

Goal	Metrics	Agreement from:	Staff Comments
Goal 1 Outcome 1: Ensure utility responsiveness to customer outages and restoration times.		As summarized in narrative comment	<i>As summarized in narrative comments.</i>
	Average response time to an electric system emergency	As summarized in narrative comment	see narrative comment. Various measures of electric service interruptions are suggested, some with industry standards and many without such standards.
	Time from customer call to arrival of field technicians in response to electric system emergencies	As summarized in narrative comment	see narrative comment
	Average response time to a natural gas system emergency	As summarized in narrative comment	see narrative comment
	Time from customer call to arrival of field technicians in response to natural gas system emergencies	As summarized in narrative comment	see narrative comment
	Response Time	As summarized in narrative comment	see narrative comment
	Average duration of electric system outages - SAIDI excluding IEEE-defined major events	As summarized in narrative comment	see narrative comment regarding IEEE
	Average duration of sustained electric interruptions - CAIDI excluding IEEE-defined major events	As summarized in narrative comment	see narrative comment regarding IEEE
	Length of power outages per year	As summarized in narrative comment	see narrative comment regarding IEEE
	Average Outage Time	As summarized in narrative comment	see narrative comment regarding IEEE
	Reduce frequency and duration of energy outages	As summarized in narrative comment	see narrative comment regarding IEEE
	Momentary Average Interruption Frequency (MAIFI)	As summarized in narrative comment	see narrative comment regarding IEEE
	Customers Experiencing Long Duration Outages (CELID)	As summarized in narrative comment	see narrative comment regarding IEEE
	Customers Experiencing Multiple Interruptions (CEMI)	As summarized in narrative comment	see narrative comment regarding IEEE
	Average Service Availability (ASA)	As summarized in narrative comment	see narrative comment regarding IEEE
	SAIFI Excluding IEEE-Defined Major Events Adjusted to Exclude Catastrophic Days (New SAIFISQI-4)	As summarized in narrative comment	will require development of new measurement measures and definitions
	Length of power outages per year in named communities	As summarized in narrative comment	see narrative comment
	Worst Performing Circuits	As summarized in narrative comment	part annual electric reliability report
	Historically Worst Performing Circuits	As summarized in narrative comment	will require development of new measurement measures and definitions
	Locational Reliability	As summarized in narrative comment	am uncertain where this exists
Equity in Reliability	As summarized in narrative comment	will require development of new measurement measures and definitions	
Percentage of customers call answered live by a customer service representative within 60 seconds; Customer satisfaction by class with telephone service provided by customer service representatives	As summarized in narrative comment	will require development of new measurement measures and definitions believe this is an SQI metric for most companies, might check with ARoberts	
Goal 1 Outcome 2: Utilities are prepared for and respond to outages and other impacts caused by cyber-attacks, significant event, wildfires, storms, extreme weather events, and other natural disasters.	Methane leaks per 100 miles of pipe by pipe material and vintage (G)		will require development of new measurement measures and definitions
		As summarized in narrative comment	
	Miles of leak-prone pipe by pipe material and vintage (G)	As summarized in narrative comment	will require development of new measurement measures and definitions
	Cost per mile of pipe replacement (G)	As summarized in narrative comment	will require development of new measurement measures and definitions
	Cost per mile of leak reduction (G)	As summarized in narrative comment	will require development of new measurement measures and definitions
	Number of unintentional customer outages (G)	As summarized in narrative comment	will require development of new measurement measures and definitions
	Duration of unintentional customer outages (G)	As summarized in narrative comment	will require development of new measurement measures and definitions
	Average response time to a natural gas system emergency	As summarized in narrative comment	see narrative comment
	Response Time	As summarized in narrative comment	see narrative comment
	Average Outage Time	As summarized in narrative comment	see narrative comment
	Wildfire Avoidance	As summarized in narrative comment	will require development of new measurement measures and definitions
	Wildfire Avoidance through Vegetation Management	As summarized in narrative comment	will require development of new measurement measures and definitions

	Natural Gas Incidents	As summarized in narrative comment	will require development of new measurement measures and definitions
	Electric Emergency Response	As summarized in narrative comment	see narrative comment
	Natural Gas Emergency Response	As summarized in narrative comment	see narrative comment
	SAIDI Excluding IEEE-Defined Major Events Adjusted to Exclude Catastrophic Days (SAIDISQI-3)	As summarized in narrative comment	see narrative comment regarding IEEE
	Average Safety Response Time (Gas)	As summarized in narrative comment	see narrative comment
	Average Safety Response Time (Electric)	As summarized in narrative comment	see narrative comment
Goal 1 Outcome 3: Resilient infrastructure and service, including distributed energy resources, to enable customers to maintain essential functions during times of potential outages.			As summarized in narrative comments. Metrics in outcome 3, where consistent among commenters, were largely similar to metrics proposed in outcome 1.
	Number of electric system outages - SAIFI excluding IEEE-defined major events	As summarized in narrative comment	see narrative comment regarding IEEE
	Average number of electric system outages for those customers that experienced an outage - CAIFI excluding IEEE-defined major events	As summarized in narrative comment	see narrative comment regarding IEEE
	Average number of outages for customers experiencing multiple interruptions - CEMI excluding IEEE-defined major events	As summarized in narrative comment	see narrative comment regarding IEEE
	Number of outages	As summarized in narrative comment	see narrative comment regarding IEEE
	Number of power outages	As summarized in narrative comment	see narrative comment regarding IEEE
	Number of power outages in named communities	As summarized in narrative comment	see narrative comment
	Diversified Supply	As summarized in narrative comment	will require development of new measurement measures and definitions
	Dual Fuel	As summarized in narrative comment	believe this is only for one company
	Equity in Resilience Investments	As summarized in narrative comment	will require development of new measurement measures and definitions
	SAIDI All Outages Current Year (SAIDITOTAL)	As summarized in narrative comment	see narrative comment regarding IEEE
Goal 2 Outcome 1: Reduce energy burden for customers experiencing high energy burden, especially those in Highly Impacted Communities, Vulnerable Populations, and low-income customers.	Energy burden	TEP, NWEAC, NWN, PSE, Avista	Commenters agree on metric but disagree on calculation. Some commenters recommend incorporating income into the calculation. Others recommend reporting by zip code or Census tract. Others recommend reporting by customer class.
	Average bill	TEP, PAC, Avista	Staff tentatively disagrees with tracking average bill, as bill affordability and reducing energy burden depend on a number of factors unconnected to a bill amount. See further comments in row 13 and 14.
	Number of customers experiencing high energy burden, separately for highly impacted communities and/or low-income customers	TEP, NWEAC, Avista	Staff tentatively agrees with tracking the percentage of households with a high energy burden, separately for known low-income customers or some other delineation of vulnerability. Staff acknowledges income levels are outside a utility's influence, but believes this metric central and standard enough to track. Moreover, utilities have a number of tools and data readily available to address energy burden.
	Percentage of households with a high energy burden	Avista, Public Counsel, NWEAC, TEP	Public Counsel recommends tracking a residential disconnection rate. NWEAC recommends tracking number and percent of disconnect notices, disconnections for nonpayment, and reconnections.
	Disconnections	Avista, Public Counsel, NWEAC, TEP, PSE	Avista, Public Counsel, NWEAC and TEP highlight that utilities are currently tracking arrearage amounts by month, by zip code, separately for electric and gas. Staff agrees this reporting should continue on a less frequent basis as a performance metric or performance incentive mechanism. Staff is open to recommending less or more granular reporting (by census tract? for all named communities? for known low-income customers?) depending on commenter input.
	Arrearages	TEP, NWEAC, Avista	Staff tentatively agrees with tracking the percentage of households with a high energy burden, separately for named communities or some other delineation of vulnerability. While income is outside utility influence, a number of factors utilities can influence do have a significant influence on energy burden.

Goal 2 Outcome 2: Maximize utilization of cost-effective distributed energy resources and grid-enhancing technologies	Average excess energy burden	See narrative.	See narrative.
		See narrative.	See narrative.
	Percentage of utility spending on demand response, distributed energy resources, and renewable populations	See narrative.	See narrative.
	Peak load reduction capability attributable to demand response programs	See narrative.	See narrative.
	Cost Savings from Utilization of Non-Wires/Non-Pipe Solutions	See narrative.	See narrative.
	The Energy and Capacity Provided through Each of PSE's DER Programs	See narrative.	See narrative.
	Peak Load Management Savings (MW)	See narrative.	See narrative.
Goal 2 Outcome 3: Maximize the benefit and efficiency of the energy assistance process so that support can be provided to customers based on the program resources available.	Net benefits of DER programs		
	Equity in public charging station location Number of customers enrolled in EE programs	Avista, Public counsel, TEP	Please see comments in Goal 3 Outcome 3.
Goal 2 Outcome 4: Lowest reasonable cost compliance with public policy goals and environmental requirements.	Rate base per customer	Avista, Cascade, Public Counsel	
	Non fuel O&M Costs per customer	Avista, Cascade, Public Counsel	Slight difference in calculation between these three stakeholders; but general consensus on the use of O&M costs as a metric
	Percentage of customers' rate increase that occur outside the multi-year rate plan by customer class (E&G)	NWEC, TEP	TEP asks for the percentage of rate increase; where NWEC asks for the total revenue recovered outside a MYRP.
Goal 2 Outcome 5: Increase awareness of and equitable access to utility services, assistance, education, and benefits for all customers, with a focus on Highly Impacted Communities, Vulnerable Populations, and low-income customers.	% of customer awareness	NWN, Public Counsel	Staff agrees that some measure of efficacy of outreach is likely warranted given lack of awareness is often cited as the main driver of low participation. Staff looks forward to discussion about the most effective way to gauge customer awareness of programs.
Goal 3 Outcome 1: Equitable and diversity-focused utility hiring, promotion, and vendor selection practices.	Percentage of suppliers that are minority-owned, women-owned, or veteran owned	All	There is broad agreement among all stakeholders within these two metrics.
	Percentage of 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	TEP, Avista, Cascade	There is broad agreement among all stakeholders within these two metrics.
Goal 3 Outcome 2: Ensure that utility operational and investment decisions promote equitable service that does not unfairly harm or disadvantage Highly Impacted Communities, Vulnerable Populations, and low-income customers.			The Commission and its regulated companies should be careful when defining harm. Natural gas pipeline installed in an area where energy service was previously nonexistent or shotty, and electric service is extraordinarily expensive, might be considered a benefit to named communities, for example. And AMI infrastructure might be considered a harm. As such, Staff suggests that the only way to ensure no further harm is done is through participatory/qualitative metrics, and through providing benefit, especially through energy assistance. Until the Commission and its regulated companies have a clearer idea of what constitutes harm, metrics about participatory justice and broad participation in/availability of utility programs might least controversially address this outcome.
Goal 3 Outcome 3: Equitable access to all utility energy programs, including those related to energy efficiency, demand response, and distributed energy resources.	Percent of customers enrolled in: energy efficiency, demand response, load management, behavioral, energy assistance, and distributed energy programs, including TE	All, with variations	NWEC and PAC suggested tracking number of participants, rather than percentages. Staff considers all these programs to be forms of "energy assistance" and as such sees the need to track participation in all of them. Staff tentatively agrees with tracking percentages of customers, according to some metric of vulnerability, participating in all of these programs. See Staff word document for more detail. Commenters noted the need to track percentage of program spending, on top of participation rates. PSE specifically highlighted tracking EV spending. Staff agrees that a monetary or energy savings-oriented metric should be required on top of a participation metric, but does not necessarily agree with using named communities as the level of granularity or determinant of equitable access. See Staff word doc for more details.
	Program spending in named communities	PSE, TEP, Avista, Public Counsel	

<p>Goal 3 Outcome 4: Ensure active and meaningful utility engagement with communities, including Highly Impacted Communities, Vulnerable Populations, and low-income customers such that their input is considered in utility planning processes.</p>	<p>Percent of company engagements available with translation services</p>		<p>Companies recommended tracking translated materials, meetings, and "engagements," which could include regular service calls to customers. Staff suggests that capacity for translation is a basic and fundamental utility requirement that may or may not be meaningfully tracked as a metric. For example, requiring utilities to have multilingual skills accessible, or translated materials available, might be required by one-time Order, rather than tracked via improvement from period to period.</p>
<p>Goal 4 Outcome 1: Reduce pollution burden and pollution exposure with a focus on communities with elevated exposures to health hazards, including Highly Impacted Communities, Vulnerable Populations, and low-income customers.</p>	<p>Carbon intensity per electric customers - CO2e/MWh; CO2e/MW*, CO2e/customer Percentage of non-pipe alternative utility spending that occurs in highly impacted communities and on vulnerable populations Annual NOx Emissions from Utility-Owned Electric Generation Resources Annual PM2.5 Emissions from Utility-Owned Electric Generation Resources Annual SO2 Emissions from Utility-Owned Electric Generation Resources</p>	<p>Avista, Cascade, PSE Avista., Public counsel PSE PSE PSE</p>	<p>This proposed metric appears as a suggestion from PC under other goals/outcomes as well. See narrative for further detail. Staff wonders whether more granularity is available and needed in order to focus this metric on named communities. Staff also wonders about the limitations to only tracking utility-owned, rather than leased/purchased, resources.</p>
<p>Goal 4 Outcome 2: Cost-effective alignment of load with clean energy generation and storage through load management, energy efficiency measures, and demand response.</p>	<p>Percentage of load shifted to off-peak periods attributable to TE tariff offerings by use case Percentage of EV load subject to managed charging Annual capital expenditures avoided through non-pipe or non-wire alternative programs and EE, plus actual peak load reductions realized through EE Peak Load Reduction Capability</p>	<p>Avista, Avista, NWECCascade, Public counsel, Energy Project Public counsel, Avista, Cascade</p>	<p>This metric has been proposed within other goal/outcome metrics and has been discussed within goal 2 outcome 2. Avista and Public Counsel propose tracking demand response peak load reduction capability. Cascade proposes tracking the same but for energy efficiency. There were other proposed DER metrics within this goal. DER-related metrics are also found under goal 2.2</p>
<p>Goal 4 Outcome 3: Accelerate the cost effective achievement of Commission or state public policy goals and statutes, including the reduction of greenhouse gas emissions.</p>	<p>Energy and capacity of load reduced or shifted, and percent of load reduced or shifted, through load management activities conducted by the utility, by activity (e.g., DR versus EE) Total Greenhouse Gas Emissions (Gas and Electric); or Total GHG reductions per cost NPV of Accelerated Policy Goal Achievement Ratio of new gas customers to new electric customers, for dual-fuel utilities only</p>	<p>NWEC Avista, PSE, PC Public Council NWECC, Energy Project</p>	<p>Staff tentatively disagrees with tracking system-level GHG emissions as these reductions are already embedded multiple ways into policy. See narrative.</p>