



2026-2029 Clean Energy Implementation Plan

Customer Benefit Indicator Metrics

April 22, 2025

CEIP Advisory Group

Agenda & Meeting Etiquette

Agenda

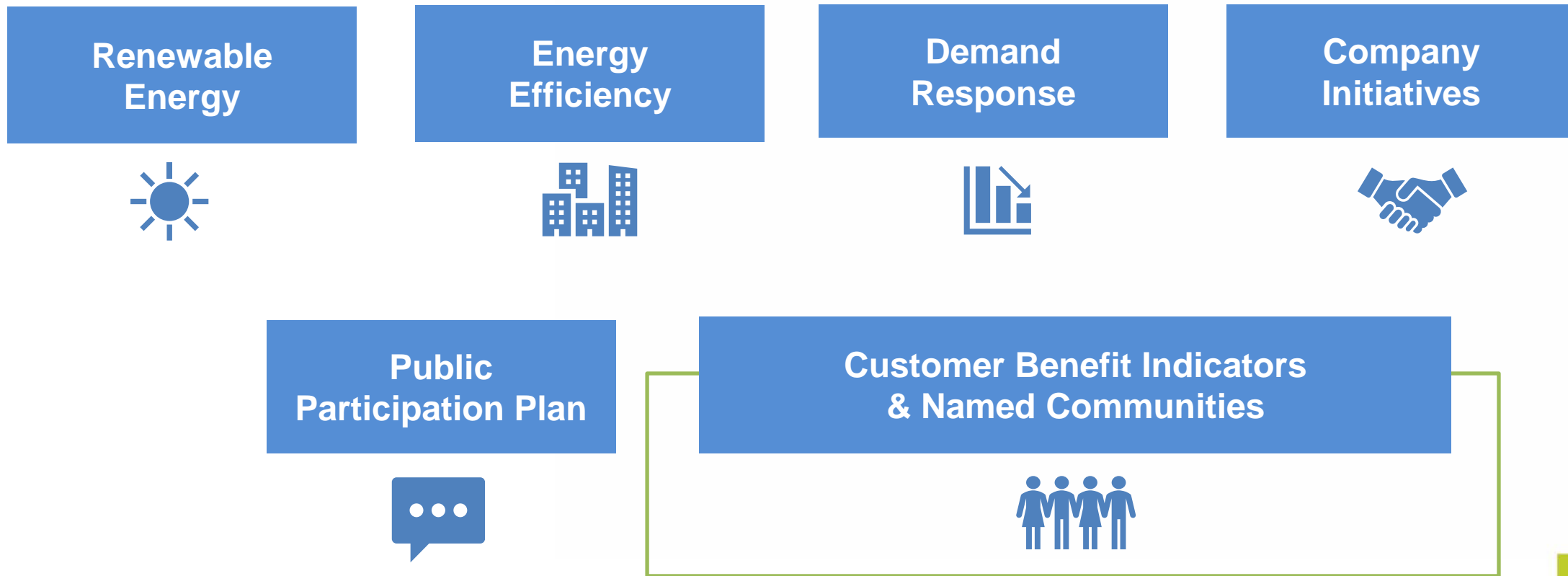
- March comments
- Customer Benefit Indicators
- Directionality & aspirational metrics
- Future meeting topics & timeline

Meeting Etiquette

- Meetings will be recorded & posted
- Mute speakers & cameras optional
- Questions in the chat or use the “raise hand” feature
- Respect diverse opinions

2026 – 2029 Clean Energy Implementation Plan

Proposed Targets | Specific Actions



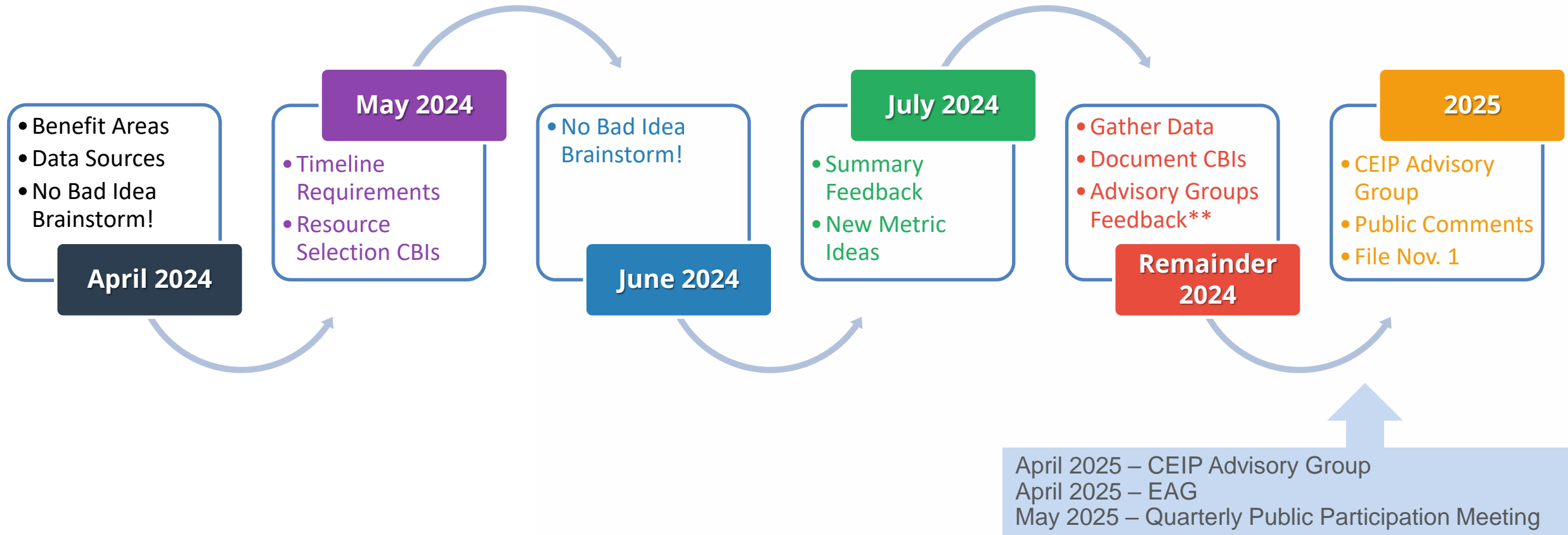
Public Comments on March CEIP Topics

Area	Comment	Avista's Response
Energy Efficiency & Energy Burden	<ul style="list-style-type: none"> ▪ This (energy burden) made me think about the <i>intersection between energy efficiency and energy burden for Named Communities.</i> ▪ Is there discussion or intent to target those with high energy burden within the LIRAP umbrella? <ul style="list-style-type: none"> ▪ Low-income weatherization? ▪ Targeted outreach strategy? 	<ul style="list-style-type: none"> ▪ Existing Process <ul style="list-style-type: none"> ▪ Customer Action Agencies (CAA) get a weekly report of high usage customers which is 125% of normal or 939 kWh/month ▪ Refer those customers to weatherization programs ▪ New Programs <ul style="list-style-type: none"> ▪ Q4 2025 – Direct install insulation for NC with targeted social media promotion
Named Community Population	<ul style="list-style-type: none"> ▪ Because the number of people in <i>highly impacted communities is so high, and over half of your electric customers</i>, are you considering doing something like PSE has done in <i>identifying their deepest need customers?</i> 	<ul style="list-style-type: none"> ▪ Avista will evaluate a deepest need designation internally and if applicable, work with advisory groups to determine characteristics.

Public Comments on March CEIP Topics

Area	Comment	Avista's Response
Public Participation	<ul style="list-style-type: none">Looking at the <i>demographics of who filled out the [CEIP] survey</i> and thinking about Named Communities increasing to 58%, it seems like you are only getting responses from one segment of the community.You should look at a <i>strategy to reach more Named Community populations</i>.	<ul style="list-style-type: none">Existing Process<ul style="list-style-type: none">Offer paper survey in Spanish, Russian, Ukrainian, Marshallese & Arabic at public events and CBO distribution & collectionFuture Process<ul style="list-style-type: none">Discuss additional distribution channels and community partnership opportunities with EAG for increased Named Community survey response

2026-2029 CEIP CBI Metric Discussions Timeline*

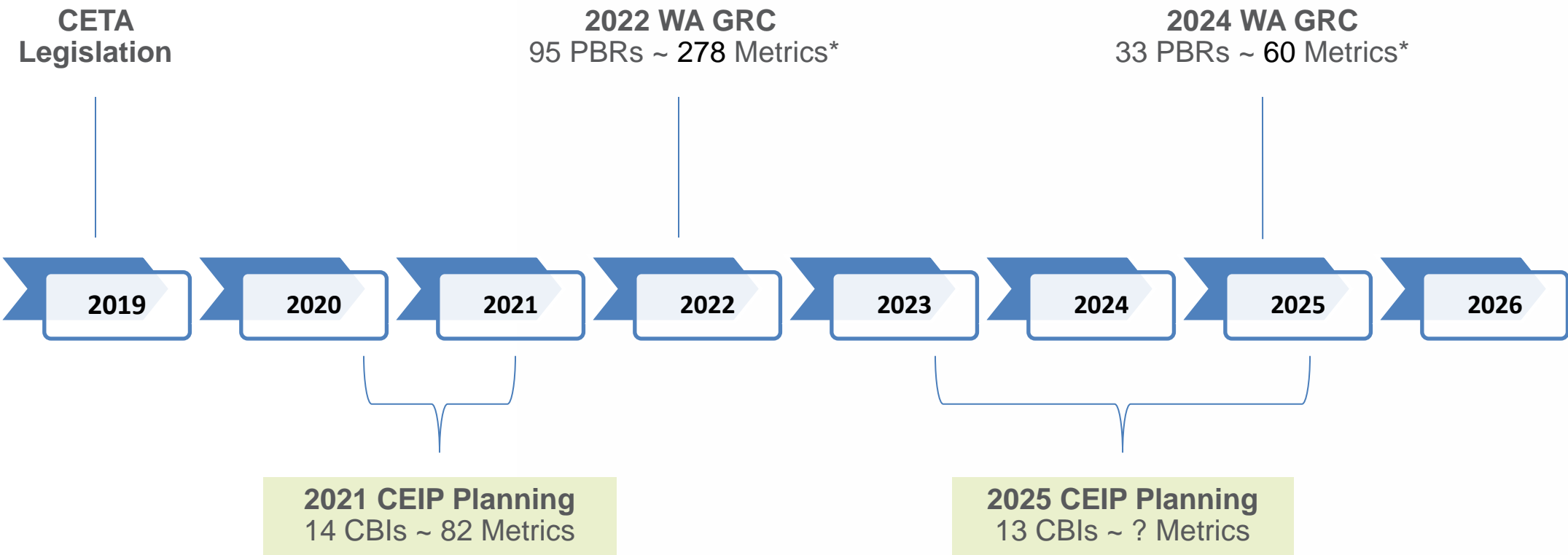


*December 2024 EAG meeting

**October 2024 EEAG & November 2024 EAAG meetings

Metric History . . .

CBI – Customer Benefit Indicator metrics
PBR – Performance Based Regulatory metric
GRC – General Rate Case



*Includes both natural gas and electric customers; 2024 PBR final metric count based on Commission calculation approval



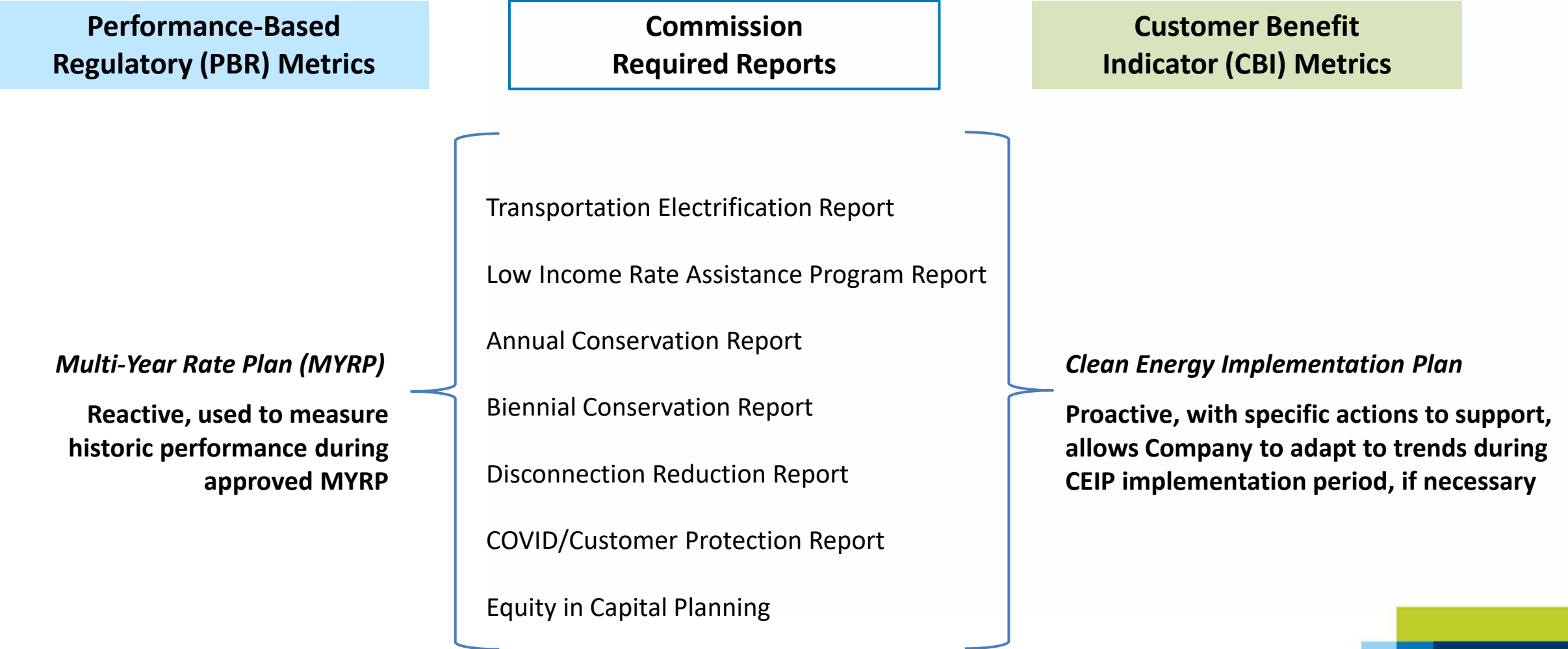
2024 WA GRC PBR Metrics Outcome

...the Commission has *reduced the number of PBR metrics on which Avista will be required to report to 33*. These metrics consist of 12 metrics that have been refined or proposed during this proceeding and the 21 metrics contained in the Commission's Policy Statement Addressing Initial Reported Performance Metrics, including the metrics established pursuant to RCW 80.28.425(7).

In many cases, *metrics were removed because the same information can be found in other reporting required by the Commission*, such as information reported as part of Customer Benefit Indicators or were already incorporated into other required PBR metrics.

Similarly, the Commission *declined to require a metric if the proposed measurement involved too many factors outside Avista's control* because the metric would provide limited insight into the effect of Avista's operational decisions.

PBRs, CBIs & Other Required Reporting



2021 Customer Benefit Indicators

6 Equity Areas | 14 CBIs | 84 Metrics



Affordability

Participation in
Company Programs

High Energy
Burden



Accessibility

Outreach &
Communication

Transportation
Electrification
NC Investments
NC Clean Energy



Energy Resilience

Energy Availability



Energy Security

Energy Generation
Location

Residential Arrears
& Disconnects



Environmental

Outdoor Air
Quality

Greenhouse Gas
Emissions



Public Health

Employee Diversity

Supplier Diversity

Indoor Air Quality

2025 CEIP CBI Metric Change Summary

2021 CEIP CBIs/Metrics

- 6 Equity Areas
- 14 CBIs
- 84 Metrics

2025 Proposed CBIs/Metrics

- 6 Equity Areas
- 13 CBIs*
- 54 Metrics
 - Retain 2021 Metric | No Change – 29
 - Retain 2021 Metric | Modification – 7
 - Remove 2021 Metric – 46
 - Add New 2025 Metric – 18

Focus

*Combine NC Clean Energy & NC Investments CBIs to “Named Community Investments”

Affordability Metrics

X Available in required reporting

X Not available in required reporting

CBI2021 Metrics | 8

2025 Proposed Metrics | 6

1. Participation in Company Programs

Participation in weatherization & energy assistance programs All & NC | 4

Condition 17:
NC residential rebates* and X
those in rental units | 2

Saturation of energy assistance programs All & NC | 2

Retain 2021 metrics | 4

Retain 2021 metrics | 2

*NC residential rebates reported in ACR/BCR



Affordability Metrics

X Available in required reporting

X Not available in required reporting

CBI

2021 Metrics | 16

2. ~~Households with High~~ Energy Burden (>6%)

Condition 18:
Number & percentage of
households by All, NC & KLI* | 6

X

Condition 38:
High energy burden by census
tract, highest/lowest median NC,
KLI, over 65, homes built before
1980, owner/renter status | 7

X

Average excess burden by
All, NC, KLI* | 3

X

*Reported in the Low-Income Rate Assistance Program

2025 Proposed Metrics | 6

PBR: Average energy burden after
energy assistance** by census tract
for All & NC | 2

PBR: Number & percentage of high
energy burden after energy
assistance** for All & NC | 4

**Direct financial assistance for utility bills



Accessibility Metrics

X Available in required reporting

X Not available in required reporting

CBI2021 Metrics | 4

3. Availability of
~~Methods/Modes of~~
Outreach &
Communication

Number of outreach contacts | 1

Number of marketing
impressions | 1

Condition 19: Number of
translation services | 1

Condition 19:
Number of unique languages
translated | 1

2025 Proposed Metrics | 4

Retain 2021 metric | 1

Retain 2021 metric | 1

Retain 2021 metric | 1

Retain 2021 metric | 1



Accessibility Metrics

X Available in required reporting
X Not available in required reporting

CBI2021 Metrics | 3

4. Transportation Electrification

Number of trips provided by CBOs | 1

Number of miles driven provided by CBOs | 1

Number of *public* charging stations in NCs | 1

2025 Proposed Metrics | 3

Retain 2021 metric | 1

Retain 2021 metric | 1

Modify 2021 metric:
Number of charging stations in NCs | 1



Accessibility Metrics

X Available in required reporting

X Not available in required reporting

CBI

2021 Metrics | 3

5. ~~Named Community~~
Clean Energy

Investments in Named
Communities

Condition 26:

Total MWh of distributed
energy resources 5 MW and
under in NC | 1

X

Condition 26:

Total MWh of energy storage 5
MW and under in NC | 1

X

Condition 26:

Number of distributed renewable
energy resources and energy
storage resources in NC | 1

X

2025 Proposed Metrics | 12

PBR: Number and percentage of NC
enrollments in Distributed Energy
Resource programs: Energy Efficiency,
Electric Transportation, Net Metering,
Demand Response | 8

PBR: Percentage of NC utility spend in
Distribution Energy Resource programs:
Energy Efficiency, Electric Transportation,
Net Metering, Demand Response | 4



Accessibility Metrics

X Available in required reporting
X Not available in required reporting

CBI

2021 Metrics | 5

6. Investments in Named Communities

Incremental spending each year in NC | 1

Number of customers and or CBOs served | 1

Quantification of energy/non-energy* benefits from investments (if applicable) | 3

X

*NCIF EE reported in Annual Conservation Report, NCIF Community reported in CEIP & CETA Cost Recovery Tariff

2025 Proposed Metrics | 2

Retain 2021 metric | 1

Retain 2021 metric | 1



Energy Resiliency Metrics

X Available in required reporting

X Not available in required reporting

CBI

2021 Metrics | 13

2025 Proposed Metrics | 6

7. Energy Availability

Average duration w/o major events for All and NC | 2

Planning reserve margin for winter/summer | 2

Condition 21:
Frequency of outages (CEMIO) w/o major events for All & NC | 2

Condition 38:
Frequency of outages (CEMIO) by census tract, NC highest/lowest median, KLI, over 65, homes built before 1980, owner/renter status | 7

Retain 2021 metrics | 2

Modify 2021 metric
Reserve margin for winter/summer | 2

Retain 2021 metrics | 2



Energy Security Metrics

X Available in required reporting

X Not available in required reporting

CBI

2021 Metrics | 17

2025 Proposed Metrics | 4

8. ~~Energy~~ Generation Location

Percent of generation located in WA or connected to Avista transmission | 1

9. ~~Arrearages & Disconnections for Nonpayment~~

Residential arrearages reported in Docket U-200281, U-210800 | 8 X

Condition 22:
~~Number and~~ percentage of disconnects for nonpayment by month census tract, All, ~~KL~~, NC | 8

Retain 2021 metric | 1

Modify 2021 metric
Percentage of disconnects for nonpayment by month by census tract for All & NC | 3



Environmental Metrics

X Available in required reporting

X Not available in required reporting

CBI

2021 Metrics | 8

2025 Proposed Metrics | 5

10. Outdoor Air Quality

Weighted average days exceeding healthy levels* | 1

X

Avista plant air emissions | 4

Decreased use of wood heat for home heating | 1

X

11. Greenhouse Gas Emissions

Regional GHG emissions* | 1

X

Avista GHG emissions | 1

*Reported by the WA Department of Ecology; discussed removal with EAG, EEAG and EAAG

Retain 2021 metric | 4

Modify 2021 metric adopt CCA calculation
Avista GHG emissions | 1



Public Health Metrics

X Available in required reporting

X Not available in required reporting

CBI	2021 Metrics 6
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12. Employee Diversity	Employee diversity representative of communities served by 2035 1
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13. Supplier Diversity	Supplier diversity at 11% by 2035 1
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14. Indoor Air Quality	<i>Condition 24:</i> Rank the causes of indoor air quality for All & NC 2 Percentage of weatherization indoor air quality measures All & NC 2
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2025 Proposed Metrics 6

Retain 2021 metrics | 1

Retain 2021 metrics | 1

Retain 2021 metrics | 2

Retain 2021 metrics | 2



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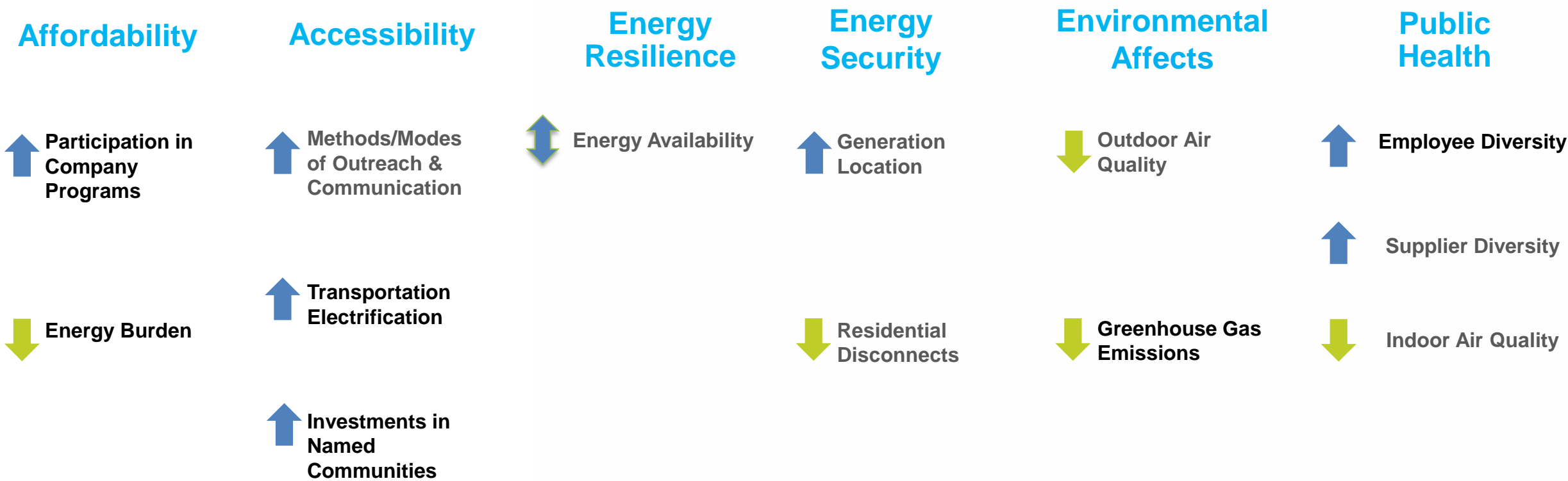
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*Combine NC Clean Energy & NC Investments CBIs to “Named Community Investments”

Desired CBI Directionality



2025 Customer Benefit Indicators

6 Equity Areas | 13 CBIs | 54 Metrics



Affordability



Accessibility



Energy Resilience



Energy Security



Environmental Affects



Public Health

↑ Participation in Company Programs

Energy Burden ↓

Modes & Methods of Outreach

Transportation Elec

NC Investments

↑

Energy Availability

↕

↑ Generation Location

Residential Disconnects ↓

↑ Outdoor Air Quality

Greenhouse Gas Emissions ↓

Employee Diversity

Supplier Diversity

Indoor Air Quality

↑





Company Initiatives

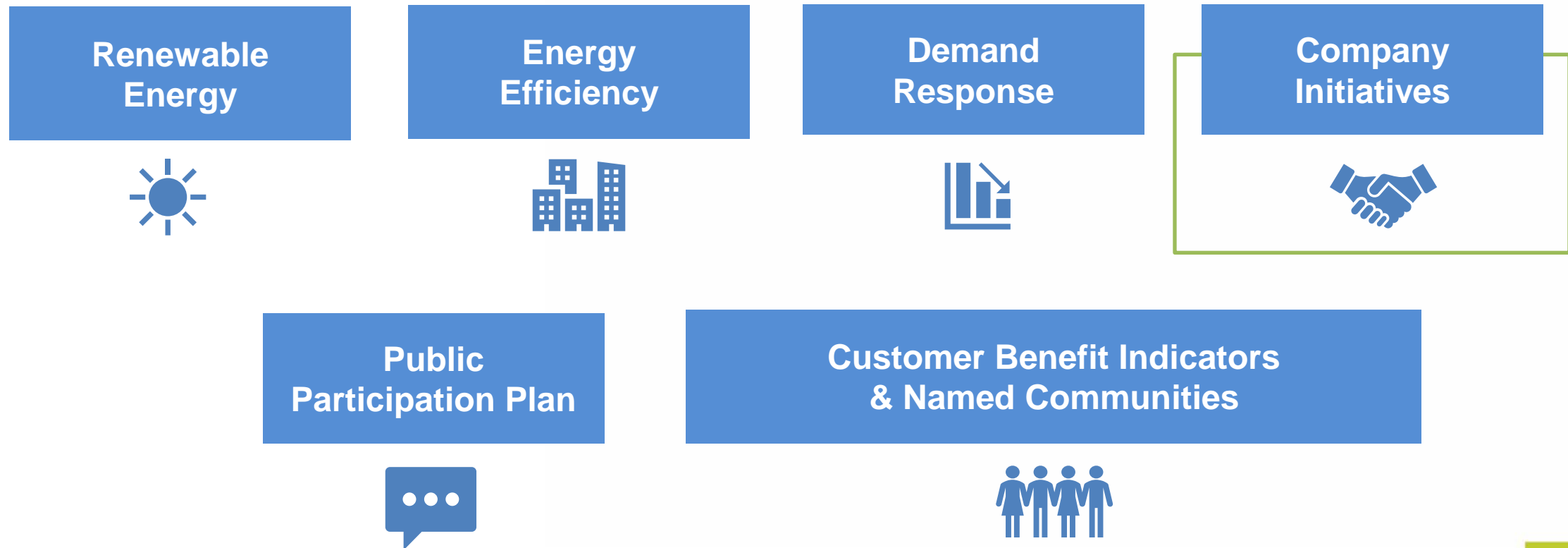
Aspirational CBI Metric Goals

Metric data provided in slides 28-33 is preliminary and subject to change

CEIP Advisory Group

2026 – 2029 Clean Energy Implementation Plan

Proposed Targets | Specific Actions



Aspirational Goal with Specific Actions

One metric per equity area with a 2029 aspirational goal*

Equity Area	CBI	Metric	2029 Aspirational Goal	Specific Actions
Affordability	Participation in Company Programs	Saturation of energy assistance programs (all customers)	Enroll 60% of eligible population	<ul style="list-style-type: none"> My Energy Discount Arrearage Forgiveness & Management Target Marketing & Outreach Pre-disconnect Outreach CAP Performance & Training
Accessibility	Transportation Electrification	Number of EV trips provided by CBOs	5,040 trips annually	<ul style="list-style-type: none"> Provide 3 EVs annually to CBOs
Energy Resiliency	Energy Availability	Frequency of outages (CEMIO) w/o major events for (all customers)	Improve customer outage impacts	<ul style="list-style-type: none"> Integrated planning across departments to deliver multiple projects at a single location at same time Study locations with emphasis on NC in 2025/2026 Implement cost effect improvements in 2027/2028 Evaluate impact of improvements in 2029
Energy Security	Disconnects for Non-Payment	Annual percentage of disconnects for nonpayment (all customers)	Decrease % of customers disconnects	<ul style="list-style-type: none"> Comm preferences Pre-disconnect outreach My Energy Discount Energy efficiency solutions Arrearage management & forgiveness
Environmental	Greenhouse Gas Emissions	Avista GHG emissions	Decrease GHG emissions	<ul style="list-style-type: none"> Comply with 2026-2029 interim targets Create Northeast CT retirement plan
Public Health	Employee Diversity	Employees representative of community served	Increase employee diversity	<ul style="list-style-type: none"> Hiring & recruiting best practices Workforce pipeline programs Internal inclusion-focused development opportunities

*Can't be penalized if unattained

Affordability Aspirational Metric & Goal

Equity Area	CBI	Metric	Aspirational Goal
Affordability	Participation in Company Programs	Saturation of energy assistance programs (all customers)	Enroll 60% of eligible population

Baseline 2021	2022	2023	2024	2025	Aspirational 2029	Specific Actions
24%	21.5%	21.2%	40%		60%	<ul style="list-style-type: none"> My Energy Discount Arrearage Forgiveness & Management Target Marketing & Outreach Pre-Disconnect Outreach CAP Performance & Training




Accessibility Aspirational Goal

Equity Area	CBI	Metric	Aspirational Goal
Accessibility	Transportation Electrification	Number of EV trips provided by CBOs	5,040 trips annually

Baseline 2021	2022	2023	2024	2025	Aspirational 2029	Specific Actions
444	896	2,286	3,300		5,040	<ul style="list-style-type: none">Provide 3 EVs annually to CBOs

Energy Resiliency Aspirational Goal

Equity Area	CBI	Metric	Aspirational Goal
Energy Resiliency	Energy Availability	Frequency of outages (CEMI0) w/o major events for (all customers)	Improve customer outage impacts

Baseline 2021	2022	2023	2024	2025	Aspirational 2029	Specific Actions
46.56%	33.46%	36.21%	28.60%			<ul style="list-style-type: none">▪ Integrated department to deliver multiple projects at a single location at same time▪ Study locations with emphasis on NC in 2025/2026▪ Implement cost effect improvements in 2027/2028▪ Evaluate impact of improvements in 2029

Energy Security Aspirational Goal

Equity Area	CBI	Metric	Aspirational Goal
Energy Security	Disconnects for Non-Payment	Annual percentage of disconnects for nonpayment (all customers)	Decrease percentage of disconnects customers

	Baseline					Aspirational	
2019	2021	2022	2023	2024	2025	2029	Specific Actions
4.5%	.01%*	1.1%*	4.0%	4.7%		<div>↓</div>	<ul style="list-style-type: none"> ▪ Comm preferences ▪ Pre-disconnect outreach ▪ My Energy Discount ▪ Energy efficiency solutions ▪ Arrearage management & forgiveness ▪ Low-income solar benefits

*Disconnects paused March 2020 – October 2021 and 2022 disconnects approved by Commission

Environmental Aspirational Goal

Equity Area	CBI	Metric	Aspirational Goal
Environmental	Greenhouse Gas Emissions	Avista GHG emissions	Decrease GHG emissions

Baseline 2021	2022	2023	2024	2025	Aspirational 2029
1.75 MT	1.8 MT	2.05 MT	1.81 MT		↓

Specific Actions
▪ Comply with 2026-2029 interim targets

Public Health Aspirational Goal

Equity Area	CBI	Metric	Aspirational Goal
Public Health	Employee Diversity	Employees representative of community served	Increase employee diversity

Baseline 2021	2022	2023	2024	2025	Aspirational 2029
33.5%	34.1%	34.5%	34.6%		↑

Specific Actions

- Hiring & recruiting best practices
- Workforce pipeline programs
- Internal inclusion-focused development opportunities

2026-2029 CEIP Proposed Timeline

✓	▪ Review of 2022-2025 CEIP	January 14
✓	▪ Targets & Specific Actions	February 18
✓	▪ 2025-2027 Public Participation Plan Named Communities	March 18
✓	▪ Customer Benefit Indicators Aspirational Goals	April 22
	▪ NCIF Incremental Costs & Alternative Compliance Analysis	May 20
	▪ TBD	June 17
	▪ TBD	July 15
	▪ Draft CEIP available for public comment	August 2025
	▪ Compile public comments & finalize	September 2025
	▪ File 2026-2029 CEIP	October 1, 2025