

# Avista Utilities | Limited Income & Senior Customer Energy Affordability Outreach

## Avista's Idaho Residential Customers | Impacts of Poverty

Idaho Residential Customer Data (Based on 2008 Data)	Households \$0 to \$15,000 Annual Income	Households \$0 to \$25,000 Annual Income
Number of Residential Customers	16,500	22,000
Energy Bills* as % of Income	14% @ \$15,000	9% @ \$25,000

\*Electric & gas combined customer bill

### Limited Income Customer Outreach | Mitigating Impact of Energy Bills

- Energy assistance grants
- Project Share emergency assistance fund
- Senior Energy Outreach program
- Energy efficiency programs
- Energy conservation education workshops for seniors
- KREM Power to Conserve television program
- KHQ.com Senior Life Caregivers website
- CARES program & energy bill paying plans
- Community outreach and partnerships with human service agencies to reduce basic living costs

## Energy Assistance Grant Programs | Avista Service Territory

Program	Funding Source	States Served
LIHEAP - Low Income Home Energy Assistance Program	Federal appropriations	WA, ID, OR
LIRAP - Low Income Rate Assistance Program	Avista customers through rates	WA, OR
Project Share - Fuel Blind Community Fund for Emergency Heating Assistance	Avista customer donations & Avista corporate donation	WA, ID, OR

## LIRAP Program Elements | Washington Model

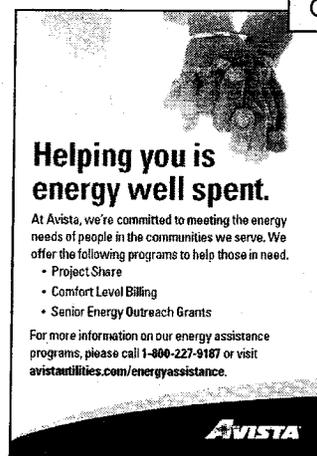
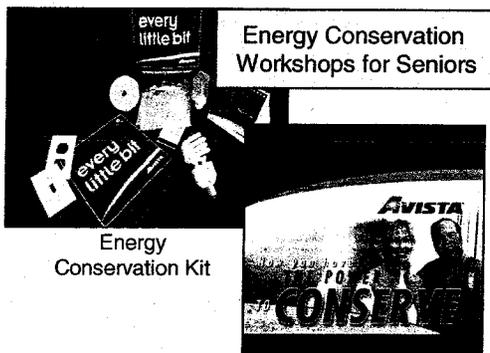
Program	% Allocation*
Heating Assistance Grants – Patterned after LIHEAP	63%
Emergency Assistance – Patterned after Project Share	10%
Senior Energy Assistance – Grants for Seniors at 200% > Poverty Level	6%
Energy Conservation Education by Agencies – Provides energy conservation education and savings kits to grant recipients	2%
Energy Conservation Education by Avista – Supports energy conservation education outreach programs for seniors, children & low income families	4%

\*15% in administrative support goes to agencies

### LIRAP Senior Energy Assistance

- Seniors age 60 and above
- Two tiered qualification:
  - 126% FPL - 200% FPL
  - Any income is eligible when non-reimbursed medical expenses bring the income to 200% FPL or below
- Simplified telephone certification
- \$300 to eligible heating customers
- \$100 to eligible non-heating Avista customers
- Washington program only

## Senior Outreach



## Connecting Caregivers with Resources for Seniors



## Outreach to Seniors in Publications