

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

DOCKET UE-240006

DOCKET UG-240007

EXH. SJB-2

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REPRESENTING AVISTA CORPORATION

2023-2024 Existing Performance-Based Ratemaking Metrics

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

Metrics highlighted in “orange” are proposed to be eliminated.

Affordable Service

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

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

15*	Average excess burden per household	Annually
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Capital formation

	Metric	Time Interval
16	Ratemaking return on common equity	Quarterly
17	Utility credit ratings	Quarterly

Equitable Service

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

30*	Number of Public Charging Stations located in Named Communities	Quarterly
31*	Incremental spending each year in Named Communities	Annually
32*	Number of customers and/or Community based organizations served	Annually
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	Quarterly
34*	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

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

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

Customer Experience

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

Advance Societal Outcomes

Pollution and greenhouse gas emissions reductions

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

Electric Grid Benefits

	Metric	Time Interval
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
84	Peak load reduction capability attributable to demand response programs	Quarterly
85	Actual peak load reductions realized through dispatched DR in top 100 hours	Annually
86	Annual capital expenditures avoided through non-wires alternative programs	Annually

² Data for this metric is filed with the Washington Utilities & Transportation Commission by June 1st 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.

³ Data for this metric will be updated by March 31st 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.

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

⁵ 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 15th for data from two years prior.

⁶ Data for this metric will be updated by March 31st 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.

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

87*	Percent of generation located in Washington or connected to Avista transmission	Quarterly
88	Price Avista charges at utility-owned and supported EVSE, by use case	Quarterly
89	Types of electric transportation technology supported by a utility portfolio as a percent of total TE investments i.e. micro-mobility, transit, etc.	Annually

Natural Gas System Benefits

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

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