



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.

2023 % of Customers that Participated in EE Programs				
Customer Class	Q1	Q2	Q3	Q4
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%

2024 % of Customers that Participated in EE Programs				
Customer Class	Q1	Q2	Q3	Q4
Residential	0.47%	0.56%	0.71%	
Commercial	1.11%	0.63%	1.17%	
Industrial	3.16%	4.28%	3.19%	

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.

% of Known Low-Income Customers that Participated in DR, DER or Renewable Energy Programs*				
Year	Q1	Q2	Q3	Q4
2023	0.88%	1.36%	1.64%	1.24%
2024	1.14%	1.00%	1.33%	

*Avista did not offer any demand response programs in Q1 or Q2 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.

% of Small Commercial Customers that Participated in DR, DER or Renewable Energy Programs				
Year	Q1	Q2	Q3	Q4
2023	0.18%	0.34%	0.42%	0.42%
2024	0.65%	0.46%	0.60%	

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.

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.

2023 % of EE Spending that Benefits Named Communities				
Customer Class	Q1	Q2	Q3	Q4
2023	5.76%	15.41%	10.88%	7.10%
2024	13.5%	16.17%	10.23%	

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.

% of Spending on DR, DERs, and Renewables that Benefits Named Communities		
Year	Electric	Natural Gas
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.

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

2024 % of Known Low-Income Customers that Participate in Residential EV Programs				
Program	Q1	Q2	Q3	Q4
Residential EVSE	2.5%	2.9%	5.5%	

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.

Year	% of EV Program Spending that Benefits Named Communities
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.

2023 % of EVSE Located Within or Providing Direct Benefits to Named Communities				
Use Case	Q1	Q2	Q3	Q4
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%

2024 % of EVSE Located Within or Providing Direct Benefits to Named Communities				
Use Case	Q1	Q2	Q3	Q4
Residential	9.8%	9.6%	9.7%	
Commercial ACL2 (non-fleet)	58.7%	56.8%	59.4%	
Community Based Organizations	100%	100%	100%	
DCFC	47.1%	37.1%	48.6%	

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%	8.24%	7.99%	

*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%

2024 % of Avista Employees & Sr. Management who identify as female or non-binary				
Employee Group	Q1	Q2	Q3	Q4
Executives	16.7%	16.7%	16.7%	
Directors	32.2%	32.2%	31%	
All Employees	30.2%	30.2%	29.7%	

2024 % of Avista Employees & Sr. Management who identify as a Person of Color				
Employee Group	Q1	Q2	Q3	Q4
Executives	16.7%	16.7%	16.7%	
Directors	16.1%	16.1%	13.8%	
All Employees	9.1%	9.1%	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.

Year	# of Annual Passenger Miles Provided by CBOs for Individuals Utilizing Electric Transportation
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.

# of Public Charging Stations Located in Named Communities				
Year	Q1	Q2	Q3	Q4
2023	134*	160*	169*	177*
2024	201	196	208	

*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.

Incremental Spending in Named Communities		
Year	Committed Spend	Actual Spend
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.

Year	Number of Customers and/or CBOs Served
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.

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

2024 # of Appliance & Equipment Rebates				
Customer Group	Q1	Q2	Q3	Q4
Named Communities	298	358	687	
Renters	687	542	292	

Metric 17: Percentage of company engagements available with translation services

Details: this metric is reported on a quarterly basis.

2023 % of Avista Engagements Available with Translation Services*				
Activity	Q1	Q2	Q3	Q4
Ad Campaigns	100%	0%	33%	33%
Collateral	0%	0%	15%	50%

2024 % of Avista Engagements Available with Translation Services*				
Activity	Q1	Q2	Q3	Q4
Ad Campaigns	50%	50%	25%	
Collateral	25%	80%	75%	

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