

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

DOCKET UE-240006

DOCKET UG-240007

EXH. SJB-3

SHAWN J. BONFIELD

REPRESENTING AVISTA CORPORATION

## Proposed 2025-2026 Performance-Based Ratemaking Metrics

### Notes

Electric and/or natural gas metrics are distinguished by (E) and (G). For metrics that are applicable to electric and natural gas, metric will be reported in aggregate unless specified.

Named Communities includes both Vulnerable Populations and Highly Impacted Communities.

Metrics highlighted in “blue” are newly proposed metrics.

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

\*\* Identifies metrics included as part of Avista’s proposed performance measure.

### **Affordable Service**

	<b>Metric</b>	<b>Time Interval</b>
<b>1</b>	Average annual residential bill for all customers and by census tract (E & G)	Annually
<b>2</b>	Average annual residential bill as a percentage of average annual income for all customers and by census tract (E & G)	Annually
<b>3*</b>	Residential arrearages by month (30+, 60+, 90+ and total) for all customers, known low-income customers and for Named Communities customers and by census with identification of which census tracts are Named Communities.) (E & G)	Annually
<b>4*</b>	Number and percentage of residential electric disconnections for nonpayment by month for all customers, known low-income customers and for Named Communities customers and by census tract with identification of which census tracts are Named Communities (E & G)	Annually
<b>5</b>	Percentage of eligible customers who participate in energy assistance programs (E & G)	Annually
<b>6</b>	Average energy burden for all customers, known low-income customers, and Named Communities customers and by census tract with identification of which census tracts are Named Communities (E & G)	Annually
<b>7*</b>	Number and percentage of households with a high-energy burden (>6%), separately identifying known low-income and Named Communities (E & G)	Annually
<b>8*</b>	Average excess burden per household that has a high energy burden, separately identifying known low-income and Named Communities (E & G)	Annually

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

### Equitable Service

	Metric	Time Interval
9*	Percentage of customers, by class, that participate in energy efficiency programs (E & G)	Quarterly
10	Percentage of utility energy efficiency program spending that benefit Named Communities (E & G)	Quarterly
11	Percentage of utility spending on demand response, distributed energy resources, and renewable that benefits Named Communities (excludes energy efficiency and electric transportation) (E & G)	Annually
12	Percentage of utility electric vehicle program spending that benefits Named Communities (E)	Annually
13*	Percentage of Avista supplier spend with disadvantaged, minority-owned, women-owned, or veteran owned businesses (E & G)	Quarterly
14*	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 (E & G)	Quarterly
15*	Number of Public Charging Stations located in Named Communities (E)	Quarterly
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 (E & G)	Quarterly
17*	Percentage of company engagements available with translation services (E & G)	Quarterly

### Electric Reliability

	Metric	Time Interval
18	SAIDI excluding IEEE-defined major events for WA (E)	Annually
19	SAIDI all outages for WA (E)	Annually
20	SAIFI excluding IEEE-defined major events for WA (E)	Annually
21	SAIFI all outages for WA (E)	Annually
22	CAIFI by feeder classification (E)	Annually
23	CAIFI in highly impacted communities, by census tract (E)	Annually
24	CEMI3, by census track (E)	Annually
25	CEMI3 in highly impacted communities, by census tract (E)	Annually
26	CELID4 in highly impacted communities, by census tract (E)	Annually
27**	CEMI Max by census tract (E)	Annually
28**	CEMI0 by census tract (E)	Annually
29**	Total outage hours by census tract (E)	Annually

### Emergency Preparedness

	Metric	Time Interval
30**	Average response time to an electric system emergency (E)	Quarterly
31**	Average response time to a natural gas system emergency (G)	Quarterly
32	Wildfire avoidance – number of utility-caused wildfires <sup>2</sup> , ignition events <sup>3</sup> , and risk events <sup>4</sup> .	Annually

### Customer Experience

	Metric	Time Interval
33**	Customer satisfaction with telephone service provided by customer service representatives (E & G)	Quarterly
34**	Customer satisfaction with Avista’s field service representatives (E & G)	Quarterly
35**	Customer Complaints made to the Commission (E & G)	Quarterly
36**	Percentage of customers call answered live by a customer service representative within 60 seconds (E & G)	Quarterly

### Greenhouse Gas Emissions

	Metric	Time Interval
37	Carbon intensity CO <sub>2</sub> e/MWh; CO <sub>2</sub> e/MW, CO <sub>2</sub> e/customer (E & G)	Annually <sup>5</sup>
38	Total emissions from energy delivery systems, including customer direct use (E & G)	Annually <sup>6</sup>
39*	Weighted average days exceeding health levels (E & G)	Annually <sup>7</sup>
40*	Avista plant air emissions (E)	Annually <sup>8</sup>

<sup>2</sup> Utility-Caused Wildfires - Avista will track the number of wildfires attributed to our facilities as determined by fire professionals from the Washington Department of Natural Resources, the Idaho Department of Lands, or other official sources who have the ability to verify fire cause.

<sup>3</sup> Ignition Events - Avista will track the number of ignition events on our distribution and transmission systems that create the potential for ignition or fire. This includes number of pole fires as well as the number of spark events as identified by our Outage Management System.

<sup>4</sup> Risk Events - Avista will track Fire Safety Mode activities including any enhanced protection action and response to a known fault. Provided information will incorporate the number of faults without subsequent ignition events.

<sup>5</sup> Electric data may not available until June 1<sup>st</sup> of the following year, thus will be included with quarterly reporting when available.

<sup>6</sup> Data for this metric may not be available until June 1<sup>st</sup> of the following year, thus will be included with quarterly report when available.

<sup>7</sup> Data for this metric comes from the Environmental Protection Agency (EPA) and has a year or more lag before it is available.

<sup>8</sup> Data for this metric may not be available until June 1<sup>st</sup> of the following year, thus will be included with quarterly report when available.

**Electric Grid Benefits**

	<b>Metric</b>	<b>Time Interval</b>
<b>41</b>	Percentage of load shifted to off-peak periods attributable to TE tariff offerings by use case (E)	Quarterly
<b>42</b>	Percentage of EV load subject to managed charging (E)	Quarterly
<b>43</b>	Peak load reduction capability attributable to demand response programs (E)	Quarterly
<b>44</b>	Actual peak load reductions realized through dispatched DR in top 100 hours (E)	Annually
<b>45</b>	Annual capital expenditures avoided through non-wires alternative programs (E)	Annually

**Natural Gas System Benefits**

	<b>Metric</b>	<b>Time Interval</b>
<b>46</b>	Peak load reduction capability attributable to demand response programs (G)	Annually
<b>47</b>	Actual peak load reductions realized (G)	Annually
<b>48</b>	Annual capital expenditures avoided through non-pipe alternative programs (G)	Annually