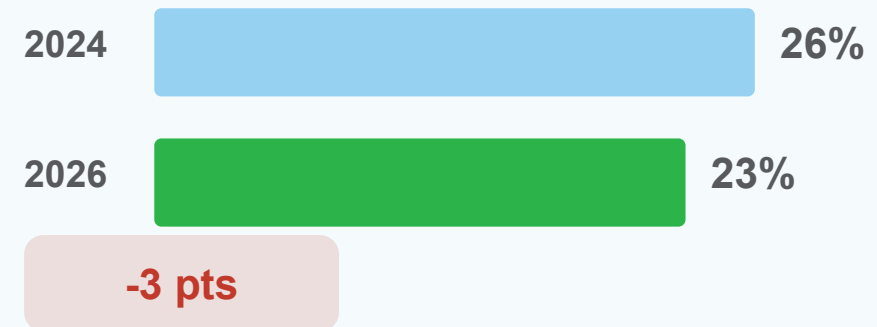
PRIMARY BENEFIT

Decrease Dependency on Fossil Fuels



SECONDARY BENEFIT

Innovation & Technology



Clean Energy Concerns

Rising energy bills remain by far the dominant concern, and worry has deepened since 2024.

PRIMARY CONCERN

Increased Energy Bills



+5 pts

SECONDARY CONCERN

Reliability



+1 pt

Strong Demand for Support Programs

Two program types drive the most interest among customers surveyed.



MOST REQUESTED Energy assistance

Direct bill support for households



ALSO IN DEMAND Home energy improvements

Weatherization and efficiency upgrades

INSIGHT

High demand for direct, financial, household-level support

Seniors

Fixed-income households

Rural residents

2028 CETA Survey Considerations

Three areas to address before the next survey cycle.

01

Advance planning

- Time the survey to avoid fatigue from wildfire season and elections
- Engage partners for hard-to-reach audiences earlier
- Plan a longer open period — 2 weeks planned, 4 weeks needed

02

Open-ended questions

- Provide an open comment box so customers can respond in their own words

03

Alternative engagement

- Use focus groups alongside the survey
- Draw on EAG ideas to drive participation

2026 Avista Foundation Grant Awardees

Three community organizations each received a \$1,000 award

\$1,000

Second Harvest

2026 Grant Awardee

\$1,000

**Vanessa Behan Crisis
Nursery**

2026 Grant Awardee

\$1,000

Union Gospel Mission

2026 Grant Awardee



Questions and Discussion

Amber Lenhart

Questions and Discussion

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Thank you



Share information with your communities

Stay Engaged

Sign up for our
quarterly newsletter

Provide Feedback

Provide input
through our public
comment form

www.myavista.com/ceta

Next EAG Equity Lens Session Meetings

Afternoon: 12 – 1:30 pm

Wednesday, September 23

Friday, September 25

Morning: 7:30 – 9:00 am

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