

**Pacific Power and Light Company  
Clean Energy Implementation Plan  
Customer Benefit Indicators Report Card  
December 2023**

PacifiCorp's Clean Energy Implementation Plan CBI and Metrics Report Card									
Customer Benefit Indicator	Metric	Category	Subcategory	2020 Baseline (#)	2020 Baseline (%)	2022 (#)	2022 (%)	Comments	
Increase culturally and linguistically responsive outreach and program communication	Outreach in non-English languages	Non-English Communication Methods		17	--	43	--	Count of Programs or Topics	
Increase culturally and linguistically responsive outreach and program communication	Outreach in non-English languages	Energy Efficiency Program Communications Impressions	Social media ads (Facebook, Instagram, and/or Twitter)	4,442,397	--	1,891,133	--	Counts measured in impressions	
Increase culturally and linguistically responsive outreach and program communication	Outreach in non-English languages	Energy Efficiency Program Communications Impressions	Online advertising or digital display	7,378,735	--	3,533,851	--	Counts measured in impressions	
Increase culturally and linguistically responsive outreach and program communication	Outreach in non-English languages	Energy Efficiency Program Communications Impressions	Television	971,646	--	450	--	2020 counts measured in impressions. 2022 counts measured in spots.	
Increase culturally and linguistically responsive outreach and program communication	Outreach in non-English languages	Energy Efficiency Program Communications Impressions	Radio	8,617,814	--	825	--	2020 counts measured in impressions. 2022 counts measured in target rating points.	
Increase culturally and linguistically responsive outreach and program communication	Outreach in non-English languages	Energy Efficiency Program Communications Impressions	Newspaper/Magazine	854,312	--	200,000 / 7,000	--	2020 counts measured in impressions. 2022 counts measured in readers and subscribers respectively.	
Increase culturally and linguistically responsive outreach and program communication	Outreach in non-English languages	Energy Efficiency Program Communications Impressions	Email	115,165	--	300,000	--	Counts measured in emails	
Increase culturally and linguistically responsive outreach and program communication	Outreach in non-English languages	Energy Efficiency Program Communications Impressions	Direct mail	5,142	--	5,000	--	Counts measured in pieces	
Increase culturally and linguistically responsive outreach and program communication	Outreach in non-English languages	Energy Efficiency Program Communications Impressions	Cinema screens	N/A	--	12	--	2022 counts measured in screens. Cinema screens were not used as a communication channel in 2020.	
Increase culturally and linguistically responsive outreach and program communication	Outreach in non-English languages	Energy Efficiency Program Communications Impressions	Bill Inserts	N/A	--	60,000	--	2022 counts measured in pieces. Bill inserts were not used as a communication channel in 2020.	
Increase culturally and linguistically responsive outreach and program communication	Percentage of responses to surveys in Spanish	HIC: Spanish-Speaking Customers		31	5%	72	11%	Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022; Percentages in terms of Spanish-speaking Washington service area customers who responded to the survey.	
Increase culturally and linguistically responsive outreach and program communication	Percentage of responses to surveys in Spanish	All Spanish-Speaking Customers		68	2%	126	3%	Percentages in terms of all Washington service area customers who responded to the survey.	
Increase community-focused efforts and investments	Workshops on energy related programs	HIC Location		1	--	13	--	Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022; Pacific Power hosted 11 online workshops in 2022 that were counted as both HIC and non-HIC locations, based on the location of the participants	
Increase community-focused efforts and investments	Workshops on energy related programs	Non-HIC Location		1	--	17	--	Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022; Pacific Power hosted 11 online workshops in 2022 that were counted as both HIC and non-HIC locations, based on the location of the participants	
Increase community-focused efforts and investments	Workshops on energy related programs	Total		2	--	19	--	Pacific Power hosted 11 online workshops in 2022 that were counted as both HIC and non-HIC locations, based on the location of the participants	
Increase community-focused efforts and investments	Headcount of staff supporting program delivery in Washington who are women, minorities and/or can show disadvantage	Women		17	--	15	--		
Increase community-focused efforts and investments	Headcount of staff supporting program delivery in Washington who are women, minorities and/or can show disadvantage	Minority		3	--	3	--		

PacifiCorp's Clean Energy Implementation Plan CBI and Metrics Report Card									
Customer Benefit Indicator	Metric	Category	Subcategory	2020 Baseline (#)	2020 Baseline (%)	2022 (#)	2022 (%)	Comments	
Increase community-focused efforts and investments	Headcount of staff supporting program delivery in Washington who are women, minorities and/or can show disadvantage	Can show disadvantage in some other way		1 --		1 --			
Increase community-focused efforts and investments	Headcount of staff supporting program delivery in Washington who are women, minorities and/or can show disadvantage	Total		21 --		19 --			
Increase community-focused efforts and investments	Number of public charging stations in named communities	Tribal Lands		0 --		3 --			
Increase community-focused efforts and investments	Number of public charging stations in named communities	HIC		4 --		10 --		Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022	
Increase community-focused efforts and investments	Number of public charging stations in named communities	Non-HIC		37 --		40 --		Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022	
Increase community-focused efforts and investments	Number of public charging stations in named communities	Total Service Area		41 --		50 --			
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	Highschool diploma or lower educational attainment	--	1.1% --	--	4.8%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	Older Adults (65+ yrs.)	--	2.1% --	--	5.4%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	Young Children (5 yrs. or under)	--	2.1% --	--	5.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	People who have a hearing impairment	--	2.3% --	--	5.6%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	People with a disability	--	1.7% --	--	4.9%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	People with medical equipment at home	--	2.7% --	--	3.4%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	Diverse supplier business owners	--	3.5% --	--	1.2%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	Energy burdened	--	2.3% --	--	6.8%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	ALICE	--	0.7% --	--	3.8%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	Low-income migrants	--	0.0% --	--	2.2%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	Low income	--	1.0% --	--	4.9%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	Immigration status (outside of US citizen)	--	0.0% --	--	4.3%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	People who speak limited English	--	1.1% --	--	5.0%		

PacifiCorp's Clean Energy Implementation Plan CBI and Metrics Report Card									
Customer Benefit Indicator	Metric	Category	Subcategory	2020 Baseline (#)	2020 Baseline (%)	2022 (#)	2022 (%)	Comments	
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	Renters	--	0.5%	--	2.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	Multi-generational households	--	2.8%	--	6.2%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	Multi-family households	--	1.7%	--	2.2%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	People experiencing homelessness and/or without permanent housing	--	0.0%	--	3.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	People living in rural areas	--	0.0%	--	5.4%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	People living in different land statuses (such as land trust vs. fee patent that have different regulatory requirements)	--	--	--	--	Company is in the process of developing methodology to measure VP19-People living in different land statuses. Values will be available for reporting year 2023 and forward.	
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	Agricultural and/or farm workers	--	0.9%	--	5.4%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	Gas-heated homes	--	1.0%	--	2.8%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HES	Single parents	--	0.6%	--	3.7%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	Highschool diploma or lower educational attainment	--	0.2%	--	0.3%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	Older Adults (65+ yrs.)	--	0.1%	--	0.1%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	Young Children (5 yrs. or under)	--	0.0%	--	0.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	People who have a hearing impairment	--	0.0%	--	0.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	People with a disability	--	0.0%	--	0.1%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	People with medical equipment at home	--	0.0%	--	0.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	Diverse supplier business owners	--	0.0%	--	0.0%		

PacifiCorp's Clean Energy Implementation Plan CBI and Metrics Report Card									
Customer Benefit Indicator	Metric	Category	Subcategory	2020 Baseline (#)	2020 Baseline (%)	2022 (#)	2022 (%)	Comments	
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	Energy burdened	--	0.0%	--	0.3%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	ALICE	--	0.0%	--	0.5%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	Low-income migrants	--	0.0%	--	0.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	Low income	--	0.1%	--	0.2%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	Immigration status (outside of US citizen)	--	0.0%	--	0.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	People who speak limited English	--	0.0%	--	0.4%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	Renters	--	0.0%	--	0.1%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	Multi-generational households	--	0.0%	--	0.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	Multi-family households	--	0.0%	--	0.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	People experiencing homelessness and/or without permanent housing	--	0.0%	--	0.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	People living in rural areas	--	0.0%	--	0.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	People living in different land statuses (such as land trust vs. fee patent that have different regulatory requirements)	--	--	--	--	Company is in the process of developing methodology to measure VP19-People living in different land statuses. Values will be available for reporting year 2023 and forward.	
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	Agricultural and/or farm workers	--	0.0%	--	0.3%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	Gas-heated homes	--	0.0%	--	0.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIWX	Single parents	--	0.0%	--	0.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	Highschool diploma or lower educational attainment	--	43.1%	--	43.0%		

PacifiCorp's Clean Energy Implementation Plan CBI and Metrics Report Card									
Customer Benefit Indicator	Metric	Category	Subcategory	2020 Baseline (#)	2020 Baseline (%)	2022 (#)	2022 (%)	Comments	
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	Older Adults (65+ yrs.)	--	45.3%	--	45.3%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	Young Children (5 yrs. or under)	--	38.8%	--	36.6%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	People who have a hearing impairment	--	40.4%	--	43.2%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	People with a disability	--	41.7%	--	44.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	People with medical equipment at home	--	44.8%	--	42.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	Diverse supplier business owners	--	47.9%	--	27.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	Energy burdened	--	38.2%	--	50.1%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	ALICE	--	41.3%	--	41.6%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	Low-income migrants	--	42.4%	--	39.6%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	Low income	--	40.9%	--	40.9%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	Immigration status (outside of US citizen)	--	42.4%	--	41.8%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	People who speak limited English	--	41.9%	--	40.8%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	Renters	--	37.0%	--	30.5%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	Multi-generational households	--	42.7%	--	46.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	Multi-family households	--	40.8%	--	43.1%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	People experiencing homelessness and/or without permanent housing	--	33.5%	--	16.2%		

PacifiCorp's Clean Energy Implementation Plan CBI and Metrics Report Card									
Customer Benefit Indicator	Metric	Category	Subcategory	2020 Baseline (#)	2020 Baseline (%)	2022 (#)	2022 (%)	Comments	
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	People living in rural areas	--	49.7%	--	37.5%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	People living in different land statuses (such as land trust vs. fee patent that have different regulatory requirements)	--	--	--	--	Company is in the process of developing methodology to measure VP19-People living in different land statuses. Values will be available for reporting year 2023 and forward.	
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	Agricultural and/or farm workers	--	38.6%	--	41.5%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	Gas-heated homes	--	44.9%	--	42.5%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	Single parents	--	39.8%	--	44.6%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	Highschool diploma or lower educational attainment	--	9.8%	--	14.3%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	Older Adults (65+ yrs.)	--	2.0%	--	3.2%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	Young Children (5 yrs. or under)	--	5.4%	--	9.1%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	People who have a hearing impairment	--	3.1%	--	3.3%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	People with a disability	--	6.2%	--	9.1%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	People with medical equipment at home	--	4.4%	--	6.3%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	Diverse supplier business owners	--	1.2%	--	5.4%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	Energy burdened	--	14.2%	--	14.2%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	ALICE	--	9.3%	--	14.1%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	Low-income migrants	--	8.3%	--	10.9%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	Low income	--	12.1%	--	18.3%		

PacifiCorp's Clean Energy Implementation Plan CBI and Metrics Report Card									
Customer Benefit Indicator	Metric	Category	Subcategory	2020 Baseline (#)	2020 Baseline (%)	2022 (#)	2022 (%)	Comments	
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	Immigration status (outside of US citizen)	--	3.6%	--	5.7%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	People who speak limited English	--	11.0%	--	11.9%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	Renters	--	9.2%	--	13.3%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	Multi-generational households	--	2.0%	--	3.5%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	Multi-family households	--	0.9%	--	2.9%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	People experiencing homelessness and/or without permanent housing	--	10.0%	--	12.8%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	People living in rural areas	--	5.4%	--	9.3%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	People living in different land statuses (such as land trust vs. fee patent that have different regulatory requirements)	--	--	--	--	Company is in the process of developing methodology to measure VP19-People living in different land statuses. Values will be available for reporting year 2023 and forward.	
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	Agricultural and/or farm workers	--	10.3%	--	13.0%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	Gas-heated homes	--	1.9%	--	2.5%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	Single parents	--	10.6%	--	10.2%		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	HIC	14,859	--	13,187	--	Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022	
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	HER	All	53,102	--	48,518	--		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	Demand Response/Load Management	HIC	0	--	0	--	Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022	
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	Demand Response/Load Management	All	0	--	2	--		
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	Tribal Lands	686	26%	875	35%		



PacifiCorp's Clean Energy Implementation Plan CBI and Metrics Report Card									
Customer Benefit Indicator	Metric	Category	Subcategory	2020 Baseline (#)	2020 Baseline (%)	2022 (#)	2022 (%)	Comments	
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	HIC	2,739	21%	4,358	35%	Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022	
Increase participation in company energy and efficiency programs and billing assistance programs	Percentage of households/businesses who participate/enroll in demand response, load management, and behavioral programs	LIBA	All	5,954	20%	9,103	31%		
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	LIWX	Tribal Customers	4 --		16 --		Number represents the count of unique participants at the site-level.	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	HES	Tribal Customers	27 --		48 --		Number represents the count of unique participants at the site-level.	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	Wattsmart Business	Tribal Customers	13 --		13 --		Number represents the count of unique participants at the site-level.	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	Wattsmart Small Business	Tribal Customers	1 --		18 --		Number represents the count of unique participants at the site-level.	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	"Very small": <30,000 kWh annual usage	Tribal Customers	0 --		4 --		Number represents the count of unique participants at the site-level; Included in Wattsmart Small Business subtotal	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	"Small" 30,000-145,000 kWh annual usage	Tribal Customers	0 --		12 --		Number represents the count of unique participants at the site-level; Included in Wattsmart Small Business subtotal	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	"Small" 145,000-200,000 kWh annual usage	Tribal Customers	N/A	--	2 --		Number represents the count of unique participants at the site-level; Included in Wattsmart Small Business subtotal; "Small" 145,000-200,000 kWh annual usage definition was not available for 2020.	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	Total	Tribal Customers	45 --		95 --		Number represents the count of unique participants at the site-level.	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	LIWX	HIC Customers	11 --		29 --		Number represents the count of unique participants at the site-level; Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	HES	HIC Customers	103 --		317 --		Number represents the count of unique participants at the site-level; Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	Wattsmart Business	HIC Customers	61 --		86 --		Number represents the count of unique participants at the site-level; Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	Wattsmart Small Business	HIC Customers	22 --		105 --		Number represents the count of unique participants at the site-level; Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	"Very small": <30,000 kWh annual usage	HIC Customers	10 --		37 --		Number represents the count of unique participants at the site-level; Included in Wattsmart Small Business subtotal	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	"Small" 30,000-145,000 kWh annual usage	HIC Customers	12 --		58 --		Number represents the count of unique participants at the site-level; Included in Wattsmart Small Business subtotal	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	"Small" 145,000-200,000 kWh annual usage	HIC Customers	N/A	--	10 --		Number represents the count of unique participants at the site-level; Included in Wattsmart Small Business subtotal; "Small" 145,000-200,000 kWh annual usage definition was not available for 2020.	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	Total	HIC Customers	197 --		537 --		Number represents the count of unique participants at the site-level; Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	LIWX	All Customers	40 --		140 --		Number represents the count of unique participants at the site-level.	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	HES	All Customers	976 --		2,499 --		Number represents the count of unique participants at the site-level.	

PacifiCorp's Clean Energy Implementation Plan CBI and Metrics Report Card									
Customer Benefit Indicator	Metric	Category	Subcategory	2020 Baseline (#)	2020 Baseline (%)	2022 (#)	2022 (%)	Comments	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	Wattsmart Business	All Customers	221	--	189	--	Number represents the count of unique participants at the site-level.	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	Wattsmart Small Business	All Customers	43	--	137	--	Number represents the count of unique participants at the site-level.	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	"Very small": <30,000 kWh annual usage	All Customers	19	--	45	--	Number represents the count of unique participants at the site-level; Included in Wattsmart Small Business subtotal	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	"Small" 30,000-145,000 kWh annual usage	All Customers	24	--	75	--	Number represents the count of unique participants at the site-level; Included in Wattsmart Small Business subtotal	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	"Small" 145,000-200,000 kWh annual usage	All Customers	N/A	--	17	--	Number represents the count of unique participants at the site-level; Included in Wattsmart Small Business subtotal; "Small" 145,000-200,000 kWh annual usage definition was not available for 2020.	
Improve efficiency of housing stock and small businesses, including low-income housing	Number of households and small businesses that participate in company energy/efficiency programs	Total	All Customers	1,280	--	2,965	--	Number represents the count of unique participants at the site-level.	
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	LIWX	Tribal Customers	\$23,805	--	\$89,449	--		
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	HES	Tribal Customers	\$5,350	--	\$88,647	--		
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	Wattsmart Business	Tribal Customers	\$22,392	--	\$279,391	--		
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	Wattsmart Small Business	Tribal Customers	\$1,400	--	\$179,212	--		
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	"Very small": <30,000 kWh annual usage	Tribal Customers	N/A	--	\$22,380	--	"Very small": <30,000 kWh annual usage definition was not available for 2020.	
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	"Small" 30,000-145,000 kWh annual usage	Tribal Customers	N/A	--	\$124,594	--	"Small" 30,000-145,000 kWh annual usage definition was not available for 2020.	
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	"Small" 145,000-200,000 kWh annual usage	Tribal Customers	N/A	--	\$32,238	--	"Small" 145,000-200,000 kWh annual usage was not available for 2020.	
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	Total	Tribal Customers	\$52,947	--	\$636,699	--		
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	LIWX	HIC Customers	\$78,756	--	\$160,076	--	Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022	
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	HES	HIC Customers	\$83,968	--	\$305,915	--	Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022	
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	Wattsmart Business	HIC Customers	\$892,458	--	\$2,048,657	--	Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022	
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	Wattsmart Small Business	HIC Customers	\$105,182	--	\$1,462,492	--	Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022	
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	"Very small": <30,000 kWh annual usage	HIC Customers	N/A	--	\$213,674	--	"Very small": <30,000 kWh annual usage definition was not available for 2020.	
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	"Small" 30,000-145,000 kWh annual usage	HIC Customers	N/A	--	\$833,304	--	"Small" 30,000-145,000 kWh annual usage definition was not available for 2020.	
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	"Small" 145,000-200,000 kWh annual usage	HIC Customers	N/A	--	\$415,515	--	"Small" 145,000-200,000 kWh annual usage was not available for 2020.	

PacifiCorp's Clean Energy Implementation Plan CBI and Metrics Report Card									
Customer Benefit Indicator	Metric	Category	Subcategory	2020 Baseline (#)	2020 Baseline (%)	2022 (#)	2022 (%)	Comments	
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	Total	HIC Customers	\$1,160,364	--	\$3,977,141	--	Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022	
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	All Customers: LIWX	All Customers	\$295,907	--	\$637,517	--		
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	All Customers: HES	All Customers	\$855,941	--	\$1,619,949	--		
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	All Customers: Wattsmart Business	All Customers	\$2,485,993	--	\$3,455,821	--		
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	All Customers: Wattsmart Small Business	All Customers	\$228,158	--	\$1,827,348	--		
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	All Customers: "Very small": <30,000 kWh annual usage	All Customers	N/A	--	\$263,234	--	"Very small": <30,000 kWh annual usage definition was not available for 2020.	
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	All Customers: "Small" 30,000-145,000 kWh annual usage	All Customers	N/A	--	\$996,981	--	"Small" 30,000-145,000 kWh annual usage definition was not available for 2020.	
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	All Customers: "Small" 145,000-200,000 kWh annual usage	All Customers	N/A	--	\$567,133	--	"Small" 145,000-200,000 kWh annual usage was not available for 2020.	
Improve efficiency of housing stock and small businesses, including low-income housing	Energy efficiency expenditures	All Customers: Total	All Customers	\$3,865,999	--	\$7,540,635	--		
Increase renewable energy resources and emissions	Amount of renewables/non-emitting resources serving Washington	MT CO2e	Known Sources	1,949,739	--	2,234,373	--		
Increase renewable energy resources and emissions	Amount of renewables/non-emitting resources serving Washington	MT CO2e	Unknown Sources	489,915	--	290,160	--		
Increase renewable energy resources and emissions	Amount of renewables/non-emitting resources serving Washington	MT CO2e	Total	2,436,654	--	2,524,533	--		
Increase renewable energy resources and emissions	Washington allocated greenhouse gas emission from Washington allocated resources	Percentage of Retail Sales		--		22%	--	31%	
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	Tribal Lands	--		6%	--	4%	
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	Tribal Lands	2,103		21%		1,356	17%
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	HIC	--		5%	--	4%	Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	HIC	6,471		21%		5,368	17% Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022

PacifiCorp's Clean Energy Implementation Plan CBI and Metrics Report Card									
Customer Benefit Indicator	Metric	Category	Subcategory	2020 Baseline (#)	2020 Baseline (%)	2022 (#)	2022 (%)	Comments	
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	LIBA	--	6%	--	5%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	LIBA	1,676	28%	2,054	23%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	LIWX	--	8%	--	6%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	LIWX	20	51%	56	40%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	All Customers	--	8%	--	6%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	All Customers	14,750	13%	12,445	11%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	Households with high school diploma or lower educational attainment	--	6%	--	5%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	Households with high school diploma or lower educational attainment	6,471	28%	12,445	24%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	Older Adults (65+ yrs.)	--	3%	--	3%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	Older Adults (65+ yrs.)	1,896	12%	1,909	12%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	Young Children (5 yrs. or under)	--	5%	--	3%		

PacifiCorp's Clean Energy Implementation Plan CBI and Metrics Report Card									
Customer Benefit Indicator	Metric	Category	Subcategory	2020 Baseline (#)	2020 Baseline (%)	2022 (#)	2022 (%)	Comments	
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	Young Children (5 yrs. or under)	1,540	18%	944	11%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	People who have a hearing impairment	--	3%	--	3%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	People who have a hearing impairment	2,040	12%	1,573	9%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	People with a disability	--	5%	--	4%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	People with a disability	2,940	19%	2,776	18%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	People with medical equipment at home	--	3%	--	4%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	People with medical equipment at home	2,513	14%	2,579	14%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	Diverse supplier business owners	--	2%	--	3%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	Diverse supplier business owners	2	6%	3	11%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	Energy Burdened	--	14%	--	13%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	Energy Burdened	14,750	100%	12,445	100%		

PacifiCorp's Clean Energy Implementation Plan CBI and Metrics Report Card									
Customer Benefit Indicator	Metric	Category	Subcategory	2020 Baseline (#)	2020 Baseline (%)	2022 (#)	2022 (%)	Comments	
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	ALICE	--	7%	--	6%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	ALICE	12,992	38%	11,417	31%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	Low-income migrants	--	4%	--	5%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	Low-income migrants	318	14%	776	21%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	Low income	--	7%	--	7%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	Low income	5,061	38%	4,820	35%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	Immigration status (outside of US citizen)	--	2%	--	3%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	Immigration status (outside of US citizen)	983	5%	1,536	8%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	People who speak limited English	--	3%	--	4%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	People who speak limited English	5,114	14%	6,295	17%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	Renters	--	4%	--	4%		

PacifiCorp's Clean Energy Implementation Plan CBI and Metrics Report Card									
Customer Benefit Indicator	Metric	Category	Subcategory	2020 Baseline (#)	2020 Baseline (%)	2022 (#)	2022 (%)	Comments	
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	Renters	7,404	18%	6,334	17%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	Multi-generational households	--	4%	--	4%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	Multi-generational households	521	17%	456	14%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	Multi-family households	--	4%	--	3%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	Multi-family households	514	16%	604	18%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	People experiencing homelessness	--	3%	--	4%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	People experiencing homelessness	143	20%	232	27%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	People living in rural areas	--	5%	--	4%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	People living in rural areas	966	26%	846	22%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	People living in different land statuses (such as land trust vs. fee patent that have different regulatory requirements)	--	--	--	--	Company is in the process of developing methodology to measure VP19-People living in different land statuses. Values will be available for reporting year 2023 and forward.	
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	People living in different land statuses (such as land trust vs. fee patent that have different regulatory requirements)	--	--	--	--	Company is in the process of developing methodology to measure VP19-People living in different land statuses. Values will be available for reporting year 2023 and forward.	

PacifiCorp's Clean Energy Implementation Plan CBI and Metrics Report Card									
Customer Benefit Indicator	Metric	Category	Subcategory	2020 Baseline (#)	2020 Baseline (%)	2022 (#)	2022 (%)	Comments	
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	Agricultural and/or farm workers	--	4%	--	4%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	Agricultural and/or farm workers	2,391	14%	3,057	18%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	Gas-heated homes	--	2%	--	2%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	Gas-heated homes	992	4%	1,208	4%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-income Weatherization (LIWX) participants, and other residential customers	Mean Energy Burden	Single parents	--	5%	--	4%		
Decrease households experiencing high energy burden	Number of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-income Weatherization (LIWX) participants, and other residential customers	Energy Burdened	Single parents	2,186	24%	1,578	17%		
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	Tribal Lands	7,003	--	7,087	--	Household count is total estimated customer counts on Tribal Lands	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	Tribal Lands	--	4%	--	6%		
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	Tribal Lands	--	23%	--	15%		
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	HICs	30,450	--	30,815	--	Household count is total estimated customer counts in HICs; Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	HIC	--	4%	--	3%	Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	HIC	--	13%	--	9%	Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	All	112,000	--	113,342	--	Household count is total estimated customer counts in PacifiCorp service area.	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	All	--	4%	--	3%		
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	All	--	20%	--	18%		
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	Households with high school diploma or lower educational attainment	57,143	--	54,524	--	Household count is total estimated customer counts in VP category.	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	Households with high school diploma or lower educational attainment	--	4%	--	5%		
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	Households with high school diploma or lower educational attainment	--	11%	--	10%		
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	Older Adults (65+ yrs.)	16,391	--	16,587	--	Household count is total estimated customer counts in VP category.	



PacifiCorp's Clean Energy Implementation Plan CBI and Metrics Report Card								
Customer Benefit Indicator	Metric	Category	Subcategory	2020 Baseline (#)	2020 Baseline (%)	2022 (#)	2022 (%)	Comments
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	Older Adults (65+ yrs.)	--	5%	--	3%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	Older Adults (65+ yrs.)	--	22%	--	20%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	Young Children (5 yrs. or under)	8,554	--	8,657	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	Young Children (5 yrs. or under)	--	3%	--	2%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	Young Children (5 yrs. or under)	--	20%	--	17%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	People who have a hearing impairment	16,666	--	16,846	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	People who have a hearing impairment	--	5%	--	5%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	People who have a hearing impairment	--	25%	--	24%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	People with a disability	15,358	--	15,542	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	People with a disability	--	5%	--	4%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	People with a disability	--	20%	--	18%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	People with medical equipment at home	17,595	--	18,584	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	People with medical equipment at home	--	4%	--	3%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	People with medical equipment at home	--	19%	--	16%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	Diverse supplier business owners	26	--	29	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	Diverse supplier business owners	--	5%	--	4%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	Diverse supplier business owners	--	31%	--	28%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	Energy burdened	14,750	--	12,447	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	Energy burdened	--	7%	--	4%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	Energy burdened	--	17%	--	13%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	ALICE	34,525	--	36,889	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	ALICE	--	6%	--	3%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	ALICE	--	11%	--	7%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	Low-income migrants	2,218	--	3,696	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	Low-income migrants	--	2%	--	3%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	Low-income migrants	--	14%	--	6%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	Low income	13,484	--	13,646	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	Low income	--	5%	--	4%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	Low income	--	14%	--	6%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	Immigration status (outside of US citizen)	18,908	--	19,134	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	Immigration status (outside of US citizen)	--	3%	--	3%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	Immigration status (outside of US citizen)	--	24%	--	17%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	People who speak limited English	36,635	--	37,074	--	Household count is total estimated customer counts in VP category.

PacifiCorp's Clean Energy Implementation Plan CBI and Metrics Report Card								
Customer Benefit Indicator	Metric	Category	Subcategory	2020 Baseline (#)	2020 Baseline (%)	2022 (#)	2022 (%)	Comments
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	People who speak limited English	--	2%	--	2%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	People who speak limited English	--	13%	--	9%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	Renters	40,328	--	40,811	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	Renters	--	2%	--	1%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	Renters	--	5%	--	6%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	Multi-generational households	3,129	--	3,167	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	Multi-generational households	--	6%	--	4%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	Multi-generational households	--	20%	--	23%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	Multi-family households	3,281	--	3,320	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	Multi-family households	--	7%	--	4%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	Multi-family households	--	22%	--	31%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	People experiencing homelessness	717	--	857	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	People experiencing homelessness	--	0%	--	0%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	People experiencing homelessness	--	5%	--	7%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	People living in rural areas	3,712	--	3,786	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	People living in rural areas	--	8%	--	7%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	People living in rural areas	--	22%	--	22%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	People living in different land	--	--	--	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	People living in different land statuses (such as land trust vs. fee patent that have different regulatory requirements)	--	--	--	--	Company is in the process of developing methodology to measure VP19-People living in different land statuses. Values will be available for reporting year 2023 and forward.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	People living in different land statuses (such as land trust vs. fee patent that have different regulatory requirements)	--	--	--	--	Company is in the process of developing methodology to measure VP19-People living in different land statuses. Values will be available for reporting year 2023 and forward.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	Agricultural and/or farm workers	16,921	--	17,123	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	Agricultural and/or farm workers	--	6%	--	5%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	Agricultural and/or farm workers	--	18%	--	15%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	Gas-heated homes	28,090	--	28,426	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	Gas-heated homes	--	0%	--	0%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	Gas-heated homes	--	21%	--	17%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Count	Single parents	8,925	--	9,032	--	Household count is total estimated customer counts in VP category.
Improve indoor air quality	Number of households using wood as primary or secondary heating	Primary Heat	Single parents	--	3%	--	3%	
Improve indoor air quality	Number of households using wood as primary or secondary heating	Secondary Heat	Single parents	--	16%	--	13%	
Improve indoor air quality	Non-electric to electric conversion for LIWX program	HIC		0	0%	0	0%	Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022

PacifiCorp's Clean Energy Implementation Plan CBI and Metrics Report Card									
Customer Benefit Indicator	Metric	Category	Subcategory	2020 Baseline (#)	2020 Baseline (%)	2022 (#)	2022 (%)	Comments	
Improve indoor air quality	Non-electric to electric conversion for LIWX program	All		0	0%	0	0%		
Reduce frequency and duration of energy outage	SAIDI, SAIFI, and CAIDI at area level including and excluding major events	SAIDI ME Included	HIC	182 --		164 --		Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022; 7 year rolling average index	
Reduce frequency and duration of energy outage	SAIDI, SAIFI, and CAIDI at area level including and excluding major events	SAIDI ME Included	Non-HIC	197 --		201 --		Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022; 7 year rolling average index	
Reduce frequency and duration of energy outage	SAIDI, SAIFI, and CAIDI at area level including and excluding major events	SAIDI ME Included	WA	193 --		190 --		7 year rolling average index	
Reduce frequency and duration of energy outage	SAIDI, SAIFI, and CAIDI at area level including and excluding major events	SAIDI ME Excluded	HIC	114 --		102 --		Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022; 7 year rolling average index	
Reduce frequency and duration of energy outage	SAIDI, SAIFI, and CAIDI at area level including and excluding major events	SAIDI ME Excluded	Non-HIC	119 --		124 --		Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022; 7 year rolling average index	
Reduce frequency and duration of energy outage	SAIDI, SAIFI, and CAIDI at area level including and excluding major events	SAIDI ME Excluded	WA	118 --		118 --		7 year rolling average index	
Reduce frequency and duration of energy outage	SAIDI, SAIFI, and CAIDI at area level including and excluding major events	SAIFI ME Included	HIC	1.3 --		1.24 --		Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022; 7 year rolling average index	
Reduce frequency and duration of energy outage	SAIDI, SAIFI, and CAIDI at area level including and excluding major events	SAIFI ME Included	Non-HIC	1.3 --		1.32 --		Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022; 7 year rolling average index	
Reduce frequency and duration of energy outage	SAIDI, SAIFI, and CAIDI at area level including and excluding major events	SAIFI ME Included	WA	1.3 --		1.30 --		7 year rolling average index	
Reduce frequency and duration of energy outage	SAIDI, SAIFI, and CAIDI at area level including and excluding major events	SAIFI ME Excluded	HIC	1.0 --		0.88 --		Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022; 7 year rolling average index	
Reduce frequency and duration of energy outage	SAIDI, SAIFI, and CAIDI at area level including and excluding major events	SAIFI ME Excluded	Non-HIC	0.9 --		0.90 --		Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022; 7 year rolling average index	
Reduce frequency and duration of energy outage	SAIDI, SAIFI, and CAIDI at area level including and excluding major events	SAIFI ME Excluded	WA	0.9 --		0.90 --		7 year rolling average index	
Reduce frequency and duration of energy outage	SAIDI, SAIFI, and CAIDI at area level including and excluding major events	CAIDI ME Included	HIC	140 --		128 --		Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022; 7 year rolling average index	
Reduce frequency and duration of energy outage	SAIDI, SAIFI, and CAIDI at area level including and excluding major events	CAIDI ME Included	Non-HIC	153 --		148 --		Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022; 7 year rolling average index	
Reduce frequency and duration of energy outage	SAIDI, SAIFI, and CAIDI at area level including and excluding major events	CAIDI ME Included	WA	150 --		144 --		7 year rolling average index	
Reduce frequency and duration of energy outage	SAIDI, SAIFI, and CAIDI at area level including and excluding major events	CAIDI ME Excluded	HIC	124 --		119 --		Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022; 7 year rolling average index	
Reduce frequency and duration of energy outage	SAIDI, SAIFI, and CAIDI at area level including and excluding major events	CAIDI ME Excluded	Non-HIC	135 --		136 --		Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022; 7 year rolling average index	
Reduce frequency and duration of energy outage	SAIDI, SAIFI, and CAIDI at area level including and excluding major events	CAIDI ME Excluded	WA	131 --		131 --		7 year rolling average index	
Reduce residential customer disconnections	Number of residential customer disconnections including disconnections within named communities	Disconnections	Tribal Lands	157	2%	0	0%	2019 disconnections used as baseline due to impacts of COVID-19 occurring in 2020. Percentages in terms of all Tribal Lands customers	
Reduce residential customer disconnections	Number of residential customer disconnections including disconnections within named communities	Disconnections	HIC	657	2%	1	0%	2019 disconnections used as baseline due to impacts of COVID-19 occurring in 2020. Baseline values updated since 2021 draft CEIP to account for WDOH update to EHD in July 2022; Percentages in terms of all HIC customers	
Reduce residential customer disconnections	Number of residential customer disconnections including disconnections within named communities	Disconnections	All Customers	1,375	1%	9	0%	2019 disconnections used as baseline due to impacts of COVID-19 occurring in 2020. Percentage sin terms of all customers	
Condition List data (see relevant Condition tab)									
Increase named community clean energy (see Condition 7 tab)									



Number of Monthly Disconnections by Vulnerable Population and Known Low-income Customers

Vulnerable Population	1	2	3	4	5	6	7	8	9	10	11	12
	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023
Households with high school diploma or lower educational attainment	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Older Adults (65+ yrs)	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Young Children (5 yrs or under)	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People who have a hearing	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People with a disability	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People with medical equipment at	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Diverse supplier business owners	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Energy burdened	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Asset Limited, Income Constrained,	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Low-income migrants	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Low income	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Immigration status (outside of US citizen)	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People who speak limited English	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Renters	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Multi-generational households	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Multi-family households	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People experiencing homelessness	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People living in rural areas	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People living in different land statuses (such as land trust vs. fee patent that have different regulatory requirements)	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Agricultural and/or farm workers	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Gas-heated homes	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Single parents	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Known Low-income customers	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon

\*Company is in the process of developing methodology to measure VP19-People living in different land statuses. Values will be available for repc





















**Number of Programs for which PacifiCorp Provides Translation Services or Translated Material**

<b>Program</b>	<b>Number of Languages Used for Translated Materials</b>	<b>Format (e.g. telephone translation, brochure, notice, website)</b>
Data coming soon	Data coming soon	Data coming soon

## Participation in Energy Efficiency Programs

Vulnerable Population	2020		2022	
	Residential Appliance and Equipment Rebates		Residential Appliance and Equipment Rebates	
	Number	Percent	Number	Percent
Households with high school diploma or lower educational attainment	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Older Adults (65+ yrs)	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Young Children (5 yrs or under)	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People who have a hearing impairment	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People with a disability	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People with medical equipment at home	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Diverse supplier business owners	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Energy burdened	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Asset Limited, Income Constrained, Employed (ALICE)	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Low-income migrants	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Low income	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Immigration status (outside of US citizen)	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People who speak limited English	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Renters	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Multi-generational households	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Multi-family households	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People experiencing homelessness	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People living in rural areas	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People living in different land statuses (trust vs. fee land)	*	*	*	*
Agricultural and/or farm workers	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Gas-heated homes	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Single parents	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Known Low-income customers	Data coming soon	Data coming soon	Data coming soon	Data coming soon
All PacifiCorp customers	Data coming soon	Data coming soon	Data coming soon	Data coming soon

\*Company is in the process of developing methodology to measure VP19-People living in different land statuses.

Values will be available for reporting year 2023 and forward.



**Participation in Energy Efficiency and Bill Assistance Programs**

GEOID	2020		2022	
	Residential Appliance and Equipment Rebates		Residential Appliance and Equipment Rebates	
	Number	Percent	Number	Percent
53071920000	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077000100	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077001201	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077001202	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077001300	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077001400	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077001501	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077001502	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077000200	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077002102	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077000300	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077000500	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077000600	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077000700	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077940001	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077940002	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077940003	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077940004	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077940005	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077940006	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Total	Data coming soon	Data coming soon	Data coming soon	Data coming soon

## Participation in Bill Assistance Programs

Vulnerable Population	2020		2022	
	Bill Assistance Participation		Bill Assistance Participation	
	Number	Percent	Number	Percent
Households with high school diploma or lower educational attainment	Data coming soon	9.8%	Data coming soon	14.3%
Older Adults (65+ yrs)	Data coming soon	2.0%	Data coming soon	3.2%
Young Children (5 yrs or under)	Data coming soon	5.4%	Data coming soon	9.1%
People who have a hearing impairment	Data coming soon	3.1%	Data coming soon	3.3%
People with a disability	Data coming soon	6.2%	Data coming soon	9.1%
People with medical equipment at home	Data coming soon	4.4%	Data coming soon	6.3%
Diverse supplier business owners	Data coming soon	1.2%	Data coming soon	5.4%
Energy burdened	Data coming soon	14.2%	Data coming soon	14.2%
Asset Limited, Income Constrained, Employed (ALICE)	Data coming soon	9.3%	Data coming soon	14.1%
Low-income migrants	Data coming soon	8.3%	Data coming soon	10.9%
Low income	Data coming soon	12.1%	Data coming soon	18.3%
Immigration status (outside of US citizen)	Data coming soon	3.6%	Data coming soon	5.7%
People who speak limited English	Data coming soon	11.0%	Data coming soon	11.9%
Renters	Data coming soon	9.2%	Data coming soon	13.3%
Multi-generational households	Data coming soon	2.0%	Data coming soon	3.5%
Multi-family households	Data coming soon	0.9%	Data coming soon	2.9%
People experiencing homelessness	Data coming soon	10.0%	Data coming soon	12.8%
People living in rural areas	Data coming soon	5.4%	Data coming soon	9.3%
People living in different land statuses (trust vs. fee land)	*	*	*	*
Agricultural and/or farm workers	Data coming soon	10.3%	Data coming soon	13.0%
Gas-heated homes	Data coming soon	1.9%	Data coming soon	2.5%
Single parents	Data coming soon	10.6%	Data coming soon	10.2%
Known Low-income customers	Data coming soon	Data coming soon	Data coming soon	Data coming soon
All PacifiCorp customers	5,954	5%	9,103	8%

\*Company is in the process of developing methodology to measure VP19-People living in different land statuses.

Values will be available for reporting year 2023 and forward.

## Participation in Bill Assistance Programs

GEOID	2020		2022	
	Residential		Residential	
	Number	Percent	Number	Percent
53071920000	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077000100	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077001201	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077001202	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077001300	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077001400	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077001501	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077001502	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077000200	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077002102	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077000300	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077000500	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077000600	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077000700	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077940001	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077940002	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077940003	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077940004	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077940005	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077940006	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Total	Data coming soon	Data coming soon	Data coming soon	Data coming soon

**Residential Rebates Provided to Customers Residing in Rental Units**

<b>2020</b>		<b>2022</b>	
<b>Number</b>	<b>Savings</b>	<b>Number</b>	<b>Savings</b>
Data coming soon	Data coming soon	Data coming soon	Data coming soon



GEOID	Distributed Energy Resources Affiliated with Systems 5 MW and Under		Energy Storage 5 MW and Under		Total MWh of Energy Savings from Energy Efficiency Programs
	Number	MWh	Number	MW	
53071920000	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077000100	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077001201	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077001202	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077001300	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077001400	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077001501	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077001502	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077000200	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077002102	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077000300	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077000500	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077000600	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077000700	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077940001	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077940002	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077940003	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077940004	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077940005	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
53077940006	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Total	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon

Vulnerable Population	Distributed Energy Resources Affiliated with Systems 5 MW and Under		Energy Storage 5 MW and Under		Total MWh of Energy Savings from Energy Efficiency Programs
	Number	MWh	Number	MW	
Households with high school diploma or Older Adults (65+ yrs)	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Young Children (5 yrs or under)	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People who have a hearing impairment	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People with a disability	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People with medical equipment at home	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Diverse supplier business owners	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Energy burdened	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Asset Limited, Income Constrained,	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Low-income migrants	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Low income	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Immigration status (outside of US citizen)	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People who speak limited English	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Renters	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Multi-generational households	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Multi-family households	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People experiencing homelessness	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People living in rural areas	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People living in different land statuses	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Agricultural and/or farm workers	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Gas-heated homes	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Single parents	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Known Low-income customers	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon

Area	Sunnyside	Walla Walla	Yakima	HIC	Non-HIC	Washington
SAIDI: System Average Interruption Duration Index	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
SAIFI: System Average Interruption Frequency Index	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
CAIDI: Customer Average Interruption Duration Index	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
CEMI: Customers Experiencing Multiple Outages	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon

\*7 year rolling average index

Vulnerable Population	SAIDI		SAIFI		CAIDI		CEMI	
	Including ME	Excluding ME	Including ME	Excluding ME	Including ME	Excluding ME	Including ME	Excluding ME
Households with high school diploma or lower educational attainment	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Older Adults (65+ yrs)	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Young Children (5 yrs or under)	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People who have a hearing impairment	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People with a disability	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People with medical equipment at home	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Diverse supplier business owners	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Energy burdened	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Asset Limited, Income Constrained, Employed (ALICE)	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Low-income migrants	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Low income	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Immigration status (outside of US citizen)	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People who speak limited English	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Renters	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Multi-generational households	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Multi-family households	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People experiencing homelessness	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People living in rural areas	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
People living in different land statuses (trust vs. fee land)	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Agricultural and/or farm workers	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Gas-heated homes	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon
Single parents	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon	Data coming soon

\*7 year rolling average index

ME: Major Events

SAIDI: System Average Interruption Duration Index

SAIFI: System Average Interruption Frequency Index

CAIDI: Customer Average Interruption Duration Index

CEMI: Customers Experiencing Multiple Outages



Term	Definition
ALICE	Asset Limited, Income Constrained, Employed
CAIDI	Customer Average Interruption Duration Index
CEIP	Clean Energy Implementation Plan
CEMI	Customer Experiencing Multiple Outages
EHD	Environmental Health Disparities
Energy Burdened	Annual energy costs meets or exceed 6% of annual income
Excess Energy Burden	Energy burden levels that exceed 6%
HER	Home Energy Reports
HES	Home Energy Savings
HIC	Highly Impacted Community
Known Low-Income	Customers who have received energy assistance during the prior two years
kWh	Kilowatt-Hour
LIBA	Low Income Bill Assistance
LIWX	Low-income Weatherization
ME	Major Events
MW	Megawatt
MWh	Megawatt-Hour
SAIDI	System Average Interruption Duration Index
SAIFI	System Average Interruption Frequency Index
VP	Vulnerable Population
WA	Washington
WDOH	Washington State Department of Health