Session 1: Wednesday, September 23, 2026 | 12:00 pm
Session 2: Friday, September 25, 2026 | 07:30 am

Equity Advisory Group

Equity Lens Session

September 2026 | www.myavista.com/eag

Agenda

Topic	Presenter
Welcome, introductions, agenda, and shared expectations	Amber Lenhart, Facilitator
Celebrating Ana Matthews	Amber Lenhart & EAG Members
Connections/Partner Shares	EAG Members
Deepest Need Customers & Communities	Hassan Shaban, Empower Dataworks
Update on the Community Partnership Program	Kelsey Solberg
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.

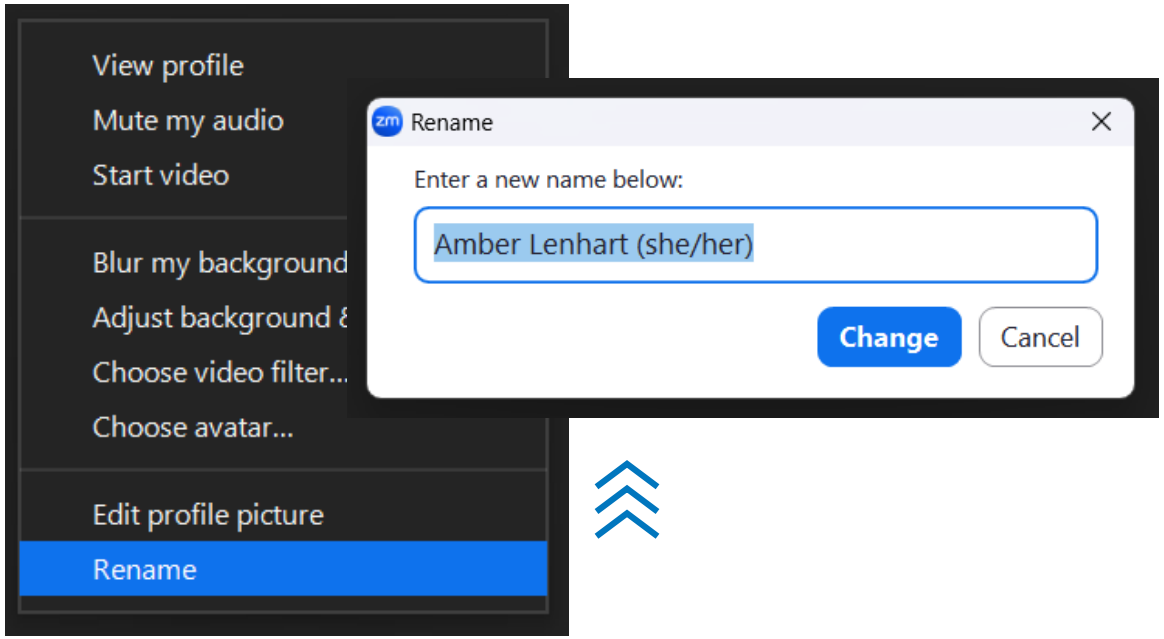


Introductions

We're so glad you're here!

Please share in the chat:

- ❑ Your name
- ❑ Organization or community



Optional: Consider including your pronouns in your Zoom name


Legacy
Friendship
Kindness
Care
Impact
Support
Heart
Service
Integrity
Encouragement
Thoughtfulness
Guidance
Leadership
Humility
Mentorship
Partnership
Community
Gratitude
People
Trust

Connect

What is your favorite place you have ever traveled to, and why?

OR

Where would you like to travel?

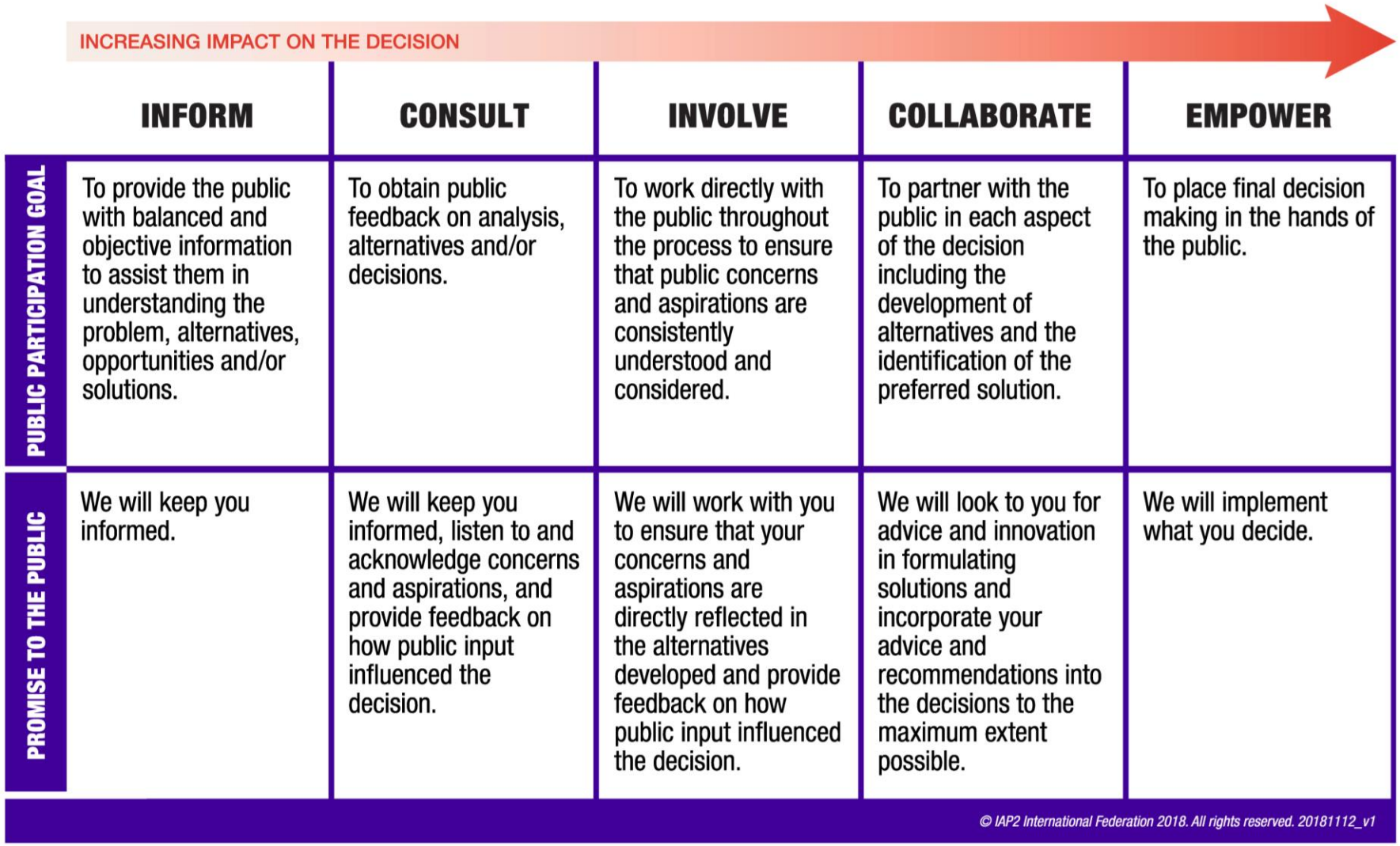


Partner Shares



- Do you have a "win" to celebrate?
- What upcoming events or opportunities do you want to share with other EAG members and their communities?
- What pressing issues or needs are you hearing about in your communities or organizations that we should consider or work together to address?

Spectrum of Public Participation



	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:** Provide an update on the Deepest Need work, closing the loop on a project that the EAG has been involved in throughout its life cycle.

2. **Inform:** Provide an update on the timeline for the Community Partnership Program

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?

Deepest Need Customers & Communities

Hassan Shaban
Principal, Empower Dataworks

Deepest Need Customers and Communities

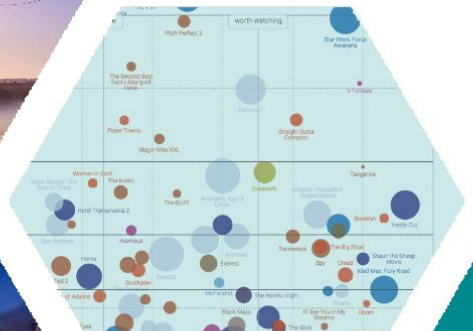
empower dataworks













The **Principles**

Proposed principles for the Deepest Need methodology:

1. **Addresses the Problem.** Makes it possible to direct program efforts at customers in deepest need. Solves the issue or perception of dilution. Ability to prioritize among customers in need.
2. **Clear and Logical.** Easy to explain and justify - accepted by stakeholders.
3. **Relevant.** When we say “deepest need”, it must be tied to the energy system - “need” that Avista can have an impact on.
4. **Useful.** The methodology must generate actionable data for the programs that will need to use these definitions
5. **Reproducible.** The methodology and the calculation must be easily replicated by Avista

Hierarchy of Energy System Needs **for Deepest Need Customers**

Priorities for deepest need customers





Customers with high level of “Safety” need:	**Why?**	**Data Source**
Health Risk	Customers on life support are vulnerable to outages or disconnections that affect their life-preserving equipment.	Accounts notated as “Life Support” in Avista’s CIS system or who had a medical certificate during the past calendar year
Wildfire Risk	Customers at risk of wildfire may lose their homes and lives in case of severe wildfires. Their health may be negatively impacted by wildfire smoke. Customers who also have a high energy burden have very little financial resilience to deal with these impacts.	USDA’s wildfire “Risk To Homes” index - customers with “high” or “very high” risk (risk score greater than 70th percentile statewide) AND energy burden > 6%. Risk to Homes index may be replaced by other wildfire risk scores used by Avista’s wildfire team.

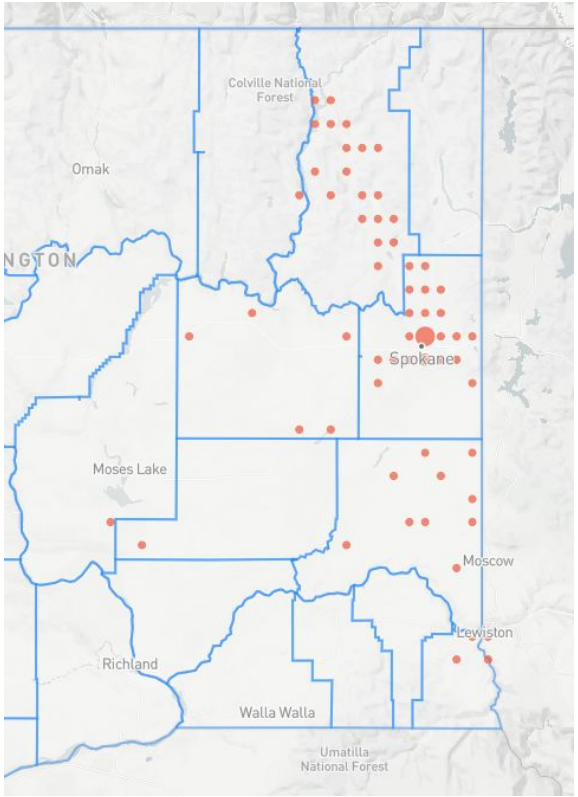
Note: All data is based on 2025 calendar year

Health Risk

1: Safety

Number of Avista electric customers (2025):

317

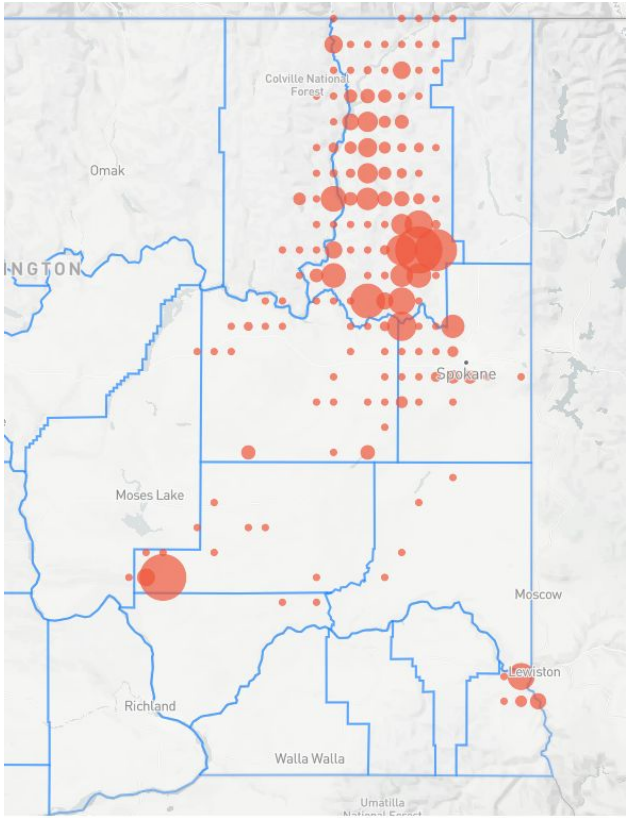


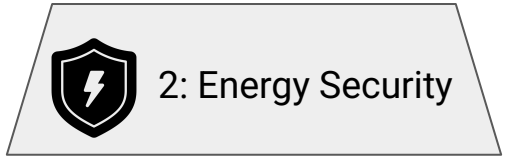
Wildfire Risk

1: Safety

Number of Avista electric customers (2025):

3,236





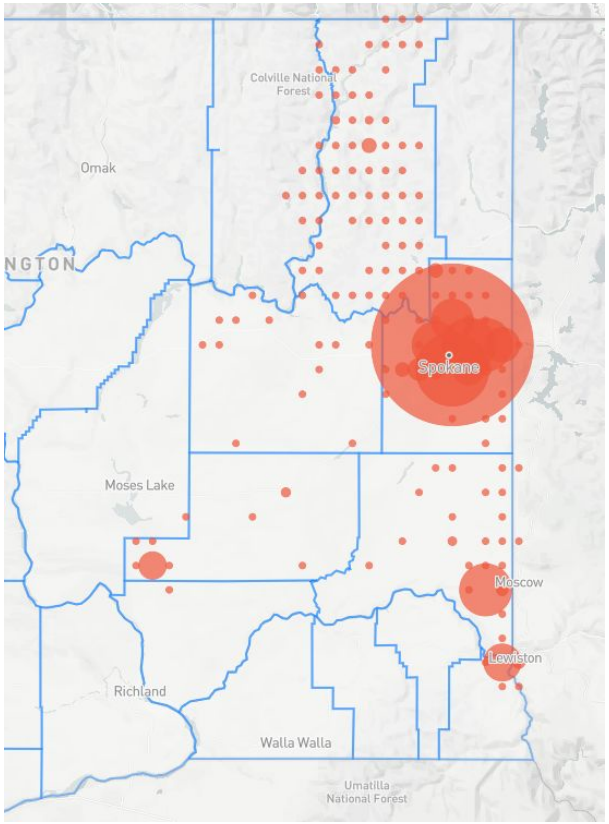
Customers with high level of "Energy Security" need:	**Why?**	**Data Source**
Disconnection for Non-Payment	Customers who have been previously disconnected are more likely to suffer from financial instability and fall into arrears in the future.	Avista's CIS system: Customers disconnected at least once in last calendar year
Outage Risk	Frequent outages have negative secondary impacts on customers - financial, work and education, health and safety.	Avista outage data: Customers with 5+ outages in last calendar year AND with at least one long duration (8 hr+) outage.

Disconnections

2: Energy Security

Number of Avista electric customers (2025):

8,178

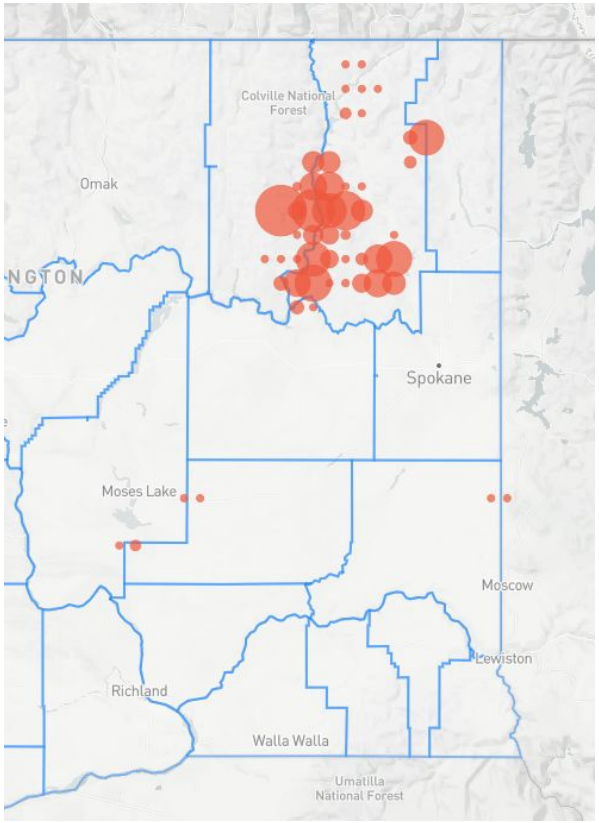


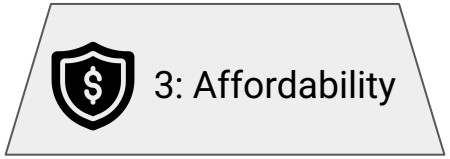
Outage Risk

2: Energy Security

Number of Avista electric customers (2025):

4,081





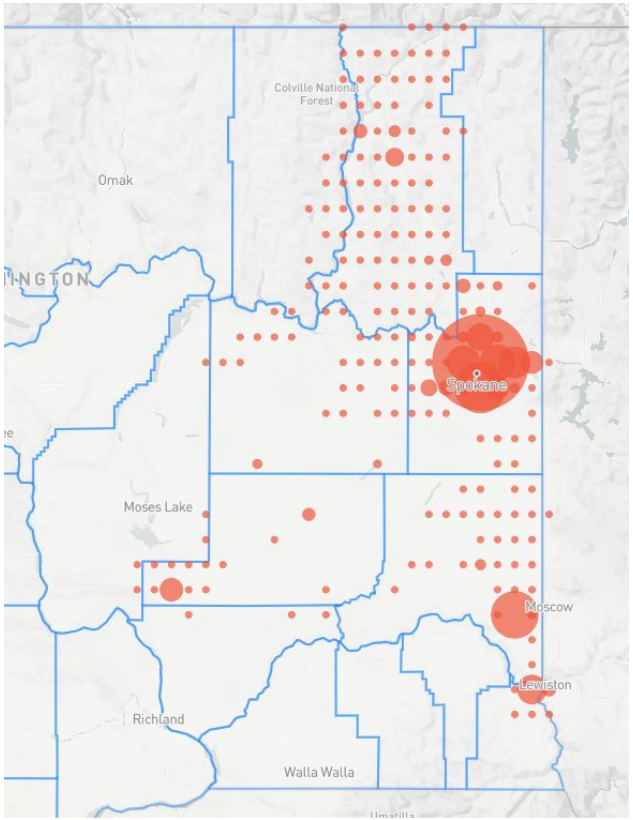
Customers with high level of "Affordability" need:	**Why?**	**Data Source**
Severe Energy Burden	Customers with a very high energy burden devote a large portion of their incomes to their utility bill.	Avista's PBR data: Customers with energy burden exceeding 10%.
High Energy Use	Customers with a high energy efficiency potential use more energy per square foot and can benefit from long-term bill savings through energy efficiency upgrades.	Avista CIS and PBR data: Customers with energy burden exceeding 6% AND energy use intensity exceeding 20 kWh/sq.ft.
Arrearage Risk	Customers who accumulate arrearages more than once are likely having difficulty keeping up with their bills	Avista CIS: Customers with 90+ day arrearage balances two or more times in past calendar year

Severe Energy Burden

3: Affordability

Number of Avista electric customers (2025):

16,563

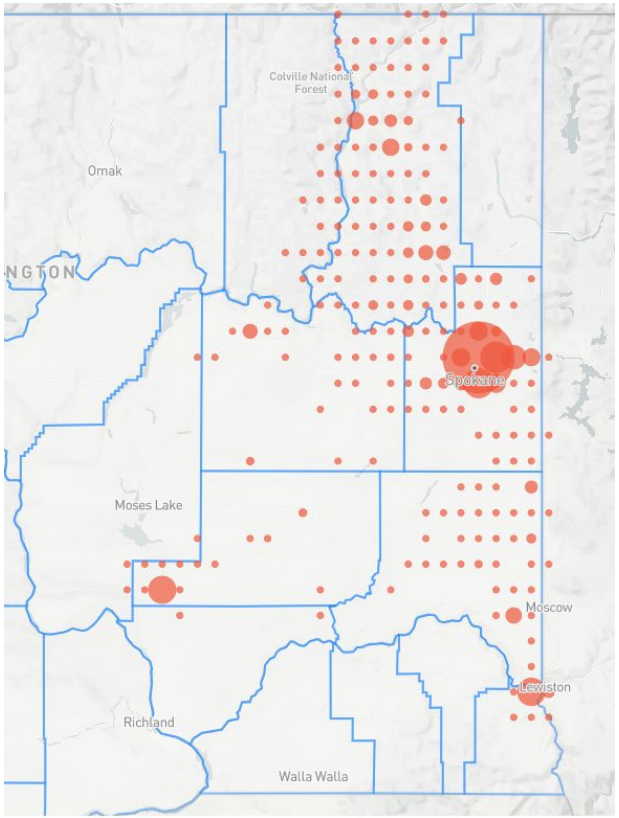


High Energy Use

3: Affordability

Number of Avista electric customers (2025):

4,838

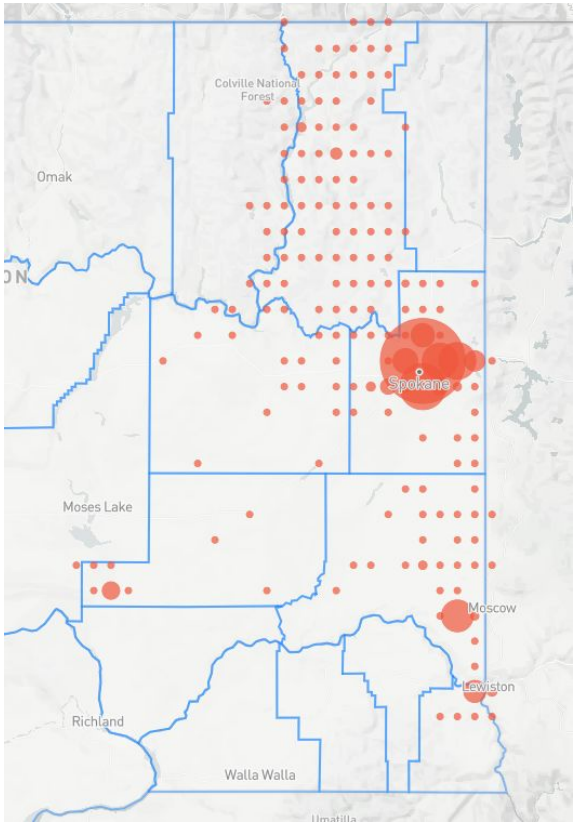


Arrearage Risk

3: Affordability

Number of Avista electric customers (2025):

11,753



Deepest Need Customers

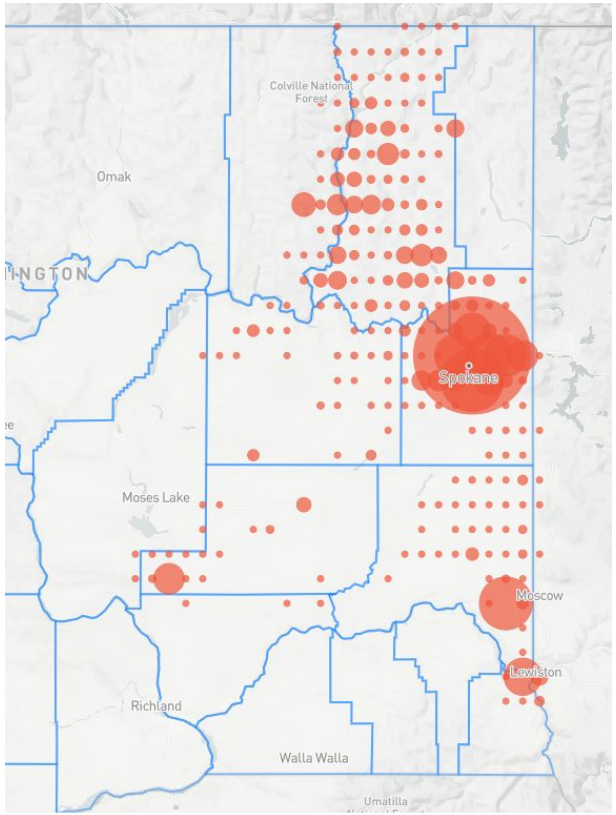
Deepest Need Customers are those who meet any one of the criteria for Safety, Energy Security or Affordability.

Number of Avista electric customers (2025):

38,894

Percent of Avista electric service area (2025):

16%







Deepest Need Customers - Summary

Metric	# Customers (2025)
#1 - Health Risk	317
#2 - Wildfire Risk	3,236
#3 - Disconnection Risk	8,178
#4 - Outage Risk	4,081
#5 - Severe Energy Burden	16,563
#6 - High Energy Use	4,838
#7 - Arrearage Risk	11,753
Total Number of Deepest Need Customers	38,894 (16% of service area)

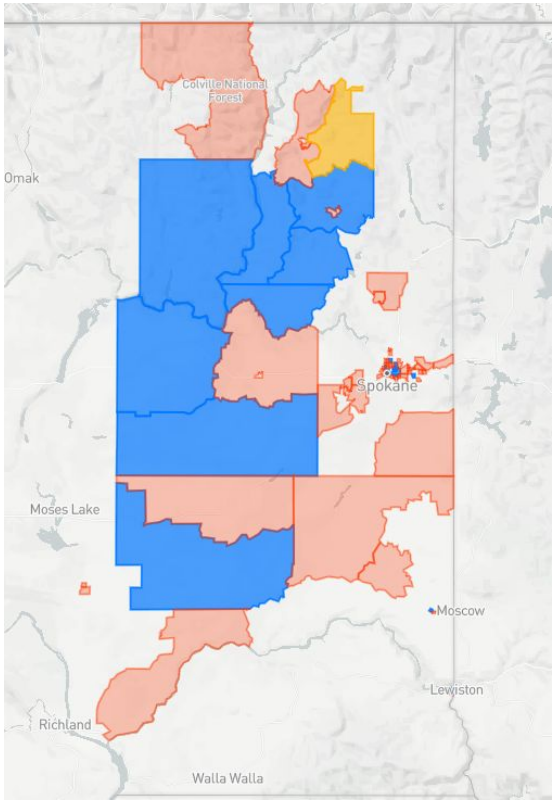
Deepest Need Communities

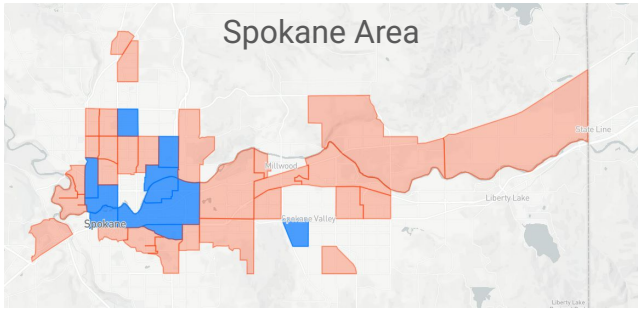


Deepest Need Communities are defined as the 29 census tracts where the percent of deepest need customers **exceeds 20%**.

This designation only affects community-wide programs.

Deepest Need Community	Named Community: Yes	Named Community: No
Yes	28	1
No	56	53





Category:
Deepest Need + Named Community
Named Community Only (not Deepest Need)
Deepest Need Community Only (not Named Community)

Designation of Benefits

1. In a compliance filing due no later than December 31, 2026, identify the customer characteristics and communities with deepest need within the broader category of named communities in consultation with interested persons and advisory groups.

2. In the 2027 Biennial CEIP Update (BCEIP), build upon the work done in the December 2026 compliance filing to:

a. Set a **minimum designation** of **energy benefits (and including non-energy benefits where applicable)** to deepest need customers, and;

b. **Identify additional or modify existing specific actions** Avista will take to address the equitable distribution of benefits and reduction of burdens to deepest need customers. These specific actions may span the categories of renewable energy, energy efficiency and demand

Next steps:

- Methodology to be finalized and filed by December 2026.
- With 2027 BCEIP, Avista to propose a designation of benefits along with specific actions to support the designation:

  Question #1: Which programs/benefits should be considered when setting the designation of benefits?

  Question #2: What should the minimum designation of benefits be?

  Question #3: What types of specific actions should Avista consider to ensure equitable distribution of benefits to deepest need customers ?

Additional Slides

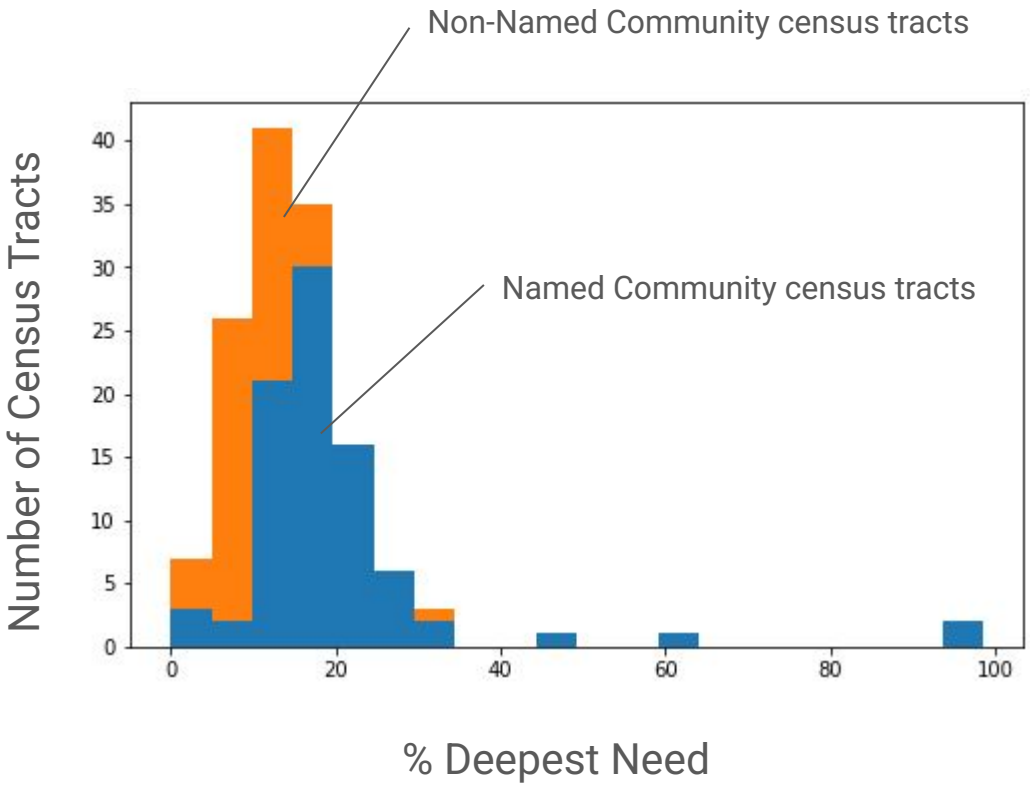
Feedback from Deepest Need Subcommittee

Score	Customer benefit Indicator	Category
90	Avoiding disconnections for not paying bill	Energy security
89	Affordable energy bills (lower energy burden)	Affordability
73	Fewer outages	Energy security
70	More comfortable homes (fewer drafts, stable indoor temperatures)	Comfort
66	Lower duration of outages	Energy security
55	Better indoor air quality	Health
50	Improved access to programs	Program access
45	Larger investments in community-wide DER programs (energy efficiency, electric transportation, net metering, demand response)	Community and equity
39	Siting of energy infrastructure (generation/transmission)	Community and equity
39	Improved access to electric vehicles (EVs)	Clean energy
32	Lower greenhouse gas emissions	Clean energy
31	Larger investments in non-energy community programs (workforce development, education, nonprofits etc.)	Community and equity
30	Cleaner energy generation	Clean energy
28	Higher employee diversity	Community and equity
7	Higher supplier diversity	Community and equity

Deepest Need Customers - Number of Criteria Met

Number of Deepest Need Criteria Met	# Customers (2025)
1	30,688
2	6,587
3	1,317
4	260
5	19
6	3
7	0

Deepest Need % of Customers by Census Tract

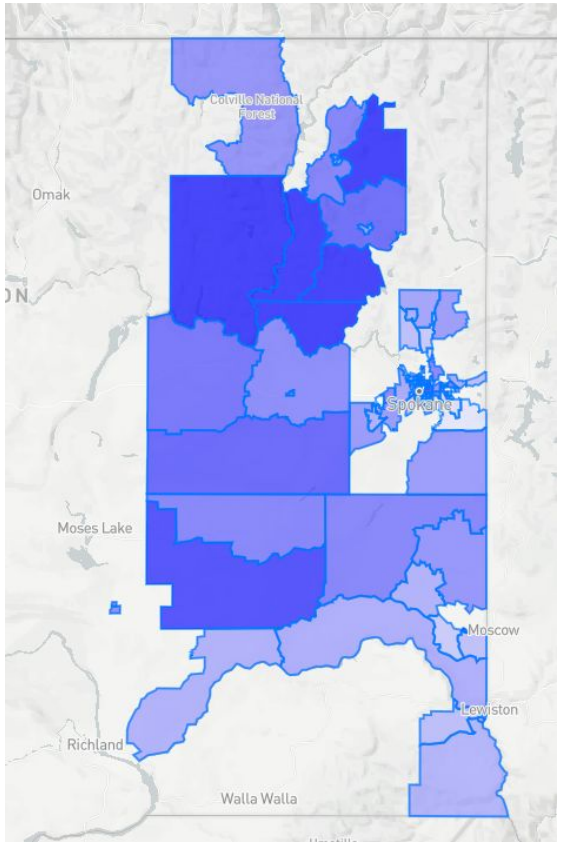


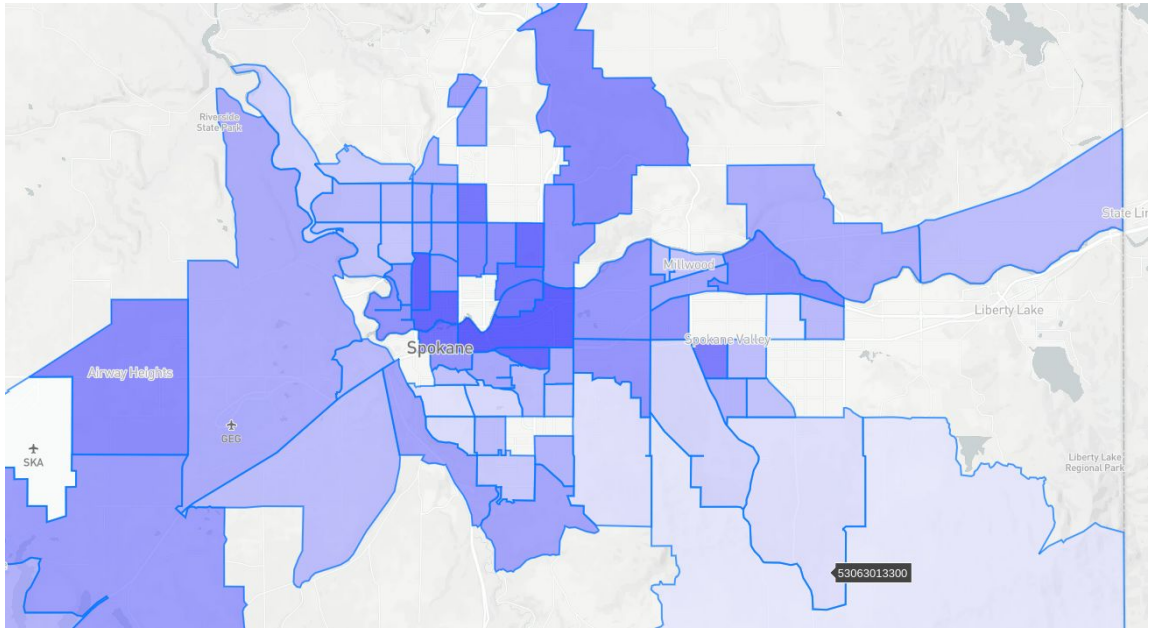
Deepest Need Communities - By Threshold

Deepest Need Threshold*	Number of deepest need census tracts	Percent of deepest need customers included in deepest need communities	Percent of residential customers included in deepest need communities
10%	102	85%	69%
12%	85	77%	58%
14%	68	68%	48%
16%	56	63%	42%
18%	40	51%	31%
20% (Proposed threshold)	**29**	**39%**	**21%**
22%	24	33%	17%
24%	15	23%	10%

***Minimum percent of customers who are deepest need, for a census tract to be designated as a "Deepest Need Community". This does not affect programs that are aimed at individual households and deepest need customers.**

Deepest Need % of Customers by Census Tract





Update: Community Partnership Program

Kelsey Solberg, Social Impact Manager

What is the Community Partnership Program?

1

Opportunity: CETA requires utilities in Washington state engage the communities they serve, with emphasis for Named Communities.

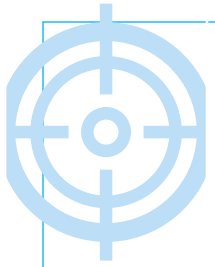
2

Goal: to foster meaningful collaboration with communities in a respectful, authentic, and impactful way, with community partners serving as trusted bridges between Avista and the communities they know and represent.

3

Vision: A partnership program that connects Avista with trusted community organizations and leaders to collaborate on clean energy projects and outreach efforts that benefit historically underserved and hard-to-reach Named Communities.

The Community Partnership Model

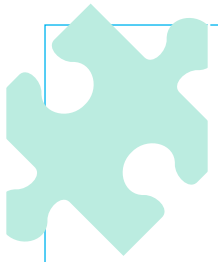


Need

- Focus on engaging underserved, hard-to-reach groups in clean energy activities

Community Voice

- Build trust through transparency and inclusion
- Respect and acknowledge unique cultures

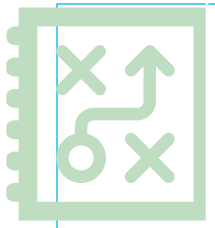


Capacity and Support

- Provide technical support and guidance
- Offer flexible funding and partnership models

Strategic alignment

- Align with clean energy goals and requirements
- Clear, mutually beneficial partnerships
- Prioritize efforts that advance equity



Practical Design

- Tailored approach – *no one-size-fits-all*
- Enable collaboration to expand reach and impact
- Focused but flexible scope

Timeline to Implementation



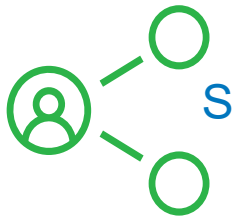
Questions and Discussion

Amber Lenhart

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?
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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, October 28

Friday, October 30

Morning: **7:30 – 9:00 am**

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