Avista Utilities

2025 Performance Based Ratemaking Metrics

Goal 1: Resilient, Reliable, and Customer-focused Distribution System

Metric 1: Equity in Reliability: length of power outages

Metric 1.a: Average length of power outages per year in minutes **without** Major Event Days for all customers and Named Communities.

Year	All Customers	Named Communities
2025	150	167

Metric 1.b: Median length of power outages per year in minutes **without** Major Event Days for all customers and Named Communities.

Year	All Customers	Named Communities
2025	90	118

Metric 1.c: Average length of power outages per year in minutes **with** Major Event Days for all customers and Named Communities.

Year	All Customers	Named Communities
2025	205	220

Metric 1.d: Median length of power outages per year in minutes **with** Major Event Days for all customers and Named Communities.

Year	All Customers	Named Communities
2025	116	139

Metric 2: Natural Gas emergency response time

Metric 2.a: Average length (in minutes) from customer call to arrival of field technician in response to natural gas system emergency for all customers and Named Communities.

Year	All Customers	Named Communities
2025	43	42

Metric 2.b: Median length (in minutes) from customer call to arrival of field technician in response to natural gas system emergency for all customers and Named Communities.

Year	All Customers	Named Communities
2025	34	34

Metric 3: Historically Worst Performing Circuits

The 10 worst performing circuits in any given year separately by both frequency and duration, reported both with and without MEDs and identifying circuits that serve Named Communities. In addition, of the 10 worst performing circuits (separately by frequency and duration), the number of years over the past five years that a circuit has appeared on the list.

See Electric Reliability Attachment A.

Metric 4: Customers Experiencing Multiple Interruptions (CEMI) for Named and Non-Named Communities

Average number of outages for customers experiencing multiple interruptions (grouped by those experiencing 1-4 interruptions, 5-8 interruptions, and more than 9 interruptions) calculated as the total number of customers with sustained interruptions of greater than five minutes divided by the total number of customers served. Provide this calculation without MEDs for the service territory as a whole and separately for Named Communities.

Metric	Customer Group	MED	2025
CEMI 1-4	Named Communities	Yes	0.31
		No	0.30
	All Washington Customers	Yes	0.39
		No	0.35
CEMI 5-8	Named Communities	Yes	0.03
		No	0.01
	All Washington Customers	Yes	0.02
		No	0.01
CEMI >9	Named Communities	Yes	0.02
		No	0.02
	All Washington Customers	Yes	0.02
		No	0.01

Metric 5: Customers Experiencing Long Duration Outages (CELID) without Major Event Days for Named and Non-named Communities

Number of customers experiencing more than eight hours of consecutive interruption per year, providing separate calculations without MEDs for the service territory as a whole and separately for Named Communities.

Year	CELID All Customers	CELID Named Communities
2025	8,778	5,389

Goal 2: Customer Affordability

Metric 6: Arrearages per Month

Number of customers in arrears by period and total amount of arrearages by month, by class, measured by census tract to include 30+, 60+, and 90+ days in arrears for total company, and electric and natural gas separately for dual fuel utilities.

See Affordability Attachment A.

Metric 7: Percentage of customers in arrears with Arrearage Management Plans (AMP)

By census tract and quarterly, the number of residential customers in arrears with arrearage management plans divided by total customers in arrears.

See Affordability Attachment B.

Metric 8: Average Energy Burden

Annual residential bill divided by area median income by census tract for all customers, comparing outcomes in Named and Non-named Communities. For dual fuel utilities, electric and natural gas service should be stated separately calculated both before and after energy assistance. Also provide the number and percentage of customers experiencing high energy burden by census tract.

See Affordability Attachment C.

Metric 9: Net Benefits of Distributed Energy Resources (DERs)

Net present value of benefits and cost-effectiveness ratio of DERs as measured through a Commission approved cost-benefit analysis.

Year	Net Benefits of DERs
2025	$18,913,434

Metrics 10: Distribution Energy Resource Availability and Utilization

Annual energy (MWh) produced, consumed, or discharged from dispatchable distributed energy resources (DERs) by program; Annual capacity (MW) from DERs by program; and aggregated annual capacity of DERs providing additional grid services through utility programs.

2025 Program	Capacity	Utilization
Residential	0	0
Commercial Turnkey	0	0
Commercial Make-Ready	0	0
Commercial Community	0	0

DCFC	0	0
Demand Response	30	0
Total	**30**	**0**

Metric 11: Utility Assistance Program Effectiveness

Metric 11.1: On an annual basis, utility customer-funded assistance funds dispersed divided by total available customer-funded assistance received.

Year	% Cust Funded Assistance dispersed vs received
2025	108%

Metric 11.2: On an annual basis, utility customer-funded assistance funds dispersed as the percentage of estimated low-income needs met with dispersed funds.

Year	% Cust Funded Assistance Est. Low-Income Needs Met*
2025	37%

*Per Metric 8, 53,738 customers have a high energy burden. Approximately $12.8M in energy assistance provided went to houses with a high energy burden.

Metric 12: Customers who participate in one or more bill assistance programs

Metric 12.a: The number of estimated low-income customers who participate in one or more customer-funded energy assistance programs (aggregated).

Year	# Customers Participating
2025	70,676

Metric 12.b: The number of estimated low-income customers who participate in one or more customer-funded energy assistance programs (by census tract).

See Affordability Attachment E.

Metric 12.c: The Percentage of estimated low-income customers who participate in one or more customer-funded energy assistance programs (aggregated).

Year	% Customers Participating
2025	50.56%

Metric 12.d: The Percentage of estimated low-income customers who participate in one or more customer-funded energy assistance programs (by census tract).

See Affordability Attachment E.

Metric 12.e: Number of estimated low-income population enrolled in a utility bill discount program (aggregated).

Year	# Participating in Bill Discount
2025	70,388

Metric 12.f: Number of estimated low-income population enrolled in a utility bill discount program (by census tract).

See Affordability Attachment E.

Metric 12.g: Percentage of estimated low-income population enrolled in a utility bill discount program (aggregated).

Year	% Participating in Bill Discount
2025	50.36%

Metric 12.h: Percent of estimated low-income population enrolled in a utility bill discount program (by census tract)

See Affordability Attachment E.

Metric 12.i: Total amount of discount applied annually.

Year	Total $ Discount Applied
2025	$34,113,227

Metric 13: Annual utility revenues and rate impacts

Annual revenue from base rates approved in most recent MYRP by customer class;(3) total incremental or decremental revenue from all approved rate adjustments, excluding those authorized by the MYRP, occurring during the reporting year separated by schedule and customer class providing the calendar month and percentage of the change for each schedule; and annual net billed revenue by schedule.

See Affordability Attachment D.

Goal 3: Advancing Equity in Utility Operations

Metric 14: Workforce Diversity

Metric 14.a: Percentage of employees and senior management (separately identifying: (a) C-suite employees, (b) directors and employees more senior than directors, and (c) the remaining workforce) who identify as: (i) a person of color;

% of Avista Employees & Sr. Management who identify as female or non-binary			
Year	**Executive**	**Directors**	**Remaining**
2025	18.2%	45.7%	29.6%

Metric 14.b: Percentage of employees and senior management (separately identifying: (a) C-suite employees, (b) directors and employees more senior than directors, and (c) the remaining workforce) who identify as: ((ii) a woman or non-binary;

% of Avista Employees & Sr. Management who identify as a Person of Color			
Year	**Executive**	**Directors**	**Remaining**
2025	27.3%	8.6%	9.3%

Metric 14.c: Percentage of total employees that opt out from providing information either through HR data or surveys.

% of Total Employees Opting Out	
Year	**Opt Out %**
2025	1.2%

Metric 15: Supplier Diversity

Percentage of suppliers that self-identify as owned by people of color, women, veteran, and other marginalized groups, and total dollar amount and percentage of total company spend to those suppliers.

Year	% of Suppliers	$ Spend	% Spend
2025	11.02%	$56,699,572	8.66%

Metric 16: Equity in Distributed Energy Resource Programs

Number of customers in Named Communities (NC) or low-income (LI) customers enrolled in each utility DER program (providing a separate calculation for energy efficiency, electric transportation, net metering, and demand response) divided by total customers enrolled in each program.

2025 Equity in Distributed Energy Resource Programs			
Energy Efficiency			
Program	**NC-LI Participants**	**Total Participants**	**% NC-LI**
Commercial/Industrial Midstream	362	611	59.25%
Direct Install Lighting	883	1,455	60.69%

Home Energy Audit	605	1,973	30.66%
Home Insulation Program	150	330	45.45%
Low-Income Weatherization	1,419	1,473	96.33%
On-Bill Repayment	31	58	53.45%
Prescriptive Lighting	185	570	32.46%
Residential Appliances	749	2,705	27.69%
Residential ENERGY STAR Manufactured Homes	13	54	24.07%
Residential Midstream	4,257	27,842	15.29%
Residential Shell	1,563	4,293	36.41%
Residential Smart Thermostats	319	1,333	23.93%
Residential Windows and Doors	2,167	6,421	33.75%
Electric Transportation			
Electric Transportation	170	703	24.18%
Net Metering			
Net Metering	2,644	5,246	50.4%
Demand Response			
Demand Response	0	0	0%

Metric 17: Equity in Distributed Energy Resource Program Spending

Percentage of utility spending on demand response and distributed energy resources (energy efficiency, electric transportation, and renewables) that benefit Named Communities.

Electric	Benefit to Customers Outside Named Communities	Benefitting Named Communities	% Benefitting Named Communities
Energy Efficiency Programs			
Incentives	$4,529,355	$11,582,986	72%
Savings (MWh)	15,345,788	24,843,667	62%
Non-Energy Impacts	$2,323,371	$6,313,910	73%
Transportation Electrification Programs			
Incentives	$7,927,847.00	$3,833,133.00	48%
Demand Response			
Incentives	$0.00	$0.00	0%

Natural Gas	Benefit to Customers Outside Named Communities	Benefitting Named Communities	% Benefitting Named Communities

Energy Efficiency Programs			
Savings (Therms)	288,638	336,517	54%
Non-Energy Impacts	$2,823,325	$3,449,230	55%

Multiyear Rate Plan (MYRP) Metrics

Metric 18: Operational Efficiency

O&M total expense divided by operating revenue.

See MYRP Attachment A.

Metric 19: Operational Efficiency

Operating revenue divided by Average of Monthly Averages (AMA) total rate base and Operating revenue divided by End of Period total rate base.

See MYRP Attachment A.

Metric 20: Operational Efficiency

Current Assets divided by Current Liabilities.

See MYRP Attachment A.

Metric 21: Earnings Metric

Net Income divided by Operating Revenue.

See MYRP Attachment A.

Metric 22: Earnings Metric

Retained Earnings divided by Total Equity

See MYRP Attachment A.

Metric 23: Affordability Metric

Average annual bill impacts for electric and natural gas, separately.

Year	Avg Annual Electric Bill Impact	Avg Annual Natural Gas Bill Impact
2025	$ 1,401.50	$ 1,122.40

Metric 24: Energy Burden Metric

Average Annual Bill divided by Median Income by Census Tract.

See Affordability Attachment C, Gas and Electric Energy Burden Metric tabs.

Additional Metrics

Electric Grid Benefits

Metric 25: Percentage of load shifted to off-peak periods attributable to TE tariff offerings by use case

Year	Schedule 13	Schedule 23
2025	73.35%	78.23%

Metric 26: Percentage of EV load subject to managed charging

% of residential EV program participants compared to the estimated EVs in our service territory.

Year	% of EV load
2025	11.4%

Metric 27: Peak load reduction capability attributable to demand response programs

Year	Peak Load Reduction Capability
2025	30

Metric 28: Actual peak load reductions realized through dispatched DR in top 100 hours

Year	Peak Load Reduction top 100 hours
2025	0

Metric 29: Annual capital expenditures avoided through non-wires alternative programs

Year	Expenditures Avoided through non-wires alternatives
2025	$0

Metric 30: Actual peak load reductions realized

Year	Peak Load Reduction Realized
2025	0

Equitable Service

Metric 31: Percentage of non-pipe alternative utility spending that occurs in highly impacted communities and on vulnerable populations Named Communities

Year	% Non-pipe Alternative Spend in NC
2025	0%

Metric 32: Percentage of known low-income customers that benefit from utility electric transportation programs, by program

Year	% Residential EVSE Spend
2025	6.83%

Metric 33: Percentage of utility-owned and supported EVSE by use case located within and/or providing direct benefits and services named communities

Year	Residential	Commercial ACL2 (nonfleet)	Community Based Organizations	DCFC
2025	9.10%	52.49%	100%	38.33%

Wildfire

Metric 34: Wildfire avoidance - number of utility-caused wildfires, ignition events, and risk events

Year	# of Utility Caused	# of Ignition Events	# of Risk Events
2025	0	107	1

Gas Benefits

Metric 35: Annual capital expenditures avoided through non-pipe alternative programs

Year	Expenditures Avoided through non-pipe alternatives
2025	0