

AVISTA[®]

2025

CORPORATE RESPONSIBILITY REPORT



INTRODUCTION

OUR COMMITMENT TO

CORPORATE RESPONSIBILITY

At Avista, we strive to be an innovative, community-based, essential energy company committed to compassionately serving our customers with sustainable solutions, while delivering competitive returns. In pursuit of this north star, our mission is to enable vibrant communities through safe, responsible, and affordable energy, by putting those we serve at the center of everything we do.

These guiding principles, along with our shared values of trust, innovation, and collaboration, serve as the foundation of our corporate responsibility. Whether it is our longstanding commitment to environmental stewardship, the care and support of our people, our dedication to the customers and communities we serve, or our steadfast adherence to principles of ethical governance, we believe that the integration of corporate responsibility into our business builds trust, forges lasting relationships, strengthens morale, reduces risk, delivers enhanced value to our shareholders, and ultimately enables us to more effectively execute our mission and strategies.

At its heart, corporate responsibility at Avista is a commitment to manage the environmental, social, and economic effects of our operations safely, responsibly, and affordably, while endeavoring to have a positive, lasting impact on the environment and society in which we operate.

We believe that, through these commitments, we can preserve and enhance our environment, inspire engaged and thriving employees, add value to our customers and communities, and grow the investments of our shareholders. For over 135 years, we recognize that the pursuit of these commitments is not a deterrent, rather they help us achieve our north star.



AVISTA'S COMMITMENT AREAS

Commitment to Our Environment

We are committed to sustainably conducting our business with respect for our shared natural resources while addressing the challenges and opportunities arising from the transition to a low carbon economy with innovation and mutual stakeholder benefits.

Commitment to Our People

We hire talented people and equip them with capabilities, tools and a culture that empowers them to pursue great ideas—ideas that engage the imagination, stretch us all and ensure that we continue to provide exemplary and cost-effective service while building the utility of the future.

Commitment to Our Customers and Communities

We are invested in the financial strength of our customers and local communities. We recognize that enabling vibrant communities extends beyond providing energy for our customers, that we must continue to create value from operational improvements, enhance products and services, and prioritize local investments and economic development.

Commitment to Ethical Governance

We maintain a strong foundation of corporate governance practices that promote transparency, accountability, and engagement, and ensure there is complete, transparent, and effective oversight of the affairs of our Company to protect and grow shareholder value.



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COMMITMENT TO **OUR ENVIRONMENT**



COMMITMENT TO

OUR ENVIRONMENT

We are committed to sustainably conducting our business with respect for our shared natural resources while addressing the challenges and opportunities arising from the transition to a low carbon economy with innovation and mutual stakeholder benefits. Our efforts and commitments include:

- 1** Growing renewable energy generation and maintaining pipeline assets and fuels as a reliable and affordable energy choice in support of our aspirational clean energy goals.
- 2** Engaging in collaborative climate policy development to promote equitable solutions to the low carbon transition while preserving the safety, reliability, and affordability of energy for our customers and local communities.
- 3** Driving innovation and technology advancements for the developing dynamic energy ecosystem to support new sustainable products and services.
- 4** Leading with energy efficiency, conservation, electrification, and other system upgrades to increase business value from operational improvements while lowering our carbon footprint.
- 5** Improving the sustainability of our business practices and promoting environmental stewardship of our shared natural resources.



1

Growing renewable energy generation and maintaining pipeline assets and fuels as a reliable and affordable energy choice in support of our aspirational clean energy goals.

Clean Energy Future

Since Avista's founding in 1889 as a producer of clean, renewable hydro power, environmental stewardship has meant conducting our business in ways that honor the integrity of the natural resources in the areas we serve. As a leader in clean energy and innovation, we are proud to continue these commitments to environmental stewardship and sustainability as we continue to meet the changing energy needs of our customers and communities. Our aspirational clean energy goals demonstrate that our vision of a clean energy future encompasses both electric and natural gas resources. We are actively working towards reducing greenhouse gases from the energy we deliver to our customers and the communities we serve.

Aspirational Clean Electricity Goal

Serve our customers with 100% clean electricity by 2045.

Aspirational Natural Gas Goal

To be carbon neutral by 2045.

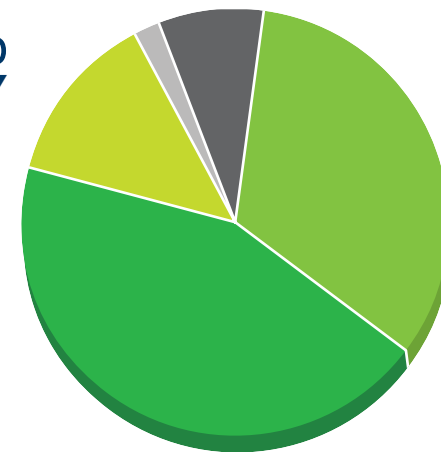
Aspirational Clean Electricity Goal

Our aspirational clean electricity goal helps focus our efforts as we continue to meet the energy needs of our customers and communities in both an environmentally responsible, affordable, safe, and reliable manner. We have long been recognized by CERES and the Natural Resources Defense Council as one of the cleanest power producers in the country when it comes to greenhouse gases. Our electrical generation capability is comprised of 59% renewable energy that includes hydroelectric, biomass, solar, and wind resources. As a comparison, the U.S. electric industry's generation capability is comprised of only 28% renewable energy¹.

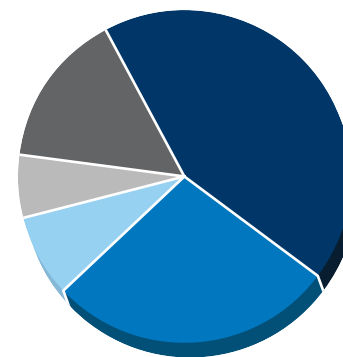
AVISTA 59% RENEWABLE ENERGY



Electricity Generation Resource Mix as of 12/31/2024—
Excludes AEL&P



U.S. ELECTRIC INDUSTRY 28% RENEWABLE ENERGY¹



¹ U.S. Energy Information Administration 2023 U.S. electric industry generation capability: Renewables 28%, Nuclear 8%, Coal 15%, Natural Gas 43% and Petroleum/Other 6%.

Avista remains committed to meeting the need for reliable and affordable energy while advancing environmental stewardship, and our actions demonstrate these values. To help achieve our aspirational goal and add to our clean electricity portfolio, we have recently implemented the following renewable energy projects on behalf of our customers:

- 2012 Palouse Wind 105 MW 30-year Power Purchase Agreement (PPA)
- 2015 Community Solar Array 0.4 MW owned by Avista
- 2018 Lind Solar Farm 28 MW 20-year PPA
- 2020 Rattlesnake Flat Wind 144 MW 20-year PPA
- 2021 Incremental Hydro Contract 88 MW 10-year PPA (2024–2033)
- 2021 Incremental Hydro Contract 177 MW 20-year PPA (2026–2045)

- 2022 Columbia Basin Hydro Contract 146 MW (2023–2045)
- 2023 Clearwater Wind 97.5 MW 30-year PPA (2024–2054)

These renewable energy projects were targeted to comply with both the clean energy provisions of Washington's Clean Energy Transformation Act and to meet projected capacity deficits in both Idaho and Washington. Our intent was to secure the output from renewable generation resources and their associated environmental attributes. Our interest in acquiring these renewable energy resources was to offset market purchases and fossil-fuel thermal generation consistent with Avista's Electric Integrated Resource Plan (IRP), further reinforcing our aspirational clean electricity goal.

Avista's IRP shapes our generation resource strategy and planned generation procurements for the following 20 years, resulting in a Preferred Resource Strategy (PRS). The PRS is a reasonable low-cost plan balancing cost, reliability, and environmental goals

and mandates. Some highlights of the 2025 IRP and near-term PRS include:

- Exit Colstrip Units 3 & 4 (-222 MW of baseload coal generation) at the end of 2025²
- Add 200 MW of Northwest wind renewable energy generation in 2029
- Add an additional 200 MW of Northwest wind renewable energy generation in 2030
- Add 100 MW of Montana wind renewable energy generation in 2031
- Add an additional 100 MW of Northwest wind renewable energy generation in 2031
- Add an additional 100 MW of Montana wind renewable energy generation in 2032
- Add 157 MW of Northwest wind renewable energy generation in 2033
- Greenhouse gas emission reductions of 82% by 2045 (from 5-year average level 2019–2023)

COMPLETED RENEWABLE ENERGY PROJECTS



2012

Palouse Wind 105 MW 30-year Power Purchase Agreement (PPA)



2015

Community Solar Array 0.4 MW owned by Avista



2018

Lind Solar Farm 28 MW 20-year PPA



2020

Rattlesnake Flat Wind 144 MW 20-year PPA



2021

Incremental Hydro Contract 88 MW 10-year PPA (2024–2033)



2021

Incremental Hydro Contract 177 MW 20-year PPA (2026–2045)



2022

Columbia Basin Hydro Contract 146 MW (2023–2045)



2023

Clearwater Wind 97.5 MW 30-year PPA (2024–2054)

² Please see Avista's 2024 Annual Report, Note 22 of the Notes to Consolidated Financial Statements, for further details regarding Colstrip Units 3 & 4 exit from Avista's generation portfolio by 01/01/2026.

Avista's recent electricity portfolio changes and the PRS embodied in the 2025 IRP will significantly improve the Company's air emission profile and move us closer to achieving our aspirational clean electricity goal of serving customers with 100% clean electricity by 2045.

As highlighted on the previous page, the PRS currently anticipates greenhouse gas emission reductions of 82% by 2045 compared to the recent 5-year average level (2019 to 2023). While this represents a significant reduction from current levels, the modeled PRS's greenhouse gas emissions will still not be zero by 2045 due to several planning-related factors at this time.

Most notably, the Company's IRP planning models do not analyze how we could use our resources to only meet our customers' electricity load, but rather models and dispatches resources to serve the larger regional electricity loads which better reflect actual future operations. This is because utilities do not dispatch resources to serve only their own customers' electricity load, but also regional electricity load based on market prices. This allows a utility like Avista to optimize its resource portfolio for the benefit of its customers by selling excess energy to others when prices are high and purchasing from the market when prices are lower. Such resource optimization is a core component of the IRP process that strives to balance cost, reliability, and environmental goals and mandates.

From a reliability perspective, the IRP planning models solve towards a planning load target which is higher than the expected load value to account for regional resource adequacy requirements, among other factors. The planning load target also includes the risk of load exceeding expected average weather conditions and/or renewable energy volatility, such as hydroelectric, wind or solar, producing less generation than anticipated in a normal year. Avista's primary

focus for reliability planning is to minimize the risk of failing to serve or procure necessary resources to cover all load even during unplanned extreme weather conditions. Such peak load events or spikes in customer electricity needs are factored into the IRP planning models and the resulting resource selections may create excess energy in other time periods when not needed for our customers. This excess energy may further be optimized by selling to others in the marketplace when the resource is economic to operate.

Additionally, the Company's IRP planning models consider the latest information and projections for anticipating the commercial viability and timing of new and emerging technologies for resource considerations. From cleaner burning fuels, large scale, and long-duration batteries to small nuclear reactors, among others, the IRP employs a discounted approach to these technologies to balance the risks of these technologies not maturing as anticipated. New generation fuels such as hydrogen and ammonia currently have no major supply chain in place in the Northwest for this use, and large scale and long-duration batteries are currently less economic than other potential resources. Similarly, small nuclear reactors are an emerging technology that may show early promise, but may not be commercially available for a decade or more. Given the time horizon for certain resource acquisition needs, Avista will continue to monitor the development of these and other technologies in future IRPs as they may result in future changes to our PRS over time which may further reduce our projected greenhouse gas emissions as well.

With these and other IRP planning-related factors in mind, we conducted a separate analysis to determine whether Avista's current PRS aligns with our aspirational clean electricity goal of serving customers with 100% clean electricity by 2045. For this analysis, we excluded regional market transactions and



modeled whether the Company could serve the expected load of its customers with Company-controlled clean energy resources only. The resulting chart below illustrates the expected clean energy resources as a percentage of expected customer load by year and by our operating jurisdictions. The chart compares total annual clean energy resource production for each state's allocated share of clean energy compared to its expected customer loads by state. Overall and on an Avista system basis, the current PRS resource portfolio by 2045 could generate 10% excess clean energy as compared to expected annual average loads for our customers.

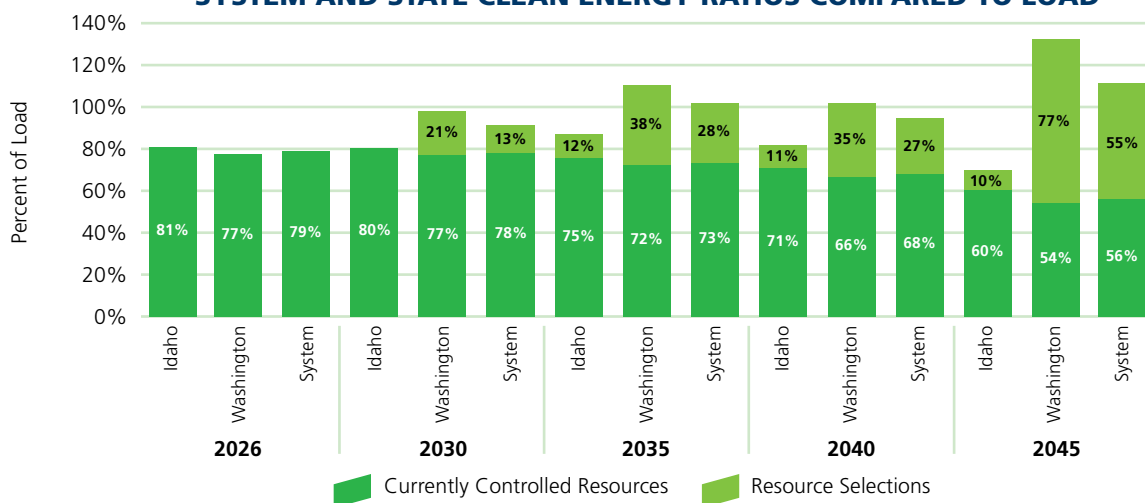
This analysis is a useful tool to aid in understanding how recent resource portfolio changes and our current PRS from the 2025 IRP align with our aspirational clean electricity goal of serving customers with 100% clean electricity by 2045. As we move forward, Avista will need to continue considering all resource options, including market transactions, resource optimization, transmission infrastructure, maturing technologies, and the development of regional energy-related supply chains, among other factors, to meet future energy needs.

Potential resource choices will continue to be based upon a reasonable low-cost plan that balances cost, reliability and environmental goals and mandates.









Our actions demonstrate that we continue to make progress towards our aspirational clean electricity goal, as well as meeting our customers' needs now and into the future. To achieve our aspirational clean electricity goal, we continue to expect that energy storage and other technologies, which are either not currently available or are not cost-effective under the lowest reasonable cost regulatory standard, will advance such that it will allow us to meet our goals while also maintaining reliability and affordability for our customers. If the required technology is not available or not affordable in the future, we may not meet our goal in the desired timeframe. Meeting our aspirational clean electricity goal may also require accommodation from regulatory agencies.

For additional information regarding Avista's aspirational clean electricity goals, scenario constraints, and assumptions, please refer to our [2025 Electric IRP](#) and our most recent [Annual Report](#).

SYSTEM AND STATE CLEAN ENERGY RATIOS COMPARED TO LOAD



SELECT HIGHLIGHTS OF THE 2025 IRP NEAR-TERM PRS:

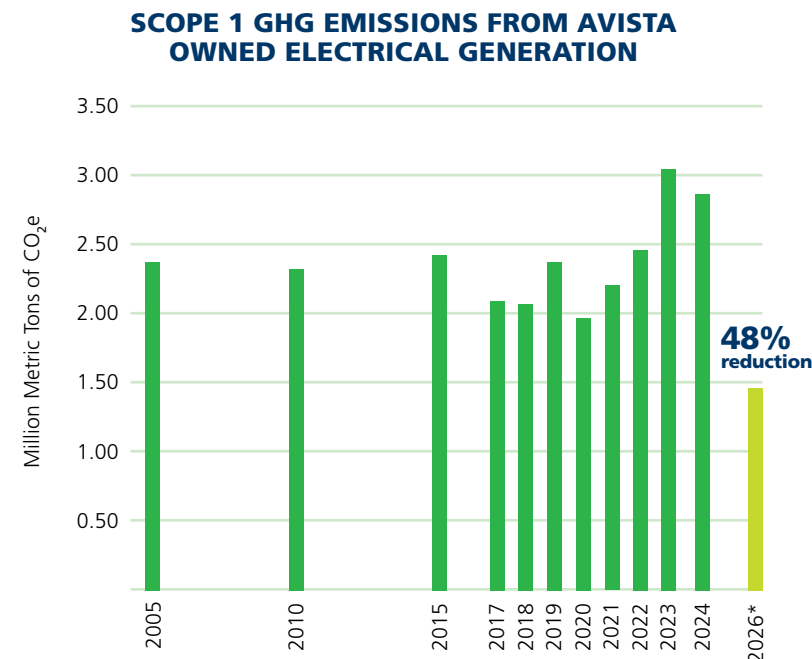
- 
2025
 Exit Colstrip Units 3 & 4 -222 MW of baseload coal generation
- 
2029
 Add new Northwest wind energy +200 MW of renewables
- 
2030
 Add additional Northwest wind energy +200 MW of renewables
- 
2031
 Add new Montana wind energy +100 MW of renewables
- 
2031
 Add additional Northwest wind energy +100 MW renewables
- 
2032
 Add additional Montana wind energy +100 MW renewables
- 
2033
 Add new Northwest wind energy +157 MW renewables
- 
2045
 Greenhouse gas emission reductions of 82% from the 5-year average level (2019–2023)

Coal Generation Exiting Avista's Generation Portfolio

The Colstrip plant, located in eastern Montana, consists of two coal-fired steam plants (Units 3 & 4). Avista currently owns 15% of Units 3 & 4. Avista's share of Colstrip has a maximum net capacity of 222 MW and represents our only coal-fired generation resource. Beginning on December 31, 2025, our ownership of Colstrip will be transferred to Northwestern Energy and therefore will no longer serve Avista customers. NorthWestern will assume all of Avista's Colstrip ownership along with its related interest in the plant, plant equipment, rights, and obligations.³

Avista's exit from the Colstrip plant will significantly reduce our Scope 1 greenhouse gas (GHG) emissions from Company-owned electrical generation. In 2024, Colstrip generation accounted for approximately 48% of these Scope 1 GHG emissions. The chart to the right highlights the impact of this Colstrip exit agreement on our GHG emissions.

Emissions Year	Scope 1 Company Owned Emissions
2005	2.37
2010	2.32
2015	2.42
2017	2.09
2018	2.07
2019	2.37
2020	1.97
2021	2.20
2022	2.46
2023	3.04
2024	2.86
2026*	1.48



*This emissions graph is not a complete representation of our forecasted greenhouse gas emissions' trajectory, as the 2026 figure is for illustrative purposes only. The 2026 illustrative figure is based on the Company's 2024 Scope 1 GHG emissions from owned electrical generation resources and removing 2024 Colstrip Units 3 & 4 emissions for 2026. This emissions graph does not include forecasted energy efficiency and demand response, changes to our generation resources or changes to customer load, and regional emission forecasts as detailed in the Company's [2025 Electric IRP](#).



"This transaction is the result of several years of work and discussions among all owners of Colstrip, through which we have looked for commercial solutions that would allow Avista and others to exit Colstrip by the end of 2025, while also meeting the needs of other owners and stakeholders, including NorthWestern and the state of Montana. Avista has been in Montana for decades and will be in Montana long after its exit from Colstrip is completed; thus, it was important to us that

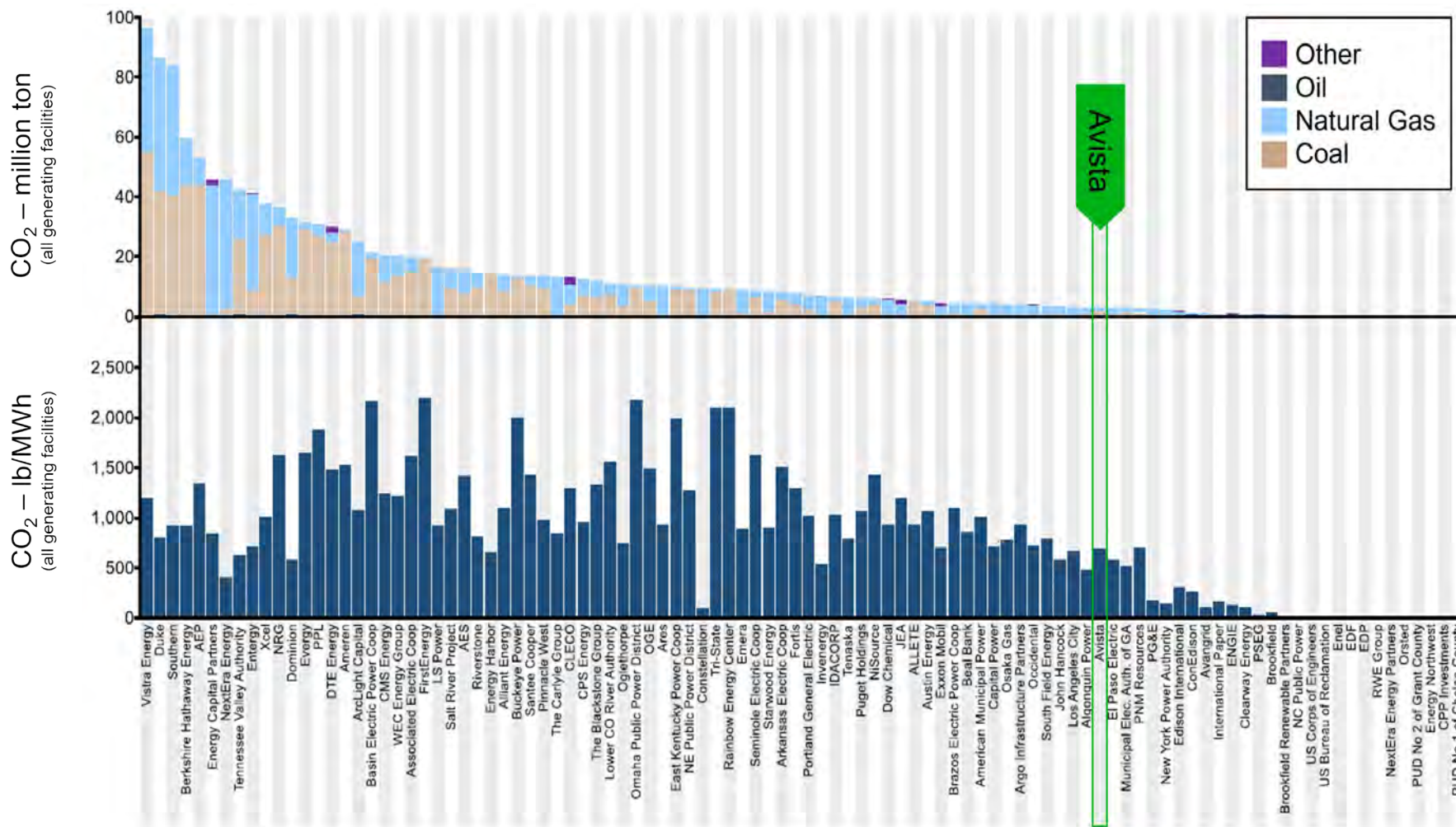
any agreement regarding Colstrip address the needs of Montanans in addition to the needs of our customers and the interests of the states we serve. It is indicative of our commitment to Montana that we have previously committed to contribute \$3 million for the betterment of the Colstrip community's future."

—Jason Thackston, Avista's Senior Vice President
Growth, Energy Policy, and External Relations

³ Please see Avista's [2024 Annual Report](#), Note 22 of the Notes to Consolidated Financial Statements, for further details regarding this agreement.

AIR EMISSIONS OF THE 100 LARGEST ELECTRIC POWER PRODUCERS IN THE U.S.

CO₂: 2022 total emissions and emission rates



Benchmarking Air Emissions of the 100 Largest Electric Power Producers in the United States (November 2024) www.ceres.org



Renewable Energy Credits (RECs)

Avista is subject to the Washington State Energy Independence Act, a renewable portfolio standard (RPS). This RPS requires us to obtain a portion of our electricity from qualifying renewable resources or through purchase of RECs. A REC is a market-based instrument that represents the property rights to the environmental, social, and other non-power attributes of renewable electricity generation and are issued when one megawatt-hour (MWh) of electricity is generated and delivered to the electricity grid from a renewable energy resource.⁴

From our qualifying Company-owned generation and contracted power purchase agreements, we are awarded RECs each year based on the amount of renewable energy that we generate and acquire. A portion of these RECs are retained to comply with Washington State's RPS, while the remaining RECs are sold into the open market to offset electricity costs, which is especially important as a way to minimize rate impacts on our customers as we transition to cleaner electricity.

As we sell RECs into the open market to lower the costs of providing electricity to our customers, we cannot claim all the environmental, social, and other non-power attributes of our renewable electricity. Our overall generation resource mix, calculated by generation potential, does not represent the actual amount or source of electricity delivered to our customers due to proper REC accounting rules. For additional information and yearly Avista fuel mix disclosure reports, please visit the Washington State Department of Commerce [Fuel Mix Disclosure Site](#).

⁴ Renewable Energy Certificates (RECs) definition provided by the United States Environmental Protection Agency.



MY CLEAN ENERGY PROGRAM

Lower your carbon footprint by joining

[My Clean Energy:](#)

- It is affordable—green your electricity for as little as \$.01 per kWh
- It is for everyone—whether you rent or own
- No contracts required—start or cancel at anytime

What is My Clean Energy?

An optional solution that offers all Avista electric customers an opportunity to participate directly in the benefits of renewable energy. Participants can green their electricity use with emission offsets that come from either regional or national clean electricity projects. Each option provides the opportunity to offset some or all the carbon associated with electric usage depending on the level of participation. Contributions go towards the purchase of Renewable Energy Credits (RECs) with a mix of wind, solar and other clean generation sources.

Aspirational Natural Gas Goal

Our aspirational natural gas goal is to be carbon neutral by 2045. This aspirational goal demonstrates that our vision of a clean energy future encompasses both electric and natural gas resources.

Natural gas has played a key role in reducing greenhouse gas emissions in the United States as electrical power plants have converted from coal to cleaner burning natural gas. In addition, the direct use of natural gas by customers in their homes is a more efficient use of energy as compared to its use for generating electricity to meet the same need. And when compared to burning wood, heating oil and other combustible fuel sources, natural gas emits fewer air pollutants. While natural gas may be a cleaner fuel than some other sources, we recognize there is an opportunity to further improve and lower our natural gas emissions going forward.

We have developed a strategy for carbon reduction from our natural gas operations and have identified several pathways to get us there. The three primary pathways included in our strategy are:

- **Diversify and transition from conventional fossil fuel natural gas to renewable natural gas (RNG), hydrogen, and other renewable biofuels**
- **Reduce consumption via conservation, energy efficiency, and new technologies**
- **Purchase carbon offsets as necessary**

Avista remains committed to meeting the needs for reliable and affordable energy while advancing environmental stewardship, and our actions demonstrate these values. To help achieve our aspirational goal and to reduce our carbon emissions from our natural gas operations, we have been actively pursuing renewable natural gas (RNG) projects in alignment with our strategies.

RNG is derived from organic waste streams that would otherwise release methane to the environment as they decompose. These sources include, for example, landfills, wastewater treatment plants and food waste. RNG is produced by capturing that methane that would otherwise escape to the atmosphere and purifying it to make it similar to conventional natural gas. Avista has recently entered into long-term purchase agreements to acquire the environmental attributes associated with the produced RNG from the following regional and national projects on behalf of our customers:

- **Horn Rapids Landfill (Richland, WA)—projects producing 1.0 million annual therms of RNG**
- **Blackhawk Landfill (Waterloo, IA)—project producing 2.4 million annual therms of RNG**
- **Bayview Landfill (Elberta, UT)—project producing 2.2 million annual therms of RNG**
- **Quad Cities Landfill (Milan, IL)—project producing 3.0 million annual therms of RNG**

In all, Avista has contracted for the Renewable Thermal Certificates (RTCs) associated with these 8.6 million therms of produced RNG on an annual basis from these landfill projects, which is equivalent to the annual amount of natural gas used by approximately 11,000 of our customers.

Like Avista's Electric IRP, our [Natural Gas IRP](#) shapes our natural gas procurement strategy, resulting in a Preferred Resource Strategy (PRS) to meet system energy demand and emissions compliance legislation over the next twenty years. This PRS addresses the resources available to meet our customers' natural gas needs across our service territories and how we will meet emissions compliance legislation as well.



The current natural gas IRP demonstrates that Avista can meet expected state loads, including in Idaho where customer growth is highest, in step with a low carbon transition. This PRS is an important step to ensure that Avista continues delivering reliable natural gas service to our customers.

As with reductions in emissions associated with our aspirational clean electricity goal, reaching our aspirational natural gas goal will require further improvements in costs, technology, and reliability associated with renewable fuels and hydrogen. If these required improvements are not realized or not affordable in the future, we may not meet our aspirational goal in the desired timeframe. Meeting our aspirational natural gas goal may also require accommodation from regulatory agencies insofar as we may need to acquire carbon offsets to meet our aspirational goal.

The natural gas industry has served a vital and essential role in delivering reliable and affordable energy to millions of customers, businesses and industries throughout our country and the world. This industry has evolved and will need to continue evolving to meet the real climate change challenges confronting us all.

We will continue to engage in collaborative, solutions-oriented discussions with stakeholders to highlight the importance of maintaining our pipeline assets and fuels as a reliable, affordable consumer choice and as a valuable resource for handling our region's peak energy demand. We anticipate natural gas will be a vital part of our energy mix as we continue our transition to a lower carbon future, and both [our electric and natural gas IRPs](#) demonstrate the role of natural gas in serving our customers and communities into the future.

Renewable Natural Gas Program for Customers

For our customers who are looking to offset the carbon footprint associated with their natural gas usage, we offer a voluntary RNG program. Subscribers to this program can purchase RNG blocks in monthly increments of five dollars. Each RNG block is comprised of Renewable Thermal Certificates (RTCs), which represent the environmental attributes associated with RNG and serves as evidence that the natural gas originated from renewable resources. This option combines the environmental attributes of renewable energy with the reliability of natural gas to meet the needs of our customers. By investing in renewable energy projects like this voluntary RNG Program, Avista and our customers are leading the energy transformation towards a lower carbon future. For more information regarding our voluntary customer RNG program, [visit us online](#).

2

Engaging in collaborative climate policy development to promote equitable solutions to the low carbon transition while preserving the safety, reliability, and affordability of energy for our customers and local communities.

Our North Star

At Avista, we strive to be an innovative, community-based, essential energy company committed to compassionately serving our customers with sustainable solutions, while delivering competitive returns. In pursuit of this north star, our mission is to enable vibrant communities through safe, responsible, and affordable energy, by putting those we serve at the center of everything we do. As part of these commitments, we have carefully considered how our business intersects with the environment for decades, as witnessed by our strong environmental record and as one of the cleanest power producers in the country. Our aspirational clean energy goals are another important step in environmental stewardship while meeting the energy needs of our customers.

All of us play a role in addressing climate change and being good stewards of our shared natural resources. As part of this effort, we will continue to work together with our customers, communities and other stakeholders toward a lower carbon future while keeping our system safe, affordable, and reliable while considering the economic impacts to our customers and local communities.

Climate Policy Engagement

With the growing emphasis on climate change and demands for action, we are witnessing numerous, and at times, competing measures arising from consumer advocacy groups, environmental groups, federal, state, and local government positions and legislative actions that may affect Avista, and the energy prices paid by our customers.

Through active monitoring and engagement of these emerging issues, we seek to best represent our stakeholders' interests to ensure that proposed solutions do not adversely impact one stakeholder for the benefit of another or result in required actions that do not represent cost effective solutions for our customers.

Multiple departments within Avista actively work to mitigate risks and pursue opportunities related to climate change and the transition towards a low carbon future. Climate change adds uncertainty to existing risks that we have historically managed and mitigated. These efforts are reflected in our electric and natural gas operations and investments in assets and asset reliability and resiliency across the Company's operations.

Our Power Supply staff, as a regular course of business, monitor items such as snowpack and broader precipitation conditions, patterns and modeled or predicted climate change scenarios. These and other assessments are incorporated into [our IRP processes](#). Environmental Affairs, Governmental Affairs, and other departments monitor policy and regulatory developments that may relate to climate change to engage these efforts constructively and prepare for compliance matters. [Avista's Wildfire Resiliency Plan](#) was also developed to mitigate the increased wildfire risk associated with climate change.

Avista's Integrated Planning and Clean Energy department further aids the Company in managing these complex issues related to climate change. Among other things, the department analyzes policy impacts, anticipates opportunities, and evaluates relevant strategies for Avista in the creation of a holistic system infrastructure plan; supports recommendations on climate related policy positions and action plans; and provides clean energy implementation plan directions and oversight with respect to our aspirational clean energy goals.

In addition to engaging in regulatory and legislative policy making regarding climate change policies, we are also preparing for future opportunities related to innovations in electric transportation, distributed generation, and more; all of which can help further reduce our carbon footprint and the carbon footprint of our customers and communities as well.



In representing the interests of our customers and communities, we strive for collaborative and respectful interactions with stakeholders during these important climate policy development discussions. This is especially important when proposed measures have a direct bearing on future costs of our customers' energy. We are there to ensure that all parties recognize the economic realities facing our customers and communities.

Going forward, we will continue to keep our same focus and commitments by placing the interests of our customers and communities at the forefront of our business as we engage in climate policy making. Our approach today is consistent with the way we have done business for over 135 years. We believe that all of us play a role in finding solutions to these complex issues, and that innovation and collaboration will remain key strategies as we progress towards our collective goals around climate change.

Integrated Resource Plan (IRP)

Avista's Integrated Resource Plan (IRP) for electric and natural gas services guides our energy resource acquisition strategies over a 20-year planning horizon. It is also key part of how we plan for and determine how to meet the future energy needs of our customers in a reliable and cost-effective manner. A Technical Advisory Committee (TAC) guides the development of the IRPs. TAC members include customers, Avista staff, consumer advocates, academics, utility peers, government agencies, environmental groups, public utility commission staff and other interested parties.

The TAC provides significant input on modeling, resource assumptions and the general direction of the planning process. Public participation is an important part of the IRP development process. The experience of this group provides a robust forum for the exchange of ideas and discussion of issues and risks that affect the planning process. Regulators ensure that reliability, environmental impact, conservation, efficiency, and cost are factored into the IRP forecasting and the decisions that we implement to support our customers and communities.

3

Driving innovation and technology advancements for the developing dynamic energy ecosystem to support new sustainable products and services.



Eco-District

Avista set out to create “the five smartest blocks in the world” by creating a place to partner with others to reimagine our energy future, and advance energy innovation. The resulting **Eco-District**, anchored by the Scott Morris Center for Energy Innovation and the Catalyst building, are intended to show the utility industry—and the world—what’s possible.

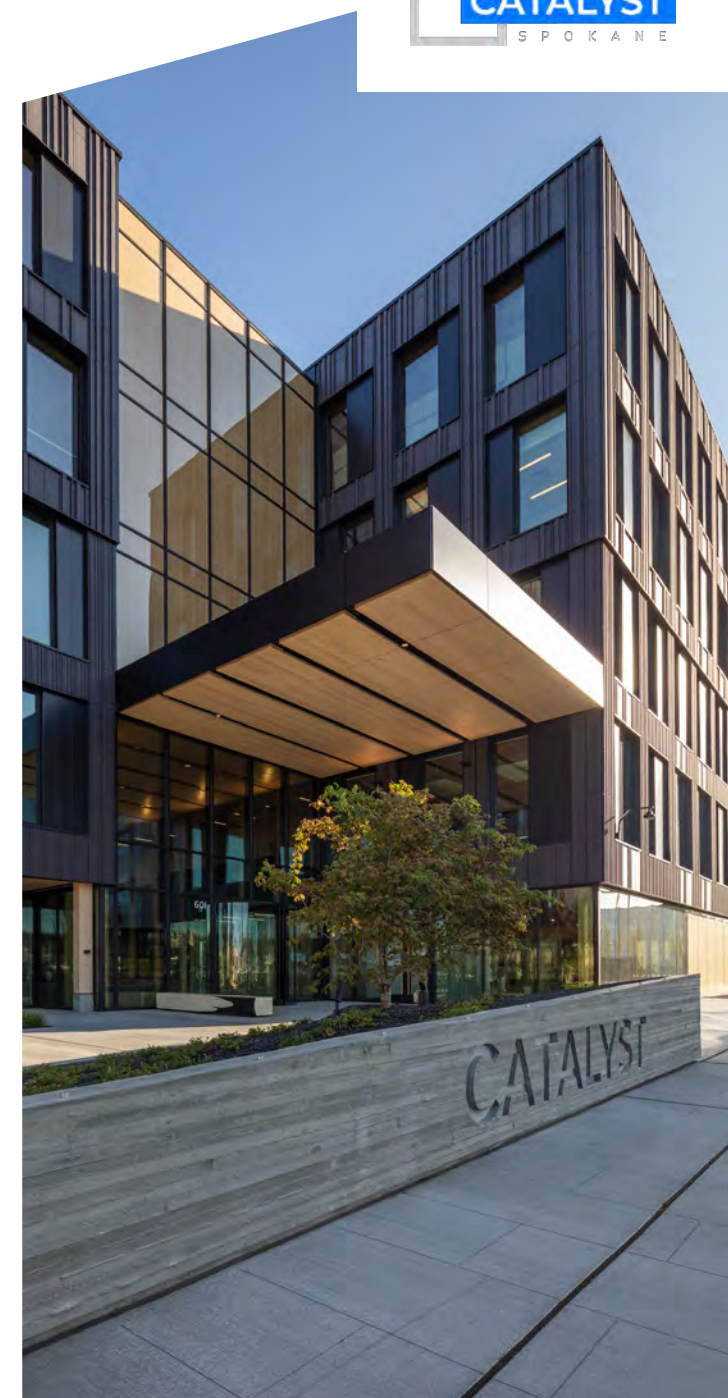
Most buildings are constructed one at a time, each with a dedicated heating and cooling system and their own connection to the grid. But Avista and partner McKinstry are evaluating a new shared energy model, called an Eco-District, where a centralized heating, cooling and electrical system can serve the energy needs of a group of buildings.

The heart of the Eco-District is the central energy plant. Within the plant, heating and cooling systems are coordinated with on-site solar panels, battery and thermal storage, plus thousands of sensors throughout the buildings to track its conditions in real-time.

The adjacent Catalyst building, and the Morris Center have been designed from the ground up to interact with each other. They “talk” to each other and with the energy grid. When building operators and utilities share information, they can actively manage energy to maximize the building efficiency and make the best use of the grid—all while keeping the building’s occupants comfortable.

The Eco-District acts as a living laboratory, where we can test ideas and gain insights that can help Avista provide reliable, clean, and affordable energy for our customers. For example, at night, when energy usage is low, the Eco-District can pull energy from the grid to recharge onsite batteries and thermal storage tanks at times when there is excess grid capacity. This energy is stored and used to operate the building when energy demand is high. Such flexibility lets the utility make the best use of the existing grid.

Ultimately, the Eco-District will enable us to innovate about how best to share energy. What we learn could not only shape how the grid of the future will operate, but also may provide a transformative new model for the entire utility industry. This effort demonstrates Avista’s commitment to investing in bold ideas, new technologies and innovative partnerships to leverage the grid in new ways for a more sustainable energy future.

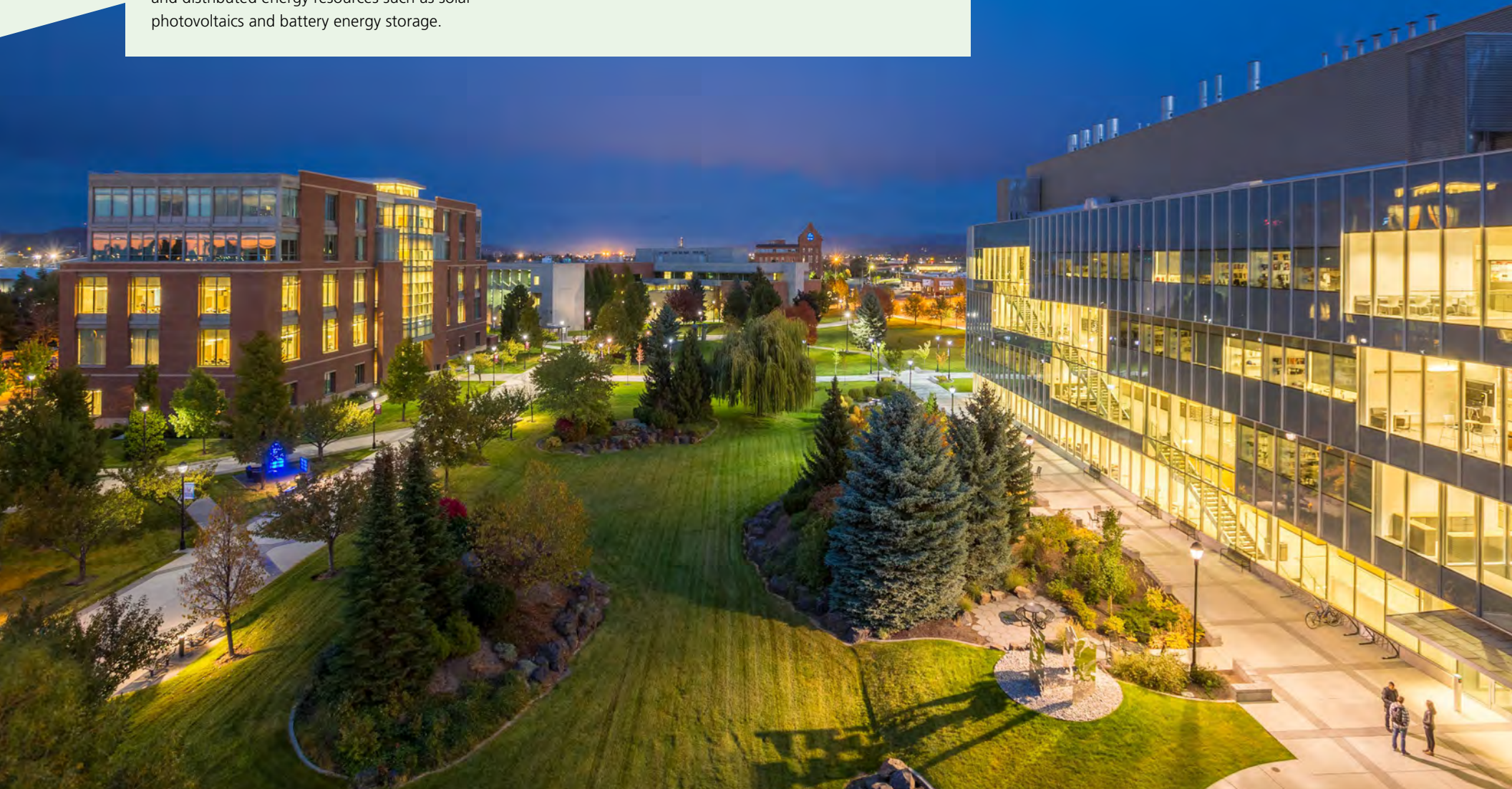




Connected Communities Demonstration Project

Building on the concept of the Eco-District, the Connected Communities program in Spokane expands the shared energy concept to include a participation model for all customers. Funded in part by a grant from the U.S. Department of Energy, it aims to demonstrate regional and local grid benefits through a mix of grid-interactive efficient buildings, energy efficiency programs, residential thermostats, and distributed energy resources such as solar photovoltaics and battery energy storage.

Program assets will be aggregated to serve as a Virtual Power Plant (VPP) for demand response during times of high system demand, or controlled to serve as a non-wires solution for distributed capacity when the local grid is stressed. Project partners include Avista, Edo, McKinstry, Pacific Northwest National Laboratory, Open Energy Solutions, Washington State University and Urbanova.





Avista Energy Innovation Lab

Housed within the Scott Morris Center for Energy Innovation, Avista's Energy Innovation Lab is unlocking new capabilities for the utility. Leveraging a real-time grid simulator, the lab enables rapid testing and validation of emerging technologies—accelerating the pace of innovation. It also provides Avista employees with hands-on experience, equipping our workforce with the skills needed to safely and reliably deploy advanced grid solutions. These efforts reinforce Avista's position as a forward-thinking leader in the energy industry.



Edo

Avista and McKinstry launched **Edo** as a joint venture combining more than two hundred years of expertise to deliver on the promise of grid-integrated buildings. With commercial customers usually paying higher rates than residential customers, and commercial buildings consuming significantly more energy, there are many opportunities to optimize facility performance, increase energy efficiency and save costs. By analyzing facility operational and grid data together, Edo looks to deliver support and technology solutions needed to create a synchronized, optimized platform that spans both sides of the meter.

By understanding and demonstrating how commercial buildings can operate more efficiently in tandem with the grid, it unlocks the possibility of saving energy and costs for owners and may help utilities to relieve stress on distribution feeders and substations, leverage distributed energy and storage resources and become a grid-flexible asset.

Energy efficiency and grid-flexible assets are key to decarbonizing our electricity system and reducing our collective greenhouse gas emissions. Edo's partnership model aims to unlock rapid innovation towards the grid of the future, creating an energy system that is reliable, equitable, and carbon-free. This is just another example of how Avista is working to grow our business, leverage our history of innovation and enable our clean energy commitments.





Energy Impact Partners

Collaboration is a key strategy that we employ to leverage the experience and technical expertise across a broader range of companies. Illustrative of this approach is our partnership with Energy Impact Partners (EIP) to further develop leading-edge energy solutions. EIP seeks to bring the best companies, experiences, and vision in the energy industry to tackle the issues around our emerging energy landscape. Key focus areas include energy efficiency, sustainable generation, energy storage, connected devices, big data and software solutions, and energy management.

In working with EIP and their coalition of other progressive utilities, we ensure that innovation remains firmly at the core of our business as we continue to drive technology advancements with the goal of increasing energy efficiency for our customers and communities and reducing emissions as we transition to a lower carbon future. EIP is focused on achieving the largest possible near-term environmental impact by identifying innovative solutions that can be immediately adopted within their utility partners' operations to drive progress and enable other industries to accelerate decarbonization.

EIP is also committed to driving transparency, inclusion, and collaboration throughout the venture capital industry in addition to accelerating the clean energy transition. Visit [Energy Impact Partners](#) online to learn how they are leading the energy transition towards a cleaner, better energy future.

Energy Capital Ventures

Energy Capital Ventures (ECV) is an early-stage venture fund focusing on the sustainability and resiliency of the natural gas industry. As a founding strategic limited partner, Avista is supporting and enabling the innovation of other companies that could bring new technologies to market to help advance low carbon solutions for our energy industry.

ECV invests in companies and technologies that advance the sustainability and resiliency of natural gas by advancing carbon-cutting priorities such as renewable natural gas, hydrogen, methane capture and detection, carbon capture and sequestration, decarbonization, energy efficiency, advanced gas infrastructure, heat pumps, and the utility of the future, among others.

Our collaborative partnership and investments with ECV and their partners further reinforce our ongoing commitments to support and enable emerging clean technologies on the natural gas side of our business as well. Together, we can move forward toward the clean energy future we all want.

Visit [Energy Capital Ventures](#) online to learn how they are bringing the latest innovations and technological advancements to our energy industry.

Renewable Natural Gas and Hydrogen

We are actively preparing for new technologies and energy sources on the natural gas side of our business. Renewable natural gas (RNG) is being analyzed as a near-term supply resource for our natural gas local distribution company (LDC). RNG typically refers to a mixture of gases produced by the biological breakdown of organic matter in the absence of oxygen and may be produced by

anaerobic digestion or fermentation of biodegradable materials such as wood biomass, manure or sewage, municipal waste, green waste, and energy crops.

Regardless of the type of RNG, the captured methane gas yields substantial greenhouse gas emissions savings and is considered a renewable energy resource. Once processed, RNG can be used by boilers for heat, as power generation, compressed natural gas vehicles for transportation or directly injected into the natural gas grid for customer end use. RNG increasingly becomes a cost-effective supply resource when located within our natural gas LDC area as this proximity reduces siting, infrastructure, and transportation related costs.

Hydrogen is another fuel source with potential to help solve our future energy needs. While hydrogen remains a longer-term supply resource option for our natural gas LDC, expanding renewable electricity production to create green hydrogen is moving from concept to market throughout the world. Further, green hydrogen can be combined with a carbon dioxide source to produce methane, referred to as methanation, and then injected in the natural gas grid for customer end use—a process known as power to gas. This process can also be used for seasonal energy storage needs.

Avista continues to analyze and prepare for these emerging technologies on the natural gas side of our business. For additional information, please see Chapter 6 of our [2025 Natural Gas IRP](#). We view RNG and hydrogen as an important component of our aspirational natural gas goal and corporate clean energy strategies moving forward. These emerging technologies will provide our customers with low carbon fuel choices, delivered seamlessly through our existing natural gas system.



4

Leading with energy efficiency, conservation, electrification, and other system upgrades to increase business value from operational improvements while lowering our carbon footprint.

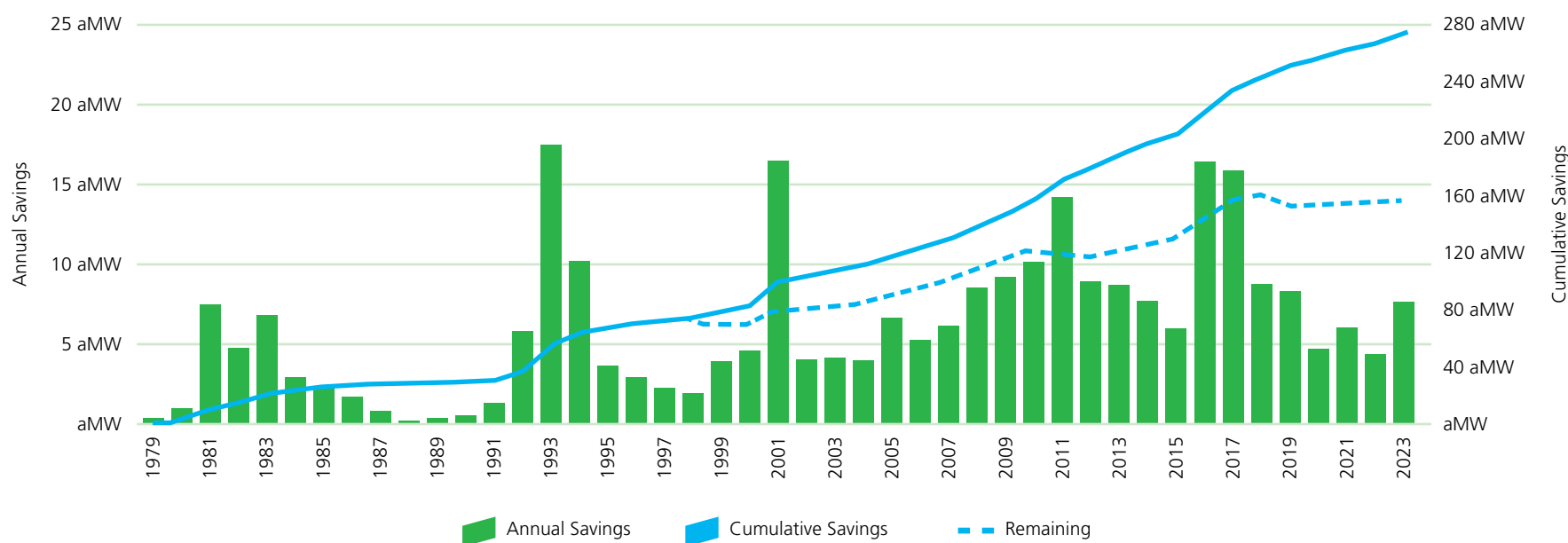
Electric Energy Efficiency

We began offering energy efficiency and conservation programs to our electrical customers back in 1978. These programs are cost effective strategies to reduce customer's usage within the prevailing market and economic conditions. Recent programs with the highest impacts on electrical savings include residential and non-residential prescriptive lighting, residential fuel efficiency, site specific lighting, and small business projects.

The chart below illustrates Avista's historical electric conservation acquisitions. Avista has acquired 266 aMW of energy efficiency since 1978; however, the 18-year average measured life of the conservation portfolio means some measures are no longer reducing load. The 18-year measured life accounts for the difference between the cumulative and online trajectories. Currently 155 aMW of electrical energy efficiency is benefiting our customers.

This 155 aMW of energy efficiency programs reduce our current customer electrical loads by nearly 11.2% in 2024. In addition, we are avoiding the associated greenhouse gas emissions of these avoided 155 aMW of electrical generation due to the energy efficiency and conservation actions of our electrical customers.

HISTORICAL ELECTRIC CONSERVATION ACQUISITIONS



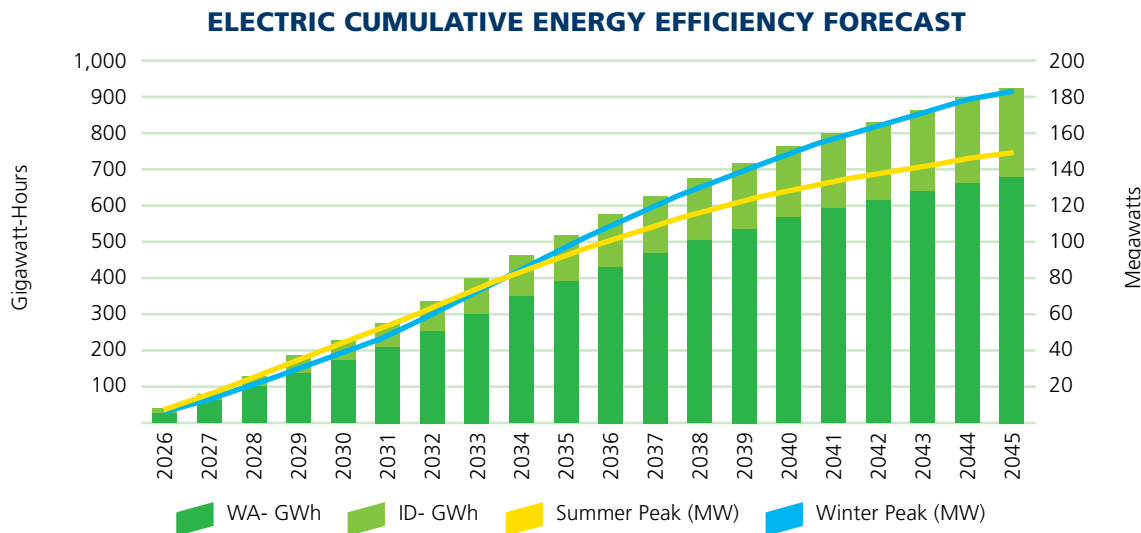
Going forward, Avista's preferred resource strategy forecasts 695 cumulative gigawatt-hours are saved through energy efficiency programs between 2024 and 2045, illustrated in the chart to the right. This translates to meeting 27% of our future load growth through energy efficiency and conservation measures, thereby reducing our customer loads by 85 aMW through 2045.

Natural Gas Energy Efficiency

On the natural gas side of our business, we are similarly committed to offering energy efficiency and conservation programs to our natural gas customers. These programs are economically feasible strategies to reduce customer's usage of natural gas. We began offering natural gas energy efficiency programs in 1995 including prescriptive standard offerings and site-specific offerings.

Avista's prescriptive programs provide cash incentives for standardized products such as the installation of qualifying high-efficiency heating equipment, building weatherization, smart controls, and data informed approaches to saving energy. Recent energy efficiency program expansion includes additional programs such as On-Bill Repayment, Home Energy Audits, and incentives offered through midstream channels. Over the years, Avista has seen the most significant impacts in the residential market with the installation of high efficiency HVAC measures, such as furnaces, tanked and tankless water heaters, and the use of smart thermostats. These programs have historically produced the highest levels of energy efficiency; however, we strive to continue offering programs appealing to all customer segments.

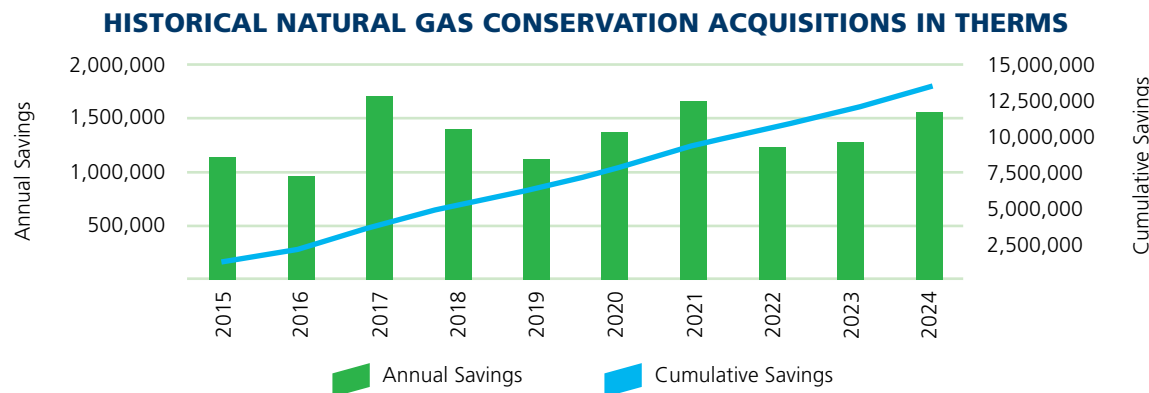
Our site-specific programs are comprehensive offerings for our non-residential customers. Avista's Account Executives collaborate with our



non-residential customers to identify opportunities, determine potential energy and cost savings and estimate incentives for participation. Other delivery methods build off these approaches and may include upstream buy downs of low-cost measures, free-to-customer direct install programs, and coordination with regional entities for market transformation efforts. With the introduction of the House Bill 1444 in Washington, known as the Clean Buildings Act, we anticipate more non-residential

programs and increased energy efficiency participation in the future.

The chart below illustrates our natural gas conservation acquisitions over the past ten years. With over 13 million cumulative therms of natural gas consumption avoided through energy efficiency measures, our customers are not only benefiting from lower energy usage, but we have also eliminated their associated greenhouse gas emissions as well.



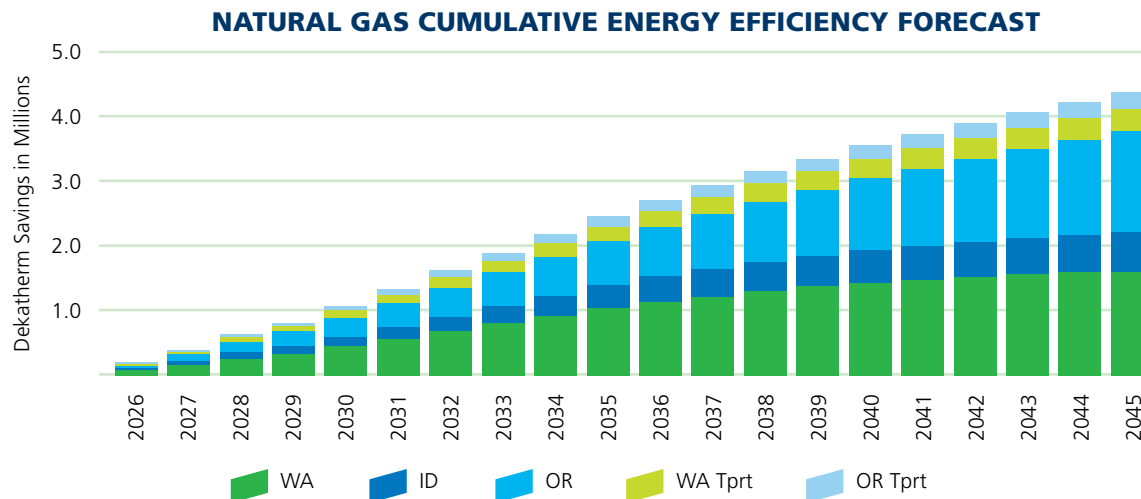
Going forward, Avista’s natural gas preferred resource strategy forecasts over 4.35 million dekatherms of cumulative savings through energy efficiency programs between 2026 and 2045, illustrated by the chart to the right. This translates to energy efficiency measures reducing future customer natural gas demand by 18.5% in Oregon, 11% in Washington, and 4% in Idaho. See Chapter 4 of the [2025 Natural Gas IRP](#) for additional details regarding forecasted energy efficiency programs and their planning analysis for Washington, Idaho, and Oregon.

Facilities Management

We like to practice what we preach. Avista also participates in energy efficiency efforts and conservation measures within our own operations. Over the past decade, we have implemented numerous best practice energy efficiency and conservation measures to reduce our facilities’ energy consumption and reduce these associated greenhouse gas emissions.

These energy efficiency and conservation projects across our facilities include lighting retrofit projects, HVAC system replacements, new building control technology, automated energy management products, enhanced roofing and wall insulation and better insulated windows that reduce energy loss through the envelope of the building. At our main corporate campus, we replaced our 50-year-old HVAC system with a closed groundwater heat exchange loop system and reinjection wells. The result of this and other energy efficiency projects has been a 60% reduction in our energy usage and an 80% reduction in our water use at our main corporate campus.

The table to the bottom right lists the total annual and cumulative annual energy savings realized over the past ten years as a result of our implemented energy conservation projects. The realized



1.71 million kWh of energy currently being saved each year represent those energy conservation measures that qualified for and received energy efficiency savings rebates. During this same timeframe, we implemented numerous additional energy efficiency and conservation measures that while they did not qualify for the prescriptive energy efficiency savings rebates, they nonetheless realized and continue to realize even more energy savings for Avista’s facilities than is listed in the table.

These efforts have been recognized by various organizations for our energy savings and energy efficient operations including, LEED Gold for existing buildings certification, Energy Star rating, and the Building Owners and Managers Association BOMA 360 designation. Our main office building earned an Energy Star rating of 99, which places us in the nation’s top 1% for energy efficiency building design and operations.

At a growing number of our facilities, we have also been busy installing electric vehicle charging stations—an investment that will encourage the transition to electric vehicles among our employees, help us prepare for the arrival of more

battery-powered vehicles in the decades to come, and help us capture the associated benefits of avoided greenhouse gas emissions. Learn more about our commitments around electric vehicles and our [Transportation Electrification Plan](#).

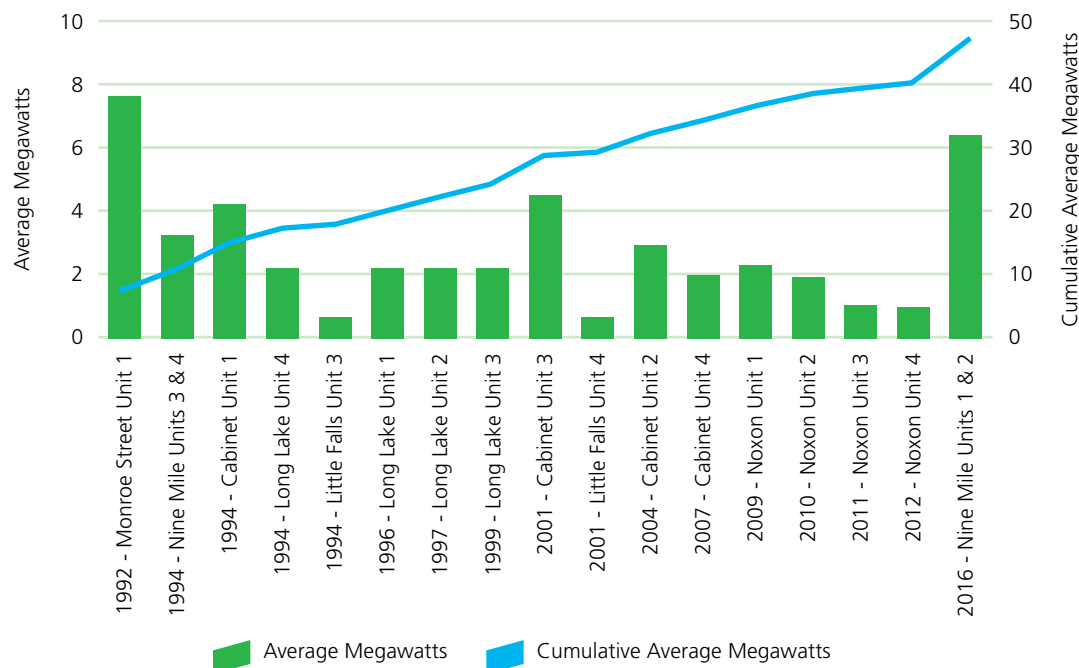
AVISTA FACILITIES MANAGEMENT ENERGY EFFICIENCY SAVINGS (IN KWH)

Year	Annual Savings	Cumulative Annual Savings
2015	86,128	86,128
2016	1,201,492	1,287,620
2017	203,957	1,491,577
2018	6,456	1,498,033
2019	30,726	1,528,759
2020	16,099	1,544,857
2021	27,437	1,572,294
2022	-	1,572,294
2023	118,125	1,690,419
2024	17,081	1,707,500



Renewable Energy Upgrades

Since our founding on clean, renewable hydro power in 1889, we continue to recognize the importance of our existing renewable energy projects, especially our hydroelectric projects, in positioning us towards our aspirational clean energy goals. While new renewable energy projects often get the most attention, we take considerable pride in the operation, maintenance, and plant upgrades that have been occurring at some of our hydroelectric plants, bringing additional clean renewable energy online for our customers. The figure below illustrates Avista's recent hydroelectric upgrades that have resulted in the addition of 46.8 aMW of zero emission hydroelectric renewable energy since 1992.



LED Streetlight Program

We have completed the installation of energy efficient LED streetlights across our electric service territory as part of our streetlight change out program. This program included the replacement of nearly 30,000 Company-owned streetlights with new high energy efficient LED lights. These new LED streetlights use about 50 percent less energy than the previous high pressure sodium lights and last two to three times longer as well, which will reduce operational and maintenance costs going forward.

Not only do these new LED streetlights provide more uniform light and improve nighttime visibility for motorists and pedestrians, but they also do not produce ultraviolet light which attract nocturnal insects. In addition, they do not contain toxic materials like mercury and are 100% recyclable.

The annual energy savings associated with this LED streetlight program are estimated to be over three megawatts each night. That is enough energy to power about 2,300 homes. In addition to the hundreds of thousands of dollars in energy savings and reduced maintenance costs for our customers and communities, we all benefit from the reduction of associated greenhouse gas emissions due to the lower energy use of these LED streetlights. To learn more about this program, please visit our [Street and Yard Light Program](#).

Green Fleet Program

To manage the impact of our fleet of vehicles on the environment and our local communities, we created a Green Fleet Program back in 2010. Our intent of the program was to research, invest in and implement cleaner vehicle technologies and practices that would serve as our foundation for a more sustainable fleet of the future.

Since then, we have managed our fleet resources in a manner consistent with these intentions with a sharp focus on emerging vehicle and equipment advancements, enhanced fuel options and further emission reduction opportunities and technologies to best align our operational and maintenance requirements, safety and performance objectives, and environmental considerations. Efforts from our initial Green Fleet Program include:

- Early adoption of plug-in hybrid electric vehicle (PHEV) and electric vehicle (EV) passenger vehicles to gain experience and information on the performance of electric vehicles and their possible fit within our fleet operations.

- Exploration of alternative vehicle fuel technologies including the use of compressed natural gas (CNG) and renewable diesel options.
- Implementation of electric battery powered components on larger fleet vehicles reducing engine idling at job sites: electric power take-off (ePTO) to power aerial booms on bucket trucks.
- Battery technologies to support exportable power for field equipment use.

In order to further enhance our environmental stewardship and reduction of vehicle emissions, we are working towards a commitment to convert a portion of the Company's light duty pickup trucks to fully electric vehicles. Recently, we placed our first group of current generation mid-sized electric SUVs and electric light duty pickup trucks into our field operations. Prices and availability of these electric vehicles were favorable, and field crew feedback to date has been positive. Our fleet electrification commitment is dependent on the continued development and availability of cost-effective electrified vehicles that will meet our utility fleet's operational requirements.

Our vehicle electrification commitments are also impacted by state zero emission vehicle (ZEV) goals. Both Washington and Oregon had adopted state-wide aggressive ZEV mandates as part of their collaboration with California and the California Air Resources Board (CARB). CARB had adopted under Section 177 of the Clean Air Act stricter emission standard regulations which both Washington and Oregon leveraged for their ZEV goals. However, the U.S. Congress recently revoked these CARB stricter emission standard regulations which also revoked the current legality of the Washington and Oregon ZEV goals. As such, and in support of our own fleet electrification commitment, we will continue to engage with our states' current and future requirements to comply with any potential ZEV mandates.

Another element of our Green Fleet Program is [CNG](#). We continue to support a portion of our fleet using CNG as a fuel in light duty trucks. When natural gas is compressed to less than 1% of its volume, it officially becomes CNG and may be used in place of gasoline and diesel. Avista has CNG refueling stations for our on-road compatible CNG fleet vehicles as well as our forklifts.



Commute Trip Reduction

As part of our commitment to reducing vehicle related emissions, improving air quality, avoiding traffic congestion, and minimizing energy consumption in our local communities, Avista actively promotes and manages a Commute Trip Reduction (CTR) program in collaboration with our local planning and transportation agency Commute Smart Northwest.

Since 1993, we have educated and encouraged employees to make informed decisions about reducing their “drive alone” miles to and from work and reducing the number of single occupant vehicles

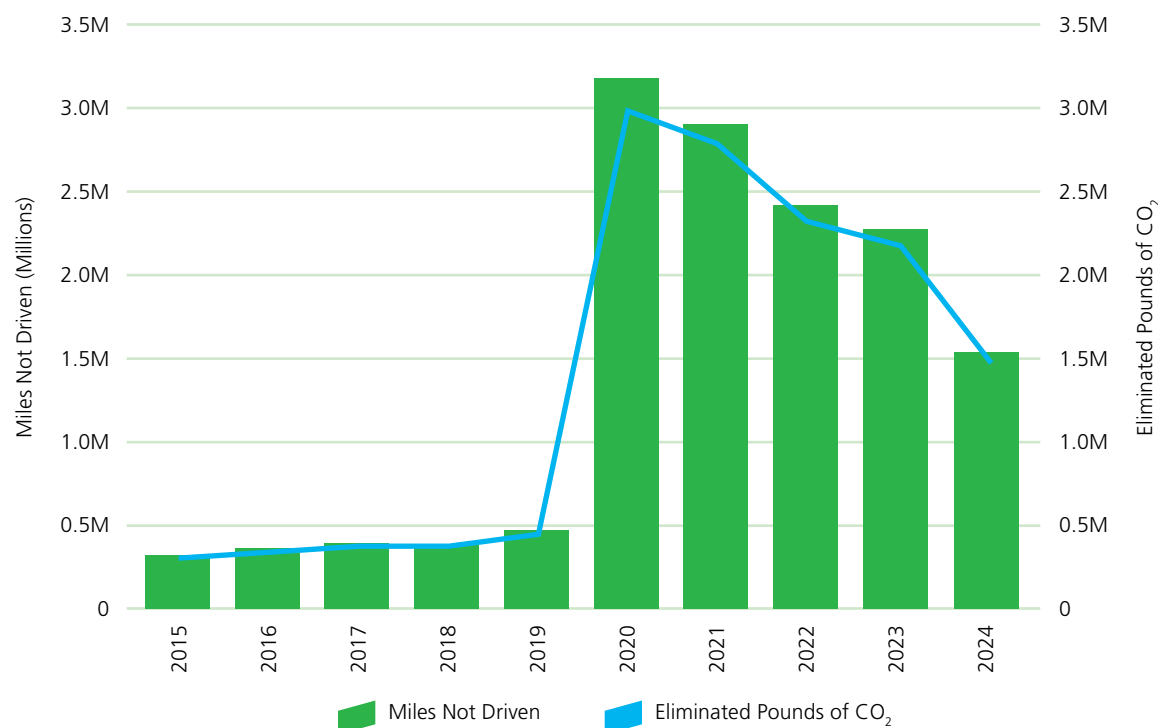
on our roads. Targeted commute reduction modalities include riding the bus, carpooling, vanpooling, bicycling, walking, tele-commuting, compressed work weeks and other flexible work schedules reducing the amount of mileage traveled by employees.

Through new hire training, CTR promotional events and regular outreach and employee recognition, our CTR program continues to attract participants and positively impacts our local environment. In 2019, our CTR program recorded its highest levels of avoided miles driven and eliminated pounds of carbon dioxide. Then the COVID-19 global pandemic struck.

Over the course of the COVID-19 Pandemic, more than 1,200 employees transitioned fully to work from home to reduce the spread of Covid, while still delivering safe, reliable energy to our customers. This resulted in 8,471,776 miles not driven and 8,132,906 eliminated pounds of carbon dioxide over 2020–2022. As Pandemic restrictions loosened and in-person work became safe again, we continue to offer flexible work schedules and hybrid work options which continue to positively impact our CTR efforts going forward.

Over the past 10 years, Avista’s Commute Trip Reduction program has eliminated over 13 Million Pounds of carbon dioxide emissions from our atmosphere.

AVISTA COMMUTE TRIP REDUCTION RESULTS



5

Improving the sustainability of our business practices and promoting environmental stewardship of our shared natural resources.



Our Commitment to Environmental Stewardship

Avista's environmental responsibility is as core to our business as the wires and pipes that deliver energy to our customers and the communities we serve. Environmental stewardship has long shaped our operations, and we are committed to conducting our business in ways that honor the integrity of the natural and cultural resources in the areas we serve.

To learn more about these commitments, please refer to our Environmental Policy: [Our Commitment to Environmental Stewardship](#).

Environmental Management System

Building from Our Commitment to Environmental Stewardship, Avista's Environmental Management System (EMS) serves as our management framework for delivering effective environmental compliance programs and operational results designed to protect and enhance our environment. We are committed to conducting our business in ways that honor

the integrity of the natural resources in the areas we serve.

Avista's EMS supports our Environmental Affairs department by providing a consistent, transparent, and actionable framework for managing the Company's environmental risks. Specifically, our EMS:

- Integrates with Avista's Enterprise Risk Management (ERM) program for the identification, tracking and evaluation of environmental risks and potential impacts both on the Company and on the environment.
- Aids in the prioritization of and resource allocation for our environmental and operational objectives and underlying strategies to mitigate these risks.
- Supports the development and management of environmental compliance programs to manage significant environmental risks.
- Enables a clear hierarchy of roles, responsibilities, and reporting obligations.
- Provides a transparent and consistent regulatory approach to meeting the specific environmental requirements through compliance management plans.
- Ensures best practices are adopted, incident learnings occur, and regular communication occurs between environmental compliance programs and operations.



- Facilitates general awareness training and progress updates regarding our environmental commitments and strategies.
- Provides consistent documentation and change management processes.

Within our environmental compliance program areas, our EMS framework incorporates compliance management plans and operational guides which are designed to support the underlying and specific regulatory requirements or legal operating agreements and conditions related to our environmental risk areas. It is important to note that the context for some of our environmental compliance program areas include long-term agreements with state and federal regulatory agencies, regional American Indian Tribes and other stakeholders that were collaboratively developed to reduce environmental risks and to achieve better outcomes than those prescribed solely by current regulatory requirements.

In addition to identifying and describing the actual compliance requirements or agreement provisions, these compliance management plans and related operational guides document the compliance related processes and procedures, roles and responsibilities, preventive and corrective controls, emergency procedures if applicable, monitoring and reporting requirements, training for competency and general awareness communication elements, internal review and assessment processes, and document identification, and records management.

EMS Governance

Avista's Board of Directors has established a committee to oversee environmental issues and to assess and manage environmental risks. Pursuant to its charter, the Environmental, Technology and Operations Committee (ETO) is responsible for the oversight of Avista's environmental policy, strategies and the development and implementation of its compliance management programs. The ETO Committee is also responsible to oversee environmental performance and responses to audit findings, and to oversee the development and implementation of programs, policies, and procedures with respect to the Company's clean energy objectives.

Avista's management team is responsible for the day-to-day operations and performance of its environmental objectives and risk management activities. The Company's Vice President, Energy Resources and Integrated Planning Officer is responsible to oversee the execution of the EMS. The Company's Director of Environmental Affairs is responsible for developing and implementing the EMS within the Environmental Affairs department to fulfill our environmental strategies, objectives, and risks management activities.

Program Managers within the Environmental Affairs department have specific areas of environmental compliance responsibilities and manage a staff of scientists, compliance personnel, and field and administrative personnel, among others. These Program Managers serve as the Company's subject matter experts and are responsible for the development and implementation of compliance management plans.

Per our EMS, compliance management plans identify environmental regulatory requirements and legal operating agreements and conditions, compliance processes and procedures, control and monitoring activities, training and communication activities, ongoing assessments, reporting obligations and identification, and tracking of related plan documentation. Program Managers are also responsible for monitoring and assessing regulatory changes, developing strategies for meeting compliance and operational objectives and for ensuring that Company employees meet compliance requirements through operating standards, training and communication, other operational guidance, inspections, and audits.

On a regular basis, representatives from Environmental Affairs or the Company's Integrated Planning and Clean Energy department will report on the performance of our aspirational clean energy goals and environmental issues to the ETO Committee, to another appropriate Board committee or to the full Avista Board. Additionally, environmental compliance audits and investigations and their outcomes are tracked and reported to the Audit Committee on a quarterly basis.



Environmental Risks

As an electric and natural gas utility covering 30,000 square miles across four Pacific Northwest states, we are subject to environmental regulation by federal, state, and local authorities. From our generating plants, electric transmission and natural gas pipeline corridors, electrical substations to our electric and natural gas distribution systems, our operations pose and are subject to environmental risks relating to climate change, air and water quality, waste management, habitat and biodiversity, threatened and endangered species, historic and cultural resources, and public access, among others.

Avista's Environmental Affairs department manages these environmental risks through two major compliance program focus areas: Environmental Compliance and Natural and Cultural Resource Management. By implementing our EMS framework and its underlying compliance management plans and operational guides, we manage our operations and facilities in ways that honor the integrity of the natural resources in the areas we serve.

Environmental Compliance:

- Climate Change
- Air Quality
- Water Management
- Waste Management and Recycling

Natural and Cultural Resource Management:

- Biodiversity Management
- Threatened and Endangered Species
- Historic and Cultural Resources
- Equitable Public Access

Environmental Compliance

Climate Change

Avista has carefully considered how our business intersects with the environment for decades, as witnessed by our strong environmental record and as one of the cleanest power producers in the country when it comes to greenhouse gas emissions. Regarding the global effort to reduce greenhouse gas emissions that contribute to climate change, we are starting from a position of strength, as our electrical generation capability is already comprised of 59% renewable energy as compared to the U.S. electric industry's generation capability of 28% renewable energy⁵.

Furthermore, our aspirational clean energy goals as highlighted earlier in this report, clearly demonstrate our commitments and strategies to continue and build upon our efforts to reduce greenhouse gas emissions across our business. In those jurisdictions in which we operate, there are numerous local initiatives, as well as state and federal legislative and regulatory measures concerning climate change that directly impact Avista today⁶. Specifically, the Washington State Legislature passed the Clean

Energy Transformation Act in 2019 requiring Washington electric utilities to:

- Eliminate coal generation to Washington customers by the end of 2025
- Supply Washington customers with carbon-neutral electricity by 2030
- Supply Washington customers with 100% carbon free electricity by 2045

Avista's [2025 Electric Integrated Resource Plan \(IRP\)](#) provides our generation resource strategy for the next 20 years based on reasonable low-cost options, reliability, and environmental requirements. As detailed in the IRP, our pathway towards our aspirational clean electricity goal includes the acquisition of additional renewable energy, the elimination of our only coal-fired thermal generating resource (Colstrip Units 3 & 4)⁷ from our portfolio, energy efficiency and conservation measures, and upgrades to our existing biomass plants.

Our aspirational natural gas goal highlighted earlier in this report, detail additional commitments and strategies to reduce greenhouse gas emissions across our business. Avista was a charter member of the EPA's Methane Challenge Program, reflecting our prior voluntary efforts to reduce natural gas fugitive emissions. As part of our aspirational natural gas goal, we are focusing on:

- Diversifying and transitioning from conventional fossil fuel natural gas to RNG, hydrogen and other renewable biofuels
- Reducing consumption through conservation, energy efficiency, and new technologies
- Purchasing carbon offsets as necessary

⁵ U.S. Energy Information Administration [2023 U.S. electric industry generation capability: Renewables 28%, Nuclear 8%, Coal 15%, Natural Gas 43% and Petroleum/Other 6%](#).

⁶ For additional information related to climate change-related state and federal legislative and regulatory actions that are applicable to Avista, please review our most recent [Annual Report](#) available online.

⁷ Please see Chapter 4 of the [2025 Avista Electric IRP](#) for additional details regarding Colstrip Units 3 & 4 exit from Avista's generation portfolio by 01/01/2026.



Throughout this Corporate Responsibility Report, we present commitments and strategies to reducing greenhouse gas emissions that contribute to climate change. Our actions, such as identifying and executing our aspirational clean energy goals, engaging in climate policy development, investing in smart-grid technologies and capabilities, completing energy efficiency projects within our facilities, growing our green fleet program, to reducing our employees' commute-related emissions, reflect a strong record of taking meaningful steps to combat climate change.

However, our climate change actions do not stop there. We are also responsible for the development of programs and resources for our customers and communities to leverage to further reduce our collective greenhouse gas emissions. In addition to taking proactive steps to reduce the carbon intensity of our energy products, we also provide conservation and energy efficiency products and services, optional renewable energy programs, distributed energy products and services and a robust electric transportation infrastructure program. Together, these customer and community facing features aid our region in reducing greenhouse gas emissions and mitigating the impacts of climate change.

In addition to these climate change-related actions documented in this Corporate Responsibility Report, we also prepare an annual report based on the Task Force on Climate-related Financial Disclosures (TCFD) framework. Our TCFD Report details how we manage climate change-related risks and opportunities, both in terms of managing and reducing our impacts to climate change, but also how we manage the effects of climate change on our Company's operations. We also disclose the Sustainability Accounting Standards Board (SASB) industry specific metrics as part of our annual TCFD report. For additional information concerning Avista's climate

change-related risks, opportunities, and metrics, please view Avista's [TCFD Report](#).

Air Quality

At the federal level, the Environmental Protection Agency's Clean Air Act (CAA) establishes the structure for regulating the discharge of air pollutants into the atmosphere. State and local agencies are delegated the lead authority for most applicable areas of CAA compliance. Our facilities that emit air pollution are subject to air quality operating permits issued by the appropriate jurisdictional agency. These permits describe the operating and periodic reporting requirements depending on type of facility; major stationary source (Title V), minor stationary source, or simple source registration permits.

Avista must also comply with rules set forth by other jurisdictional agencies which are intended to comprehensively control and reduce greenhouse gas emissions from the power sector. As part of our Environmental Management System, we have compliance programs in place to secure these permits, to operate and maintain our facilities in compliance with their permits and other agency rules and to conduct periodic reviews and audits of our facilities and operations to ensure ongoing compliance. These requirements can change over time as the CAA or other jurisdictional agency rules, or applicable implementing regulations are amended, and new permits are issued. We actively monitor legislative, regulatory, and other developments of the CAA and related agency programs that may impact our facilities.

Avista's commitments and progress towards our aspirational clean energy goals work in unison with the objectives of these clean air initiatives and compliance requirements. As we continue to move towards our aspirational 100% clean electricity goal, we are reducing our greenhouse gas emissions

and other related air pollutants such as Nitrogen Oxide (NOx), Sulfur Dioxide (SO2), and Particulate Matter (PM), among others.

Avista's [Equity Advisory Group \(EAG\)](#) is comprised of Company representatives, customers, community members, environmental justice and public health advocates, regional American Indian Tribes, highly impacted communities, vulnerable populations, and other interested external parties to aid us in ensuring an equitable transition to a cleaner energy future. It is important that communities impacted by adverse socioeconomic conditions, pollution, and climate change—as well as those who may experience a disproportionate cumulative risk of environmental burdens—are identified within Avista's service territory. Collectively, we can better utilize current programs or design new programs and select resources to effectively ensure that the benefits of the clean energy transition go to communities that need it most.

Water Management

Our service territories, located in the Pacific Northwest, have not been immune to the effects of climate change. Our regions are seeing evidence of rising temperatures, changing precipitation patterns and instances of drought conditions. Coupled with the fact that we rely on hydroelectric resources for over half of our electrical generation capabilities, we must ensure that we operate our business in a manner that protects, conserves and honors our shared water resources. This includes managing our hydro facilities to provide minimum flows in the Spokane and Clark Fork Rivers to support water quality, fisheries, recreation, and aesthetic goals.

Currently, none of Avista's facilities or generating plants are located in areas listed as High or Extremely High Baseline Water Stress by the World Resources Institute's (WRI) Water Risk Atlas Tool, Aqeduct.



The Company's hydroelectric plants are located within two different water basins, along the Clark Fork River in northwestern Montana and northern Idaho and along the Spokane River in northern Idaho and eastern Washington. Neither river system is expected to experience significant water stress in the near future, especially compared to other river systems located in southwestern regions of the United States. Our hydro resources benefit from a combination of higher-altitude snowpack and upstream reservoirs. Current climate modeling, with significant uncertainty, predicts slight increases in overall precipitation for our region, although with earlier runoff and the possibility of reduced summer precipitation.

Avista manages its access to water for its operations, both for the generation of electricity and other operational uses in the course of its business, by securing necessary water rights. The Company's service territories and generating plants are all located in states which recognize water rights through prior appropriation, and we currently have water rights secured for our existing generation portfolio and other operational needs. Most of our non-generation consumptive water use is associated with office locations within municipalities that provide water service as a local utility. Going forward, Avista will continue to partner with our local and state agencies in complying with our existing water rights.

We protect and improve water quality in the Clark Fork and Spokane River watersheds as part of our Federal Energy Regulatory Commission (FERC) operating licenses for the operations of our hydroelectric facilities. Avista collaborates with our license partners in the following water quality measures, among others:

- **Monitor and analyze water quality in project rivers, lakes and tributaries**
- **Improve summertime water temperatures and dissolved oxygen levels in Lake Spokane**
- **Improve and monitor total dissolved gas levels below certain dams**
- **Install riverbank erosion control activities to reduce sediment and nutrient loading**
- **Partner with landowners of riparian lands to reduce erosion**
- **Facilitate homeowners' replacement of concrete bulkheads with natural shoreline measures**
- **Remove invasive aquatic weeds and coordinate weed control among other entities**
- **Operate certain hydroelectric facilities to promote the benefits of minimum flows and discharges**

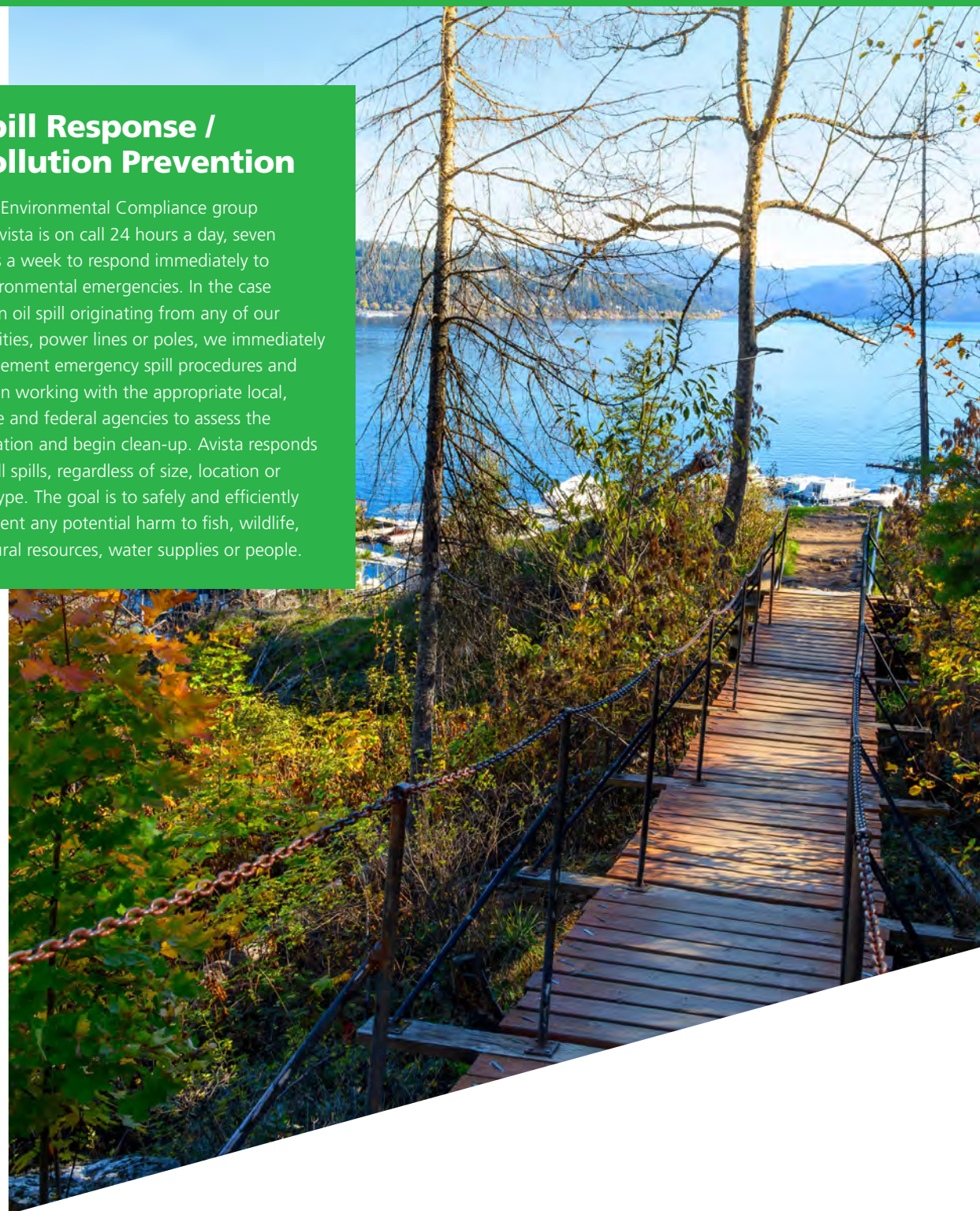
As part of our EMS, we have compliance programs in place to fulfill our FERC operating licenses that include the operation and environmental management of our hydroelectric facilities and our water quality compliance requirements. Through ongoing engagement with our regulatory agencies, regional Tribes, landowners, and other stakeholders, we implement these protection, mitigation, and enhancement measures for the benefit of our shared natural resources. [Click here to learn more](#) about our Clark Fork and Spokane River compliance programs and FERC project requirements.

Avista operates several compliance programs to manage and protect water quality throughout the rest of our operations. These compliance programs ensure that our facilities and activities comply with the federal Clean Water Act and related programs such as the National Pollutant Discharge Elimination System and Spill Prevention, Control, and Countermeasures regulations, which form the regulatory structure for the administration of water discharges and protection of surface waters of the United States. We also deploy extensive stormwater management measures at numerous facilities and preventative measures at construction sites to protect surface and ground water. Avista compliance staff conduct training, monitoring, reporting, and permitting for construction projects as well as ongoing operations and maintenance activities to protect surface and ground waters, prevent storm water run-off, prevent spills and contain and respond to any potential spilled pollutant before entering our waterways.

We have implemented numerous water-saving and protection measures at our corporate facilities over the years as well. Our aim is to protect and improve on-site water quality by capturing, filtering, and recharging our water basins. We have accomplished these steps through multiple facilities improvements such as bio-filtration swales and water-oil separator catch basins, among others. At our main corporate campus, we replaced our 50-year-old HVAC system with a closed groundwater heat exchange loop system and reinjection wells, which resulted in an 80% reduction of our corporate main campus water use. We also implemented water-conserving equipment throughout the campus as part of achieving a LEED Gold certification.

Spill Response / Pollution Prevention

The Environmental Compliance group at Avista is on call 24 hours a day, seven days a week to respond immediately to environmental emergencies. In the case of an oil spill originating from any of our facilities, power lines or poles, we immediately implement emergency spill procedures and begin working with the appropriate local, state and federal agencies to assess the situation and begin clean-up. Avista responds to all spills, regardless of size, location or oil type. The goal is to safely and efficiently prevent any potential harm to fish, wildlife, natural resources, water supplies or people.





Waste Management and Recycling

Avista employs a comprehensive approach to reducing and managing solid and hazardous waste. Our approach begins upstream by making diligent product selections and constantly evaluating our work practices to avoid generating unnecessary waste. Despite these best pollution prevention efforts, several types of solid and hazardous wastes are generated across our service territories by our field operations, service centers, generation stations, and office environments.

Our waste management and recycling programs are designed to comply with local, state, and federal laws governing the disposal of solid and hazardous waste. The federal Resource Conservation and Recovery Act (RCRA) defines our responsibility to control hazardous waste from the time it is generated until it is ultimately disposed of—in effect, from “cradle to grave.” Avista also maintains hazardous waste generator permits where required across our operations. In addition to RCRA, the Toxic Substances Control Act (TSCA) further requires Avista to maintain records, testing procedures and reporting requirements relating to hazardous and non-hazardous chemical substances and mixtures.

Our operational center in Spokane, WA, is representative of our lifecycle approach to waste management and recycling. Equipment and materials are distributed from this center across four states to support our operations. When the operational work is complete, left-over materials and generated waste are returned to Spokane to be processed through our Waste and Asset Recovery (WAR) and Investment Recovery departments. These departments also process materials and generated waste from our office environments as well.

Avista’s WAR is housed in a state-of-the-art waste handling facility designed and built to safely and efficiently sort, handle, and classify our various solid and hazardous waste streams for final disposal. Importantly, Avista made the decision to process all solid and hazardous waste streams at our Spokane operational center, regardless of state of origin. As Washington state is our most stringent regulatory environment for managing solid and hazardous waste, we are diverting the potential disposal of hazardous waste that would have otherwise legally gone into landfills in our other operating states.

Managed Solid and Hazardous Waste (Pounds)

Category of Waste	2020	2021	2022	2023	2024
Solid Waste (Non-RCRA)	95,459	120,994	115,365	85,979	51,218
Hazardous Waste (RCRA)	3,660	6,382	4,933	2,926	7,437
Hazardous Waste (WA State)	9,520	566	2,433	224	2,253
Universal Waste (RCRA Exempt)	4,625	5,654	5,288	9,665	11,550

Through a 30 year-plus partnership with a community nonprofit organization, Avista's recycling program, Investment Recovery, employs a number of intellectually or developmentally disabled workers who help us recycle paper, corrugated cardboard, aluminum cans, plastic, magazines, newspapers, wood reels, phone books, and batteries. Avista is also committed to recycling non-hazardous electrical equipment and materials. Working closely with recycling companies, aluminum, copper, lead, and

other ferrous and non-ferrous metals are reclaimed and recycled. Other materials are prepared for re-use within our own system or offered to others for re-use. Not only is it good for the environment, but our recycling efforts have saved Avista thousands of dollars in disposal costs. Materials from our field operations, service centers, generation stations, and office environments are processed for recycling through Investment Recovery.

Investment Recovery Recycled Scrap Materials

Investment Recovery Recycled Scrap Materials	2020	2021	2022	2023	2024
Total Weight of Recycled Scrap Materials (Pounds)	1,374,429	2,151,284	1,523,933	1,281,524	1,528,561
Total Sales of Recycled Scrap Materials	\$431,539	\$899,681	\$860,331	\$594,380	\$948,319





Managing Polychlorinated Biphenyls (PCBs)

Avista manages PCBs and mineral oil that contains low levels of PCBs in a manner that meets or exceeds the standards of the TSCA and Washington state's stringent regulations. Our goal is to minimize risk associated with PCBs, to avoid spills or releases, and to clean up any releases to levels of non-detection. Federal and state regulations allow the ongoing use of PCB-containing electrical equipment. However, we decided to take a more conservative and proactive approach to reducing risks associated with PCBs. The vast majority of the equipment in service at Avista is non-PCB.

We are now in the final stages of a multi-year project to remove and replace all electrical distribution equipment with any detectable levels of PCBs—an approach that exceeds any applicable regulatory requirement. We are unaware of any other investor-owned utility in the United States which has implemented such an effort. We are, once again, conducting these efforts in concert with system and efficiency upgrades and in coordination with our wood pole management, grid modernization and other asset maintenance programs. In this way, we are achieving increased environmental protection along with reliability improvements in a cost-effective manner, benefiting our customers and our communities.





Natural and Cultural Resource Management

Biodiversity Management

Our operations stretch 30,000 square miles across four Pacific Northwest states. From our generating plants, electric transmission and natural gas pipeline corridors, electrical substations to our distribution systems, we intersect with a tremendous amount of diverse habitat and wildlife. Avista implements specific programs, projects, and stakeholder agreements with oversight from federal, state, and local agencies to protect and enhance this habitat and the wildlife that it supports.

Since implementing the Clark Fork Settlement Agreement (CFSA) as part of our FERC hydroelectric license, we have upgraded over 20 recreational facilities, created seven new recreational facilities, completed over 47 stream habitat restoration projects spanning 25 different tributaries and partnered to protect over 300,000 acres of Bull Trout habitat, wetlands, riparian areas and associated upland habitats.

During this same time, we have also developed and helped to grow a collective nonprofit watershed council, bringing together the nine individual watershed councils along the Clark Fork River. These local watershed groups provide a forum for local landowners and the public to meet, review, and make informed decisions regarding issues associated with their natural resources. Avista helps to fund the administrative costs of the collective watershed council and supports its grant funding opportunities. Over the past 25 years, Avista's grant writing on behalf of the CFSA partners has secured over \$14 million of grant funding for additional natural resource projects. These grants and additional projects do not reduce Avista's own CFSA financial obligations, rather they provide additional opportunities for enhancing our shared natural resources.

Avista similarly supports federal and local agencies on a habitat and wetland restoration effort at the mouth of the Clark Fork River where it meets Lake Pend

Oreille and in the Bull River Valley in Montana. The Clark Fork restoration effort included the placement of more than 50,000 tons of rock for rebuilding shorelines and the planting of approximately 90,000 trees and shrubs in the restored areas. With continued monitoring, these wetlands are now rebuilding themselves, providing natural habitat for fish, birds, and other wildlife.

Since implementing the Spokane River FERC hydroelectric license back in 2009, Avista has purchased over 5,100 acres of wetland riparian and associated upland habitat in the Spokane River watershed as part of our ongoing efforts to enhance plant diversity and wetland functionality. Land management protection efforts include maintaining a 200-foot buffer along 14 miles of Lake Spokane



shoreline and managing it as conservation land. Additionally, Avista placed conservation easements on 109 acres along the West Branch of the Little Spokane River and 1,440 acres of shoreline at the lower portion of Lake Spokane to protect these properties in perpetuity.

Shoreline stabilization efforts include restoring over 11,000 linear feet of eroding shorelines along the St. Joe, Coeur d'Alene, and Spokane Rivers. Over 100,000 trees and/or shrubs have been planted in the Spokane River watershed. Avista and the Idaho Department of Fish and Game have acquired and/or placed 183 acres in conservation easements to preserve cold water refuge areas for native salmonids along the Coeur d'Alene River and its tributaries.

We continue to engage shoreline homeowners within the Spokane River watershed on the importance of lawn area reduction, reduced fertilizer use, bulkhead removal, and installation of natural vegetative buffers along the shoreline. All these efforts have led to the establishment of a growing vegetative buffer, which reduces erosion, increases shade, encourages fish habitat, and stabilizes the shoreline along with improving water quality within the watershed.

Throughout our facilities and project areas, we manage noxious weeds and nuisance plant species, including non-native species, in partnership with our state and local agency weed control boards. When implementing projects, whether new construction projects, habitat enhancements or restoration efforts, native vegetation and locally desirable plants are used. We also manage fire fuels on project lands, including monitoring, collection and removal to reduce the risk of wildfires that could damage habitats and wildlife.

Our service territories have not been immune to the effects of climate change. We are seeing evidence of rising temperatures, changing precipitation

patterns and instances of drought in areas in which we operate. These climate change impacts are creating conditions that increase the risk of wildfires. To respond to this threat, Avista has implemented a [Wildfire Resiliency Plan](#). This plan seeks to further minimize the possibilities of wildfires and their related impacts on our habitat and wildlife through the expansion of our current safeguards for preventing, mitigating, and reducing the impact of wildfires. Our 10-year Wildfire Resiliency Plan emphasizes grid hardening, vegetation management, partnerships with emergency providers, fire agencies, and regional Tribes, and provide helpful resources and tips to protect public and private property in order to prevent wildfires.

Threatened and Endangered Species

Due to the nature and location of our operations, we are aware of threatened and endangered species and issues related to them that could be impacted by our business and we make every effort to comply with all laws and regulations relating to these threatened and endangered species. For example, several species of fish in the Pacific Northwest are listed as threatened or endangered under the Federal Endangered Species Act.

One such threatened species is Bull Trout, a salmonid that is native to the Clark Fork River, among other area waters. As part of our comprehensive CFSA, a collaborative process involving the U.S. Fish and Wildlife Service, Native American Tribes, the states of Idaho and Montana, and numerous others, we have been implementing a Bull Trout restoration program for more than 20 years. Many of our protection, mitigation, and enhancement measures of the natural resources along the Clark Fork River focus on improving native Bull Trout habitat, including those highlighted efforts in the preceding Biodiversity Management section.

To increase Bull Trout populations, we developed a genetic testing process to identify their stream of origin and have implemented programs to facilitate their return migration. We also operate fish traps in several key tributaries to capture and transport juvenile Bull Trout downstream as a part of our overall efforts. Together, these and other activities have already seen increases in Bull Trout recovery.

Fish passage of Bull Trout around our Cabinet Gorge and Noxon Rapid Dams has been a long-term priority for Avista and our partners. Following years of research, design and several experimental efforts with federal and state agencies, and local Tribes, we jointly decided to build a permanent fish passage facility.

This new fish passage facility, which began operations in summer of 2022, is designed to enhance the return migration of adult Bull Trout and other native fish species. Once reaching adulthood in Lake Pend Oreille, Bull Trout will swim upstream and reach the Cabinet Gorge Dam Fishway. The migrating Bull Trout are collected in the Fishway and transported to their native streams in Montana to spawn.

Various statutory authorities have established regulations for the protection of threatened or endangered birds, as well as migratory birds protected under the Migratory Bird Treaty Act. Because we operate facilities that can pose risks to a variety of such birds, we have implemented an Avian Protection Plan and a Bald Eagle Management Plan. The purpose of these plans is to help reduce operational and wildlife risks that result from avian interactions with our electrical facilities and to monitor bald eagle nesting metrics.

Our Avian Protection Plan incorporates avian safety designs into our electrical system, both to power lines and electric substations in avian protection zones. In conjunction with the U.S. Fish and Wildlife Service and our state agencies, our plans also guide permitting obligations, training, monitoring and reporting of avian incidents with our electrical system. Avian incidents are analyzed to determine if further protection enhancements may reduce the likelihood of similar incidents going forward.

Through our Bald Eagle Management Plan, we monitor population metrics of bald eagles that nest within designated areas in and around our Spokane River hydroelectric facilities and their respective water reservoirs. This is done to ensure that Avista's hydroelectric facilities are not impacting bald eagles and their nesting conditions. Bald eagle nesting territories within our monitoring areas have more than doubled, increasing from 19 to 46 nesting territories from 2012 to 2024, and the percentage of successful nests have been stable over this timeframe as well, with annual success rates ranging between 70% to 100%. Currently, the Company's Bald Eagle Management Plan has not identified any negative impacts to bald eagle nesting conditions due to our hydroelectric facilities.

We also engage with our local communities through public outreach and safety events to raise awareness and provide educational resources to build better relationships between the public and our protected wildlife.





The Avian Power Line Interaction Committee (APLIC)

Avista is a member of the APLIC which leads the electric utility industry in protecting avian resources while enhancing reliable energy delivery. The APLIC works in partnership with utilities, resources agencies and the public to:

- Develop and provide educational resources
- Identify and fund research
- Develop and provide cost-effective management options
- Serve as the focal point for avian interaction utility issues

Muley Canyon Restoration

In 2015, a devastating wildfire swept through Avista's Muley Canyon property on the banks of Lake Spokane. This popular day-use area, typically open year-round for wildlife watching, hiking, and biking, was severely impacted by the fire. The fire burned approximately 400 acres of land that included over 180 acres of ponderosa pine forest.

Following the wildfire, Avista completed a fire-salvage harvest to protect the public from hazardous, weakened, and dead standing trees. After monitoring the area for several years, it became clear that natural regeneration of the ponderosa pine forest would not occur due to the intensity and heat of the fire.

Avista collaborated with the Washington Department of Natural Resources and a private nursery to obtain specific ponderosa pine seeds

and grow seedlings that are adapted to the current climate conditions at Muley Canyon. In 2025, we planted 43,000 of these ponderosa pine tree seedlings over the 180 fire-impacted acres.

In addition, a shoreline restoration project was also completed to address the area's impact from heavy recreation use, boat wake, and natural wind fetch. Shoreline stabilization measures at Muley Canyon included the installation of log cribbing, over 500 native plantings, anchoring of driftwood and the establishment of designated water access paths over approximately 400 feet of shoreline.

Together, these efforts aim to restore forest and shoreline ecosystems and protect wildlife habitat, ultimately providing a healthy forest and shoreline for future generations to enjoy.



Historic and Cultural Resources

The history of the Pacific Northwest is all around us, in people and in places that we frequent. To preserve our unique and important cultural resources for our future generations, we have established partnerships with our neighboring American Indian Tribes, as well as local and state historic preservation offices. Together, we plan and execute initiatives to preserve historical and cultural resources in addition to protecting wildlife and the environment.

A majority of our cultural resource work is performed before any action is taken out in the field, with an overall goal of avoiding impacts. We conduct pre-construction cultural assessments as part of our internal permitting and project management processes. Depending on the location and scope of the proposed project, our regional Tribes and local agencies will perform or review site surveys prior to construction commencing. Oversight of any protected, sensitive or culturally significant resources that were identified during the site surveys may need to be monitored throughout the project to ensure its protection and restoration.

Avista is committed to managing and protecting the cultural resources of our area in a manner that balances operational needs, environmental requirements and public access needs to recreational sites with appropriate levels of cultural and natural resources protection in partnership with our stakeholders. Facilities, projects, and recreational access will be sited and constructed in locations and through means that ensure impacts to natural and cultural resources are avoided, minimized, and mitigated appropriately.

As part of our Clark Fork and Spokane River FERC operating licenses for the operations of our hydroelectric facilities, Avista developed comprehensive Programmatic Agreements and Cultural/Historical Property Management Plans. Under these plans, Avista engages and consults with our regional American Indian Tribes in numerous cultural resource protection and restoration initiatives, along with State Historic Preservation offices.

In addition to typical approaches to protecting historical, cultural, and often archeological resources, our efforts extend to protecting and enhancing fish habitat and supporting cultural releases of salmon in local waterways, acquiring over 4,900 wetland and associated upland acres titled to the Coeur d'Alene Tribes for wetland restoration efforts and the development and administration of cultural programs from traditional fishing practices, canoe building to harvesting water potatoes, a traditional food source of one Tribe.

We have also created compliance management plans for many of our historical properties. The management and protection of these cultural resources are consistent with our other project and land management measures. Our approach for managing our historical sites apply to those sites currently listed on or determined to be eligible for recognition through the National Register of Historic Places.



Native American Interpretive Display

Located along the shores of the Clark Fork River near the town of Noxon, Montana, Avista manages Pilgrim Creek Park. In addition to normal amenities such as playgrounds, sport fields, open grassed areas, picnic areas, washrooms, benches, and walking trails, this park also contains a simulated American Indian encampment. This interpretive and educational

display was designed and developed in conjunction with the Confederated Salish and Kootenai, Kalispel, Kootenai of Idaho, and the Coeur d'Alene Tribes of Indians to highlight traditional resources and cultural practices. This interpretive display represents a single Tribal family's encampment by the river, sojourning to catch and dry fish for the winter ahead.



Cultural Salmon Releases

In partnership with the Colville Confederated Tribes, Spokane Tribe of Indians, and the Coeur d'Alene Tribe, Avista participates in the cultural release of juvenile Chinook salmon in the Spokane River, Little Spokane River, Hangman Creek, and Tshimakain Creek.

Since 2020, the Coeur d'Alene Tribe has been releasing juvenile Chinook salmon into Hangman Creek. From here, the juvenile salmon make their way to the Spokane River, then down into the Columbia River and eventually into the Pacific Ocean, traveling 700 river miles along the way.

In summer 2022, an adult female Chinook salmon that was part of the original juvenile release group was detected back in the Columbia River near Chief Joseph Dam. It was captured and transported back upstream around dams that do not have fish passage.

Avista joined the Coeur d'Alene Tribe in celebrating the return of this traditionally important species and the release of the salmon into her natal stream Hangman Creek, so she can continue her journey. This program provides a rare experience enabling the Tribe to honor the return of the salmon to their traditional waters.

In 2023, the federal government and the Upper Columbia United Tribes, of which the Spokane Tribe, Coeur d'Alene Tribe and Colville Confederated Tribes are members, announced a historic agreement to restore salmon populations in the Upper Columbia River Basin. Federal, state and tribal funding has been pledged in support of salmon reintroduction efforts. Avista continues to partner with the Tribes to engage and collaborate on the salmon reintroduction efforts in particular as they relate to the Spokane River watershed.

Photo credit: Spokane River Forum, Spokane Tribe (April 22, 2025 presentation)

Equitable Public Access

In addition to generating clean, renewable hydropower, our Clark Fork and Spokane River hydroelectric projects provide abundant recreational opportunities for our customers and local communities. These generating facilities, and the waters and lands associated with them, provide outdoor recreational activities such as boating, camping, fishing, bird watching, swimming, hiking, and more.

As part of the Clark Fork and Spokane River Project Licenses, we implement recreation plans with our agency partners, including customer and community involvement, to determine recreational project priorities, ongoing maintenance requirements and the planning, design, and construction of new or enhanced recreation projects.

Enhancements to existing recreation projects take on many different forms depending on the current condition of the existing amenities and the identified priorities of our agency partners. The goal of these enhancement projects is to ensure the continued care, maintenance, and expansion of quality amenities that our communities desire, ensuring that they will continue to be available for the enjoyment of our customers and communities for generations to come. Many of our recreation project improvements include:

- Americans with Disabilities Act compliant access including enhanced parking, paved walkways, access ramps, and overlooks.
- Trail improvements and the installation of project, interpretive, and cultural signage.

- Landscaping, fencing, lighting, picnic tables and refuse and recycling facilities.
- Campsite and day use area improvements and restroom facilities.
- Shoreline stabilization, boat ramp and dock construction or extensions.

Anglers visit Avista project waters from across the region to take advantage of the benefits of our, and our partners', aquatic management. We also stock Lake Spokane and other sections of the Spokane River with more than 150,000 rainbow trout each year. Stocking with sterile trout provides excellent fishing opportunities while reducing pressure on native stocks.

We invite local community members and new visitors to our backyard to explore the abundance of recreational opportunities that Avista has the honor of providing and supporting along our Clark Fork River and Spokane River projects. Plan your next adventure by visiting our recreational facility and amenity interactive maps:

[View Clark Fork River interactive map](#)

[View Spokane River interactive map](#)





Clark Fork Project Recreation Amenities:

- 5,000 acres open to the public
- 57 public recreation sites
- Campgrounds and day use areas
- 11,140 surface acres of water
- 14 boat launches

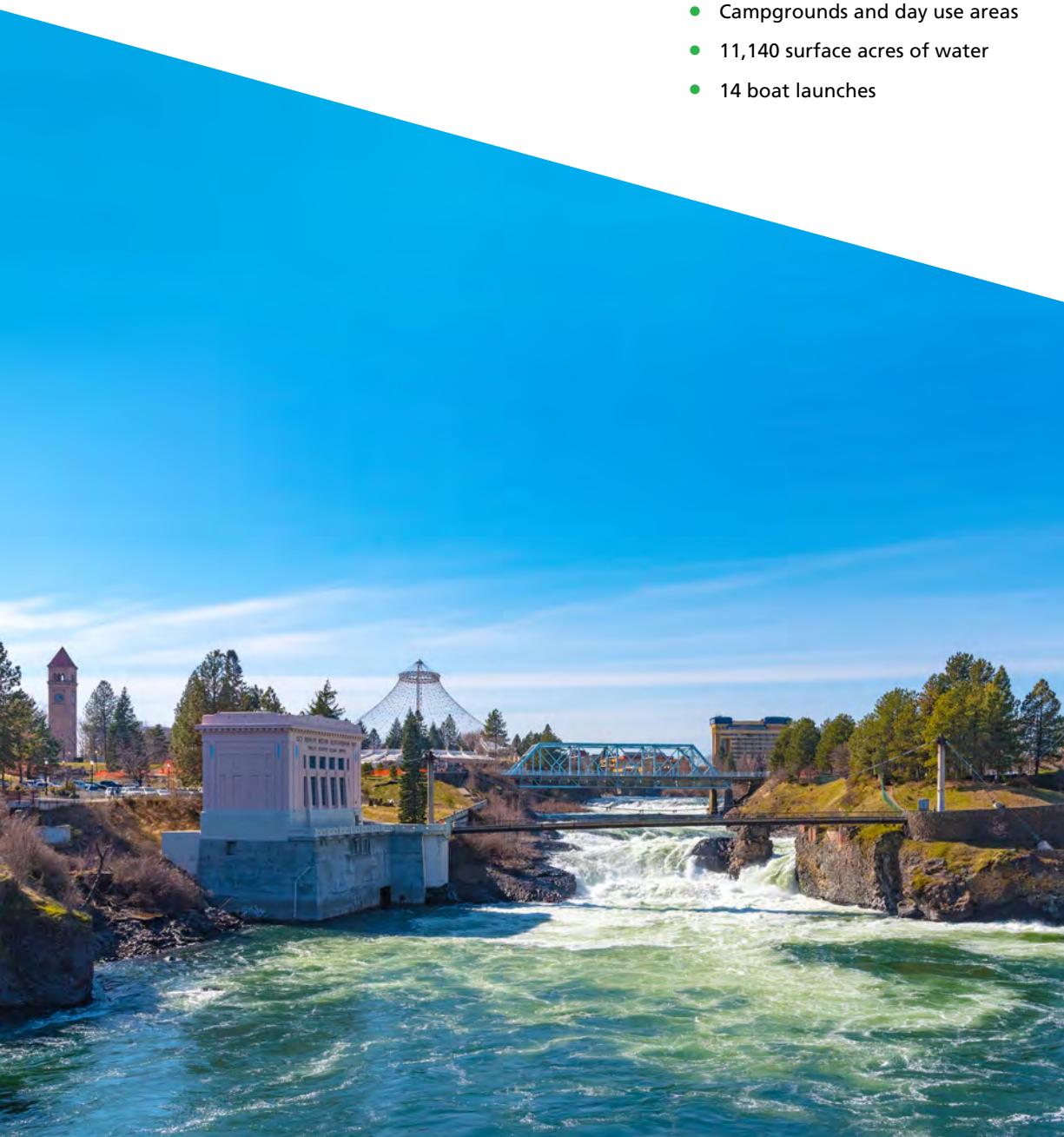
Spokane River Project Recreation Amenities:

- 3,000 acres open to the public
- 101 public recreation sites
- Campgrounds and day use areas
- 5,655 surface acres of water
- 4 boat launches

Located on the Spokane River next to Spokane's city hall and bordering Riverfront Park, we developed the Spokane Tribal Gathering Place as a gift to our community. This urban plaza features views and access from downtown to the Spokane River, amphitheater seating, water features, and several terraced gathering spaces. The Spokane Tribal Gathering Place also connects the public to our Huntington Park that underwent significant renovations in conjunction with the development of the plaza. Avista's Huntington Park frames the amazing power of the Spokane River for visitors as the river plunges down the lower falls and incorporates themed structures, hydroelectric dam artifacts, and period light fixtures to highlight the history of our River City.

We are continuing our legacy of enhancing public access and recreational opportunities among our natural resources with our development of Upriver Park. This new park provides additional public access to the Spokane River, enhances the ecological health of the shoreline, and improves public safety along the adjacent Centennial Trail.

Upriver Park includes amenities such as a launch area for paddlers, park benches, interpretive signs, picnic tables, bike racks, lighting, and a plaza greeting park visitors at each of the two entrances, along with the plantings of native trees and shrubs.





COMMITMENT TO **OUR PEOPLE**





COMMITMENT TO

OUR PEOPLE

We hire talented people and equip them with capabilities, tools and a culture that empowers them to pursue great ideas—ideas that engage the imagination, stretch us all and ensure that we continue to provide exemplary and cost-effective service while building the utility of the future. Our efforts and commitments include:

- 1** Ensuring a safe and healthy work environment by proactively reducing workplace risks and hazards so that all Avista employees return home healthy and whole.
- 2** Fostering a workplace culture that inspires engaged and thriving employees in a high-performing organization where employees are valued, respected, and have opportunities to grow.
- 3** Valuing the contribution of our employees by focusing on creating and maintaining an employee experience that attracts, develops, motivates, retains, and rewards our employees.
- 4** Leading with integrity while conducting our operations in compliance with the laws, rules, and regulations that govern our business.
- 5** Holding our contractors accountable to the same ethical and compliance standards to which we hold ourselves.



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Ensuring a safe and healthy work environment by proactively reducing workplace risks and hazards so that all Avista employees return home healthy and whole.

Safety and well-being are an essential part of our mission and values. For us, it means providing safe and reliable energy to our customers and communities 24/7, 365 days a year while protecting ourselves and others from harm. Avista prioritizes the safety and well-being of our employees and likewise expects employees to place their own personal safety, the safety of their co-workers and the safety of our customers and communities at the forefront of their decisions and actions by integrating safety into everything we do.

We collaborate with our employees to build this personal responsibility regarding safety and well-being measures to ensure a safe work environment. We also require that if someone witnesses a situation that may endanger themselves, other employees, customers, or community members, or threatens to damage an Avista asset or piece of equipment, they take immediate action to stop the unsafe situation. All employees and contractors of Avista have the authority to immediately stop work without fear of retaliation through our Authorization to Stop Work program.

Safety Management System

Avista has adopted the National Safety Council's Safety Management System (SMS) and the Pipeline Safety Management System (PSMS) to provide an overall framework for the Company's implementation of its safety and well-being programs for employees, our systems, and the public. From hazard identification, regulatory compliance requirements, policies and procedures, training and awareness communications, incident tracking and analysis, safety checks, and inspections to program assessments, Avista's use of these Safety Management Systems provides a consistent and structured approach to our safety and well-being programs and affords us the opportunity to continuously learn, improve and ensure that our workplace is safe, secure, and healthy.

We generally perform biennial assessments of our safety and well-being programs which include overall maturity and effectiveness levels, how changing or emerging safety initiatives are being addressed, evaluating results of our new initiatives or campaigns, and tracking current data and metrics against baseline and historical measures. Feeding into these

assessments are the results of our Company-wide safety and well-being survey. This voluntary survey is an anonymous and confidential means for our employees to provide critical insights regarding our program structure and performance. Survey topics include management commitment, supervisor engagement, employee involvement, safety support activities, safety support climate, and overall organizational culture among other topics. We are committed to understanding how we may improve our programs and initiatives to ensure that our employees return home safely at the end of the day.

Avista's safety and well-being values, commitments, policy, and requirements are presented in the Company's [Commitment to Workplace Safety and Well-Being](#). At Avista, we pride ourselves in our mindset that everyone is a safety leader whose role is to ensure the safety of ourselves and of those around us. We all have a responsibility to question, challenge, and fix any situation that we feel is not in compliance with safe practices or safety policies. Our work must be performed in the safest possible manner consistent with our safe work practices, policies, and requirements.

Safety and Well-Being Engagement

To ensure that our safety and well-being values and commitments remain at the forefront of our business decisions and actions, Avista has implemented an all-inclusive approach consisting of employee representation across all levels of the organization. Collaboration and engagement are prioritized to effectively operate our safety and well-being programs in the following structure:

Further, our safety and well-being commitments and program requirements are key topics addressed in our formal agreements with trade unions that represent our bargaining employees. Our Labor and Management Committee regularly meets to promote collaboration and open dialogue to review and work through safety, well-being, performance, and other action items. In addition to the collaborative work and focus on safety and well-being topics within the Joint Safety Committees, Avista's formal agreements with trade unions also include grievance and arbitration provisions to address any raised safety and well-being concern or complaint.

Safety Council	<ul style="list-style-type: none"> Advances Avista's culture of safety and well-being. Provides strategic direction through the Company's Safety Management Systems (SMS). Working group comprised of senior management. Monitors organizational safety performance. Recognizes safety excellence. Quarterly reporting to Board of Directors.
Safety Leadership Team	<ul style="list-style-type: none"> Implements safety and well-being initiatives across the organization to support our SMSs. Working group comprised of safety leaders. Coordinates and monitors safety and well-being performance.
Safety Team	<ul style="list-style-type: none"> Supports employees by implementing safety and well-being initiatives across the organization. Provides safety expertise and guidance. Working group comprised of Safety Specialists, Industrial Hygiene, Human & Organizational Performance and Public Awareness.
Joint Safety Committees	<ul style="list-style-type: none"> Focus on safety and well-being issues related to their specific functioning areas across the organization. Comprised of bargaining and non-bargaining employees.
Operations Teams	<ul style="list-style-type: none"> Monthly team meetings led by Safety Chairs / Co-Chairs. Responsible for awareness and providing updates to new or changing items and for the collection of safety concerns.

Safety and Well-Being Resources

To support and equip our employees with the necessary knowledge, skills, and resources to perform their work in a safe and healthy manner, Avista administers regular trainings, communications, reports and metrics, safety alerts, and lessons learned based on human performance and organizational improvement principles and ongoing performance management. Training is delivered through a combination of Avista instructor-led, third party-led and online training programs. We also supply the following resources to our employees for their continued safety and well-being:

- Avista's new hire orientation program includes a safety onboarding component which is delivered by members of the Safety Team
- All new hires must complete mandatory safety and well-being training
- Contract employees receive a safety orientation before commencing work on any Avista property
- Personal protective equipment
- Ergonomic tools and equipment to reduce fatigue, strain or potential injuries
- Operator qualification training for our natural gas employees for safe operation of gas systems
- Substance abuse prevention program including pre-employment, random, for-cause and post-incident testing and monitoring
- Confidential Employee Assistance Program administered by a third-party provider supports our employees and their families in resources needed to maintain healthy and productive lives



Safety and Well-Being in Action

To further engrain and ensure the safety and well-being of our employees, we have been active in operationalizing our proactive safety and well-being measures through targeted actions including:

- Daily safety tailboard meetings for field crews
- Structured safety tailboard meetings for field crews at the start of each new project
- Weekly safety huddles among work groups
- Monthly department safety meetings
- Monthly Joint Safety Committee (JSC) meetings with management and bargained employees focusing on actionable safety and well-being items
- Reporting of near misses or potential safety concerns are encouraged and shared with all employees through Safety Alerts and Lessons Learned
- Incident assessments based on the Human & Organizational Performance methodology to reduce incident consequences or eliminate hazards entirely
- Lessons learned from incident assessments are shared Company-wide for employees to learn safe practices at work and at home
- Monthly safety newsletter including performance metrics
- Safety and well-being information management system accessible to all employees for reporting incidents, accidents and near misses as well as real-time access to safety metrics and action item status
- Annual safety conference reinforcing our commitments to safety through learning, sharing, and reflecting on our continuous

efforts to improve safety performance. Recently included a distributed / remote worksite option to provide additional opportunities for employees to engage in these safety discussions

- Safety medallion recognition for outstanding service to safety
- The MoveSafe® program, which is a comprehensive initiative that promotes physical activity and healthy living to support proper body movement and prevent injuries

Mental Health and Well-Being

The importance of mental health cannot be overlooked when identifying risk factors for workplace incidents and injuries. Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we may handle stress, relate to others, and make healthy and safe choices.

Avista is committed to supporting our employees' mental health and well-being by providing mental health resources, suicide prevention training, and other industry best practices. We aim to create a workplace where employees feel comfortable asking for help when in need and do not hesitate to help others who might be struggling with their mental health. Whether it is through offering a listening ear, sharing resources, or simply being kind, each person's actions help create a workplace where everyone feels valued and supported.

In support of this commitment, we also provide the following resources for our employees for their continued mental health and well-being:

- Employee Assistance Program provides confidential, short-term counseling at no cost
- Virtual Therapy provides multiple on demand and scheduled options for mental health care
- In-Person mental health care benefits provided through employment healthcare benefits
- Critical Incident Stress Management Team (CISM) for responding to traumatic or stressful events
- Suicide Prevention Training to learn causes, warning signs, and how to help prevent suicide
- References for Additional Community Resources that are available to all



Critical Incident Stress Management (CISM) Program

Due to the nature of utility work, our employees are regularly out in the field performing their work and engaging with our customers and other members of our shared communities. As such, our employees are highly visible, accessible, and mobile, and are often called upon by the public for assistance in the event of an accident or a dangerous situation.

While first aid and emergency response training and protocols are designed to help in the moment, we recognized the need for additional support if employees encountered traumatic or stressful events both on and off the job. We sought to complement our existing Employee Assistance Program, available to aid in numerous well-being, mental health, and family concerns, to provide a rapid and hands-on way to engage with employees to help reduce and respond to trauma and stress.

When people experience traumatic or stressful incidents, the potential effects do not end just because the event is over. There can often be delayed responses emotionally and physically. This natural reaction may place both the individual and those around them at increased risk simply because they may not be able to consistently focus on the task at hand for example.

In response, we adopted a Critical Incident Stress Management (CISM) program. CISM is a peer led, structured process, aimed to help individuals share their experiences and emotions, learn about stress reaction and symptoms, receive coping tools, and be given referral for additional professional help if needed.

Avista's trained peer support members proactively reach out to impacted employees following a critical or traumatic incident to engage and offer support. Depending on the level of need, we may also refer the employee to our licensed Mental Health Professional who provides clinical oversight to our CISM program.





Preventive Safety and Well-Being

At Avista, we recognize the critical role that Human and Organizational Performance (HOP) play in safeguarding our operations and employees. By proactively addressing potential workplace hazards such as human errors, safety incidents, or possible latent organizational conditions, we fortify our defenses against accidents and operational disruptions. Our commitment to HOP is not just about complying with safety and well-being requirements; it is about growing a culture of preventive resilience.

We actively involve our employees in the learning process of reported near misses and actual safety incidents. Employee participation in assessing potential or actual events, sharing lessons learned, and developing mitigating recommendations is critical to both understanding safety and well-being risks and being vigilant about recognizing potential hazards that we may face during our work. This collaborative and proactive approach not only enhances our safety and well-being strategies and implementation work, but also fosters a sense of ownership and engagement among our employees. We continue to strive for a safe work environment that focuses on preventive resilience, continuous learning, and improvement.

The MoveSafe® program is a further example of our commitment to preventive safety and well-being practices. The MoveSafe® program has been administered to our workforce, for both our field and office employees. This proactive initiative provides comprehensive safety and well-being benefits by educating our employees on integrating healthy movement habits into their daily routines, both at work and at home. The program emphasizes ergonomic workspaces and preventative stretching and proper body positioning and movement to

alleviate unnecessary stresses on the body, regardless of the nature of their work. The program not only fosters long-term safety and well-being for our employees but also contributes to reducing potential workplace hazards, which aligns with our commitment and efforts to continue building a safe work environment.

The Company's execution of HOP and the MoveSafe® program represent key components of our commitment to preventive safety and well-being practices. Likewise, our continued emphasis on near miss reporting further highlights the development and execution of proactive measures designed to reduce workplace risks and hazards to reduce workplace accidents and operational disruptions.

To ensure these and other proactive measures are successfully executed across the organization, they are included in leading metrics which are tracked and internally reported to all employees on a monthly basis in the Company's SafetyNet publication. The SafetyNet monthly publication also details and tracks employee safety and well-being initiatives such as training course completions, safety metrics, and leader engagement and field safety visits and metrics. These leader field safety visits offer an opportunity to reinforce the Company's commitment to safety and well-being and to directly learn about the hazards and safety challenges that employees may face particularly when out in the field. Through this engagement, leadership has gained valuable insights into the risks and hazards and how best to provide mitigating resources to ensure a safe work environment.

We know the safety and well-being journey is one that never actually ends. Ultimately, all parties must continue their safety vigilance every day to keep our workplace safe and healthy. From leadership and management to our employees in the field and in the office, it takes a concerted effort to properly identify workplace hazards and safety challenges and then to find ways to proactively mitigate these risks that are inherent in the work we do. Together, we are committed to building a safe work environment focusing on preventive resilience, continuous learning, and improvement.

Our ultimate goal is best summed up in our employee-created slogan:

**Safety for family.
For work. For life.**

Our Safety Intent Statement

As an Avista safety leader, I am committed and responsible for my safety and the safety of those around me. I am focused on the task at hand and recognize that no situation is routine. I am vigilant in maintaining my hazard awareness because something can always go wrong.

I am always learning and seeking safer ways to complete my work. I step in and speak up when I observe at-risk actions and welcome

constructive feedback from others. I support others when they are doing it right.

All of my decisions focus on integrating safety into the work I do. I am well-trained and follow safe work practices in my job and in my life.

My family can rely on me to come home healthy and whole.

Safety Metrics ¹	2020	2021	2022	2023	2024
Recordable Injury Rate (RIR): Recordable injuries per 200,000 hours worked	3.27	4.12	3.50	4.62	3.76
Lost Time Injury Rate (LTIUR): Lost-time injuries per 200,000 hours worked	1.49	1.61	1.96	2.34	1.19
Near Miss Frequency Rate (NMFR): Near Misses per 200,000 hours worked	0.53	1.55	3.25	2.57	4.21
Recordable Vehicle Accident Rate (RVAR): Recordable Accidents/1,000,000 miles driven	5.80	4.48	7.09	8.91	7.24
Preventable Vehicle Accident Rate (PVAR):² Preventable Accidents/1,000,000 miles driven	4.16	3.43	5.17	5.94	5.19
Employee fatalities	0	0	0	0	0

Safety Metrics include data from all employees; full-time, part-time, seasonal, and temporary employees.

¹ Safety Metrics exclude COVID-19 related cases that were separately recorded during 2020-2022.

² A preventable vehicle accident is a vehicle accident where the Avista driver did not take all appropriate steps to prevent the accident.



2

Fostering a workplace culture that inspires engaged and thriving employees in a high-performing organization where employees are valued, respected, and have opportunities to grow.

Our Workplace Culture

We take pride in our workplace culture. A culture that values trust and respect, and that guides our overall commitment to acting with integrity. Similarly, our people are committed to conducting business ethically and honestly. And we remain committed to providing a trusting and respectful work environment centered around engagement, belonging, and equity for all.

We continue to believe that diverse employee backgrounds and experiences make us stronger as a Company and as a community. With such diversity, Avista gains the benefit of looking at our business from different perspectives, leading to innovative breakthroughs for our customers and an engaging employee experience. Together, our goals can best be achieved by continuing to foster an equitable workplace culture where employees feel they belong and are valued and empowered to fully engage in their work every day.

These commitments begin at the top. Our Officer team is committed to supporting and enabling a workplace culture that inspires engaged and thriving employees. And our leaders and supervisors, in partnership with Human Resources, are likewise committed to executing the strategies and goals that continue to foster our diverse and engaged workforce. Each year, as part of Avista's strategic plan, we develop and target actionable goals within our 'Inspire Engaged & Thriving Employees' strategy which are discussed in the following sections of the report, among others.

Our Workplace Culture Aspirational Commitments

- 9 out of 10 employees will agree with the Employee Experience Survey response to "I feel that I am treated with fairness and respect, regardless of background or position."
- 9 out of 10 employees will agree with the Employee Experience Survey response to "I feel like I belong here."
- Our People at Avista will be representative of the communities we serve.

Employee Engagement, Belonging, and Equity

At Avista, we consistently earn positive scores for employee engagement and many of its drivers. We strive to continuously monitor and improve our positive employee engagement and workplace culture in support of our aspirational commitments. One such effort is our ongoing employee experience survey. The purpose of the employee experience survey is to provide employees at all levels of the organization with an opportunity to confidentially share their perspectives about their experiences working at Avista and our workplace culture.

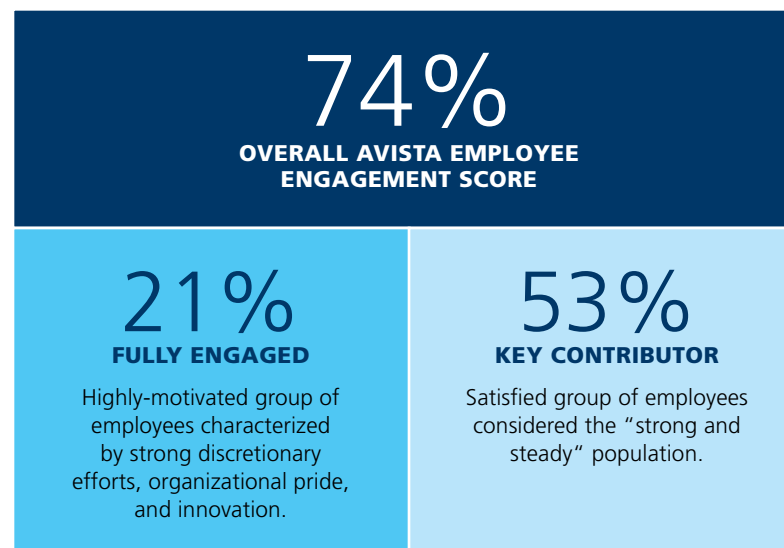
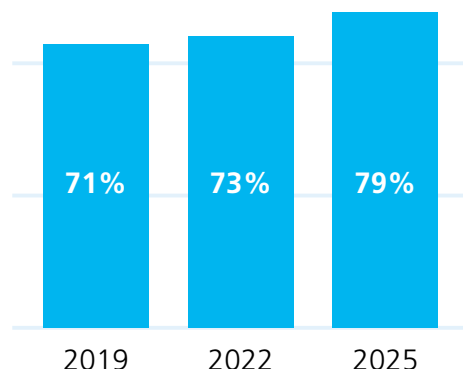
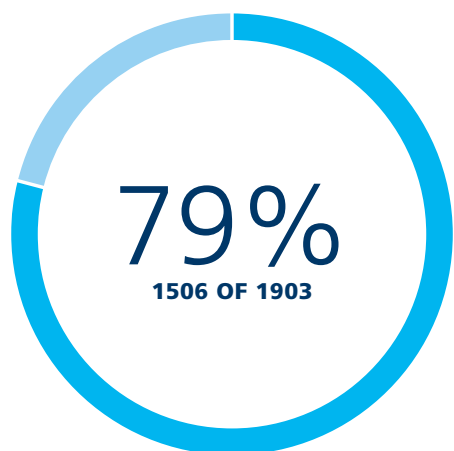
Our most recent employee experience survey was completed in early 2025. The results of the survey were shared and made available to all employees and included listen-and-learn discussion sessions with leadership within every department of the Company. This effort then moved into a formal action planning process, both Company-wide and within individual departments. This culminated with new and revised projects and programs for implementation in 2026 and beyond.

In addition to these actionable insights, our employee participation in the employee experience survey jumped to 79% in 2025, up from 73% in our previous survey in 2022. Importantly, 76% of our employees agreed with the statement "I feel like I belong here," which is consistent with the 2022 survey. And 74% of our employees are significantly engaged—an emotional state where they feel passionate, energetic, and committed toward their work and fully invest in their best selves. We want everyone to feel like they belong at Avista, are engaged and that they are heard, respected, and valued. Our next employee experience survey is scheduled for 2027.

We have also been intentional about creating a work environment where employees feel they belong and are valued. To strengthen and deliver on our commitments to belonging, Avista continues to support the development of Employee Resource Groups (ERG). Each group supports belonging and inclusion through their ERG activities both within Avista and within our larger communities.



EMPLOYEE ENGAGEMENT SURVEY PARTICIPATION RATE:



2025 EMPLOYEE ENGAGEMENT SURVEY HIGHLIGHTS

My manager encourages a safe work environment.



I enjoy working with the people on my team.



The people on my team treat me with respect.



My manager treats people with fairness and respect.



My manager empowers me to get my work done in the way I see best.



Favorable Neutral Unfavorable

As an example, the Women of Avista ERG facilitates and promotes mentorship opportunities, educational workshops and speaking engagements, hosts book clubs, and celebrates International Women's Day each year, among many other activities. The Veterans of Avista ERG offer multiple community engagement opportunities including Valentines for Veterans, Habitat for Humanity volunteerism, and military recruitment and informational and veteran support events.

The Diversity Awareness ERG once again helped to organize and sponsor Avista's participation in local community events celebrating diversity, including the Martin Luther King, Jr. Unity Rally and March, the Pride Parade and Festival, and our local Unity in the Community event. They also worked collaboratively with Human Resources to develop and facilitate listen-and-learn events for employees.

And the History of Avista ERG is developing intake and storage methods to preserve and share the history of our Company through stories, photos, and other historical artifacts, which includes capturing the deep history of belonging and diversity within the Company. Numerous photos, stories, and artifacts have already been collected. ERG members have also connected with retirees and family members of past employees who eagerly bring in artifacts for the preservation and sharing with future generations.



At Avista, a source of pride is our ongoing work to support and enable fair and equitable treatment across all areas of our employee experience, from the time individuals take interest in working with us, until they retire. We enjoy a high employee retention rate for those who join Avista, and many spend their entire careers with us. As external competition for talent becomes more competitive, we are setting the bar even higher with additional practices that ensure fair treatment and equity of opportunities remain differentiators for Avista.

Among our current practices, incorporating pay equity, incentive pay opportunities, benefits, rewards programs, and performance management are all integral to maintaining and improving equity across our organization. We also regularly evaluate and analyze our current processes for additional opportunities to improve our equity practices aiming to enhance the employee experience of our workforce.

Attraction and Retention

We have long focused on attracting, retaining, and supporting a diverse and talented workforce. And we strive for continuous improvement in order to continue keeping pace with the changing demographics and workforce availability for the different types of jobs we offer across the communities in which we operate.

We work under robust recruiting plans that include a strong focus on building diverse recruitment pipelines into craft positions and engineering roles, among others. By engaging with regional American Indian Tribes, veteran and military programs and building partnerships with local community organizations, we are purposeful in our recruitment approach to access all members of our communities.

In 2025, we jointly hosted the second Avista-Spokane Tribe of Indians Career and Education Fair with vendors from employers, educational institutions, training organizations, service, and government agencies. This event was open to individuals who are members of, or otherwise affiliated with, any sovereign tribe in our region. Beyond engaging with these vendors, high school and adult attendees were able to participate in workshops aimed at assisting in the financial aid process for higher education, learn about careers in the craft trades, understand how to obtain a commercial driver's licenses, and better learn job searching skills and interviewing techniques.

We recognize that diversity comes in many forms, including background, experiences, and more. We continue to expand our understanding and awareness of other areas such as veterans and individuals with disabilities, just to name a few. Avista will continue to encourage employees to self-identify in these aspects of diversity so that we can more fully understand our current workforce and assess future needs and progress.

On an annual basis we file the Employer Information Report (EEO-1 Component 1) with the U.S. Equal Employment Opportunity Commission. This report provides our employees' diversity demographics, and our most recent report is available in the [Appendix](#) of this report. Avista Corporation's EEO-1 Component 1 report contains employment metrics for both Avista Utilities and Alaska Electric Light & Power.

We will continue to implement further practices, assessments, and comprehensive strategies to continue making progress in supporting our aspirational commitment of representing the communities we serve. This aspirational commitment will help us to focus our efforts and support forward progress, setting the direction and raising the bar even higher for an inclusive and equitable workplace.

Female Representation, Racially & Ethnicity Diverse, Racially & Ethnicity Diverse Breakdown, Employee Tenure, Generational Diversity, and Age Distribution

Female Representation ¹	Avista %	Workforce Availability % ²
All of Avista	29%	50%
Craft Employees ³	2%	10%
Non-Craft Employees	40%	50%
All Leaders ⁴	28%	N/A
Manager or Directors	29%	28%
Executives ⁵	17%	27%

Racially and Ethnically Diverse Representation ¹	Avista %	Workforce Availability % ²
All of Avista	9%	7%
Craft Employees ³	5%	13%
Non-Craft Employees	11%	11%
All Leaders ⁴	8%	N/A
Manager or Directors	7%	7%
Executives ⁵	17%	7%

Racially and Ethnically Diverse Breakdown ¹	Avista %	Workforce Availability % ²
White	90.7%	89.1%
Black or African American	0.5%	2.8%
American Indian or Alaskan Native	0.9%	1.5%
Asian	1.6%	3.0%
Native Hawaiian or Other Pacific Islander	0.3%	0.5%
Two or More Races	2.5%	3.1%
Hispanic or Latino	3.5%	N/A

Avista Employee Tenure	%
Less than 1 Year	8%
1 to 4 Years	27%
5 to 9 Years	20%
10 to 19 years	29%
20 to 29 Years	14%
Over 30 Years	3%

Avista Generational Diversity	%
Generation Z (1996 to Present)	9%
Millennial (1981–1995)	41%
Generation X (1965–1980)	41%
Baby Boomer (1946–1964)	9%

Avista Employee Age Distribution	%
Under 18 ⁶	0.1%
18–29	9%
30–44	41%
45–60	41%
Over 60	9%

Avista employee data is as of 01/01/2025 and includes all regular full-time and part-time employees, including temporary workers and student interns.

¹ This information is provided through employee self-identification.

² Workforce Availability is defined as individuals in the greater Spokane area of working age (18), based on data from the 2010 U.S. Census data.

³ Craft Employees is defined as an employee who develops specific skills and a comprehensive knowledge of work processes which are acquired through on-the-job training, experience and apprenticeships, or other formal training programs.

⁴ All Leaders is defined as supervisors or higher.

⁵ Executive is defined as vice president or higher.

⁶ Comprised of high school seniors participating in our Craft Student Program to work part-time earning high school credit, work experience, and industry credentials.



Heather Rosentrater

**President and Chief Executive Officer
Avista Corporation**

Heather Rosentrater was named the first female CEO in the Company's history effective January 1, 2025. As CEO, Rosentrater retains the role of president and was also appointed to the board of directors.

Heather Rosentrater became President and Chief Operating Officer on October 1, 2023. Rosentrater has spent her entire professional career at Avista, beginning in 1996 as a student engineering technician for Avista Labs. This fuel cell subsidiary business was later sold and became ReliOn. In 1999, Rosentrater joined Avista Corp. as an electrical engineer and was quickly promoted to leadership roles that built her expertise across Avista's electric and natural gas businesses. She has managed departments and projects in electric transmission and distribution, system operations, natural gas supply, and business process improvement before being named Vice President of Energy Delivery in 2015. In 2019, Rosentrater was named Senior Vice President of Energy Delivery and Shared Services. In August 2022, her responsibilities expanded to Senior Vice President and Chief Operating Officer.

“My family's history in the area extends back to the founding of Avista, what was then called Washington Water Power, and the Spokane Falls has been the backdrop of my career,” said Rosentrater. “Having grown up in the area, including attending Gonzaga University, I am extremely honored to help continue Avista's long-standing legacy of supporting community vitality through energy. It is an incredible time to be in the energy

industry. We have important work ahead of us to achieve our aspirational clean energy goals safely, responsibly, and affordably while remaining focused on our financial results. I am excited to support Avista's dedicated and skilled employees and to partner with our communities, customers, and other stakeholders to advance that effort.”

—Heather Rosentrater



Going Forward

Avista's workplace culture is starting from a position of strength as we continue to challenge and grow our commitments to engaged and thriving employees and being representative of the communities we serve. Ensuring our employees feel they belong at Avista is central to our abilities to execute on our strategies across the Company. While we continue to make progress and have many points of pride, we also recognize the need for ongoing improvement and have established some ambitious aspirational commitments, strategies and actions that will guide us forward.

Like other strategic plans and aspirational commitments at Avista, progress will take time and be ongoing. It will also require our collective commitment, dedication, and actions for us to move forward in this critical work. Ultimately, we all benefit when ensuring a culture of belonging. Having various voices and perspectives helps generate better ideas to solve the complex problems of a changing and increasingly diverse world. An engaged workforce benefits all our stakeholders.

As we journey forward, we will provide updates, progress, and results of our work towards these important aspirational commitments.



3

Valuing the contribution of our employees by focusing on creating and maintaining an employee experience that attracts, develops, motivates, retains, and rewards our employees.

Our Values

Essential to our ability to deliver clean, reliable, and affordable energy over the past 135 years are the talented and dedicated employees of Avista. Together, we have been woven into the fabric of the everyday lives of our customers and communities who rely on and trust us to meet their energy needs.

Avista employees work cooperatively, decisively, and strategically, guided by a simple principle: we act with integrity. Our success lies in hiring talented people and setting them free to pursue great ideas—ideas that engage the imagination, stretch us all, explore what is possible, and prepare us for the future in support of our values:

Trustworthy:

Our word is reliable; we act with integrity.

Collaborative:

We are respectful and at our best when working together to achieve results.

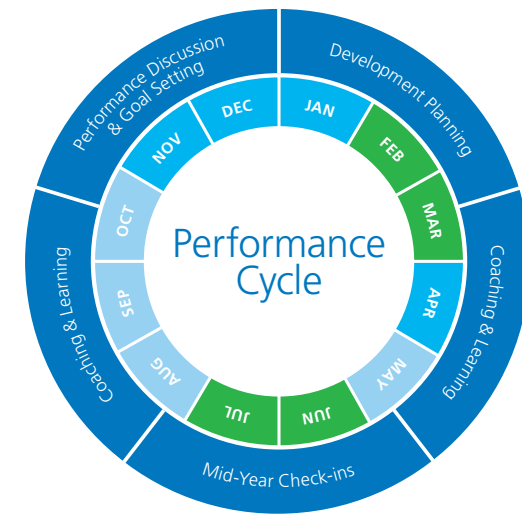
Innovative:

We continuously improve and find better ways to get things done.

Compensation Structure

Avista believes it is important to provide an equitable compensation structure that is competitive within the industries and regions in which we compete for talent. We target compensation levels near the market median; pay components for an individual may be higher or lower depending on an individual's role, responsibilities, experiences, and performance within the Company.

Managers review base pay for non-bargaining employees annually through a merit process following the conclusion of a performance management process. We believe in, and practice effective performance management through ongoing, meaningful conversations between leaders and employees around performance, goal setting, and development planning. Included in this process are specific tools and training resources for employees to maximize their preparation and development planning opportunities. Avista believes this target positioning and active performance management practices are effective tools to attract, retain, motivate, and reward our employees for their contributions.



The Avista Employee Incentive Plan is similarly designed to help motivate and focus employees on our customer service, reliability, and operational cost goals that benefit our customers and communities. Our incentive plan seeks to tie employee efforts to our organizational goals that are mutually beneficial for all stakeholders. The incentive plan is also an essential element of our overall compensation and in the Company's alignment of a competitive compensation structure with comparable companies within the utility industry.

As our employees continue to find new and innovative ways to excel, we have kept pace as a Company to reward their ingenuity.



In addition to our compensation structure, performance management, and incentive plan, we have several other recognition channels and awards that serve to honor performance and accomplishments of our people, particularly when it comes to innovation, safety, and customer service. Some of our additional recognition programs include:

- A “Pacesetter” Cash Reward Program
- Medallions and other recognition methods for acknowledging safety, customer service, and cross-Company collaboration efforts
- President’s Leadership Awards for outstanding excellence in customer experience, innovation, and safety

This ecosystem of recognition provides multiple venues for employees to nominate others for consideration as well as giving leaders options for reinforcing behaviors that contribute to our success.

Employment Benefits

In addition to our compensation structure, performance management, and incentive plan, Avista believes our employment benefits are also a key strategy in our ability to attract and retain the talent we need to succeed. Avista’s benefits package includes:

- Medical, dental, vision, life, and disability coverage
- Retirement benefits including a pension plan and/or 401k
- Time-off programs, including military absences
- Tuition benefits, continuing education, and training
- Well-being Program including incentives
- Adoption support

- Free telemedicine program
- Flexible work arrangements
- Ergonomic workstations
- Employee Assistance Program

Development Opportunities

Continuous learning plays a large part in fostering collaboration and innovation among our employees and is pervasive throughout Avista. Our development opportunities are created to prepare our employees at all levels to ensure they have the skills, knowledge, and experience to perform today and well into the future. Keeping our workforce equipped to succeed is imperative to meet the emerging challenges that lie ahead. We develop and curate training that is relevant, necessary and in demand for our organization. Training may be delivered through instructor-led courses, self-service topics, computer-based learning modules, and field-based, hands-on workshops that cover the range of our operations.

Avista helps employees understand how they can drive and maximize their development for current roles and to prepare for future opportunities through a robust development planning toolset and a menu of continuous learning and development suggestions. Employees have access to a variety of learning opportunities as part of our overall professional and leadership development programs. Examples of topics include leadership, business process improvement, presentation skills, project management, industry standards, coaching skills, emerging technologies, natural instincts, and leading change.

In addition to our internally led courses, we also provide opportunities for our people to attend industry events and certification programs, courses

or programs offered through energy related organizations such as the Western Energy Institute, the American Gas Association, and the Edison Electric Institute, as well as to our local colleges and universities such as the University of Idaho, Willamette University, Gonzaga University, and others.

Our Aspiring Leader Program entered its 22nd session and continues to provide an immersive development opportunity for employees preparing for future leadership roles. This one-year program provides selected employees exposure to a variety of departments, training, leadership concepts, and mentoring. The program includes a team project designed to provide experiential leadership learning. Graduates of Avista’s Aspiring Leader Program are found throughout all levels of leadership in the organization, including several of our Company Officers and senior leaders.

Craft Development

Craft employees are an essential part of our workforce and our ability to deliver energy safely, responsibly, and affordably. We value and support our workforce’s rights to associate freely and bargain collectively and strive to work collaboratively with our union representation. Avista has a long-standing history of supporting and working collaboratively with our local unions, represented by the International Brotherhood of Electrical Workers, Local 659 (Oregon) and Local 77 (Washington / Idaho / Montana). The Company participates in regular Labor-Management Committee meetings with each of the local unions to proactively address potential concerns as well as to work together to improve the safety, well-being, and development of our craft employees. Currently, 36%¹ of our Avista employees are covered by collective bargaining agreements.

¹ On December 31, 2024, Avista Utilities employed 1,950 individuals with bargaining unit employees comprising 36 percent of our overall workforce.

For our craft employees, Avista has a dedicated training department to provide training required by regulatory agencies in our electric and natural gas operations and other Company specific training. Our craft training programs are administered to ensure that our employees can safely perform their duties in compliance with construction, operation, and maintenance requirements.

As part of our commitment to our craft workforce development, we currently provide 13 registered apprenticeship programs. These apprenticeship programs, which typically take 2–4 years to complete, provide participants with classroom, workshop and on the job training to gain the background and experience required to advance within their fields while maintaining their employment with Avista. These apprenticeship programs represent a wide range of focus areas across our operations, ranging from electrical mechanics and lineman to hydroelectric operators and communication technicians.

Avista Training Program Metrics	2024			
Select Computer-Based and Instructor-Led Trainings	Completed Minutes	Completed Hours	Minutes per Employee	Hours per Employees
Company Policy Trainings	183,982	3,066	89	1.5
Safety & Well-Being Trainings	849,918	14,165	412	6.9
Job Specific Trainings	1,703,609	28,393	1,350	22.5
Career Development Trainings	101,270	1,688	173	2.9
Leader Specific Trainings	281,642	4,694	814	13.6

Craft Training Program Metrics	2020	2021	2022	2023	2024
Apprentices—All Crafts:					
Total number of apprentices trained	91	85	96	89	75
Number of active programs	11	11	11	13	13
Hours of training on the job	132,838	140,033	145,600	139,360	99,840
Hours of classroom training	9,235	9,735	10,640	9,916	6,912
Journeyman Training:					
Electric/Generation - hours	3,192	6,757	10,549	8,294	17,448
Gas refresher - hours	2,882	2,228	3,245	2,478	10,164





Craft Leadership Development Program

Avista's Craft Leadership Development Program is a 6-month experience designed for craft employees working in or pursuing a leadership role in their craft or operational area. Participation in this program is voluntary and the program focuses on developing three key areas from Avista's Leadership Framework: Leading Self, Leading Others, and Leading the Business.

The program has participants develop self-directed learning plans that are customized for individual experience, areas of operation, and personal development goals. Also included is a five-day leadership course specifically designed for craft leadership in the field or in an operational plant. To support employee success, the program uses monthly connections with program participants as well as regular check-ins with their supervisors and an assigned leader from another business unit.



Student Development Program

Avista's Student Development Program (SDP) provides opportunities for university students to develop their skills, gain insights into the energy industry, acquire valuable working experience, and explore future professional opportunities. These students spend several months working with Avista where they participate in meaningful projects and prepare for the next steps in their careers. All students in the SDP are paired with Avista subject matter experts and mentors.

This program is mutually beneficial for Avista and these university students. Students are exposed to our culture, professional work, and utility operations and they bring their fresh ideas and insights into the latest technology and principles being taught in our colleges and universities. This program supports Avista's focus on building diverse recruitment pipelines by keeping pace with the changing demographics and workforce availability across our operations through early engagement with area students as they begin transitioning into the local workforce.

4

Leading with integrity while conducting our operations in compliance with the laws, rules, and regulations that govern our business.

Avista Code of Conduct

Avista is dedicated to conducting its business with integrity, guided by a commitment to doing what is right for our customers and our communities. This commitment to integrity is deeply embedded in our culture and embraced by our employees. Avista's Ethics and Compliance Program (Program) establishes clear expectations for employee conduct, reinforced through training and outreach designed to foster engagement and build understanding. The Program encourages an ethical corporate workplace and provides the framework that enables business areas to achieve compliance while advancing Company initiatives.

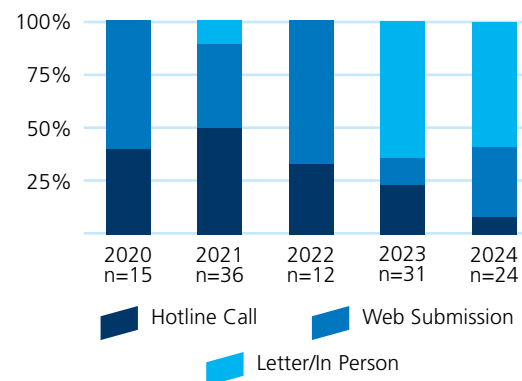
Avista's [Code of Conduct](#) (Code) defines our values, shapes our culture, and informs our actions and business decisions. Every employee and member of the Board of Directors takes part in annual Code of Conduct training. Supporting corporate policies help guide us through complex areas such as fraud, anti-corruption, antitrust, insider trading, and data privacy. And when issues arise, we follow clear investigative protocols to ensure accountability and fairness.

Speaking Up and Reporting

At Avista, we believe in creating a culture where speaking up is encouraged. Whether it is asking a question, raising a concern, or reporting something that does not feel right, we want employees and

others to feel safe doing so. Retaliation against individuals who report a concern is strictly prohibited. To make reporting easy, we offer multiple reporting channels, including a 24/7 confidential hotline that supports anonymous reporting. We follow a formal Investigation Process Guide to ensure every report is handled consistently and transparently. And to keep everyone informed, we share reporting metrics with employees and our Board of Directors to promote accountability and trust.

HOTLINE INQUIRIES BY REPORTING CHANNEL



Hotline Inquiries by Reporting Channel	2020 n=15	2021 n=36	2022 n=12	2023 n=31	2024 n=24
Hotline Call	40%	50%	33%	23%	8%
Web Submission	60%	39%	67%	13%	33%
Letter/In Person	0%	11%	0%	64%	59%

n=Number of Inquiries



Corporate Ethics and Compliance

Avista's Ethics and Compliance Program is led by the Senior Vice President, General Counsel, Corporate Secretary, and Chief Ethics/Compliance Officer. Our compliance managers work closely with Internal Audit, Human Resources, Legal, and Enterprise Risk Management to coordinate efforts that promote ethical conduct and regulatory compliance across the organization.

To ensure Avista's Ethics and Compliance Program is effective and robust, we regularly assess both its scope and how well employees are aligning with our Code of Conduct, policies, and procedures. These evaluations include monitoring key data points such as training outcomes, disciplinary actions, hotline reports, culture survey results, and investigation findings. We also benchmark our practices against other companies—both within and outside our industry—to gain broader insights and adopt best practices.

Strong support from Avista's leadership and the Board of Directors play a vital role in the Program's success, reinforcing our commitment to ethical business conduct.

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ETHICAL COMPANIES™
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5-TIME HONOREE

Confidential Hotline Contact Information

Call: 1-877-861-6690

Website:

www.avistacorp.ethicspoint.com



Our Commitment to Human Rights

Avista is committed to doing business ethically, honestly and with respect for the rights of all individuals. That commitment includes upholding the principles outlined in the United Nations Universal Declaration of Human Rights and the United Nations Guiding Principles on Business and Human Rights. We believe that respecting human rights is fundamental to how we operate, and it is reflected in our policies, practices, and culture. [Click here](#) to learn more about Our Commitment to Human Rights.



5

Holding our contractors accountable to the same ethical and compliance standards to which we hold ourselves.

Contractor Expectations

Providing clean, safe, and reliable electricity to 418,000 customers and natural gas to 380,000 customers across 30,000 square miles and four northwestern states is no small task. To help meet this responsibility, we rely on contracted employees, suppliers, and other business partners to help us get the job done.

These partners are an important extension of our operations. Whether they are delivering goods or performing services on our behalf, we expect our third-party partners to uphold the same high standards of ethical conduct and compliance as our own employees. That means acting with integrity, following applicable laws, aligning with our values, and adhering to Avista's [Code of Conduct](#) (Code).

In addition to adhering to Avista's Code, our contractors may be subject to specific regulatory compliance requirements, including mandatory training, background checks, drug and alcohol testing and safety related measures and performance.

Contractor Code of Conduct

Avista continues to advance the design and impact of its supply chain. Due diligence is performed to assess a potential supplier's ability to meet Avista policy and contractual requirements in addition to their ability to provide the requested goods or services. With a focus on corporate integrity, responsible sourcing and the

safety and well-being of workers across the supply chain, Avista has implemented its [Contractor Code of Conduct](#), which sets forth contractual provisions covering such topics as worker health and safety, labor and human rights, compliance and ethical conduct, conflicts of interest, environmental practices, and speak-up and reporting requirements, among others.

Supply Chain Engagement

Avista relies on a wide network of contractors and suppliers to help deliver safe, reliable, and affordable energy. Among our third-party partners, special attention is given to our Tier 1 Vendors—those with an annualized spend in excess of \$2.5M, those considered strategically importance to our operations, or those that would be difficult or costly to replace.

To ensure alignment with Avista's values, these Tier 1 Vendors must provide a copy of their own code of conduct or business ethics policy for Avista's review. In addition, throughout our Supplier Relationship Management Program, we work closely with these Tier 1 Vendors to formally integrate our values and standards into the supply chain.

We monitor their commitment to our values and evaluate their performance beyond just business results. This is accomplished by using a supplier scorecard that includes an analysis of activities such as safety, quality and service, schedule performance, risk mitigation, innovation, sustainability, and environmental practices, among others.

As part of this process, we request and review the formal corporate sustainability programs of our Tier 1 Vendors to ensure alignment of ESG-related goals and stakeholder involvement among our business partners. Not only is the presence of a corporate sustainability program a requirement, but the development of actionable goals, strategies, and reliable methods and metrics to disclose progress and results are documented, monitored, and evaluated by Avista during the supplier scorecard process. This culminates with an annual supplier scorecard award ceremony recognizing those suppliers who consistently exemplify service excellence and the execution of our shared commitments.

Our business partners are a valuable and integral part of our operations. Their alignment with our mission, values and corporate responsibility further enables us to deliver on our commitments to our customers and the communities we serve. [Click here to learn more about how to do business with Avista.](#)



COMMITMENT TO

OUR CUSTOMERS & COMMUNITIES



COMMITMENT TO

OUR CUSTOMERS & COMMUNITIES

We are invested in the financial strength of our customers and local communities. We recognize that enabling vibrant communities extends beyond providing energy for our customers, that we must continue to create value from operational improvements, enhance products and services, and prioritize local investments and economic development. Our efforts and commitments include:

- 1** Providing safe and reliable service that is there when needed, and that is affordable for our customers and our local communities.
- 2** Creating value for our customers through products, services, and programs that deliver sustainable and cost-effective solutions that help to enrich our customers' lives.
- 3** Investing in our local communities through active partnerships in the shared energy economy, regional economic development, and driving local and diverse supplier relationships to grow jobs and improve the quality of life in our region.
- 4** Providing meaningful philanthropic support to our local community organizations to strengthen and broaden their reach and impact in the lives of our customers and communities.
- 5** Holding the interests of those we serve at the center of everything we do by operating our business with transparency, genuine care, and ease of conducting business—our stakeholders can rely on us.



1

Providing safe and reliable service that is there when needed, and that is affordable for our customers and our local communities.

Public Safety

Safety is at the heart of everything we do—for our customers, our communities, and the regions we serve. Avista's energy infrastructure is extensive and deeply integrated into the areas we operate, spanning hydroelectric dams, natural gas pipelines, and electric transmission and distribution systems. We approach the design, construction, operation, and maintenance of these systems with a continuous focus on enhancing safety and reliability. Our goal is simple: to ensure that everyone living or working near our electric and natural gas systems remains safe, every day.

Underground electric and natural gas lines are often located near or within customer properties across our service areas. To help prevent accidental damage and reduce the risk of injury from digging into these buried utilities, Avista's Public Safety Program offers ongoing training, outreach, and resources to our customers and local communities. Through educational campaigns and informational materials, we emphasize the importance of clicking or calling 811—the national call-before-you-dig number—before starting any excavation project. By using the 811 service to properly locate underground utilities, customers can significantly lower the chances of accidental dig-ins and help keep themselves and others safe.

Located along two of our region's larger rivers, Avista's eight hydroelectric dams provide the bulk of our clean renewable energy for our customers.

CUSTOMER DIG-INS CHART & METRICS (2020–2024)

Public Safety Program: Number of Dig-Ins	2020	2021	2022	2023	2024
Number of Underground Service Locates Performed	120,518	133,736	112,643	102,424	100,800
Dig-Ins to Avista Underground Natural Gas Lines	531	619	533	471	451
Dig-In Rate per 1,000 Locates	4.41	4.63	4.73	4.60	4.47

These facilities also support numerous recreational areas for boating, swimming, waterskiing, and fishing opportunities. To ensure the continued safe access to these natural resources, the Company's Dam Safety Program combines continuous monitoring of the structural integrity of our facilities with a robust program for managing public safety.

The Hydro Public Safety Program works together with local, state, and federal agencies to keep our communities safe. We coordinate emergency response plans and training, and partner with local agencies to host workshops for emergency responders. Through community events, social media, radio campaigns, and preparedness mailers, we share important safety information with the public. We also plan, install, and maintain fencing, signage, and water safety barriers around our facilities to help everyone stay informed and safe near our hydroelectric dams.

In addition to [Avista's Public Safety](#) programs and materials, we actively perform system inspections of our electric and natural gas infrastructure, administer natural gas pipeline integrity management programs,

protect the public from dangerous equipment and locations through physical security measures and implement asset maintenance and replacement programs. One such replacement program is our ambitious 20-year natural gas pipeline replacement program. This replacement program is now more than 66% complete, reflecting our commitment to maintaining a safe and reliable natural gas system. To date, we have replaced more than 489 miles of our targeted 737 miles of natural gas pipeline which was installed prior to 1987.

Put simply, we are committed to keeping people, property and our communities safe.

AVISTA'S PUBLIC SAFETY PROGRAMS AND MATERIALS

Please click on any of the safety-related topics presented below to learn more about Avista's proactive efforts:



NATURAL GAS SAFETY



CALL 811 BEFORE YOU DIG



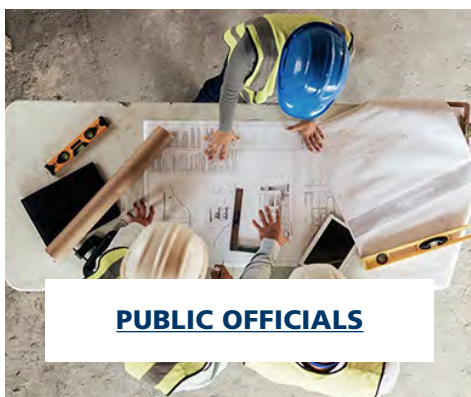
ELECTRIC SAFETY



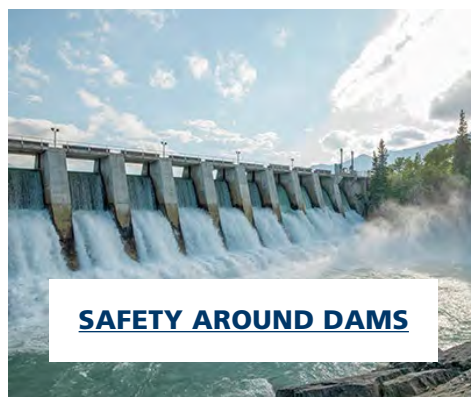
EMERGENCY RESPONDERS



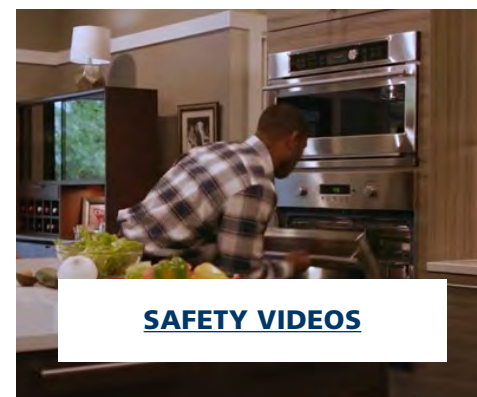
CONTRACTORS



PUBLIC OFFICIALS



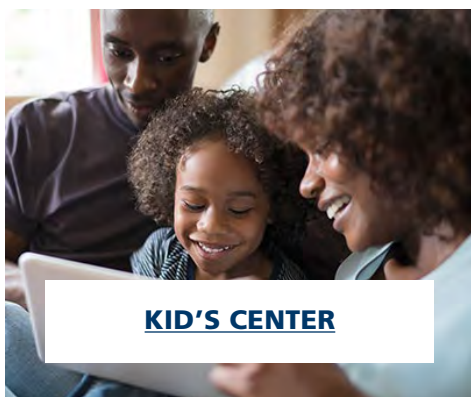
SAFETY AROUND DAMS



SAFETY VIDEOS



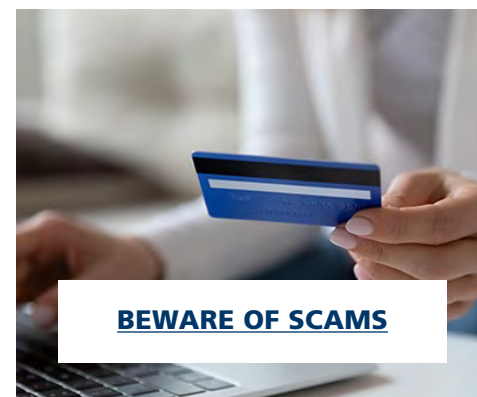
HOW WE PROTECT AGAINST WILDFIRES



KID'S CENTER



VEGETATION MANAGEMENT



BEWARE OF SCAMS

Wildfire Resiliency Plan

Our proactive approach to Public Safety continues to align with industry objectives and respond to the changing environment as demonstrated through our [Wildfire Resiliency Plan](#). Western utilities and communities are facing increased frequency and size of wildfires due to the effects of climate change. And at the same time, we are witnessing residential developments expand into forested areas and other high fire-risk locations. Avista's Wildfire Resiliency Plan seeks to mitigate the probability of wildfires and their related impacts on our customers and communities through the expansion of our current safeguards for preventing, mitigating, and reducing the impact of wildfires. Avista's Wildfire Resiliency Plan emphasizes grid hardening, vegetation management, situational awareness, operating strategies, partnerships with emergency providers, fire agencies, and regional Tribes, and customer engagement, including providing helpful resources and information to protect property and prevent wildfires.

Wildfire Resiliency Plan Elements



Grid Hardening—Replace and/or strengthen electric transmission and distribution infrastructure in high fire threat districts to protect infrastructure from possible damage and to reduce the likelihood of spark-ignition sources. Current efforts include:

- New transmission lines constructed with steel poles—more resistant to fire and severe weather such as high winds as well as damage caused by humans and animals.
- Accelerate replacement of wooden transmission poles with steel poles across our system, with a focus on high fire threat areas.

- Install fire-retardant wire mesh around the bottom of wooden transmission poles—protects against ground fires in low vegetation areas.
- In high-risk fire areas on the distribution system, replace wooden crossarms with fiberglass crossarms, replace small and outdated conductor, install animal guards, and add special connectors or other equipment to help strengthen our system.
- Replace wood distribution poles with metal poles at critical points such as corners or road / rail / river crossings.
- Enhance transmission line inspections, including aerial surveys, by considering additional risk factors such as nearby wood debris, adjacent logging and construction activities, and other possible hazards.



Vegetation Management—Perform risk tree inspections across our system each year to identify dead, dying, diseased, or defective trees within strike distance of a powerline. These efforts include:

- Accelerate removal of dead and dying trees that may create risk to the power grid. Over the past two years, nearly 18,000 risk trees have been removed from the distribution system each year and over 3,000 risk trees on the transmission system. Since the Wildfire Plan began, we have removed nearly 100,000 dead and dying trees from the distribution and transmission systems.
- Add a customer-based Safe Tree Program to remove trees at risk to powerlines that reside on private property.
- Coordinate with state agencies, Tribes, and the U.S. Forest Service to remove vegetation

and undergrowth on their properties located adjacent to our infrastructure.

- Maintain regular field and ground inspections.
- Introduce aerial surveys using LIDAR (light detection and ranging) and satellite imaging to digitally identify tree / vegetation encroachments on powerlines and identify tree health risk areas.
- Increase the use of herbicides and corridor clearing in fire-prone areas to prevent growth of problem vegetation near our facilities.



Situational Awareness—

Improve operational decisions by increasing our ability to assess and react to potential fire risks. Current efforts include:

- Develop a fire-weather monitoring system to enhance fire-risk assessment by combining elements of the National Weather Service forecasts and powerline metrics. This information is vital to adapting operations and coordinating with local fire protection agencies in times of extreme weather events that could cause a wildfire.
- Use our Wildland Urban Interface (WUI) map to prioritize our wildfire efforts in areas where human population and development encroaches on forested areas and results in elevated fire risk.
- Added wildfire identification cameras to identify a fire start as well as its precise location. Early detection of ignition increases the likelihood of timely containment and suppression of wildfires, saving lives and reducing property losses.

- Adding localized weather stations to enhance our knowledge of an area's weather situation, including dangerous weather conditions approaching and on-the-ground observations.
- Regularly engage with other regional utilities, state and federal agencies, fire professionals, and our utility commissions to leverage and exchange best practices.



Operations and Emergency Response

—Preparing for, reacting to, and collaborating with critical partners related to wildfire events in a holistic and unified way and providing equipment that allows automated response to fire threat conditions. Current efforts include:

- During wildfire season we modify our electric line operations to help prevent fire-ignition during outages, referred to as Fire Safety Mode, in use for the past 20 years.
- Added Public Safety Power Shutoffs to allow de-energizing powerlines in extreme fire threat situations to protect communities from the potential for a utility-caused wildfire event.
- Leverage or add to existing systems and equipment that monitor, communicate with, and remotely control the power grid to help us prevent and respond to wildfires.
- Avista's Expedited Response program covers nearly 100% of our service territory. The program allows Avista to call 911 whenever an isolated transmission fault occurs during fire season so that trained fire fighters can investigate and extinguish a possible fire before it can spread.

- Patrol outage areas during certain hot, dry and windy conditions to mitigate the risk of sparks before re-energizing a line. This requires more time to restore service, especially if there has been a fire, as fire officials may restrict access within a fire zone.
- Coordinate closely with fire protection agencies in planning for and in response to fire events.



Worker and Public Safety—

Increase overall safety by creating partnerships with emergency first responders and fire agencies to share wildfire responsibilities, knowledge, training, and best practices. Current efforts include:

- Incorporate advanced training and event simulations to better prepare Avista personnel to work with fire professionals during a wildfire event.
- Provide Avista's electric line workers, who are already trained as emergency responders, with basic fire training taught by fire agency professionals.
- Embed Avista field personnel into the Fire Service Incident Command System (ICS) to act as a liaison between Avista and the ICS fire commander in the event of a fire.
- Participate in fuel reduction and public awareness campaigns like Washington State's "Fire Ready Neighbor" program.
- Provide the Safe Tree Program, available to qualified customers in high-risk fire areas. This program enables customers to hire certified arborists to remove risk trees residing on their private property and Avista will cover the costs.



Emergency Preparedness

Avista operates in a part of the country where severe weather or natural disasters, including avalanches, windstorms, wildfires, earthquakes, extreme temperature events, snow and ice storms may occur. In addition to these natural threats to normal business operations, Avista must also consider possible human-caused threats such as sabotage, terrorism, cyberattacks or other malicious acts that could disrupt or cause damage to our utility assets. To ensure our continued utility operations, we have implemented numerous emergency preparedness solutions. They are designed to safeguard life and property and to provide for the restoration of electric and natural gas services and the continuation of business functions critical to the support of our operations.

Emergency Operating Plan (EOP)

Critical departments that provide essential services as part of our operations have developed Emergency Operating Plans (EOP). These plans are designed to enable us to successfully respond to an emergency or severe service disruption, resuming operations in a timely and orderly fashion. Emergency response activities are focused on responding to the initial event and subsequent impacts to prevent further damage to life, property, and the environment, and to stabilize the situation by activating recovery and back-up process and procedures.

Emergency Action Plans (EAPs)

While the probability of structural emergency at one of our hydroelectric facilities is remote, we

have developed Emergency Action Plans (EAPs) to help ensure public safety under the terms of our operating licenses. These EAPs are designed to minimize potential dangers to people and property downstream of our hydroelectric dams. Based on computer simulations, the EAPs provide guidelines for notification and early warning systems in the event of an actual or potential structural emergency at one of our dams. Our EAPs are evaluated annually, inspected by the Federal Energy Regulatory Commission, and regularly exercised with local first responders and other local community members.

Enterprise Business Continuity Program (EBCP)

Avista has developed an Enterprise Business Continuity Program (EBCP) to facilitate emergency response, business continuity, and disaster recovery activities simultaneously across multiple departments in response to any scope of disruption to normal business operations. The purpose of the EBCP is to provide an all-hazards framework for crisis communications, emergency response, business continuity, and disaster recovery activities in response to a human-caused or natural event, and, when necessary, specific communications and operational procedures for implementing certain emergency response activities. It serves as the governing structure for the coordination of Avista's EOPs during an emergency response situation, using the Incident Command Structure for enhanced coordination, planning, and response execution. Business continuity and disaster recovery activities occur concurrently with the emergency response activities of the EOPs and are focused on sustaining Avista's essential business processes. Our EBCP ensures that emergency response activities occur in a coordinated and timely fashion, maximizing resources and reducing further disruption to normal business operations.

Emergency Preparedness in Action

As part of Avista's ongoing commitment to readiness and emergency preparedness, we actively participate in internal and external exercise activities to further develop our capabilities to respond to unplanned events. These activities provide an opportunity to familiarize our employees and outside agencies with their roles and processes for responding to emergency events. Recently, Avista conducted several exercises to prepare for both natural gas and electric outages by simulating Public Safety Power Shutoff (PSPS) training events. Through these efforts, we can bring together a cross-sector of Avista response teams, public sector partners and emergency management agencies to provide all participants with an opportunity to conduct a coordinated response following a simulated event, particularly important in the wake of increasing wildfire threats.

Avista also participates in the North American Electric Reliability Corporation's (NERC) Electricity Information Sharing and Analysis Center (E-ISAC) biennial exercise, **Grid Ex**. This exercise is the largest grid security exercise in North America and provides Avista with an opportunity to practice how we would respond to and recover from coordinated cyber and physical security threats and incidents. Exercises like this continue to improve Avista's readiness and resiliency in the face of emerging threats, ensuring that we are prepared to maintain the safety and reliability of our energy services.

Reliable Service

Our diverse energy mix is the foundation for providing our customers with clean, reliable power at fair and affordable prices. Avista's electrical generation portfolio, including hydro-electric, biomass, natural gas, coal, wind and solar allows us to keep electricity rates as low as possible by providing flexibility to shift between generating resources when it makes economic sense while still maintaining the reliability of the electrical system.

In addition to our customers' direct use of natural gas, which is often more energy efficient and cleaner burning compared to other energy choices such as wood or heating oil, natural gas is also used to generate electricity. This use of natural gas for electrical power generation is often relied upon as a flexible resource that supports the integration of renewable generation such as wind and solar. When the wind dies down and the sun does not shine as bright, our natural gas generation can immediately ramp up to balance this unanticipated dip in renewable generation. We are committed to our natural gas operations and generation and are excited to continue and share the value and benefits that natural gas provides to our customers and communities both today and into the future.

To help ensure reliability, we continue investing capital to operate and maintain our current electric and natural gas utility infrastructure. This solid foundation enables Avista to plan and build for the future, a future that is increasingly being influenced by emerging technologies and climate change implications. Prudent and essential capital investments in our existing hydro-electric plants, integrating additional renewable energy projects, upgrading and modernizing our transmission and distribution systems, replacing aging natural gas equipment and pipelines and providing our customers with more energy related products and services are all

part of the complex challenges that we face to ensure the continued delivery of safe and reliable energy services to our customers.

Reliability Metrics	2020	2021	2022	2023	2024
SAIDI Outage Time/Customer (minutes)	132	164	146	113	131
SAIFI Sustained Outages/Customer	0.89	1.24	0.92	0.79	0.91
CAIDI Average Restoration Time (minutes)	148	133	158	142	144

Western Energy Imbalance Market

Avista operates within the Western Energy Imbalance Market (EIM) which is run by the California Independent System Operator. Most investor-owned utilities in the Pacific Northwest are either participants in the Western EIM or plan to integrate into the market in the near future. The Western EIM is a real-time energy balancing market that automatically uses the lowest-cost electric resources available over a large geographic area to meet utility customer needs while optimizing the use of renewable energy. By rebalancing supply and demand across a larger, more diverse footprint, and in a more economic manner, the Western EIM participants can share generation resources, which drives customers' costs lower and allows for the efficient use of renewable resources while maintaining the reliability of the electrical grid. [Learn more about our participation in the Western EIM.](#)

Energy Affordability

Avista is overseen and regulated by public utility commissions in the states in which we operate. Unlike most companies, which can change their prices whenever they want, Avista must engage in a public and transparent rate setting process to explain why changes in rates are necessary. It is only after a thorough review, including potential revisions to our request, that we may change our prices following approval from the state public utility commissions. This rate case process is highly regulated, typically takes numerous months to complete, and affords interested parties, such as customers and consumer advocates, the opportunity to participate and provide feedback. [Learn more about how our prices are set by state public utility commissions.](#)

Across the nation, communities and utilities are dealing with a similar reality of rising energy costs. Delivering safe and reliable energy includes operating, maintaining and upgrading capital intensive infrastructure made up of pipes, poles, wires, meters, substations, dams and other generating stations. Many infrastructure components of our system are 30, 40 or 50 years old and need physical replacement, as well as upgrades to keep pace with emerging technologies and customer expectations. Avista will need to continue to invest hundreds of millions of dollars in our system every year to keep pace and to continue providing safe and reliable service for our customers.

We work hard every day to plan, build, operate and maintain our energy systems with an eye towards the future and seeking innovative ways to be more efficient and meet customer expectations. This challenging work continues to pay dividends in terms of keeping our energy prices affordable. Our customers pay some of the lowest energy prices in the nation. On average, the total monthly cost of Avista's residential electric service is approximately

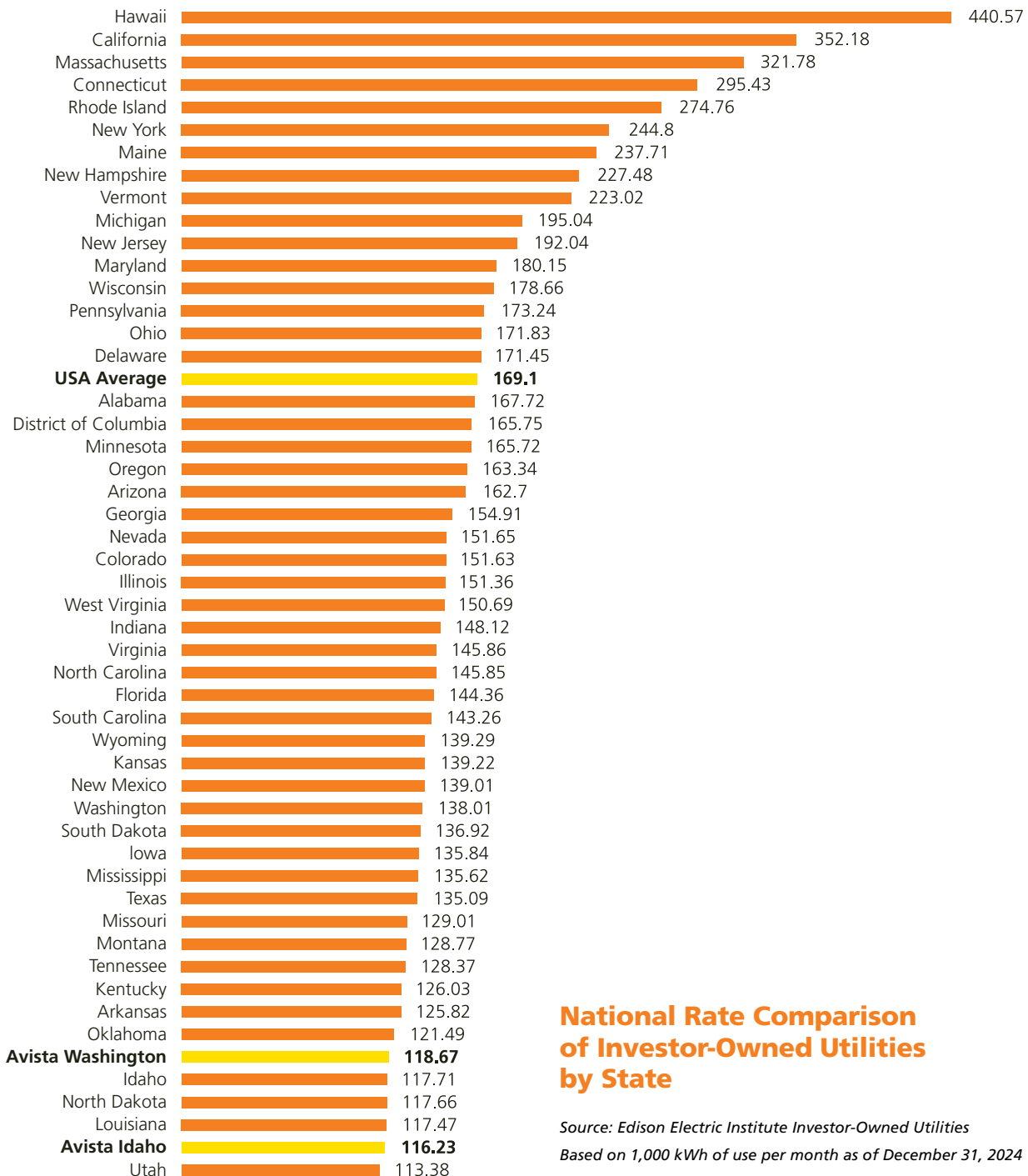
30% lower than the national average for investor-owned utilities. Avista recognizes that strong financial performance is achieved in tandem with strong communities who can leverage our reliable and affordable energy for their own economic vitality.

Energy Assistance Programs

We recognize that energy affordability is a significant issue for many of our customers. We care deeply about our customers and keep their energy cost burden at the forefront of our operating decisions. Within Avista's service territories, there are many individuals and families living on fixed or limited incomes, including seniors and individuals with disabilities. These members of our communities may rely on assistance to maintain essential needs such as food on their tables, access to healthcare and utility services. To assist our customers, we focus on actions and programs in four primary areas:

- Advocacy for, and support of, energy assistance programs that provide direct financial assistance
- Limited income outreach programs
- Energy efficiency and conservation education
- Support of community programs that increase customers' ability to meet the basic costs of living

In addition to account management measures such as comfort level billing, preferred due date, payment arrangements, autopay, online energy management tools and bill comparisons, Avista partners with community action agencies to provide a variety of bill assistance programs to income-qualified residential customers. To learn more about these programs and how Avista may be able to help, please call us at 1-800-227-9187 or [visit us online](#).



National Rate Comparison of Investor-Owned Utilities by State

Source: Edison Electric Institute Investor-Owned Utilities
Based on 1,000 kWh of use per month as of December 31, 2024

Bill Assistance Programs

Low-Income Rate Assistance Program (LIRAP)

State approved rate surcharge designated for bill payment assistance. There are several programs funded through LIRAP, including:

- **My Energy Discount**—A personalized monthly bill discount for residential customers based on household size and income.
- **Arrearage Assistance Programs**—Residential customers with past-due balances may be able to have a portion forgiven or entered into an arrearage management program in order to resolve the past-due balance over the course of the year. Program eligibility depends on household income.
- **Emergency Share**—Washington customers experiencing hardship may be eligible to receive an emergency energy assistance grant through their local Community Action Agency.

Low-Income Home Energy Assistance Program (LIHEAP)

Federally funded program to help low-income households with home heating and cooling costs, emergency situations, and weatherization services.

Project Share

Funded through donations from customers, employees and Avista to provide emergency energy assistance grants for customers experiencing energy emergencies or financial hardships.

Energy Assistance Programs:

Amount of Aid by Bill Assistance Program ¹	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024
LIRAP grants made ²	\$6,883,923	\$5,932,874	\$7,293,461	\$11,380,843	\$25,776,749
Project Share grants made	\$245,947	\$327,763	\$229,481	\$183,691	\$293,280
Avista contributions to Project Share	\$509,797	\$477,652	\$452,779	\$441,107	\$431,144
LIHEAP grants made ³	\$8,319,404	\$8,981,598	\$10,877,576	\$8,779,976	\$9,100,085

¹ The energy assistance program year is October 1 through September 30.

² LIRAP is only available in Washington and Oregon and includes grants, arrearage benefits, and discounts.

³ Avista is an active partner in advocating for and facilitating the distribution of federal Low Income Heating Assistance (LIHEAP) funds.

Energy Assistance Outreach

Historically, Avista hosted a variety of outreach events to engage with members of our communities with energy conservation education and information on our bill assistance programs. These events included energy assistance days, conservation workshops, mobile outreach and tabling at community events. However, since the COVID-19 Pandemic, we have altered our energy assistance outreach strategy in order to best respond to the changing ways in which our local communities were best connecting with our resources.

Avista's new generation of energy assistance outreach involves meeting customers where they're at. This is done through partnerships with community action agencies and an increased presence at community events. There is also a particular focus on awareness-building with employers, trusted spaces like churches and food banks, and community-based organizations to ensure that no matter where folks are going to access resources, they can also be connected to our energy assistance programs.

Through these new efforts, we have been successful at actively engaging with limited-income, senior, and vulnerable customers across our service territories. These community events are an opportunity to meet our customers where they're at and share information about our bill assistance programs, distribute energy-saving tools and tips, and assist in connecting folks to other valuable community resources. Recognizing that many members of this target audience may be reliant on medical equipment or living with chronic health conditions, we also promote power outage preparedness and encourage individuals to register their medical equipment dependencies and/or life support statuses with us should an outage occur.

Energy Assistance Engagement:

Energy Assistance Outreach Events		
Year	Number of Events	Number of Participants
2020	13	966
2021	13	2,195
2022	27	3,716
2023	36	4,335
2024	87	12,487

2

Creating value for our customers through products, services, and programs that deliver sustainable and cost-effective solutions that help to enrich our customers' lives.

Energy Efficiency and Conservation Programs

Help the environment and save money at the same time? It may sound too good to be true, but it is not. When our customers choose to participate in energy efficiency programs with Avista, they help by consuming less energy and save on future utility bills.

For more than 40 years Avista has been offering Demand Side Management (DSM) or energy efficiency programs, meeting customers' evolving energy needs while prioritizing affordability. [Learn more about our energy efficiency programs.](#)

At Avista, we make choices every day about the best and most affordable source of energy to deliver to our customers. Energy efficiency gives us one more choice—and one that is lower cost. This is why it is an important element of our [Integrated Resource Plan](#) as we look to the future.

Our approach to energy efficiency is based on two key principles: to pursue cost-effective electric and natural gas energy savings by offering financial incentives for qualifying energy saving measures, and to use the most effective means to deliver energy efficiency services to customers.

Residential Energy Efficiency Programs

We are committed to supporting our residential customers by offering numerous energy efficiency programs, tools, and tips, to help reduce their energy use and save money. Avista provides [Home Energy Reports](#) for our residential customers in Washington and Oregon. These reports are data driven and provide personalized insights regarding how energy is used in their homes and analyze ways to save energy and lower costs. These reports also contain itemized appliance costs and comparisons to similar sized homes, among other energy saving tips and ideas.

We also provide a [Home Insulation Program](#) that offers residential customers low-cost and no-cost insulation improvements. This program is available for our electric customers in Washington and Idaho, and our natural gas customers in Washington and applies to single family homes, condominiums, and multifamily properties of up to four units. The program includes an emphasis on serving customers residing in our Named Communities. Qualified contractors will conduct inspections and facilitate program rebates to lower participation barriers that our customers may encounter.



Business Energy Efficiency Programs

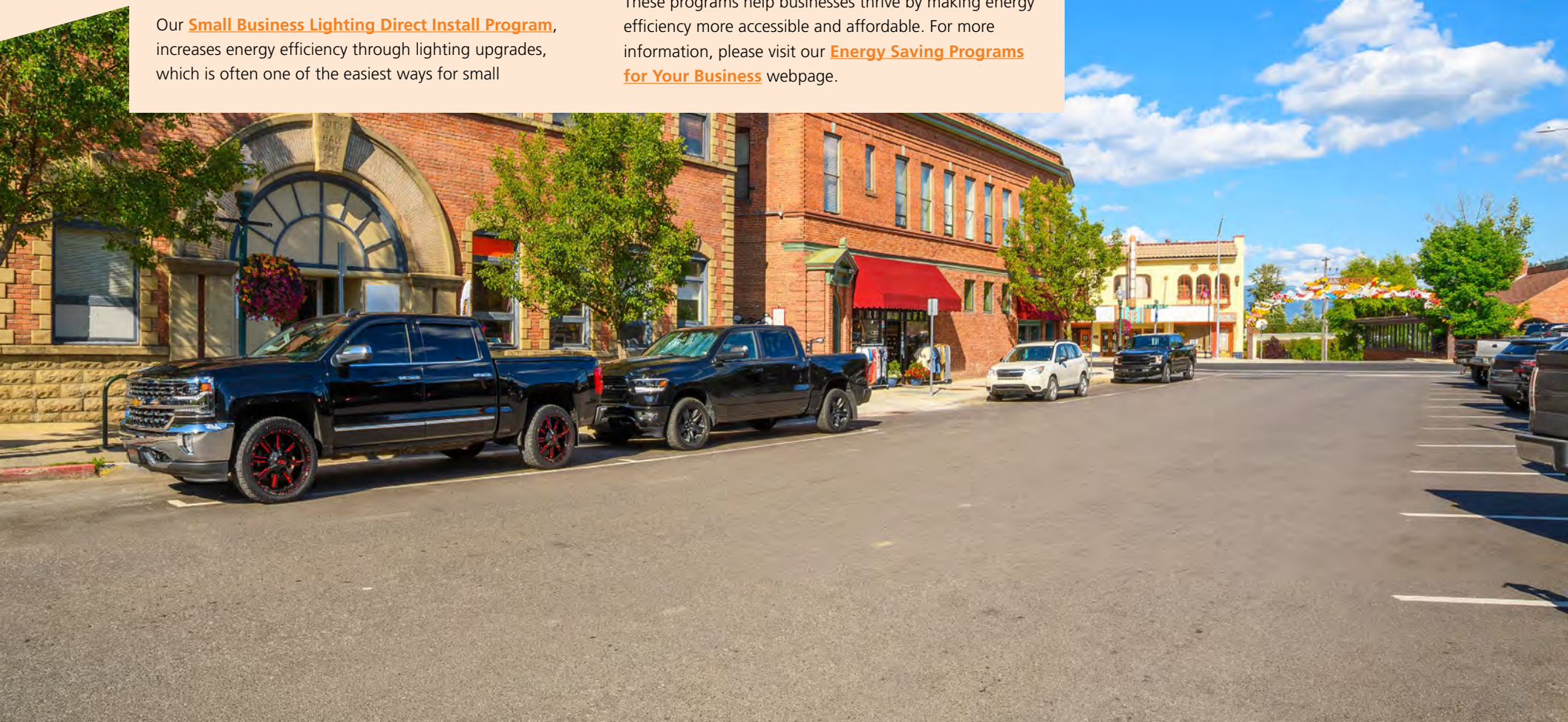
We are likewise committed to supporting our business customers by offering numerous energy efficiency programs, tools, and tips, to help reduce their energy use and save money. In Washington and Idaho, we have a dedicated commercial energy efficiency outreach program called the **Business Partner Program (BPP)**. This program is designed to raise awareness of our energy-saving products and services that help small businesses reduce energy consumption and lower their energy costs. Through BPP, we offer energy efficiency rebates to offset upgrade costs, free bid assistance from qualified vendors via our Trade Ally Bid Program, and billing assistance resources to support financial stability.

Our **Small Business Lighting Direct Install Program**, increases energy efficiency through lighting upgrades, which is often one of the easiest ways for small

businesses to lower their operating costs. We continue to offer this program for small business customers in Washington and Idaho that offers installation of low or no-cost energy saving lamps, fixtures, and lighting control upgrades. Customers are also provided with a brief onsite energy audit to help identify additional potential areas of energy reduction and participation in other existing efficiency programs.

For larger businesses, our **Account Executive** team is available to help identify energy efficiency projects and rebates for commercial and industrial customers.

These programs help businesses thrive by making energy efficiency more accessible and affordable. For more information, please visit our **Energy Saving Programs for Your Business** webpage.



Electricity Conservation in kWh:

Year	Idaho	Washington	Annual	10-Year Cumulative
2015	17,141,000	56,343,000	73,484,000	73,484,000
2016	50,765,000	71,572,000	122,337,000	195,821,000
2017	42,373,000	64,666,000	107,039,000	302,860,000
2018	29,805,000	46,442,000	76,247,000	379,107,000
2019	25,231,000	41,741,000	66,972,000	446,079,000
2020	16,710,969	24,186,000	40,896,969	486,975,969
2021	16,772,000	39,044,000	55,816,000	542,791,969
2022	14,927,336	23,020,657	37,947,993	580,739,962
2023	15,530,289	40,029,256	55,559,545	636,299,507
2024	30,150,533	45,018,433	75,168,966	711,468,473

Energy Saving Advice

[Visit us online to learn more about energy saving advice.](#)

Cumulative reductions in electricity consumption over the past 10 years is more than the annual electricity usage of 62,000 of our customer homes.

Natural Gas Conservation in Therms:

Year	Idaho	Washington	Oregon	Annual	10-Year Cumulative
2015	* 0	920,000	210,738	1,130,738	1,130,738
2016	189,000	546,000	230,503	965,503	2,096,241
2017	306,000	1,046,000	347,324	1,699,324	3,795,565
2018	248,000	737,000	415,818	1,400,818	5,196,383
2019	217,000	504,000	391,204	1,112,204	6,308,587
2020	352,548	595,332	419,378	1,367,258	7,675,845
2021	452,881	792,955	408,163	1,653,999	9,329,844
2022	306,330	545,769	374,316	1,226,415	10,556,259
2023	230,111	587,779	451,794	1,269,684	11,825,943
2024	220,279	512,873	819,680	1,552,832	13,378,775

Energy Saving Advice

[Visit us online to learn more about energy saving advice.](#)

Cumulative reductions in natural gas consumption over the past 10 years is more than the annual natural gas usage of 16,000 of our customer homes.

* Avista's Idaho natural gas DSM programs were suspended in 2014 and 2015. Avista filed for and was approved to reinstate its Idaho Natural Gas DSM programs January 1, 2016.



Customer Green Options



My Clean Energy Program

Lower your carbon footprint by joining My Clean Energy

- It is affordable—green your electricity for as little as \$.01 per kWh
- It is for everyone—whether you rent or own
- No contracts required—start or cancel at anytime

What is My Clean Energy?

An optional solution that offers all Avista electric customers an opportunity to participate directly in the benefits of renewable energy. Participants can green their energy with emission offsets that come from either regional or national clean energy projects. Each option provides you the opportunity to offset some or all the carbon associated with your electric usage depending on your level of participation. Your contributions go towards the purchase of Renewable Energy Credits (RECs) with a mix of wind, solar and other clean generation sources.



Renewable Natural Gas Program

Offset the carbon footprint associated with your natural gas usage.

- Continue to enjoy the reliability and comfort of natural gas
- Help repurpose existing waste streams
- Subscribe for as little as \$5 per month
- Start or top at any time, with no contract, while supplies last

What is Avista's RNG program?

Subscribers to this program can purchase RNG blocks in monthly increments of five dollars. Each RNG block is comprised of 1.5 Renewable Thermal Certificates (RTCs), which represent the environmental attributes associated with RNG and serves as evidence that the natural gas originated from renewable resources. This option combines the environmental attributes of renewable energy with the reliability of natural gas to meet the needs of our customers.



Go Solar

Solar and other types of onsite renewable generation can add up to savings. But since it is based on your rooftop characteristics, your electricity use, and available tax credits and incentives, take time to assess what it means for you.

[Check out our online resources](#) to help guide you through the process to get answers to the most commonly asked questions.

More Customer options for a sustainable future

- Generate your own renewable energy
- Purchase renewable energy
- Turning waste into clean energy
- Participate in community renewable options
- Compressed natural gas
- Electric Transportation



Smart Meters

Advanced Metering Infrastructure, otherwise known as smart meters, continues to be a game changer for our customers in Washington. Smart meters open the door to two-way communication between Avista and our customers for operational efficiencies, improved customer usage information, and provides a platform for accommodating new and emerging technologies in the future.

Conventional meters do not have any communication capabilities, so we often rely on customers to report an outage to us. With smart meters, we can now detect the outage often before a customer even knows of the outage. These communication capabilities also allow us to be alerted to potential safety issues that may have gone undetected with conventional meters. In addition, smart meters can relay energy data directly to Avista, meaning no more on-site meter reads by Avista employees which reduces our meter reading costs.

We have deployed 431,452 smart meters (electric and natural gas) to 278,661 customer locations in Washington.

From these totals, 99.22% of customers received smart meters, while 0.78% of our eligible customers opted out.

Smart meters are the foundation for us to deliver services and tools empowering our customers to have greater control over their energy bills by providing detailed information about their energy consumption. Customers may view their energy data across different intervals (monthly, daily, and hourly) and obtain trending and comparison data. This enhanced information will help our customers with a better understanding of their energy use to make informed decisions regarding how best to manage their energy consumption and reduce their own bills. We are also leveraging data from smart meters to proactively communicate with customers regarding their energy usage. Customers may receive automatic alerts via email or text message regarding their energy usage when it exceeds their pre-determined threshold. The granular data provided by our implementation of smart meters has also enabled us to pilot new electric rate billing options with our customers. These pilots include residential time of use billing and peak-time billing rebates.

Smart meters are essential for new and emerging technologies associated with the smart grid and modernization of utility infrastructure. With a smart grid, digital technologies may be applied to every aspect of the industry, from generation to transmission, distribution and the customer interface. This will help the grid sense what is happening to the energy flow, keep it in balance, and improve reliability, making the grid more resilient in the face of outages and other problems. The smart grid of the future will also contribute to a more sustainable community. With this technology, we will be able to integrate more renewable generation into our energy systems and reduce our region's carbon footprint. [Learn more about our smart meter program.](#)

Leveraging Smart Meter Technology

Home Energy Reports

A Home Energy Report (HER) program was recently implemented that leverages data from our smart meters. The HER program provides customers with personalized insights into their household energy usage to identify opportunities for reducing their energy consumption. The reports align with the information that is available on Avista's website, which customers can access by logging into their online account. Unlike the website, however, the HER program proactively pushes tailored content directly to customers which enhances customer engagement and actively promotes energy efficiency savings through increased awareness. This proactive engagement reduces the administrative burden for customers, which is a known barrier to program participation.

Currently, the HER program is reaching approximately 115,000 customers with tailored information and access to online energy efficiency tips, tools, and rebate information. By improving our customers' understanding of the devices and appliances throughout their homes that contribute to their energy use and potential energy savings, we continue to work towards our energy conservation targets. By acting on the tips and information in the reports, customers may reduce their energy usage, save on their energy bill, and reduce their carbon footprint all at the same time.

This new initiative exemplifies our commitment to leveraging smart meter data to empower customers in managing their energy use. For more information about the HER Program, [visit us online](#).

Customer Pilot Programs

Avista is further leveraging our smart meter technology to deliver added value to customers through a Time-of-Use (TOU) billing rate pilot and a Peak Time Rebate (PTR) billing pilot. These pilot programs are operating through June 2026, and include a limited group of residential and small business customers. Following its two-year pilot implementation period, the insights gained from the pilots will help determine whether these billing options should be expanded more broadly to additional customers, with or without modifications.

The TOU billing rates pilot encourages customers to shift their energy usage to lower cost off-peak periods, when energy demand is lower. Conversely, on-peak periods carry higher billing rates and are at times when there is greater demand for energy. Additional information about the TOU pilot is available [here](#).

The PTR billing pilot provides enrolled customers with bill credits when they respond to notifications from Avista by reducing their energy usage during peak energy periods when energy demand is the greatest. More details about the PTR pilot can be found [here](#).

Transportation Electrification

Whether moving people or goods, electric transportation powered by clean, affordable and renewable energy sources promises a better energy future for all. By mid-century, it is expected that a majority of transportation will be electrified. This will provide the Inland Northwest region and Avista customers with over \$1 billion annually in net transportation cost savings, greater than 80% emissions reductions, and beneficial load growth contributing to more affordable electricity rates.

Avista is committed to supporting electric transportation in a responsible way that provides benefits to all customers not just to those directly utilizing electric transportation, as detailed in our comprehensive [Transportation Electrification \(TE\) Plan](#). Avista's initial TE Plan published in 2020 built on what we learned from our initial EV pilot program carried out from 2016 through 2019. Our current TE Plan published in 2025 provides an updated five-year roadmap to achieve strategic objectives in a cost-effective manner, including the following programs and activities:

- Investments in public, workplace, fleet, and multi-family charging infrastructure
- Support for low-income communities and customers
- Education and outreach throughout our communities
- Commercial and public fleet electrification support including medium and heavy-duty applications
- Grid integration including time-of-use (TOU) rates and load management programs



These programs were first launched in 2021 and continue to gain momentum as markets and technologies evolve, and with strong policy support at the local and state levels. Despite a reduction in policy support at the federal level, adoption is expected to continue to grow through natural market forces at 20% or more per year. As of mid-year 2025, over 820 commercial charging ports are in service through Avista's programs, as well as 78 DC fast charging ports, with high equipment reliability and customer satisfaction above 95%. A robust regional charging network is growing on a strong foundation, with significant investments in historically underserved communities. Our partnerships with community-based organizations continue to grow as well, providing tailored electric transportation solutions that extend benefits to the communities served, in terms of cost reductions and new, clean transportation services.

The Company's developed capabilities and infrastructure network represents the early foundation to achieve an accelerated transition to electric transportation in the years ahead, already providing over \$12 million in regional transportation savings and 37,000 avoided tons of CO2 emissions annually. Avista is committed to providing cost-effective solutions for electric transportation, working together with our industry partners, community leaders, regulators and customers, and to serve as a utility model at both a regional and national level, realizing shared benefits of electric transportation for the customers and communities we serve.

Avista's commitment supporting our communities is demonstrated by our aspirational goal to spend 30% of transportation electrification funding to support disadvantaged and low-income communities. Two well received programs that support these efforts are our Community EV Program and our school bus programs. Avista's Community EV Program was established during our Pilot Program (2016–2019). Each year, through a competitive bid process, Avista awards non-profit agencies with an electric vehicle and charging infrastructure to allow the agencies to better support their customers, community, and mission. As of 2025, Avista has awarded 17 electric vehicles with a goal to expand the program in the future. Avista also works with school districts throughout our service territory to provide fleet analysis and EV charging infrastructure for electric school buses. As of mid-2025, Avista has helped nine school districts, serving 17 total electric school buses. Learn more about our [TE Plan and the benefits of electric transportation online](#).



FOR YOUR HOME



FOR YOUR BUSINESS



**COMMUNITY PARTNERSHIPS
AND OUTREACH**



Grants and Partnerships Supporting Transportation Electrification

Avista's 2020 Transportation Electrification Plan received strong engagement and support from a number of local community leaders, public and private organizations and industry partners. These partnerships led to collaboration with the Spokane Regional Transportation Council (SRTC), Urbanova, the Spokane Transit Authority (STA), the Spokane Tribe, Spokane International Airport, and the cities of Spokane, Spokane Valley, Cheney, Liberty Lake, and Airway Heights, culminating in a successful application led by the SRTC for grant funding from Washington State's Clean Energy Fund. The grant award totaling \$2.5 million was the largest of all grant recipients and helped boost funding for regional

charging infrastructure buildout through 2025. The grant was matched by Avista funds for charging infrastructure, STA investments in battery-electric buses, and administrative support for the SRTC.

In 2024, Avista was awarded a \$3.1 million grant from Washington State supporting charging installations in multi-family, public, fleet, and workplace applications, with an additional Avista match of over \$1.3 million. Nearly half of the installations are complete with remaining sites scheduled to be completed by the end of 2026. Other grant opportunities are being evaluated and pursued for clean transportation, including micro-mobility, major charging corridor sites, and local community charging sites.

3

Investing in our local communities through active partnerships in the shared energy economy, regional economic development, and driving local and diverse supplier relationships to grow jobs and improve the quality of life in our region.

University District

Our purpose goes beyond providing the energy that powers the lives of our customers. We are here to improve the quality of life and to enhance the strength, health and economic vitality of the communities we serve and call home. For over 135 years, Avista has been an integral part of the growth and success of our local communities.

One way we are strengthening the Spokane area is through the continued transformation of the [University District](#) and the positive impact these collective efforts have on our local and regional economies. The University District is home to five higher education campuses, two medical school programs, research facilities, and more. The knowledge and innovation growing here is shaping the future of energy, driving economic development, and attracting students and businesses. We are proud to play a key role in the vibrant growth of the University District.

When former Avista Chair Scott Morris envisioned creating the five smartest blocks in the world, we provided an under-utilized piece of land, recruited the right partners and, through intentional growth and development, created space for innovation that will drive business and enhance the economic vitality of our region. The result is the Catalyst building and the adjacent Scott Morris Center for Energy Innovation, which together anchor the South Landing of the University District.

The five-story, 150,000 square foot Catalyst building aims to be one of the largest zero-carbon, zero-energy buildings in North America, as certified by the International Living Future Institute. It is built to become an innovation hub where industry and academia intersect to foster innovation and collaboration within dry labs, offices, classrooms and common study areas. The four-story, 40,000 square foot Scott Morris building houses a shared-energy plant that will provide centralized heating, cooling and electricity for multiple buildings in the South Landing development. This innovative shared energy model, called an Eco-District, could transform how the electrical grid operates in the future. [Learn more about our innovative developments here.](#)

Regional Efforts

Avista's Regional Business Managers (RBMs) are actively involved with local government, businesses, and community-based civic organizations across our Northwest service territories. We partner with these groups to prioritize local economic development for community prosperity and business development by supporting and enabling sustainability-related initiatives and projects, economic vitality, infrastructure development and construction projects, and philanthropy opportunities, among others.

Our RBMs regularly engage with local organizations whose work supports economic vitality—chambers of commerce, Main Street programs, local business alliances, business improvement districts, downtown

development authorities, public development authorities, community development corporations, ports, and more—organizations which are vital to our regional economy and to the prosperity and well-being of our community members.

RBMs also collaborate closely with our civic leaders and community-based organizations, municipalities, and local agencies to address issues that are important to our communities. One such effort is addressing the digital divide in our rural communities. By improving broadband connectivity and digital literacy, our local communities are better prepared to prosper in the years ahead. Avista's RBMs also facilitate the identification of philanthropy and sponsorship opportunities that support education, economic and cultural vitality of the communities that we serve.

Meet Avista's RBMs

Find contact information and learn more about how our Regional Business Managers may help.



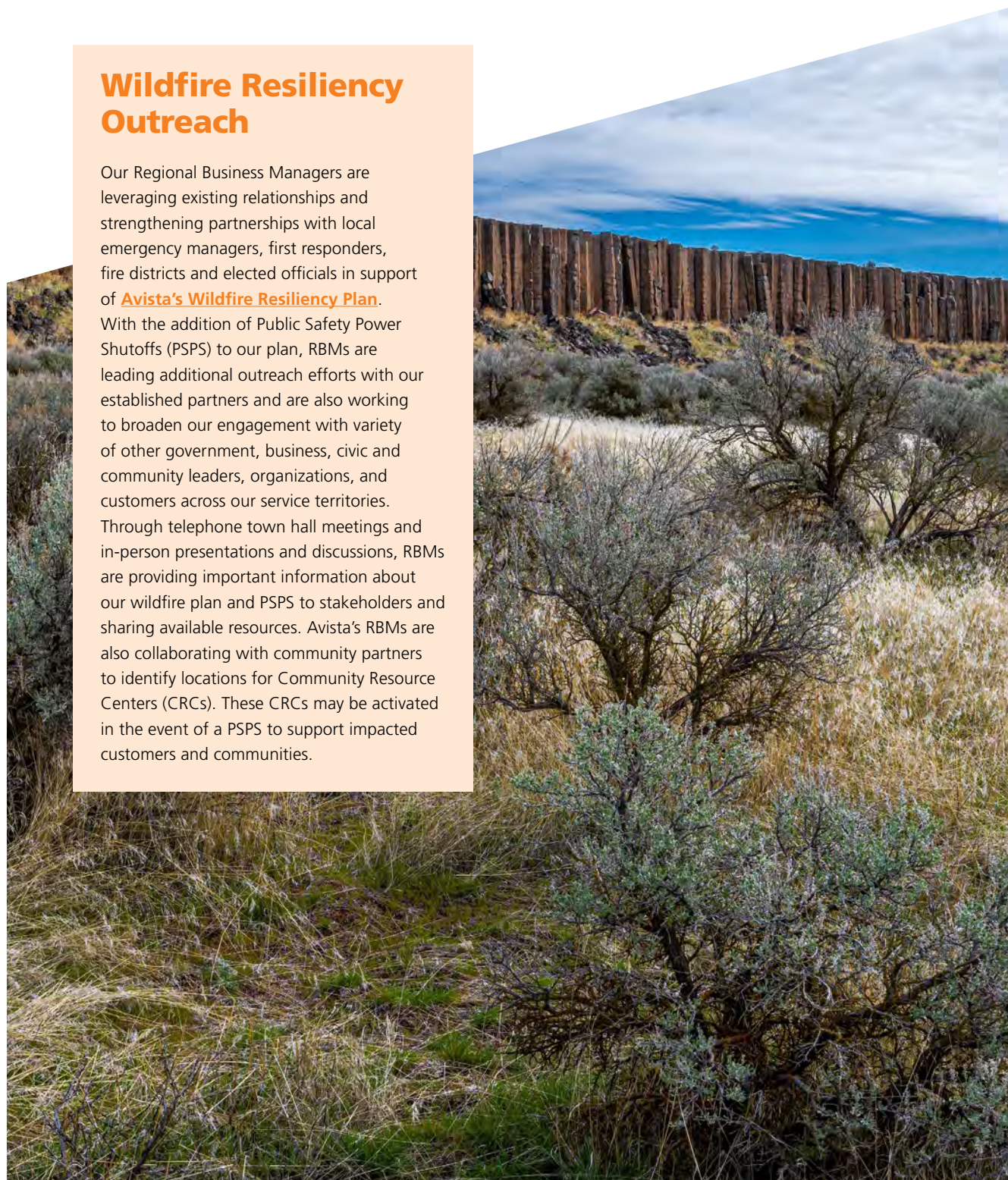
Avista is a founding investor of [Inland Northwest Partners \(INP\)](#), a non-profit organization that is focused on enhancing the long-term vitality of our service territory communities in Washington and Idaho. The INP facilitates knowledge sharing to build strong economic bases among member communities. Collectively, the INP represents a deep pool of economic development knowledge and experience. Educational meetings, programs and seminars are the core offering. These forums provide a means to share ideas and experiences and form new partnerships. Topics include technology, financing community initiatives, forging regional partnerships, local business expansion & retention, job recruitment, and much more.

We are also active in our Oregon service territory through our involvement with the [Southern Oregon Regional Economic Development Inc. \(SOREDI\)](#), a non-profit organization dedicated to increasing the long-term prosperity of Jackson and Josephine Counties which are home to most of our Oregon communities. Through engagement, education, and outreach, SOREDI aims to improve the region's quality of life by deploying economic growth strategies and sustainability efforts to help local businesses prosper.

Wildfire Resiliency Outreach

Our Regional Business Managers are leveraging existing relationships and strengthening partnerships with local emergency managers, first responders, fire districts and elected officials in support of [Avista's Wildfire Resiliency Plan](#).

With the addition of Public Safety Power Shutoffs (PSPS) to our plan, RBMs are leading additional outreach efforts with our established partners and are also working to broaden our engagement with variety of other government, business, civic and community leaders, organizations, and customers across our service territories. Through telephone town hall meetings and in-person presentations and discussions, RBMs are providing important information about our wildfire plan and PSPS to stakeholders and sharing available resources. Avista's RBMs are also collaborating with community partners to identify locations for Community Resource Centers (CRCs). These CRCs may be activated in the event of a PSPS to support impacted customers and communities.





Powering Customer Success

At the heart of Avista's commitment to exceptional service is a team of dedicated account executives, each serving as a vital link between the Company and its diverse commercial customers. Our account executives are more than just points of contact — they are trusted advisors, energy experts, and tireless advocates for businesses throughout the Pacific Northwest.

Serving as the go-to contact for commercial account management and energy solutions, our account executives support commercial customers with a wide array of energy-related products and services, including:

- Energy efficiency programs and available rebates
- Account management and billing inquiries
- Guiding new construction processes from the ground up
- Advising on green energy options and sustainability initiatives
- Serving as a liaison between customers and Avista's technical resources

Whether Avista's commercial customers are looking to modernize their facility, explore renewable options, or simply streamline their account management experience, our account executives stand ready to help, combining industry knowledge with a commitment to customer success.

Our account executive team exemplifies the power of personalized service and community connection. By leveraging their expertise and understanding of the unique challenges within each of our service territories, these professionals ensure that Avista's commercial customers receive the support, innovation, and partnership they need to succeed — today and into the future.



Meet Avista's Account Executive Team

Find contact information and learn more about how our Account Executives may help.



Supply Chain

Avista is committed to maximizing the value created through effective supply chain services to meet our operational needs and to provide value through efficiencies and cost savings that we pass along to our customers. Our internal processes ensure a competitive contracting environment while at the same time developing solid partnerships with our suppliers.

Through our Supplier Diversity Program, we also focus on developing and maintaining supplier engagements among small and diverse businesses that are women-owned, minority or disadvantaged-ownership, small business, veteran-owned, and service-disabled-veteran owned. In addition to encouraging diversity among our suppliers, we also seek to engage with local and small businesses when their products and services meet our supply chain requirements. We believe supplier diversity is a strategy that supports economic development and enhances our supply chain by incorporating different experiences and perspectives, which can result in increased innovation and competitive advantage.

Trust-based relationships are foundational to our Supplier Diversity Program. Avista actively solicits diverse suppliers by meeting people where they are. For example, Avista's Supply Chain representatives participate in the "Meet the Buyers" event in the Spring and the "Meet the Bigs" event in the Fall, sponsored by Washington State APEX Accelerators through Greater Spokane Inc. These events provide small, local, and diverse businesses opportunities to connect with larger businesses to discuss capabilities and business needs.

As part of Avista's diverse business capacity-building efforts, Avista is a member of the Western Regional Power Utility Supplier Diversity Consortium.

Consortium members are invited to participate in the Ascend National M3 Model Program (Ascend Program). The Ascend Program aims to grow revenue for thirty certified women and minority-owned businesses in the power industry supply chain by a combined \$25 million by the end of 2026. The 7-month program is free for participating women and minority-owned businesses. The participating businesses receive management, financial, and technology coaching and consulting. In 2025, Avista sponsored AUS Diving to participate in the Ascend Program and will sponsor another diverse business in 2026. To learn more about the Ascend National Cohort Program, [click here](#).

Community-based organizations that focus on the development of diverse businesses are an important ally to our Supplier Diversity Program. Among the organizations that we partner with are [APEX Accelerators](#), an organization that supports diverse businesses, [The Carl Maxey Center](#) a Spokane-based non-profit organization that provides programs and services focused on addressing the needs of Spokane's African American/Black community, and [AHANA](#), a Spokane based non-profit organization that supports and promotes multi-ethnic and multi-cultural businesses.

Avista is also sponsoring the development of a local community web-based platform of diverse suppliers. Participating area businesses such as Avista will gain insight into additional local and diverse suppliers, creating connections, and business opportunities. Such resources and previously mentioned partnerships are catalysts for identifying, recruiting, and enhancing our diverse supplier base.

Additionally, through a partnership with Washington State APEX Accelerators, formerly Procurement Technical Assistance Centers (PTAC), we provided a hybrid workshop on the Washington State certification process for small and diverse businesses.

Within Avista, we have implemented numerous enhancements to our Supply Chain processes in support of our Supplier Diversity Program. Among these enhancements include the tracking of diverse supply chain spend of our Tier 1 vendors, updating our external website to incorporate information about our Supplier Diversity Program and highlighting diverse business partners, and the creation of a Supplier Diversity Strategic Plan.

Please visit us online if interested in [Doing Business with Avista](#). Here you may also learn additional details about our supply chain processes and commitment to Supplier Diversity.

Our Suppliers will be representative of the communities we serve

Aspirational commitment to increase our supplier diversity spend from 5% to 11%.

Supplier diversity spend includes Women, Minority, Disadvantaged, Veteran, and Service-Disabled-Veteran owned businesses.

Our Commitment to Supplier Diversity

We believe that diversity in our backgrounds, culture, ethnicity, race, gender, and other personal and shared group experiences makes us stronger as a Company and as a leader in our communities. By operating our business through a diverse lens, Avista gains the benefit of multiple perspectives, leading to innovative breakthroughs for our customers, suppliers, and communities.

Our commitment to diversity extends to our suppliers as well. We strive to engage with diverse suppliers in support of our values and business strategies, and to reflect the values and expectations of our stakeholders. Avista wants our suppliers to be representative of the communities we serve. We believe that a diverse supplier base strengthens partnerships, fosters innovation and competition, enhances customer loyalty, and contributes to the economic growth and development of our communities.





Investing in Local Communities

Avista has a long-standing commitment to support North Idaho's economic and community vitality mission. Across the five North Idaho Counties that we serve, we are active members in nine Chambers of Commerce and five Economic Development agencies. In 2024, Avista was recognized for our 95 years of membership in the Coeur d'Alene Regional Chamber of Commerce. We are also recognized as original founders and contributors to many of our regional Chambers and Economic Development agencies.

Local Impact

As one of the largest taxpayers in the region, paying over \$110 million in taxes annually, our economic impact supports family-wage jobs in rural, suburban and urban communities in our 30,000 square-mile service territory in eastern Washington, northern Idaho and parts of southern and eastern Oregon and Sanders County, Montana.

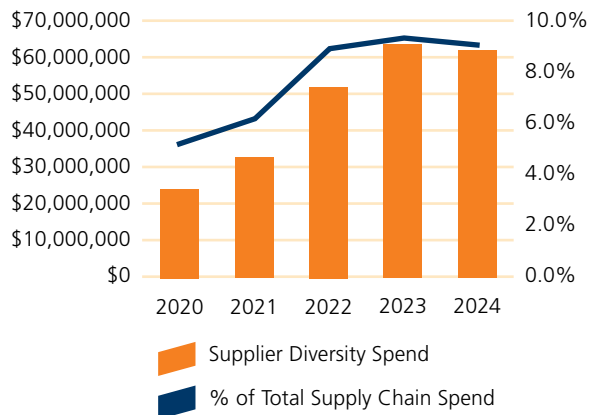
Diversity Spend, Small Business and Local Spend Table

Supply Chain Spend Breakdown	2024
Total Supplier Diversity Spend ¹	\$61.7M
% of Total Supply Chain Managed Spend	9.0%
Total Small Business Spend	\$40.3M
% of Total Supply Chain Managed Spend	5.9%
Total Local Community Business Spend	\$199.5M
% of Total Supply Chain Managed Spend	29.1%
Total Supply Chain Managed Spend	\$682.2M

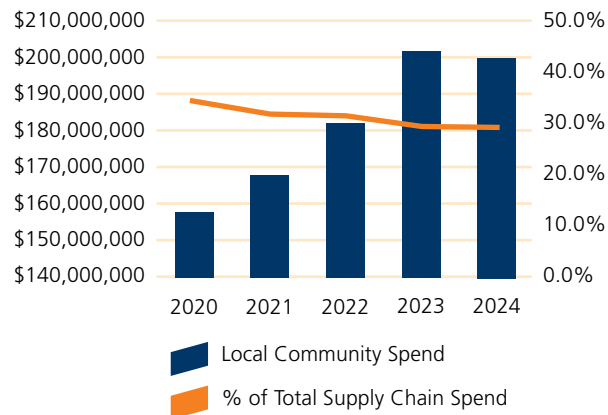
¹Diversity spend includes Women, Minority, Disadvantaged, Veteran and Service-Disabled-Veteran owned businesses.



AVISTA SUPPLIER DIVERSITY SPEND



LOCAL COMMUNITY BUSINESS SPEND



4

Providing meaningful philanthropic support to our local community organizations to strengthen and broaden their reach and impact in the lives of our customers and communities.

Philanthropic Support

Our vision for giving back means that we are investing in organizations and causes in ways that can be transformative and have long-lasting impact. Avista community investments are made through corporate and Avista Foundation donations and are never included in customer rates. Rather, we give back a portion of the profits that we are allowed to earn from our state utility commissions and reinvest in the communities we serve. We believe that bringing value to our customers, communities and attaining our business goals go hand-in-hand.

Since its founding in 2002, the Avista Foundation has created a legacy of investments for our local communities and continues to serve as the primary charitable vehicle our Company. The Avista Foundation focuses its giving on grants that strengthen communities and enhance the quality of lives of the people served by our Company. Emphasis is in the areas of:

- **Education**—supporting K–12 education particularly in the fields of science, math, and technology; and higher education including scholarships.
- **Vulnerable and limited income populations**—providing assistance to those on limited incomes and support for initiatives to reduce poverty.

- **Economic and cultural vitality**—supporting projects that help our communities and citizens to grow and prosper. Avista corporate donations focus primarily on energy assistance and economic vitality-related initiatives that benefit our customers and communities.

During 2024, the Avista Foundation provided grants totaling over \$1.4 million while Avista Corporation provided an additional \$680,000. These charitable grants were awarded to local community organizations throughout our service territories for community vitality, education, health and human services, arts and culture, and youth organizations and programs. [Learn more about the Avista Foundation.](#)



Avista Foundation & Corporate Givings	2020	2021	2022	2023	2024
Health & Human Services	\$2,201,973	\$780,823	\$845,979	\$686,812	\$688,612
Youth	\$291,228	\$315,652	\$504,068	\$504,285	\$359,449
Arts & Culture	\$132,148	\$209,193	\$181,919	\$173,279	\$211,045
Education	\$641,261	\$651,881	\$593,681	\$214,479	\$289,940
Community Vitality	\$723,587	\$691,985	\$610,737	\$935,074	\$544,769
Environmental*	\$17,320	\$19,669	\$36,340	\$22,724	\$32,090
Total	\$4,009,537	\$2,671,224	\$2,774,746	\$2,538,676	\$2,127,928

*The majority of Avista's support for environmental stewardship comes through the millions spent each year in meeting the federal license requirements for our projects on the Clark Fork and Spokane rivers. Please see our Environmental Commitments section of this report for more information.



The Avista Foundation Anti-Hate Policy

The Avista Foundation shares the philanthropy industry's commitment to preventing the funding of organizations linked to hateful activities. As a best practice and to highlight transparency and consistency in our grantmaking decisions, our Anti-Hate Policy is designed to screen and confirm that organizations we fund are not engaged in hateful activities.

Anti-Hate Policy

The Avista Foundation does not support hateful activities. The Avista Foundation implements this policy through due diligence to ensure that hateful activities are identified, and steps are taken to avoid any Avista Foundation support for them.

"Hateful activities" is defined to mean activities that incite or engage in violence, intimidation, harassment, threats, exploitation, or defamation targeting an individual or group based on their actual or perceived race, color, religion, national origin, ethnicity, immigration status, gender, gender identity, sexual orientation, age or disability. These activities are contrary to the Avista Foundation's mission and its charitable purpose. The Avista Foundation relies on data crosschecked from various sources to determine if a nonprofit falls into one of these categories.

Decisions regarding grant distributions, and the investment of assets, are made at the sole discretion of the Avista Foundation in furtherance of its charitable mission.

Avista Scholarships

Planning for our future is not limited to our utility infrastructure, but also entails growing and supporting our future workforce. As part of our focus and effort to support our communities and reach local organizations, we partner with colleges and universities throughout our service territories to provide several different scholarship opportunities for students. Our aim for these scholarships is to promote excellence in the STEM fields of science, technology, engineering, and math. Our hope is that students will become innovators, problem solvers and part of a diverse and talented class of new workers, ensuring a skilled and local workforce for our future.

Avista scholarships are offered at select colleges and universities across Washington, Oregon, and Idaho:

- Eastern Oregon State College
- Eastern Washington University
- Gonzaga University
- Lewis and Clark State College
- North Idaho College
- Oregon Institute of Technology
- Southern Oregon State College
- University of Idaho
- Walla Walla Community College
- Washington State University

[Learn more about Avista's scholarship opportunities.](#)

Employee Giving

This is who we are—human empowering. This is not just our brand promise, but the consistent way that our employees interact, innovate, and lead meaningful change in our local communities. Wherever and whenever there is a major event, it is a given that Avista will be there. Our employees embrace the spirit and can-do attitudes of our customers and our communities and embrace the many opportunities to serve in volunteer capacities for personal growth, for camaraderie, for fun and to serve others. And often, our employees are leading local organizations that support and impact the towns they call home all throughout our service territories.

To further strengthen our volunteering engagement, we recently launched a new volunteering training program for employees. As part of this program, we delivered non-profit leadership courses to interested employees.

Since the non-profit leadership training program's inception, more than 250 Avista employees have completed the half-day seminar. The interactive course teaches employees about the responsibilities and skills required to be successful on a non-profit's board. After completing the training, employees can match with a volunteer leadership opportunity through their own development plan. As a result of the training and development planning, we have seen many employees stepping into new leadership roles within local organizations soon afterward.

The non-profit leadership training program continues to grow in response to high interest from our employees. In addition to the entry-level course, we now offer advanced seminars covering topics such as non-profit financials, fundraising, and conducting performance reviews of a non-profit's executive director.

As employees engage in volunteerism, they build meaningful connections with our customers and within our communities. These external interactions and volunteering efforts provide unique insights into our local community needs. This connectedness improves our ability to be good community partners. We also look to engage with various diverse communities across our service territories to learn about areas of mutual interest and to ensure that our community strategies are aligned. Together, we can better identify needs and work together to facilitate lasting solutions.



KREM Cares Tom's Turkey Drive

Annually, the local news station KREM2 leads an effort to provide Thanksgiving meals to 10,000 local families in need. Numerous local suppliers partner with in-kind donations to keep the cost of the meal as low as possible. It takes a collective effort to ensure the goal of 10,000 meals is reached each year. Avista has participated in this annual "Tom's Turkey Drive" since its inception more than two decades ago. In 2025, through a combination of Avista employee donations and matching funds from the Avista Foundation and the Avista Credit Union, we provided a gift of \$30,000 to "Tom's Turkey Drive."



Salvation Army Backpack Drive

For over 135 years, we have been an active partner with our local communities with our spirit of service and putting the interests of our customer and our communities at the heart of our actions. Our employees are dedicated to the communities they call home and participate in numerous local volunteer opportunities. Avista has been a long-time partner with the Salvation Army, including their annual Kids Backpack Dive.

In 2025, Avista employees volunteered to help organize and distribute backpacks and school supplies to 4,000 local kids. In the weeks leading to the event, our employees donated supplies and raised funds for the event, funds matched by the Avista Credit Union and the Avista Foundation. Together, \$12,000 was raised for the Salvation Army's Kids Backpack Drive. Our generous employees love lending a hand and knowing how much their efforts help kids get off to a good start in the school year.



Supporting Youth Development at Fresh Soul

At Spokane's Fresh Soul restaurant, Executive Director Michael Brown is always busy mentoring local youth, whether helping a teen with the register or coaching someone in the kitchen. The restaurant doubles as a youth job training program for teens aged 14 to 18 who rotate through roles like servers, cooks, and cashiers, while completing a 12-week curriculum focused on financial literacy, resume writing, interview preparation, and personal development. The goal isn't just employment, it's empowerment.

For many participants, Fresh Soul becomes a turning point. Many of the young participants come from communities that have historically faced systemic barriers. With support from an Avista Foundation grant, students are compensated for their contributions, recognizing the value of their time, effort, and personal growth.

"Our work is effective because we are led by our community, in relationship with our community," Michael says. Fresh Soul isn't just preparing young people for jobs; it's preparing them for life. And in doing so, Michael hopes to prove that with the right ingredients—community, opportunity, and faith—the future is brighter.

Employee Gift Matching

Our employee gift matching program is an intentional and meaningful way for Avista to support and recognize the dedication and generosity of our employees who make personal donations to non-profit organizations in our local communities. Often, when our employees make donations, they have a personal connection to the non-profit organization, perhaps through regular volunteering or knowing someone who was positively impacted by the support or services being provided. Regardless of the reason, it is our privilege to increase the impact of that personal donation to those non-profit organizations that are so valued by our employees through the matching gifts program of the Avista Foundation.

All eligible gifts up to \$200 each year receive a dollar-for-dollar match. Funding for this program is from the Avista Foundation and is not included in customer rates. We appreciate the opportunity to join with our employees to give generously to causes and local organizations that make meaningful impacts for our children, families, and communities. In 2024, employees generously gave \$39,777 to non-profit organizations that are important to them, their families, and their community. With the dollar-for-dollar match, a total of \$79,554 was distributed to local non-profits through the Avista Foundation's employee gift matching program.



Employee Gift Matching Program Metrics	2020	2021	2022	2023	2024
Employee Gifts	\$25,155	\$12,282	\$14,798	\$23,831	\$39,777
Company Match	\$50,309*	\$12,282	\$14,798	\$23,831	\$39,777
Dollars for Doers	\$3,060	\$1,850	\$6,275	\$10,200	\$18,980
Total Program Gifts	\$78,524	\$26,414	\$35,871	\$57,862	\$98,535

* In 2020 the Company Match rate was doubled to provide additional aid to those who may be struggling with COVID-19-related impacts.

5

Holding the interests of those we serve at the center of everything we do by operating our business with transparency, genuine care, and ease of conducting business—our stakeholders can rely on us.

Customers at the Center

Our mission is to enable vibrant communities through energy. We do this safely, responsibly, and affordably, and by putting those we serve at the center of everything we do. Avista is a community-based, essential energy company who compassionately serves our customers with innovative and sustainable solutions to meet their needs. To support and reinforce our commitments to our customers and communities, we are actively implementing the following strategies:

- **Ensure Robust Energy Supply & Deliver.** Provide a diverse supply and resilient infrastructure that delivers reliable energy, withstands disruption and expands to support the needs of our customers.
- **Partner in the Shared Clean Energy Economy.** Participate in shaping and delivering innovative, clean, affordable and efficient energy services in an evolving and interconnected energy landscape of customers, utilities, and diverse market players.
- **Inspire Engaged & Thriving Employees.** Empower a high-performing organization where employees are valued, respected and have opportunities to grow.
- **Commit to Financial Strength.** Grow our Company's value by collectively delivering on earnings growth while ensuring investment-grade credit ratings, affordability for our

customers and economic vitality for the communities we serve.



Ensure Robust Energy Supply & Deliver.



Partner in the Shared Clean Energy Economy.



Inspire Engaged & Thriving Employees.



Commit to Financial Strength.



Avista is committed to conducting business with integrity and transparency. We carefully consider how our operations impact our customers and communities especially on key issues such as climate change. We are committed to working together with our customers, communities and regulators to address the complex challenges climate change, and aid in the transition to a lower carbon future in ways that make technological, environmental, economic and equitable sense for our customers and communities.

In recognition of these commitments, Avista has been recognized by Ethisphere, a global leader in defining and advancing the standards of ethical business practices, as one of the World's Most Ethical Companies. Our actions are mission-driven and values-based, with a commitment to achieving our organizational goals in ways that deliver value for our stakeholders. We are honored to receive this recognition, which demonstrates the leadership of our employees and Avista's commitment to an ethical corporate culture built on trust, collaboration, and innovation. [Learn more about Ethisphere and their World's Most Ethical Companies award.](#)



Customer Experience

We are operating in an environment where customer expectations are at an all-time high, and their needs and preferences are evolving faster than ever. To meet their needs in this changing landscape, it is imperative that we keep a central focus on our customers, holding their interests at the forefront of all our decisions. We strive to ensure that every touch point is effective and that we make it easy for them to do business with us.

We are proud of the Company's focus on putting our customers at the center of our business to

drive a better Customer Experience (CX). CX is how customers perceive their interactions with us as an organization. A customer's perception starts the moment they become aware of our Company and is made up of the sum of all interactions they have with us over time.

There are three dimensions to CX that are components of an experience that improves customer experience and creates customer loyalty:

- **Effective:** when an interaction is effective, customers are able to accomplish their goal. Effective interactions meet the needs of the individual. The product or service must deliver value to our customers, or the experience will fail fundamentally.
- **Ease:** easy interactions mean customers are able to achieve their goals with minimal effort. When alternative paths to value are harder, ease of doing business creates increased customer experience.
- **Emotion:** the best interactions evoke positive customer emotions and avoid provoking negative emotions. Positive customer emotions can lead to customer retention, enrichment, advocacy, and loyalty.

A strong customer experience fosters trust, loyalty, and satisfaction by making interactions seamlessly, personalized, and emotionally resonant. When customers feel valued and understood, they are more likely to return, advocate for the brand, and engage more deeply with its offerings. Good CX creates customer loyalty—but loyalty is about more than repeat business. Loyal customers become advocates, seek our guidance as trusted energy advisors, and are more inclined to act on our recommendations, such as conserving energy during extreme heat or following safety advice. They are also more likely to be aware of and participate in the variety of products

and services we offer, including comfort level billing, energy efficiency programs, and renewable energy options. Ultimately, great CX is a strategic asset that strengthens relationships, drives engagement, and delivers lasting value to both customers and the organization.

The graphic below provides a summary of Avista's CX Vision and **4 Keys** of showing **Care** for our customers, ensuring that customers can interact with us with **Ease**, how we continue to build **Trust**, and the **Ownership** each employee has in creating a positive customer experience for our customers. These **Keys** serve as the guiding principles for our employees and contractors, defining how to put Avista's customers as the central focus in our day-to-day work.

Customer Satisfaction

Avista places customers at the center of its operations, and we take responsibility for meeting both our customers' expectations and our own service standards. To uphold this commitment, we have established clear customer satisfaction goals through our Service Quality Measures (SQM) program. The SQM program sets targets for customer service, operational response times, and system reliability, among other key factors. We track these goals using metrics and internal processes, enabling our employees to strive towards achieving these ambitious objectives. In where we fall short, we may face financial penalties, which we then pay to our customers in the form of bill credits. Annually, we provide our Washington and Idaho customers with a comprehensive SQM report card, detailing the outcomes of our efforts to emphasize our ongoing commitments to customer satisfaction.

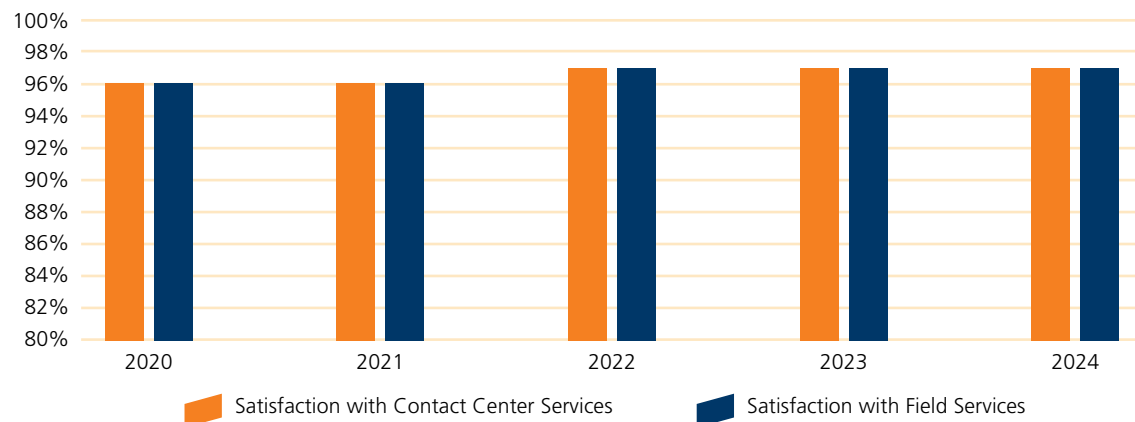


Washington Service Quality Measures	Benchmark	2024 Performance	Achieved
Percent of customers satisfied with our Contact Center services, based on survey results	At least 90%	97%	Yes
Percent of customers satisfied with field services, based on survey results	At least 90%	97%	Yes
Number of complaints to the WUTC per 1,000 customers, per year	Less than 0.40	0.02	Yes
Percent of calls answered live within 60 seconds by our Contact Center	At least 80%	83%	Yes
Average time from customer call to arrival of field technicians in response to electric system emergencies, per year	No more than 80 minutes	45 minutes	Yes
Average time from customer call to arrival of field technicians in response to natural gas system emergencies, per year	No more than 55 minutes	46 minutes	Yes

Avista also monitors a crucial customer satisfaction metric known as the Voice of the Customer (VOC). The VOC is a survey administered by a third-party vendor to gauge customer satisfaction levels following their interactions with us. Customers are asked to rate various customer service attributes, including hold wait times, courteousness and knowledge, and service resolution.

We carefully assess these ratings to identify areas for improvement and customer comments, as they often provide valuable insights for enhancing our products and services. We take immense pride in achieving remarkable results, as our VOC satisfaction ratings have consistently surpassed 90% for the past 25 years.

VOICE OF THE CUSTOMER (VOC) METRICS



Stakeholder Engagement

To understand the perspectives and needs of those who rely on us, Avista proactively engages with our stakeholders through a variety of communication methods, partnerships, committees and recurring meetings, research and surveys, employees who are directly responsible for stakeholder engagements and by monitoring emerging initiatives and regulatory proceedings. Our stakeholders include:

- Residential, commercial and industrial customers
- Investors, financial analysts, credit rating and financial institutions
- Current and retired employees
- Residents of the communities we serve and those of neighboring cities and towns
- Regional American Indian Tribes
- Non-profit and low-income advocates
- Environmental groups
- Federal, state and local regulators
- Vendors and contracted employees
- Elected officials
- Media channels
- Other companies in the energy industry, among others

Public policy plays significant role in shaping the economic environment of our local communities and our operations. As an energy company, we are affected by the decisions made by federal, state, and local officials. In turn, these decisions also affect our customers, communities, employees, and investors. We have both a Government Relations department and a Regulatory Affairs department who monitor



and participate in the public policy and regulatory arenas for the benefit of our stakeholders. Additional departments, including Environmental Affairs, Energy Supply, and Integrated Planning and Clean Energy, actively work to monitor and engage with policy and regulatory developments that may relate to climate change and the transition towards a low carbon future. At Avista, we strive to develop collaborative and respectful approaches to these issues so that we have a seat at the table and continue to best represent the interests of our stakeholders.

Avista's Regional Business Managers (RBMs) engage with local government, businesses and civic organizations across the Northwest and focus on improving quality of life, economic growth strategies, sustainability efforts and other local infrastructure and construction projects. RBMs also facilitate the identification of philanthropy and sponsorships opportunities that support education, economic and cultural vitality of the communities that we serve.

Over 30 years ago, the Company established an American Indian Relations department to resolve outstanding issues with many Tribes by building relationships and committing to long-term ongoing collaborations with Tribes in our region. Over the years, we have been able to build upon the goodwill created by settlement agreements to deepen our relationships and explore mutually beneficial outcomes. Avista's executive team regularly meets with Tribal leaders, and this engagement also supports the day-to-day interactions of Avista's dedicated employees throughout the organization as we support operations on tribal lands, comply with tribal and federal regulations, pursue business opportunities with Tribes, partner on employment and educational opportunities, and wildfire resiliency preparedness.

At Avista, we recognize that the transition to a cleaner energy future may benefit or inadvertently

harm customers disproportionately depending on certain factors such as where they live, their primary language or level of income. To assist in the identification and understanding of these potential barriers and how best to implement programs equitably, Avista established an Equity Advisory Group (EAG). It is comprised of Company representatives, customers, community members, environmental justice and public health advocates, regional American Indian Tribes, highly impacted communities, vulnerable populations, and other interested external parties. A current EAG member list is located online at [Washington's Clean Energy Future](#).

Currently, the EAG membership reflects a broad and inclusive cross-section of the community. It encompasses professionals from sectors such as housing, environmental services, education, public health, communications, and social support programs. Individuals represent both institutional roles and community perspectives, highlighting a diverse blend of expertise and lived experience aimed at fostering equity and addressing local needs collaboratively.

Through ongoing stakeholder engagement, the EAG has identified a group of Named Communities in our Washington service territories, which are comprised of highly impacted communities and our most vulnerable populations and are affected by adverse socioeconomic conditions as well as those who experience a disproportionate cumulative risk of environmental burdens.

Our EAG also helps ensure a consistent equity focus in other areas of Avista by coordinating with existing Company advisory groups who similarly incorporate an equity component into their objectives. Our Energy Efficiency Advisory Group and Energy Assistance Advisory Group are also comprised of internal and external representatives including customers, community members and agencies, regulators, and

other interested parties seeking to ensure that their programs and offerings are equitable and accessible to our low-income customers.

To deepen our engagement with customers in our Named Communities, we designed and launched a Public Participation Plan that proactively removes barriers to involvement—such as language access, sensory impairments, and limitations with virtual platforms. The plan outlines targeted strategies to address these challenges and foster inclusive, meaningful stakeholder participation. In alignment with the Clean Energy Transformation Act, the plan is formally filed every two years with the Washington Utilities and Transportation Commission, underscoring our commitment to transparency and equitable engagement.

Avista's Named Communities Investment Fund (NCIF) is a key component of this effort. It consists of an annual \$5 million fund dedicated to the equitable distribution of energy and non-energy benefits and reduction in burdens to our Named Communities. The fund is part of Avista's compliance with Washington State's Clean Energy Implementation Plan requirements and is designed to be implemented in the following allocations within our Named Communities:

- **40% or up to \$2.0 million:**
Energy Efficiency Supplement
- **20% or up to \$1.0 million:**
Distribution Resiliency
- **20% or up to \$1.0 million:**
Customer & Third-Party Grants
- **10% or up to \$500,000:**
Outreach & Engagement
- **10% or up to \$500,000:**
Other Projects, Programs, or Initiatives

Avista's Named Communities Investment Fund (NCIF) In Action

Workforce Development

Career Path Services (CPS) is a workforce development and human services non-profit organization founded 53 years ago in Spokane, WA, with the purpose of breaking the spirit of poverty through the dignity of work. The NCIF helped cover wages and direct support for unhoused workers participating in CPS's innovative on-demand workforce program. This initiative provided meaningful short-term employment opportunities while laying the foundation for long-term self-sufficiency. During the first year of the program, 55 participants enrolled and 39 remained active. They performed nearly 20,000 work hours and \$400,000 in wages were paid. Participants trained in basic financial literacy, life skills, and job skills. Six participants exited into full-time employment, 22 transitioned into permanent housing and six entered treatment programs. This initiative exemplifies how strategic partnerships can tackle complex social challenges by combining economic opportunity with holistic human support.

Community Sustainability

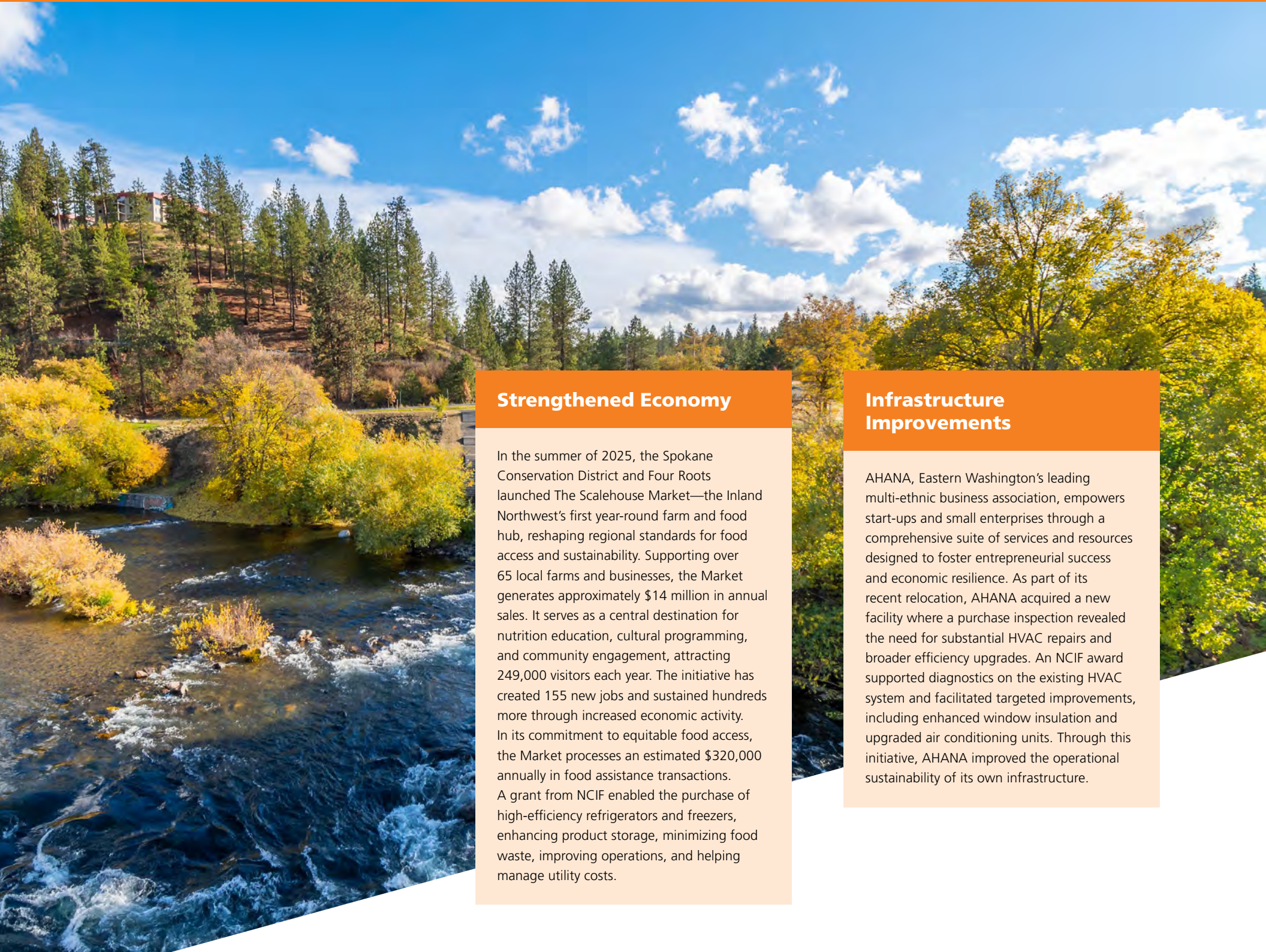
Avista partnered with the Town of Malden, WA, to bring clean energy infrastructure to their new community center. This collaboration led to the successful installation of a 43-kilowatt solar array on the facility, an essential step toward creating a more resilient and energy-efficient future for the region.

The newly constructed community center stands as a vital hub for Malden residents, offering a welcoming space that includes:

- A commercial kitchen to support nutrition programs and local events
- A public library that provides educational resources and internet access
- A food pantry designed to address food insecurity within the area
- A versatile gathering space for meetings, celebrations, and civic engagement

By integrating renewable energy into the heart of the community, the solar array significantly reduces the long-term operational costs of the facility, alleviating the energy burden on municipal resources. This project not only reflects Avista's values of innovation and sustainability but also strengthens the foundation of a small town recovering from the devastation of past wildfires.





Strengthened Economy

In the summer of 2025, the Spokane Conservation District and Four Roots launched The Scalehouse Market—the Inland Northwest’s first year-round farm and food hub, reshaping regional standards for food access and sustainability. Supporting over 65 local farms and businesses, the Market generates approximately \$14 million in annual sales. It serves as a central destination for nutrition education, cultural programming, and community engagement, attracting 249,000 visitors each year. The initiative has created 155 new jobs and sustained hundreds more through increased economic activity. In its commitment to equitable food access, the Market processes an estimated \$320,000 annually in food assistance transactions. A grant from NCIF enabled the purchase of high-efficiency refrigerators and freezers, enhancing product storage, minimizing food waste, improving operations, and helping manage utility costs.

Infrastructure Improvements

AHANA, Eastern Washington’s leading multi-ethnic business association, empowers start-ups and small enterprises through a comprehensive suite of services and resources designed to foster entrepreneurial success and economic resilience. As part of its recent relocation, AHANA acquired a new facility where a purchase inspection revealed the need for substantial HVAC repairs and broader efficiency upgrades. An NCIF award supported diagnostics on the existing HVAC system and facilitated targeted improvements, including enhanced window insulation and upgraded air conditioning units. Through this initiative, AHANA improved the operational sustainability of its own infrastructure.



The Company's [Transportation Electrification Plan](#) details our engagement with local service organizations and community leaders to providing electric transportation to disadvantaged communities and low-income customers. Avista's commitment supporting these stakeholders is demonstrated by our aspirational goal to spend 30% of transportation electrification funding to support disadvantaged and low-income communities through collaborative processes and competitive proposal selections. Avista will also provide additional electric vehicle charging installation assistance for community centers and public libraries, low-income rural towns, multi-unit dwellings, and residential customers receiving bill assistance.

Throughout our Company, we encourage stakeholder engagement in our planning and implementation activities on a regular basis. We engage stakeholder in electric and natural gas construction projects, our Technical Advisory Committee (TAC) for long range Integrated Resource Planning (IRP) for electric and natural gas resources, energy efficiency programs, Account Executives engaging with our large commercial and industrial customers, partnership with local community agencies for bill assistance programs, vegetation management programs, emergency response exercises, and the requirements of our hydroelectric licenses, among others.

Lastly, our Corporate Communications department engages with our stakeholders through a variety of communication channels, including issue-focused emails, social media channels such as Facebook, Twitter and Instagram, listening posts, focus groups, surveys, community meetings, print and digital media, electronic and print newsletters, bill inserts, press releases, and regular meetings with media editors and news staff.

Engaging with our Spokane and Clark Fork River Stakeholders

Avista engages with federal and state agencies, conservation organizations, and regional American Indian Tribes to bring a variety of perspectives and interests to the table in implementing federal and state mandated environmental measures associated with the operation of our hydroelectric dams on the Spokane and Clark Fork rivers. Representatives of federal and state agencies address issues such as water quality, endangered species, and fish passage. Tribal representatives are ensuring the protection of the area's cultural and natural resources. Other stakeholders represent local non-profits, environmental and community groups and customers regarding recreational opportunities. Together, we work collaboratively to ensure that our stakeholders' interests are recognized and honored in the operations of our hydroelectric facilities.

Engaging with Local Communities

Recently, we continued our legacy of enhancing public access and recreational opportunities among our natural resources with our development of Upriver Park. This park involved key stakeholder engagement and collaboration with the Logan and Chief Garry Park neighborhood councils, the Friends of the Centennial Trail, and the City of Spokane with a goal to provide recreational opportunities in previously underserved areas of the city. The design of the new park also supports the objectives of the City of Spokane's Master Plan by creating additional public access to the Spokane River, enhancing the ecological health of the shoreline and improving public safety along the adjacent Centennial Trail. Upriver Park includes amenities such as a launch area for paddlers, park benches, interpretive signs, picnic tables, bike racks, lighting and a plaza greeting park visitors at each of the two entrances, along with the plantings of native trees and shrubs.



Micro-Grid Resiliency Partnership with the Spokane Tribe of Indians

Avista is partnering with the Spokane Tribe of Indians to develop and construct a Microgrid Resiliency Center in the town of Wellpinit, WA, to add resiliency services in the event of a power outage to critical buildings in the community defined by the Tribe. Collaboration on a grid resiliency partnership began in October 2021 with Avista being awarded Washington State Department of Commerce Clean Energy Fund grant for the preliminary design and research for improving energy resiliency to the reservation. In partnership, the Spokane Tribe has been awarded funds from the Washington State Department of Commerce Tribal Clean Energy and Department of Energy Grid Resiliency Formula grant.

The Resiliency Center is envisioned as a modernized focal point of the Wellpinit community. The centralized location of the facility will provide energy resiliency to the town and surrounding areas through a microgrid solution with a 500KW integrated battery energy storage system. The microgrid will be a small-scale power system that can operate independently from traditional grid power to serve critical loads when source power is interrupted—allowing vital support services to remain functioning to aid the community and its residents. This Microgrid Resiliency Center supports the Spokane Tribe's goals for emergency preparedness, carbon footprint reduction, workforce development, and self-sufficient strategies to maintain critical operations during an outage or natural disaster.





Low Income Weatherization Workforce Training

Avista partners with multiple Community Action Agencies (CAAs) in its service territory to offer no-cost energy efficient measures such as weatherization and equipment upgrades for income-qualified customers. While working with our CAAs, we recognized that many of its members lacked access to weatherization training opportunities. Continuous weatherization training is an essential component for CAA staff to execute these energy efficient measures; however, the only training option was located on the other side of the state. To address this issue, we partnered with a nonprofit training organization to bring these training sessions to Eastern Washington beginning in 2024.

Training courses and topics were expanded in 2025 to offer CAA members additional local training opportunities, including enhance technical skills and program implementation support. These included Building Analyst Technician (BA-T) training, which concluded with a proctored certified exam. Other training included Blower Door and Combustion Safety, Lead Renovation, Repair, and Painting certification, Mobile Home Retrofit training, and configurable one-on-one Program Manager training focused on policies and procedures. These trainings emphasized the Healthy Housing Principles and were tailored to meet specific requests from our valued CAAs.



COMMITMENT TO ETHICAL GOVERNANCE



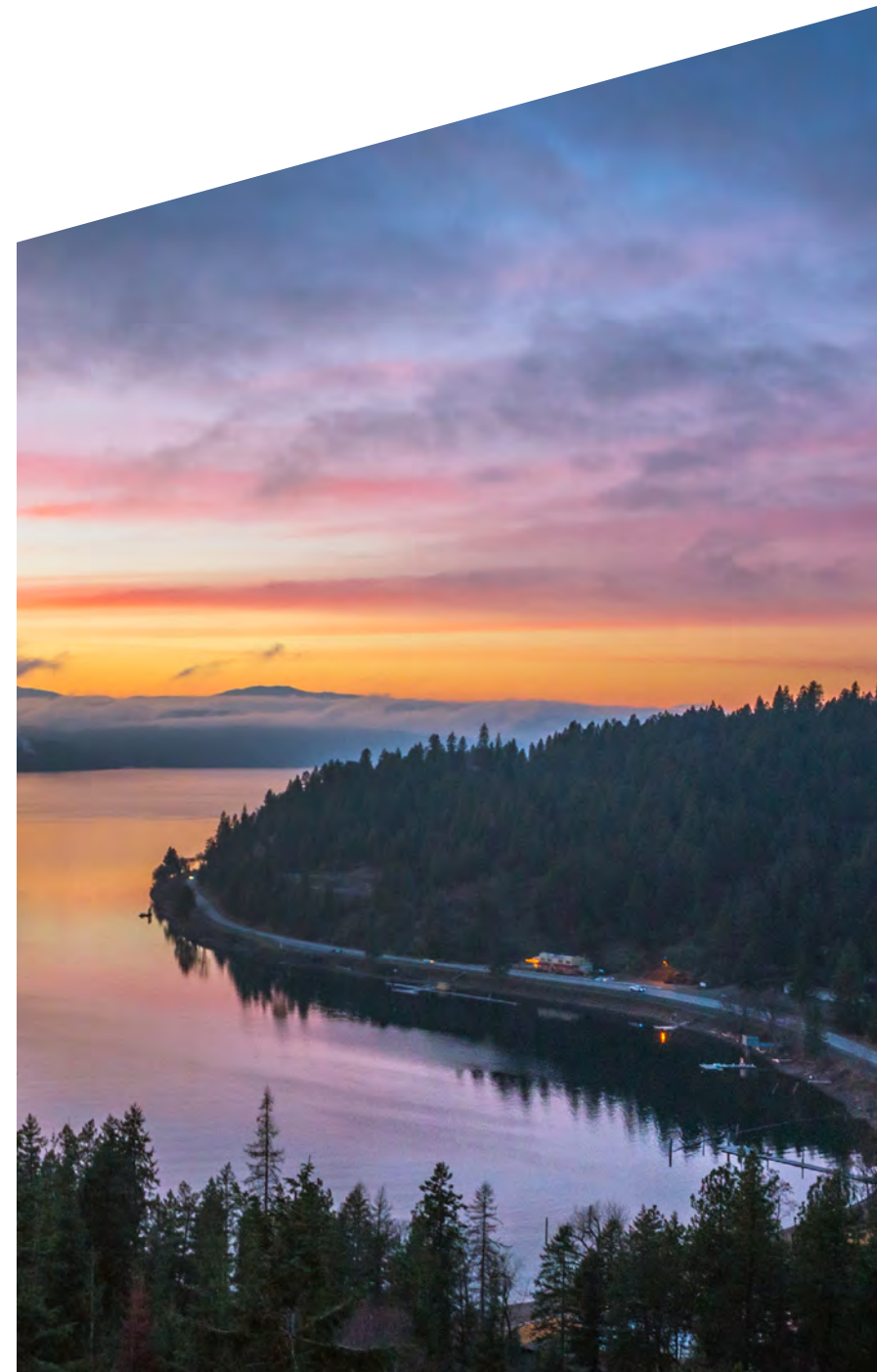


COMMITMENT TO

ETHICAL GOVERNANCE

We maintain a strong foundation of corporate governance practices that promote transparency, accountability, and engagement, and ensure there is complete, transparent, and effective oversight of the affairs of our Company to protect and grow shareholder value. Our efforts and commitments include:

- 1** Approaching all aspects of corporate governance ethically and with clear standards of appropriate corporate behavior.
- 2** Promoting effective oversight of the Company through a strong and independent Board.
- 3** Actively seeking to establish and enhance diversity among our Board of Directors.
- 4** Striving to improve the performance of the Board of Directors and executive leadership through effective performance assessments, appropriate and fair compensation practices, and ongoing investment in education and professional development.
- 5** Ensuring that shareholders have an appropriate voice with respect to matters impacting the Company through outreach and engagement.
- 6** Maintaining transparency with respect to governance of the Company and the pursuit of its strategic goals.



1

Approaching all aspects of corporate governance ethically and with clear standards of appropriate corporate behavior.

Ethical Conduct

Avista's commitment to corporate responsibility encompasses a broad approach to sustainability, stewardship and corporate citizenship to build long-term value for our stakeholders. For over 135 years, these same principles have guided us in what we do and are reflected in the Company's recognition for as one of the World's Most Ethical Companies by the [Ethisphere Institute](#), a global leader in defining and advancing the standards of ethical business practices, corporate character, integrity, transparency, and corporate trust.



Governance Guidelines

Avista's Board of Directors has adopted Governance Guidelines to address matters including qualification of directors, standards of independence for directors, election of directors, responsibilities and expectations of directors, and evaluation of director and committee performance. The Governance Guidelines are reviewed at least annually and updated as necessary. The Governance Guidelines, along with the Bylaws, Board Committee Charters, and our Code of

Conduct, provide the framework for the governance of the Company. Our [Governance Guidelines](#) and [Code of Conduct](#) are accessible on the Avista Corporation website.

Directors are each elected annually to hold office for a one-year term. The Governance and Corporate Responsibility Committee is responsible for reviewing, evaluating, and presenting recommended director nominations, and will likewise consider recommendations that are made by our shareholders. Of our eleven directors, ten are independent. Currently, the roles of Chair and CEO are separated. Mr. Morris, who retired as CEO, effective October 1, 2019, serves as the Chair of the Board. The Company is led by Ms. Rosentrater, who has served as its CEO since January 1, 2025. The Board has also established the position of independent Vice Chair of the Board, which was previously designated as the independent Lead Director. Donald Burke was elected by the Board to serve as Vice Chair for a three-year term beginning May 11, 2023.

All members of our Board and executive officers are required to achieve and maintain certain minimum investment levels of Avista common stock within specified timelines for the duration of their tenure. The objectives of our stock ownership guidelines are to strengthen the alignment of Board and executive officer financial interests with those of our shareholders, enhance long-term perspective and focus on shareholder value growth, reinforce "pay at risk" philosophy and provide an additional basis for sharing in Company success or failure as reflected in

shareholder returns and to align Company practice with corporate governance best practices.

Board Policy Adherence

Our Insider Trading Policy prohibits directors, officers and employees from engaging in short-sales, zero-cost collars, forward sales contracts, pledging, hedging or otherwise offsetting any decrease in the market value of their Company shares. The Insider Trading Policy also prohibits the purchasing of any financial instrument designed to hedge or offset any decrease in the market value of the Company shares.

Similarly, the Board recognizes related party transactions present a heightened risk of conflicts of interest and/or improper valuation of transactions (or the perception thereof) and, therefore, has adopted a written [Related Party Transactions Policy](#), which is followed in connection with all related party transactions involving the Company and specified related persons including directors (including nominees) and executive officers, certain family members and certain shareholders, all as outlined in the applicable rules of the Securities and Exchange Commission ("SEC").

Furthermore, the Company's [Code of Conduct](#) also applies to our directors, officers and to all employees and business partners, including; suppliers, contractors, consultants, agents or others working with or on behalf of Avista. We all have the same obligations and responsibilities to understand and follow Avista's Code of Conduct.

Board members complete code of conduct training on an annual basis.

We employ a confidential hotline, administered by a third-party vendor, to provide an anonymous way to raise concerns of potential misconduct. Any party may use Avista's confidential hotline, available 24 hours a day, every day. The Chair of our Audit Committee and members of our executive officer group and senior management are notified of raised concerns directly from the third-party vendor. The investigation results of these reported concerns are presented quarterly to the Audit Committee.

Shareholders and other interested parties may also send concerns about accounting, internal controls or auditing matters to the Chair of our Audit Committee, via the Corporate Secretary's office, at the following address:

Avista Corporate Secretary

1411 East Mission Ave.
P.O. Box 3727 (MSC-10)
Spokane, WA 99220

Confidential Hotline Contact Information

Call: 1-877-861-6690

Website:

www.avistacorp.ethicspoint.com

Board Meetings in 2025

4

Board Member Attendance Rate

95.2%

ISS Governance Score

Avista's Governance structure, programs and practices are recognized by the Institutional Shareholder Services Group of companies (ISS), earning their highest governance QualityScore ranking.

The ISS Governance QualityScore is a data-driven scoring and screening solution designed to help institutional investors in their quality reviews of risk in Board Structure, Compensation programs, Shareholder Rights, and Audit & Risk Oversight. Scores provide an indication of relative quality and are supported by factor-level data that is critical to the research process to understand a company's approach to governance. As governance factors play a heightened role in investment decision making, Governance QualityScore provides investors with invaluable data and insight to support their analysis. For more information, [click here](#).



2

Promoting effective oversight of the Company through a strong and independent Board.

Board Independence

The Board has been, and continues to be, a strong proponent of director independence. It is the policy of the Board that a majority of the directors be independent from management and that the Board not engage in transactions that would conflict with the best interests of the Company's business. The Company's corporate governance structures and practices provide for a strong, independent Board and include several independent oversight mechanisms:

- All members of the Board are independent except for Ms. Rosentrater.
- All members of the Board committees are independent, except for Ms. Rosentrater, who is a member of the Executive Committee.
- Each Board Committee has a separate independent Chair.
- All Board committees may seek legal, financial or other expert advice from sources independent from management.

In addition to the independent oversight mechanisms listed immediately above, the following items serve to underscore Avista's commitment to ensuring an appropriate balance of director independence:

- Ten of the Company's eleven directors are independent.
- The positions of Chair and CEO are separated.
- The average tenure of our directors is 8.9 years, and their average age is 60.3.

- The Board is committed to board refreshment. Our Board has added four new members in the past five years, three of whom are independent.
- The Company has an independent Vice Chair, selected by the Board.
- The independent directors regularly meet in executive sessions without management.
- Independent directors are required to achieve a minimum investment of five times the minimum equity portion of their retainer in Company common stock and are expected to retain at least that level of investment during their tenure on the Board.
- Directors and officers are prohibited from engaging in short sales, pledging, or hedging the economic interest in their Company shares.

Independent Vice Chair

The independent Vice Chair is a Board elected position filled by an independent director for a three-year term. The independent Vice Chair's duties are equivalent to those of a lead independent director which include:

- Ensuring there is open and effective communication between the Board, the Chair and management of Board-related matters.
- Keeping an open line of communication that provides for dissemination of information

to the Board and discussion before actions are finalized.

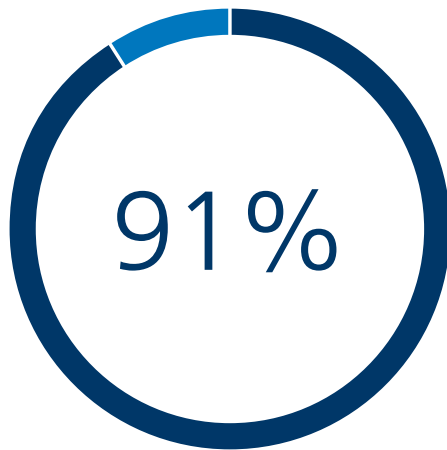
- Serving as an independent point of contact for directors, management or shareholders wishing to communicate with the Board other than through the Chair.
- Presiding at all meetings at which the Chair is not present.
- Working with the Chair to set meeting schedules and agendas for the Board meetings, including soliciting input from non-management directors on items for the Board agendas, to ensure that appropriate agenda items are included and that there is adequate time for discussion of these items.

Avista's Vice Chair is available for communications and consultation with major shareholders.

The Company has a mechanism for shareholders and other interested parties to communicate with the Vice Chair and independent directors as a group, or on an individual basis.

Our independent directors meet at each regularly scheduled Board meeting. The Chair and the Vice Chair collaboratively establish the agenda for each session and also determine which, if any, other individuals, including members of management and independent advisors, should be available for each such meeting.

We believe that our corporate governance structure and practices ensure that strong and independent directors will continue to effectively oversee the Company's management and key issues related to its long-range business plans, long-range strategic decisions, risks and integrity to protect and enhance shareholder value.



**PERCENTAGE OF
INDEPENDENT DIRECTORS**



Donald C. Burke

Independent Vice Chair of the Board

Mr. Burke brings significant financial and accounting experience to the Board from his years in public accounting and his role as the treasurer and CFO of numerous mutual funds. Through his service as Chair of the Audit Committee and as the designated Audit Committee Financial Expert, Mr. Burke's background enhances his performance of a critical leadership role in overseeing the integrity of the Company's financial statements and related controls, compliance with legal and regulatory requirements,

and the performance of the Company's internal audit function and independent auditors. In addition, as a member of the Governance Committee, Mr. Burke provides a unique and valuable perspective on the Company's corporate governance and corporate responsibility programs and activities. As a result of his demonstrated excellence in helping lead the Board, Mr. Burke was selected to serve as Vice Chair of the Board.

**Positions of Chair and CEO
are separated**

**Each Board Committee Led by
Independent Chair**

Director Refreshment

New Directors In Last 5 Years	4
Of These New Directors, Number of Independent Directors	3

3

Actively seeking to establish and enhance diversity among our Board of Directors.

Board Diversity

The Board is committed to actively seeking out highly qualified candidates and including such individuals in each Board candidate pool, including candidates with a diversity of experience, skills, background, and viewpoint.

Board Composition

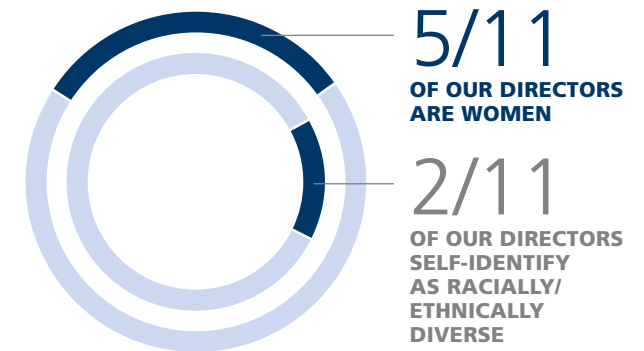
The Governance and Corporate Responsibility Committee annually reviews with the Board the composition of the Board as a whole and recommends, if necessary, steps to be taken so the Board reflects the appropriate balance of knowledge, experience, competencies, and expertise, all in the context of an assessment of the needs of the Board and the Company at the time. In evaluating a director candidate, the Governance and Corporate Responsibility Committee considers the knowledge, experience, integrity, business acumen and judgment of that candidate; the potential contribution of that candidate to the diversity of backgrounds, experience and competencies the Board desires to have represented; the willingness of that candidate to consider strategic proposals; and any other criteria established by the Board, as well as any core competencies or technical expertise necessary to staff the Board Committees.

Board Refreshment

For longer-serving directors, the Governance and Corporate Responsibility Committee also considers the tenure of a director and whether the duration of service impairs such director's independence from management, as demonstrated by the director's relationship with management and the director's participation in Board and committee deliberations. Directors must be able to commit the requisite time for preparation and attendance at regularly scheduled Board and committee meetings, as well as be able to participate in other matters necessary to ensure that good corporate governance is practiced.

The Board believes that it must continue to refresh itself. During the last five years, the Board has added four new members, three of whom are independent, as a result of retirements and departures due to professional and personal commitments. The average tenure of the current directors is 8.9 years, and the average age is 60.3. We have also implemented a Director Retirement Policy where directors may not stand for Board election after age 72. This policy applies to all current directors, and the Board does not grant waivers or provide exceptions to this Director Retirement Policy.

BOARD DIVERSITY



BOARD TENURE



BOARD COMMITTEE CHAIR TENURE



BOARD AGE



Summary of Board Core Competencies

Our director nominees bring a balance of relevant skills to the boardroom, as well as an effective mix of diversity and experience. A summary of the director nominees' core competencies is shown below:

Qualifications and Expertise	Bentz	Burke	Jacobsen	Klein	Kwawu	Maw	Morris	Philipps	Rosentrater	Stanley	Widmann	Total
Financial Leadership of a financial firm or management of the finance function of an enterprise, resulting in proficiency in complex financial management, capital allocation, and financial reporting processes.		•	•		•	•	•	•		•	•	8/11
Leadership Extended experience leading a significant enterprise, resulting in a practical understanding of organizations, processes, strategic planning, and risk management. Demonstrated strengths in developing talent, planning succession, and driving change and long-term growth.	•	•	•	•	•	•	•	•	•	•	•	11/11
Business Innovation Experience driving business success, with an understanding of diverse business environments including regional considerations, economic conditions, cultures, and regulatory frameworks, as well as disruptive innovation.	•	•	•	•	•	•	•	•	•	•	•	11/11
Energy and Utilities Experience with the unique operating, regulatory, and financial aspects of the utility industry and related risks, including energy and commodity markets.				•			•		•			3/11
Technology Experience working in operating and administrative technology, including expertise in cybersecurity.	•			•	•		•		•		•	6/11
Regulatory, Environmental, and Risk Experience with and an understanding of the regulated nature of the utility industry, including environmental regulation, the clean energy transition, and oversight of risk.	•	•	•	•	•	•	•	•	•	•	•	11/11
Mergers and Acquisitions The ability to analyze the fit of a company's strategy and culture, accurately value transactions, and evaluate operational integration plans.		•	•	•	•	•	•	•	•	•	•	10/11

4

Striving to improve the performance of the Board of Directors and executive leadership through effective performance assessments, appropriate and fair compensation practices, and ongoing investment in education and professional development.

Board Performance

We believe that performance management of our executive officers and our Board remain vitally important to evaluate our strategies, policies, structures and results to meet and exceed the ever-changing expectations of our stakeholders.

The Board conducts an annual assessment of its performance and effectiveness, as well as that of the Chair and Vice Chair. The process is coordinated by the Board Chair and the Chair of the Governance and Corporate Responsibility Committee and is proctored through written assessments completed by each director. Areas of inquiry include, among other things, the following:

- Overall Board performance and areas of focus including strategic and business issues, challenges, and opportunities;
- Succession planning;
- Board Committee structure and composition;
- Board culture;
- Board composition;
- Management performance; and
- Board meeting logistics, including quality of materials provided to the directors.

Committee Evaluations

The Board's committees also conduct annual assessments of their performance and effectiveness, including that of the Committee Chair, through written assessments completed by each committee member. Areas of inquiry include, among other things, the following:

- The sufficiency of their charters;
- Whether committee members possess the right skills and experience or whether additional education or training is required;
- Whether there are sufficient meetings covering the right topics; and
- Whether meeting materials are effective.

A summary of all committee assessment results is provided to the Governance and Corporate Responsibility Committee and the Board for review and discussion.

Individual Director Assessments

Annually, the Board Chair considers the quality of each Board member, taking into account such factors as attendance, participation, engagement with other Board members, and any other factors deemed appropriate. This process includes a discussion between the Board Chair and the Chairs of each Board Committee, as well as individual meetings with each director. The process provides an opportunity for input on individual director performance, as well as practical input from each director on what the Board should continue doing, start doing, and stop doing. The information gathered through the assessment process is reviewed by the Governance and Corporate Responsibility Committee and considered in its recommendation of Board members to stand for election each year.

Executive Performance

The Compensation Committee believes in aligning pay with performance. To help accomplish that alignment, all executive officers receive annual performance reviews conducted by their direct manager, and the Compensation Committee reviews each Named Executive Officer's (NEO) performance ratings.

At the beginning of each calendar year, the Compensation Committee asks our CEO to develop specific performance targets and goals for his or her role based on strategic goals for the Company set by the Board. The Compensation Committee reviews and approves our CEO's goals at its annual February meeting and presents those goals to the full Board for its information and review. The Board quarterly reviews our CEO's performance relative to his or her targets. At the end of the year, the Compensation Committee reviews our CEO's year-end results as part of its overall CEO annual performance review process.

Director Compensation

The Board regularly reviews director compensation with the assistance of Meridian Compensation Partners (the same consultant used for executive compensation) to determine whether it is appropriate and competitive in light of market circumstances and prevailing best practices for corporate governance for the energy / utility industry. The Board targets overall director compensation to the median of the same peer group used to review executive compensation.

The elements of director compensation reflect the Board's view that compensation to the independent directors should consist of an appropriate mix of cash and stock. The cash portion of the retainer is paid quarterly, and the stock portion is paid annually. Employee directors are not compensated for their Board service.

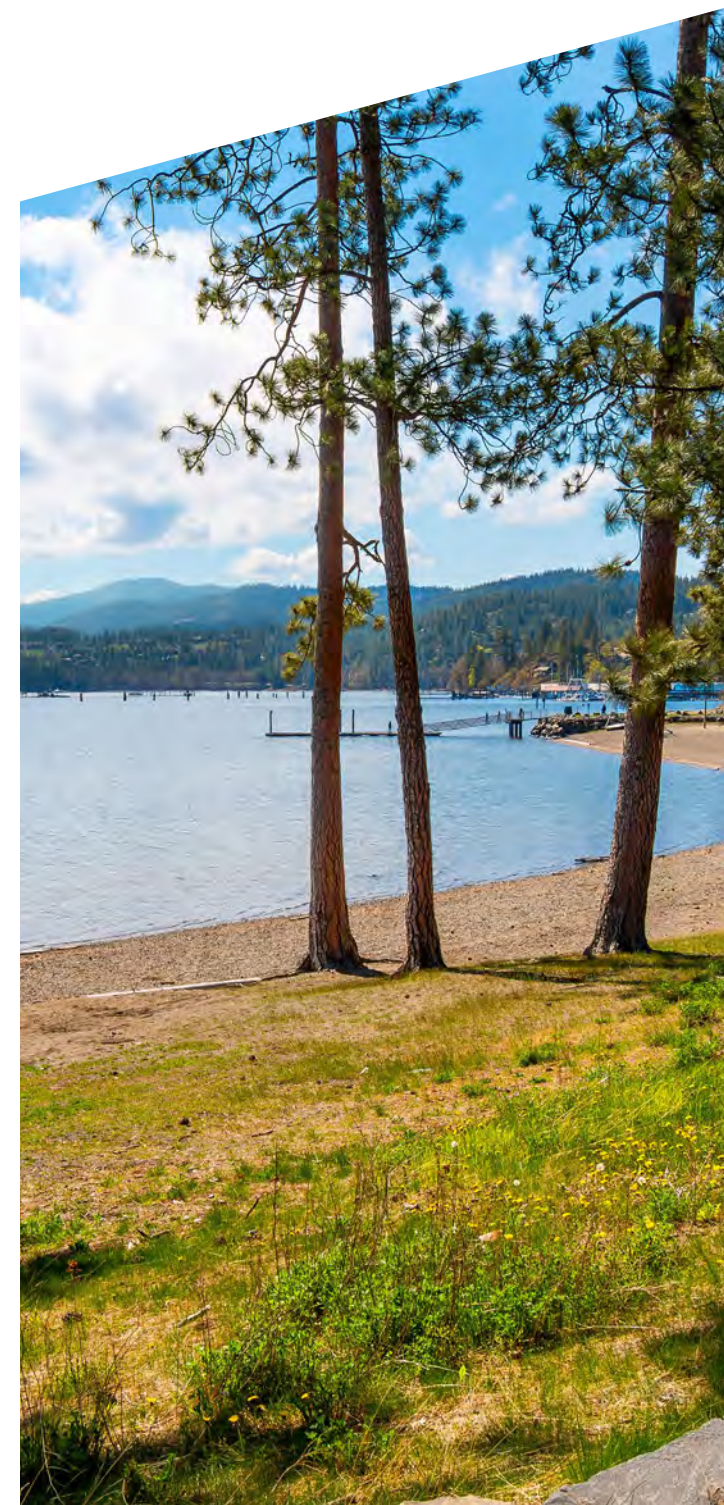
Executive Compensation

The Compensation Committee approves and implements a compensation program that incentivizes executive officers to achieve specific annual, long-term, and strategic goals and improves shareholder

value. The Compensation Committee believes the overall compensation of our senior executive should be weighted toward variable performance-based compensation. As a result, a significant portion of compensation is linked with goals related to specific items of corporate performance likely to produce long-term shareholder and customer value.

Our executive officers are provided with an annual base salary to compensate them for services rendered during the year. The Compensation Committee reviews the base salary of all executive officers at least annually. The factors influencing the Compensation Committee's decisions in setting the annual base salary for our executive officers include market data provided by Meridian, job complexity, experience and breadth of knowledge in the utility and diversified energy industry. The Compensation Committee also considers each executive officer's responsibilities, which may include electric and natural gas utility operations, as well as subsidiary operations, and recognizes that the Company operates in several states, which requires quality relationships and interaction with multiple regulatory agencies.

Avista's executives are also provided with an annual Cash Incentive Plan designed to align the interests of our executive officers with those of our shareholders and customers through the achievement of financial and operational performance goals for the Company. The 2024 Executive Officer Annual Cash Incentive Plan (the "Cash Incentive Plan") reflects these goals by having 55% of the total incentive opportunity tied to Utility Earnings Per Share, 40% tied to key components of utility operation and 5% tied to equity, inclusion, and diversity goals. Each metric is independent, which allows the Cash Incentive Plan to pay a portion of the award upon the attainment of one goal even if the other goals are not met.



The following chart shows the Cash Incentive Plan performance goals for each performance metric, the weighting of each metric, and the 2024 actual results of each metric.

Metric	Weighting	Threshold	Target	Exceeds	Actual	2024 Results
Utility Earnings Components						
Utility Earnings per Share ¹	55%	\$2.32	\$2.41	\$2.50	\$2.39	Met 89%
Utility Operations Components						
Cost Per Customer ²	20%	\$460.31	\$456.98	\$444.48	\$468.10	Not Met 0%
Customer Satisfaction Rating ³	8%	N/A	90%	N/A	97%	Met 100%
Reliability Index ⁴	8%	N/A	1.00	N/A	1.25	Met 100%
Response Time ⁵	4%	N/A	<55	N/A	37	Met 100%
Equity, Inclusion, & Diversity (EID) Scorecard ⁶	5%	N/A	>4 Goals	N/A	4/5 goals	Met 100%

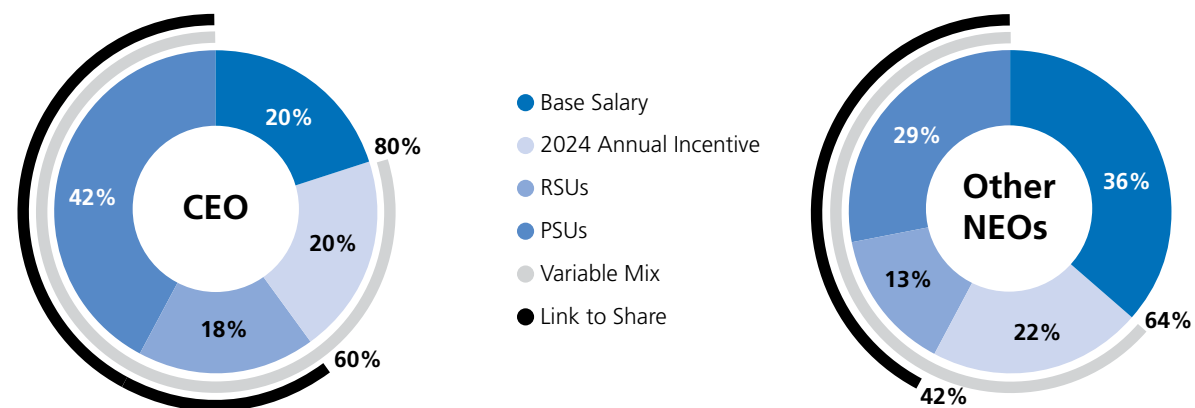
1. Payout can vary 0%-172% based on performance level. Payout levels are interpolated on a straight-line basis for results between the threshold performance level and the maximum level.
2. The Operating and Maintenance (O&M) cost is directly related to maintaining reliable, cost-effective service levels. Payouts can vary 0%-150% based on performance level. Payout levels are interpolated on a straight-line basis for results between the threshold performance level and the maximum level.
3. This rating is derived from a Voice of the Customer survey conducted each quarter by an independent agency. The survey is used to track satisfaction levels of customers that have had recent contact with our call center or service center. This is a hit or miss target and the payout is either 100% or 0% based on achievement of objective.
4. This measure is derived from the combination of three indices that track average restoration time for sustained outages, average number of sustained outages per customer, and percent of customers experiencing more than three sustained outages during the year. This is a hit or miss target and the payout is either 100% or 0% based on achievement of objective.
5. This measures in minutes how quickly the Company responds to dispatched natural gas emergency calls. This is a hit or miss target and the payout is either 100% or 0% based on achievement of objective.
6. Milestone includes achievement of four out of five goals related to our equity, inclusion, and diversity strategy. This is a hit or miss target and payout is either 100% or 0% based on achievement of objective.

The Cash Incentive Plan's performance metrics are based on factors that are essential for the long-term success of the Company, and, except for the Utility Earnings Per Share and the metric tied to equity, inclusion, and diversity strategy, are identical to performance metrics used in the Company's annual cash incentive plan for non-executive employees. The Compensation Committee believes that having similar metrics for both the Cash Incentive Plan and the non-executive plan encourages employees at all levels of the Company to focus on common objectives.

The Compensation Committee believes that equity-based compensation is the most effective way to create a long-term link between shareholder returns and the compensation provided to executive officers and other key management. This program encourages participants to focus on long-term Company performance and provides an opportunity for executive officers and designated key employees to increase ownership in the Company through grants of Company stock that can be earned based on either service or performance, over a three-year cycle. Using long-term performance awards and restricted

stock units, the Company can compensate executive officers for sustained increases in the Company's stock performance, as well as long-term growth relative to its peer group for the relevant cycle.

The charts to the right show the portion of target compensation that is variable and, therefore, is "at risk" for our CEO and the average for our other NEOs. Variable compensation includes annual incentives, RSUs and PSUs. The charts also show the portion of target compensation for our CEO and the average target compensation for our other NEOs directly linked to share value, including RSUs and PSUs.





The Compensation Committee believes that the Company's compensation policies and practices do not create risks reasonably likely to have a material adverse effect on the Company. In establishing pay practices for the Company, the Compensation Committee's goal is to design a compensation structure that does not encourage inappropriate risk-taking by employees or executive officers. The following features of the compensation structure reflect this approach:

- Short and long-term incentive payments are capped;
- Annual cash incentive design balances key performance metrics that are focused on financial results and system sustainability over time;
- The total compensation program does not guarantee bonuses and has multiple financial and non-financial performance measures;
- The Compensation Committee reviews both short-term and long-term financial scenarios with a view to ensuring the plan design does not encourage executives to take excessive risks but also does not discourage appropriate risks;
- Stock ownership guidelines and insider trading prohibitions are in place to strengthen the alignment of the financial interests of executives with those of shareholders;
- Directors and officers are prohibited from engaging in short-sales, zero-cost collars, forward sales contracts, pledging, hedging or otherwise offsetting any decrease in the market value of their Company shares; and
- The Company maintains formal recoupment (i.e., clawback) policies.



Equity, Inclusion, and Diversity Component of Cash Incentive Plan

Avista's annual Cash Incentive Plan is designed to align the interests of our executives with those of our stakeholders through the achievement of financial and operational performance goals for the Company. The Cash Incentive Program contains an Equity, Inclusion, and Diversity (EID) related performance metric. This EID metric targets the enhancement, creation, and/or implementation of programs that

support the goals and strategies of the Company's **Employee Engagement, Belonging, and Equity Plan** under five measurable action items. Four of the five actions must be satisfied for payout purposes:

- Ensure programs, systems and processes are designed to support all employees by eliminating barriers and providing equitable access and opportunities for growth.
- Strengthen employee engagement and workplace culture by measuring and implementing listen and learn activity insights.
- Enhance programs, systems and processes to increase diversity of candidate pools.
- Implement strategies to deepen trust and inform our community engagement strategy, inclusive of EID efforts.
- Improve supply chain programs, systems and processes to increase diversity among vendors.

Summary of Avista's 2024 Executive Officer Annual Cash Incentive Plan

Performance Metric	Corporate Responsibility Commitment Alignment:	Weighting
Equity, Inclusion, and Diversity Metric Enhance, create, and/or implement programs that support the goals and strategies of the Company's Equity, Inclusion & Diversity Strategic Plan.	Our People—Equity, Inclusion, and Diversity Customers and Communities—Philanthropy Customers and Communities—Supply Chain Diversity	5%
Cost Per Customer Metric Operating and maintenance cost is directly related to maintaining reliable, cost-effective service levels.	Customers and Communities—Energy Affordability Customers and Communities—Reliable Service	20%
Customer Satisfaction Rating Metric Independent survey to track satisfaction levels of customers that have had recent contact with our call center or service center.	Customers and Communities—Customer Satisfaction	8%
Reliability Index Metric Tracks restoration time for sustained outages, sustained outages per customer, and percent of customers with more than three sustained outages during the year.	Customers and Communities—Reliable Service	8%
Response Time Metric Measures how quickly the Company responds to dispatched natural gas emergency calls.	Customers and Communities—Public Safety	4%
Utility Earnings Per Share Metric	Ethical Governance—Board and Executive Performance	55%



Recoupment Policies

Avista's Board of Directors has adopted a compensation recoupment policy, the Dodd-Frank Recovery Policy, to comply with section 10D of the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010 ("Dodd-Frank Act"), subsequently adopted and required by the Security and Exchange Commission ("SEC") and the New York Stock Exchange's ("NYSE") rules. The Dodd-Frank Recovery Policy requires the Company to promptly recover incentive compensation that is determined to have been erroneously awarded to executive officers due to a required accounting restatement.

Further, the Compensation Committee believes the Company should maintain the ability to seek recovery of erroneously awarded incentive compensation beyond the required provisions of Rule 10D-1 and NYSE rules, in particular where employees (including non-executives) engage in misconduct. Therefore, in addition to the mandatory recoupment policy adopted in compliance with the Dodd-Frank Act and NYSE rules, the Board has adopted a discretionary recoupment policy applicable to incentive compensation awards. The discretionary policy authorizes the Company to recover incentive payouts from any executive or employee if those payouts are based upon performance results subsequently revised or restated to levels that would have produced payouts lower than the original incentive plan payouts, and, if, in the Board's judgment and determination, the executive or employee engaged in fraud, negligence, or other misconduct that contributed to the need for the financial restatement. If willful or negligent misconduct or material error results in a restatement of financial results, the Compensation Committee may recommend the Board either require forfeiture of incentive awards or seek to recover appropriate portions of the executive officer or employee's compensation for the relevant

period, in addition to other disciplinary actions that might be appropriate based on the circumstances.

Director Education

Our Governance and Corporate Responsibility Committee and management are responsible for director orientation and mentorship programs. Orientation and mentorship programs are designed to familiarize new directors with the Company's business strategies and policies and help facilitate their effective transition onto the Board. The Governance and Corporate Responsibility Committee is also responsible for director continuing education. Continuing education programs for directors include a combination of internally developed materials and presentations and outside programs presented by third parties. Financial and administrative support is available to directors for attendance at academic or other independent programs.

Succession Planning

Selecting the best leader for our Company and planning and executing a smooth CEO transition is an important responsibility of the Board. Thoughtful succession plans for our CEO and for other officers are an important part of the Company's long-term success, and the Company has a long-term succession-planning process intended to develop a pipeline of qualified talent for key roles, reflecting a focus on the Company's business strategy.

The Compensation Committee conducts an annual review of the succession plans for our CEO and other executives of the Company and receives quarterly updates on the plans. Our CEO and the Compensation Committee review those succession plans annually with the full Board. The succession plans reflect the Board's belief that the Company should regularly identify internal candidates for

the CEO and other executive positions and that it should develop those candidates for consideration when a transition is planned or necessary. Accordingly, management has identified internal candidates in various phases of development and implements development plans to assure the candidates' readiness. Those development plans identify the candidates' strengths and developmental opportunities, and the Compensation Committee receives periodic updates and regularly reviews the candidates' progress.

The Board has adopted a Contingency CEO Succession Plan to outline the procedures for the temporary appointment of an interim CEO to avoid a vacancy in leadership that may occur because of an absence event due to death, illness, disability, or sudden departure of our CEO.

Ratio of CEO pay to the pay of our median employee for 2024

27:1

5

Ensuring that shareholders have an appropriate voice with respect to matters impacting the Company through outreach and engagement.

Shareholder Engagement

The Company has a history of engaging with our shareholders, supporting our belief in the importance of the governance process and of incorporating a meaningful understanding of shareholder perspectives on corporate governance, executive compensation, and other issues that are important to them. These discussions help to inform our Board's approach to governance, compensation and oversight of corporate responsibility initiatives. Our Office of the Corporate Secretary coordinates shareholder engagement with Investor Relations and provides a summary of all relevant feedback to the Board. In 2024, the Company reached out to shareholders representing nearly 60 percent of shares outstanding. In addition, Investor Relations meets with our shareholders throughout the year, frequently along with our CFO and CEO.

In addition to our smaller shareholder engagements and discussions occurring throughout the year, our Annual Meeting presents an opportunity to engage with all our shareholders. By having our directors stand for election each year, including the Board's proactive adoption of Proxy Access for director nominees and requiring directors to be elected by majority of the votes cast in uncontested elections, by seeking ratification of our selected independent registered public accounting firm, and by soliciting the Say on Pay advisory resolution, the Board has the opportunity to receive feedback through the voting results of our shareholders, and any other business or

engagements that may be raised during the course of the Annual Meeting.

Such shareholder engagement is demonstrated in the results of our most recent Say on Pay advisory resolution. Shareholders expressed substantial support for our executive compensation, with 96.59% of the votes cast for the Say on Pay advisory resolution. We view this outcome as a signal of strong shareholder support for our executive compensation philosophy, policies and practices, and made no changes as a result of the vote outcome.

2024 Say on Pay Advisory Vote

96.59%
Favorable Support

Disclosure Practices

The Company understands its commitment to sustainability, stewardship and corporate citizenship is important, not only to our shareholders, but to our communities and other constituencies. Accordingly, we have produced a Corporate Responsibility Report covering the Company's commitments to the environment, its employees, its

customers and the communities we serve, as well as ethical governance.

In addition, we disclose several sustainability focused metrics through widely adopted reporting frameworks that our shareholders supported, namely the Task Force on Climate-related Financial Disclosures (TCFD) and the Sustainability Accounting Standards Board (SASB). The Company also provides industry specific disclosures in accordance with the Edison Electric Institute (EEl) and American Gas Association (AGA) joint reporting template, which includes quantitative generation portfolio and emission data, employee health and safety information, and details on the Company's use of water resources and handling of hazardous waste products. Access Avista's TCFD, SASB, EEl and AGA reporting frameworks on the home page of our [Corporate Responsibility](#) webpage.

As a publicly traded Company, we also report on material issues impacting the Company through a variety of disclosure mechanisms governed by the Securities and Exchange Commission, including our 10-K and Annual Report, quarterly 10-Q filings, and periodic 8-K filings. We also regularly issue press releases regarding issues of importance to our business. Shareholders and other interested parties may subscribe to receive email alerts of these disclosure mechanisms and the Company's press release through our email alerts form on the [Avista Corporation](#) website.



Board Contact Information

Shareholders and other interested parties may send correspondence to our Board or to any individual director to our Corporate Secretary's office at 1411 East Mission Avenue, P.O. Box 3727 (MSC-10), Spokane, Washington 99220. Shareholders and other interested parties may also contact our Shareholder Services and Investor Relations group through our investor relations contact form on the [Avista Corporation](#) website, or through these channels:

Avista Corp. Shareholder Services and Investor Relations

P.O. Box 3727, MSC-19
Spokane, WA 99220-3727
Phone: 509-495-4203

Analyst Contact

Stacey Walters
Investor Relations Manager
Email: stacey.walters@avistacorp.com

Media Relations

24/7 Media Line
509-495-4174

Interactive Voice Recording (IVR)

1-800-222-4931



6 Maintaining transparency with respect to governance of the Company and the pursuit of its strategic goals.

Avista's commitment to corporate responsibility encompasses our broader approach to sustainability, stewardship, and corporate citizenship to build long-term value for our stakeholders. We believe that executing good corporate governance is an essential component of this broader approach. And when it comes to our corporate governance, we need to ensure that we clearly communicate, explain and provide transparency in our disclosures for our stakeholders to clearly understand Avista's strategic goals.

Board Oversight

The Board is responsible for directing the management of the business and affairs of the Company. As such, the Board gives the Company's executive officers strategic direction and oversees their operation of the Company's business and their conduct of its affairs, with a view to serving the best interests of the Company and its shareholders and other stakeholders.

The Board plays an active role in the oversight of the major risks affecting the Company and the oversight of the Company's risk management in pursuit of our strategic goals. The Board's risk oversight process includes receiving reports from members of corporate management on areas of material risk to the Company, including utility regulatory, operational, climate change, cybersecurity, technology, strategic, external mandates, financial, energy commodity, and compliance risks. While the Board retains full responsibility for the general oversight of the management of all categories of risk, it has delegated

to and allocated among its committees first oversight responsibility regarding specific categories of risk. The allocation of categories of risk to the respective committees is described in the [committee charters](#).

Role of Management

While our Board is responsible for risk oversight, Avista's management team is responsible for the day-to-day management of risk including the appropriate Company officer reporting on risks to the appropriate Board committee or, if circumstances so warrant, to the full Board. For example, quarterly, the Audit Committee is updated on key enterprise and other risk factors. Additionally, the Environmental, Technology and Operations (ETO) Committee reviews on a quarterly basis risks related to the Company's operations and regularly reviews and discusses environmental and climate related risks and advises the full Board on any critical or emerging risks and/or related policies. And on an annual basis, the Audit Committee is also updated on the Company's enterprise risk management program and processes.

When a committee receives a risk report from management, the chair of that committee reports to the full Board. This process facilitates the coordination of the oversight and management of the various categories of risk, particularly for the interrelationships among various risks. Our Annual Report on Form 10-K contains a detailed discussion of the material risks to the Company's business and the Company's efforts to manage them. The report can be found on the [Avista Corporation](#) website.

Risk Management

Avista's management team performs their risk management and mitigation related activities throughout the year. We have an enterprise risk management (ERM) process for managing risks throughout our organization facilitating the identification and measurement of various forms of risk that may affect the Company. Our risk management department facilitates the collection of risk information, providing senior management with a consolidated view of the Company's major risks and risk mitigation measures. Each area of the Company identifies risks and implements the related mitigation measures.

The ERM process supports management in identifying, assessing, quantifying, managing and mitigating the risks. Despite all risk mitigation measures, however, risks are not eliminated. Our primary identified categories of risk exposure are utility regulatory, operational, climate change, cybersecurity, technology, strategic, external mandates, financial, energy commodity, and compliance. We consider the management of these risks an integral part of managing our core businesses and a key element of our approach to corporate governance.



Cybersecurity and Technology Risks

Avista understands that a safe, reliable, and secure energy infrastructure is essential to the economies in the areas that we serve and our customer's way of life and that intruders can use a variety of cyber and physical attacks to try and disrupt the delivery of safe and reliable energy. For a listing of cybersecurity and technology risks facing the Company, please refer to our current [Form 10-K](#). To mitigate these risks, Avista manages and maintains an enterprise security program based on the National Institute of Standards and Technology Cybersecurity Framework. This security program provides the necessary policies, procedures, and funding to protect our natural gas and electric infrastructure as well as the Company's sensitive customer, employee, operating, and financial information.

As part of Avista's security program, we regularly engage with industry specific Information Sharing and Analysis Centers (ISAC) such as the Electric ISAC and the Downstream Natural Gas ISAC, the Federal Bureau of Investigation, the Department of Homeland Security, the Transportation Security Administration and State Fusion Centers to understand and manage threats and vulnerabilities. Additionally, the Company employs a group of security personnel that monitors for intrusion and security events that may include a data breach or attacks on our operations. This group is also dedicated to securing, maintaining, evaluating, and developing our information technology systems.

In addition, as part of the security program, there are independent third-party audits of our critical infrastructure security program and our business risk security controls. For example, the Federal Energy Regulatory Commission (FERC) has certified the North American Electric Reliability Corporation (NERC) as the single Electric Reliability Organization authorized

to establish and enforce reliability standards and delegate authority to regional entities for the purpose of establishing and enforcing reliability standards, including but not limited to cybersecurity measures. The FERC approves NERC Reliability Standards, including western region standards that make up the set of legally enforceable standards for the United States bulk electric system. We are required to self-certify our compliance with these standards on an annual basis and undergo regularly scheduled periodic reviews by the NERC and its regional entity, the Western Electricity Coordinating Council. Failure to comply with NERC reliability standards could result in substantial financial penalties. We have a robust internal compliance program in place to manage compliance activities and mitigate the risk of potential noncompliance with these standards.

The technology department, led by the Vice President, Chief Information Officer, and Chief Security Officer, is responsible for our enterprise security program. This program includes maintenance of appropriate cybersecurity measures, such as firewalls, anti-virus, patching, and other zero-trust security protocols, monitoring for intrusion and security events that may include a data breach or an attack on our operations, and working with our supply chain department to ensure contracts with third party service providers include appropriate requirements for the mitigation of cybersecurity risk that might impact our business.

Our data breach response team is comprised of designated members of the technology department, senior management and other appropriate individuals. The team is tasked with assessing, managing and responding to material cybersecurity incidents involving either our systems or the systems of third-party service providers. The data breach response team includes subject matter experts within the Company, as well as outside experts who specialize in cybersecurity response. A subset of this team is also responsible for assessing the materiality

of cybersecurity incidents, reporting to the Audit Committee of the Board of Directors as appropriate, and ensuring timeline reporting of cybersecurity incidents deemed material to the Company.

The Environmental, Technology and Operations Committee of the Board of Directors oversees our management of cybersecurity risks. This Committee is briefed on security policy, programs and incidents on at least a quarterly basis. The Audit Committee of the Board of Directors provides oversight of required disclosures relating to cybersecurity.

Avista has a cybersecurity / information security risk insurance policy that covers both first- and third-party damages in the event of an information security breach. As part of the Company's annual insurance policy renewal process, policy limits are reviewed and adjusted when necessary to achieve alignment with our existing exposures.

While we have not experienced an information security breach in the past three years, the energy sector, particularly electric and natural gas utility companies, have become the subject of cyberattacks with increased frequency. Our administrative and operating networks are targeted by hackers on a regular basis. Additionally, the facilities and systems of clients, suppliers, and third-party service providers could be vulnerable to the same cyber or terrorism risks as our facilities and systems and such third-party systems may be interconnected to our systems both physically and technologically. Therefore, an event caused by cyberattacks, ransomware or other malicious acts at an interconnected third-party could impact our business and facilities similarly.



Cybersecurity Experts on Board



Rebecca A. Klein

Cyber Security Expert, Director since 2010

Ms. Klein possesses a deep knowledge of the energy industry, energy markets, and energy regulation, as well as legal expertise in energy and telecommunications and experience in technology and cybersecurity issues. She provides a unique diversity of background and perspective to the Board generally, but particularly in her role as chair of the Environmental, Technology & Operations Committee, Ms. Klein is able to provide critical leadership around the Company's business and operational risks, environmental activities and objectives, and its strategies relating to physical and cyber security, technology, and data governance.



Julie A. Bentz

Cyber Security Expert, Director since 2021

Major General (Retired) Bentz brings to the Board an extensive background in technology and security, both physical and cyber, as well as unique experience serving under three separate United States Presidents on security-related policy matters. Through her service on both the Finance Committee and the Environmental, Technology and Operations Committee, Ms. Bentz provides a unique and valuable perspective on a wide range of issues, including financial matters and investments, as well as issues involving climate change and clean energy transition, technology, and operational safety and security.



Climate Change Risks

Long-term global climate change, and the potential impacts of such change could have a significant effect on our business. Direct impacts of climate changes include, without limitation, variations in the amount and timing of energy demand throughout the year, variations in the level and timing of precipitation throughout the year, as well as variations in temperature, and the resulting impact on the availability of hydroelectric resources at times of peak demand as well as an increased risk of wildfire and other impacts of extreme weather. Indirect impacts include, without limitation, changes in laws and regulations intended to mitigate the risk of, or alter, climate changes, including restrictions on the operation of our power generation resources and obligations or limitations imposed on the sale of natural gas. When direct or indirect impacts of climate change lead to increased operational costs or capital investments, we intend to recover such costs through the ratemaking process.

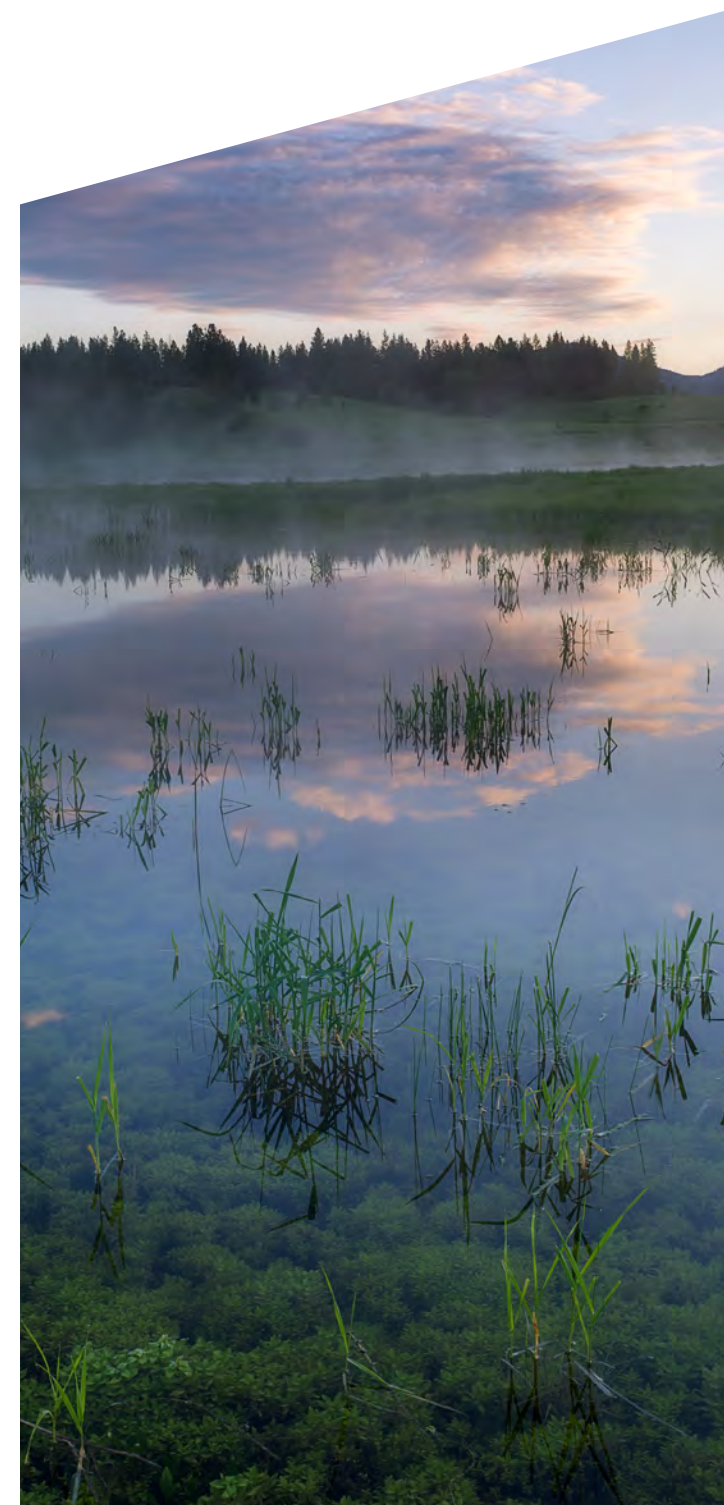
Multiple departments at the Company work to mitigate risks related to climate change. Climate change adds uncertainty to existing risks that we have historically managed and mitigated. These efforts are reflected in electric and gas operations and investments in assets and asset reliability and resiliency across the Company's operations. Our Power Supply staff monitor items such as snowpack and broader precipitation conditions, patterns and modeled or predicted climate change. These and other assessments are incorporated into our [Integrated Resource Planning](#) processes. Environmental Affairs, Governmental Affairs and other departments monitor policy and regulatory developments that may relate to climate change to engage these efforts constructively and prepare for compliance matters.

Avista's [Wildfire Resiliency Plan](#) was also developed to mitigate the increased wildfire risk associated with climate change.

Avista's Integrated Planning and Clean Energy department further aids the Company in managing these complex issues related to climate change. Among other things, the department analyzes policy impacts, anticipates opportunities, and evaluates relevant strategies for Avista in the creation of a holistic system infrastructure plan; supports recommendations on climate-related policy positions and action plans; and provides clean energy implementation plan direction and oversight with respect to our aspirational clean energy goals.

In addition, issues concerning climate-related risk and the Company's aspirational clean energy goals are reviewed and regularly discussed by the Board of Directors. The Board's ETO Committee regularly reviews and discusses environmental and climate related risks and advises the full Board on critical or emerging risks and/or related policies. Likewise, the Audit Committee provides oversight of climate-related disclosures in the Company's financial statements.

While the identification of global climate change related risks and opportunities are present and embedded in the Company's ERM processes, a further analysis occurs through the Company's implementation of the Task Force on Climate-related Financial Disclosures (TCFD) framework. For additional information concerning these risks and opportunities, please access Avista's [TCFD framework disclosure](#).



APPENDIX



ENVIRONMENTAL POLICY



Our Commitment to Environmental Stewardship

Avista Corporation is committed to providing clean, safe and reliable energy to those we serve. Our work empowers our customers and communities to live their lives to the fullest. Avista's environmental responsibility is as core to our business as the wires and pipes that deliver energy to our customers and communities. We are committed to conducting our business in ways that honor the integrity of the natural and cultural resources in the areas we serve.

These commitments apply equally to all Avista Corporation and its affiliates regardless of location or jurisdiction, including all employees, Company officers and members of our Board of Directors. In addition, our business partners—suppliers, contractors, consultants, agents and others working with or on behalf of Avista Corporation have the same obligation and responsibility to follow our commitment to environmental stewardship.

The Company's [Commitment to Corporate Responsibility](#) and [Code of Conduct](#) provide greater detail and examples of our commitment to environmental stewardship principles, including, but not limited to, the following principles:

- Protect and enhance the environment by conducting our business in ways that honor the integrity of the natural resources in the areas we serve.
- Design, build and operate our facilities to make efficient use of resources, promote sustainability, prevent pollution, and avoid, reduce or mitigate environmental impacts.
- Foster an environmentally responsible approach to business planning, compliance, pollution prevention, emergency preparedness and response, natural and cultural resource protection and management, communication, employee training, community relations, and continuous improvement.
- Establish environmental objectives, monitor our performance, and implement and improve our programs.
- Surpass environmental laws and regulations in practicing practical stewardship in the best interest of the environment and our communities.
- Engage and support these commitments to protecting human health and the environment throughout the course of our work.

ENVIRONMENTAL POLICY

Reporting an Environmental Spill

Avista's Environmental Compliance group is on call 24 hours a day, seven days a week to respond immediately to environmental emergencies. In the case of an oil spill originating from any of our facilities, power lines or poles, we immediately implement emergency spill procedures. Employees and our business partners are required to report any environmental concerns or spills. Avista responds to all spills, regardless of size, location or oil type.

The Spill Phone is available 24/7: **509-998-0996**

Our Business Partners

We require that our business partners—suppliers, contractors, consultants, agents and others working with or on behalf of Avista Corporation share our same commitment to conducting business ethically, honestly and with mutual respect for the environment. Avista Corporation's [Contractor Code of Conduct](#) provides details of these requirements including their obligations to provide goods and perform work in an environmentally responsible manner in compliance with all applicable environmental laws, regulations and Avista policies and procedures, including their requirement to report environmental concerns or spills.

Prohibited Conduct

Any type of behavior prohibited by our commitments to environmental stewardship, Company policies or rules and practices will not be tolerated. Anyone determined to have violated these commitments or other policies will be subject to disciplinary action, up to and including termination of employment. Non-employees or contractors engaged in any of these behaviors on Avista's premises will be removed from the property and reported to the proper authorities as deemed appropriate.

Avista will not tolerate retaliation against an employee who participated in a company investigation or reported harassment or discrimination. Retaliation may take on many forms including verbal abuse, threats, making derogatory comments, or spreading malicious gossip. Retaliation may also include firing, denial of a job, receiving negative performance feedback, or denial of some other employment benefit.



ENVIRONMENTAL POLICY

Questions & Contacts

If you have questions about these environmental commitments or other Company policies, please contact your leader or a Human Resources Manager. If you have a concern or become aware of behavior that may not uphold our commitments to environmental stewardship or represent a violation of other Company policies, you must raise the issue promptly. If you are uncomfortable talking with your leader, you may raise your concern with [Human Resources](#), [Legal](#), [Ethics & Compliance](#) or Avista's Confidential Hotline.

Confidential Hotline

Employees are encouraged to use the Confidential Hotline when uncomfortable working through the normal channels described above or as an anonymous way to raise concerns. The Confidential Hotline is available 24/7:

1-877-861-6690 or avistacorp.ethicspoint.com

All complaints will be investigated to the extent possible, given the information provided.

Avista does not tolerate harassment, discrimination, or retaliation.

SAFETY & WELL-BEING POLICY



Our Commitment to Workplace Safety and Well-Being

The work we do every day is important—we enable vibrant communities through energy: safely, responsibly, and affordably. This wouldn't be possible without all of you. Our employees make Avista a great place to work, and your contributions make an impact in our communities and each other.

I'm proud to support a workplace culture where everyone is encouraged to implement safety best practices both at work and in their personal lives. We believe that every person here plays a vital role in safety, and the strength of our safety practices depends on individual accountability, behavior, attitude, and willingness to speak up when something seems unsafe.

We expect each of you to continue making safety a part of your daily routine by taking the time to identify and address hazards and changing conditions, follow processes and procedures, and report near misses and incidents. Whether you're conducting an additional tailboard after conditions change on a jobsite or using a spotter to back up a vehicle, employees are encouraged to take the time needed to reduce risks for themselves and others and are empowered to utilize their Stop Work Authority.

This **Incident Prevention Manual** is a resource to help you carry out your work duties safely and responsibly. If you ever have questions about what's inside, please speak up and bring your concerns or questions to a Safety Specialist or any leader at Avista.

Every day brings new challenges, and every worksite—regardless of the environment—is different and requires careful assessment to identify potential hazards. By approaching tasks with a safety mindset, you're demonstrating the type of safety leadership and accountability we value in all employees at Avista.

Thank you for your diligence and commitment to support a safe work environment for everyone.

Sincerely,

Heather Rosentrater

Heather Rosentrater
President and CEO, Avista Corporation

SAFETY
for family. for work. for life.

SAFETY & WELL-BEING POLICY

Authorization to Stop Work

The safety of our employees is a top priority and Avista continually communicates the importance of creating safe work habits. It is vital for every employee to take personal responsibility for creating a safer work environment and show a demonstrated commitment to safety every second of every day. Our families, friends, coworkers, and the public expect nothing less.

Please take the time to work safely. Be mindful of our safety principles—rushing, frustration, fatigue, and complacency can cause or contribute to—eyes not on task, mind not on task, in the line of fire, losing balance / traction / grip—which increase the risk of injury. Our commitment, which is shared among our leadership team, is to make safety a priority in all operations. This means that emphasis will be placed on activities that support employee's use of safety principles and rules established for their protection.

Will you help contribute to a safer work environment? We need your commitment. As you set out to work each day, start out with a conscious intention of doing your work in a safe manner.

As a critical element of our priority on safety we have adopted the following **"Authorization to Stop Work"** which we will clearly post at all our work locations. All employees have the right to report to their supervisor, manager, Safety Department or Human Resources Department unsafe working situations without fear of reprisal. Please help foster a safety culture that achieves results through employee involvement. Your efforts are supported by the leadership at Avista who model and encourage these safe behaviors and are accountable for their achievement.

Authorization to Stop Work

As an employee at Avista I have been given the authority, without fear of reprimand or retaliation, to immediately stop and remove myself from any work activity that presents a danger to me, my co-workers or the public. It is my responsibility to get involved, question and rectify any situation that is identified as not being in compliance with safety policies and safe practices and to report any unsafe conditions or acts to supervision. I have the responsibility to question and challenge any work activity that involves a violation of established safety policy.

SAFETY & WELL-BEING POLICY

Policy Purpose and Summary

It is the policy of Avista to perform work in the safest manner possible, consistent with good work practices. To fulfill the requirements of this policy, an organized and effective safety and well-being program must be carried out at each location where work is performed.

Responsibility for the safety program is delegated to line supervision in accordance with the chain-of-command. Safety Specialists are staff assistants to management and in no way relieve supervisors of their responsibility and accountability for the safe completion of the work.

The objective of the safety and well-being program is to proactively reduce consequences of errors which in turn reduces injuries. An incident often results in a loss due to project disruption and delay, and may involve additional losses due to personal injury, illness, equipment damage, property or material damage, company reputation, or a combination thereof.

Other than "force majeure", incidents are preventable, and the result of causes related to unsafe and inefficient procedures or methods, unsafe physical conditions, unsafe equipment, unsafe personal acts and usually one or more of these factors in combination.

Since incidents usually result from the same deficiencies that adversely affect employees, quality, productivity, costs, and the public, the safety record is a reliable guide to the general effectiveness of our safety and well-being program. Furthermore, all supervisors have an obligation to employees and to the company, as well as a moral obligation, to provide the safest work environment possible.

The **Incident Prevention Manual** is written to ensure that Avista employees are aware of the safety and well-being rules and practices implemented within our organization and to ensure employee safety in all aspects of our work.

SAFETY & WELL-BEING POLICY

Scope and Applicability

We all must work together to proactively reduce error rates and reduce the consequences of errors. It is the responsibility of Avista to provide a safe and healthful workplace for our employees, subcontractors, vendors, and visitors.

The **Incident Prevention Manual** (IPM) shall apply to all organizations, facilities, and personnel within Avista, including all regular full-time, temporary, part-time, and student employees. In addition to the IPM, Avista and its employees are subject to various governmental agencies including federal, state, and local entities. The IPM is to be used in conjunction with all supplemental procedures and programs used in the conduct of work by all Avista employees.

Questions or interpretations of rules, procedures, standards, or regulations shall be directed to the Safety and Well-Being Department, which has the overall responsibility for the Incident Prevention Manual. The following programs are mentioned in the IPM but due to the length and/or complexity, they are stand-alone documents available through the Safety Department:

- Fall Protection Program
- Confined Space Program
- Extended Hours Guidelines
- Industrial Hygiene Programs
 - Lead Exposure Control Program
 - Asbestos Exposure Control Program
 - Silica Exposure Control Program
 - Hazard Communication Program
 - Medical Surveillance Program
 - Hearing Conservation Program
 - Respiratory Protection Program
 - Hearing Loss Prevention Program
- Insulating, Isolating, & EPZ Grounding Methods

SAFETY & WELL-BEING POLICY

Your Responsibilities

Each employee is responsible and held accountable for complying with established safe work practices. Each employee has a right and is responsible for stopping any work that is considered unsafe. In each instance where a “Stop Work” is implemented, the chain-of-command as well as the safety department shall be notified immediately. Avista employees shall:

- Follow all safety rules.
- Report to work ready to perform assigned tasks by using established safe work practices with prescribed personal protective equipment (PPE).
- Comply with all safety instructions and manufacturer’s recommendations.
- Use the correct tool for each task. If knowledge or proficiency with the operation is questionable, ask before use.
- Be actively engaged in tailboard meetings and safety meetings (as required by job description).
- Report all unsafe actions and/or conditions immediately. Take appropriate action if something is observed that could cause immediate injury to a fellow worker.
- Report all incidents, close calls, and injuries immediately, regardless of severity.
- Complete Injury Accident Report Form for all injuries or incidents in which there is discomfort felt.

Prohibited Conduct

As a representative of Avista, all employees shall act in a professional manner and shall be courteous and considerate to the public and other employees.

Indulgence in horseplay, scuffling, and wrestling while on duty or when off duty on company property, or in company vehicles/equipment is forbidden. Employees must comply with Avista’s Workplace Anti-Violence Core Policy.

The use of intoxicants or illegal drugs while on duty is strictly prohibited. Prescription drugs shall be evaluated by Avista 1st Care Clinic to determine if they may negatively affect an employee’s ability to perform work safely. Employees must comply with Avista’s Fitness for Duty—Alcohol and Control Substances Core Policy.

SAFETY & WELL-BEING POLICY

Violations of Policy

Any type of behavior prohibited by this policy, the Incident Prevention Manual or related Avista safety and well-being rules and practices will not be tolerated. Anyone determined to have violated this policy will be subject to disciplinary action, up to and including termination of employment. Non-employees or contractors engaged in any of these behaviors on Avista's premises will be removed from the property and reported to the proper authorities as deemed appropriate.

Avista will not tolerate retaliation against an employee who participated in a company investigation or reported harassment or discrimination. Retaliation may take on many forms including verbal abuse, threats, making derogatory comments, or spreading malicious gossip. Retaliation may also include firing, denial of a job, receiving negative performance feedback, or denial of some other employment benefit.

Questions & Contacts

If you have questions about this policy or other Company policies, please contact your leader or a Human Resources Manager.

Confidential Hotline

If you have additional questions or concerns, you may contact [Legal](#) or [Ethics & Compliance](#) or use Avista's Confidential Hotline. Employees are encouraged to use the hotline when uncomfortable working through the normal channels described above or as an anonymous way to raise concerns. The Confidential Hotline is available 24/7:

1-877-861-6690 or [avistacorp.ethicspoint.com](https://www.avistacorp.ethicspoint.com)

All complaints will be investigated to the extent possible, given the information provided.

Avista does not tolerate harassment, discrimination, or retaliation.

SAFETY & WELL-BEING POLICY



Safety Intent Statement

As an Avista safety leader, I am committed and responsible for my safety and the safety of those around me. I am focused on the task at hand and recognize that no situation is routine. I am vigilant in maintaining my hazard awareness because something can always go wrong.

I am always learning and seeking safer ways to complete my work. I step in and speak up when I observe at-risk actions and welcome constructive feedback from others. I support others when they are doing it right.

All of my decisions focus on integrating safety into the work I do. I am well-trained and follow safe work practices in my job and in my life.

My family can rely on me to come home healthy and whole.

HUMAN RIGHTS POLICY



Our Commitment to Human Rights

At Avista, our mission is to enable vibrant communities through energy. We do this by compassionately serving our customers with innovative and sustainable solutions, while holding true to our long-standing history of being trustworthy, innovative, and collaborative. We remain committed to conducting business ethically, honestly, and fairly—creating a workplace where everyone feels welcomed, respected, and valued.

Avista is deeply committed to preserving and respecting the rights of all individuals. This commitment is grounded in the principles outlined in the United Nations Universal Declaration of Human Rights and the United Nations Guiding Principles on Business and Human Rights. Our dedication is reflected in our Mission, Values, Code of Conduct, and other company policies and procedures as well as compliance with applicable laws and regulations.

Our commitment applies universally across Avista Corporation and its affiliates regardless of location or jurisdiction. They extend to all employees, company officers and members of our Board of Directors. Additionally, our business partners—suppliers, contractors, agents and others working with or on behalf of Avista Corporation—have the same responsibility to follow our commitment to human rights.

Our [Code of Conduct](#) and [Commitment to Corporate Responsibility](#) provide further detail and examples of our commitment to human rights principles which include:

- Maintaining a safe, secure, and healthy work environment, so every person at Avista returns home safely each day.
- Fostering a workplace culture of acceptance, fairness, and respect.
- Upholding the rights of racial and ethnic minorities, women, and other protected groups in the workplace.
- Fostering a work environment free from discrimination, harassment, and retaliation.
- Respecting freedom of association and the right to collective bargaining as outlined in the National Labor Relations Act and the International Labour Organization (“ILO”) Convention 87 and 98.
- Prohibiting aggressive, threatening, or violent behavior in the workplace.
- Ensuring equal opportunity to qualified individuals in employment decisions and practices.

HUMAN RIGHTS POLICY

- Supporting employee well-being through assistance programs, medical and mental health benefits, and ongoing health and wellness education.
- Ensuring fair wages in compliance with labor and compensation laws.
- Prohibiting child labor, forced labor, and all forms of human trafficking.
- Promoting respectful engagement and collaboration with our stakeholders.
- Partnering with local communities and non-profit organizations to support economic development, philanthropy, and essential services.
- Providing formal grievance mechanisms that are free from retaliation for concerns related to human rights or violations of law or company policy.

Our Business Partners

We expect our business partners—including suppliers, contractors, consultants, agents and others working with or on behalf of Avista Corporation—to uphold the same standards and commitment to conducting business ethically, honestly and with mutual respect for the rights of all individuals. Avista Corporation's [Contractor Code of Conduct](#) provides details of these requirements including their obligation to uphold human rights within their own operation.

Prohibited Conduct

Any behavior that violates our human rights commitments, company policies or workplace standards will not be tolerated. Individuals found to be in violation may face disciplinary action, up to and including termination of employment. Non-employees or contractors engaged in any such behavior on Avista's premises will be removed and reported to the appropriate authorities as deemed appropriate.

Avista strictly prohibits retaliation against an employee who reports harassment, discrimination, or participates in a company investigation. Retaliation may include verbal abuse, threats, derogatory remarks, or malicious gossip. Retaliation may also include firing, denial of a job, negative performance feedback, or withholding of employment benefit.

HUMAN RIGHTS POLICY

Questions & Contacts

If you have questions about our commitments to human rights or related policies, please contact your leader or a Human Resources Manager. If you witness or experience behavior that may violate our commitments to human rights or violate other company policies, you must raise the issue promptly.

Confidential Hotline

If you have additional questions or concerns, you may contact [Legal, Ethics & Compliance](#) or use the Confidential Hotline. Employees are encouraged to use the hotline when uncomfortable working through the normal channels described above or as an anonymous way to raise concerns. The Confidential Hotline is available 24/7:

1-877-861-6690 or avistacorp.ethicspoint.com

All complaints will be investigated to the extent possible, given the information provided.

Avista does not tolerate harassment, discrimination, or retaliation.

EEO-1 EMPLOYER INFORMATION REPORT

U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC) 2024 EMPLOYER INFORMATION REPORT (EEO-1 COMPONENT 1)													EEOC Standard Form 100 (SF 100) Revised 08/2023 OMB Control Number: 3046-0049 Expiration Date: 11/30/2026		
SECTION A – TYPE OF REPORT CONSOLIDATED REPORT															
SECTION B – EMPLOYER IDENTIFICATION															
OFS COMPANY ID 0408036			EMPLOYER NAME AVISTA CORP												
ADDRESS 1411 EAST MISSION AVENUE									CITY/TOWN SPOKANE			STATE WA		ZIP CODE 99202	
SECTION C – HEADQUARTERS OR ESTABLISHMENT-LEVEL IDENTIFICATION (if applicable)															
HQ/ESTABLISHMENT-LEVEL UNIT ID			HEADQUARTERS OR ESTABLISHMENT-LEVEL NAME												
HEADQUARTERS OR ESTABLISHMENT-LEVEL ADDRESS									CITY/TOWN			STATE		ZIP CODE	
SECTION D – EMPLOYER IDENTIFICATION NUMBER (EIN) 910462470															
SECTION E – EMPLOYER FILING ELIGIBILITY <input checked="" type="checkbox"/> YES (Employer Is Eligible to File) <input type="checkbox"/> NO (Employer Is Not Eligible to File) <input type="checkbox"/> EMPLOYER NO LONGER IN BUSINESS															
SECTION F – FEDERAL CONTRACTOR DESIGNATION (if applicable) Unique Entity ID (UEI): J112N852GTT3 <input type="checkbox"/> YES (Single-Establishment Employer is Federal Contractor) <input checked="" type="checkbox"/> YES (Multi-Establishment Employer is Federal Contractor) <input checked="" type="checkbox"/> YES (Headquarters is Federal Contractor) <input type="checkbox"/> YES (Non-Headquarters Establishment is Federal Contractor) <input checked="" type="checkbox"/> YES (One or More Non-Headquarters Establishments is Federal Contractor)															
SECTION G – NAICS INFORMATION 221111 - Hydroelectric Power Generation															
SECTION H – WORKFORCE DEMOGRAPHIC DATA															
JOB CATEGORIES	Race/Ethnicity														
	Hispanic or Latino		Not Hispanic or Latino												Row Total
			Male						Female						
	Male	Female	White	Black or African American	Asian	Native Hawaiian or Other Pacific Islander	American Indian or Alaska Native	Two or More Races	White	Black or African American	Asian	Native Hawaiian or Other Pacific Islander	American Indian or Alaska Native	Two or More Races	
Executive/Senior Level Officials and Managers	1	0	15	0	0	0	0	0	3	0	0	0	0	0	
First/Mid-Level Officials and Managers	4	2	116	1	0	0	0	1	46	0	2	0	1	0	173
Professionals	20	10	386	1	1	2	1	14	221	1	9	1	4	10	681
Technicians	8	4	109	0	1	0	1	1	72	0	1	1	2	2	202
Sales Workers	0	0	8	0	0	0	0	0	6	0	0	0	0	0	14
Administrative Support Workers	8	8	44	3	1	0	1	0	152	2	4	0	4	8	235
Craft Workers	13	0	554	0	1	1	7	11	11	0	0	0	0	0	598
Operatives	0	0	43	0	0	1	1	0	1	0	0	0	0	0	46
Laborers and Helpers	3	0	60	0	0	1	0	1	4	0	0	0	0	0	69
Service Workers	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
CURRENT 2024 REPORTING YEAR TOTAL	57	25	1335	5	4	5	11	28	516	3	16	2	11	20	2038
PRIOR 2023 REPORTING YEAR TOTAL	46	23	1216	8	16	2	11	26	534	6	16	2	10	18	1934
SECTION I – WORKFORCE SNAPSHOT PERIOD 12/15/2024 - 12/31/2024															
SECTION J – HEADQUARTERS OR ESTABLISHMENT-LEVEL COMMENTS (optional) Not Applicable															



FORWARD-LOOKING STATEMENT

This report contains forward-looking statements, including statements regarding our current expectations, plans or objectives for future operations and other factors, which may affect the company in the future. Such statements are subject to a variety of risks, uncertainties, and other factors, most of which are beyond our control and many of which could have significant impact on our operations, results of operations, financial condition or cash flows and could cause actual results to differ materially from those anticipated in our statements.

For a further discussion of these factors and other important factors please refer to our most recent Annual Report on Form 10-K, or Quarterly Report on Form 10-Q, filed with the Securities and Exchange Commission. Those reports are also available on our website at www.avistacorp.com. The forward-looking statements contained in this report is current as of December 1, 2025, and should not be relied upon as being current as of any subsequent date.

We undertake no obligation to update any forward-looking statement or statements to reflect events or circumstances that occur after the date on which such statement is made or to reflect the occurrence of unanticipated events. New risks, uncertainties and other factors emerge from time to time, and it is not possible for management to predict all of such factors, nor can it assess the impact of each such factor on our business or the extent to which any such factor, or combination of factors, may cause actual results to differ materially from those contained in any forward-looking statement.