



Reducing Enrollment Barriers Through Self-Attestation

Avista Utilities

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Avista Service Territory

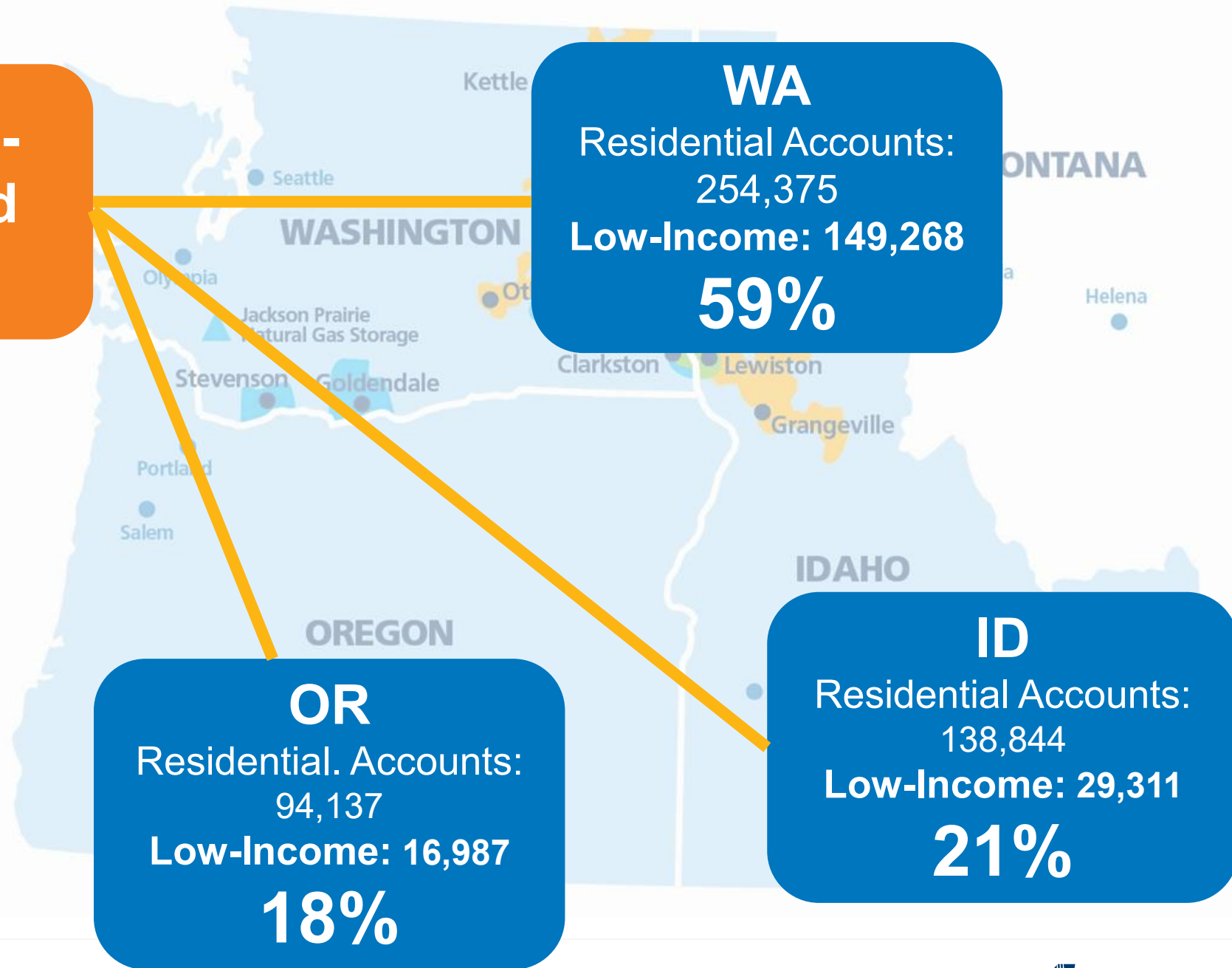
Electric 
Natural Gas 
Electric and Natural Gas 



Avista Service Territory

**Our Income-
Constrained
Population**

Electric 
Natural Gas 
Electric and Natural Gas 

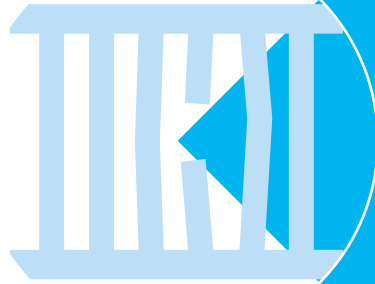


Average reach
of energy
assistance to
eligible
customers:
19%

Electric 
Natural Gas 
Electric and Natural Gas 

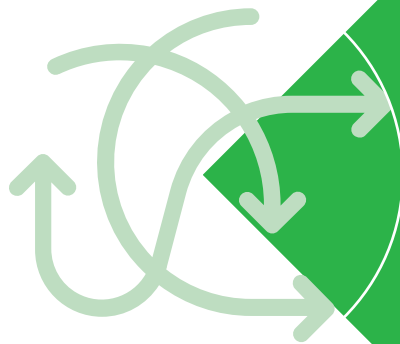


How do we Bridge This Gap?



The Need

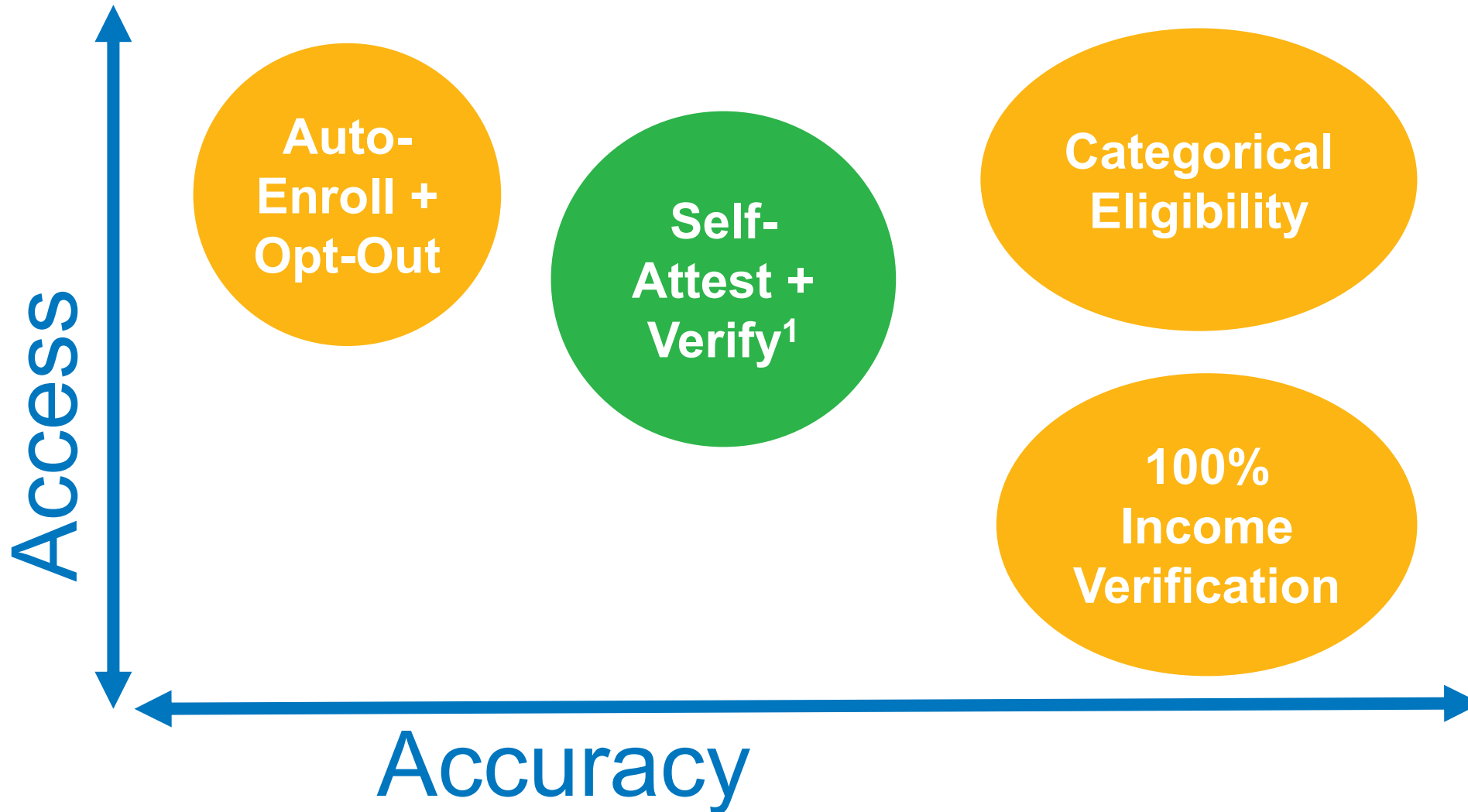
- Only about 19% of eligible customers were receiving energy assistance
- The demand for and requirements of energy assistance are growing



The Concerns

- Inaccurate income information (“fraud”)
- Misuse of customer funds
- Keeping administrative costs low

Balancing Access With Accuracy



Programs Using Self-Attestation of Income

Available to Residential Customers in Oregon and Washington

My Energy Discount

Monthly discount based on household size and income

Arrearage Forgiveness Program

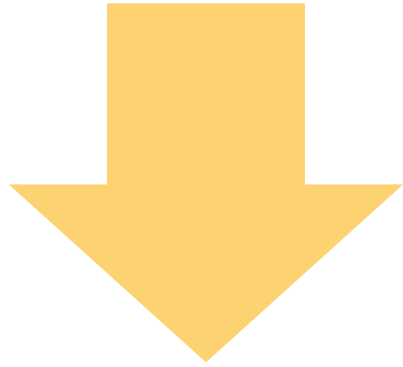
One-time benefit to forgive past-due balances up to a certain amount

Arrearage Management Program

12-month payment plan that incentivizes regular, on-time payment behavior

Oregon Eligibility: 0-60% SMI
Washington Eligibility: Greater of 200% FPL or 80% AMI

Customer Impact



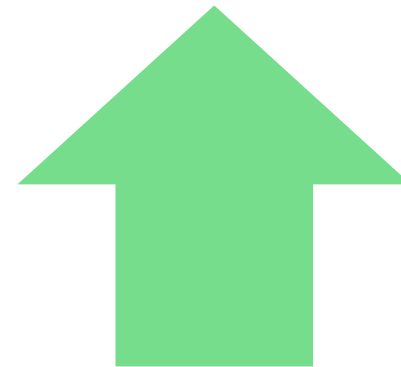
Program Participation

- Oregon: From 14% to **75%**
- Washington: From 15% to **45%**



Energy Burden Reduction

- Oregon: From 3.05% to **2.24%**
- Washington: Reduced from 7.46% to **5.3%**



Post-Enrollment Verification (“Audit”) Results

Washington

1,314 Accounts Selected for Audit

46% Completed Audit
Of those completed:

Remain Enrolled:
98.23%

Disenrolled:
0.018%

Oregon

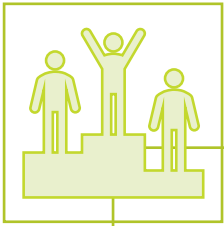
76 Accounts Selected for Audit

20% Completed Audit
Of those completed:

Remain Enrolled:
100%

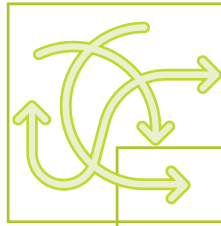
Disenrolled:
0%

What We've Learned



Wins

- Strong partnerships with CAP Agencies
- Increased access for income-constrained households to other essential services
- Data collection and reporting
- Enrollment #s
- Audit results
- "IT'S SO EASY!"



Challenges

- Skepticism around self-attestation continues
- Audit completion rates are lower than desired
- People are hesitant to share personal information with an entity they aren't aware of



Future Opportunities

- Categorical eligibility
- Data-sharing agreements with service providers
- Community Partner Network
- Language accessibility



Thank you!

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