

**EXH. AEW-5  
DOCKETS UE-220066/UG-220067  
2022 PSE GENERAL RATE CASE  
WITNESS: AMY E. WHEELLESS**

**BEFORE THE  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,**

**Complainant,**

**v.**

**PUGET SOUND ENERGY,**

**Respondent.**

**Docket UE-220066  
Docket UG-220067**

**FOURTH EXHIBIT (NONCONFIDENTIAL) TO  
THE PREFILED RESPONSE TESTIMONY OF**

**AMY E. WHEELLESS**

**ON BEHALF OF NW ENERGY COALITION, FRONT AND CENTERED, AND  
SIERRA CLUB**

**JULY 28, 2022**

**Attachment B**  
**Dockets UE-220053, UG-220054 and UE-210854 (consolidated)**

**Performance-Based Ratemaking Metrics for Electric (E) and Gas (G).**

\* Identifies a customer benefit indicator metric proposed by, or agreed to, by Avista in its 2021 Clean Energy Implementation Plan.<sup>1</sup>

**Affordable Service**

	<b>Metric</b>	<b>Time Interval</b>
<b>1</b>	Average annual bill, by class, and by census tract (E & G)	Annually
<b>2</b>	Average annual bill as a percentage of income, by class, and by census tract (E & G)	Annually
<b>3</b>	Total revenue occurring through riders and associated mechanisms not captured in the MYRP (E & G)	Quarterly
<b>4*</b>	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) (E & G)	Annually
<b>5</b>	Small commercial customer arrearages by month, for all customers and measured by location in Vulnerable Populations, Highly Impacted Communities	Annually
<b>6</b>	Rate base per customer (E & G)	Quarterly
<b>7</b>	O&M per customer (E & G)	Quarterly
<b>8</b>	Rate of annual revenue growth compared to inflation (E & G)	Quarterly
<b>9*</b>	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) (E & G)	Annually
<b>10</b>	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	Annually
<b>11</b>	Percentage of low-income customers who participate in bill assistance programs (E & G)	Annually
<b>12</b>	Average bill as a percentage of low-income customers' average income (E & G)	Annually
<b>13*</b>	Number of households with a high-energy burden (>6%), separately identifying known low income and Named Communities	Annually

<sup>1</sup> This Plan was approved in Docket UE-210628 by the Commission on June 16, 2022.

<b>14*</b>	Percentage of households with a high-energy burden (>6%), separately identifying known low income and Named Communities	Annually
<b>15*</b>	Average excess burden per household	Annually

### Capital formation

	<b>Metric</b>	<b>Time Interval</b>
<b>16</b>	Ratemaking return on common equity	Quarterly
<b>17</b>	Utility credit ratings	Quarterly

### Equitable Service

	<b>Metric</b>	<b>Time Interval</b>
<b>18</b>	Percentage of customers, by class, that participate in energy efficiency programs (E & G)	Quarterly
<b>19</b>	Percentage of known low-income customers that participate in demand response, distributed energy resources, or renewable energy utility programs (E & G)	Quarterly
<b>20</b>	Percentage of small commercial customers that participate in demand response, distributed energy resources, or renewable energy utility programs	Quarterly
<b>21</b>	Percentage of utility energy efficiency program spending that benefits highly impacted communities and vulnerable populations (E & G)	Quarterly
<b>22</b>	Percentage of utility spending on demand response, distributed energy resources, and renewable that benefits highly impacted communities and on vulnerable populations (E & G)	Annually
<b>23</b>	Percentage of known low-income customers that participate in utility electric vehicle programs, by program (E)	Quarterly
<b>24</b>	Percentage of utility electric vehicle program spending that benefits highly impacted communities and vulnerable populations (E)	Annually
<b>25</b>	Percentage of utility-owned and supported EVSE by use case located within and/or providing direct benefits and services named communities (E)	Quarterly
<b>26</b>	Percentage of non-pipe alternative <sup>+</sup> utility spending that occurs in highly impacted communities and on vulnerable populations (G)	Annually
<b>27*</b>	Percentage of Avista suppliers that are minority-owned, women-owned, or veteran owned	Quarterly
<b>28*</b>	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	Quarterly

<b>29*</b>	Number of annual passenger miles provided by Community Based Organizations for individuals utilizing electric transportation (E)	Annually
<b>30*</b>	Number of Public Charging Stations located in Named Communities	Quarterly
<b>31*</b>	Incremental spending each year in Named Communities	Annually
<b>32*</b>	Number of customers and/or Community based organizations served	Annually
<b>33*</b>	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	Quarterly
<b>34*</b>	Percentage of company engagements available with translation services	Quarterly

+ Non-Pipeline Alternatives (NPA) is the inclusive term for any targeted investment or activity that is intended to defer, reduce, or remove the need to construct or upgrade components of a natural gas system, or “pipeline investment.” See <https://www.nationalgridus.com/Business-Partners/Non-Pipeline-Alternatives/What-is-an-NPA>

## Satisfy Customer Needs

### *Electric Reliability*

	<b>Metric</b>	<b>Time Interval</b>
<b>35</b>	SAIDI excluding IEEE-defined major events for WA (E)	Annually
<b>36</b>	SAIDI all outages for WA (E)	Annually
<b>37</b>	SAIFI excluding IEEE-defined major events for WA (E)	Annually
<b>38</b>	SAIFI all outages for WA (E)	Annually
<b>39</b>	CAIDI by feeder classification (E)	Annually
<b>40</b>	CAIDI in highly impacted communities, by census tract (E)	Annually
<b>41</b>	CAIFI by feeder classification (E)	Annually
<b>42</b>	CAIFI in highly impacted communities, by census tract (E)	Annually
<b>43</b>	CEMI IEEE Standard 1366P-2003, by census track (E)	Annually
<b>44</b>	CEMI IEEE Standard 1366P-2003 in highly impacted communities, by census tract (E)	Annually
<b>45</b>	Average response time to an electric system emergency (E)	Quarterly
<b>46</b>	Average response time to a natural gas system emergency (G)	Quarterly
<b>47*</b>	Planning reserve margin	Quarterly
<b>48</b>	Number of outages by category during the Fire Season (June 1-Oct. 1) vs No Fire Season	Annually
<b>49</b>	Number of overhead equipment failures by subcategory (arrestors, capacitor, insulator, fuse, conductor, etc.) during Fire Season (June 1-Oct. 1) vs No Fire Season	Annually

**Wildfire**

Report the following wildfire program metrics on an annual basis with both annual incremental amount and total cumulative amount along with annual incremental cost per wildfire mitigation component.

	<b>Metric</b>	<b>Time Interval</b>
<b>50</b>	Number and percent of planned pre-season vegetation inspections and remediation performed on time	Annually
<b>51</b>	Number of trees trimmed	Annually
<b>52</b>	Number of hazard trees removed	Annually
<b>53</b>	Number of trees replaced through the Customer Choice Right Tree Right Place program	Annually
<b>54</b>	Number of trees removed through customer requests	Annually
<b>55</b>	Trees and brush removed and trees trimmed from the Fuel Reduction Partnerships	Annually
<b>56</b>	Number of reclosers installed	Annually
<b>57</b>	Number of circuit breakers upgraded with supervisory control and data acquisition	Annually
<b>58</b>	Miles of Wildland Urban Interface	Annually
<b>59</b>	Number and percent of distribution grid hardening projects planned vs completed	Annually
<b>60</b>	Miles of conductor undergrounded	Annually
<b>61</b>	Miles of copper conductor replaced	Annually
<b>62</b>	Number of small copper wire units removed	Annually
<b>63</b>	Number of wildlife guards installed	Annually
<b>64</b>	Number of open wire secondary districts removed	Annually
<b>65</b>	Number of wedge/bail clamps at hot tap connection points installed	Annually
<b>66</b>	*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.	Annually

**Customer Experience**

	<b>Metric</b>	<b>Time Interval</b>
<b>67</b>	Customer satisfaction, by class, with telephone service provided by customer service representatives (E & G)	Quarterly
<b>68</b>	Customer satisfaction, by class, with Avista's field service representatives (E & G)	Quarterly
<b>69</b>	Customer Complaints, by class, made to the Commission (E & G)	Quarterly
<b>70</b>	Percentage of customers call answered live by a customer service representative within 60 seconds (E & G)	Quarterly
<b>71*</b>	Number of outreach contacts	Annually

72*	Number of marketing impressions	Annually
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## Advance Societal Outcomes

### *Pollution and greenhouse gas emissions reductions*

	<b>Metric</b>	<b>Time Interval</b>
73	Carbon intensity CO <sub>2</sub> e/MWh; CO <sub>2</sub> e/MW, CO <sub>2</sub> e/customer (E & G)	Annually <sup>2</sup>
74	Total emissions from energy delivery systems, including customer direct use (E & G)	Annually <sup>3</sup>
75	Annual utility system CO <sub>2</sub> e emissions avoided through non-pipe alternative programs (G)	Annually <sup>4</sup>
76*	Weighted average days exceeding health levels	Annually <sup>5</sup>
77*	Avista plant air emissions	Annually <sup>6</sup>
78	Ratio of new gas customers to new electric customers (E & G)	Quarterly
79*	Metric related to decreased wood use for home heating	Annually <sup>7</sup>

### *Electric Grid Benefits*

	<b>Metric</b>	<b>Time Interval</b>
80	Percentage of load shifted to off-peak periods attributable to TE tariff offerings by use case	Quarterly
81	Percentage of EV load subject to managed charging	Quarterly
82	Percentage of EVSE in DR programs	Quarterly
83	Percentage of EVSE in TOU rates	Quarterly

<sup>2</sup> Data for this metric is filed with the Washington Utilities & Transportation Commission by June 1<sup>st</sup> of each year. For both electric and gas, data published by February 15, 2023 will be for calendar year 2021. When data is available for calendar year 2022, it will be updated.

<sup>3</sup> Data for this metric will be updated by March 31<sup>st</sup> of each year. By February 15, 2023, 2021 data will be published for calendar year 2021. When data is available for calendar year 2022, it will be updated.

<sup>4</sup> Data for this metric will not be available and published until February 15, 2024 for calendar year 2023.

<sup>5</sup> Data for this metric comes from the Environmental Protection Agency (EPA) and has a year or more lag before it is available. By February 15, 2023, data for calendar year 2021 should be available to publish with future updates occurring by February 15<sup>th</sup> for data from two years prior.

<sup>6</sup> Data for this metric will be updated by March 31<sup>st</sup> of each year. By February 15, 2023, 2021 data will be published for calendar year 2021. When data is available for calendar year 2022, it will be updated.

<sup>7</sup> Data for this metric will not be available and published until February 15, 2024 for calendar year 2023.

<b>84</b>	Peak load reduction capability attributable to demand response programs	Quarterly
<b>85</b>	Actual peak load reductions realized through dispatched DR in top 100 hours	Annually
<b>86</b>	Annual capital expenditures avoided through non-wires alternative programs	Annually
<b>87*</b>	Percent of generation located in Washington or connected to Avista transmission	Quarterly
<b>88</b>	Price Avista charges at utility-owned and supported EVSE, by use case	Quarterly
<b>89</b>	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.	Annually

***Natural Gas System Benefits***

	<b>Metric</b>	<b>Time Interval</b>
<b>90</b>	Peak load reduction capability attributable to demand response programs	Annually
<b>91</b>	Actual peak load reductions realized through dispatched DR in top 100 hours	Annually
<b>92</b>	Annual capital expenditures avoided through non-pipe alternative programs	Annually <sup>8</sup>

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<sup>8</sup> Data for this metric will not be available and published until February 15, 2024 for calendar year 2023.