



CUSTOMER BENEFIT INDICATORS

CHAPTER SIX

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1. Introduction

In this chapter, Puget Sound Energy (PSE) updates its customer benefit indicator (CBI) table, including addition of some, and removal of other, indicators and metrics; removal of directional language from metrics; and addition of a specific actions column, which identifies the programs that will help achieve the desired directionality for each indicator. Table 6.1 incorporates each of these changes.

Since filing its first Clean Energy Implementation Plan (the 2021 CEIP), PSE has continued to collect and refine CBI data. The original definition of vulnerable populations from the 2021 CEIP defined the metric data shown in Table 6.1. Although PSE has updated its definition of vulnerable populations in accordance with the Washington Utilities and Transportation Commission's (the Commission) Order 08, PSE will require additional time to convert metric data to align with the new definition of vulnerable populations. CBI data in the 2025 CEIP filing will incorporate the definition of vulnerable populations explained in [Chapter 3: Equity](#).

→ See [Appendix H: Customer Benefit Indicator Metrics](#) for all updates to CBIs and associated data.

Table 6.1: Updated CBI and metrics table

CETA category	Indicator	Direction	Specific actions	Metric
Energy Benefits Non-energy Benefits Reduction of burdens	Improved participation in clean energy programs from highly impacted communities and vulnerable populations	Increase	<ul style="list-style-type: none"> Energy Efficiency Demand Response Distributed Resources 	<ul style="list-style-type: none"> Number and percentage of participation in energy efficiency, demand response, and distributed resource programs or services by PSE customers within highly impacted communities and vulnerable populations Percentage of electricity generated by distributed renewable energy projects NEW - Number of residential appliance and equipment rebates provided to customers residing in Named Communities NEW - Number of residential rebates provided to customers residing in rental units

CETA category	Indicator	Direction	Specific actions	Metric
Non-energy Benefits	Increase in Quality and quantity of clean energy jobs	Increase	<ul style="list-style-type: none"> Energy Efficiency Demand Response 	<p>Quantity of jobs based on:</p> <ul style="list-style-type: none"> Number of jobs created by PSE programs for residents of highly impacted and vulnerable populations Number of local workers in jobs for programs Number of part-time and full-time jobs by project <p>Quality of jobs based on:</p> <ul style="list-style-type: none"> Range of wages paid to workers Additional benefits offered Demographics of workers
Non-energy Benefits	Improved home comfort	Increase	<ul style="list-style-type: none"> Energy Efficiency 	Dollar in net present value (NPV) in NEI benefits for EE programs. ¹
Reduction of burdens	Increase in Culturally-and-linguistically accessible program communications for Named Communities	Increase	<ul style="list-style-type: none"> Energy Efficiency Demand Response Distributed Resources 	<ul style="list-style-type: none"> Outreach material available in non-English languages Outreach material available in English languages Outreach material impressions in non-English languages Outreach material impressions in English languages
NEW - Reduction of Burdens	Decrease number of households with a high energy burden	Decrease	<ul style="list-style-type: none"> Energy Efficiency Energy Assistance Distributed Resources 	<ul style="list-style-type: none"> Number and percent of households Average excess burden per household
Environment	Reduced Greenhouse gas emissions	Reduce	Utility-scale resources	<ul style="list-style-type: none"> PSE-owned electric operations metric tons of annual CO₂e emissions PSE contracted electric supply metric tons of annual CO₂e emissions
Public Health	Improved outdoor air quality	Reduce	Utility-scale resources	Regulated pollutant emissions (SO ₂ , NO _x , PM _{2.5})
Public Health	Improved community health	Reduce	N/A ²	Occurrence of health factors like hospital discharge
Resilience	Decrease frequency and duration of outages	Decrease	<ul style="list-style-type: none"> Utility-scale resources DER Storage Demand Response 	<ul style="list-style-type: none"> Utility-scale and DER Storage: Number of outages, total hours of outages, and total backup load served during outages using System Average Interruption Duration Index (SAIDI) and System Average Interruption

1. PSE is updating the metric for this CBI to be consistent with direction provided in Order 08, paragraph 152.

2. PSE is unsure how its current metric of tracking hospital discharge rates will inform any current or future specific actions to improve community health as it relates to clean energy. PSE will continue to explore alternative metrics for inclusion in the 2025 CEIP.

CETA category	Indicator	Direction	Specific actions	Metric
				<p>Frequency Index (SAIFI)</p> <p>Reduction in peak demand through demand response programs</p> <ul style="list-style-type: none"> DR: Peak demand through demand response programs
Risk Reduction Energy Security	Improved access to reliable, clean energy	Increase	<ul style="list-style-type: none"> DER Storage Net Metering 	Number of customers who have access to emergency power
NEW - Energy Security	Decrease residential arrearages and disconnections for nonpayment	Decrease	Energy Assistance programs like PSE's Bill Discount Rate program (https://www.pse.com/en/account-and-billing/assistance-programs/bill-discount-rate)	<ul style="list-style-type: none"> Number and percentage of residential electric disconnections for nonpayment by month, measured by location and demographic information (zip code/census tract, KLI customers, Vulnerable Populations, Highly Impacted Communities, and for all customers in total). If residential disconnections are not required to be reported quarterly to the Commission in any other docket (e.g., U-200281 or U-210800) or rule, PSE must report residential disconnections as reported pursuant to Commission Order 04 (Appendix A Third Revised Term Sheet, Section J, Part 2.a), in Docket U-200281, on a quarterly basis through the end of this CEIP implementation period (December 31, 2025). Residential arrearages as reported pursuant to Commission Order 04 (Appendix A Third Revised Term Sheet, Section J, Part 8 a-c) in Docket U-200281. If residential arrearages are not required to be reported to the Commission in any other docket (e.g., U-200281 or U-210800) or rule, PSE must track the following residential electric data by month, measured by location and demographic information (zip code/census tract, KLI customers, Vulnerable Populations, Highly Impacted Communities, and for all customers in total) The number of customers with past-due balances (arrearages)

CETA category	Indicator	Direction	Specific actions	Metric
				<ul style="list-style-type: none"> The amounts of past-due balances that are past due 30+, 60+, and 90+ days, as compared to total arrearages.

2. Relevant Order 08 Conditions

In Order 08, the Commission included the following in Condition 12:

CONDITION 12: PSE must begin tracking data immediately and incorporate the following CBI metrics in its 2023 Biennial CEIP Update.

a. PSE must add the following CBIs and metrics to the CETA category of Reduction of Burden:

i. CBI: Decrease number of households with a high energy burden ($\geq 6\%$)

ii. Metrics:

1. Number and percent of households
2. Average excess burden per household

This CBI must be separately tracked and reported for all PSE electric customers that include Known Low-Income (KLI) customers and Named Communities. KLI customers are defined as those who have received energy assistance during the prior two years.

b. PSE must add the following CBI and metrics to the CETA category of Energy Security:

i. CBI: Decrease residential arrearages and disconnections for nonpayment

ii. Metrics:

1. Number and percentage of residential electric disconnections for nonpayment by month, measured by location and demographic information (zip code/census tract, KLI customers, Vulnerable Populations, Highly Impacted Communities, and for all customers in total). If residential disconnections are not required to be reported quarterly to the Commission in any other docket (e.g., U-200281 or U-210800) or rule, PSE must report residential disconnections as reported pursuant to Commission Order 04 (Appendix A Third Revised Term Sheet, Section J, Part 2.a), in Docket U-200281, on a quarterly basis through the end of this CEIP implementation period (December 31, 2025).
2. Residential arrearages as reported pursuant to Commission Order 04 (Appendix A Third Revised Term Sheet, Section J, Part 8 a-c) in Docket U200281. If residential arrearages are not required to be reported to the Commission in any

other docket (e.g., U-200281 or U-210800) or rule, PSE must track the following residential electric data by month, measured by location and demographic information (zip code/census tract, KLI customers, Vulnerable Populations, Highly Impacted Communities, and for all customers in total) and

3. The number of customers with past-due balances (arrearages); and,
 4. The amounts of past-due balances that are past due 30+, 60+, and 90+ days, as compared to total arrearages.
- c. PSE must add the following metrics to the CBI for “Improved participation in clean energy programs from Highly Impacted Communities and Vulnerable Populations”:
- i. Number of residential appliance and equipment rebates provided to customers residing in Named Communities.
 - ii. Number of residential rebates provided to customers residing in rental units.³

Consistent with this Condition 12’s requirements requiring metrics for “decrease number of households with a high energy burden” and “decrease residential arrearages and disconnections for nonpayment,” PSE added two additional CBIs, which PSE must track and report for all known low-income and named communities’ electric customers.

PSE also added the following metrics to the “Improved participation in clean energy programs from highly impacted communities and vulnerable populations” CBI:

- The number of residential appliance and equipment rebates provided to customers residing in Named Communities
- The number of residential rebates provided to customers residing in rental units

Additionally, with input and guidance from Commission Staff, PSE removed the following two CBIs from this Biennial Update and future CEIPs:

- The first removed indicator was the reduction of climate change impacts, which examined the social cost of carbon related to avoided emissions.
- The second removed indicator was improved affordability of clean energy, which tracks and monitors how much of a customer’s income is attributed to the electricity portion of their energy bills.

In Order 08, the Commission included the following Conditions 13 and 14:

CONDITION 13: In the 2023 Biennial CEIP Update, PSE must remove directionality language from any discussion about metrics and distinctly separate the language suggesting a goal or directionality from the metrics. The directionality language may be

3. Order 08, *infra* note 1, Appx. A at ¶ 14.

included in the CBI or may be developed into a specific target. PSE must track metrics without regard to directionality and must immediately modify its data collection of any metrics that currently include directionality language to meet this requirement.⁴

CONDITION 14: In the 2023 Biennial CEIP Update, PSE must update Table 7-5 to remove directionality from metrics and create a separate column that indicates the desired directionality for each CBI (e.g., “increase” or “reduce,” etc.) or specific target (if available). PSE must also add a new column to the table that lists specific actions that are relevant to or directly intended to achieve the desired directionality for each relevant CBI.⁵

In compliance with these Conditions 13 and 14, PSE removed directionality language from the metrics and added specific actions to Table 6.1.

On June 16, 2023, PSE filed a CBI metric report card of all CBIs and metrics with the Commission in Docket UE-210795.⁶

→ [Appendix H: Customer Benefit Indicator Metrics](#) provides this report card.

3. Future work

Looking forward, PSE will continue to work on developing and understanding the following customer benefit indicators: 1) fish and wildlife 2) wildfire 3) and sense of pride and self-sufficiency, per the commitment PSE made in the 2021 CEIP. We also heard feedback from advisory groups related to understanding benefits for customers in the deepest need, such as bill reduction and rate impacts.

→ [Chapter 4: Public Participation](#) discusses engagement for these indicators in further detail, and the data discovered thus far.

As we implement this CEIP, we intend to evaluate the baseline data collected for each CBI and understand trends or stories underlie this data. In evaluating baseline data, PSE will assess disparities or burdens faced by customers. PSE will undertake this work in collaboration with the Equity Advisory Group (EAG) in 2024. Once baseline data is developed, PSE will look to establish interim goals for some or all of its CBIs for the 2025 CEIP.

4. Order 08, infra note 1, Appx. A at ¶ 15.

5. Order 08, at ¶ 16.

6. [CBI Metric report card](#)