

**EXH. KKD-\_\_X  
DOCKET UE-210795  
2022 PSE CEIP  
WITNESS: KARA K. DURBIN**

**BEFORE THE  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of  
PUGET SOUND ENERGY, INC.  
2021 Clean Energy Implementation Plan

**Docket UE-210795**

**EXHIBIT TO THE CROSS-EXAMINATION OF  
KARA K. DURBIN  
ON BEHALF OF NW ENERGY COALITION AND FRONT AND CENTERED**

**JANUARY 24, 2023**

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**Docket UE-210795  
Puget Sound Energy  
PSE 2021 Clean Energy Implementation Plan**

**FRONT AND CENTERED AND NW ENERGY COALITION DATA REQUEST NO. 162:**

Please provide a list of all metrics that PSE agreed to track and report on in the proposed partial multi-party settlement in Dockets UE-220066/UG-220067.

**Response:**

Below please see a list of all metrics that Puget Sound Energy has agreed to track and report on in Dockets UE-220066/UG-220067.

**Original Proposed GRC Metrics**

**Current SQI Metrics:**

**Customer Satisfaction**

- Complaints per 1,000 Customers to the WUTC
- Customers Access Center Transactions Customer Satisfaction
- Field Service Operations Transaction Customer Satisfaction

**Customer Service**

- Calls Answered by a Live Representative Within 60 Second of Request
- Percent of Appointments Kept

**Gas Safety**

- Average Gas Safety Response Time

**Electric Safety**

- Average Electric Safety Response Time

**Electric Reliability**

- SAIFI All Outages Current Year (SAIFI total)
- SAIFI Excluding IEEE-Defined Major Events Adjusted to Exclude Catastrophic Days (New SAIFI SQI4)
- SAIDI All Outages Current year (SAIDI Total)
- SAIDI Excluding IEEE-Defined Major Events Adjusted to Exclude Catastrophic Days (SAIDI SQI3)

## **New Proposed SQIs**

### **Electric Service Reliability SQI**

- SAIFI for HIC and VP, All Outages, Single Year
- SAIFI for HIC and VP Excluding IEEE-Defined Major Events (Adjusted to Exclude Catastrophic Days)
- SAIDI for HIC and VP, All Outages, Single Year
- SAIDI for HIC and VP Excluding IEEE-Defined Major Events (Adjusted to Exclude Catastrophic Days)

### **Demand-Side Management**

- Peak Load Management Savings (MW)
- Peak Load Management Savings (MW) Attributable to Residential Customers
- Annual Energy Efficiency Savings -- Electric (MWh)
- Annual Energy Efficiency Savings – Gas (Therms)
- Number of Customers Participating in Gas and Electric Energy Efficiency Programs (Including Low-Income Programs) Who are from Highly Impacted Communities and Vulnerable Populations

### **Electric Vehicles**

- Number of a Light-Duty Electric Vehicles in Service Territory
- Number of EV Chargers Used in Managed Load Programs or TOU Rates (Single-Family Residential)
- Number of EV Chargers Used in Managed Load Programs or TOU Rates (Fleet)
- Number of Public Charging Ports Serving HIC and VP

### **Greenhouse Gas Emissions**

- CO2 Emissions from Company-Owned electric operations

### **Advanced Metering Infrastructure**

- AMI Bill Read Success Rate – Electric
- AMI Bill Read Success Rate – Gas
- Remote Switch Success Rate
- Reduced Energy Consumption from Voltage Reductions (kWh)

### **Additional Equity Metrics**

- Number of Low-Income Customers Receiving Bill Assistance (Gas and Electric)
- Share of Bill Assistance Customers who are in Highly Impacted Communities and Vulnerable Populations

### **Proposed GRC Settlement**

61. Resilient, reliable, and customer-focused distribution grid. The Settling Parties agree Puget Sound Energy ("PSE") will report on the following metrics relating to PSE's delivery of a resilient, reliable, and customer-focused distribution grid:

- a. Number of EVSE stations and charging ports installed through PSE's TEP programs, broken out by program.
- b. Energy served through PSE's TEP programs, per program.
- c. Energy and capacity of load reduced or shifted, and percent of load reduced or shifted, through load management activities conducted through PSE's EV tariffs.
- d. To the extent readily available, load profiles of energy consumption through PSE's TEP Programs by rate schedule.
- e. Percentage of known EV energy sales under managed charging.
- f. Percentage of known EVSE in DR programs.
- g. Percentage of known EVSE using time-of-use rates.
- h. Number of customers served by each of PSE's DER programs.
- i. The energy and capacity provided through each of PSE's DER programs.
- j. Percentage of utility spending on DR, DER, and renewable energy programs that benefits highly impacted communities or vulnerable populations.
- k. Percentage of low-income customers that participate in DR, DER, or renewable energy utility programs
- l. Average customer AMI electric bill read success rate.
- m. Average customer AMI gas bill read success rate.
- n. Average customer remote switch success rate.
- o. Average customer reduced energy consumption from voltage regulation.
- p. Count of participating customer complaints in each of PSE's TVR pilots.
- q. Load reduction during called events for customers enrolled in the Time of Use ("TOU") + Peak Time Rebate ("PTR") pilot.
- r. Count of customer impressions with AMI program marketing efforts.
- s. High usage alert open rate.
- t. Download count of energy data, in both CSV and green button format.
- u. Count of customers enrolled in smart thermostat programs for space heating.

62. Environmental Improvements. The Settling Parties agree PSE will report on the following metrics relating to PSE's environmental improvements:

- a. Total greenhouse gas ("GHG") emissions from energy delivery systems, reported separately for gas and electric service. The Settling Parties also agree to use this metric in place of "CO2 Emissions from Company-Owned Electric Operations" on PSE's proposed scorecard.
- b. Carbon intensity: CO2e/MWh and CO2e/MW.
- c. Annual SO2 emissions from utility-owned electric generation resources, by census tract.

- d. Annual NOx emissions from utility-owned electric generation resources, by census tract.
- e. Annual PM2.5 emissions from utility-owned electric generation resources, by census tract.

63. Customer Affordability. The Settling Parties agree PSE will report on the following metrics relating to customer affordability:

- a. Average annual bill for residential customers, separately for electric and gas, by census tract.
- b. Average annual bill as a percentage of the average income of all energy burdened customers, separately for electric and gas.
- c. Total revenue recovered from customers outside of rates approved within its MYRP. For this rate case, this would exclude base rates and Schedules 141-C, 141-N and 141-R.
- d. Number and percentage of (1) disconnect notices, (2) residential disconnections for nonpayment, and (3) reconnection, each broken out by month and zip code, separately for electric and gas.
- e. Total residential arrearages and average age of arrears by month and zip code, separately for electric and gas.
- f. Average annual residential bill as a percentage of average residential income, by census tract, separately for electric and gas.
- g. Average annual net plant in service per customer, separately for electric and gas.
- h. Average annual O&M per customer, separately for electric and gas.
- i. Average excess energy burden per household, separately for gas and electric.

64. Advancing Equity in Utility Operations. The Settling Parties agree PSE will report on the following metrics relating to equity in utility operations.

- a. To the extent readily available, the number of customers in highly impacted communities and vulnerable populations taking service through PSE's EV tariffs.
- b. Percentage of utility transportation electrification spending that is intended to benefit highly impacted communities and vulnerable populations through PSE's programs.
- c. Percentage of utility-owned and supported EVSE by use case located within or intended to provide direct benefits and services to highly impacted communities and vulnerable populations.
- d. Estimated percentage of PSE suppliers that are minority-owned, women owned, or veteran-owned.
- e. AML electric bill read success rate for highly impacted communities and vulnerable populations.
- f. AML gas bill read success rate for highly impacted communities and vulnerable populations.

- g. Remote switch success rate for highly impacted communities and vulnerable populations.
- h. Reduced energy consumption from voltage regulation for highly impacted communities and vulnerable populations.
- i. For each DER program: number and percentage of residential customers, known low-income customers, known customers in highly impacted communities and vulnerable populations taking part in each of PSE's DER programs; and average energy savings per home for each of these customer groups. The term "DER programs" is defined to include energy efficiency.
- j. Count of customers in highly impacted communities and vulnerable populations taking part in each of PSE's DER programs.
- k. The amount of PSE DER program capacity sited in areas of highly impacted communities and vulnerable populations.
- l. Total residential arrearages and average age of arrears by month for known low-income households, highly impacted communities, and vulnerable populations.
- m. Number and percentage of residential (1) disconnect notices, (2) electric disconnections for nonpayment, and (3) reconnection by month and zip code for known low-income households, highly impacted communities, and vulnerable populations.
- n. Percentage of households with a high-energy burden (>6%), separately identifying known low income and highly impacted communities and vulnerable populations, separately for gas and electric by census tract.