



# **Avista Utilities**

## **Performance Based Ratemaking Metrics**

### **Equitable Service**

**Metric 1: Percentage of customers, by class, that participate in energy efficiency programs**

Details: this metric is reported on a quarterly basis.

<b>2023 % of Customers that Participated in EE Programs</b>				
<b>Customer Class</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Residential	1.06%	0.92%	0.82%	0.87%
Commercial	1.08%	0.88%	1.44%	1.08%
Industrial	3.13%	0.94%	2.11%	2.65%

<b>2024 % of Customers that Participated in EE Programs</b>				
<b>Customer Class</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Residential	0.47%			
Commercial	1.11%			
Industrial	3.16%			

**Metric 2: Percentage of known low-income customers that participate in demand response, distributed energy resources, or renewable energy utility program**

Details: this metric is reported on a quarterly basis.

<b>% of Known Low-Income Customers that Participated in DR, DER or Renewable Energy Programs*</b>				
<b>Year</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
2023	0.5%	0.5%	0.12%	0.12%
2024	1.14%			

\*Avista did not offer any demand response programs in Q1 2024. The data represents DER and renewable energy programs participation. Energy Efficiency program participation is included in Metric 1 and Metric 16.

**Metric 3: Percentage of small commercial customers that participate in demand response, distributed energy resources, or renewable energy utility programs**

Details: this metric is reported on a quarterly basis.

<b>% of Small Commercial Customers that Participated in DR, DER or Renewable Energy Programs</b>				
<b>Year</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
2023	2.7%	2.7%	2.7%	2.7%
2024	0.65%			

Avista did not offer any demand response programs in Q1 2024. The data represents DER and renewable energy programs participation. Energy Efficiency program participation is included in Metric 1 above.

Please note, while obtaining the data for Q1 2024, it was determined there were duplicate customers previously reported. The Company is working to resolve this issue and will file corrected data for 2023 in the Q2 2024 filing.

**Metric 4: Percentage of utility energy efficiency program spending that benefits highly impacted communities and vulnerable populations**

Details: this metric is reported on a quarterly basis.

<b>2023 % of EE Spending that Benefits Named Communities</b>				
<b>Customer Class</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
2023	5.76%	15.41%	10.88%	7.10%
2024	13.5%			

**Metric 5: Percentage of utility spending on demand response, distributed energy resources, and renewable that benefits highly impacted communities and on vulnerable populations**

Details: this metric is reported on an annual basis.

<b>% of Spending on DR, DERs, and Renewables that Benefits Named Communities</b>		
<b>Year</b>	<b>Electric</b>	<b>Natural Gas</b>
2022	22%*	0%
2023	22%*	0%

\*Calculation of this metric is based on spending on renewable generation and DERs located in Named Communities. Calculation does not include spending on electric transportation or energy efficiency as those areas have separate metrics.

**Metric 6: Percentage of known low-income customers that participate in utility electric vehicle programs, by program**

Details: this metric is reported on a quarterly basis.

<b>2023 % of Known Low-Income Customers that Participate in Residential EV Programs</b>				
<b>Program</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Residential EVSE	1.1%	1.0%	0.9%	1.8%

<b>2024 % of Known Low-Income Customers that Participate in Residential EV Programs</b>				
<b>Program</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Residential EVSE	2.5%			

**Metric 7: Percentage of utility electric vehicle program spending that benefits highly impacted communities and vulnerable populations**

Details: this metric is reported on an annual basis.

<b>Year</b>	<b>% of EV Program Spending that Benefits Named Communities</b>
2022	20%
2023	17%

**Metric 8: Percentage of utility-owned and supported EVSE by use case located within and/or providing direct benefits and servicing named communities**

Details: this metric is reported on a quarterly basis.

<b>2023 % of EVSE Located Within or Providing Direct Benefits to Named Communities</b>				
<b>Use Case</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Residential	10.5%	9.8%	9.7%	9.5%
Commercial ACL2 (non-fleet)	47.3%	45.8%	42.4%	56.4%
Community Based Organizations	100%	100%	100%	100%
DCFC	54.5%	54.5%	40.7%	43.3%

<b>2024 % of EVSE Located Within or Providing Direct Benefits to Named Communities</b>				
<b>Use Case</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Residential	9.8%			
Commercial ACL2 (non-fleet)	58.7%			
Community Based Organizations	100%			
DCFC	47.1%			

**Metric 9: Percentage of non-pipe alternative utility spending that occurs in highly impacted communities and on vulnerable populations**

Details: this metric is reported on an annual basis.

Year	% of Non-Pipe Alternative Spending that Occurs in Named Communities
2022	0%
2023	0%

**Metric 10: Percentage of Avista suppliers that are minority-owned, women-owned, or veteran owned**

Details: this metric is reported on a quarterly basis and provided as a year-to-date value at the end of each quarter.

% of Avista Suppliers that are Minority, Women, or Veteran Owned*				
Year	Q1	Q2	Q3	Q4
2023	7.51%	9.16%	9.16%	9.19%
2024	8.67%			

\*Supplier diversity is measured as a percent of spend with disadvantaged, veteran owned, minority owned, and women owned businesses.

**Metric 11: Percentage of Avista employees and senior management (separately identifying: a) c-suite employees and b) directors and employees more senior than directors) who identify as: i) female or non-binary; or ii) as a person of color**

Details: this metric is reported on a quarterly basis.

2023 % of Avista Employees & Sr. Management who identify as female or non-binary				
Employee Group	Q1	Q2	Q3	Q4
Executives	15%	14%	16.7%	17%
Directors	35%	35%	35.5%	32%
All Employees	29%	30%	30%	30%

2023 % of Avista Employees & Sr. Management who identify as a Person of Color				
Employee Group	Q1	Q2	Q3	Q4

Executives	8%	14%	16.7%	17%
Directors	16%	16%	16.1%	16%
All Employees	9%	9%	9.1%	9%

<b>2024 % of Avista Employees &amp; Sr. Management who identify as female or non-binary</b>				
<b>Employee Group</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Executives	16.7%			
Directors	32.2%			
All Employees	30.2%			

<b>2024 % of Avista Employees &amp; Sr. Management who identify as a Person of Color</b>				
<b>Employee Group</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Executives	16.7%			
Directors	16.1%			
All Employees	9.1%			

**Metric 12: Number of annual passenger miles provided by Community Based Organizations for individuals utilizing electric transportation**

Details: this metric is reported on an annual basis.

<b>Year</b>	<b># of Annual Passenger Miles Provided by CBOs for Individuals Utilizing Electric Transportation</b>
2022	22,953
2023	36,069

**Metric 13: Number of Public Charging Stations located in Named Communities**

Details: this metric is reported on a quarterly basis.

<b># of Public Charging Stations Located in Named Communities</b>				
<b>Year</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
2023	134*	160*	169*	177*
2024	201			

\*Site inspections were performed for all commercial L2 stations during the fourth quarter 2023. The number of public/non-public charging stations was updated based on current site visits.

**Metric 14: Incremental spending each year in Named Communities**

Details: this metric is reported on an annual basis and is intended to measure spending of Avista’s Named Communities Investment Fund.

<b>Incremental Spending in Named Communities</b>		
<b>Year</b>	<b>Committed Spend</b>	<b>Actual Spend</b>
2022	N/A	\$486,657.70
2023	\$3,335,721.06*	\$1,382,128.54

\*Funds committed in 2023 will be paid out as projects are completed.

**Metric 15: Number of customers and/or Community based organizations served**

Details: this metric is reported on an annual basis and is intended to measure activities of Avista’s Named Communities Investment Fund.

<b>Year</b>	<b>Number of Customers and/or CBOs Served</b>
2022	84
2023	149

**Metric 16: Number of residential appliance and equipment rebates provided to customers residing in Named Communities and the number of residential rebates provided to customers residing in rental units**

Details: this metric is reported on a quarterly basis.

<b>2023 # of Appliance &amp; Equipment Rebates</b>				
<b>Customer Group</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Named Communities	2,964	479	437	255
Renters	633	302	380	303

<b>2024 # of Appliance &amp; Equipment Rebates</b>				
<b>Customer Group</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Named Communities	298			
Renters	687			

**Metric 17: Percentage of company engagements available with translation services**

Details: this metric is reported on a quarterly basis.

<b>2023 % of Avista Engagements Available with Translation Services*</b>				
<b>Activity</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>

Ad Campaigns	100%	0%	33%	33%
Collateral	0%	0%	15%	50%

<b>2024 % of Avista Engagements Available with Translation Services*</b>				
<b>Activity</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Ad Campaigns	50%			
Collateral	25%			

\*This metric does not account for the translation services available through Avista’s Customer Service department for when customers contact the Company.