

Session 1: Friday, June 20, 2025, 7:30am

Session 2: Wednesday, June 25, 2025, 12:00pm



Equity Advisory Group – Equity Lens Session

June 2025

| www.myavista.com/ceta



Introductions & Agenda

Topic	Topic Owner
Welcome, introductions overview of the meeting: rules and intent	Amber Lenhart
Connections/Partner Shares	Connections/Partners
Urbanova – Resident-Centered Research and Innovation	Mason Burley, CEO Urbanova Eric Finch, Chief Innovation Officer INTENT
Action Review	Tamara Bradley
Questions & Discussion	Amber Lenhart
Wrap-up and Adjourn	Amber Lenhart

Ground Rules

- ☐ **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.



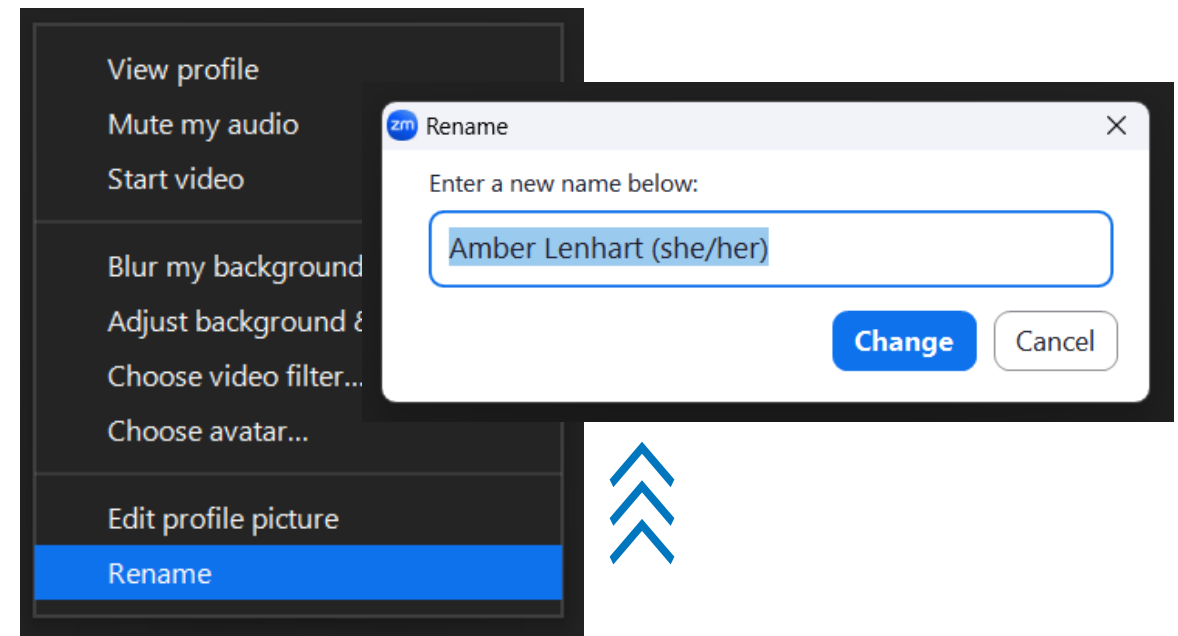
Introductions

Please share in the chat:

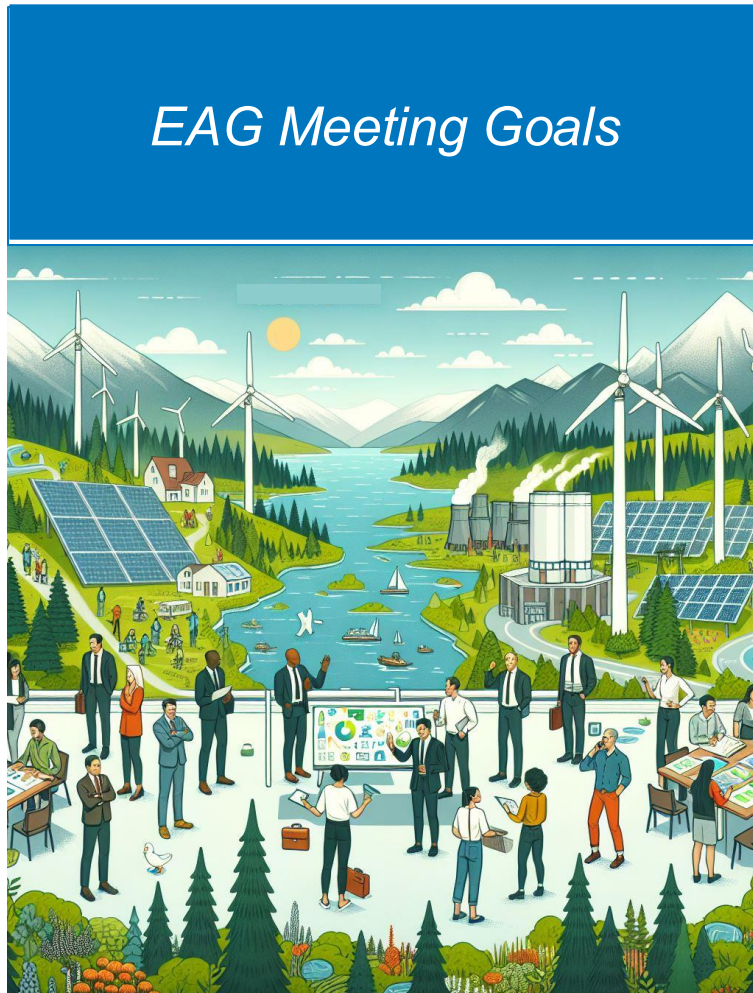
- ☐ Your name
- ☐ Organization or community

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

We're so glad
you're here!



Today's Equity Lens Session Goals



EAG Equity Lens Session Meeting Goals:

1. Provide an overview and understanding of Urbanova.

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.

© IAP2 International Federation 2018. All rights reserved. 20181112_v1

© IAP2 International Federation 2018. All rights reserved. 20181112_v1

Connection Question

We're getting frozen yogurt! What will you order?



**1. Select a flavor
(or mix a few)**



2. Add your toppings



**3. Sauce it up
(or don't)**

Partner Shares

- Upcoming relevant community events or opportunities
- Pressing issues facing our community or a need someone might be able to address
- Challenges your organization is facing (especially around equity)





EAG Comment & Action Review

Tamara Bradley

EAG Comments & Actions

Area	Comment	Avista's Response
Customer Outreach	<ul style="list-style-type: none">▪ Last month we brainstormed communication methods to increase participation in Avista's clean energy meetings and surveys.	<ul style="list-style-type: none">▪ Next month we will provide an update on the actions taken from our communication brainstorm from our May Equity Lens Session.



Urbanova

Eric Finch, Chief Innovation Officer



resident-centered research and innovation

Avista Equity Advisory Group (EAG)
June 2025

WHO'S URBANOVA?



Cities across the globe are using technology to not only improve services and infrastructure for citizens, but also address urban challenges - like energy and water usage, traffic, and waste.

They're called smart cities - and Urbanova is one of the innovators in this movement, bringing together leaders in utility infrastructure, smart metering and communications, higher education, energy efficiency, population health, and urban planning to create a smart city technology proving ground in the heart of Spokane, Washington.

Interested in what the cities of the future will look like? [Follow us.](#)

Download our [Fact Sheet.](#)



"This is an opportunity to innovate at a whole new level."

Heather Rosentrater, vice president, energy delivery, Avista

Our Partners



ARCHIVE

Washington's 'Living Laboratory' to Build Out Its Sensor Network

Nine sensors are set to be deployed across the University District in Spokane, Wash., where researchers have been studying air quality in an urban setting.

January 16, 2018 • Skip Descant



How smoke from wildfires affects the air in urban settings will come under a close microscope in a “living laboratory” in the Pacific Northwest.

A network of nine air-quality sensors will be installed into streetlights and on the tops of buildings across Spokane, Wash.'s, 700-acre University District, an urban area made up of neighborhoods and multiple universities. The sensors, three of which are already installed, will measure and analyze the area's temperature, humidity, ozone levels, as well as smoke from wildfires.

“The data from streetlights will be used with advanced weather and air-quality models to improve understanding of micro-climates in urban areas,” Spokane Mayor David Condon explained. “It will also provide unique and valuable information about how forest fires, which are common in the region, affect air quality and pollution in urban environments.”

**Stay on top of the latest
state & local
government
technology trends.**

Sign up for GovTech Today.
Delivered daily to your inbox.

[FREE NEWSLETTER SIGN UP](#)



GALLUP BLOG AUGUST 12, 2020

Listening to Residents' Voices to Build More Equitable Cities

BY DALIA NAGUIB, JUSTIN LALL AND JUSTIN BIBB



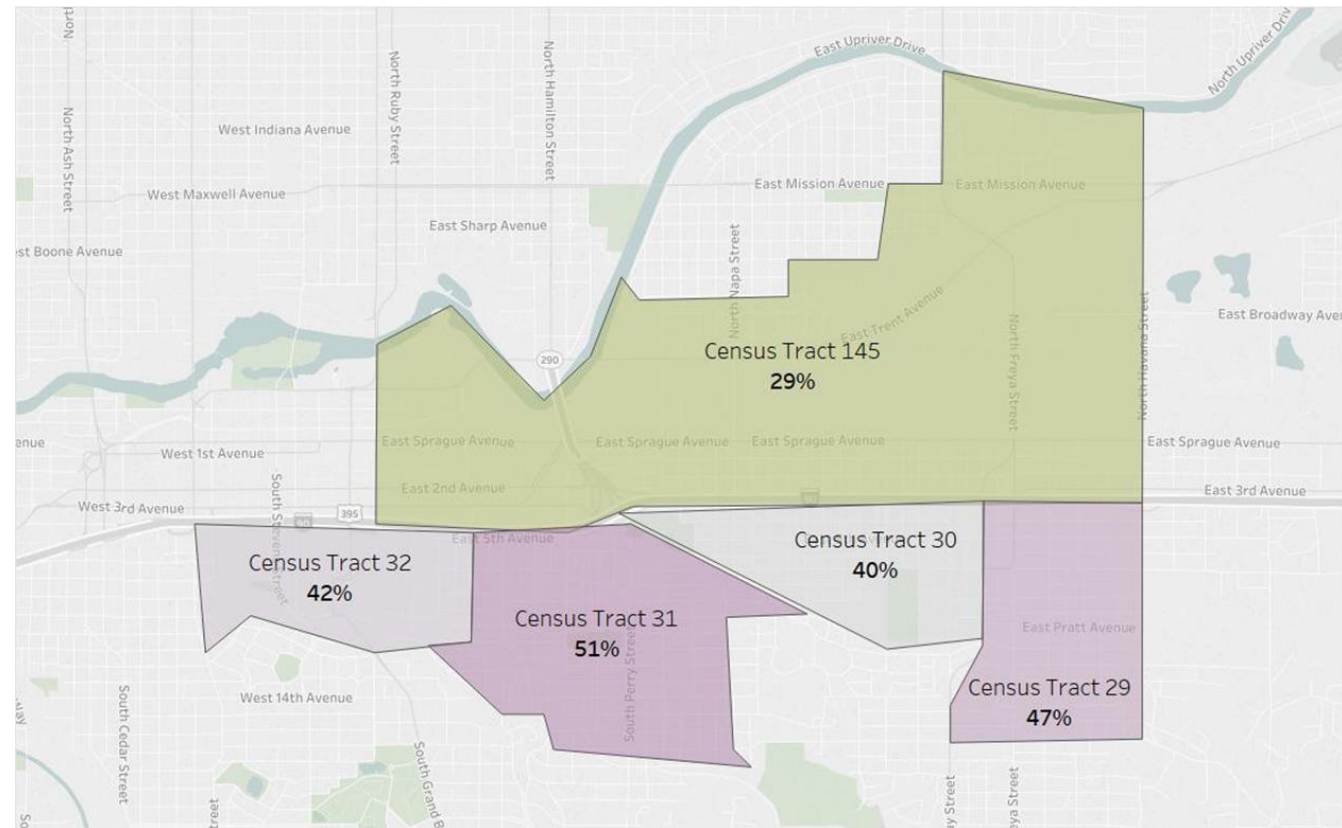
People are drawn to cities because of the wide array of opportunities they offer, from employment to education to culture. The vast majority of Americans, approximately 84%, already live in urban areas and, before COVID-19, that percentage was expected to

Life Evaluation Index

Gallup National Health and Well-Being Index Measures

- Life Evaluation Index
- Health Rating
- Well-Being Index
 - **Purpose Wellbeing:** Liking what you do each day and being motivated to achieve goals
 - **Social Wellbeing:** Having supportive relationships and love in your life
 - **Financial Wellbeing:** Managing your economic life to reduce stress and increase security
 - **Community Wellbeing:** Liking where you live, feeling safe, and having pride in your community
 - **Physical Wellbeing:** Having good health and enough energy to get things done daily

% Thriving



Well-being – East Central Neighborhood

	% Thriving	% Struggling	% Suffering
Social Wellbeing	35	43	22
Community Wellbeing	33	44	24
Purpose Wellbeing	27	52	22
Physical Wellbeing	22	59	18
Financial Wellbeing	22	38	40

Spokane Metro % Thriving
35%
48%
36%
35%
55%

- ✓ *smart decision-making*
- ✓ *relevant information/data*
- ✓ *equitable access*



smart technology

Urbanova brings together civic groups working to build data-informed, resident-centered solutions.

We support community impact initiatives through:

- Evaluation and research
- Data solutions
- Cloud services
- Survey support
- Partnership development



EWU research creates model to predict and prevent homelessness

A student at Eastern Washington University created a statistical model to predict homelessness based on information from utility companies.



actionable data...

RESEARCH ARTICLE

The value of utility payment history in predicting first-time homelessness

Colin D. Middleton¹, Kim Boynton², David Lewis³, Andrew M. Oster^{1*}

¹ Department of Mathematics, Eastern Washington University, Cheney, Washington, United States of America, ² Avista Utilities, Spokane, Washington, United States of America, ³ Homeless Management Information System, City of Spokane, Spokane, Washington, United States of America

* aoster@ewu.edu

Abstract

Homelessness is a costly and traumatic condition that affects hundreds of thousands of people each year in the U.S. alone. Most homeless programs focus on assisting people experiencing homelessness, but research has shown that predicting and preventing homelessness can be a more cost-effective solution. Of the few studies focused on predicting homelessness, most focus on people already seeking assistance; however, these methods necessarily cannot identify those not actively seeking assistance. Providing aid before an

Account Metrics

Account Balances

Housing Type

Top 200 accounts

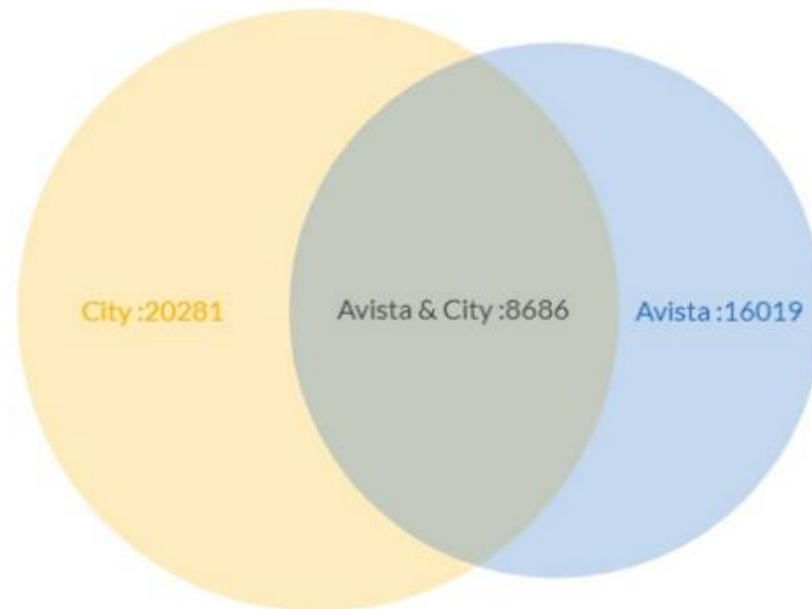
Collection Activity

Severance Notice

Joint Arrears

Past Due History

30+ days Past Due (any in last two years)	Accounts	Arrears Months
City Only	2,539 (67%)	20,281 (70%)
City and Avista Past Due	1,257 (33%)	8,686 (30%)
Total City	3,796	28,967



Connected Communities

Earn incentives, improve reliability, and cut your energy bills with no cost to you.

[Learn More →](#)



Alignment and Impact

Project Impacts

Create a non-wires alternative to capital upgrades for the local substation.

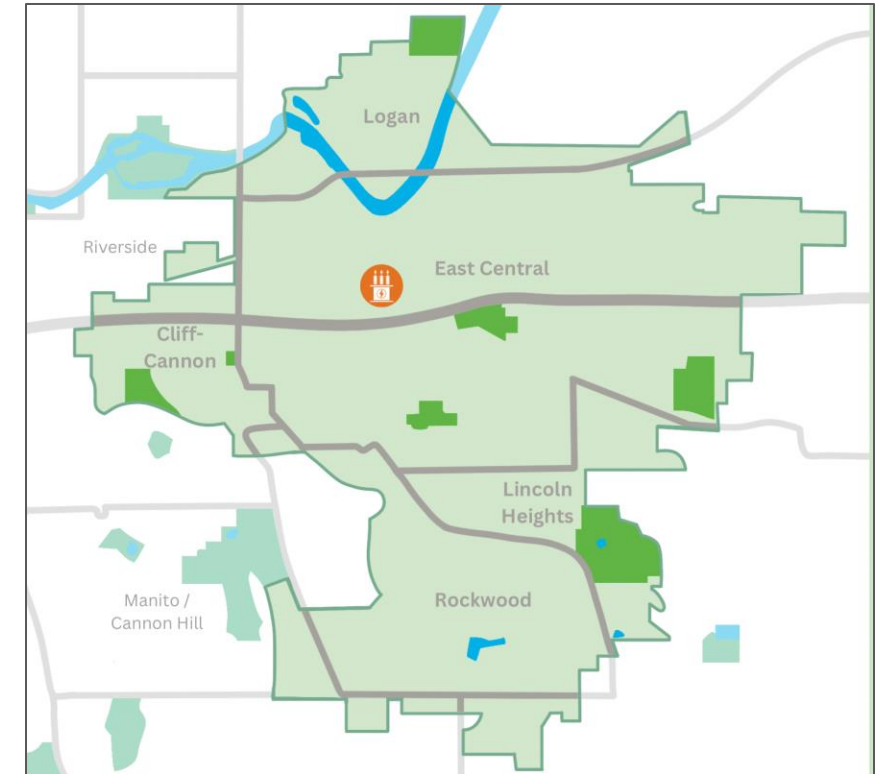
Engage 100 buildings into grid connected resources, combined into a dispatchable reserve for the substation

Reduce grid congestion by generating 1.0 to 2.25 MW of dispatchable and flexible load.

Save customers up to 900 MWh/yr from energy efficiency measures, and reduce CO₂, eq emissions by up to 325 tons/yr

Deliver program playbook including simulation models, flexible demand solutions, & customer engagement strategies allowing for program replication

3rd & Hatch Substation



 **4892**
Residential
Dwellings

 **5**
K-12 Public
Schools

 **2**
Surgical
Hospitals

 **981**
Commercial
Businesses

 **3**
University
Campuses

 **5**
Justice40
Tracts

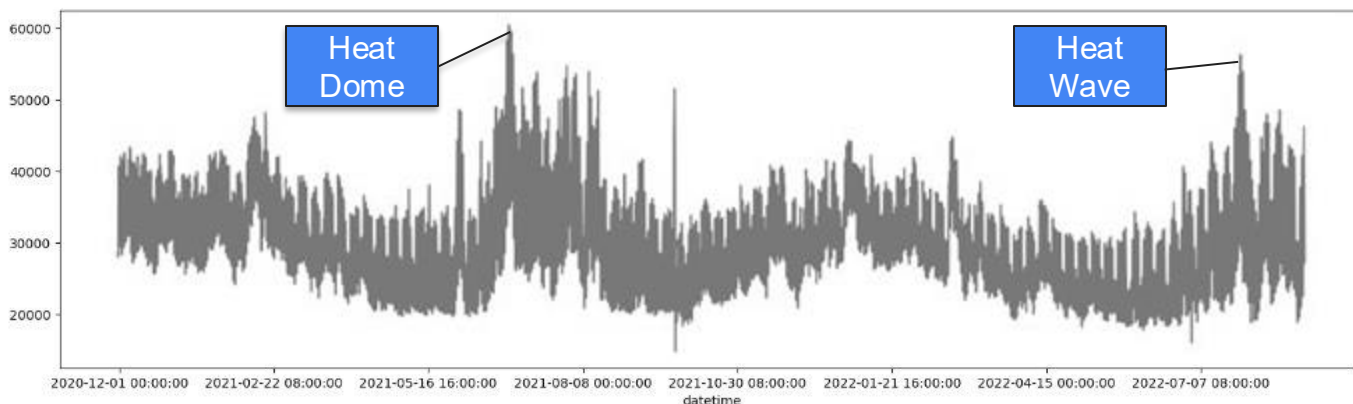
	Tract 30 E Central	Tract 31 Perry	Tract 32 Hospitals - Corbin	Tract 45 Manito	Tract 145 Sprague - U Dist
Median income (past 12 months)	\$24,835	\$32,628	\$31,167	\$49,052	\$16,688
Below 100 percent of poverty level	24%	16%	23%	6%	42%
Different house 1 year ago	15%	19%	33%	14%	31%
Renter occupied	41%	41%	74%	15%	68%
Non-White/Hispanic	24%	14%	12%	6%	28%
Education (age 25 and older)					
High school graduate or higher	82%	95%	93%	98%	82%
Bachelor's degree or higher	27%	47%	40%	68%	15%
Home Heating					
Utility gas	63%	62%	28%	81%	44%
Electricity	33%	33%	61%	16%	54%
Other fuel	3%	5%	3%	3%	3%
No fuel used	1%	0%	8%	0%	0%
Population	2,557	5,004	2,865	3,605	2,001
Households	966	2184	1,574	1,502	868
Population 18 to 24 years	150	189	301	162	206
Population 25 years and over	1,738	3,682	2,389	2,596	1,506



Approach

Congestion Analysis

Customer contribution to feeder load



Coincident peak: 62 MW

Top 100 electricity users:

Coincident Peak: 26 MW (42%)
Total peak demands: 75.6 MW
Total energy: 124,000 MWh

Bottom 11k electricity users:

Coincident Peak: 36 MW (58%)
Total peak demands: 227 MW
Total energy: 278,000 MWh

Peak load: Summer 1-4pm

Analysis by segment type

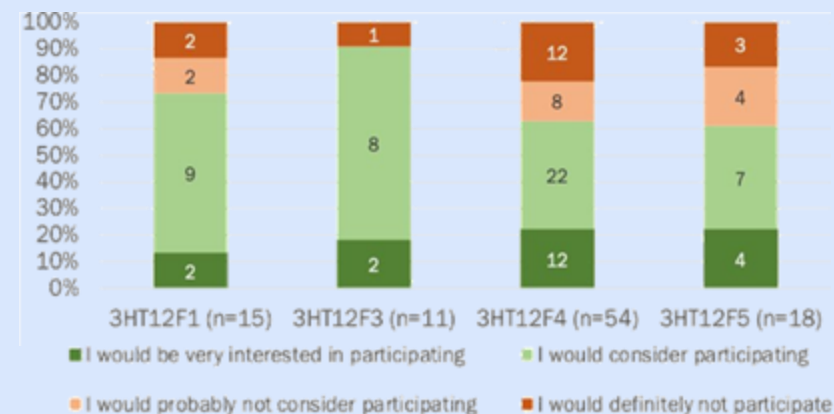
Residential peaks in winter
& summer

Commercial peaks in summer

Address congestion by targeting
recruitment efforts to specific
customer load profiles

Community Surveys

*Feelings toward a program where the utility
adjusts your thermostat in return for a rebate?*



70%

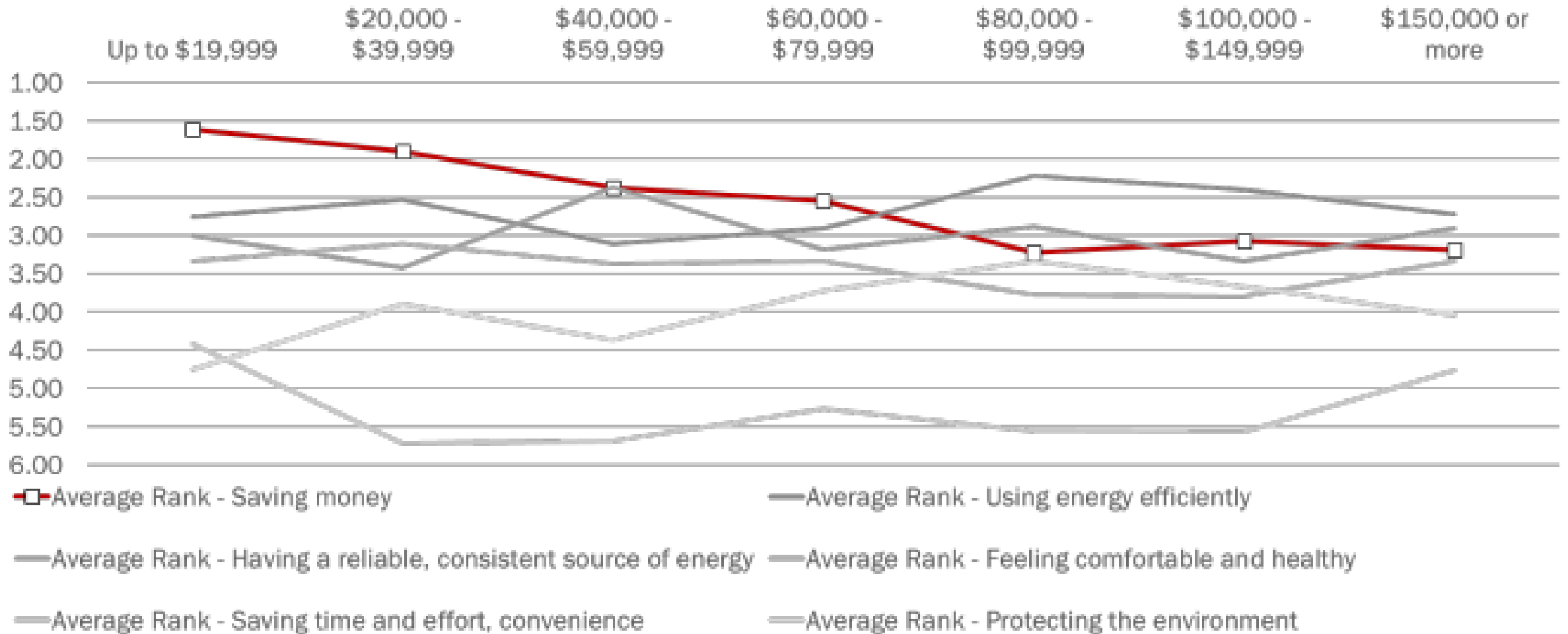
survey respondents
expressed interest in
program participation

random sample survey respondents

Survey Approach

**Surveyed 2,200 residential & 500
commercial customers with 150 responses**

Exhibit 7: Customer Motivations (Average Rank) by Income Level





ZEV CO-OP

Carsharing
On A Mission



HOW THE SERVICE WORKS

MEMBERSHIPS

Any individual between 21 and 79 years of age who meets the insurance criteria is eligible to drive a ZEV co-op vehicle. Participants can access these services on a month-to-month basis or enjoy special benefits by becoming a ZEV co-op member. A group can also join the Co-op and extend benefits to their constituency.

TYPES OF EVS

ZEV co-op offers a range of EVs that address various needs and use cases. Currently, ZEV co-op provides electric sedans, pick-up trucks, and vans. Some vans are equipped with ADA lifts. In the future, ZEV co-op will introduce electric cargo bikes and smaller neighborhood electric vehicles.

RATES

Rates vary based on the type of EV and location. Participants who use ZEV vehicles typically pay a higher rate than Co-op members do. Also, special income-qualified pricing is available to Co-op members, with rates as low as \$5/hour and \$40/day.





PAST EXAMPLES OF ZEV'S WORK

BAINBRIDGE ISLAND – TOWN SQUARE

- first location and has been in operation since June 2023
- over 800 bookings to date
- supported by local nonprofit Mobility for All
- ferry riders one group that benefits from ZEV availability

ESTELITA'S LIBRARY – SEATTLE

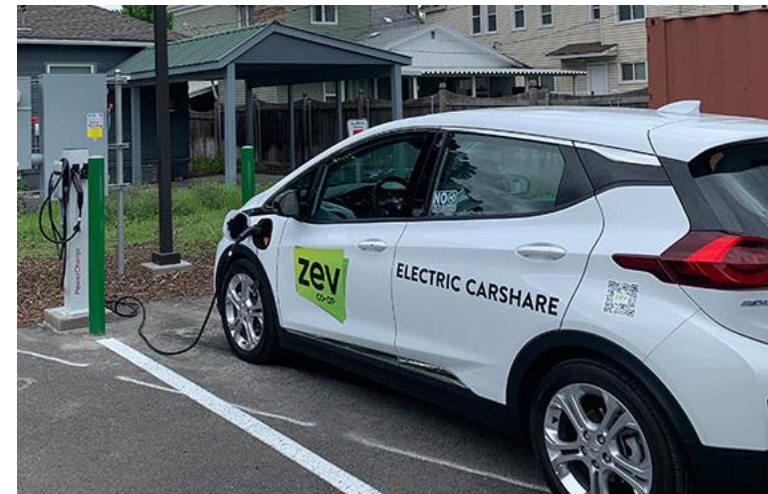
- social justice community library in Seattle Central District
- partnered with ZEV in 2023 to add ADA electric van
- available to 50 users from library at reduced rate and surrounding community
- with van, family can take elderly parent to medical appointment



WORK DONE IN SPOKANE

GONZAGA UNIVERSITY - SUSTAINABILITY HOUSE

- launched in June 2024 with support from Gonzaga, Urbanova and Avista
- over 180 bookings to date – third highest use site on ZEV network
- university students making regular use of vehicle



PROPOSED SPOKANE LOCATIONS

01

STA PARK & RIDE- MORAN PRAIRIE 5615 S PALOUSE HWY

- Route 4 (Moran-Five Mile) and Route 144 (commuter hours) highest ridership of all routes
- working on agreement with Avista to make these park and rides 'Community Mobility Hubs'
- opens up access to users wanting alternative to travel to North or South County rural locations

02

NORTH SPOKANE LIBRARY 44 E HAWTHORNE RD

- Mixed socio-economic area, high concentration of multi-family units/ apartments and nearby students (Whitworth)
- library increasingly supporting shared services and items as it becomes more of hub for digital connections
- librarians trusted source for educating and supporting new users interested in car share

03

MLK JR CENTER 500 S STONE ST

- partnership with Avista to develop Energy Resilience Hub at Center
- Have existing (diesel) van that use for youth programming, but need another, particularly in summer with a lot of youth transport needs
- Also serve elderly clients and electric van could help with field trips and activity transport

PROPOSED SPOKANE LOCATIONS

04

WEST CENTRAL/ KENDALL YARDS 1354 W BRIDGE AVE

- proximity to West Central Community Center, Public Health District, Courthouse and high-density neighborhood
- farmers market and lots of foot traffic, easy walk from downtown (City Hall/Library)
- most active charging location of options considered

05

SPOKANE PUBLIC LIBRARY-THRIVE INTERNATIONAL PARTNERSHIP 6998 N NEVADA ST

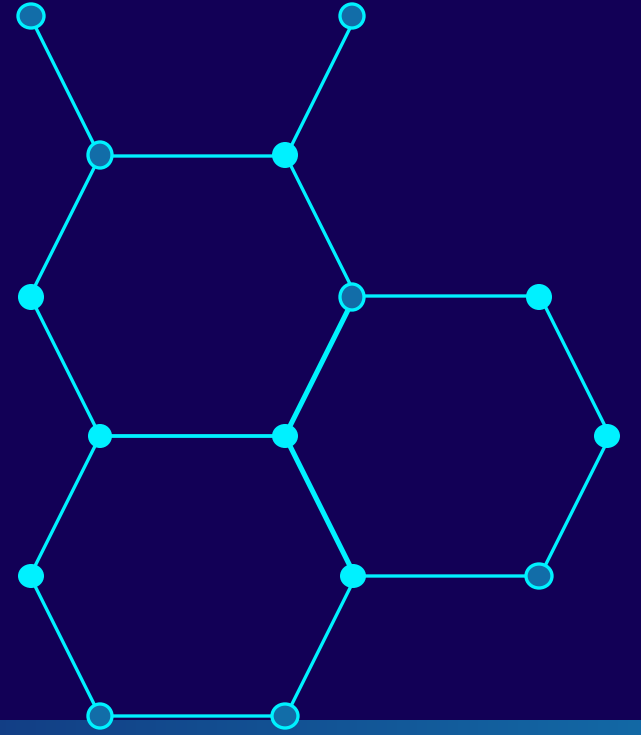
- new library property with user kiosk, community meeting space and greenhouse
- library deeded remaining property to Thrive International to build 60-unit housing for refugee families

TAKE THE SURVEY



<https://evcarshare.urbanova.org>





Inland Northwest Energy Innovation Cluster

Building a sustainable pathway through merging
of effort from INTENT and Urbanova



The region has many examples of energy innovation including:

- Longest transmission line in (1903)
- Tallest dam with the biggest generators in (1915)
- World's first automated metering technology in (1978)
- First utility-owned biowaste electric generation facility in the US (1983)
- World's first first microprocessor-based digital protective relay (1984)
- The largest flow battery in North America (2015)
- Most efficient eco-district in the world in (2020)

The future energy ecosystem will take 10-20 years or more to evolve depending on state and federal policy support

- During that evolution, services and expertise to help larger energy-dependent industries will be needed that can be investable
- Communities and industry must partner to develop this future as energy policy, markets, and regulation will need to evolve

Inland Northwest Energy Innovation Cluster



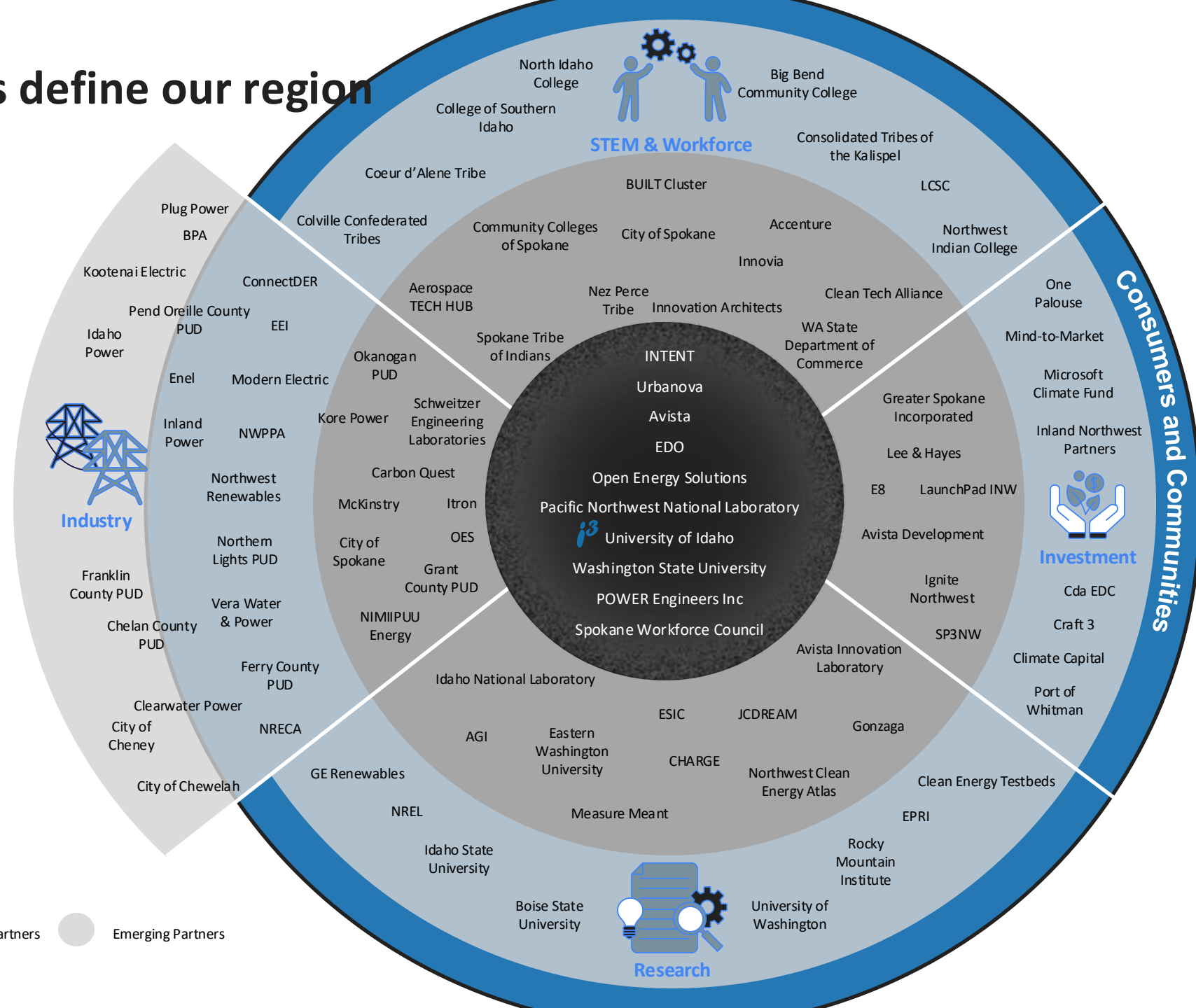
Washington State Innovation Cluster Acceleration Program (ICAP) Cohort 3 \$140K grant award (May-July 2025) to further develop an energy cluster with deeper connections to industry.

Core Objectives:

- Develop and promote regional energy partnerships, expertise, and innovation
- Advance industry-led and community-centric grid integration solutions
- Address regional energy resilience and decarbonization
- Foster equitable economic and workforce development
- Provide more pathways for energy innovation and investment

Leveraging existing relationships and develop new ones to build the cluster's network of partners and capabilities.

Enduring program areas:



An aerial photograph of a modern university campus. The central focus is a large, multi-story building with a prominent glass facade that reflects the surrounding environment. The building is surrounded by lush green lawns, numerous trees, and paved walkways. In the background, a dense urban skyline is visible under a clear sky. The entire image has a greenish-yellow color overlay.

Questions?

Visit urbanova.org



Questions and Discussion

Amber Lenhart

Questions and Discussion

- ☐ What clarifying questions or curiosities do you have about the presentation?
- ☐ What disparities, root factors, or inequities (historic and current) are related to this topic?
- ☐ How could Avista improve engagement strategies related to this topic, if at all?
- ☐ What new ways could help measure and track benefits and reduced burdens related to this topic?
- ☐ What steps, practices, or policies could help reduce future inequities related to this topic?

Thank you



Next EAG Equity Lens Session Meetings

Afternoon: 12pm – 1:30pm

Wednesday, July 23

Friday, July 25

Morning: 7:30am to 9:00am

Amber Lenhart
amber@sip-nw.org
509.475.9575

Avista's EAG Team Email
ceta@avistacorp.com