

## Appendix A

### Established Metrics

#### Initial performance metrics established in the policy statements in this Docket

Goal	Initial Preferred Metric Title*
<b>1 - Resilient, reliable, and customer-focused distribution system</b>	Equity in Reliability: length of power outages [E]
	Natural Gas emergency response time [NG]
	Historically Worst Performing Circuits [E]
	Customers Experiencing Multiple Interruptions (CEMI) for Named and Non-Named Communities [E]
	Customers Experiencing Long Duration Outages (CELID) for Named and Non-named Communities [E]
<b>2 - Customer Affordability</b>	Arrearages per Month [E], [NG]
	Percentage of customers in arrears with Arrearage Management Plans (AMP) [E], [NG]
	Average Energy Burden [E], [NG]
	Net Benefits of Distributed Energy Resources [E]
	Distributed Energy Resource Availability and Utilization [E]
	Utility Assistance Program Effectiveness [E], [NG]
	Customers who participate in one or more bill assistance programs [E], [NG]
	Annual utility revenues and rate impacts [E], [NG]
<b>3 - Advancing Equity in Utility Operations</b>	Workforce Diversity [E], [NG]
	Supplier Diversity [E], [NG]
	Equity in Distributed Energy Resource Programs [E]
	Equity in Distributed Energy Resource Program Spending [E]

[E]: Energy

[NG]: Natural Gas

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**Performance metrics established by the Commission as part of 2024 MYRP**

Area	Metric
Operational Efficiency	Operations & Maintenance (O&M) total expenses divided by operating revenue
	Operating revenue divided by Average of Monthly Averages (AMA) total rate bases and by End of Period (EOP) total rate base
	Current Assets divided by Current Liabilities
Earnings	Net Income divided by Operating Revenue
	Retained Earnings divided by Total Equity
	Average Annual Bill Impacts
	Average Annual Bill divided by Median Income by Census Tract
Affordability	Average Annual Bill Impacts
Energy Burden	Average Annual Bill divided by Median Income by Census Tract