

**Table 1. Statutory Elements, Joint Advocates' Customer Benefit Indicators (CBI) & Related Avista CBIs**

Statutory Element	Joint Advocates' Customer Benefit Indicators*	Related Avista CBI **
<u>Energy Benefits</u>	<ul style="list-style-type: none"> <li>• Improved efficiency of housing stock in utility service territory, including low-income housing (increased funding, program participation, bill reductions, rental EE)</li> <li>• 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)</li> </ul>	Participation in Company Programs  Named Community Clean Energy
<u>Non-Energy Benefits</u>	<ul style="list-style-type: none"> <li>• Increase community employment opportunities (apprenticeships and training, living wage jobs, contractor representation)</li> <li>• Improved Health and Community wellbeing (work and school absences, weatherization, home comfort w/HVAC, heat pumps, EVs, include NEBS in cost-effectiveness)</li> </ul>	Avista Employee Diversity  Supplier Diversity
<u>Reduction of Burdens</u>	<ul style="list-style-type: none"> <li>• Reduction in Number of Energy Burdened Households in target groups (HIC, VP, bill assistance, Known Low Income)</li> <li>• Reduced barriers for program participation (increased participation, translation services, EV charging cost equity)</li> </ul>	Participation in Company Programs  Number of Energy Burdened Households  Availability of Methods/Modes of Outreach and Communication
<u>Public Health</u>	<ul style="list-style-type: none"> <li>• Improved Health Outcomes (hospital admissions, decreased wood burning, indoor and outdoor air quality, reduced health care costs)</li> </ul>	Indoor Air Quality  Employee Diversity  Supplier Diversity
<u>Environment</u>	<ul style="list-style-type: none"> <li>• Reduction of Greenhouse Gas Emissions (increased electrification)</li> <li>• Reduced Pollution Burden and Pollution Exposure (metrics detailed)</li> </ul>	Greenhouse Gas Emissions  Outdoor Air Quality

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

\* The Joint Advocates' comments filed July 30, 2021 provide further detail regarding specific metrics and components of proposed customer benefit indicators (CBIs). This Table is for summary purposes.

\*\* Some CBIs in the Avista Draft CEIP are listed multiple times if they pertain to more than one of the Joint Advocates' CBIs.