Avista Utilities

Performance Based Ratemaking Metrics

Affordability

Metric 1: Average annual bill, by class, by census tract

Details: this metric is reported on an annual basis and is calculated using average billing information for each residential rate schedule offered by Avista.

Electric		
Schedule	2022	2023
Schedule 1*	$888.53	$945.89
Schedule 2	$975.61	N/A

Natural Gas		
Schedule	2022	2023
Schedule 101*	$570.04	$874.64
Schedule 102	$442.00	N/A

*Schedule 2 and 102 ended 9/30/23, these customers are now included in rate schedules 1 and 101.

For average annual residential bill by census tract, see WA GRC PBR Affordability Attachment A.

Metric 2: Average annual bill as a percentage of income, by class, by census tract

Details: this metric is reported on an annual basis and is calculated using average billing information for residential customers compared to average income by census tract.

See WA GRC PBR Affordability Attachment A.

Metric 3: Total revenue occurring through riders and associated mechanisms not captured in the MYRP

Details: this metric is reported on a quarterly basis.

2023 Revenues Occurring through Tariff Riders and Other Mechanisms

Electric

Adder Schedule	Description	Q1	Q2	Q3	Q4	Total YTD
Schedule 58*	Municipal Tax Adjustment	$ 5,848,395	$ 4,702,552	$ 5,289,521	$ 5,064,137	$ 20,904,605
Schedule 59	Residential Exchange Credit	$ (3,736,921)	$ (2,443,446)	$ (2,681,837)	$ (2,554,026)	$ (11,416,230)
Schedule 61	Participatory Funding	$ -	$ -	$ 12,807	$ 29,444	$ 42,251
Schedule 66	Insurance Balancing	$ -	$ -	$ -	$ 11,216	$ 11,216
Schedule 75	Decoupling	$ (1,237,825)	$ (619,708)	$ (2,696,173)	$ (4,846,233)	$ (9,399,939)
Schedule 76	Customer Tax Credit	$ (5,624,838)	$ (4,012,025)	$ (4,477,647)	$ (667,547)	$ (14,782,057)
Schedule 78	Residual Customer Tax Credit	$ (4,028,580)	$ (3,021,293)	$ (3,461,677)	$ (3,245,123)	$ (13,756,673)
Schedule 88	Wildfire Balancing	$ 1,466,011	$ 1,125,629	$ 1,258,171	$ 1,345,079	$ 5,194,890
Schedule 89	Low Income Discount	$ (140,829)	$ (79,326)	$ (65,892)	$ -	$ (286,047)
Schedule 91	Demand Side Management	$ 4,265,560	$ 3,335,252	$ 3,730,210	$ 3,522,707	$ 14,853,729
Schedule 92	Low Income Rate Assistance Programs	$ 2,881,186	$ 2,262,581	$ 2,516,278	$ 3,309,251	$ 10,969,296
Schedule 93	Energy Recovery Mechanism	$ -	$ -	$ 3,668,208	$ 4,248,531	$ 7,916,739
Schedule 98	Renewable Energy Credit	$ (1,038,710)	$ (819,148)	$ (610,713)	$ (230,955)	$ (2,699,526)
Schedule 99	Colstrip Base	$ 6,734,642	$ 5,396,880	$ 6,097,255	$ 5,733,641	$ 23,962,418
	Total	$ 5,388,093	$ 5,827,948	$ 8,578,511	$ 11,720,122	$ 31,514,674

Natural Gas

Adder Schedule	Description	Q1	Q2	Q3	Q4	Total YTD
Schedule 150	Purchased Gas Cost Adjustment	$ 44,753,095	$ 16,528,577	$ 6,008,689	$ 22,082,188	$ 89,372,549
Schedule 155	Purchased Gas Cost Amortization	$ 8,752,679	$ 4,586,926	$ 2,875,333	$ 14,627,243	$ 30,842,181
Schedule 158*	Municipal Tax Adjustment	$ 3,972,203	$ 1,625,243	$ 734,727	$ 2,495,731	$ 8,827,904
Schedule 161	Participatory Funding	$ -	$ -	$ 1,478	$ 10,638	$ 12,116
Schedule 166	Insurance Balancing	$ -	$ -	$ -	$ (1,665)	$ (1,665)
Schedule 175	Decoupling	$ 3,368,076	$ 1,220,378	$ 343,826	$ 863,906	$ 5,796,186
Schedule 176	Customer Tax Credit	$ (4,284,905)	$ (1,480,240)	$ (509,619)	$ (494,527)	$ (6,769,291)
Schedule 178	Residual Customer Tax Credit	$ (2,698,337)	$ (1,089,414)	$ (388,884)	$ (1,630,913)	$ (5,807,548)
Schedule 189	Low Income Discount	$ (98,793)	$ (36,662)	$ (9,065)	$ -	$ (144,520)
Schedule 191	Demand Side Management	$ 4,172,905	$ 1,499,249	$ 510,295	$ 2,277,078	$ 8,459,527
Schedule 192	Low Income Rate Assistance Programs	$ 2,646,437	$ 974,874	$ 351,398	$ 2,321,383	$ 6,294,092
	Total	$ 60,583,361	$ 23,828,931	$ 9,918,178	$ 42,551,062	$ 136,881,532

Schedules 58/158 represent revenues collected on behalf of Municipalities within Avista's service area. The rate is set by the municipalities and all of the revenue collected through these schedules are remitted to the municipalities assessing the tax, however they are included above because the amounts are included in the Company's overall revenue from customers.

Note: The tables above show the actual, unadjusted billed revenue by adder schedule for the period.

Metric 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)

Details: this measure is reported on an annual basis.

See WA GRC PBR Affordability Attachment A.

Metric 5: Small commercial customer arrearages by month, for all customers and measured by location in Vulnerable Populations, Highly Impacted Communities

Details: this measure is reported on an annual basis.

See WA GRC PBR Affordability Attachment B.

Metric 6: Rate base per customer

Details: this measure is reported quarterly for both electric and natural gas customers.

2023 Rate Base per Customer				
	Q1	**Q2**	**Q3**	**Q4**
Electric	$7,398	$7,471	$7,533	$7,629
Natural Gas	$2,847	$2,868	$2,906	$2,954

Note: Rate base is the average balance of net plant in service per the Company's monthly Results of Operations assigned to Washington customers, by service, for the quarter. That number is divided by average actual billed customers during the quarter to get rate base per customer for the quarter.

Metric 7: O&M per customer

Details: this measure is reported quarterly for both electric and natural gas customers.

2023 O&M Per Customer				
	Q1	**Q2**	**Q3**	**Q4**
Electric	$567	$603	$633	$659
Natural Gas	$463	$269	$251	$471

Note: O&M is the total expenses before federal income taxes per the Company's monthly Results of Operations assigned to Washington customers, by service, for the quarter. That number is divided by average actual billed customers during the quarter to get O&M per customer for the quarter.

Metric 8: Rate of annual revenue growth compared to inflation

Details: this measure is reported quarterly for both electric and natural gas customers. 2023 data will be provided following Q1 2024 earnings call.

	(1) 2021 Revenue	(2) 2022 Revenue	Annual Revenue Growth (%)	(3) CPI	(4) PCEI
Electric	$568,171,936	$591,091,269	4.0%	8.0%	6.3%
Natural Gas	$165,103,282	$221,899,377	34.4%	8.0%	6.3%

Note: This measure is reported quarterly but is calculated on a calendar year basis (January – December) of each year, therefore it will remain static throughout the year until full year data is available. Annual revenue is unadjusted actual revenue for the year and is not adjusted for things such as weather or fluctuations in fuel costs. Two inflation statistics are provided for reference:
  1. Consumer Price Index for All Urban Consumers: All Items in U.S. City Average
  2. Personal Consumption Expenditures: Chain-type Price Index

Sources:
  (1) Avista Results of Operations for the 12 months ended December 31, 2022 (E-OPS)
  (2) Avista Results of Operations for the 12 months ended December 31, 2022 (G-OPS)
  (3) Consumer Price Index for All Urban Consumers: All Items in U.S. City Average (CPIAUCSL) (https://fred.stlouisfed.org/series/CPIAUCSL)
  (4) Personal Consumption Expenditures: Chain-type Price Index (PCEPI) (https://fred.stlouisfed.org/series/PCEPI#0)

Metric 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)

Details: this measure is reported on an annual basis.

See WA GRC PBR Affordability Attachment A.

Metric 10: Number and percentage of small commercial customer electric disconnections for nonpayment by month, for all customers and measured by location in Vulnerable Populations, Highly Impacted Communities

Details: this measure is reported on an annual basis.

See WA GRC PBR Affordability Attachment B.

Metric 11: Percentage of low-income customers who participate in bill assistance programs

Details: this measure is reported on an annual basis for customers that have participated in energy assistance programs during the calendar year.

Year	% of Low-Income Customers who Participated in Energy Assistance Programs
2022	19.11%
2023	21.09%

Metric 12: Average bill as a percentage of low-income customers' average income

Details: this metric is reported on an annual basis and is calculated using average billing information for low-income residential customers compared to average income for low-income customers.

Year	Avg. Bill as % of Low-Income Customers' Avg. Income
2022	4.77%
2023	4.75%

Metric 13: Number of households with a high-energy burden (>6%), separately identifying known low income and Named Communities

Details: this metric is reported on an annual basis. Known low-income customers are included in total of all customers and may also be included in Named Communities customers.

Customer Group	2022 # of Households with High-Energy Burden (>6%)	2023 # of Households with High-Energy Burden (>6%)
All Customers	30,411	33,896
Known Low-Income Customers	5,413	7,488
Named Communities Customers	18,114	19,699

Metric 14: Percentage of households with a high-energy burden (>6%), separately identifying known low income and Named Communities

Details: this metric is reported on an annual basis.

Customer Group	2022 % of Households with High-Energy Burden (>6%)	2023 % of Households with High-Energy Burden (>6%)
All Customers	9.74%	10.73%
Known Low-Income Customers	22.16%	21.37%
Named Communities Customers	13.89%	14.76%

Metric 15: Average excess burden per household

Details: this metric is reported on an annual basis for residential customers that have a high energy (>6%). Average excess burden is calculated after taking into consideration energy assistance.

Year	Avg. Excess Burden per Household with a High Energy Burden
2022	$453.29
2023	$544.25

Avista Utilities

Performance Based Ratemaking Metrics

Capital Formation

Metric 1: Ratemaking return on common equity

Details: this metric is reported on a quarterly basis.

2023 Ratemaking Return on Common Equity				
Q1	Q2	Q3	Q4	2023
5.92%	6.41%	7.28%	*	*

*Data will be provided following Q1 2023 Earnings Call.

Metric 2: Utility credit ratings

Details: this metric is reported on a quarterly basis.

2023 Utility Credit Rating								
	Q1		Q2		Q3		Q4	
	S&P	Moody's	S&P	Moody's	S&P	Moody's	S&P	Moody's
Senior Secured Debt	A-	A3	A-	A3	A-	A3	A-	A3
Senior Unsecured Debt	BBB	Baa2	BBB	Baa2	BBB	Baa2	BBB	Baa2
Outlook	Negative	Stable	Negative	Stable	Negative	Stable	Negative	Stable

Avista Utilities

Performance Based Ratemaking Metrics

Equitable Service

Metric 1: Percentage of customers, by class, that participate in energy efficiency programs

Details: this metric is reported on a quarterly basis.

2023 % of Customers that Participated in EE Programs				
Customer Class	Q1	Q2	Q3	Q4
Residential	1.06%	0.92%	0.82%	0.87%
Commercial	1.08%	0.88%	1.44%	1.08%
Industrial	3.13%	0.94%	2.11%	2.65%

Metric 2: Percentage of known low-income customers that participate in demand response, distributed energy resources, or renewable energy utility program

Details: this metric is reported on a quarterly basis.

% of Known Low-Income Customers that Participated in DR, DER or Renewable Energy Programs*				
Year	Q1	Q2	Q3	Q4
2023	0.5%	0.5%	0.12%	0.12%

*Avista did not offer any demand response programs in Q1 2023. The data represents DER and renewable energy programs participation. Energy Efficiency program participation is included in Metric 2 and Metric 16.

Metric 3: Percentage of small commercial customers that participate in demand response, distributed energy resources, or renewable energy utility programs

Details: this metric is reported on a quarterly basis.

% of Small Commercial Customers that Participated in DR, DER or Renewable Energy Programs				
Year	Q1	Q2	Q3	Q4
2023	2.7%	2.7%	2.7%	2.7%

*Avista did not offer any demand response programs in Q1 2023. The data represents DER and renewable energy programs participation. Energy Efficiency program participation is included in Metric 2 above.

Metric 4: Percentage of utility energy efficiency program spending that benefits highly impacted communities and vulnerable populations

Details: this metric is reported on a quarterly basis.

2023 % of EE Spending that Benefits Named Communities				
Customer Class	Q1	Q2	Q3	Q4
2023	5.76%	15.41%	10.88%	7.10%

Metric 5: Percentage of utility spending on demand response, distributed energy resources, and renewable that benefits highly impacted communities and on vulnerable populations

Details: this metric is reported on an annual basis.

% of Spending on DR, DERs, and Renewables that Benefits Named Communities		
Year	Electric	Natural Gas
2022	22%*	0%
2023	22%*	0%

*Calculation of this metric is based on spending on renewable generation and DERs located in Named Communities. Calculation does not include spending on electric transportation or energy efficiency as those areas have separate metrics.

Metric 6: Percentage of known low-income customers that participate in utility electric vehicle programs, by program

Details: this metric is reported on a quarterly basis.

2023 % of Known Low-Income Customers that Participate in Residential EV Programs				
Program	Q1	Q2	Q3	Q4
Residential EVSE	1.1%	1.0%	0.9%	1.8%

Metric 7: Percentage of utility electric vehicle program spending that benefits highly impacted communities and vulnerable populations

Details: this metric is reported on an annual basis.

Year	% of EV Program Spending that Benefits Named Communities
2022	20%
2023	17%

Metric 8: Percentage of utility-owned and supported EVSE by use case located within and/or providing direct benefits and servicing named communities

Details: this metric is reported on a quarterly basis.

2023 % of EVSE Located Within or Providing Direct Benefits to Named Communities				
Use Case	Q1	Q2	Q3	Q4
Residential	10.5%	9.8%	9.7%	9.5%
Commercial ACL2 (non-fleet)	47.3%	45.8%	42.4%	56.4%
Community Based Organizations	100%	100%	100%	100%
DCFC	54.5%	54.5%	40.7%	43.3%

Metric 9: Percentage of non-pipe alternative utility spending that occurs in highly impacted communities and on vulnerable populations

Details: this metric is reported on an annual basis.

Year	% of Non-Pipe Alternative Spending that Occurs in Named Communities
2022	0%
2023	0%

Metric 10: Percentage of Avista suppliers that are minority-owned, women-owned, or veteran owned

Details: this metric is reported on a quarterly basis and provided as a year-to-date value at the end of each quarter.

% of Avista Suppliers that are Minority, Women, or Veteran Owned*				
Year	Q1	Q2	Q3	Q4
2023	7.51%	9.16%	9.16%	9.19%

*Supplier diversity is measured as a percent of spend with disadvantaged, veteran owned, minority owned, and women owned businesses.

Metric 11: Percentage of 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

Details: this metric is reported on a quarterly basis.

2023 % of Avista Employees & Sr. Management who identify as female or non-binary				
Employee Group	Q1	Q2	Q3	Q4
Executives	15%	14%	16.7%	17%
Directors	35%	35%	35.5%	32%
All Employees	29%	30%	30%	30%

2023 % of Avista Employees & Sr. Management who identify as a Person of Color				
Employee Group	Q1	Q2	Q3	Q4
Executives	8%	14%	16.7%	17%
Directors	16%	16%	16.1%	16%
All Employees	9%	9%	9.1%	9%

Metric 12: Number of annual passenger miles provided by Community Based Organizations for individuals utilizing electric transportation

Details: this metric is reported on an annual basis.

Year	# of Annual Passenger Miles Provided by CBOs for Individuals Utilizing Electric Transportation
2022	22,953
2023	36,069

Metric 13: Number of Public Charging Stations located in Named Communities

Details: this metric is reported on a quarterly basis.

# of Public Charging Stations Located in Named Communities				
Year	Q1	Q2	Q3	Q4
2023	134*	160*	169*	177*

*Site inspections were performed for all commercial L2 stations during the fourth quarter 2023. The number of public/non-public charging stations was updated based on current site visits.

Metric 14: Incremental spending each year in Named Communities

Details: this metric is reported on an annual basis and is intended to measure spending of Avista's Named Communities Investment Fund.

Incremental Spending in Named Communities		
Year	Committed Spend	Actual Spend
2022	N/A	$486,657.70
2023	$3,335,721.06*	$1,382,128.54

*Funds committed in 2023 will be paid out as projects are completed.

Metric 15: Number of customers and/or Community based organizations served

Details: this metric is reported on an annual basis and is intended to measure activities of Avista's Named Communities Investment Fund.

Year	Number of Customers and/or CBOs Served
2022	84
2023	149

Metric 16: 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

Details: this metric is reported on a quarterly basis.

2023 # of Appliance & Equipment Rebates				
Customer Group	Q1	Q2	Q3	Q4
Named Communities	2,964	479	437	255
Renters	633	302	380	303

Metric 17: Percentage of company engagements available with translation services

Details: this metric is reported on a quarterly basis.

2023 % of Avista Engagements Available with Translation Services*				
Activity	Q1	Q2	Q3	Q4
Ad Campaigns	100%	0%	33%	33%
Collateral	0%	0%	15%	50%

*This metric does not account for the translation services available through Avista's Customer Service department for when customers contact the Company.

Avista Utilities

Performance Based Ratemaking Metrics

Electric Reliability

Metric 1: SAIDI excluding IEEE-defined major events for WA

Details: this metric is reported on an annual basis.

Year	SAIDI w/Out MEDs
2022	136
2023	87

Metric 2: SAIDI all outages for WA

Details: this metric is reported on an annual basis.

Year	SAIDI w/MEDs
2022	175
2023	121

Metric 3: SAIFI excluding IEEE-defined major events for WA

Details: this metric is reported on an annual basis.

Year	SAIFI w/Out MEDs
2022	0.84
2023	0.72

Metric 4: SAIFI all outages for WA

Details: this metric is reported on an annual basis.

Year	SAIFI w/MEDs
2022	0.99
2023	0.77

Metric 5: CAIDI by feeder classification

Details: this metric is reported on an annual basis.

Feeder Type	2022 CAIDI w/Out MEDs	2023 CAIDI w/Out MEDs
Rural	180	153
Suburban	129	93
Urban	108	78

Metric 6: CAIDI in highly impacted communities, by census tract

Details: this metric is reported on an annual basis.

See map at https://www.myavista.com/ElectricReliabilityMap or Electric Reliability Attachment A.

Metric 7: CAIFI by feeder classification

Details: this metric is reported on an annual basis.

Feeder Type	2022 CAIFI w/Out MEDs	2023 CAIFI w/Out MEDs
Rural	2.80	2.06
Suburban	1.42	1.37
Urban	1.12	1.42

Metric 8: CAIFI in highly impacted communities, by census tract

Details: this metric is reported on an annual basis.

See map at https://www.myavista.com/ElectricReliabilityMap or Electric Reliability Attachment A.

Metric 9: CEMI IEEE Standard 1366P-2003, by census tract

Details: this metric is reported on an annual basis.

See map at https://www.myavista.com/ElectricReliabilityMap or Electric Reliability Attachment A.

Metric 10: CEMI IEEE Standard 1366P-2003 in highly impacted communities, by census tract

Details: this metric is reported on an annual basis.

See map at https://www.myavista.com/ElectricReliabilityMap or Electric Reliability Attachment A.

Metric 11: CEMI Max, by census tract

Details: this metric is reported on an annual basis.

See map at https://www.myavista.com/ElectricReliabilityMap or Electric Reliability Attachment A.

Metric 12: CEMI 0, by census tract

Details: this metric is reported on an annual basis.

See map at https://www.myavista.com/ElectricReliabilityMap or Electric Reliability Attachment A.

Metric 13: Total outage hours by census tract

Details: this metric is reported on an annual basis.

See map at https://www.myavista.com/ElectricReliabilityMap or Electric Reliability Attachment A.

Metric 14: Average response time to an electric system emergency

Details: this metric is reported on a quarterly basis. Value shown is year-to-date through the end of that quarter.

Average Response Time to an Electric System Emergency (Minutes)				
Year	Q1	Q2	Q3	Q4
2023	49	47	48	47

Metric 15: Average response time to a natural gas system emergency

Details: this metric is reported on a quarterly basis. Value shown is year-to-date through the end of that quarter.

Average Response Time to a Natural Gas System Emergency (Minutes)				
Year	Q1	Q2	Q3	Q4
2023	48	49	49	50

Metric 16: Planning Reserve Margin

Details: this metric is reported on a quarterly basis.

Planning Reserve Margin				
Year	Q1	Q2	Q3	Q4
2023	25.5%	42.6%	25%	34.5%

Metric 17: Number of outages by category during the Fire Season (June 1-Oct. 1) vs No Fire Season

Details: this metric is reported on an annual basis.

All Outages by Category	2022 Non-Fire Season	2022 Fire Season	2023 Non-Fire Season	2023 Fire Season
Animal	199	345	205	397
Company	65	35	63	40
Equipment OH	463	282	407	234
Equipment SUB	4	8	0	2
Equipment UG	127	113	130	96
Miscellaneous	1	0	2	0
Planned	1,922	840	1,702	1,073
Pole Fire	25	25	31	36
Public	338	243	400	205
Tree	259	217	163	198
Undetermined	269	191	197	206
Weather	603	253	237	223
Grand Total	**4,275**	**2,552**	**3,537**	**2,710**
Note: These values include only Non-Major Event Days				

Metric 18: Number of overhead equipment failures by subcategory (arrestors, capacitor, insulator, fuse, conductor, etc.) during Fire Season (June 1-Oct. 1) vs No Fire Season

Details: this metric is reported on an annual basis.

Overhead Equipment Outages	2022 Non-Fire Season	2022 Fire Season	2023 Non-Fire Season	2023 Fire Season
Arrester	59	27	50	15
Capacitor	0	0	0	0
Conductor - Pri	65	24	63	27
Conductor - Sec	73	34	68	40
Connector - Pri	32	17	11	12
Connector - Sec	34	15	41	22
Crossarm	0	5	0	15
Crossarm-rotten	7	56	9	46
Cutout/Fuse	109	5	64	11
Insulator	11	4	14	5
Insulator Pin	6	34	7	19
Other	28	8	25	3
Pole Fire	1	1	0	0
Pole-rotten	3	4	9	0
Recloser	0	0	3	1
Regulator	4	48	0	18
Switch/Disconnect	0	0	0	0
Transformer- OH	0	0	43	0
Wildlife Guard	0	0	0	0
Total	**432**	**282**	**407**	**234**
Note: These values include only Non-Major Event Days				

Avista Utilities

Performance Based Ratemaking Metrics

Wildfire

Metric 1: Number and percent of planned pre-season vegetation inspections and remediation performed on time

Details: this metric is reported on an annual basis.

Distribution inspections and remediation performed on time.

Measure	2022	2023
# of Miles	6,466	6,546
% Inspected On Time	100%	100%
% Inspected Remediated	90%	58%

Transmission inspections and remediation performed on time.

Measure	2022	2023
# of Miles	2,270	2,270
% Inspected On Time	100%	100%
% Inspected Remediated	100%	96%

Metric 2: Number of trees trimmed

Details: this metric is reported on an annual basis.

Measure	# of Trees Trimmed 2022	# of Trees Trimmed 2023
# Distribution Trees	10,780	9,142
# Transmission Trees	2,256	847
# Total Trees Trimmed	13,036	9,989

Metric 3: Number of hazard trees removed

Details: this metric is reported on an annual basis.

Measure	# of Hazard Trees Removed 2022	# of Hazard Trees Removed 2023
# Distribution Trees	15,678	19,511
# Transmission Trees	3,281	3,062
# Total Trees Removed	18,959	22,573

Metric 4: Number of trees replaced through the Customer Choice Right Tree Right Place program

Details: this metric is reported on an annual basis.

Year	# of Trees Replaced through the Right Tree Right Place Program
2022	870
2023	477

Metric 5: Number of trees removed through customer requests

Details: this metric is reported on an annual basis.

Year	# of Trees Removed through Customer Requests
2022	63
2023	1,365

Metric 6: Trees and brush removed and trees trimmed from the Fuel Reduction Partnerships

Details: this metric is reported on an annual basis.

Year	# of Trees & Brush Removed and Trees Trimmed from the Fuel Reduction Partnerships
2022	211
2023	179

Metric 7: Number of reclosers installed

Details: this metric is reported on an annual basis. The intent of each metric listed in the table below is as follows:
- Number of Distribution Reclosers - the intent of this metric is to track the number of new distribution midline breaker reclosers that are installed and commissioned with enhanced protection settings.
- Number of Fire Mode Ready Reclosers – for this metric, the physical device in the field is already appropriate in terms of location and capability, and the device already has integrated communication for remote operability – all that is needed is to deploy enhanced protection settings on the devices.
- # Station Breakers - we refer to these devices as "New/Update Substation Breakers". The intent of this metric is to track the number of substation breaker reclosers that are upgraded (either breaker replacement or swing panel replacement) and commissioned with enhanced DLM protection settings.

Measure	2022 # of Reclosers Installed	2023 # of Reclosers Installed
# Distribution Reclosers	21	7
# Fire Mode Ready Reclosers	34	1
# Station Breakers	0	9
# Total Reclosers Installed	55	16

Metric 8: Number of circuit breakers upgraded with supervisory control and data acquisition

Details: this metric is reported on an annual basis.

Year	# of Circuit Breakers Upgraded with Supervisory Control and Data Acquisition
2022	34
2023	10

Metric 9: Miles of Wildland Urban Interface

Details: this metric is reported on an annual basis.

Year	Miles of WUI in Tier 2 and 3
2022	2,746
2023	2,745

Metric 10: Number and percent of distribution grid hardening projects planned vs completed

Details: this metric is reported on an annual basis.

Measure	2022	2023
# Miles Planned	201	211
# Miles Complete	180	214
% Complete	90%	101%

Metric 11: Miles of conductor undergrounded

Details: this metric is reported on an annual basis.

Year	Miles of Conductor Undergrounded
2022	1
2023	5

Metric 12: Miles of copper conductor replaced

Details: this metric is reported on an annual basis.

Year	Miles of Copper Conductor Replaced
2022	N/A
2023	N/A

*This is included within the miles of overhead conductor installed/replaced. Many types of conductor are replaced in this work, including copper. It cannot not broken out separately.

Metric 13: Number of small copper wire units removed

Details: this metric is reported on an annual basis.

Year	# of Small Copper Wire Units Removed
2022	N/A
2023	N/A

*Avista is not able to produce a number for small copper wire units removed at this time, it is included in the number of miles of conductor installed/replaced.

Metric 14: Number of wildlife guards installed

Details: this metric is reported on an annual basis.

Year	# of Wildlife Guards Installed
2022	2,555
2023	2,299

Metric 15: Number of open wire secondary districts removed

Details: this metric is reported on an annual basis.

Year	# of Open Wire Secondary Districts Removed
2022	4
2023	7

Metric 16: Number of wedge/bail clamps at hot tap connection points installed

Details: this metric is reported on an annual basis.

Year	# of Wedge/Bail Clamps at Hot Tap Connection Points Installed
2022	4,785
2023	4,738

Metric 17: *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.

Details: these metrics are reported on an annual basis.

Year	Miles of Distribution Satellite – AiDASH Complete
2022	7,675
2023	7,675

Year	Acres of Transmission Corridor Clearing Complete
2022	736
2023	782

Year	Miles of Transmission LiDAR Complete
2022	2,270
2023	1,679

Year	Miles of Overhead Distribution Conductor Installed/Replaced
2022	179
2023	209

	# Steel Poles Installed	
Year	Distribution	Transmission
2022	31	632
2023	2	724

Year	# of Fiberglass Distribution Crossarms Installed
2022	1,636
2023	1,448

Year	# of Distribution Wood Poles Installed
2022	323
2023	375

Year	# of Lightning Arrestors Installed
2022	467
2023	851

Year	# of Distribution Fire Resistant Mesh Wrap Installed
2022	100
2023	49

Year	# of Transmission Wood Pole Fire Resistant Wraps Installed
2022	1,454
2023	1,533

Year	# of Failed/Damaged Transmission Replacement Poles Installed
2022	38
2023	4

Year	# of Transmission Asset Condition/New Project Poles Installed
2022	476
2023	526

Year	# of Transmission Steel Replacement Poles Installed: Wildfire Only
2022	118
2023	102

Avista Utilities

Performance Based Ratemaking Metrics

Customer Experience

Metric 1: Customer satisfaction, by class, with telephone service provided by customer service representatives

Details: this metric is reported on a quarterly basis and is only available for residential customers only.

Customer Satisfaction with Telephone Service Provided by Customer Service Representatives				
Year	Q1	Q2	Q3	Q4
2023	97%	98%	96%	95%

Metric 2: Customer satisfaction, by class, with Avista's field service representatives

Details: this metric is reported on a quarterly basis and is only available for residential customers only.

Customer Satisfaction with Field Service Representatives				
Year	Q1	Q2	Q3	Q4
2023	97%	96%	97%	99%

Metric 3: Customer Complaints, by class, made to the Commission

Details: this metric is reported on a quarterly basis.

2023 Customer Complaints Made to the Commission					
Customer Class	Q1	Q2	Q3	Q4	Total
Residential	10	3	3	4	20
Commercial	0	0	0	0	0
Industrial	0	0	0	0	0
Total	**10**	**3**	**3**	**4**	**20**

Metric 4: Percentage of customers call answered live by a customer service representative within 60 seconds

Details: this metric is reported on a quarterly basis.

Grade of Service - % of Calls Answered Within 60 Seconds				
Year	Q1	Q2	Q3	Q4
2023	84.1%	81.2%	81.2%	85.9%

Metric 5: Number of outreach contacts

Details: this metric is reported on an annual basis.

Year	# of Outreach Contacts
2022	5,890
2023	1,568*

*Due to staffing vacancies and limitations the Company decided to suspend some outreach activities in 2023.

Metric 6: Number of Marketing Impressions

Details: this metric is reported on an annual basis.

Year	# of Marketing Impressions
2022	42,395,723
2023	139,213,712*

*Avista had a significant increase in marketing impressions in 2023 due to the introduction of its My Energy Discount program and various energy efficiency campaigns. The Company anticipates future marketing impressions to be more in line with the previous year.

Avista Utilities

Performance Based Ratemaking Metrics

Greenhouse Gas Emissions

Metric 1: Carbon intensity CO2e/MWh; CO2e/MW*, CO2e/customer (E & G)

Details: this metric is reported on an annual basis. Electric data is not available until June 1st of the following year. Natural Gas data is not available until March at the earliest.

Measure	2021 Electric	2022 Electric	2023 Electric	2022 Natural Gas	2023 Natural Gas
CO2e/MWH	0.33	0.34	TBD	N/A	N/A
CO2e/MW*	1,029.35	1,082.70	TBD	N/A	N/A
CO2e/Customer**	7.18	7.50	TBD	6.21	TBD

*CO2e/MW is measured on Avista owned and contracted specified generation by taking the emissions divided by the maximum winter capacity for thermal plants, maximum capability for hydro resources, and PPA project size for wind projects.
**Calculated by taking the emissions divided the number of meters.

Metric 2: Total emissions from energy delivery systems, including customer direct use

Details: this metric is reported on an annual basis. Electric data is not available until June 1st of the following year. Natural Gas data is not available until March at the earliest.

Total Emissions from Energy Delivery System Including Customer Direct Use		
Year	Electric (MT CO2e)	Natural Gas (MT CO2e)
2021	1,890,797	1,437,565
2022	1,988,787	1,618,103
2023	TBD	TBD

Metric 3: Annual utility system CO2e emissions avoided through non-pipe alternative programs

Details: this metric is reported on an annual basis beginning with calendar year 2023 data.

Year	CO2e Emissions Avoided through Non-Pipe Alternative Programs
2022	N/A
2023	0

Metric 4: Weighted average days exceeding health levels

Details: this metric is reported on an annual basis. Data for this metric comes from the United Stated Environmental Protection Agency and has about a one-year delay.

Year	Weighted Avg. Days Exceeding Health Levels
2021	9.8
2022	6
2023	TBD

Metric 5: Avista plant air emissions

Details: this metric is reported on an annual basis. Plant air emissions data is not available until March 31st each year.

Plant Air Emissions (Metric Tons)				
Year	SO2	Mercury	NOx	VOC
2021	0.2	0.0072	417.9	25.72
2022	0.2	0.0056	416.9	25.76
2023	TBD	TBD	TBD	TBD

Metric 6: Ratio of new gas customers to new electric customers

Details: this metric is reported on a quarterly basis and is calculated as a year-to-date number as of the end of each quarter.

Ratio of New Natural Gas Customers to New Electric Customers					
Year	Q1	Q2	Q3	Q4	YTD
2023	49%	39%	44%	45%	44%

Metric 7: Metric related to decreased wood use for home heating

Details: this metric is reported on an annual basis beginning with calendar year 2023 data.

Year	Metric Related to Decreased Wood Use for Home Heating
2022	8,003*
2023	

*Pounds of estimated emissions reduced between 2021-2023. Spokane Regional Clean Air Agency's Wood Stove Replacement Program ran from September 2021 through September 2023.

Avista Utilities

Performance Based Ratemaking Metrics

Electric Grid Benefits

Metric 1: Percentage of load shifted to off-peak periods attributable to TE tariff offerings by use case

Details: this metric is reported on a quarterly basis.

2023 % of Load Shifted to Off-Peak Periods Attributable to TE Programs				
Tariff	**Q1**	**Q2**	**Q3**	**Q4**
Schedule 13	76%	73%	73%	76%
Schedule 23	67%	84%	79%	71%

Metric 2: Percentage of EV load subject to managed charging

Details: this metric is reported on a quarterly basis.

% of EV Load Subject to Managed Charging				
Year	**Q1**	**Q2**	**Q3**	**Q4**
2023	19%	20%	21%	17%

Metric 3: Percentage of EVSE in DR programs

Details: this metric is reported on a quarterly basis.

	% of EVSE in DR Programs			
Year	**Q1**	**Q2**	**Q3**	**Q4**
2023	0%	0%	0%	0%

Metric 4: Percentage of EVSE in TOU rates

Details: this metric is reported on a quarterly basis.

2023 % of EVSE in TOU Rates				
Category	**Q1**	**Q2**	**Q3**	**Q4**
ACL2	1.3%	4.7%	12.2%	14.4%
DCFC	74%	71%	75%	74%

Metric 5: Peak load reduction capability attributable to demand response programs

Details: this metric is reported on a quarterly basis.

Electric Peak Load Reduction Capability Attributable to DR Programs (MW)				
Year	**Q1**	**Q2**	**Q3**	**Q4**
2023	30	30	30	30
Natural Gas Peak Load Reduction Capability Attributable to DR Programs				
Year	**Q1**	**Q2**	**Q3**	**Q4**
2023	0	0	0	0

Metric 6: Actual peak load reductions realized through dispatched DR in top 100 hours

Details: this metric is reported on an annual basis.

Year	Actual Peak Load Reductions Realized Through Dispatched DR in Top 100 Hours
2022	708.5 MWh
2023	497.08 MWh

Metric 7: Annual capital expenditures avoided through non-wires alternative programs

Details: this metric is reported on an annual basis.

Year	Capital Expenditures Avoided Through Non-Wires Alternative Programs
2022	$0
2023	$0

Metric 8: Percent of generation located in Washington or connected to Avista transmission

Details: this metric is reported on a quarterly basis.

	% of Generation Located in Washington or Connected to Avista Transmission			
Year	**Q1**	**Q2**	**Q3**	**Q4**
2023	71.9%	103.9%	66.3%	68.7%

Metric 9: Price Avista charges at utility-owned and supported EVSE, by use case

Details: this metric is reported on a quarterly basis.

Price Charged at Avista Owned EVSE (DCFC)				
Year	Q1	Q2	Q3	Q4
2023	$0.35/kWh	$0.35/kWh	$0.35/kWh	$0.35/kWh

Metric 10: Types of electric transportation technology supported by a utility portfolio as a percent of total TE investments i.e. micro-mobility, transit, etc.

Details: this metric is reported on an annual basis.

Technology Type	2022 % of TE Technology Supported	2023 % of TE Technology Supported
Micro- and Shared-Mobility	0.2%	0.2%
Public Transit	0.0%	0.5%
Electric School Buses	0.3%	7.2%
EVs and EVSE for Community and Low-Income	19.7%	17.2%
Public DCFC	32.5%	34.1%
EVSE for Commercial Fleet, Workplace, Public and MUDs	22.7%	20.9%
Electric Forklifts	2.6%	1.4%
Load Management	7.2%	9.3%

Avista Utilities

Performance Based Ratemaking Metrics

Gas System Benefits

Metric 1: Peak load reduction capability attributable to demand response programs

Details: this metric is reported on an annual basis.

Year	Peak Load Reduction Capability from DR Programs
2022	0
2023	0

Metric 2: Actual peak load reductions realized through dispatched DR in top 100 hours

Details: this metric is reported on an annual basis.

Year	Actual Peak Load Reduction from DR Programs in Top 100 Hours
2022	0
2023	0

Metric 3: Annual capital expenditures avoided through non-pipe alternative programs

Details: this metric is reported on an annual basis.

Year	Capital Expenditures Avoided through Non-Pipe Alternative Programs
2022	$0
2023	$0