

Appendix A

Avista GRC Docket Nos. UE-240006 & UG-240007

Commission Ordered Performance Metrics

REQUIRED METRICS			
2024 Metric No.	2022 Metric No.	Metric	Rationale
15	26	Percentage of non-pipe alternative utility spending that occurs in highly impacted communities and on vulnerable populations Named Communities	Not Covered by PBR Policy Statement Docket U-210590 or other known/readily available reporting
35	NEW	Wildfire avoidance - number of utility-caused wildfires, ignition events, and risk events	Not Covered by PBR Policy Statement Docket U-210590 or other known/readily available reporting
44	80	Percentage of load shifted to off-peak periods attributable to TE tariff offerings by use case	Not Covered by PBR Policy Statement Docket U-210590 or other known/readily available reporting
45	81	Percentage of EV load subject to managed charging	Not Covered by PBR Policy Statement Docket U-210590 or other known/readily available reporting
46	84	Peak load reduction capability attributable to demand response programs	Not Covered by PBR Policy Statement Docket U-210590 or other known/readily available reporting
47	85	Actual peak load reductions realized through dispatched DR in top 100 hours	Not Covered by PBR Policy Statement Docket U-210590 or other known/readily available reporting
48	86	Annual capital expenditures avoided through non-wires alternative programs	Not Covered by PBR Policy Statement Docket U-210590 or other known/readily available reporting
49	90	Peak load reduction capability attributable to demand response programs	Not Covered by PBR Policy Statement Docket U-210590 or other known/readily available reporting
50	91	Actual peak load reductions realized	Not Covered by PBR Policy Statement Docket U-210590 or other known/readily available reporting
51	92	Annual capital expenditures avoided through non-pipe alternative programs	Not Covered by PBR Policy Statement Docket U-210590 or other known/readily available reporting

2024 Metric No.	2022 Metric No.	Metric	Rationale
	23	Percentage of known low-income customers that benefit from utility electric transportation programs, by program.	Not Covered by PBR Policy Statement Docket U-210590 or other known/readily available reporting
	25	Percentage of utility-owned and supported EVSE by use case located within and/or providing direct benefits and services named communities	Not Covered by PBR Policy Statement Docket U-210590 or other known/readily available reporting

REQUIRED - Commission Policy Statement in Docket U-210590

Metric Title	Metric Description/Calculation
Equity in Reliability: length of power outages [Electric]	Average and median length (in minutes) of power outages per year, separately calculating Named and Non-named Communities reporting with and without major event days (MEDs).
Natural Gas emergency response time [Natural Gas]	Average and median length (in minutes) from customer call to arrival of field technician in response to natural gas system emergency, separately reported for Named and Non-named Communities.
Historically Worst Performing Circuits [Electric]	The 10 worst performing circuits in any given year separately by both frequency and duration, reported both with and without MEDs and identifying circuits that serve Named Communities. In addition, of the 10 worst performing circuits (separately by frequency and duration), the number of years over the past five years that a circuit has appeared on the list.
Customers Experiencing Multiple Interruptions (CEMI) for Named and Non-Named Communities [Electric]	Average number of outages for customers experiencing multiple interruptions (grouped by those experiencing 1-4 interruptions, 5-8 interruptions, and more than nine interruptions) calculated as the total number of customers with sustained interruptions of greater than five minutes divided by the total number of customers served. Provide this calculation without MEDs for the service territory as a whole and separately for Named Communities.
Customers Experiencing Long Duration Outages (CELID) for Named and Non-named Communities [Electric]	Number of customers experiencing more than eight hours of consecutive interruption per year, providing separate calculations without MEDs for the service territory as a whole and separately for Named Communities.
Arrearages per Month [Electric and Natural Gas]	Number of customers in arrears by period and total amount of arrearages by month, by class, measured by census tract to include 30+, 60+, and 90+ days in arrears for total company, and electric and natural gas separately for dual fuel utilities.

Metric Title	Metric Description/Calculation
Percentage of customers in arrears with Arrearage Management Plans (AMP) [Electric and Natural Gas]	By census tract and quarterly, the number of residential customers in arrears with arrearage management plans divided by total customers in arrears.
Average Energy Burden [Electric and Natural Gas]	Annual residential bill divided by area median income by census tract for all customers, comparing outcomes in Named and Non-named Communities. For dual fuel utilities, electric and natural gas service should be stated separately calculated both before and after energy assistance. Also provide the number and percentage of customers experiencing high energy burden by census tract.
Net Benefits of Distributed Energy Resources (DERs) [Electric]	Net present value of benefits and cost-effectiveness ratio of DERs as measured through a Commission approved cost-benefit analysis.
Distribution Energy Resource Availability and Utilization [Electric]	Annual energy (MWh) produced, consumed, or discharged from dispatchable distributed energy resources (DERs) by program; Annual capacity (MW) from DERs by program; and aggregated annual capacity of DERs providing additional grid services through utility programs.
Utility Assistance Program Effectiveness [Electric and Natural Gas]	On an annual basis, utility customer-funded assistance funds dispersed divided by total available customer-funded assistance received, as well as the percentage of estimated low-income needs met with dispersed funds.
Customers who participate in one or more bill assistance programs [Electric and Natural Gas]	The number and percentage of estimated low-income customers who participate in one or more customer-funded energy assistance programs that actively lowers energy burden, both aggregated and by census tract; and separately the number and percentage of estimated low-income population enrolled in a utility bill discount program and total amount of discount applied annually.

Metric Title	Metric Description/Calculation
Annual utility revenues and rate impacts [Electric and Natural Gas]	Annual revenue from base rates approved in most recent MYRP by customer class; total incremental or decremental revenue from all approved rate adjustments, excluding those authorized by the MYRP, occurring during the reporting year separated by schedule and customer class providing the calendar month and percentage of the change for each schedule; and annual net billed revenue by schedule.
Workforce Diversity [Electric and Natural Gas]	Percentage of employees and senior management (separately identifying: (a) C-suite employees, (b) directors and employees more senior than directors, and (c) the remaining workforce) who identify as: (i) a person of color; and/or (ii) a woman or non-binary; Percentage of total employees that opt out from providing information either through HR data or surveys.
Supplier Diversity [Electric and Natural Gas]	Percentage of suppliers that self-identify as owned by people of color, women, veteran, and other marginalized groups, and total dollar amount and percentage of total company spend to those suppliers.
Equity in Distributed Energy Resource Programs [Electric]	Number of customers in Named Communities or low-income customers enrolled in each utility DER program (providing a separate calculation for energy efficiency, electric transportation, net metering, and demand response) divided by total customers enrolled in each program.
Equity in Distributed Energy Resource Program Spending [Electric]	Separately calculated percentage of utility spending on demand response and distributed energy resources (energy efficiency, electric transportation, and renewables) that benefit Named Communities as compared to Non-named Communities.
Operational Efficiency Metrics [Electric and Natural Gas]	(1) O&M total expense divided by operating revenue; (2) Operating revenue divided by Average of Monthly Averages (AMA) total rate base and Operating revenue divided by End of Period total rate base; (3) Current Assets divided by Current Liabilities.

Metric Title	Metric Description/Calculation
Earnings Metrics [Electric and Natural Gas]	(1) Net Income divided by Operating Revenue; (2) Retained Earnings divided by Total Equity.
Affordability Metric [Electric and Natural Gas]	Average Annual Bill Impacts
Energy Burden Metric [Electric and Natural Gas]	Average Annual Bill divided by Median Income by Census Tract

Metrics Not Required			
2024 Metric No.	2022 Metric No.	Metric	Rationale
1	1	Average annual bill, by class , and by census tract	Commission Required Metric: Average Annual Bill Impacts
2	2	Average annual bill as a percentage of income, by class, and by census tract	Commission Required Metric: Average Annual Bill divided by Median Income by Census Tract
3	3	Total revenue occurring through riders and associated mechanisms not captured in the MYRP	Commission Required Metric: Annual utility revenues and rate impacts
10	18	Percentage of customers, by class, that participate in energy efficiency programs	CBI: Saturation rates for energy assistance programs (number of customers participaton versus number qualified to participate). Reported as part of energy assistance report to the Department o Commerce beginning February 2022
12	21	Percentage of utility energy efficiency program spending that benefits highly impacted communities and vulnerable populations -Named Communities	Commission Required Metric: Equity in Distributed Energy Resource Program Spending
13	22	Percentage of utility spending on demand response, distributed energy resources, and renewables that benefits highly impacted communities and on vulnerable populations -Named Communities	Commission Required Metric: Equity in Distributed Energy Resource Program Spending
14	24	Percentage of utility electric vehicle program spending that benefits highly impacted communities and vulnerable populations -Named Communities	Commission Required Metric: Equity in Distributed Energy Resource Program Spending
17	28	Percentage of all Avista employees and senior management (separately identifying: a) c-suite employees and b) directors and employees more senior than directors) who identify as: i) female or non-binary; or ii) as a person of color	Commission Required Metric: Workplace Diversity
18	30	Number of public charging stations located in Named Communities	CBI: Number of public charging stations located in Named Communities

2024 Metric No.	2022 Metric No.	Metric	Rationale
19	33	Number of residential appliance and equipment rebates provided to customers residing in Named Communities and the number of residential rebates provided to customers residing in rental units	CBI: The number of residential appliance and equipment rebates provided to customers residing in Named Communities and the number of residential rebates provided to customers residing in rental units and commits to work to expand data availability during this CEIP period. Avista agrees to discuss programs to increase the number of participating households in Named Communities with its EEAG and move forward with feasible programs, if identified.
20	34	Percentage of company engagements available with translation services	CBI: Track increased availability of translation services by Oct. 1, 2022. Once identified, a baseline for the metric will be established and the metric will be reported in the 2023 Biennial CEIP Update.
21	35	SAIDI excluding IEEE-defined major events for WA	Data provided in annual Electric Service Reliability Report. The exception is CAIFI broken down by census tract but Avista provides separate data for Named Communities as a whole.
22	36	SAIDI all outages for WA	
23	37	SAIFI excluding IEEE-defined major events for WA	
24	38	SAIFI all outages for WA	
25	41	CAIFI by feeder classification	
26	42	CAIFI in highly impacted communities, by census tract	
33	45	Average response time to an electric system emergency	Commission Required Metric: Equity in reliability - length of power outages
34	46	Average response time to a natural gas emergency	Commission Required Metric: Natural Gas emergency response time
27	NEW	CEMI3, by census tract	Commission Required Metric: Customers Experiencing Multiple Interruptions (CEMI) for Named and Non-Named Communities
28	NEW	CEMI3 in highly impacted communities, by census tract	
29	NEW	CELID4 in highly impacted communities, by census tract	
30	NEW	CEMI Max by census tract	
31	NEW	CEMI10 by census tract	

2024 Metric No.	2022 Metric No.	Metric	Rationale
32	NEW	Total outage hours by census tract	Commission Required Metric: Customers Experiencing Long Duration Outages (CELID) for Named and Non-named Communities
39	70	Percentage of customers call answered live by a customer service representative within 60 seconds	Reported in Service Quality Measures Program Report
40	73	Carbon intensity CO ₂ e/MWh; CO ₂ e/MW, CO ₂ e/customer	CBIs: Regional GHG emissions and Avista GHG emissions (hold further discussion for Phase 2 of PBR Docket - Environmental Goals)
41	74	Total emissions from energy delivery systems, including customer direct use	CBIs: Regional GHG emissions and Avista GHG emissions (hold further discussion for Phase 2 of PBR Docket - Environmental Goals)
42	76	Weighted average days exceeding health levels	CBI: Weighted average days exceeding healthy levels
43	77	Avista plant air emissions	CBI: Avista plant air emissions (SO ₂ , NO _x , Mercury, and Volatile Organic Compounds (VOCs) from Avista's generating plants
6	11	Percentage of low-income customers who participate in bill assistance programs	Commission Required Metric: Customers who participate in one or more bill assistance programs
	7	O&M per customer	Operational Efficiency Metrics: O&M total expense divided by operating revenue
8	13	Number of households with a high-energy burden (>6%), separately identifying known low income and Named Communities	Commission Required Metric: Average Energy Burden
8	14	Percentage of households with a high-energy burden (>6%), separately identifying known low-income and Named Communities	Commission Required Metric: Average Energy Burden
9	15	Average excess burden per household	Commission Required Metric: Average Energy Burden
16	27	Percentage of Avista suppliers that are minority-owned, women-owned, or veteran owned	Commission Required Metric: Supplier Diversity

2024 Metric No.	2022 Metric No.	Metric	Rationale
36	67	Customer satisfaction, by class, with telephone service provided by customer service representatives	Reported in Service Quality Measures Program Report
37	68	Customer satisfaction, by class, with Avista's field service representatives	Reported in Service Quality Measures Program Report
38	69	Customer complaints, by class, made to the Commission	Reported in Service Quality Measures Program Report
4	4	Residential arrearages by month, measured by location and demographic information (zip code/census tract, KLI customers, Vulnerable Populations, Highly Impacted Communities, and for all customers in total)	Commission Required Metric: Arrearages by Month:
5	9	Number and percentage of residential electric disconnections for nonpayment by month, measured by location and demographic information (zip code/census tract, KLI customers, Vulnerable Populations, Highly Impacted Communities, and for all customers in total)	<p>CBI: Number and percentage of residential electric disconnections for nonpayment by month, measured by location and demographic information (zip code/census tract, KLI customers, Vulnerable Populations, Highly Impacted Communities, and for all customers in total).</p> <p>If residential disconnections are not required to be reported quarterly to the Commission in any other docket (e.g., U-200281 or U-210800) or rule, Avista will report residential disconnections as reported pursuant to Commission Order 04 (Appendix A Third Revised Term Sheet, Section J, Part 2 a) , in Docket U-200281, on a quarterly basis through the end of this CEIP implementation period (December 31, 2025).</p>
7	12	Average bill as a percentage of low-income customers' average income	Commission Required Metric: Average Energy Burden
11	19	Percentage of known low-income customers that participate in demand response, distributed energy resources, or renewable energy utility programs	Commission Required Metric: Equity in DER Programs
	31	Incremental spending each year in Named Communities	CBI: Incremental annual spending of investment in Named Communities

2024 Metric No.	2022 Metric No.	Metric	Rationale
NEW-TEP		Average net plant in service per customer	Commission Required Operational Efficiency Metrics
NEW-Staff		Annual reporting on connection timelines for new service requests associated with new construction of single family or multi-family housing	Factors outside of Company's control
	5	Small commercial customer arrearages by month, for all customers and measured by location in Vulnerable Populations, Highly Impacted Communities	Avista proposed to eliminate and no party opposed
	6	Rate base per customer	Avista proposed to eliminate and no party opposed
	8	Rate of annual revenue growth compared to inflation	Avista proposed to eliminate and no party opposed
	10	Number and percentage of small commercial customer electric disconnections for nonpayment by months, for all customers and measured by location in Vulnerable Populations, Highly Impacted Communities	Avista proposed to eliminate and no party opposed
	16	Ratemaking return on common equity	Avista proposed to eliminate and no party opposed
	17	Utility credit ratings	Avista proposed to eliminate and no party opposed
	20	Percentage of small commercial customers that participate in demand response, distributed energy resources, or renewable energy utility programs	Avista proposed to eliminate and no party opposed
	29	Number of annual passenger miles provided by Community Based Organizations for individuals utilizing electric transportation	Avista proposed to eliminate and no party opposed
	32	Number of customers and/or Community based organizations served	Avista proposed to eliminate and no party opposed
	39	CAIDI by feeder classification	Avista proposed to eliminate and no party opposed
	40	CAIDI in highly impacted communities, by census tract	Avista proposed to eliminate and no party opposed
	43	CEMI IEEE Standard 1366P-2003, by census tract	Avista proposed to eliminate and no party opposed
	44	CEMI IEEE Standard 1366P-2003 in highly impacted communities, by census tract	Avista proposed to eliminate and no party opposed
	47	Planning reserve margin	Avista proposed to eliminate and no party opposed

2024 Metric No.	2022 Metric No.	Metric	Rationale
	48	Number of outages by category during Fire Season (June 1 - Oct 1) vs No Fire Season	Avista proposed to eliminate and no party opposed
	49	Number of overhead equipment failures by subcategory (arrestors, capacitor, insulator, fuse, conductor, etc.) during Fire Season (June 1 - Oct 1) vs No Fire Season	Avista proposed to eliminate and no party opposed
	50	Number and percent of planned pre-season vegetation inspections and remediation performed on time	Avista proposed to eliminate and no party opposed
	51	Number of trees trimmed	Avista proposed to eliminate and no party opposed
	52	Number of hazard trees removed	Avista proposed to eliminate and no party opposed
	53	Number of trees replaced through the Customer Choice Right Tree Right Place program	Avista proposed to eliminate and no party opposed
	54	Number of trees removed through customer requests	Avista proposed to eliminate and no party opposed
	55	Trees and brush removed and trees trimmed from the Fuel Reduction Partnerships	Avista proposed to eliminate and no party opposed
	56	Number of reclosers installed	Avista proposed to eliminate and no party opposed
	57	Number of circuit breakers upgraded with supervisory control and data acquisition	Avista proposed to eliminate and no party opposed
	58	Miles of Wildland Urban Interface	Avista proposed to eliminate and no party opposed
	59	Number and percent of distribution grid hardening projects planned vs completed	Avista proposed to eliminate and no party opposed
	60	Miles of conductor undergrounded	Avista proposed to eliminate and no party opposed
	61	Miled of copper conductor replaced	Avista proposed to eliminate and no party opposed
	62	Number of small copper wire until removed	Avista proposed to eliminate and no party opposed
	63	Number of wildlife guards installed	Avista proposed to eliminate and no party opposed
	64	Number of open wire secondary districts removed	Avista proposed to eliminate and no party opposed
	65	Number of wedge/bail clamps at hot tap connection points installed	Avista proposed to eliminate and no party opposed

2024 Metric No.	2022 Metric No.	Metric	Rationale
	66	Include reporting of other existing Wildfire Plan metrics like number of fiber-glass arms installed, fire resistant wrap installed, Dry Land Mode automation devices installed, etc.	Avista proposed to eliminate and no party opposed
	71	Number of outreach contacts	Avista proposed to eliminate and no party opposed
	72	Number of marketing impressions	Avista proposed to eliminate and no party opposed
	75	Annual utility system CO ₂ e emissions avoided through non-pipe alternative programs	Avista proposed to eliminate and no party opposed
	78	Ratio of new gas customers to new electric customers	Avista proposed to eliminate and no party opposed
	79	Metric related to decreased wood use for home heating	Avista proposed to eliminate and no party opposed
	82	Percentage of EVSE in DR programs	Avista proposed to eliminate and no party opposed
	83	Percentage of EVSE in TOU rates	Avista proposed to eliminate and no party opposed
	87	Percent of generation located in Washington or connected to Avista transmission	Avista proposed to eliminate and no party opposed
	88	Price Avista charges at utility-owned and supported EVSE, by use case	Avista proposed to eliminate and no party opposed
	89	Types of electric transportation technology supported by a utility portfolio as a percent of total TE investments <i>i.e.</i> , micro-mobility, transit, etc.	Avista proposed to eliminate and no party opposed