



Clean Energy Implementation Plan Customer Benefit Indicators

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What is a “Customer Benefit Indicator”?

Customer Benefit Indicator (CBI) – is an attribute, either quantitative or qualitative of a resource or related distribution investment associated with customer benefits

Equity

- Equitable distribution of energy and nonenergy benefits and reductions of burdens to vulnerable populations and highly impacted communities

Public Health / Environment

- Long term and short term public health and environmental benefits and reductions of costs and risks;
- Such as less air pollution which results in lower asthma rates

Energy Security and Resiliency

- Energy Security – strategic objective to maintain energy services and protecting against disruption
- Energy Resiliency – ability to adapt to challenging conditions from disruptions

Cost and Risk Reduction

- Lowers customer costs
- Reduces risk

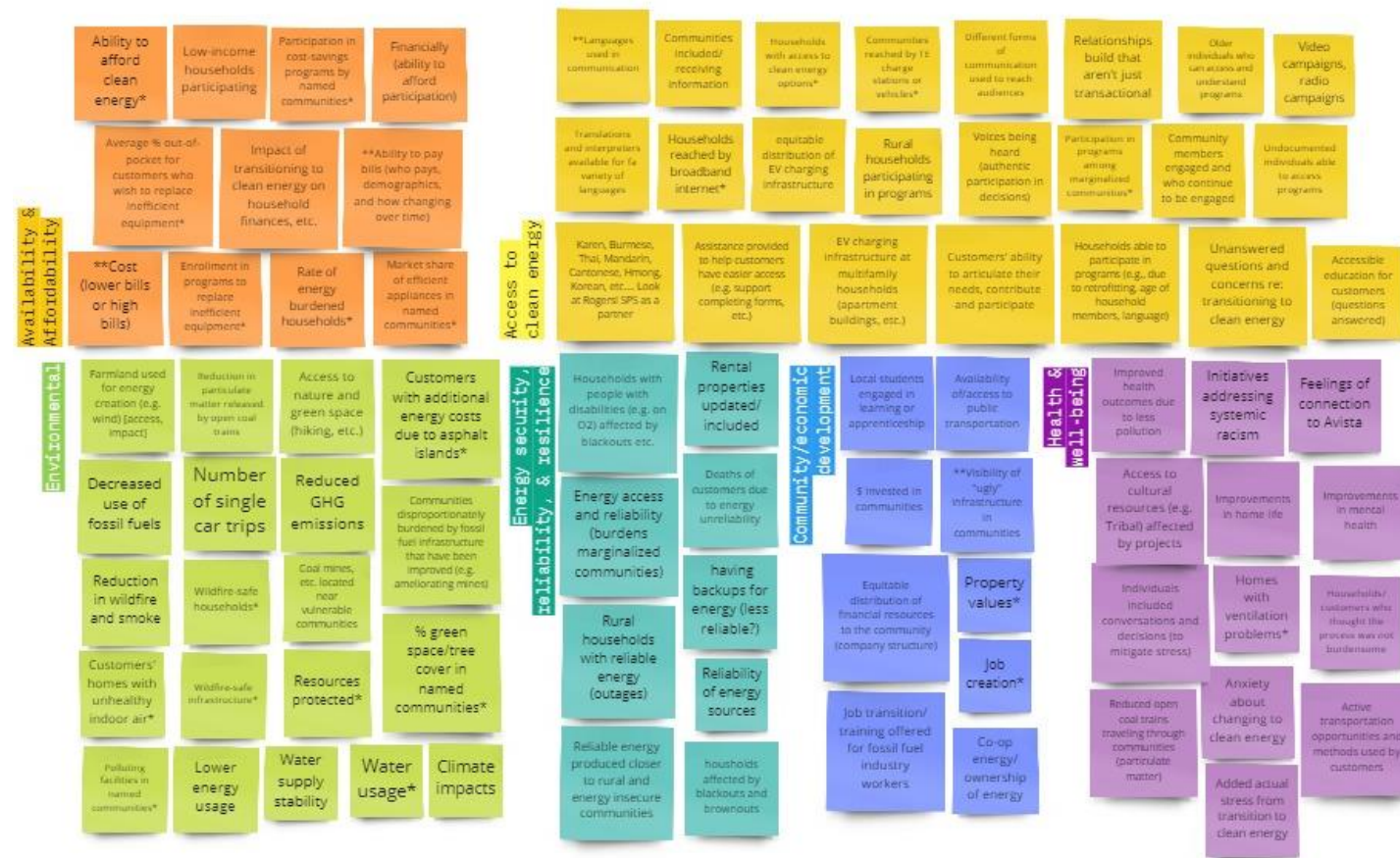
How can we ensure our customers benefit from the clean energy implementation actions we are taking?

Which resources or investment could provide benefits to our customers?

How can we measure how we are doing?

Developing Customer Benefit Indicators – From 86 touchpoints to 12 Final

- How could the transition to clean energy benefit (or unintentionally harm) customers?
 - Affordability
 - Environmental
 - Access to clean energy
 - Energy security, resiliency
 - Community/economic development
 - Health and well-being
- What may be some barriers or burdens?
 - Language
 - Cultural
 - Awareness
 - Transportation Access



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Customer Benefit Indicators

CBIs are measurement tools for evaluating progress towards ensuring customers are benefitting from the transition to clean energy.

Affordability:

Participation in Company Programs
Number of Households with high energy burden (>6%)

Community Development:

Mix of clean electricity sources in Named Community
Named Community Investments

Accessibility

Outreach and Communication

Energy Resiliency:

Outage Duration
Proximity of Energy Generation

Environmental and Public Health

Greenhouse Gas Emissions
Outdoor Air Quality
Indoor Air Quality

Public Health:

Employee and supplier diversity

Areas considered:

- ✓ Affordability
- ✓ Access to Clean Energy
- ✓ Environment and Public Health
- ✓ Energy Security and Resiliency
- ✓ Community and Economic Development

Final Indicators and Evaluation Metrics

| Equity Area | Customer Benefit Indicator | Evaluation Metrics |
|------------------------|---|---|
| Affordability | <ul style="list-style-type: none"> Rate of Participation in Programs | <ul style="list-style-type: none"> Number of Participants in Company Programs |
| | <ul style="list-style-type: none"> Number of Households not energy burdened | <ul style="list-style-type: none"> Number of participant households with energy burden greater than 6% |
| Access to Clean Energy | <ul style="list-style-type: none"> Availability of methods/modes of outreach and communication methods | <ul style="list-style-type: none"> Identification and development of new communication techniques, etc. (Outreach programs) |
| Community Development | <ul style="list-style-type: none"> Equitable implementation of community-based programs to increase access | <ul style="list-style-type: none"> Percent of non-emitting/clean energy (including EE) MWh in focus communities |
| | <ul style="list-style-type: none"> Equitable investments in “focus” communities (economic development opportunities) | <ul style="list-style-type: none"> Percent of grants awarded to named communities vs. all customers |
| Energy Resiliency | <ul style="list-style-type: none"> Duration and Frequency of outages | <ul style="list-style-type: none"> System outage data named communities vs. all CEMI/CAIDI |
| Energy Security | <ul style="list-style-type: none"> Proximity of Reliable Infrastructure | <ul style="list-style-type: none"> % of generation located in Washington State or directly connected to Avista transmission |
| Environmental | <ul style="list-style-type: none"> Reduced Polluting Emissions – Outdoor Air Quality | <ul style="list-style-type: none"> Number of Regional weighted average number of air quality days “exceeding unhealthy for some individuals” |
| | <ul style="list-style-type: none"> Reduced Polluting Emissions – Regional GHG Emissions | <ul style="list-style-type: none"> Regional GHG Emissions – evaluation TBD |
| Public Health | <ul style="list-style-type: none"> Indoor air quality | <ul style="list-style-type: none"> TBD |
| | <ul style="list-style-type: none"> Initiatives addressing systemic racism – Employee Diversity | <ul style="list-style-type: none"> Employee diversity and gender informed by Community demographics |
| | <ul style="list-style-type: none"> Initiatives addressing systemic racism – Supplier Diversity | <ul style="list-style-type: none"> Percentage of total supply spent utilizing diverse vendors |