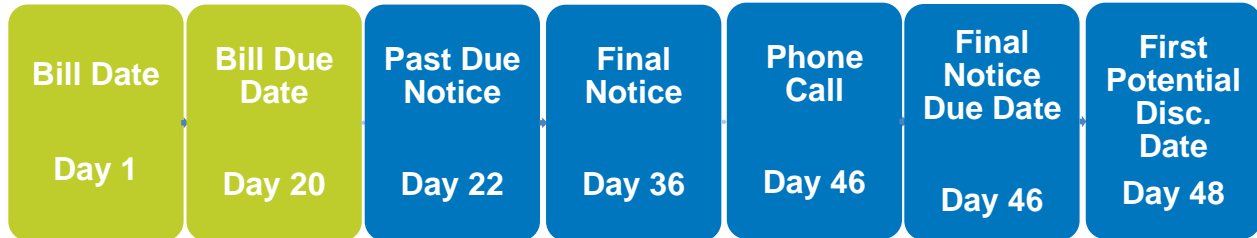


Oregon Collection Process - 2023



Avista's goal is to keep all customers connected. Through the notification and collection process outlined above, Avista attempts to connect with its customers to have a better understanding of their current financial situation and how to best help them in the most impactful way. Interactions with customers struggling to pay their bill involves establishing payment arrangements or either direct enrollment in Avista's LIRAP programs or a referral to their local community action agency.

Low-Income Protection Programs:

- My Energy Rate (MER)- Tiered Monthly Discount for residential customers between 0-60% of state median income (SMI).
- LIRAP Arrearage Management Program (AMP)- Up to \$1,000 per program year for self-certified income between 21-60% SMI.
- LIRAP Arrearage Forgiveness Program (AFP)- Relief up to \$1,000 per program year for self-certified income at/or below 20% of SMI.
- Additional Oregon Assistance Agency Programs- LIHEAP (Heating Assistance) and Project Share (Hardship or Emergency Assistance).

Ways to make payments:

- Mail
- Online at MyAvista.com
- Automatic Payments
- By Text
- By phone (Automated System or with a Customer Service Representative.)
- In Person
 - Paystation
 - Kiosk
 - Drop Box

Payment Programs Options:

- Comfort Level Billing
- Payment Arrangements up to 12 months
- Levelized
- Usage Plus

Avista's CARES representatives attempt to contact known low-income customers who have not yet fully benefited from LIRAP programs when applicable:

- Prior to disconnect, contact is attempted to offer AMP or AFP, if eligible.
- LIHEAP recipients who are not enrolled in the My Energy Rate Discount are either contacted to complete enrollment or enrolled using data shared by Oregon Housing and Community Services.