

Table 2. Summary of Recommended Customer Benefit Indicators – Joint Advocates & Avista

Statutory Element	Customer Benefit Indicators*	Equity Area(s)
<u>Energy Benefits</u>	<ul style="list-style-type: none"> Improved efficiency of housing stock in utility service territory, including low-income housing (increased funding, program participation, bill reductions, rental EE) Low income and vulnerable communities have access to an increasing number of renewable or non-emitting distributed generation resources (increased Low-income renewable projects, community-owned projects, increased percent of DG) Increased Participation in Company Programs 	Community Development
<u>Non-Energy Benefits</u>	<ul style="list-style-type: none"> Increase community employment opportunities (apprenticeships and training, living wage jobs, contractor representation) Improved Health and Community wellbeing (work and school absences, weatherization, home comfort w/HVAC, heat pumps, EVs, include NEBS in cost-effectiveness) Increased Avista Employee Diversity Increased Supplier Diversity 	Health & Wellbeing (Public Health)
<u>Reduction of Burdens</u>	<ul style="list-style-type: none"> Reduction in Number of Energy Burdened Households in Target Groups (HIC, VP, bill assistance, Known LI) Reduced barriers for program participation (increased participation, translation services, EV charging cost equity) Enhanced Availability of Methods/Modes of Outreach and Communication 	Affordability Accessibility
<u>Public Health</u>	<ul style="list-style-type: none"> Improved Health Outcomes (reduced hospital admissions for asthma, decreased wood burning, indoor and outdoor air quality, reduced health care costs) Indoor Air Quality 	Public Health
<u>Environment</u>	<ul style="list-style-type: none"> Reduction of Greenhouse Gas Emissions (reduced GHG emissions in utility service area, increased electrification from conversions, transport and utility fleets, and transit) Reduced Pollution Burden and Pollution Exposure (metrics detailed) 	Environmental

Statutory Element	Customer Benefit Indicators*	Equity Area(s)
	<ul style="list-style-type: none"> Improved Outdoor Air Quality 	
<u>Reduction in Cost</u>	<ul style="list-style-type: none"> Expand Bill Assistance Programs (participation rates, penetration rates, program budgets) Reductions in Number and Amount of Arrearages (90+ days, zip code analysis) Named Community Investment 	Affordability
<u>Reduction in Risk</u>	<ul style="list-style-type: none"> Fewer customers with low utility credit code scores & fewer customers sent to collections Increased Neighborhood Safety (frequency and duration of outages, increased local disaster response capacity) 	Energy Resiliency
<u>Energy Security</u>	<ul style="list-style-type: none"> Reduced Residential Disconnections (demographic analysis by zip code, AMP and PIPP participation) Improved Access to Reliable Clean Energy (local storage/back up, increased local DG, improved distribution system planning) Proximity of Energy Generation 	Energy Security
<u>Resilience</u>	<ul style="list-style-type: none"> Reduction in Outage Duration (SAIDI) and Frequency (SAIFI) in Target Communities Reduction in Energy and Capacity Need (demand response participation, increased EE savings, water savings) Named Community Clean Energy 	Energy Resiliency

*Three of Avista's proposed CBIs, as shown in Table 3.1, substantially overlap with the Joint Advocates' CBIs (Reduced Energy Burden, Outage Duration, and Greenhouse Gas Emissions) and are shaded in green. Both Avista and the Joint Advocates include indoor and outdoor air quality; Avista as stand-alone CBIs, and the Joint Advocates as metrics within the Improved Health Outcomes CBI.

Avista CBIs are shaded in blue and Joint Advocates' CBIs that overlap with Avista CBIs in green.