



# MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

*Rely on us.*

TO: Commissioners Brown, Carlson, Mital, Simpson and Helgeson  
FROM: Sue Fahey, Chief Financial Officer; Julie McGaughey, Customer Operations Manager  
DATE: February 23, 2018  
SUBJECT: Customer Policy Revisions  
OBJECTIVE: Board Direction

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## **Issue**

Management periodically reviews Board policy and recommends revisions to align with updated laws, regulations and/or strategic direction. Based on the Board's direction for deploying advanced meters, Management reviewed EWEB's Customer Service policies and is recommending revisions. It is our intent to work collaboratively with the Board over the next few months to design and implement these changes.

## **Background**

The Board approved revisions to the "Customer Service Policy - All Utilities" in June 2017. At that time the policies were changed significantly to remove internal procedures and to clarify decision making authority. The Electric and Water Utility Customer Service Policies and Procedures have had minor revisions throughout the years, but have not been reviewed for revisions in light of EWEB's new operational policy structure that was implemented a few years ago. In addition to Board approved policies, EWEB has two tiers of operational policies. Tier I operational policies impact the entire organization and are organizationally supported, governed and enforced. Tier II operational policies are developed, governed and enforced by directly impacted divisions only.

At the February Board meeting, staff was requested to ensure that the 2013 Statement of Principles for the Advanced Metering Infrastructure (AMI) project were incorporated into policy.

## **Discussion**

Staff has reviewed the Customer Service Policy - All Utilities, the Electric Utility Customer Services Policies and Procedures, and the Water Utility Customer Services Policies and Procedures. Since the three policies have been separately modified throughout the years, they are often redundant. The majority of the Electric and Water Utility Customer Services Policies are operational policies that would more appropriately be classified as Tier II.

Management is proposing the following major edits to the Customer Service Policy - All Utilities:

- Consolidate all organization-wide customer service policies into a single Board-governed Customer Service Policy document.
- Create a Customer Bill of Rights for incorporation into new Customer Service Policy

- Assign and reorganize sections, as well as minor edits to enhance readability
- Update the Preface to acknowledge customer service as a priority
- Move backflow device responsibility and reasonable grounds for denial of service language from Water Policies and Procedures to All Utilities Section 1.1 and reference operational policies.
- Remove specific monetary deposit calculation from Section 1.3. Staff is currently revising the deposit requirement procedure and will ask for Board feedback at the June 5, 2018 meeting.
- Enhance the privacy language (Section 1.4)
- Update Section 2.3, Appeals, to include water specific appeals.
- Move Section 4.1 meter procedural language to operational policy and add Section 4.2 on Advanced Meter Deployment
- Add accessibility information to Section 5.5 Rights-of-Way, Rights of Access, and Tree Trimming
- Update glossary to include “Deploy(ment)” and “Opt out” and remove terms not used
- Move rates, charges and pricing information to an Appendices for ease of review and future revisions  
Deleted Residential Radio Read Meter Installation Charge since these meters will be installed at EWEB’s convenience.

Additionally, Management is proposing changing the Electric and Water Utility Customer Service Policies and Procedures to Tier II operational policies. These policies would be governed by Executive Officers and pertinent policies would be accessible to customers on EWEB’s website. If the Board approves this direction, Management will make appropriate revisions to the Electric and Water Policies separating board approved from Tier II Operational policies and ensuring alignment among them.

The 2013 Statement of Principles is included as Attachment 1. Many of the principles are already embedded in other Board Policies, Customer Service Policies or the Strategic Plan, and Attachment 1 maps the principles to those documents. However, Management recommends enhancing and revising some of the policies and plans to more clearly align with the intent of the principles. Integrating the principles into the Strategic Plan and other policies approved by the Board provides operational flexibility for emerging technology, products and services, as well as avoids the risk of redundant and conflicting language.

The proposed revisions have been discussed with legal counsel. Conceptually, they are comfortable with the revisions and will provide specific comments before Board approval is requested. After Board direction is received, this policy and a revised SD3 will be brought to the Board for approval.

**Recommendation and Requested Board Action**

Management is requesting Board feedback on the proposed structural recommendations and potential revisions. There is no requested Board action at this time.

Attachments:

2013 AMI Statement of Principles mapping

Customer Service Policy - All Utilities and all Appendices (with proposed revisions)

[Electric Policies and Procedures](#) (proposed as Tier II operational policy)

[Water Policies and Procedures](#) (proposed as Tier II operational policy)

Advanced Meter Communications Blueprint

## Attachment 1

### Statement of Principles for the Advanced Metering Infrastructure (AMI) project

- **Safe before Fast.** Prioritize safety of customers and protection of property throughout deployment. This includes thorough meter base inspections by trained installers, and safety testing each meter type before large scale meter deployment. Work with customers, electricians and plumbers to resolve safety issues that might be discovered.

**Mapping:** *Safety is an organizational core value adopted in the Strategic Plan and Board Policy SD1: “SAFE: We value workforce and public safety”.*

- **Focus on the strategic.** Partner with customers to provide them with energy (and water) usage information that gives them more control over their bills. Offer customers incentives to become active participants in meeting the community’s long term energy and water needs and helping manage overall utility operational costs.

**Mapping:** *This principle is contained in EWEB’s Strategic Plan Phase I and II which discuss EWEB’s need to partner with customers in order to achieve strategic objectives. Phase I – Foster Customer Confidence: “Our relationship with customers will impact the execution of our water and electric strategies. Both utilities require that customers help us understand and potentially adjust consumption patterns in the future”. Two of the methods to enhance customer confidence are “ease of doing business” and “open and transparent communications”. Phase II – Create Consumption Flexibility: “In some cases for our customers to “Rely on Us”, we need their help. Electric energy market dynamics are creating acute swings in seasonal, daily, hourly, and within-the-hour prices. The time of power consumption (or conservation) is equally important to how much energy is consumed, but will require we facilitate flexible consumption programs to take advantage of this market characteristic.” EWEB has just completed a time of use pricing pilot, and the Customer Solutions department is developing a product list to offer customers. Additionally, EWEB is in the process of implementing a new Customer Information System (CIS) that will be able to provide this information more efficiently and effectively.*

- **Minimize RF.** Minimize the number and duration of radio frequency (RF) transmissions wherever feasible without compromising the objectives of the project. Make information about smart meter transmission frequency, duration and strength for the system available to public.

**Mapping:** *This principle is part of Board Policy SD1 and SD3: “We meet our customers’ needs by... Providing services in a responsive manner” and “We meet the community’s needs by... Demonstrating sensitivity and responsiveness to environmental concerns”. Additionally, workforce and public safety are a core value in EWEB’s strategic plan. Information on the transmission frequency, duration and strength is part of the communication plan and will be available on EWEB’s website as part of the Advanced Metering Q&A. According to SD3, it shall be the policy of EWEB to consider the aesthetic and environmental effects of its activities in conjunction with full utilization of its resources while providing utility services to its customers. Policies, maintenance, repair and installation procedures are founded on standards of safety, economy and efficiency. Some are a requirement for service, others are optional and others are recommended. SD3 should be updated to reflect aesthetic,*

*environmental, and social impacts of policies and procedures.*

- **Increase customer choice.** Consumers should be able to refuse the installation of a smart meter. Develop programs and services that give customers choice, not mandates. Customers should be free to opt in to programs that interest them, such as time-of-use (TOU) prices, or to remain with standard EWEB prices. Consumers who opt in should be allowed to opt back out.

**Mapping:** *Meter deployment option information is included in the Customer Service Policy - All Utilities, Section 4.2. The Strategic Plan Phase II – Create Consumption Flexibility includes developing niche/segment specific products. The Customer Solutions department is assigned the responsibility to develop programs and services for our customers. As these are developed, staff will propose any necessary policy updates to the Board.*

- **Be proactive and flexible.** Provide advance notification of anticipated meter change outs. Work with customers who request re-scheduling or who opt out.

**Mapping:** *Advance notification is included in Customer Service Policy Section 4.2 and is part of the communication plan which will be reviewed by the Board prior to implementing the “opt out” meter deployment method. Management will provide the Board with a Record of Decision regarding advanced meter deployment communications after Board discussion of the plan.*

- **Enable customer access to energy and water usage information.** Actively seek ways to help consumers access and use their consumption data in the ways they choose. Provide tools and facilitate customer’s interest in using compatible devices to retrieve their usage data, either through EWEB or directly from the meter.

**Mapping:** *This principle is similar to the second principle, Focus on the strategic. Management will determine if the Customer Service Policy needs to be revised to accommodate the new CIS system capabilities.*

- **Protect consumer (or customer?) privacy.** Ensure protection of customer privacy by keeping all personal identification information separate from meters and continuing existing practices of not disclosing customer information without account holder approval or a valid Court order. Secure data storage and transmission through encryption and other means. Regularly test the AMI network for security weaknesses and repair them.

**Mapping:** *Customer privacy is covered in EWEB’s Customer Service Policy - All Utilities, Section 1.4. EWEB is required by Oregon statute 646A to protect stored customer information, and Information Services tests network security as a best practice.*

- **Get the bills right.** Independently verify the accuracy of metering devices. Test meter accuracy and share results with customers at their request.

**Mapping:** *This principle is in the Customer Service Policy - All Utilities, Sections 2.1 and 4.3.*

- **Prepare for and respond to unplanned changes.** Emerging technologies can have unforeseen complications. Actively monitor regulatory and legal outcomes in Oregon and other states and advise the Board on outcomes and trends.

**Mapping:** *EWEB's Policy and Governance Program Manager monitors issues impacting the utility industry both in Oregon and nationally. Periodic reports are provided to the Board in accordance with Board Policy GP13. Emergent regulatory and legal outcomes are monitored by the responsible departments. Additionally, the General Manager's job description includes "Maintain consistent and on-going communication with the Board. Ensure the Board is fully appraised of trends, regulatory changes, developing legislation and leading opinions regarding the utility industry. Lead management and workforce to position EWEB to respond as changing industry conditions and energy markets dictate. Ensure the Board is sufficiently advised of any material shifts in the focus or management of significant or strategic EWEB operations or programs."*



# Eugene Water & Electric Board

## Customer Service Policy - All Utilities

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### **PREFACE**

Thank you for doing business with Eugene Water & Electric Board (EWEB). As a provider of public electric and water utilities, we seek to provide the best products and services at prices that are competitive and fair. In doing so, we commit to serving you in the best manner possible.

Customer Service is a top priority of EWEB. All EWEB customer-owners will be treated promptly and respectfully without regard to age, gender, sexual orientation, race, ethnicity, disability, language proficiency, social or economic status. If at any time you have concerns regarding the services provided by EWEB, please let us know. We commit to addressing concerns in a timely manner including access to a formal appeals process.

This *Customer Service Policy – All Utilities* serves to help Customers understand ~~the Eugene Water & Electric Board's~~ (EWEB's) business practices regarding Utility Services. The Policy also provides guidance to EWEB staff in the achievement of sound, impartial and consistent business practices in the efficient and safe provision of Utility Service. The Policy applies to all Applicants, Account-Holders, and Authorized Agents (collectively referred to as “Customers” in this Policy) who benefit from Utility Service(s) in accordance with EWEB's responsibility and authority set forth in the Eugene City Charter and Oregon State law.

EWEB may in its sole discretion exercise any or all of the options listed in this Policy or any other applicable law. Any delay on the part of EWEB in exercising available options is not intended as, and will not be deemed, a waiver of EWEB's rights.

### **CUSTOMER BILL OF RIGHTS**

**(Either inclusive of this Policy or Separate Board Policy)**



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### 1.0 CONDITIONS OF SERVICE AND ACCOUNT REQUIREMENTS

#### 1.1 Conditions of Service

By applying for or accepting service from EWEB, Customers agree to abide by all terms of EWEB's policies, to provide any Rights of Way across their properties that EWEB deems reasonably necessary to supply such service, and to cooperate with EWEB in the construction and maintenance of the Facilities needed for such service.

Customers are responsible for furnishing, owning, and maintaining all materials and Facilities required to distribute services beyond the Point of Delivery for their service address. Customer is also responsible for installing protective devices to prevent back flow or cross-contamination of the EWEB water system when determined necessary by EWEB personnel. If EWEB-owned Facilities are located beyond the Point of Delivery, they will continue to be maintained by EWEB. Customers will secure and pay for all necessary permits and costs of installing, upgrading, and maintaining utility materials and equipment necessary to safely accept EWEB's services.

While EWEB endeavors to supply reliable Utility Services, EWEB cannot and will not guarantee constant or uninterrupted delivery of Utility Services and will not be responsible for loss or damage to life or property resulting from non-EWEB Facilities.

EWEB reserves the right to deny Utility Service or refuse to extend Utility Service where reasonable grounds for refusal are determined to exist. These grounds must be nondiscriminatory. Grounds for refusal could be based on, but not limited to, public health, safety, system reliability and/or capacity, or configuration limitations.

EWEB may bill a Customer for any costs resulting from the Customer's failure to comply with the provisions of this Policy.

#### APPLICATION FOR SERVICE

EWEB starts and stops services on EWEB business days during its business hours. Customer and Property Owners will also comply with the Electric and Water Tier II Operational Policies.

#### 1.2 Application for Service

~~When connection or disconnection of services requires field work, it must be scheduled a minimum of one business day in advance of desired date to avoid additional fees. A non-refundable Account Processing Charge applies whenever Utility Service is established, transferred or reactivated.~~

An "application for service" is a request for service only and does not constitute a contract until EWEB is ready to deliver Utility Service to the Customer. Applications for service must be complete with all



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required information submitted in a form acceptable to EWEB under the particular circumstances. Requests for residential service from persons other than the Applicant will not be accepted without confirmation of a verified Account -Holder, a notarized letter of authorization, or a notarized Power of Attorney, signed by the Applicant, in a form acceptable to EWEB. In the absence of an approved application, pre-existing services at a property may be disconnected. Upon application for service, EWEB will conduct a credit evaluation of the Applicant and Account Security may be required based upon the credit evaluation.

Account -Holders are responsible for Utility Service charges and fees, effective from the date EWEB is requested to start service or the date of the Customer's occupancy or responsibility, whichever occurs first, and will remain responsible for charges at the service location through the time that EWEB disconnects the Utility Services or closes the account, whichever occurs later.

Whether or not EWEB receives a joint application, where two or more adults occupy the same residence, they will be jointly and severally responsible for the Utility Service(s) supplied and will be billed by means of a single, periodic bill mailed to the Account -Holder designated to receive the bill.

Utility Service may be discontinued or denied to a Customer until all unpaid balances owing to EWEB or its assigned agency, by the same Customer, have been paid in full with Verifiable Funds or otherwise discharged. EWEB also reserves the right to subsequently terminate service with notice if evidence confirms that an Applicant or Account -Holder owes a debt to EWEB that was not resolved at the time of service connection.

Only Applicants, ~~Accountholders~~ **Account Holders** or Authorized Agents may select and control the type and level of services at a given account's service location, including requests for connection, disconnection or transfer of Utility Services.

When connection or disconnection of services requires field work, it must be scheduled a minimum of one business day in advance of desired date to avoid additional fees. A non-refundable Account Processing Charge applies whenever Utility Service is established, transferred or reactivated.

## **ACCOUNT SECURITY REQUIREMENTS**

### **1.3 Account Security Requirements**

EWEB requires security for an account whenever it determines that financial risk exists for new or existing accounts. Security requirements may be satisfied at EWEB's discretion with any one of the following options:

- ~~• A monetary deposit (calculated at twice the highest historical bill within the previous 12 months for each service at the service address, with a minimum of \$150.00)~~
- A monetary deposit
- A Surety Bond from an acceptable surety licensed to do business in Oregon



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A personal Guarantor ~~(may be used for residential accounts only.~~ Only qualified individuals are eligible to serve as personal Guarantors) ~~may be used for residential accounts only.~~

- An Irrevocable, Stand-By Letter of Credit from a financial institution acceptable to EWEB

Monetary deposits accrue interest based upon Local Government Investment Pool earnings. After establishment of Favorable Credit, a monetary deposit and accrued interest will be applied, at EWEB's discretion, to any monies owing EWEB by the same Account Holder. Upon termination of Utility Service, EWEB will refund the deposit and any accrued interest, less the amount of any unpaid charges.

Customers filing bankruptcy are subject to the bankruptcy law in effect at the time of the filing and will be required to provide Account Security in the form of adequate assurance under 11USC 366 and in accordance with EWEB's security requirements in order to maintain service with EWEB. A review of the need for Account Security and its amount is available upon request.

### 1.4 Customer Privacy/Release of Information

EWEB protects Customer privacy. EWEB is required by ORS 646A to protect customer information. Customer information is stored and transmitted through encryption or other secure means. EWEB regularly tests its network and systems for security weaknesses and repairs them if found.

EWEB does not sell Customer information. Disclosure of specific Customer information is made in accordance with the Account Holder's consent. Disclosure may occur pursuant to a court order or as required by law. EWEB may make Customer records available to third party credit and collection agencies in connection with the management of Customer accounts and when necessary to conduct utility operations.

Information collected and used by EWEB to conduct utility business is subject to the ORS 192, Oregon Public Records Law. EWEB designates a custodian of its public records to maintain, care for and control the public records owned, used or retained by EWEB.

In accordance with Oregon law, EWEB does not delete, alter or otherwise change legally correct and accurate information already present in its records.

## 2.0 BILLING

### 2.1 General Billing Information

EWEB will issue bills on a periodic basis based on actual Consumption. Reference to "one month's service" relates to the billing period but does not necessarily correlate to a calendar month. EWEB reserves the right to read meters and present bills for longer or shorter periods. In the event that a meter is inaccessible for any reason, EWEB reserves the right to estimate the meter readingConsumption



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and to issue bills calculated upon estimated usage and applicable fees. Opening and closing bills will be prorated to reflect actual usage.

An Automatic Hookup Agreement (AHU) is available to Property Owners at EWEB's discretion. The AHU contract authorizes Utility Services to be billed to the verified Property Owner(s) as determined by County records during tenant vacancies. In the absence of an AHU, the Owner may be charged for disconnection of services on any three-phase service.

EWEB does not provide Utility Service in the absence of an Account -Holder. In the event that utility Consumption is detected at a service location for which there is no active Account -Holder, the Property Owner will be responsible for the related Consumption and fees absent ~~an established~~ theft of services. as determined by EWEB. In the event of the death of an Account -Holder, responsibility for billing must be assumed by the estate or a personal representative.

RatePrice Schedules are applied to locations and services according to use and occupancy at the time of application. The applicable RatePrice Schedule for a location is subject to change by EWEB, based upon review of actual Consumption. If the use of a location changes, the Customer must notify EWEB and EWEB may apply the applicable RatePrice Schedule as of the date of the change of use.

EWEB strives to produce accurate and timely billing. In the event that EWEB bills too much or too little for Utility Service, EWEB will provide the Account -Holder with notice of the circumstances, period of time affected (if known), and the amount of any adjustment. In no event will a billing error be adjusted for a period of more than three (3) years. Late Fees or interest will not apply to billing adjustments for such errors.

An Account -Holder may enter into a mutually acceptable Payment Arrangement for repayment of an under-billing. EWEB may waive rebilling for under-charges when the cost to the ~~utility of rebilling~~ EWEB is not economical. No billing adjustment will be available if a meter test (see MeteringSection 4.3, Meter Inaccuracies and Tests) registers less than 2% error under conditions of normal operation.



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### BILL PAYMENT & FINANCIAL ASSISTANCE

#### 2.2 Bill Payment and Financial Assistance

Bills are payable upon presentation and past due after the due date stated on the bill. EWEB allocates payments across all unpaid charges, paying oldest charges first and (absent contractual arrangement with the applicable jurisdiction) does not allocate payments to include or exclude specific charges. EWEB is responsible for billing and collection of the liquid and solid waste fees on behalf of the City. EWEB is not in position to waive those fees or enter into a contractual arrangement contrary to the City rights (Charter Sec 44(5)). Late Fees and charges apply in accordance with the utility's EWEB's "Charges & Rates/Prices" schedules. Payment must be in the form of United States currency.

For Customer convenience, EWEB offers a "*Budget Payment Plan*" for qualifying Account -Holders. The Budget Payment Plan is a pre-determined, annual Payment Arrangement, therefore additional Payment Arrangements are not available while a Budget Payment Plan is in effect.

Account -Holders unable to pay the full amount of their EWEB bill may be able to enter into a mutually acceptable Payment Arrangement to include all current billings. Acceptance of partial payments in the past does not preclude EWEB's right to require full payment. An Account -Holder who has not kept prior payment commitments may be prohibited from entering into a new Payment Arrangement.

If EWEB is notified that a payment cannot be processed, the attempted payment will be considered as a Non-Sufficient Funds (NSF) event, and the Account Holder will be charged accordingly. EWEB may require payment with Verifiable Funds after an NSF event.

Payments cannot be accepted by EWEB if a Collection Agency has filed an action in court for collection on the account.

Financial assistance for EWEB bill payment is made via referrals to various community service agencies which offer information and programs designed to assist with payment of utility bills. or directly via EWEB bill assistance, when available. It remains the Account -Holder's responsibility to fully and timely pay all service bills, and to apply for payment assistance when appropriate.

#### 2.3 Appeals

An EWEB Account Holder in disagreement with a utility bill, supplemental charge or fee, demand notice, or other charge has the right to file an appeal with the EWEB appeals committee. On all collection notices, the Account Holder will be notified in writing of the right to appeal, as required by law. The appeals committee may also consider appeals for water usage or service installation during mandatory curtailment declarations.

Pending resolution of the appeal, the obligation to pay undisputed and subsequent charges continues. The EWEB service(s) under appeal will continue during the appeal process provided that:



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- No evidence of Fraud, Tampering or Diversion is discovered
- A Legitimate and Valid appeal exists in which the facts asserted support continued service
- Service has not already been disconnected

If an Account Holder fails to accept or comply with the appeals committee's decision, EWEB may proceed with immediate collection efforts without further notice including, but not limited to, disconnection of the Utility Service. The written decision of the appeals committee is final when issued.

~~If EWEB is notified that a payment cannot be processed, the attempted payment will be considered as a Non-Sufficient Funds (NSF) event, and the Account Holder will be charged accordingly. EWEB requires payment with Verifiable Funds after any NSF event for a period of twelve months.~~

Appeal forms are available on EWEB's website and upon request from EWEB's Customer Service staff. Appeals are only viable and considered when submitted in writing, signed and dated, by the Account Holder or their Authorized Agent.

~~**3.0** Payments cannot be accepted by EWEB if a Collection Agency has filed an action in court for collection on the account.~~

### **DISCONNECTION/RECONNECTION OF UTILITY SERVICE AT EWEB'S DISCRETION AVAILABILITY**

#### **3.1 Interruptions, Curtailments, Fluctuations, Shortages and Outages**

EWEB endeavors to supply reliable Utility Services. However, it is inherent that there will be times of failure, interruption, suspension, curtailment or fluctuation. EWEB cannot and will not guarantee constant or uninterrupted delivery of Utility Services. EWEB shall have no liability to its Customers or any other persons for any interruption, suspension, curtailment or fluctuation in Utility Services, or for any loss or damages resulting from but not limited to the following:

1. Causes beyond EWEB's reasonable control including, but not limited to, accident or casualty, fire, flood, drought, wind, action of the elements, court orders, litigation, breakdown of or damage to Facilities of EWEB or of third parties, acts of God, strikes or other labor disputes, civil, military or governmental authority, electrical disturbances originating on or transmitted through electrical systems with which EWEB's system is interconnected, and acts or omissions of third parties.
2. Repair, maintenance, improvement, renewal or replacement of Facilities, or any discontinuance of service (which in EWEB's judgment is necessary) to permit repairs or changes to be made in EWEB's generating, source of supply, transmission or distribution



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Facilities, or to eliminate the possibility of damage to EWEB's property or to the persons or property of others. Whenever EWEB schedules maintenance in advance which will require Customers to be without Utility Service for more than one hour, EWEB will notify Customers as follows:

- (a) At EWEB's discretion, Customers will be notified in a manner reasonably gauged to provide actual notice under the circumstances.
  - (b) The oral or written notice will include the following:
    - (1) Reason for interruption
    - (2) Date and approximate time interruption will begin
    - (3) Expected duration of interruption
  - (c) Whenever possible, Customers expected to be without service beyond one hour due to a planned outage will be notified at least one day in advance.
3. Automatic or manual actions taken by EWEB (which in its sole judgment are necessary or prudent) to protect the performance, integrity, reliability, public health or safety, or stability of EWEB's systems or any system with which it is interconnected. Such actions shall include, but shall not be limited to, the operation of automatic or manual protection equipment installed in EWEB's systems, including, without limitation, such equipment as automatic relays, generator controls, circuit breakers, switches, valves and pumps.
4. Action taken by EWEB with respect to any plan or course of action to conserve utilities at times of anticipated deficiency of resources, including, but not limited to, non-voluntary curtailment or suspension of Utility Services. EWEB has adopted a *Water Supply Shortage Contingency Plan* that details voluntary and non-voluntary actions to be taken in the event of a water shortage. For a description of Customer responsibilities during a curtailment declaration see *Water Utility Tier II Operational Policy, Water Shortages and Curtailment.*



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#### 3.2 Disconnection/Reconnection at EWEB's Discretion

EWEB may disconnect Utility Service(s) with written notice for failure to pay all charges when due.

EWEB may disconnect Utility Service(s) without written or verbal notice for any of the following reasons:

- Evidence of Tampering/Diversion, Code Violations, Fraud
- To protect health, life or property
- Violation(s) of any part of EWEB policies
- Where no EWEB Account -Holder exists for a service address
- On a temporary basis for Operational Purposes

An EWEB election to disconnect Utility Service does not foreclose EWEB from exercising any other available rights under law, requiring compliance with this Policy and imposing Service fees or charges consistent with this Policy.

Residential Utility Service may not be disconnected or Restricted for non-payment in the post-noon period of the last business day of the week, during a regular business day immediately preceding an EWEB-observed holiday, or during a 24-hour period when the predicted temperature (as reported by the *National Oceanic and Atmospheric Administration*) is at or below 32 degrees Fahrenheit or at or above 100 degrees Fahrenheit.

Disconnected service will not be resumed while any individuals remain at the residence who occupied the same service address during the time that any outstanding debt was accumulated unless all charges have been paid in full with Verifiable Funds or judgment resolving any collection action is satisfied. All inspections and changes in wiring or plumbing of a disconnected service address, as required by local jurisdictions or agencies, will be arranged by Customer at the Customer's expense prior to reconnection by EWEB.

Where a Property Owner of a disconnected Premises is found to owe EWEB past due monies for any Premises provided with Utility Service for the same Property Owner, Utility Service will not be started or resumed for any Applicant or Customer until outstanding debts are resolved to EWEB's satisfaction. ~~(Remedies for tenants in such situations are located in the "Landlord — Tenant Law in Oregon" document published by Legal Aid Services of Oregon).~~

In emergency situations, where it is necessary for Utility Service to be temporarily connected or disconnected to protect health, life or property, EWEB will, at its discretion, take such action without notice or charge to the Customer.

#### APPEALS



# Eugene Water & Electric Board

## Customer Service Policy - All Utilities

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~~EWEB Customers in disagreement with a utility billing decision, have the right to appeal the decision to EWEB's Appeals Committee. Account Holder will be notified in writing of the right to appeal on all collection notices as required by law. Appeal forms are available upon request from Customer Service staff. Appeals are only viable and considered when submitted in writing by EWEB Account Holders or their Authorized Agents.~~

~~The Appeals Committee is designated to consider appeals and to render a final decision for each appeal. The Appeals Committee will investigate the appeal and report, in writing to the Customer, the results of its investigation within thirty (30) days from EWEB's receipt of a written appeal. Pending resolution of the appeal, the obligation to pay undisputed and subsequent charges continues. The EWEB service(s) under appeal will continue during the appeal process provided that:~~

- ~~• No evidence of Fraud, Tampering or Diversion is discovered~~
- ~~• A Legitimate and Valid appeal exists in which the facts asserted support continued service~~
- ~~• Service has not already been disconnected~~

~~If a Customer fails to accept or comply with the Appeals Committee's decision, EWEB may proceed with immediate collection efforts without further notice including, but not limited to, disconnection of the Customer's service.~~**3.3 Code Violations, Fraud, and Failure to Pay**

~~The written decision of the appeals committee is final when issued.~~

### **CODE VIOLATIONS, FRAUD AND FAILURE TO PAY**

If a Code Violation is detected, Utility Service may be denied or discontinued without notice. Whenever Utility Service has been discontinued or temporarily suspended by EWEB for Code Violations, Fraud, failure to pay all charges for service, or for violation of any part of this Policy, service will not be resumed until the situation requiring such action has been resolved to the satisfaction of EWEB and any other governmental agency having jurisdiction.

The Customer shall not permit any conditions to exist on their property relating to Utility Services which would cause EWEB to be out of compliance with applicable safety standards or result in a Code Violation attributable to EWEB.

If Fraud against EWEB relating to Utility Services is detected, EWEB may discontinue Utility Service without notice, refuse service or take other action permitted under law, including referral of the details to appropriate authorities for further investigation and action.

### **MEDICAL SUPPORT PROGRAM FOR RESIDENTIAL UTILITY SERVICE**

#### **3.4 Medical Support Program for Residential Utility Service**



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EWEB maintains a voluntary medical support program for qualifying [residential](#) Customers who complete and submit the required application form, which includes certification by a Qualified Medical Professional indicating how the requested utility is medically necessary to the health of the ~~occupant~~ [Customer](#). EWEB requires proof of qualifying occupancy as part of the application process. Program application forms are available [on EWEB's website and](#) upon request from Customer Service.

Participation in the [medical support](#) program is valid only for the length of time the health condition is certified to exist, but no longer than twelve (12) months absent renewal. If EWEB determines that a Customer does not qualify, or no longer qualifies for the program, the Customer will be subject to service in accordance with EWEB's Customer Service Policy.

Customers participating in the program are not excused from paying for Utility Service and may be required to enter into a written ~~time~~-Payment Arrangement with EWEB when a past due balance exists. If a Customer participating in the program fails to enter into a written ~~time~~-Payment Arrangement or to abide by its terms, EWEB will initially restrict electric [Utility](#) Service. If a Customer fails to bring the account current as agreed in the written ~~time~~-Payment Arrangement, EWEB will disconnect service with notice in accordance with its Customer Service Policy. Any Payment Arrangements in effect when program participation terminates remain in effect for the balance owing.

### [3.5 Tampering/Diversion](#)

All EWEB meters, equipment and services must be kept free of any and all forms of Tamper or Diversion. EWEB maintains an ongoing program for detecting and deterring such activity through inspection, education, collection of costs and revenue loss, and referral to appropriate authorities for investigation and prosecution.

If Utility Service disconnected by EWEB is reconnected without EWEB's authorization, EWEB will separate the service from EWEB's supply system without notice and require inspection prior to reconnection. EWEB will also impose applicable fees on the Customer's account in addition to charges equal to the estimated cost for services used but not previously billed, as well as any Actual Costs of repair and replacement incurred by EWEB. These charges are applicable to each Tampering occurrence. In cases where Tampering or Diversion is detected, EWEB's remedies include, but are not limited to, the installation of remote metering equipment.

### [3.6 Temporary Service](#)

Temporary Service refers to Utility Service for short-term or transient type installations. Short-term Temporary Service is limited to 12 months use from date of connection. Temporary Service may be extended beyond 12 months by written request and EWEB's written approval. Temporary Service Facilities will be disconnected when permanent electric Facilities have been connected.



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Temporary Service is further classified as follows:

Single-phase or three-phase electric and all water service for construction operations and for temporary service to short-term commercial businesses shall be charged the costs of installation and removal of equipment and materials. An EWEB temporary account and meter shall be set up and charged the applicable Prices for the duration of the Temporary Service. No system development charge will be assessed for temporary water service.

The Customer's Facilities shall meet current EWEB standards and specifications and maintain National Electrical Safety Code (N.E.S.C.) and appropriate governmental agency codes and clearances.

### **4.0 METERING**

#### **4.1 General Information**

~~EWEB will own, install and maintain all necessary meters for measuring the amounts of Utility Services consumed by Customers. Under certain circumstances, un-metered Utility Service may be provided at the option of EWEB (see Electric Utility Tier II Operational Policy, Electric Service Conditions, and Water Utility Tier II Operational Policy, Water Service Conditions in separate Electric and Water Utility Policies).~~

~~A record will be kept by EWEB of all Meter readings (according to the applicable record retention requirements) as the official record of the evidence of actual usage of Utility Services by Customers. The records will be the basis on which all bills are calculated, except for those Customers having un-Metered service.~~

~~Utility Service supplied by EWEB at more than one location must be Metered and specifically billed for each location. When orders for new, individually metered, single, multifamily or nonresidential units are processed, EWEB may elect to install any or all Meters as "active" in the owner's name or to install any or all Meters as "inactive."~~

~~Meters identified as "Shared" (a single Meter serving more than a one residential or commercial unit) will be installed in the Property Owner's name. Billing will commence on the date an active Meter is installed. Billing alternatives for Shared Meters are:~~

- ~~1. Property Owner or Customer pays a licensed contractor to reconfigure Facilities to Meter each unit separately, in accordance with EWEB Policy, and receives approval from the appropriate inspector as designated by EWEB.~~
- ~~2. Property Owner assumes all billing responsibility for the Shared Meters.~~



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- ~~3. Non-Property Owner (Customer, tenant, etc.) assumes billing responsibility with mandatory, up front monetary deposit to be held for the life of the Shared Meter account.~~

For a Customer-requested meter change, the Customer will pay the cost based on EWEB's current [RatePrice](#) Schedules. All meters serving a Customer's Premises will be considered separately and the readings not combined. When an additional meter(s) is installed to serve a Customer's Premises, each additional meter will be served under the same [RatePrice](#) as the existing meter if such meter serves Load that is an integral part of the Customer's existing use and is of the same phase and voltage. Applicable basic charge(s) or minimum charge(s) will apply to each meter.

Common-use Facilities associated with multifamily structures comprised of more than four (4) Living Units will be served on the General Service [RatePrice](#) Schedule and must be billed in the name of the Property Owner. Where a Master Meter is installed, EWEB will not furnish or read auxiliary or sub-meters used for the Customer's convenience, except under contractual agreement.

Meters registering no Consumption for 730 consecutive days may be removed, along with their associated service and related equipment.

### **4.2 Advanced Meter Deployment**

With a few exceptions, any Account Holder can Opt Out of an advanced meter Deployment by contacting EWEB's customer service department. Customers who chose to Opt Out will not have access to advanced services that require communicating meters. Advanced services include, but are not limited to, automated power outage reporting, water leak detection, detailed Consumption information, time-of-use metering, or prepaid services. Exceptions to the Opt Out option are if any of the following conditions apply:

1. Customer or Account Holder has Tampered with EWEB Facilities or Diverted Utility Services.
2. Customer or Account Holder has not provided safe and necessary access to meters.

Where Account Holders are eligible for Opt Out, advance notification will be provided prior to the initial Deployment of an advanced meter at a Premise. Prior notice may not be possible in some cases due to safety concerns for emergency restoration or if time is of the essence. In the cases where prior notice cannot be provided, EWEB will provide follow up notification and information with details about Deployment options.

Account Holders on a General Service Price Schedule may exchange a previously installed Deployed meter for a non-communicating meter. The General Service Account Holder will reimburse EWEB for the Actual Costs of exchanging the meter.

An Account Holder's Opt Out preference applies to all services on an account. An Account Holder's Opt Out preference is tied to a specific account. An Account Holder who moves to a new Premise and



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wishes to maintain their Opt Out preference will need to make a new Opt Out request through EWEB's customer service department.

### 4.3 Meter Inaccuracies and Tests

Should any meter malfunction and incorrectly register Consumption of Utility Services, the bill will serve as notification of the metering malfunction. Customers may submit a written request for a meter test for meter(s) supplying Utility Service to their Premises. Requests for meter tests must be received prior to testing and a testing fee will be billed to the Account Holder at the premise prior to testing. If a tested meter is found to be inaccurate by the limits set forth by the *American Water Works Association (AWWA)* for water or *Oregon Revised Statutes* and *Industry National Standards (ANSI)* for electric, the Customer's billing will be adjusted in accordance with this Policy (see [Section 2.1, General Billing section Information](#)). In the event that a meter test reflects an over-charge, the meter test fee will be waived.

~~Meters registering no Consumption for 730 consecutive days may be removed, along with their associated service and related equipment.~~

### ~~RATE SCHEDULE ADJUSTMENTS, REVISION OF POLICIES~~

~~EWEB reserves the right to change any or all of its Rate Schedules or Policies as it deems necessary. This Policy replaces and supersedes the EWEB Customer Services Policies and Procedures All Utilities previously issued by EWEB. In case of conflict between any provisions of any Rate Schedule and these Policies, the Rate Schedule will apply.~~

### ~~RELEASE OF INFORMATION~~

~~Information collected and used by EWEB to conduct utility business is subject to the *Oregon Public Records Law*. EWEB designates a custodian of its public records to maintain, care for and control the public records owned, used or retained by EWEB.~~

~~Disclosure of specific Customer account information is made in accordance with the Customer's consent or, in the absence of consent, disclosure may occur pursuant to a court order or as authorized by Oregon law. EWEB may make Customer records regularly available to third party credit and collection agencies in connection with the management of Customer accounts.~~

~~In accordance with Oregon law, EWEB does not delete, alter or otherwise change legally correct and accurate information already present in its records.~~

### ~~TAMPER/DIVERSION~~



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~~All EWEB meters, equipment and services must be kept free of any and all forms of Tamper or Diversion. EWEB maintains an ongoing program for detecting and deterring such activity through inspection, education, collection of costs and revenue loss, and referral to appropriate authorities for investigation and prosecution.~~

~~If Utility Service disconnected by EWEB is reconnected without EWEB's authorization, EWEB will separate the service from EWEB's supply system without notice and require inspection prior to reconnection. EWEB will also impose a fee on the customer's account in addition to charges equal to the estimated cost for services used but not previously billed, whichever is greater, as well as any Actual Costs of repair and replacement incurred by EWEB. These charges are applicable to each Tampering occurrence.~~

### **DAMAGE**

#### **5.0 EWEB PROPERTY AND FACILITIES**

##### **5.1 Damage**

Property Owner is responsible to reimburse EWEB for all Actual Costs to repair or replace EWEB property and/or Facilities to their original condition if damaged by Property Owner or non-EWEB persons working under authority of Property Owner. Customer is responsible to reimburse EWEB for all Actual Costs to repair or replace EWEB property and/or Facilities to their original condition if damaged by Customer or non-EWEB persons working under authority of Customer.

### **RECONFIGURATION**

##### **5.2 Reconfiguration**

In the event that any of EWEB's property and/or Facilities is required to be altered or moved because of a change in configuration or usage of the owner's property, the Property Owner as determined by Lane County records, shall be responsible to prepay the full cost of the alteration or relocation of EWEB Facilities.

### **GRADES AND LOCATIONS WITHIN PRIVATE PROPERTY**

##### **5.3 Grades and Locations within Private Property**

EWEB may, at its discretion, install utility Facilities where the Customer has provided satisfactory easements in subdivisions, planned unit developments, minor land partitions, or other property development activity. It shall be the Customer's responsibility, while excavating accesses and parking Facilities, to provide an additional width of level ground, constructed to grade, to permit EWEB to efficiently install and maintain underground and surface-mounted Facilities.



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Prior to requested installation of any EWEB utility Facilities, it is the responsibility of Customer to coordinate with EWEB engineering. It shall be the responsibility of the Customer to stake engineered grades and locations, conforming to EWEB's Facilities designs, prior to EWEB's construction. Upon completion, it will be the Customer's responsibility to confirm that EWEB's installations have been made in the location and to the grade provided by the Customer's engineer as indicated in EWEB's approved design and specifications.

After review and acceptance by the Customer, the Customer or purchaser of the lot shall be responsible for the ~~cost~~Actual Costs of all repairs and adjustments subsequently required by grade changes or location changes resulting from construction activities. Failure to pay these Actual Costs will result in denial of Utility Service until payment is made to EWEB.

### INTERRUPTIONS, CURTAILMENTS, FLUCTUATIONS, SHORTAGES, AND OUTAGES

~~EWEB endeavors to supply reliable Utility Services. However, it is inherent that there will be times of failure, interruption, suspension, curtailment or fluctuation. EWEB cannot and will not guarantee constant or uninterrupted delivery of Utility Services. EWEB shall have no liability to its Customers or any other persons for any interruption, suspension, curtailment or fluctuation in Utility Services, or for any loss or damages resulting from but not limited to the following:~~

~~1. Causes beyond EWEB's reasonable control including, but not limited to, accident or casualty, fire, flood, drought, wind, action of the elements, court orders, litigation, breakdown of or damage to Facilities of EWEB or of third parties, acts of God, strikes or other labor disputes, civil, military or governmental authority, electrical disturbances originating on or transmitted through electrical systems with which EWEB's system is interconnected, and acts or omissions of third parties.~~

~~2. Repair, maintenance, improvement, renewal or replacement of Facilities, or any discontinuance of service (which in EWEB's judgment is necessary) to permit repairs or changes to be made in EWEB's generating, source of supply, transmission or distribution Facilities, or to eliminate the possibility of damage to EWEB's property or to the persons or property of others. Whenever EWEB schedules maintenance in advance which will require Customers to be without Utility Service for more than one hour, EWEB will notify Customers as follows:~~

~~(a) At EWEB's discretion, Customers will be notified in a manner reasonably gaged to provide actual notice under the circumstances.~~

~~(b) The oral or written notice will include the following:~~

~~(1) Reason for interruption~~

~~(2) Date and approximate time interruption will begin~~

~~(3) Expected duration of interruption~~



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~~(e) Whenever possible, Customers expected to be without service beyond one hour will be notified at least one day in advance.~~

~~3. Automatic or manual actions taken by EWEB (which in its sole judgment are necessary or prudent) to protect the performance, integrity, reliability or stability of EWEB's systems or any system with which it is interconnected. Such actions shall include, but shall not be limited to, the operation of automatic or manual protection equipment installed in EWEB's systems, including, without limitation, such equipment as automatic relays, generator controls, circuit breakers, switches, valves and pumps.~~

~~4. Action taken by EWEB with respect to any plan or course of action to conserve utilities at times of anticipated deficiency of resources, including, but not limited to, non-voluntary curtailment or suspension of Utility Services. EWEB has adopted a *Water Supply Shortage Contingency Plan* that details voluntary and non-voluntary actions to be taken in the event of a water shortage. For a description of Customer responsibilities during a curtailment declaration see [Water Utility 5.4 Locating- Underground Facilities](#), [Water Shortages and Curtailment](#).~~

### **LOCATING—UNDERGROUND FACILITIES**

EWEB will provide locating services upon request via the Oregon Utility Notification Center, directly to EWEB, or EWEB's contract locating service, in accordance with the applicable provisions of ORS 757 and OAR 952-001-0010 through OAR 952-001-0100, to assist excavators in identifying the existing location of EWEB's underground utility Facilities. Information, maps, field stakes and painted locate marks indicate the approximate location of Facilities within parameters set forth by the above-mentioned statutes and regulations. Excavators will be held responsible for Actual Costs and consequential damages resulting from damage to EWEB's Facilities as the result of the excavator's activities.

**FOR ALL UTILITY LOCATIONS, CALL ONE NUMBER:  
OREGON UTILITY NOTIFICATION CENTER  
1-800-332-2344 or 811**

### **RESALE OF UTILITY SERVICES**

~~Customer's Rate Schedules cover the sale of Utility Services for the sole and exclusive use of the Customer. [5.5 Rights-of-Way, Rights of Access, and Tree Trimming](#)  
The Customer shall not resell Utility Services supplied by EWEB.~~



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~~Redistribution of utility charges by the Customer for Shared Meter services is permitted only for the purpose of allocating the Actual Cost of service to individual tenant occupants. Such allocations shall be based solely on an equitable distribution of actual utility billings for services provided by EWEB through the Shared Meter. In no case shall the sum of the EWEB charges redistributed by any EWEB Customer to others be greater than the actual charges billed by EWEB in any given billing period without EWEB's written consent.~~

### ~~RIGHTS OF WAY AND RIGHTS OF ACCESS, TREE TRIMMING~~

EWEB shall be granted, at no cost, all Rights-of-Way, rights of access, and easements reasonably necessary to serve ~~the~~ Customer for the installation, maintenance, repair, replacement, removal or use of any or all equipment or materials used to supply and deliver Utility Services to the Customer. The Customer is required to provide safe and timely access, as determined by EWEB, to the Premises of the Customer for the purpose of reading meters, testing, repairing, removing or exchanging any or all equipment belonging to EWEB.

EWEB shall be granted all necessary Rights-of-Way and rights of access to perform clearing and trimming of trees, shrubs, vines or other vegetation it deems prudent to maintain proper clearances and accessibility for the maintenance and operation of all Utility Services, or as may be required by standard Utility safety practices. The decision to trim or clear around EWEB Facilities shall be the exclusive right of EWEB.

~~The Customer may be charged for clearing or trimming activities in the vicinity of EWEB's Facilities. When access to any of EWEB's Facilities is impaired by the Customer's actions, animals, trees, shrubs, changes of grades, fences, locked doors, or other obstructions, EWEB will make at least one documented attempt to contact the Customer and/or Property Owner, as determined by Lane County record, of the impairment to access. The Customer is responsible for safely resolving the impairment or eliminating the interference preventing timely access to EWEB's Facilities. If satisfactory corrections are not made within the specified time, EWEB will take corrective action and Customer shall reimburse EWEB for Actual Costs. For access to meters, the Customer must provide key access or permit EWEB to install remote meter reading equipment, if required. Failure to provide and maintain accessibility to the meter shall result in billings estimated to EWEB's satisfaction, surcharges and/or penalties levied and such remedies as may be available including, but not limited to, the installation of remote metering equipment.~~

### 5.6 Unauthorized Attachments Prohibited

~~Written consent shall be obtained from EWEB before any equipment or material of any description may be attached to any Facility or property owned by EWEB. Customer-owned circuits and equipment are not permitted on EWEB's pole line. The Customer will not place grounds or other electric connections to EWEB's water equipment; EWEB assumes no liability for failure of the Customer's electric grounds connected to the water system. EWEB shall not be responsible for loss, injury or damage to life or property resulting from Customer-owned installed and maintained Facilities on,~~



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adjacent to, or connected to EWEB's Facilities, and EWEB shall not assume any liability for non-EWEB Facilities. Customer shall remain responsible to keep utility Facilities on the customer side of the Point of Delivery free from any unauthorized connections.

### **6.0 RESALE OF UTILITY SERVICES**

Customer's Price Schedules cover the sale of Utility Services for the sole and exclusive use of the Customer. The Customer shall not resell Utility Services supplied by EWEB.

Redistribution of utility charges by the Customer for Shared Meter services is permitted only for the purpose of allocating the cost of service to individual tenant-occupants. Such allocations shall be based solely on an equitable distribution of actual utility billings for services provided by EWEB through the Shared Meter. In no case shall the sum of the EWEB charges redistributed by any EWEB Customer to others be greater than the actual charges billed by EWEB in any given billing period without EWEB's written consent.

~~Facilities. When access to any of EWEB's Facilities is impaired by the Customer's actions, animals, trees, shrubs, changes of grades, fences, locked doors, or other obstructions, EWEB will make at least one documented attempt to contact the Customer and/or Property Owner, as determined by Lane County record, of the impairment to access. The Customer is responsible for safely resolving the impairment or eliminating the interference preventing timely access to EWEB's Facilities. If access remains impaired, the Customer is subject to one of the following actions: the Customer will be charged, or EWEB's Facilities will be relocated and the Customer shall reimburse EWEB for Actual Costs. For access to meters, the Customer must provide key access or permit EWEB to install remote meter reading equipment, if required.~~

### **7.0 STRANDED INVESTMENT POLICY**

The Stranded Investment Policy, pursuant to Resolution No. 1516, applies to service territory transfers and Customers departing EWEB service territory over 30 Kilowatts of demand to be serviced by an Electric Service Supplier (ESS) or an alternative Utility. EWEB will calculate an exit fee, including replacement cost new, less depreciation for stranded utility assets that are not able to be repurposed. The costs categories included in the exit fee for stranded costs will include Customer-related investments, Facilities investments, distribution system investments, transmission investments, and capacity investments.



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### ~~TEMPORARY SERVICE~~

~~Temporary Service refers to Utility Service for short term or transient type installations. Short term Temporary Service is limited to 12 months use from date of connection. Temporary Service Facilities will be disconnected when permanent electric Facilities have been connected.~~

~~Temporary Service is further classified as follows:~~

#### ~~1. Construction Operations/Short Term Commercial Activities~~

~~Single phase or three phase service for construction operations and for temporary service to short-term commercial businesses shall be charged the costs of installation and removal of equipment and materials. An EWEB temporary account and Meter shall be set up and charged the applicable electric Rate for the duration of the Temporary Service.~~

~~Charges for Temporary Service shall be as follows:~~

- ~~a. — Where the Overhead single phase service drop is 150 feet or less and no additional Facilities are required to provide service, the Customer shall pay a flat fee for temporary single phase service.~~
- ~~b. — If the Overhead service drop is more than 150 feet in length, or three phase, or if any additional Facilities are required to provide service, the customer shall pay the flat fee noted above plus costs of installation and removal of such additional Facilities.~~
- ~~c. — The Customer is responsible for furnishing and installing all underground Temporary Service Facilities per EWEB specifications to a designated Point of Delivery at EWEB's electric distribution system.~~
- ~~d. — At the discretion of EWEB, Temporary Services may be a combination of Overhead and underground Facilities.~~

~~The Customer's Facilities shall meet current EWEB standards and specifications and maintain National Electrical Safety Code and appropriate governmental agency codes and clearances.~~

### ~~UNAUTHORIZED ATTACHMENTS PROHIBITED~~

~~Written consent shall be obtained from EWEB before any equipment or material of any description may be attached to any Facility or property owned by EWEB. EWEB shall not be responsible for loss, injury or damage to life or property resulting from Customer owned installed and maintained Facilities on, adjacent to, or connected to EWEB's Facilities, and EWEB shall not assume any liability for non-EWEB Facilities. Customer shall remain responsible to keep utility Facilities on the customer side of the Point of Delivery free from any unauthorized connections.~~

### ~~UTILITY SERVICE CHARGES AND RATES~~



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### ~~Late Fee~~

~~Late Fees of 1.5 % or \$5.00 (whichever is greater) will apply to past due balances of \$30.00 or greater. (Resolution No. 1218)~~

~~Field Collection Charge.....\$15.00~~

### ~~Move In/Move Out/Transfer~~

~~Same business day ..... \$75.00  
Next business day ..... No Charge  
Second trip charge (same day).....additional \$75.00  
Second trip charge next business day.....No Charge~~

### ~~Suspension and Restoration of Service for Non-Payment/Non-Sign (per call out)~~

~~Suspension during business hours (Resolution No. 1221)..... \$35.00  
Suspension of service at source due to lack of access\* .....\$200.00  
Restoration request prior to 3:00 P.M of business day .....No charge  
Restoration request after 3:00 P.M of business day.....\$75.00~~

~~\*For services which are suspended at the source, restoration is offered until 3:00 P.M., Monday through Friday, excluding EWEB observed holidays.~~

~~Return Payment (NSF) Charge.....\$25.00~~

~~Tampering Charge ..... minimum \$125.00-\$500.00~~

~~Account Processing Charge .....\$20.00  
(Resolution No. 1221)~~

~~Lack of Access Charge.....\$50.00~~

~~Residential Radio Read Meter Installation Charges ..... minimum \$110.00~~

~~If requested by the Customer and approved by EWEB, a residential radio read Meter will be installed. The cost of the installation is a minimum of \$110.00 and EWEB will retain ownership of the Meter.~~

### ~~Overhead Charges~~

~~Computed at the rate of 28% of Actual Costs (See definitions, All Utilities Glossary)  
(Resolution No. 1221)~~

~~Meter Test at Customer Request.....\$180.00  
Cost for Customer Requested Meter Test (per Meter, per request) (Resolution No. 1221).....~~

### ~~Property Management Activity Fee Schedule~~



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(Resolution No. 1532)

Revocable Permit (One-Time)

Administrative costs for setup and recording with County.....\$400.00

Revocable Permit (As Needed)

Operational costs for inspections and/or standby.....\$225.00

Revocable Entry Permit (One-Time)

Administrative costs for setup and tracking.....\$345.00

Revocable Entry Permit (As Needed)

Operational costs for inspections and/or standby.....\$225.00

Revocable Encroachment Permit (One-Time)

Admin costs for setup, survey/mapping encroachment, and recording with County.....\$940.00

Revocable Encroachment Permit (Annual)

Permit renewal fee including encroachment inspection.....\$335.00

Revocable Encroachment Permit (One-Time)

Administrative costs associated with termination for permit (vacation process).....\$390.00

### **8.0 PRICE SCHEDULE ADJUSTMENTS, REVISION OF POLICIES**

EWEB reserves the right to change any or all of its Price Schedules or Policies as it deems necessary. In case of conflict between any provisions of any Price Schedule and these Policies, the Price Schedule will prevail.



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### REVISION HISTORY

<b>Version</b>	<b>Section Revised / Description</b>	<b>Resolution No.</b>	<b>Approved</b>	<b>Effective</b>
1	Wholesale Re-Write <ol style="list-style-type: none"><li>1. Simplification of policy language</li><li>2. Removal of internal processes</li><li>3. Updated glossary definitions to clarify decision making authority</li><li>4. Increased security options for residential customers</li></ol>	No. 1713	06/06/17	06/07/17



# Eugene Water & Electric Board

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### **PREFACE**

Thank you for doing business with Eugene Water & Electric Board (EWEB). As a provider of public electric and water utilities, we seek to provide the best products and services at prices that are competitive and fair. In doing so, we commit to serving you in the best manner possible.

Customer Service is a top priority of EWEB. All EWEB customer-owners will be treated promptly and respectfully without regard to age, gender, sexual orientation, race, ethnicity, disability, language proficiency, social or economic status. If at any time you have concerns regarding the services provided by EWEB, please let us know. We commit to addressing concerns in a timely manner including access to a formal appeals process.

This *Customer Service Policy – All Utilities* serves to help Customers understand EWEB’s business practices regarding Utility Services. The Policy also provides guidance to EWEB staff in the achievement of sound, impartial and consistent business practices in the efficient and safe provision of Utility Service. The Policy applies to all Applicants, Account-Holders, and Authorized Agents (collectively referred to as “Customers” in this Policy) who benefit from Utility Service(s) in accordance with EWEB’s responsibility and authority set forth in the Eugene City Charter and Oregon State law.

EWEB may in its sole discretion exercise any or all of the options listed in this Policy or any other applicable law. Any delay on the part of EWEB in exercising available options is not intended as, and will not be deemed, a waiver of EWEB's rights.

### **CUSTOMER BILL OF RIGHTS**

**(Either inclusive of this Policy or Separate Board Policy)**



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# Eugene Water & Electric Board

## Customer Service Policy - All Utilities

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### 1.0 CONDITIONS OF SERVICE AND ACCOUNT REQUIREMENTS

#### 1.1 Conditions of Service

By applying for or accepting service from EWEB, Customers agree to abide by all terms of EWEB's policies, to provide any Rights of Way across their properties that EWEB deems reasonably necessary to supply such service, and to cooperate with EWEB in the construction and maintenance of the Facilities needed for such service.

Customers are responsible for furnishing, owning, and maintaining all materials and Facilities required to distribute services beyond the Point of Delivery for their service address. Customer is also responsible for installing protective devices to prevent back flow or cross-contamination of the EWEB water system when determined necessary by EWEB personnel. If EWEB-owned Facilities are located beyond the Point of Delivery, they will continue to be maintained by EWEB. Customers will secure and pay for all necessary permits and costs of installing, upgrading, and maintaining utility materials and equipment necessary to safely accept EWEB's services.

While EWEB endeavors to supply reliable Utility Services, EWEB cannot and will not guarantee constant or uninterrupted delivery of Utility Services and will not be responsible for loss or damage to life or property resulting from non-EWEB Facilities.

EWEB reserves the right to deny Utility Service or refuse to extend Utility Service where reasonable grounds for refusal are determined to exist. These grounds must be nondiscriminatory. Grounds for refusal could be based on, but not limited to, public health, safety, system reliability and/or capacity, or configuration limitations.

EWEB may bill a Customer for any costs resulting from the Customer's failure to comply with the provisions of this Policy.

Customer and Property Owners will also comply with the Electric and Water Tier II Operational Policies.

#### 1.2 Application for Service

An "application for service" is a request for service only and does not constitute a contract until EWEB is ready to deliver Utility Service to the Customer. Applications for service must be complete with all required information submitted in a form acceptable to EWEB under the particular circumstances. Requests for residential service from persons other than the Applicant will not be accepted without confirmation of a verified Account Holder, a notarized letter of authorization, or a notarized Power of Attorney, signed by the Applicant, in a form acceptable to EWEB. In the absence of an approved application, pre-existing services at a property may be disconnected. Upon application for service, EWEB will conduct a credit evaluation of the Applicant and Account Security may be required based upon the credit evaluation.



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Account Holders are responsible for Utility Service charges and fees, effective from the date EWEB is requested to start service or the date of the Customer's occupancy or responsibility, whichever occurs first, and will remain responsible for charges at the service location through the time that EWEB disconnects the Utility Services or closes the account, whichever occurs later.

Whether or not EWEB receives a joint application, where two or more adults occupy the same residence, they will be jointly and severally responsible for the Utility Service(s) supplied and will be billed by means of a single, periodic bill mailed to the Account Holder designated to receive the bill.

Utility Service may be discontinued or denied to a Customer until all unpaid balances owing to EWEB or its assigned agency, by the same Customer, have been paid in full with Verifiable Funds or otherwise discharged. EWEB also reserves the right to subsequently terminate service with notice if evidence confirms that an Applicant or Account Holder owes a debt to EWEB that was not resolved at the time of service connection.

Only Applicants, Account Holders or Authorized Agents may select and control the type and level of services at a given account's service location, including requests for connection, disconnection or transfer of Utility Services.

When connection or disconnection of services requires field work, it must be scheduled a minimum of one business day in advance of desired date to avoid additional fees. A non-refundable Account Processing Charge applies whenever Utility Service is established, transferred or reactivated.

### **1.3 Account Security Requirements**

EWEB requires security for an account whenever it determines that financial risk exists for new or existing accounts. Security requirements may be satisfied at EWEB's discretion with any one of the following options:

- A monetary deposit
- A Surety Bond from an acceptable surety licensed to do business in Oregon  
A personal Guarantor may be used for residential accounts only. Only qualified individuals are eligible to serve as personal Guarantors.
- An Irrevocable, Stand-By Letter of Credit from a financial institution acceptable to EWEB

Monetary deposits accrue interest based upon Local Government Investment Pool earnings. After establishment of Favorable Credit, a monetary deposit and accrued interest will be applied, at EWEB's discretion, to any monies owing EWEB by the same Account Holder. Upon termination of Utility Service, EWEB will refund the deposit and any accrued interest, less the amount of any unpaid charges.



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Customers filing bankruptcy are subject to the bankruptcy law in effect at the time of the filing and will be required to provide Account Security in the form of adequate assurance under 11USC 366 and in accordance with EWEB's security requirements in order to maintain service with EWEB. A review of the need for Account Security and its amount is available upon request.

### **1.4 Customer Privacy/Release of Information**

EWEB protects Customer privacy. EWEB is required by ORS 646A to protect customer information. Customer information is stored and transmitted through encryption or other secure means. EWEB regularly tests its network and systems for security weaknesses and repairs them if found.

EWEB does not sell Customer information. Disclosure of specific Customer information is made in accordance with the Account Holder's consent. Disclosure may occur pursuant to a court order or as required by law. EWEB may make Customer records available to third party credit and collection agencies in connection with the management of Customer accounts and when necessary to conduct utility operations.

Information collected and used by EWEB to conduct utility business is subject to the ORS 192, *Oregon Public Records Law*. EWEB designates a custodian of its public records to maintain, care for and control the public records owned, used or retained by EWEB.

In accordance with Oregon law, EWEB does not delete, alter or otherwise change legally correct and accurate information already present in its records.

## **2.0 BILLING**

### **2.1 General Billing Information**

EWEB will issue bills on a periodic basis based on actual Consumption. Reference to "one month's service" relates to the billing period but does not necessarily correlate to a calendar month. EWEB reserves the right to read meters and present bills for longer or shorter periods. In the event that a meter is inaccessible for any reason, EWEB reserves the right to estimate the meter Consumption and to issue bills calculated upon estimated usage and applicable fees. Opening and closing bills will be prorated to reflect actual usage.

An Automatic Hookup Agreement (AHU) is available to Property Owners at EWEB's discretion. The AHU contract authorizes Utility Services to be billed to the verified Property Owner(s) as determined by County records during tenant vacancies. In the absence of an AHU, the Owner may be charged for disconnection of services on any three-phase service.

EWEB does not provide Utility Service in the absence of an Account Holder. In the event that utility Consumption is detected at a service location for which there is no active Account Holder, the Property



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Owner will be responsible for the related Consumption and fees absent theft of services as determined by EWEB. In the event of the death of an Account Holder, responsibility for billing must be assumed by the estate or a personal representative.

Price Schedules are applied to locations and services according to use and occupancy at the time of application. The applicable Price Schedule for a location is subject to change by EWEB, based upon review of actual Consumption. If the use of a location changes, the Customer must notify EWEB and EWEB may apply the applicable Price Schedule as of the date of the change of use.

EWEB strives to produce accurate and timely billing. In the event that EWEB bills too much or too little for Utility Service, EWEB will provide the Account Holder with notice of the circumstances, period of time affected (if known), and the amount of any adjustment. In no event will a billing error be adjusted for a period of more than three (3) years. Late Fees or interest will not apply to billing adjustments for such errors.

An Account Holder may enter into a mutually acceptable Payment Arrangement for repayment of an under-billing. EWEB may waive rebilling for under-charges when the cost to the EWEB is not economical. No billing adjustment will be available if a meter test (see Section 4.3, Meter Inaccuracies and Tests) registers less than 2% error under conditions of normal operation.

### **2.2 Bill Payment and Financial Assistance**

Bills are payable upon presentation and past due after the due date stated on the bill. EWEB allocates payments across all unpaid charges, paying oldest charges first and (absent contractual arrangement with the applicable jurisdiction) does not allocate payments to include or exclude specific charges. EWEB is responsible for billing and collection of the liquid and solid waste fees on behalf of the City. EWEB is not in position to waive those fees or enter into a contractual arrangement contrary to the City rights (Charter Sec 44(5)). Late Fees and charges apply in accordance with the EWEB's "Charges & Prices" schedules. Payment must be in the form of United States currency.

For Customer convenience, EWEB offers a "*Budget Payment Plan*" for qualifying Account Holders. The Budget Payment Plan is a pre-determined, annual Payment Arrangement, therefore additional Payment Arrangements are not available while a Budget Payment Plan is in effect.

Account Holders unable to pay the full amount of their EWEB bill may be able to enter into a mutually acceptable Payment Arrangement to include all current billings. Acceptance of partial payments in the past does not preclude EWEB's right to require full payment. An Account Holder who has not kept prior payment commitments may be prohibited from entering into a new Payment Arrangement.

If EWEB is notified that a payment cannot be processed, the attempted payment will be considered as a Non-Sufficient Funds (NSF) event, and the Account Holder will be charged accordingly. EWEB may require payment with Verifiable Funds after an NSF event.



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Payments cannot be accepted by EWEB if a Collection Agency has filed an action in court for collection on the account.

Financial assistance for EWEB bill payment is made via referrals to various community service agencies which offer information and programs designed to assist with payment of utility bills or directly via EWEB bill assistance, when available. It remains the Account Holder's responsibility to fully and timely pay all service bills, and to apply for payment assistance when appropriate.

### **2.3 Appeals**

An EWEB Account Holder in disagreement with a utility bill, supplemental charge or fee, demand notice, or other charge has the right to file an appeal with the EWEB appeals committee. On all collection notices, the Account Holder will be notified in writing of the right to appeal, as required by law. The appeals committee may also consider appeals for water usage or service installation during mandatory curtailment declarations.

Pending resolution of the appeal, the obligation to pay undisputed and subsequent charges continues. The EWEB service(s) under appeal will continue during the appeal process provided that:

- No evidence of Fraud, Tampering or Diversion is discovered
- A Legitimate and Valid appeal exists in which the facts asserted support continued service
- Service has not already been disconnected

If an Account Holder fails to accept or comply with the appeals committee's decision, EWEB may proceed with immediate collection efforts without further notice including, but not limited to, disconnection of the Utility Service. The written decision of the appeals committee is final when issued.

Appeal forms are available on EWEB's website and upon request from EWEB's Customer Service staff. Appeals are only viable and considered when submitted in writing, signed and dated, by the Account Holder or their Authorized Agent.

### **3.0 UTILITY SERVICE AVAILABILITY**

#### **3.1 Interruptions, Curtailments, Fluctuations, Shortages and Outages**

EWEB endeavors to supply reliable Utility Services. However, it is inherent that there will be times of failure, interruption, suspension, curtailment or fluctuation. EWEB cannot and will not guarantee constant or uninterrupted delivery of Utility Services. EWEB shall have no liability to its Customers or any other persons for any interruption, suspension, curtailment or fluctuation in Utility Services, or for any loss or damages resulting from but not limited to the following:



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1. Causes beyond EWEB's reasonable control including, but not limited to, accident or casualty, fire, flood, drought, wind, action of the elements, court orders, litigation, breakdown of or damage to Facilities of EWEB or of third parties, acts of God, strikes or other labor disputes, civil, military or governmental authority, electrical disturbances originating on or transmitted through electrical systems with which EWEB's system is interconnected, and acts or omissions of third parties.
2. Repair, maintenance, improvement, renewal or replacement of Facilities, or any discontinuance of service (which in EWEB's judgment is necessary) to permit repairs or changes to be made in EWEB's generating, source of supply, transmission or distribution Facilities, or to eliminate the possibility of damage to EWEB's property or to the persons or property of others. Whenever EWEB schedules maintenance in advance which will require Customers to be without Utility Service for more than one hour, EWEB will notify Customers as follows:
  - (a) At EWEB's discretion, Customers will be notified in a manner reasonably gauged to provide actual notice under the circumstances.
  - (b) The oral or written notice will include the following:
    - (1) Reason for interruption
    - (2) Date and approximate time interruption will begin
    - (3) Expected duration of interruption
  - (c) Whenever possible, Customers expected to be without service beyond one hour due to a planned outage will be notified at least one day in advance.
3. Automatic or manual actions taken by EWEB (which in its sole judgment are necessary or prudent) to protect the performance, integrity, reliability, public health or safety, or stability of EWEB's systems or any system with which it is interconnected. Such actions shall include, but shall not be limited to, the operation of automatic or manual protection equipment installed in EWEB's systems, including, without limitation, such equipment as automatic relays, generator controls, circuit breakers, switches, valves and pumps.
4. Action taken by EWEB with respect to any plan or course of action to conserve utilities at times of anticipated deficiency of resources, including, but not limited to, non-voluntary curtailment or suspension of Utility Services. EWEB has adopted a *Water Supply Shortage Contingency Plan* that details voluntary and non-voluntary actions to be taken in the event of a water shortage. For a description of Customer responsibilities during a curtailment declaration see Water Utility Tier II Operational Policy, Water Shortages and Curtailment.



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#### **3.2 Disconnection/Reconnection at EWEB's Discretion**

EWEB may disconnect Utility Service(s) ***with written notice*** for failure to pay all charges when due.

EWEB may disconnect Utility Service(s) ***without written or verbal notice*** for any of the following reasons:

- Evidence of Tampering/Diversion, Code Violations, Fraud
- To protect health, life or property
- Violation(s) of any part of EWEB policies
- Where no EWEB Account Holder exists for a service address
- On a temporary basis for Operational Purposes

An EWEB election to disconnect Utility Service does not foreclose EWEB from exercising any other available rights under law, requiring compliance with this Policy and imposing Service fees or charges consistent with this Policy.

Residential Utility Service may not be disconnected or Restricted for non-payment in the post-noon period of the last business day of the week, during a regular business day immediately preceding an EWEB-observed holiday, or during a 24-hour period when the predicted temperature (as reported by the *National Oceanic and Atmospheric Administration*) is at or below 32 degrees Fahrenheit or at or above 100 degrees Fahrenheit.

Disconnected service will not be resumed while any individuals remain at the residence who occupied the same service address during the time that any outstanding debt was accumulated unless all charges have been paid in full with Verifiable Funds or judgment resolving any collection action is satisfied. All inspections and changes in wiring or plumbing of a disconnected service address, as required by local jurisdictions or agencies, will be arranged by Customer at the Customer's expense prior to reconnection by EWEB.

Where a Property Owner of a disconnected Premises is found to owe EWEB past due monies for any Premises provided with Utility Service for the same Property Owner, Utility Service will not be started or resumed for any Applicant or Customer until outstanding debts are resolved to EWEB's satisfaction.

In emergency situations, where it is necessary for Utility Service to be temporarily connected or disconnected to protect health, life or property, EWEB will, at its discretion, take such action without notice or charge to the Customer.

#### **3.3 Code Violations, Fraud, and Failure to Pay**

If a Code Violation is detected, Utility Service may be denied or discontinued without notice. Whenever Utility Service has been discontinued or temporarily suspended by EWEB for Code



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Violations, Fraud, failure to pay all charges for service, or for violation of any part of this Policy, service will not be resumed until the situation requiring such action has been resolved to the satisfaction of EWEB and any other governmental agency having jurisdiction.

The Customer shall not permit any conditions to exist on their property relating to Utility Services which would cause EWEB to be out of compliance with applicable safety standards or result in a Code Violation attributable to EWEB.

If Fraud against EWEB relating to Utility Services is detected, EWEB may discontinue Utility Service without notice, refuse service or take other action permitted under law, including referral of the details to appropriate authorities for further investigation and action.

#### **3.4 Medical Support Program for Residential Utility Service**

EWEB maintains a voluntary medical support program for qualifying residential Customers who complete and submit the required application form, which includes certification by a Qualified Medical Professional indicating how the requested utility is medically necessary to the health of the Customer. EWEB requires proof of qualifying occupancy as part of the application process. Program application forms are available on EWEB's website and upon request from Customer Service.

Participation in the medical support program is valid only for the length of time the health condition is certified to exist, but no longer than twelve (12) months absent renewal. If EWEB determines that a Customer does not qualify, or no longer qualifies for the program, the Customer will be subject to service in accordance with EWEB's Customer Service Policy.

Customers participating in the program are not excused from paying for Utility Service and may be required to enter into a written Payment Arrangement with EWEB when a past due balance exists. If a Customer participating in the program fails to enter into a written Payment Arrangement or to abide by its terms, EWEB will initially restrict electric Utility Service. If a Customer fails to bring the account current as agreed in the written Payment Arrangement, EWEB will disconnect service with notice in accordance with its Customer Service Policy. Any Payment Arrangements in effect when program participation terminates remain in effect for the balance owing.

#### **3.5 Tampering/Diversion**

All EWEB meters, equipment and services must be kept free of any and all forms of Tamper or Diversion. EWEB maintains an ongoing program for detecting and deterring such activity through inspection, education, collection of costs and revenue loss, and referral to appropriate authorities for investigation and prosecution.

If Utility Service disconnected by EWEB is reconnected without EWEB's authorization, EWEB will separate the service from EWEB's supply system without notice and require inspection prior to reconnection. EWEB will also impose applicable fees on the Customer's account in addition to charges



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equal to the estimated cost for services used but not previously billed, as well as any Actual Costs of repair and replacement incurred by EWEB. These charges are applicable to each Tampering occurrence. In cases where Tampering or Diversion is detected, EWEB's remedies include, but are not limited to, the installation of remote metering equipment.

#### **3.6 Temporary Service**

Temporary Service refers to Utility Service for short-term or transient type installations. Short-term Temporary Service is limited to 12 months use from date of connection. Temporary Service may be extended beyond 12 months by written request and EWEB's written approval. Temporary Service Facilities will be disconnected when permanent electric Facilities have been connected.

Temporary Service is further classified as follows:

Single-phase or three-phase electric and all water service for construction operations and for temporary service to short-term commercial businesses shall be charged the costs of installation and removal of equipment and materials. An EWEB temporary account and meter shall be set up and charged the applicable Prices for the duration of the Temporary Service. No system development charge will be assessed for temporary water service.

The Customer's Facilities shall meet current EWEB standards and specifications and maintain National Electrical Safety Code (N.E.S.C.) and appropriate governmental agency codes and clearances.

## **4.0 METERING**

### **4.1 General Information**

EWEB will own, install and maintain all necessary meters for measuring the amounts of Utility Services consumed by Customers. Under certain circumstances, un-metered Utility Service may be provided at the option of EWEB (see Electric Utility Tier II Operational Policy, Electric Service Conditions, and Water Utility Tier II Operational Policy, Water Service Conditions).

For a Customer-requested meter change, the Customer will pay the cost based on EWEB's current Price Schedules. All meters serving a Customer's Premises will be considered separately and the readings not combined. When an additional meter(s) is installed to serve a Customer's Premises, each additional meter will be served under the same Price as the existing meter if such meter serves Load that is an integral part of the Customer's existing use and is of the same phase and voltage. Applicable basic charge(s) or minimum charge(s) will apply to each meter.

Common-use Facilities associated with multifamily structures comprised of more than four (4) Living Units will be served on the General Service Price Schedule and must be billed in the name of the



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Property Owner. Where a Master Meter is installed, EWEB will not furnish or read auxiliary or sub-meters used for the Customer's convenience, except under contractual agreement.

Meters registering no Consumption for 730 consecutive days may be removed, along with their associated service and related equipment.

### 4.2 Advanced Meter Deployment

With a few exceptions, any Account Holder can Opt Out of an advanced meter Deployment by contacting EWEB's customer service department. Customers who chose to Opt Out will not have access to advanced services that require communicating meters. Advanced services include, but are not limited to, automated power outage reporting, water leak detection, detailed Consumption information, time-of-use metering, or prepaid services. Exceptions to the Opt Out option are if any of the following conditions apply:

1. Customer or Account Holder has Tampered with EWEB Facilities or Diverted Utility Services.
2. Customer or Account Holder has not provided safe and necessary access to meters.

Where Account Holders are eligible for Opt Out, advance notification will be provided prior to the initial Deployment of an advanced meter at a Premise. Prior notice may not be possible in some cases due to safety concerns for emergency restoration or if time is of the essence. In the cases where prior notice cannot be provided, EWEB will provide follow up notification and information with details about Deployment options.

Account Holders on a General Service Price Schedule may exchange a previously installed Deployed meter for a non-communicating meter. The General Service Account Holder will reimburse EWEB for the Actual Costs of exchanging the meter.

An Account Holder's Opt Out preference applies to all services on an account. An Account Holder's Opt Out preference is tied to a specific account. An Account Holder who moves to a new Premise and wishes to maintain their Opt Out preference will need to make a new Opt Out request through EWEB's customer service department.

### 4.3 Meter Inaccuracies and Tests

Should any meter incorrectly register Consumption of Utility Services, the bill will serve as notification of the metering malfunction. Customers may submit a written request for a meter test for meter(s) supplying Utility Service to their Premises. Requests for meter tests must be received prior to testing and a testing fee will be billed to the Account Holder at the premise prior to testing. If a tested meter is found to be inaccurate by the limits set forth by the *American Water Works Association (AWWA)* for water or *Oregon Revised Statutes* and *Industry National Standards (ANSI)* for electric, the Customer's billing will be adjusted in accordance with this Policy (see Section 2.1, General Billing Information). In the event that a meter test reflects an over-charge, the meter test fee will be waived.



### **5.0 EWEB PROPERTY AND FACILITIES**

#### **5.1 Damage**

Property Owner is responsible to reimburse EWEB for all Actual Costs to repair or replace EWEB property and/or Facilities to their original condition if damaged by Property Owner or non-EWEB persons working under authority of Property Owner. Customer is responsible to reimburse EWEB for all Actual Costs to repair or replace EWEB property and/or Facilities to their original condition if damaged by Customer or non-EWEB persons working under authority of Customer.

#### **5.2 Reconfiguration**

In the event that any of EWEB's property and/or Facilities is required to be altered or moved because of a change in configuration or usage of the owner's property, the Property Owner as determined by Lane County records, shall be responsible to prepay the full cost of the alteration or relocation of EWEB Facilities.

#### **5.3 Grades and Locations within Private Property**

EWEB may, at its discretion, install utility Facilities where the Customer has provided satisfactory easements in subdivisions, planned unit developments, minor land partitions, or other property development activity. It shall be the Customer's responsibility, while excavating accesses and parking Facilities, to provide an additional width of level ground, constructed to grade, to permit EWEB to efficiently install and maintain underground and surface-mounted Facilities.

Prior to requested installation of any EWEB utility Facilities, it is the responsibility of Customer to coordinate with EWEB engineering. It shall be the responsibility of the Customer to stake engineered grades and locations, conforming to EWEB's Facilities designs, prior to EWEB's construction. Upon completion, it will be the Customer's responsibility to confirm that EWEB's installations have been made in the location and to the grade as indicated in EWEB's approved design and specifications.

After review and acceptance by the Customer, the Customer or purchaser of the lot shall be responsible for the Actual Costs of all repairs and adjustments subsequently required by grade changes or location changes resulting from construction activities. Failure to pay these Actual Costs will result in denial of Utility Service until payment is made to EWEB.

#### **5.4 Locating- Underground Facilities**

EWEB will provide locating services upon request via the Oregon Utility Notification Center, directly to EWEB, or EWEB's contract locating service, in accordance with the applicable provisions of ORS 757 and OAR 952-001-0010 through OAR 952-001-0100, to assist excavators in identifying the existing location of EWEB's underground utility Facilities. Information, maps, field stakes and painted locate marks indicate the approximate location of Facilities within parameters set forth by the above-mentioned statutes and regulations. Excavators will be held responsible for Actual Costs and



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consequential damages resulting from damage to EWEB's Facilities as the result of the excavator's activities.

**FOR ALL UTILITY LOCATIONS, CALL ONE NUMBER:  
OREGON UTILITY NOTIFICATION CENTER  
1-800-332-2344 or 811**

#### **5.5 Rights-of-Way, Rights of Access, and Tree Trimming**

EWEB shall be granted, at no cost, all Rights-of-Way, rights of access, and easements reasonably necessary to serve a Customer for the installation, maintenance, repair, replacement, removal or use of any or all equipment or materials used to supply and deliver Utility Services to the Customer. The Customer is required to provide safe and timely access, as determined by EWEB, to the Premises of the Customer for the purpose of reading meters, testing, repairing, removing or exchanging any or all equipment belonging to EWEB.

EWEB shall be granted all necessary Rights-of-Way and rights of access to perform clearing and trimming of trees, shrubs, vines or other vegetation it deems prudent to maintain proper clearances and accessibility for the maintenance and operation of all Utility Services, or as may be required by standard Utility safety practices. The decision to trim or clear around EWEB Facilities shall be the exclusive right of EWEB.

The Customer may be charged for clearing or trimming activities in the vicinity of EWEB's Facilities. When access to any of EWEB's Facilities is impaired by the Customer's actions, animals, trees, shrubs, changes of grades, fences, locked doors, or other obstructions, EWEB will make at least one documented attempt to contact the Customer and/or Property Owner, as determined by Lane County record, of the impairment to access. The Customer is responsible for safely resolving the impairment or eliminating the interference preventing timely access to EWEB's Facilities. If satisfactory corrections are not made within the specified time, EWEB will take corrective action and Customer shall reimburse EWEB for Actual Costs. For access to meters, the Customer must provide key access or permit EWEB to install remote meter reading equipment, if required.

Failure to provide and maintain accessibility to the meter shall result in billings estimated to EWEB's satisfaction, surcharges and/or penalties levied and such remedies as may be available including, but not limited to, the installation of remote metering equipment.

#### **5.6 Unauthorized Attachments Prohibited**

Written consent shall be obtained from EWEB before any equipment or material of any description may be attached to any Facility or property owned by EWEB. Customer-owned circuits and equipment are not permitted on EWEB's pole line. The Customer will not place grounds or other electric connections to EWEB's water equipment; EWEB assumes no liability for failure of the Customer's electric grounds connected to the water system. EWEB shall not be responsible for loss, injury or



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damage to life or property resulting from Customer-owned installed and maintained Facilities on, adjacent to, or connected to EWEB's Facilities, and EWEB shall not assume any liability for non-EWEB Facilities. Customer shall remain responsible to keep utility Facilities on the customer side of the Point of Delivery free from any unauthorized connections.

#### **6.0 RESALE OF UTILITY SERVICES**

Customer's Price Schedules cover the sale of Utility Services for the sole and exclusive use of the Customer. The Customer shall not resell Utility Services supplied by EWEB.

Redistribution of utility charges by the Customer for Shared Meter services is permitted only for the purpose of allocating the cost of service to individual tenant-occupants. Such allocations shall be based solely on an equitable distribution of actual utility billings for services provided by EWEB through the Shared Meter. In no case shall the sum of the EWEB charges redistributed by any EWEB Customer to others be greater than the actual charges billed by EWEB in any given billing period without EWEB's written consent.

#### **7.0 STRANDED INVESTMENT POLICY**

The Stranded Investment Policy, pursuant to Resolution No. 1516, applies to service territory transfers and Customers departing EWEB service territory over 30 Kilowatts of demand to be serviced by an Electric Service Supplier (ESS) or an alternative Utility. EWEB will calculate an exit fee, including replacement cost new, less depreciation for stranded utility assets that are not able to be repurposed. The cost categories included in the exit fee for stranded costs will include Customer-related investments, Facilities investments, distribution system investments, transmission investments, and capacity investments.

#### **8.0 PRICE SCHEDULE ADJUSTMENTS, REVISION OF POLICIES**

EWEB reserves the right to change any or all of its Price Schedules or Policies as it deems necessary. In case of conflict between any provisions of any Price Schedule and these Policies, the Price Schedule will prevail.



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### REVISION HISTORY

<b>Version</b>	<b>Section Revised / Description</b>	<b>Resolution No.</b>	<b>Approved</b>	<b>Effective</b>
1	Wholesale Re-Write <ol style="list-style-type: none"><li>1. Simplification of policy language</li><li>2. Removal of internal processes</li><li>3. Updated glossary definitions to clarify decision making authority</li><li>4. Increased security options for residential customers</li></ol>	No. 1713	06/06/17	06/07/17



**UTILITY SERVICE CHARGES AND PRICES**

**Late Fee**

Late Fees of 1.5% or \$5.00 (whichever is greater) will apply to past due balances of \$30.00 or greater. (Resolution No. 1218)

**Account Field Collection Charge**.....  
\$15.00

**Move In/Move Out/Transfer**

Same business day ..... \$75.00  
Next business day ..... No Charge  
Second trip charge (same day).....additional \$75.00  
Second trip charge next business day.....No Charge

**Suspension and Restoration of Service for Non-Payment/Non-Sign (per call out)**

Suspension during business hours (Resolution No. 1221) ..... \$35.00  
Suspension of service at source due to lack of access\* ..... \$200.00  
Restoration request prior to 3:00 PM of business day .....No charge  
Restoration request after 3:00 PM of business day.....\$75.00

\*For services which are suspended at the source, restoration is offered until 3:00 PM, Monday through Friday, excluding EWEB-observed holidays.

**Return Payment (NSF) Charge**.....\$25.00

**Tampering Charge** ..... minimum \$125.00-\$500.00

**Account Processing Charge** ..... \$20.00  
(Resolution No. 1221)

**Lack of Access Charge** ..... \$50.00

~~**Residential Radio Read Meter (non Advanced Meter)**~~

~~**Installation Charges** ..... minimum \$110.00~~

~~If requested by the Customer and approved by EWEB, a residential radio read Meter will be installed. The cost of the installation is a minimum of \$110.00 and EWEB will retain ownership of the Meter.~~

**Overhead Charges**

Computed at the rate of 28% of Actual Costs (See definitions, All Utilities Glossary)  
(Resolution No. 1221)

**Meter Test at Customer Request**..... \$180.00  
Cost for Customer Requested Meter Test (per Meter, per request) (Resolution No. 1221)



**Property Management Activity Fee Schedule**

(Resolution No. 1532)

Revocable Permit (One-Time) Administrative costs for setup & recording with County .....	\$400.00
Revocable Permit (As Needed) Operational costs for inspections and/or standby .....	\$225.00
Revocable Entry Permit (One-Time) Administrative costs for setup and tracking .....	\$345.00
Revocable Entry Permit (As Needed) Operational costs for inspections and/or standby .....	\$225.00
Revocable Encroachment Permit (One-Time) Admin costs for setup, survey/mapping encroachment, and recording with County .....	\$940.00
Revocable Encroachment Permit (Annual) Permit renewal fee including encroachment inspection.....	\$335.00
Revocable Encroachment Permit (One-Time) Administrative costs associated with termination for permit (vacation process) .....	\$390.00



**UTILITY SERVICE CHARGES AND PRICES**

**Late Fee**

Late Fees of 1.5% or \$5.00 (whichever is greater) will apply to past due balances of \$30.00 or greater. (Resolution No. 1218)

**Account Collection Charge**.....  
\$15.00

**Move In/Move Out/Transfer**

Same business day ..... \$75.00  
Next business day ..... No Charge  
Second trip charge (same day).....additional \$75.00  
Second trip charge next business day.....No Charge

**Suspension and Restoration of Service for Non-Payment/Non-Sign (per call out)**

Suspension during business hours (Resolution No. 1221) ..... \$35.00  
Suspension of service at source due to lack of access\* ..... \$200.00  
Restoration request prior to 3:00 PM of business day .....No charge  
Restoration request after 3:00 PM of business day.....\$75.00

\*For services which are suspended at the source, restoration is offered until 3:00 PM, Monday through Friday, excluding EWEB-observed holidays.

**Return Payment (NSF) Charge**.....\$25.00

**Tampering Charge** ..... minimum \$125.00-\$500.00

**Account Processing Charge** ..... \$20.00  
(Resolution No. 1221)

**Lack of Access Charge** ..... \$50.00

**Overhead Charges**

Computed at the rate of 28% of Actual Costs (See definitions, All Utilities Glossary)  
(Resolution No. 1221)

**Meter Test at Customer Request**..... \$180.00  
Cost for Customer Requested Meter Test (per Meter, per request) (Resolution No. 1221)



**Property Management Activity Fee Schedule**

(Resolution No. 1532)

Revocable Permit (One-Time) Administrative costs for setup & recording with County .....	\$400.00
Revocable Permit (As Needed) Operational costs for inspections and/or standby .....	\$225.00
Revocable Entry Permit (One-Time) Administrative costs for setup and tracking .....	\$345.00
Revocable Entry Permit (As Needed) Operational costs for inspections and/or standby .....	\$225.00
Revocable Encroachment Permit (One-Time) Admin costs for setup, survey/mapping encroachment, and recording with County .....	\$940.00
Revocable Encroachment Permit (Annual) Permit renewal fee including encroachment inspection.....	\$335.00
Revocable Encroachment Permit (One-Time) Administrative costs associated with termination for permit (vacation process) .....	\$390.00



**ELECTRIC SERVICE CHARGES AND PRICES**

~~For charges specific to Water; see Water Service Charges and Prices. For all other charges; see All Utilities Charges and Prices~~

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~~Approved: 12/16~~ ~~Revision Date Effective: 02/01/18~~  
~~Adopted: 12/16~~ ~~Revision: 23~~



**A. Connect/Disconnect of Electric Service at Customers Request for Electrical repairs (per call out)**

(Resolution No. 1414)

During regular business hours..... No Charge  
After regular business hours.....\$150.00

**B. Temporary Electric Service Installation Charges**

(Resolution No. 1509)

- 1. Temporary Service (150 feet or less) .....\$280.00
- 2. Temporary Service Conductor (over 150 feet) ..... \$3.58/ft
- 3. Temporary Transformer (single).....At estimated cost
- 4. Three-Phase Temporary Service with Primary ..... To be computed

**C. Customer-Damaged EWEB Facilities ..... Actual Cost**

**D. Service Lateral Substructure Re-Inspection Charge (per visit) .....\$75.00**

(Resolution No. 1802)

First inspection is included with each request for service.



**E. Residential Service - Schedule R-6**

1. Applicable

To underground or overhead Electric Service for separately metered single-family residences, duplexes, triplexes, quads, townhouses, multifamily structures with less than four Living Units, and mobile homes, except as may be otherwise specified by prior contract. Boarding, lodging, rooming houses or group care facilities shall also be considered Residential Services if not more than five private sleeping rooms are used by other than members of the Customer's family.

When a major portion of a dwelling is regularly used for the conduct of business, the Customer may separate the wiring so that the residential portion may be metered separately and billed on the Residential Schedule, otherwise the entire dwelling shall be billed on a General Service Schedule.

Price Schedules apply to the sale of electrical energy for the sole and exclusive use of the Customer. The Customer shall not resell electrical energy supplied by EWEB.

2. Character of Service

Single-phase, 60-cycle, nominal 120, 208Y/120 or 240/120 volts, subject to voltage classification available and compatibility with geographic area.

3. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Prices effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

**Basic Charge** ..... \$20.50 per month

**Delivery Charge (all usage):**..... \$0.02624 per kWh

**Energy Charge:**

First 800 kWh ..... \$0.05948 per kWh

Over 800 kWh ..... \$0.07435 per kWh

4. Minimum Charge

The minimum charge per month shall be the applicable basic charge.



5. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

6. BPA Power Cost Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

7. Special Provisions

Individual single-phase motors larger than 7.5 horsepower may be connected only with the written permission of EWEB.

8. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.



**F. Small General Service - Schedule G-1  
(For Service up to 30 kW)**

1. Applicable

To commercial, industrial, commercial irrigation uses, public buildings, churches, public and private schools, public and private hospitals, multifamily structures with four or more Living Units served through one Meter, and their Common Use Facilities. This General Service schedule also applies to rooming, lodging, boarding houses, or group care facilities where more than five private sleeping rooms are used for persons not members of the Customer's immediate family. Service under this schedule is available to Customers with monthly billing Demands that do not exceed 30 Kilowatts. Service is applicable to Customers with the average of the three highest monthly kW Demands in the prior 12-month period not exceeding 30 Kilowatts.

When a major portion of a dwelling is regularly used for the conduct of business, the Customer may separate the wiring so that the residential portion may be metered separately and billed on the Residential schedule, otherwise the entire dwelling shall be billed on the General Service schedule.

All of the Customer's lighting, heating and power requirements shall be served through a single Meter at one Point of Delivery and one Secondary Voltage classification. Service shall be supplied only at the phases and voltages as EWEB may have available. The Customer's Load characteristics must be acceptable to EWEB.

Price Schedules apply to the sale of electrical energy for the sole and exclusive use of the Customer. The Customer shall not resell electrical energy supplied by EWEB.

2. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Prices effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

**Basic Charge:**

Single-phase Service .....	\$23.06	per month
Three-phase Service .....	\$34.08	per month

**Demand Charge:**

First 10 kW .....		No Charge
All Additional kW .....	\$7.124	per kW



**Delivery Charge:**

First 1,750 kWh .....	\$0.03577	per kWh
All Additional kWh.....	\$0.00132	per kWh

**Energy Charge:**

All Kilowatt-Hours .....	\$0.06900	per kWh
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3. Minimum Charge

The minimum charge per month shall be the applicable basic charge.

4. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

6. Demand

The Demand shall be the maximum active energy used by the Customer for any 15-minute period during the month; which is calculated as an average Kilowatt by a suitable Demand Meter.

7. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.



**G. Medium General Service - Schedule G-2  
(For Service from 31 kW to 500 kW)**

1. Applicable

To Electric Service for commercial, industrial and public agency Customers with monthly billing Demands from 31 to 500 Kilowatts. Service is applicable to Customers with the average of the three highest monthly kW Demands in the prior 12-month period falling between 31 and 500 Kilowatts.

All Customer’s Load shall be served through a single Meter at one Point of Delivery and one Voltage classification. Service shall be supplied only at the phases and voltages as EWEB may have available. The Customer’s Load characteristics must be acceptable to EWEB.

Primary Service may be available for Customers who contract for 300 Kilowatts or more at one Point of Delivery at approximately 12,470 volts. It is not available to Customers inside the underground Secondary Network. All Primary Service shall be three-phase, 60-cycle, at 12,470 volts or higher at the option of EWEB. Secondary Service applies to Customers served below 600 volts.

Price Schedules apply to the sale of electrical energy for the sole and exclusive use of the Customer. The Customer shall not resell electrical energy supplied by EWEB.

2. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Prices effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

	<u>Secondary Service</u>	<u>Primary Service</u>	
<b>Basic Charge:</b>			
Single-phase Service .....	\$38.23	No charge	per month
Three-phase Service .....	\$59.30	\$3,444	per month
<b>Demand Charge:</b>			
First 300 kW of Demand .....	\$7.43	No charge	per kW
Over 300 kW of Demand .....	\$7.43	\$7.28	per kW
<b>Energy Charge:</b>			
All Kilowatt-Hours .....	\$0.06236	\$0.06148	per kWh

3. Minimum Charge

The minimum charge shall be the applicable basic charge.



4. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

6. Demand

The Demand shall be the maximum active energy used by the Customer for any 15-minute period during the month; which is calculated as an average Kilowatt by a suitable Demand Meter.

7. Reactive Power Charge

Where applicable, a reactive power charge will be added to the above charges based on the maximum reactive energy used by the Customer for any 15-minute period during the month, which is calculated as an average KiloVar (kVAR) by a suitable Meter. The monthly price is \$0.28 per kVAR.

8. Special Provisions – Primary Service

The Customer shall provide, own, install and maintain all necessary transformers, cutouts, protection equipment, concrete slab or vault, primary metering enclosure, and all distribution equipment beyond the Point of Delivery. EWEB will furnish and install all distribution Facilities to the Point of Delivery and the primary potential and current transformers.

For Primary Service under this Price Schedule, transformer losses will be borne by the Customer and will be measured or calculated at the option of EWEB.

9. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.



**H. Large General Service - Schedule G-3  
(For Service from 501 kW to 10,000 kW)**

1. Applicable

To Electric Service for large commercial, industrial and public agency Customers with monthly billing Demands from 501 to 10,000 Kilowatts. Service is applicable to Customers with the average of the three highest monthly kW Demands in the prior 12-month period falling between 501 and 10,000 Kilowatts.

All Customer's Load shall be served through a single Meter at one Point of Delivery and one Voltage classification. Service shall be supplied only at the phases and voltages as EWEB may have available. The Customer's Load characteristics must be acceptable to EWEB.

Primary Service is available for Customers who contract for 300 Kilowatts or more at one Point of Delivery at approximately 12,470 volts. It is not available to Customers inside the underground Secondary Network. All Primary Service shall be three-phase, 60-cycle, at 12,470 volts or higher at the option of EWEB. Secondary Service applies to Customers served below 600 volts.

Price Schedules apply to the sale of electrical energy for the sole and exclusive use of the Customer. The Customer shall not resell electrical energy supplied by EWEB.

2. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Rates effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

	<u>Secondary Service</u>	<u>Primary Service</u>	
<b>Basic Charge:</b> .....	\$2,757	\$2,680	per month
<b>Demand Charge:</b>			
First 300 kW of Demand .....	No charge	No charge	
Over 300 kW of Demand .....	\$7.688	\$7.486	per kW
<b>Energy Charge:</b>			
All Kilowatt-Hours .....	\$0.04944	\$0.04851	per kWh

3. Minimum Charge

The minimum charge shall be the applicable basic charge.



~~Approved: 03/00~~  
~~Revision Date Effective: 01/09/18~~  
~~Adopted: 12/16~~  
~~Revision: 44~~

4. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

6. Demand

The Demand shall be the maximum active energy used by the Customer for any 15-minute period during the month; which is calculated as an average Kilowatt by a suitable Demand Meter.

7. Reactive Power Charge

Where applicable, a reactive power charge will be added to the above charges based on the maximum reactive energy used by the Customer for any 15-minute period during the month, which is calculated as an average Kilovar (kVAR) by suitable Meter. The monthly price is \$0.28 per kVAR.

8. Special Provisions – Primary Service

The Customer shall provide, own, install and maintain all necessary transformers, cutouts, protection equipment, concrete slab or vault, primary metering enclosure, and all distribution equipment beyond the Point of Delivery. EWEB will furnish and install all distribution Facilities to the Point of Delivery and the primary potential and current transformers.

For Primary Service under this Price Schedule, transformer losses will be borne by the Customer and will be measured or calculated at the option of EWEB.

~~Approved: 03/00~~  
~~Adopted: 12/16~~  
~~Revision Date Effective: 01/09/18~~  
~~Revision: 44~~



9. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.

**I. Very Large General Service – Schedule G-4  
(For Service over 10,000 kW)**

1. Applicable

To Electric Service for large commercial, industrial and public agency Customers with monthly billing Demands over 10,000 Kilowatts, or Customers classified as New Large Single Load (“NLSL”) by the Bonneville Power Administration (“BPA”). Service is applicable to NLSL Customers or Customers with the average of the three highest monthly kW Demands in the prior 12-month period exceeding 10,000 Kilowatts.

All Customer’s Load shall be served through a single Meter at one Point of Delivery and one Voltage classification. Service shall be supplied only at the phases and voltages as EWEB may have available. The Customer’s Load characteristics must be acceptable to EWEB.

Primary Service is available for Customers who contract for 300 Kilowatts or more at one Point of Delivery at approximately 12,470 volts. It is not available to Customers inside the underground Secondary Network. All Primary Service shall be three-phase, 60-cycle, at 12,470 volts or higher at the option of EWEB. Secondary Service applies to Customers served below 600 volts.

Price Schedules apply to the sale of electrical energy for the sole and exclusive use of the Customer. The Customer shall not resell electrical energy supplied by EWEB.

2. Provisions

- a. Service to new Loads will be provided under the Very Large General Service Price Schedule G-4 or by separate power service contracts.
- b. EWEB will, to the extent necessary, secure wholesale power and transmission service to serve the Loads.
- c. Loads defined as NLSL are not eligible to receive preference power for service to such NLSL. Prior to entering into a contract for service EWEB will discuss power supply options with the NLSL. All other fees and the minimum charge detailed below are applicable to NLSL’s.
- d. Based on their size, NLSL may incur non-traditional costs of service, such as Renewable Portfolio Standard (“RPS”) compliance. The NLSL will bear the cost of compliance with the applicable RPS resulting from the addition of the NLSL.

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Approved: ~~03/00~~ Revision Date Effective: ~~01/09/18~~  
Adopted: ~~12/16~~ Revision: ~~18~~



**Eugene Water & Electric Board**

Customer Services Policies  
Appendix B - Electric Service Charges and Prices

- e. For NLSL Customers, the Energy and Demand price will be calculated as necessary and is dependent on the forecast monthly energy and peak Demand forecast for the Customer and EWEB’s cost of service including the power and Demand to meet the NLSL Load.
- f. For NLSL Customers, an Energy and/or Demand Power Cost Adjustment (“PCA”) may apply. An Energy or Demand PCA may be calculated at any time. A PCA will be calculated if the power purchased to serve the NLSL differs materially, or if the actual Load differs materially from forecast.
- g. A Facilities charge will be applicable to NLSL Customers and will be calculated as necessary.
- h. All fees imposed by any governmental agency will be passed through to the NLSL Customer.
- i. A reactive power charge will be included in the prices.

3. **Monthly Price**

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Rates effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

	<u>Secondary Service</u>	<u>Primary Service</u>	
<b>Basic Charge:</b> .....	\$2,785	\$2,711	per month
<b>Demand Charge:</b>			
First 300 kW of Demand.....	No charge	No charge	
Over 300 kW of Demand.....	\$7.35	\$7.14	per kW
<b>Energy Charge:</b>			
All Kilowatt-Hours .....	\$0.06680	\$0.06680	per kWh

4. **Minimum Charge**

The minimum charge shall be the applicable basic charge.

5. **Demand**

The Demand shall be the maximum active energy used by the Customer for any 15-minute period during the month; which is calculated as an average Kilowatt by a suitable Demand Meter.

6. **Reactive Power Charge**

Where applicable, a reactive power charge will be added to the above charges based on the maximum reactive energy used by the Customer for any 15-minute period during the month; which is calculated as an average Kilovar (kVAR) by suitable Meter. The monthly price is \$0.28 per kVAR.



~~Approved: 03/00~~ ~~Revision Date Effective: 01/09/18~~  
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7. Special Provisions – Primary Service

The Customer shall provide, own, install and maintain all necessary transformers, cutouts, protection equipment, concrete slab or vault, primary metering enclosure, and all distribution equipment beyond the Point of Delivery. EWEB will furnish and install all distribution Facilities to the Point of Delivery and the primary potential and current transformers.

For Primary Service under this Price Schedule, transformer losses will be borne by the Customer and will be measured or calculated at the option of EWEB.

8. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

9. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.



~~Approved: 03/00~~ ~~Revision Date Effective: 01/09/18~~  
~~Adopted: 12/16~~ ~~Revision: 18~~

**J. Special Very Large General Service – Schedule G-5  
(For Service over 10,000 kW)**

1. Applicable

To Electric Service for large commercial and industrial Customers with monthly billing Demands over 10,000 Kilowatts where EWEB served the location prior to 1980 and the location is outside the urban growth boundary of the City of Eugene. Service is applicable to Customers with the average of the three highest monthly kW Demands in the prior 12-month period exceeding 10,000 Kilowatts. Service will be at the primary service level (approximately 12,470 volts).

All Customer’s Load shall be served through a single Meter at one Point of Delivery and one Voltage classification. Service shall be supplied only at the phases and voltages as EWEB may have available. The Customer’s Load characteristics must be acceptable to EWEB.

Price Schedules apply to the sale of electrical energy for the sole and exclusive use of the Customer. The Customer shall not resell electrical energy supplied by EWEB.

2. Monthly Price

**Basic Charge:** ..... \$9,576 per month  
**Demand Charge:** .....\$5.22 per kW  
**Energy Charge:** .....\$0.04941 per kWh

3. Minimum Charge

The minimum charge shall be the applicable basic charge.

4. Demand

The Demand shall be the maximum active energy used by the Customer for any 15-minute period during the month; which is calculated as an average Kilowatt by a suitable Demand Meter.

5. Reactive Power Charge

Where applicable, a reactive power charge will be added to the above charges based on the maximum reactive energy used by the Customer for any 15-minute period during the month, which is calculated as an average Kilovar (kVAR) by suitable Meter. The monthly price is \$0.28 per kVAR.



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~~Approved: 08/11~~ ~~Revision Date Effective: 01/09/18~~  
~~Adopted: 12/15~~ ~~Revision: 8~~

6. Special Provisions – Primary Service

The Customer shall provide, own, install and maintain all necessary transformers, cutouts, protection equipment, concrete slab or vault, primary metering enclosure, and all distribution equipment beyond the Point of Delivery. EWEB will furnish and install all distribution Facilities to the Point of Delivery and the primary potential and current transformers.

For Primary Service under this Price Schedule, transformer losses will be borne by the Customer and will be measured or calculated at the option of EWEB.

7. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

8. General Terms and Conditions

Service under this schedule is subject to the Policies and Procedures of EWEB.



~~Approved: 08/11~~ ~~Revision Date Effective: 01/09/18~~  
~~Adopted: 12/15~~ ~~Revision: 8~~

**K. Customer-Owned Street Lighting Service - Schedule J-3  
(Closed to New Services)**

1. Applicable

To governmental agency, lighting district, and water district-owned daily, dusk-to-dawn lighting systems which illuminate streets, alleys, and thoroughfares used primarily for motorized vehicular traffic and which meet EWEB's specifications.

2. Specifications

System type and design must be approved by EWEB.

3. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Prices effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

<u>Description</u>	<u>Lamp Type</u>	<u>Net per Lamp</u>
175 Watt MV	Mercury Vapor	\$ 8.07
250 Watt MV	Mercury Vapor	\$10.58
400 Watt MV	Mercury Vapor	\$15.28
700 Watt MV	Mercury Vapor	\$24.79

4. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

~~Approved: 11/81~~ ~~Revision Date Effective: 01/09/18~~  
~~Adopted: 12/16~~ ~~Revision: 41~~



6. Special Provisions

a. Prices

Monthly prices provide only for delivery of energy and associated Utility costs.

b. Ownership

Customers served under this schedule are responsible for all operation and maintenance of their lighting facilities.

c. Additional EWEB Services

Customers may apply for a contractual agreement between the Customer and EWEB to provide for operation and maintenance services. Charges to the Customer for such services shall be based on Actual Cost of materials, labor, and equipment, plus appropriate Overhead and administrative costs.

d. Restrictions

- (1) Customer-owned lighting systems shall not be installed or modified by the Customer when located on EWEB-owned Facilities.
- (2) No new lighting fixtures or systems shall be served under this schedule.

7. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.



**L. Customer-Owned Street Lighting Service - Schedule J-4**

1. Applicable

To governmental agency, lighting district, and water district-owned daily, dusk-to-dawn lighting systems which illuminate streets, alleys, and thoroughfares used primarily for motorized vehicular traffic and which meet EWEB's specifications.

2. Specifications

System type and design must be approved by EWEB.

3. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Prices effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

<u>Description</u>	<u>Lamp Type</u>	<u>Net per Lamp</u>
35 Watt HPS	High Pressure Sodium	\$ 3.74
50 Watt HPS	High Pressure Sodium	\$ 4.20
70 Watt HPS	High Pressure Sodium	\$ 5.11
100 Watt HPS	High Pressure Sodium	\$ 5.77
150 Watt HPS	High Pressure Sodium	\$ 7.39
200 Watt HPS	High Pressure Sodium	\$ 9.30
250 Watt HPS	High Pressure Sodium	\$11.07
310 Watt HPS	High Pressure Sodium	\$12.97
400 Watt HPS	High Pressure Sodium	\$15.82
1000 Watt HPS	High Pressure Sodium	\$33.51
1000 Watt MH	Metal Halide	\$33.23

4. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.



6. Special Provisions

a. Prices

Monthly prices provide only for delivery of energy and associated Utility costs.

b. Ownership

Customers served under this schedule are responsible for initial design, purchase and installation costs, and for all operation and maintenance of their lighting facilities.

c. Additional EWEB Services

Customers may apply for a contractual agreement between the Customer and EWEB to provide for design, installation, and operation and maintenance services. Charges to the Customer for such services shall be based on Actual Cost of materials, labor, and equipment, plus appropriate Overhead and administrative costs.

d. Restrictions

Customer-owned lighting systems shall not be installed or modified by the Customer when located on EWEB-owned Facilities.

7. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.



M. Customer-Owned Street Lighting Service (LED) - Schedule J-5

1. Applicable

To governmental agency, lighting district, and water district-owned daily, dusk-to-dawn lighting systems which illuminate streets, alleys, and thoroughfares used primarily for motorized vehicular traffic and which meet EWEB's specifications.

2. Specifications

System type and design must be approved by EWEB.

3. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Prices effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

<u>Description</u>	<u>Lamp Type</u>	<u>Net per Lamp</u>
00 to 10 Watt	Light Emitting Diode	\$ 2.61
11 to 20 Watt	Light Emitting Diode	\$ 2.89
21 to 30 Watt	Light Emitting Diode	\$ 3.17
31 to 40 Watt	Light Emitting Diode	\$ 3.46
41 to 50 Watt	Light Emitting Diode	\$ 3.74
51 to 60 Watt	Light Emitting Diode	\$ 4.03
61 to 80 Watt	Light Emitting Diode	\$ 4.46
81 to 125 Watt	Light Emitting Diode	\$ 5.45
126 to 175 Watt	Light Emitting Diode	\$ 6.74
176 to 225 Watt	Light Emitting Diode	\$ 8.16
226 to 275 Watt	Light Emitting Diode	\$ 9.58
276 to 350 Watt	Light Emitting Diode	\$11.44
351 to 750 Watt	Light Emitting Diode	\$18.13

4. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be



rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

6. Special Provisions

a. Prices

Monthly prices provide only for delivery of energy and associated Utility costs.

b. Ownership

Customers served under this schedule are responsible for initial design, purchase and installation costs, and for all operation and maintenance of their lighting facilities.

c. Additional EWEB Services

Customers may apply for a contractual agreement between the Customer and EWEB to provide for design, installation, and operation and maintenance services. Charges to the Customer for such services shall be based on Actual Cost of materials, labor, and equipment, plus appropriate Overhead and administrative costs.

d. Restrictions

Customer-owned lighting systems shall not be installed or modified by the Customer when located on EWEB-owned Facilities.

7. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.



**N. Private Property Lighting Service - Schedule L-3  
(Closed to New Services)**

1. Applicable

To overhead outdoor lighting from dusk-to-dawn each day throughout the year for lighting private property with Facilities supplied by EWEB.

The 100-, 200- and 400-watt applications are no longer available for new installations, in accordance with Eugene City Code 9.6725. Existing fixtures will be replaced as part of a maintenance program.

2. Specifications

System shall be overhead construction on existing wood poles, consisting of aerial circuits with mast arms not longer than four feet and standard street lighting luminaries using high pressure sodium lamps. All equipment used to furnish service under this schedule shall be furnished, owned, operated and maintained by EWEB.

3. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Prices effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

<u>Description</u>	<u>Lamp Type</u>	<u>Net per Lamp</u>
100 Watt HPS	High Pressure Sodium	\$ 6.06
200 Watt HPS	High Pressure Sodium	\$ 9.82
400 Watt HPS	High Pressure Sodium	\$ 16.74

4. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.:-



5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

6. Special Provisions

- a. Service will be furnished only under contracts for not less than three years. Contracts may be terminated before expiration of the contract period only after receipt by EWEB of contracted monthly price multiplied by the number of months remaining on the contract. After the contracted revenue requirement is satisfied, and upon demand of the Customer, EWEB will remove any EWEB-owned Facilities installed to provide such Schedule L-3 service.
- b. Service under this schedule will be provided only where unmetered 120-volt power is available within a normal Service Drop or a secondary span extension. Metered service shall not be provided under this schedule.
- c. Any damage to the luminaire(s) or mast arm(s) or replacement beyond fair wear and tear will, at the option of EWEB, be charged to the Customer.
- d. A monthly pole rental fee of \$1.00 shall be added to the above lamp charge(s) in all cases where an existing pole is dedicated to the sole and exclusive use for private lighting supplied by EWEB.

7. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.



**O. Private Property Lighting Service - Schedule L-4**

1. Applicable

To overhead outdoor lighting from dusk-to-dawn each day throughout the year for lighting private property with Facilities supplied by EWEB. For the purposes of administering this service, the primary references are Eugene Code 9.6725 and all EWEB policies and procedures pertaining to light pollution, light trespass and glare.

2. Specifications

System shall be overhead construction on existing poles, consisting of aerial circuits with a four-foot standard mast arms length. Non-standard equipment may be considered at EWEB's sole discretion if so doing so would help mitigate light pollution. All equipment used to provide service under this schedule shall be furnished, owned, operated and maintained by EWEB.

3. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Prices effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

<u>Description</u>	<u>Net per Lamp Type</u>	<u>Lamp</u>
50 Watt High Efficiency	High Pressure Sodium	\$4.40
70 Watt High Efficiency	High Pressure Sodium	\$5.37
150 Watt High Efficiency*	High Pressure Sodium	\$7.79

\* Available only in limited commercial applications, as determined by EWEB.

4. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.



5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

6. Special Provisions

- a. Service will be furnished only under contracts for not less than three years. Contracts may be terminated before expiration of the contract period only after receipt by EWEB of contracted monthly price multiplied by the number of months remaining on the contract. After the contracted revenue requirement is satisfied, and upon demand of the Customer, EWEB will remove any EWEB-owned Facilities installed to provide such Schedule L-4 service.
- b. Service under this schedule will be provided only where unmetered 120-volt power is available within a normal Service Drop or a secondary span extension. Metered service shall not be provided under this schedule.
- c. Any damage to the luminaire(s) or mast arm(s) or replacement beyond fair wear and tear will, at the option of EWEB, be charged to the Customer.
- d. A monthly pole rental fee of \$1.00 shall be added to the above lamp charge(s) in all cases where an existing pole is dedicated to the sole and exclusive use for private lighting supplied by EWEB.

7. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.



**P. Medium General Service – Schedule Pilot Time of Use C-TOU-1  
(For Service from 31 kW to 500 kW)**

EWEB is proposing a limited time of use pilot for commercial customers. The time of use pilot allows a customer to benefit from shifting load to off-peak hours. The intent of the pilot is to allow customers to receive the benefit of load shifting while EWEB works through metering, billing, and customer accounting changes with a small group of customers. The pilot price is limited due to billing constraints, but it is structured to be revenue neutral. Customers would not be guaranteed bill savings under this pilot.

The design is constructed to pass along savings from EWEB's BPA network transmission (NT) bill and on- and off-peak price differentials. The BPA NT bill is determined by EWEB's peak kilowatt demand at the time of the BPA's transmission system peak. Historical data was reviewed to confirm the on-peak demand period coincided with the BPA transmission system peak. Therefore, a shift in demand from on-peak to off-peak hours will have a corresponding reduction in BPA NT bills every two years when BPA resets their prices.

The on- and off-peak energy pricing differential is based on the wholesale market price differential. If the customer shifts from on-peak to off-peak hours, EWEB is able to benefit from the difference in market prices to realize the on- and off- peak price differential. Both the demand and energy off-peak pricing represents real cost savings to EWEB that can be passed along to customers who can consume proportionately more in the off-peak periods.

1. Applicable

To Electric Service for commercial, industrial and public agency Customers with monthly billing Demands from 31 to 500 Kilowatts. Service is applicable to Customers with the average of the three highest monthly kW Demands in the prior 12-month period falling between 31 and 500 Kilowatts.

All Customer's Load shall be served through a single Meter at one Point of Delivery and one Voltage classification. Service shall be supplied only at the phases and voltages as EWEB may have available. The Customer's Load characteristics must be acceptable to EWEB.

Customers are currently not eligible for the Medium General Service Commercial Time of Use pilot. Secondary Service applies to Customers served below 600 volts.

Price Schedules apply to the sale of electrical energy for the sole and exclusive use of the Customer. The Customer shall not resell electrical energy supplied by EWEB.



**Eugene Water & Electric Board**

Customer Services Policies  
Appendix B - Electric Service Charges and Prices

~~Approved: 12/15~~ ~~Revision Date Effective: 02/01/18~~  
~~Revision: 4~~

2. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Prices effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

	<u>Secondary Service</u>	<u>Primary Service</u>	
<b>Basic Charge:</b>			
Single-phase Service .....	\$38.23	No charge	per month
Three-phase Service .....	\$59.30	\$3,444	per month
<b>Demand Charge:</b>			
On-Peak Demand .....	\$7.43	\$7.28	per kW
Off-Peak Demand .....	\$5.39	\$5.24	per kW
<b>Energy Charge:</b>			
On-Peak Kilowatt-Hours .....	\$0.06800	\$0.06712	per kWh
Off-Peak Kilowatt-Hours .....	\$0.06059	\$0.05971	per kWh

**On and Off Peak Hours**

Winter (beginning November 1st of each year)			
On-Peak	7:00 a.m. to 11:00 a.m.	Monday - Friday	
	5:00 p.m. to 9:00 p.m.	Monday - Friday	
Off-Peak	9:00 p.m. to 7:00 a.m.	Monday - Friday	
	11:00 a.m. to 5:00 p.m.	Monday - Friday	
	All hours	Saturday, Sunday and NERC Holidays**	
Summer (beginning May 1 <sup>st</sup> of each year)			
On-Peak	12:00 p.m. to 8:00 p.m.	Monday - Friday	
Off-Peak	8:00 p.m. to 12:00 p.m.	Monday - Friday	
	All hours	Saturday, Sunday and NERC Holidays**	

\*\*North American Electric Reliability Corporation (NERC) Holidays include:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

3. Minimum Charge

The minimum charge shall be the applicable basic charge.

~~Approved: 12/15~~ ~~Revision Date Effective: 02/01/18~~



4. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

6. Demand

The Demand shall be the maximum active energy used by the Customer for any 15-minute period during the month; which is calculated as an average Kilowatt by a suitable Demand Meter.

7. Reactive Power Charge

Where applicable, a reactive power charge will be added to the above charges based on the maximum reactive energy used by the Customer for any 15-minute period during the month, which is calculated as an average KiloVar (kVAR) by a suitable Meter. The monthly price is \$0.28 per kVAR.

8. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.



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~~Revision: 4~~

**Q. Large General Service – Schedule Pilot Time of Use C-TOU-2  
(For Service from 501 kW to 10,000 kW)**

EWEB is proposing a limited time of use pilot for commercial customers. The time of use pilot allows a customer to benefit from shifting load to off-peak hours. The intent of the pilot is to allow customers to receive the benefit of load shifting while EWEB works through metering, billing, and customer accounting changes with a small group of customers. The pilot price is limited due to billing constraints, but it is structured to be revenue neutral. Customers would not be guaranteed bill savings under this pilot.

The design is constructed to pass along savings from EWEB’s BPA network transmission (NT) bill and on- and off-peak price differentials. The BPA NT bill is determined by EWEB’s peak kilowatt demand at the time of the BPA’s transmission system peak. Historical data was reviewed to confirm the on-peak demand period coincided with the BPA transmission system peak. Therefore, a shift in demand from on-peak to off-peak hours will have a corresponding reduction in BPA NT bills every two years when BPA resets their prices.

The on- and off-peak energy pricing differential is based on the wholesale market price differential. If the customer shifts from on-peak to off-peak hours, EWEB is able to benefit from the difference in market prices to realize the on- and off- peak price differential. Both the demand and energy off-peak pricing represents real cost savings to EWEB that can be being passed along to customers who can consume proportionately more in the off-peak periods.

1. Applicable

To Electric Service for large commercial, industrial and public agency Customers with monthly billing Demands from 501 to 10,000 Kilowatts. Service is applicable to Customers with the average of the three highest monthly kW Demands in the prior 12-month period falling between 501 and 10,000 Kilowatts.

All Customer’s Load shall be served through a single Meter at one Point of Delivery and one Voltage classification. Service shall be supplied only at the phases and voltages as EWEB may have available. The Customer’s Load characteristics must be acceptable to EWEB.

Primary Service is available for Customers who contract for 300 Kilowatts or more at one Point of Delivery at approximately 12,470 volts. It is not available to Customers inside the underground Secondary Network. All Primary Service shall be three-phase, 60-cycle, at 12,470 volts or higher at the option of EWEB. Secondary Service applies to Customers served below 600 volts.

Price Schedules apply to the sale of electrical energy for the sole and exclusive use of the Customer. The Customer shall not resell electrical energy supplied by EWEB.



**Eugene Water & Electric Board**

Customer Services Policies  
Appendix B - Electric Service Charges and Prices

~~Approved: 12/15~~ ~~Revision Date Effective: 02/01/18~~  
~~Revision: 4~~

2. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
 (Resolution No. 1535 – Electric Rates effective February 2016)

	<u>Secondary Service</u>	<u>Primary Service</u>	
<b>Basic Charge:</b> .....	\$451.00	\$434.58	per month
<b>Demand Charge:</b>			
On-Peak Demand .....	\$7.69	\$7.48	per kW
Off-Peak Demand .....	\$5.65	\$5.44	per kW
<b>Energy Charge:</b>			
On-Peak Kilowatt-Hours .....	\$0.05510	\$0.05417	per kWh
Off-Peak Kilowatt-Hours .....	\$0.04769	\$0.04276	per kWh

**On and Off Peak Hours**

Winter (beginning November 1st of each year)

On-Peak	7:00 a.m. to 11:00 a.m.	Monday - Friday
	5:00 p.m. to 9:00 p.m.	Monday - Friday
Off-Peak	9:00 p.m. to 7:00 a.m.	Monday - Friday
	11:00 a.m. to 5:00 p.m.	Monday - Friday
	All hours	Saturday, Sunday and NERC Holidays**

Summer (beginning May 1<sup>st</sup> of each year)

On-Peak	12:00 p.m. to 8:00 p.m.	Monday - Friday
Off-Peak	8:00 p.m. to 12:00 p.m.	Monday - Friday
	All hours	Saturday, Sunday and NERC Holidays **

\*\*North American Electric Reliability Corporation (NERC) Holidays include:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

3. Minimum Charge

The minimum charge shall be the applicable basic charge.



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~~Approved: 12/15~~ ~~Revision Date Effective: 02/01/18~~  
~~Revision: 4~~

~~4. Power Cost Recovery Adjustment~~

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.<sup>3</sup>

5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

6. Demand

The Demand shall be the maximum active energy used by the Customer for any 15-minute period during the month; which is calculated as an average Kilowatt by a suitable Demand Meter.

7. Reactive Power Charge

Where applicable, a reactive power charge will be added to the above charges based on the maximum reactive energy used by the Customer for any 15-minute period during the month, which is calculated as an average Kilovar (kVAR) by suitable Meter. The monthly price is \$0.28 per kVAR.

8. Special Provisions – Primary Service

The Customer shall provide, own, install and maintain all necessary transformers, cutouts, protection equipment, concrete slab or vault, primary metering enclosure, and all distribution equipment beyond the Point of Delivery. EWEB will furnish and install all distribution Facilities to the Point of Delivery and the primary potential and current transformers.

For Primary Service under this Price Schedule, transformer losses will be borne by the Customer and will be measured or calculated at the option of EWEB.

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~~Approved: 12/15~~ ~~Revision Date Effective: 02/01/18~~  
~~Revision: 4~~



9. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.

**R. Dark Fiber Lease**

1. Availability

EWEB’s fiber optic cables run through public right-of-way and are owned and maintained by EWEB. This Price Schedule applies to public agencies and higher level educational institutions as well as medical service providers within EWEB’s service territory, with the exception of any other price that may apply under a separate agreement or Price Schedule.

2. Character of Service

EWEB’s Dark Fiber Lease Price Schedule (DFL-1) pertains to the available surplus fiber strands contained within EWEB’s existing fiber-optic system, covering the Eugene metropolitan area and other areas within EWEB’s service territory. Subscribing to EWEB’s Dark Fiber Lease allows the interconnecting entity to obtain an indefeasible right of use of allocated EWEB-owned fiber strands for the purpose of transmitting voice, data and/or video signals between locations.

3. Interconnection

The Customer is responsible for providing a complete Conduit path from the termination point inside their facility to EWEB Facilities near the Customer premise, in accordance with EWEB’s Fiber Optic Customer Standards. All Customer provided Conduit pathway facilities and patch panels shall be inspected and approved by EWEB prior to connection of the lateral extension. After connectivity, EWEB will own and maintain all Facilities up to and including the patch panel.

4. Advance Engineering Fee

All prospective EWEB Dark Fiber Lease subscribers must work with EWEB to complete an Advance Engineering Estimate of the cost and schedule for EWEB to provide dark fiber connectivity. A non-refundable \$500.00 fee is required prior to completing the Advance Engineering Estimate.

Advance Engineering Fee..... \$500.00  
(Resolution No. 1304)

5. Construction Agreement

A signed “Dark Fiber Optic Circuit Construction Agreement” is required by EWEB before commencement of the detail Engineering design and construction of the lateral extension.



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~~Revision: 11~~

6. Non-Recurring Charges

The Customer shall pay an amount equal to 100 percent of the actual design and construction costs, payable upon completion of Dark Fiber connectivity.

7. Recurring Charges

The monthly charge for Dark Fiber Lease is determined by multiplying the length of the subscribed fiber strand(s) times the current monthly price. The length of each fiber strand is determined from EWEB's Geographic Information System (GIS) Fiber Manager Application rounded up to the nearest one-half mile length. This information will be recorded in the Lease Agreement.

Dark Fiber Lease bills shall be rendered quarterly.

**2017 Monthly Price per Strand Mile\***.....\$26.09

Note: \*The Dark Fiber Lease Price Schedule will be adjusted annually based on updated Cost of Service Analysis (COSA) or the City of Portland Consumer Price Index if no COSA was performed. (Resolution No. 1705)

Dark Fiber Lease price to for-profit commercial customers shall be two-times the above published public purpose price. (Resolution No. 1705)

8. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.



~~Approved: 05/13~~

~~Revision Date Effective: 02/01/18~~

~~Revision: 10~~

**S. Business Growth and Retention Price Rider (BGR-1)**  
**(For Service from 200 kW to 10,000 kW of New or Incremental Demand)**  
(Resolution No. 1328)

1. Applicable

This Rider is applicable as an addendum to the otherwise applicable General Service electric price schedule for qualified Customers locating or expanding service on EWEB's transmission and/or distribution system(s). New or existing General Service Customers who add a minimum of 200 Kilowatts (kW) of billing demand may qualify. Service is applicable to customers with the average of the three highest monthly kW demands in a 12-month rolling period falling between 200 and 10,000 kilowatts of either new or incremental demand. Customers taking service must first be approved for participation in EWEB's Business Growth & Retention Program based on specified attributes the project brings to the community.

2. Price

The BGR-1 Rider shall be calculated by subtracting the average ICE Mid-C Flat monthly settled index price from the Customer's average applicable retail energy (kWh) price to establish the retail/wholesale market differential. The monthly retail/wholesale market differential is allocated to the Customer as an incentive price. The split is 50/50 in the first year, 60 (EWEB)/40 (Customer) in the second year; and 80 (EWEB) /20 (Customer) in the third year.

The BGR-1 Rider is applied to the new or incremental energy (kWh) use only. The credit is based on a look back calculation for all energy consumed above the baseline and credited to the bill every six months in January and July each year. The BGR credit will not be paid for any Billing Period that Customer fails to meet 200 kW minimum additional Demand.

3. Contract

Service under this Rider is provided under a three-year, signed agreement.

4. Start Date

The start date of the incentive price period shall commence within 24 months from the date of execution of the contract for service and shall be designated by the Customer and EWEB within the BGR-1 agreement. *(This 24 month period is to accommodate construction prior to full operation.)*



## Eugene Water & Electric Board

Customer Services Policies  
Appendix B - Electric Service Charges and Prices

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~~Approved: 12/13~~ ~~Revision Date Effective: 02/01/18~~  
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5. Metering

Separate electric metering for new or additional Load may be required if, in EWEB's sole opinion, it is necessary to provide service under this schedule. The Customer will be responsible for any costs associated with providing separate electric metering.

6. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.



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~~Adopted: 12/15~~ ~~Revision: 6~~

**T. Partial Requirements Service Pricing (C-PRP)  
(For Service from 1,000 kW or greater)**

(Resolution No. 1735)

1. Applicable

To Large Nonresidential Customers supplying all or some portion of their load by self-generation operating on a regular basis, where the self-generation has a total nameplate rating of 1,000 Kilowatts or greater. A Large Nonresidential Customer is a commercial, industrial and public agency Customers with monthly billing Demands of 1,000 Kilowatts or greater. Service is applicable to Customers with the average of the three highest monthly kW Demands in the prior 12-month period falling over 1,000 Kilowatts.

Service shall be supplied only at the phases and voltages as EWEB may have available. The Customer's Load characteristics must be acceptable to EWEB and metering installed and maintained by EWEB at the Point of Delivery and applicable generation facilities to record the fifteen minute power demand.

Price Schedules apply to the sale of electrical energy for the sole and exclusive use of the Customer. The Customer shall not resell electrical energy supplied by EWEB.

2. Monthly Price  
(Resolution No. 1635)  
(Resolution No. 1735)

**Basic Charge:**..... \$358.70 per month

**Facilities Charge:**  
Per Kilowatt of Facilities Capacity ..... \$4.43 per gross kW

**Power Indifference Surcharge:**  
Per Kilowatt of Facilities Capacity ..... \$16.37 per gross kW

**Energy Charge:**  
Summer On-Peak Kilowatt-Hours ..... \$0.0340 per kWh  
Summer Mid-Peak Kilowatt-Hours ..... \$0.0231 per kWh  
Summer Off-Peak Kilowatt-Hours ..... \$0.0154 per kWh  
Shoulder On-Peak Kilowatt-Hours ..... \$0.0272 per kWh  
Shoulder Mid-Peak Kilowatt-Hours..... \$0.0219 per kWh  
Shoulder Off-Peak Kilowatt-Hours..... \$0.0179 per kWh  
Winter On-Peak Kilowatt-Hours ..... \$0.0334 per kWh  
Winter Mid-Peak Kilowatt-Hours..... \$0.0289 per kWh  
Winter Off-Peak Kilowatt-Hours..... \$0.0242 per kWh



## Eugene Water & Electric Board

Customer Services Policies  
Appendix B - Electric Service Charges and Prices

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Approved: ~~12/16~~ Revision Date Effective: ~~02/01/18~~  
Revision: ~~3~~

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### **On and Off Peak Hours**

Summer (beginning May 1st of each year to September 30th)

On-Peak	2:00 p.m. to 6:00 p.m.	Monday - Friday
Shoulder	7:00 a.m. to 2:00 pm	Monday - Friday
	6:00 p.m. to 12:00 a.m.	Monday - Friday
	9:00 a.m. to 11:00 p.m.	Saturday, Sunday and NERC Holidays **
Off-Peak	12:00 a.m. to 7:00 a.m.	Monday - Friday
	11:00 p.m. to 9:00 a.m.	Saturday, Sunday and NERC Holidays **

Winter (beginning December 1st of each year to January 31st)

On-Peak	7:00 a.m. to 10:00 a.m.	Monday - Friday
	5:00 p.m. to 7:00 p.m.	Monday - Friday
	5:00 p.m. to 7:00 p.m.	Saturday, Sunday and NERC Holidays **
Shoulder	5:00 a.m. to 7:00 a.m.	Monday - Friday
	10:00 a.m. to 5:00 p.m.	Monday - Friday
	7:00 p.m. to 11:00 p.m.	Monday - Friday
	6:00 a.m. to 5:00 p.m.	Saturday, Sunday and NERC Holidays **
	7:00 p.m. to 11:00 p.m.	NERC Holidays **
Off-Peak	11:00 p.m. to 5:00 a.m.	Monday - Friday
	11:00 p.m. to 6:00 a.m.	Saturday, Sunday and NERC Holidays **

Shoulder (beginning February 1st of each year to April 30<sup>th</sup> and beginning October 1<sup>st</sup> of each year to November 30th)

On-Peak	6:00 a.m. to 11:00 a.m.	Monday - Friday
Shoulder	4:00 a.m. to 6:00 a.m.	Monday - Friday
	11:00 a.m. to 11:00 p.m.	Monday - Friday
	6:00 a.m. to 1:00 p.m.	Monday - Friday
	5:00 p.m. to 11:00 p.m.	Saturday, Sunday and NERC Holidays **
Off-Peak	11:00 p.m. to 4:00 a.m.	Monday - Friday
	11:00 p.m. to 6:00 a.m.	Saturday, Sunday and



## Eugene Water & Electric Board

### Customer Services Policies

#### Appendix B - Electric Service Charges and Prices

1:00 p.m. to 5:00 p.m.

NERC Holidays\*\*

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\*\*North American Electric Reliability Corporation (NERC) Holidays include;

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving

Christmas Day

3. Minimum Charge

The minimum charge shall be the applicable basic charge.

4. Facilities Capacity

The Facilities Capacity for the Facilities Charge will be equal to the largest non-zero active energy used by the Customer for any 15-minute period during the prior 18-month period. For customers with less than 18-months of billing data on the rate, the Facilities Capacity will be the largest non-zero active energy used by the Customer for any 15-minute period from the time their account is activated.

5. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

6. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

7. Energy Charge

The Energy Charge applies to energy supplied to the Customer by EWEB.



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8. Demand Charge

The Demand for the Demand Charge shall be the maximum active energy used by the Customer for any 15-minute period during the month; which is calculated as an average Kilowatt by a suitable Demand Meter.

9. Reactive Power Charge

Where applicable, a reactive power charge will be added to the above charges based on the maximum reactive energy used by the Customer for any 15-minute period during the month, which is calculated as an average KiloVar (kVAR) by suitable Meter. The monthly price is \$0.28 per kVAR.

10. Special Provisions – Primary Service

The Customer shall provide, own, install and maintain all necessary transformers, cutouts, protection equipment, concrete slab or vault, primary metering enclosure, and all distribution equipment beyond the Point of Delivery. EWEB will furnish and install all distribution Facilities to the Point of Delivery and the primary potential and current transformers.

For Primary Service under this Price Schedule, transformer losses will be borne by the Customer and will be measured or calculated at the option of EWEB.

11. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.



**Eugene Water & Electric Board**

Customer Services Policies  
Appendix B - Electric Service Charges and Prices

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**ELECTRIC SERVICE CHARGES AND PRICES**

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**A. Connect/Disconnect of Electric Service at Customers Request for Electrical repairs (per call out)**

(Resolution No. 1414)

During regular business hours..... No Charge  
After regular business hours.....\$150.00

**B. Temporary Electric Service Installation Charges**

(Resolution No. 1509)

- 1. Temporary Service (150 feet or less) .....\$280.00
- 2. Temporary Service Conductor (over 150 feet) ..... \$3.58/ft
- 3. Temporary Transformer (single).....At estimated cost
- 4. Three-Phase Temporary Service with Primary ..... To be computed

**C. Customer-Damaged EWEB Facilities ..... Actual Cost**

**D. Service Lateral Substructure Re-Inspection Charge (per visit) .....\$75.00**

(Resolution No. 1802)

First inspection is included with each request for service.

**E. Residential Service - Schedule R-6**

1. Applicable

To underground or overhead Electric Service for separately metered single-family residences, duplexes, triplexes, quads, townhouses, multifamily structures with less than four Living Units, and mobile homes, except as may be otherwise specified by prior contract. Boarding, lodging, rooming houses or group care facilities shall also be considered Residential Services if not more than five private sleeping rooms are used by other than members of the Customer's family.

When a major portion of a dwelling is regularly used for the conduct of business, the Customer may separate the wiring so that the residential portion may be metered separately and billed on the Residential Schedule, otherwise the entire dwelling shall be billed on a General Service Schedule.

Price Schedules apply to the sale of electrical energy for the sole and exclusive use of the Customer. The Customer shall not resell electrical energy supplied by EWEB.

2. Character of Service

Single-phase, 60-cycle, nominal 120, 208Y/120 or 240/120 volts, subject to voltage classification available and compatibility with geographic area.



**Eugene Water & Electric Board**

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- 3. **Monthly Price**  
(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Prices effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

**Basic Charge** ..... \$20.50 per month

**Delivery Charge (all usage):**..... \$0.02624 per kWh

**Energy Charge:**

First 800 kWh ..... \$0.05948 per kWh

Over 800 kWh ..... \$0.07435 per kWh

- 4. **Minimum Charge**

The minimum charge per month shall be the applicable basic charge

- 5. **Power Cost Recovery Adjustment**

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

- 6. **BPA Power Cost Adjustment**

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

- 7. **Special Provisions**

Individual single-phase motors larger than 7.5 horsepower may be connected only with the written permission of EWEB.

- 8. **General Terms and Conditions**

Service under this schedule is subject to the policies and procedures of EWEB.

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**F. Small General Service - Schedule G-1  
(For Service up to 30 kW)**

1. Applicable

To commercial, industrial, commercial irrigation uses, public buildings, churches, public and private schools, public and private hospitals, multifamily structures with four or more Living Units served through one Meter, and their Common Use Facilities. This General Service schedule also applies to rooming, lodging, boarding houses, or group care facilities where more than five private sleeping rooms are used for persons not members of the Customer's immediate family. Service under this schedule is available to Customers with monthly billing Demands that do not exceed 30 Kilowatts. Service is applicable to Customers with the average of the three highest monthly kW Demands in the prior 12-month period not exceeding 30 Kilowatts.

When a major portion of a dwelling is regularly used for the conduct of business, the Customer may separate the wiring so that the residential portion may be metered separately and billed on the Residential schedule, otherwise the entire dwelling shall be billed on the General Service schedule.

All of the Customer's lighting, heating and power requirements shall be served through a single Meter at one Point of Delivery and one Secondary Voltage classification. Service shall be supplied only at the phases and voltages as EWEB may have available. The Customer's Load characteristics must be acceptable to EWEB.

Price Schedules apply to the sale of electrical energy for the sole and exclusive use of the Customer. The Customer shall not resell electrical energy supplied by EWEB.

2. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Prices effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

**Basic Charge:**

Single-phase Service .....	\$23.06	per month
Three-phase Service .....	\$34.08	per month

**Demand Charge:**

First 10 kW .....		No Charge
All Additional kW .....	\$7.124	per kW

**Delivery Charge:**

First 1,750 kWh .....	\$0.03577	per kWh
All Additional kWh.....	\$0.00132	per kWh

**Energy Charge:**

All Kilowatt-Hours .....	\$0.06900	per kWh
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3. Minimum Charge

The minimum charge per month shall be the applicable basic charge.

4. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

6. Demand

The Demand shall be the maximum active energy used by the Customer for any 15-minute period during the month; which is calculated as an average Kilowatt by a suitable Demand Meter.

7. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.

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**G. Medium General Service - Schedule G-2  
(For Service from 31 kW to 500 kW)**

1. Applicable

To Electric Service for commercial, industrial and public agency Customers with monthly billing Demands from 31 to 500 Kilowatts. Service is applicable to Customers with the average of the three highest monthly kW Demands in the prior 12-month period falling between 31 and 500 Kilowatts.

All Customer’s Load shall be served through a single Meter at one Point of Delivery and one Voltage classification. Service shall be supplied only at the phases and voltages as EWEB may have available. The Customer’s Load characteristics must be acceptable to EWEB.

Primary Service may be available for Customers who contract for 300 Kilowatts or more at one Point of Delivery at approximately 12,470 volts. It is not available to Customers inside the underground Secondary Network. All Primary Service shall be three-phase, 60-cycle, at 12,470 volts or higher at the option of EWEB. Secondary Service applies to Customers served below 600 volts.

Price Schedules apply to the sale of electrical energy for the sole and exclusive use of the Customer. The Customer shall not resell electrical energy supplied by EWEB.

2. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Prices effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

	<u>Secondary Service</u>	<u>Primary Service</u>	
<b>Basic Charge:</b>			
Single-phase Service .....	\$38.23	No charge	per month
Three-phase Service .....	\$59.30	\$3,444	per month
<b>Demand Charge:</b>			
First 300 kW of Demand .....	\$7.43	No charge	per kW
Over 300 kW of Demand .....	\$7.43	\$7.28	per kW
<b>Energy Charge:</b>			
All Kilowatt-Hours .....	\$0.06236	\$0.06148	per kWh

3. Minimum Charge

The minimum charge shall be the applicable basic charge.



4. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

6. Demand

The Demand shall be the maximum active energy used by the Customer for any 15-minute period during the month; which is calculated as an average Kilowatt by a suitable Demand Meter.

7. Reactive Power Charge

Where applicable, a reactive power charge will be added to the above charges based on the maximum reactive energy used by the Customer for any 15-minute period during the month, which is calculated as an average KiloVar (kVAR) by a suitable Meter. The monthly price is \$0.28 per kVAR.

8. Special Provisions – Primary Service

The Customer shall provide, own, install and maintain all necessary transformers, cutouts, protection equipment, concrete slab or vault, primary metering enclosure, and all distribution equipment beyond the Point of Delivery. EWEB will furnish and install all distribution Facilities to the Point of Delivery and the primary potential and current transformers.

For Primary Service under this Price Schedule, transformer losses will be borne by the Customer and will be measured or calculated at the option of EWEB.

9. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.

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**H. Large General Service - Schedule G-3  
(For Service from 501 kW to 10,000 kW)**

1. Applicable

To Electric Service for large commercial, industrial and public agency Customers with monthly billing Demands from 501 to 10,000 Kilowatts. Service is applicable to Customers with the average of the three highest monthly kW Demands in the prior 12-month period falling between 501 and 10,000 Kilowatts.

All Customer's Load shall be served through a single Meter at one Point of Delivery and one Voltage classification. Service shall be supplied only at the phases and voltages as EWEB may have available. The Customer's Load characteristics must be acceptable to EWEB.

Primary Service is available for Customers who contract for 300 Kilowatts or more at one Point of Delivery at approximately 12,470 volts. It is not available to Customers inside the underground Secondary Network. All Primary Service shall be three-phase, 60-cycle, at 12,470 volts or higher at the option of EWEB. Secondary Service applies to Customers served below 600 volts.

Price Schedules apply to the sale of electrical energy for the sole and exclusive use of the Customer. The Customer shall not resell electrical energy supplied by EWEB.

2. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Rates effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

	<u>Secondary Service</u>	<u>Primary Service</u>	
<b>Basic Charge:</b> .....	\$2,757	\$2,680	per month
<b>Demand Charge:</b>			
First 300 kW of Demand .....	No charge	No charge	
Over 300 kW of Demand .....	\$7.688	\$7.486	per kW
<b>Energy Charge:</b>			
All Kilowatt-Hours .....	\$0.04944	\$0.04851	per kWh

3. Minimum Charge

The minimum charge shall be the applicable basic charge.



4. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

6. Demand

The Demand shall be the maximum active energy used by the Customer for any 15-minute period during the month; which is calculated as an average Kilowatt by a suitable Demand Meter.

7. Reactive Power Charge

Where applicable, a reactive power charge will be added to the above charges based on the maximum reactive energy used by the Customer for any 15-minute period during the month, which is calculated as an average KiloVar (kVAR) by suitable Meter. The monthly price is \$0.28 per kVAR.

8. Special Provisions – Primary Service

The Customer shall provide, own, install and maintain all necessary transformers, cutouts, protection equipment, concrete slab or vault, primary metering enclosure, and all distribution equipment beyond the Point of Delivery. EWEB will furnish and install all distribution Facilities to the Point of Delivery and the primary potential and current transformers.

For Primary Service under this Price Schedule, transformer losses will be borne by the Customer and will be measured or calculated at the option of EWEB.

9. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.

**I. Very Large General Service – Schedule G-4  
(For Service over 10,000 kW)**

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1. Applicable

To Electric Service for large commercial, industrial and public agency Customers with monthly billing Demands over 10,000 Kilowatts, or Customers classified as New Large Single Load (“NLSL”) by the Bonneville Power Administration (“BPA”). Service is applicable to NLSL Customers or Customers with the average of the three highest monthly kW Demands in the prior 12-month period exceeding 10,000 Kilowatts.

All Customer’s Load shall be served through a single Meter at one Point of Delivery and one Voltage classification. Service shall be supplied only at the phases and voltages as EWEB may have available. The Customer’s Load characteristics must be acceptable to EWEB.

Primary Service is available for Customers who contract for 300 Kilowatts or more at one Point of Delivery at approximately 12,470 volts. It is not available to Customers inside the underground Secondary Network. All Primary Service shall be three-phase, 60-cycle, at 12,470 volts or higher at the option of EWEB. Secondary Service applies to Customers served below 600 volts.

Price Schedules apply to the sale of electrical energy for the sole and exclusive use of the Customer. The Customer shall not resell electrical energy supplied by EWEB.

2. Provisions

- a. Service to new Loads will be provided under the Very Large General Service Price Schedule G-4 or by separate power service contracts.
  - b. EWEB will, to the extent necessary, secure wholesale power and transmission service to serve the Loads.
  - c. Loads defined as NLSL are not eligible to receive preference power for service to such NLSL. Prior to entering into a contract for service EWEB will discuss power supply options with the NLSL. All other fees and the minimum charge detailed below are applicable to NLSL’s.
  - d. Based on their size, NLSL may incur non-traditional costs of service, such as Renewable Portfolio Standard (“RPS”) compliance. The NLSL will bear the cost of compliance with the applicable RPS resulting from the addition of the NLSL.
  - e. For NLSL Customers, the Energy and Demand price will be calculated as necessary and is dependent on the forecast monthly energy and peak Demand forecast for the Customer and EWEB’s cost of service including the power and Demand to meet the NLSL Load.
  - f. For NLSL Customers, an Energy and/or Demand Power Cost Adjustment (“PCA”) may apply. An Energy or Demand PCA may be calculated at any time. A PCA will be calculated if the power purchased to serve the NLSL differs materially, or if the actual Load differs materially from forecast.
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- g. A Facilities charge will be applicable to NLSL Customers and will be calculated as necessary.
- h. All fees imposed by any governmental agency will be passed through to the NLSL Customer.
- i. A reactive power charge will be included in the prices.

3. **Monthly Price**

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Rates effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

	<u>Secondary</u> <u>Service</u>	<u>Primary</u> <u>Service</u>	
<b>Basic Charge:</b> .....	\$2,785	\$2,711	per month
<b>Demand Charge:</b>			
First 300 kW of Demand.....	No charge	No charge	
Over 300 kW of Demand.....	\$7.35	\$7.14	per kW
<b>Energy Charge:</b>			
All Kilowatt-Hours .....	\$0.06680	\$0.06680	per kWh

4. **Minimum Charge**

The minimum charge shall be the applicable basic charge.

5. **Demand**

The Demand shall be the maximum active energy used by the Customer for any 15-minute period during the month; which is calculated as an average Kilowatt by a suitable Demand Meter.

6. **Reactive Power Charge**

Where applicable, a reactive power charge will be added to the above charges based on the maximum reactive energy used by the Customer for any 15-minute period during the month; which is calculated as an average Kilovar (kVAR) by suitable Meter. The monthly price is \$0.28 per kVAR.

7. **Special Provisions – Primary Service**

The Customer shall provide, own, install and maintain all necessary transformers, cutouts, protection equipment, concrete slab or vault, primary metering enclosure, and all distribution equipment beyond the Point of Delivery. EWEB will furnish and install all distribution Facilities to the Point of Delivery and the primary potential and current transformers.

For Primary Service under this Price Schedule, transformer losses will be borne by the Customer and will be measured or calculated at the option of EWEB.

8. **Power Cost Recovery Adjustment**



At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

9. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.

**J. Special Very Large General Service – Schedule G-5  
(For Service over 10,000 kW)**

1. Applicable

To Electric Service for large commercial and industrial Customers with monthly billing Demands over 10,000 Kilowatts where EWEB served the location prior to 1980 and the location is outside the urban growth boundary of the City of Eugene. Service is applicable to Customers with the average of the three highest monthly kW Demands in the prior 12-month period exceeding 10,000 Kilowatts. Service will be at the primary service level (approximately 12,470 volts).

All Customer’s Load shall be served through a single Meter at one Point of Delivery and one Voltage classification. Service shall be supplied only at the phases and voltages as EWEB may have available. The Customer’s Load characteristics must be acceptable to EWEB.

Price Schedules apply to the sale of electrical energy for the sole and exclusive use of the Customer. The Customer shall not resell electrical energy supplied by EWEB.

2. Monthly Price

**Basic Charge:** ..... \$9,576 per month

**Demand Charge:** .....\$5.22 per kW

**Energy Charge:** .....\$0.04941 per kWh

3. Minimum Charge

The minimum charge shall be the applicable basic charge.

4. Demand

The Demand shall be the maximum active energy used by the Customer for any 15-minute period during the month; which is calculated as an average Kilowatt by a suitable Demand Meter.

5. Reactive Power Charge

Where applicable, a reactive power charge will be added to the above charges based on the maximum reactive energy used by the Customer for any 15-minute period during the



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month, which is calculated as an average Kilovar (kVAR) by suitable Meter. The monthly price is \$0.28 per kVAR.

6. Special Provisions – Primary Service

The Customer shall provide, own, install and maintain all necessary transformers, cutouts, protection equipment, concrete slab or vault, primary metering enclosure, and all distribution equipment beyond the Point of Delivery. EWEB will furnish and install all distribution Facilities to the Point of Delivery and the primary potential and current transformers.

For Primary Service under this Price Schedule, transformer losses will be borne by the Customer and will be measured or calculated at the option of EWEB.

7. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

8. General Terms and Conditions

Service under this schedule is subject to the Policies and Procedures of EWEB.

**K. Customer-Owned Street Lighting Service - Schedule J-3  
(Closed to New Services)**

1. Applicable

To governmental agency, lighting district, and water district-owned daily, dusk-to-dawn lighting systems which illuminate streets, alleys, and thoroughfares used primarily for motorized vehicular traffic and which meet EWEB's specifications.

2. Specifications

System type and design must be approved by EWEB.

3. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Prices effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

<u>Description</u>	<u>Lamp Type</u>	<u>Net per Lamp</u>
175 Watt MV	Mercury Vapor	\$ 8.07
250 Watt MV	Mercury Vapor	\$10.58
400 Watt MV	Mercury Vapor	\$15.28
700 Watt MV	Mercury Vapor	\$24.79

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4. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

6. Special Provisions

a. Prices

Monthly prices provide only for delivery of energy and associated Utility costs.

b. Ownership

Customers served under this schedule are responsible for all operation and maintenance of their lighting facilities.

c. Additional EWEB Services

Customers may apply for a contractual agreement between the Customer and EWEB to provide for operation and maintenance services. Charges to the Customer for such services shall be based on Actual Cost of materials, labor, and equipment, plus appropriate Overhead and administrative costs.

d. Restrictions

(1) Customer-owned lighting systems shall not be installed or modified by the Customer when located on EWEB-owned Facilities.

(2) No new lighting fixtures or systems shall be served under this schedule.

7. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.

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**L. Customer-Owned Street Lighting Service - Schedule J-4**

1. Applicable

To governmental agency, lighting district, and water district-owned daily, dusk-to-dawn lighting systems which illuminate streets, alleys, and thoroughfares used primarily for motorized vehicular traffic and which meet EWEB's specifications.

2. Specifications

System type and design must be approved by EWEB.

3. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Prices effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

<u>Description</u>	<u>Lamp Type</u>	<u>Net per Lamp</u>
35 Watt HPS	High Pressure Sodium	\$ 3.74
50 Watt HPS	High Pressure Sodium	\$ 4.20
70 Watt HPS	High Pressure Sodium	\$ 5.11
100 Watt HPS	High Pressure Sodium	\$ 5.77
150 Watt HPS	High Pressure Sodium	\$ 7.39
200 Watt HPS	High Pressure Sodium	\$ 9.30
250 Watt HPS	High Pressure Sodium	\$11.07
310 Watt HPS	High Pressure Sodium	\$12.97
400 Watt HPS	High Pressure Sodium	\$15.82
1000 Watt HPS	High Pressure Sodium	\$33.51
1000 Watt MH	Metal Halide	\$33.23

4. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

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6. Special Provisions

a. Prices

Monthly prices provide only for delivery of energy and associated Utility costs.

b. Ownership

Customers served under this schedule are responsible for initial design, purchase and installation costs, and for all operation and maintenance of their lighting facilities.

c. Additional EWEB Services

Customers may apply for a contractual agreement between the Customer and EWEB to provide for design, installation, and operation and maintenance services. Charges to the Customer for such services shall be based on Actual Cost of materials, labor, and equipment, plus appropriate Overhead and administrative costs.

d. Restrictions

Customer-owned lighting systems shall not be installed or modified by the Customer when located on EWEB-owned Facilities.

7. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.

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**M. Customer-Owned Street Lighting Service (LED) - Schedule J-5**

1. Applicable

To governmental agency, lighting district, and water district-owned daily, dusk-to-dawn lighting systems which illuminate streets, alleys, and thoroughfares used primarily for motorized vehicular traffic and which meet EWEB's specifications.

2. Specifications

System type and design must be approved by EWEB.

3. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Prices effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

<u>Description</u>	<u>Lamp Type</u>	<u>Net per Lamp</u>
00 to 10 Watt	Light Emitting Diode	\$ 2.61
11 to 20 Watt	Light Emitting Diode	\$ 2.89
21 to 30 Watt	Light Emitting Diode	\$ 3.17
31 to 40 Watt	Light Emitting Diode	\$ 3.46
41 to 50 Watt	Light Emitting Diode	\$ 3.74
51 to 60 Watt	Light Emitting Diode	\$ 4.03
61 to 80 Watt	Light Emitting Diode	\$ 4.46
81 to 125 Watt	Light Emitting Diode	\$ 5.45
126 to 175 Watt	Light Emitting Diode	\$ 6.74
176 to 225 Watt	Light Emitting Diode	\$ 8.16
226 to 275 Watt	Light Emitting Diode	\$ 9.58
276 to 350 Watt	Light Emitting Diode	\$11.44
351 to 750 Watt	Light Emitting Diode	\$18.13

4. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be

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rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

#### 6. Special Provisions

##### a. Prices

Monthly prices provide only for delivery of energy and associated Utility costs.

##### b. Ownership

Customers served under this schedule are responsible for initial design, purchase and installation costs, and for all operation and maintenance of their lighting facilities.

##### c. Additional EWEB Services

Customers may apply for a contractual agreement between the Customer and EWEB to provide for design, installation, and operation and maintenance services. Charges to the Customer for such services shall be based on Actual Cost of materials, labor, and equipment, plus appropriate Overhead and administrative costs.

##### d. Restrictions

Customer-owned lighting systems shall not be installed or modified by the Customer when located on EWEB-owned Facilities.

#### 7. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.

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**N. Private Property Lighting Service - Schedule L-3  
(Closed to New Services)**

1. Applicable

To overhead outdoor lighting from dusk-to-dawn each day throughout the year for lighting private property with Facilities supplied by EWEB.

The 100-, 200- and 400-watt applications are no longer available for new installations, in accordance with Eugene City Code 9.6725. Existing fixtures will be replaced as part of a maintenance program.

2. Specifications

System shall be overhead construction on existing wood poles, consisting of aerial circuits with mast arms not longer than four feet and standard street lighting luminaries using high pressure sodium lamps. All equipment used to furnish service under this schedule shall be furnished, owned, operated and maintained by EWEB.

3. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Prices effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

<u>Description</u>	<u>Lamp Type</u>	<u>Net per Lamp</u>
100 Watt HPS	High Pressure Sodium	\$ 6.06
200 Watt HPS	High Pressure Sodium	\$ 9.82
400 Watt HPS	High Pressure Sodium	\$ 16.74

4. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

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6. Special Provisions

- a. Service will be furnished only under contracts for not less than three years. Contracts may be terminated before expiration of the contract period only after receipt by EWEB of contracted monthly price multiplied by the number of months remaining on the contract. After the contracted revenue requirement is satisfied, and upon demand of the Customer, EWEB will remove any EWEB-owned Facilities installed to provide such Schedule L-3 service.
- b. Service under this schedule will be provided only where unmetered 120-volt power is available within a normal Service Drop or a secondary span extension. Metered service shall not be provided under this schedule.
- c. Any damage to the luminaire(s) or mast arm(s) or replacement beyond fair wear and tear will, at the option of EWEB, be charged to the Customer.
- d. A monthly pole rental fee of \$1.00 shall be added to the above lamp charge(s) in all cases where an existing pole is dedicated to the sole and exclusive use for private lighting supplied by EWEB.

7. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.

**O. Private Property Lighting Service - Schedule L-4**

1. Applicable

To overhead outdoor lighting from dusk-to-dawn each day throughout the year for lighting private property with Facilities supplied by EWEB. For the purposes of administering this service, the primary references are Eugene Code 9.6725 and all EWEB policies and procedures pertaining to light pollution, light trespass and glare.

2. Specifications

System shall be overhead construction on existing poles, consisting of aerial circuits with a four-foot standard mast arms length. Non-standard equipment may be considered at EWEB's sole discretion if so doing so would help mitigate light pollution. All equipment used to provide service under this schedule shall be furnished, owned, operated and maintained by EWEB.

3. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Prices effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)



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<u>Description</u>	<u>Net per Lamp Type</u>	<u>Lamp</u>
50 Watt High Efficiency	High Pressure Sodium	\$4.40
70 Watt High Efficiency	High Pressure Sodium	\$5.37
150 Watt High Efficiency*	High Pressure Sodium	\$7.79

\* Available only in limited commercial applications, as determined by EWEB.

#### 4. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

#### 5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

#### 6. Special Provisions

- a. Service will be furnished only under contracts for not less than three years. Contracts may be terminated before expiration of the contract period only after receipt by EWEB of contracted monthly price multiplied by the number of months remaining on the contract. After the contracted revenue requirement is satisfied, and upon demand of the Customer, EWEB will remove any EWEB-owned Facilities installed to provide such Schedule L-4 service.
- b. Service under this schedule will be provided only where unmetered 120-volt power is available within a normal Service Drop or a secondary span extension. Metered service shall not be provided under this schedule.
- c. Any damage to the luminaire(s) or mast arm(s) or replacement beyond fair wear and tear will, at the option of EWEB, be charged to the Customer.
- d. A monthly pole rental fee of \$1.00 shall be added to the above lamp charge(s) in all cases where an existing pole is dedicated to the sole and exclusive use for private lighting supplied by EWEB.

#### 7. General Terms and Conditions

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Service under this schedule is subject to the policies and procedures of EWEB.

**P. Medium General Service – Schedule Pilot Time of Use C-TOU-1  
(For Service from 31 kW to 500 kW)**

EWEB is proposing a limited time of use pilot for commercial customers. The time of use pilot allows a customer to benefit from shifting load to off-peak hours. The intent of the pilot is to allow customers to receive the benefit of load shifting while EWEB works through metering, billing, and customer accounting changes with a small group of customers. The pilot price is limited due to billing constraints, but it is structured to be revenue neutral. Customers would not be guaranteed bill savings under this pilot.

The design is constructed to pass along savings from EWEB's BPA network transmission (NT) bill and on- and off-peak price differentials. The BPA NT bill is determined by EWEB's peak kilowatt demand at the time of the BPA's transmission system peak. Historical data was reviewed to confirm the on-peak demand period coincided with the BPA transmission system peak. Therefore, a shift in demand from on-peak to off-peak hours will have a corresponding reduction in BPA NT bills every two years when BPA resets their prices.

The on- and off-peak energy pricing differential is based on the wholesale market price differential. If the customer shifts from on-peak to off-peak hours, EWEB is able to benefit from the difference in market prices to realize the on- and off- peak price differential. Both the demand and energy off-peak pricing represents real cost savings to EWEB that can be passed along to customers who can consume proportionately more in the off-peak periods.

1. Applicable

To Electric Service for commercial, industrial and public agency Customers with monthly billing Demands from 31 to 500 Kilowatts. Service is applicable to Customers with the average of the three highest monthly kW Demands in the prior 12-month period falling between 31 and 500 Kilowatts.

All Customer's Load shall be served through a single Meter at one Point of Delivery and one Voltage classification. Service shall be supplied only at the phases and voltages as EWEB may have available. The Customer's Load characteristics must be acceptable to EWEB.

Customers are currently not eligible for the Medium General Service Commercial Time of Use pilot. Secondary Service applies to Customers served below 600 volts.

Price Schedules apply to the sale of electrical energy for the sole and exclusive use of the Customer. The Customer shall not resell electrical energy supplied by EWEB.

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2. **Monthly Price**

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Prices effective February 2016)  
(Resolution No. 1635 – Electric Prices – No change for 2017)

	<u>Secondary Service</u>	<u>Primary Service</u>	
<b>Basic Charge:</b>			
Single-phase Service .....	\$38.23	No charge	per month
Three-phase Service .....	\$59.30	\$3,444	per month
<b>Demand Charge:</b>			
On-Peak Demand .....	\$7.43	\$7.28	per kW
Off-Peak Demand .....	\$5.39	\$5.24	per kW
<b>Energy Charge:</b>			
On-Peak Kilowatt-Hours .....	\$0.06800	\$0.06712	per kWh
Off-Peak Kilowatt-Hours .....	\$0.06059	\$0.05971	per kWh

**On and Off Peak Hours**

Winter (beginning November 1st of each year)			
On-Peak	7:00 a.m. to 11:00 a.m.	Monday - Friday	
	5:00 p.m. to 9:00 p.m.	Monday - Friday	
Off-Peak	9:00 p.m. to 7:00 a.m.	Monday - Friday	
	11:00 a.m. to 5:00 p.m.	Monday - Friday	
	All hours	Saturday, Sunday and NERC Holidays**	
Summer (beginning May 1 <sup>st</sup> of each year)			
On-Peak	12:00 p.m. to 8:00 p.m.	Monday - Friday	
Off-Peak	8:00 p.m. to 12:00 p.m.	Monday - Friday	
	All hours	Saturday, Sunday and NERC Holidays**	

\*\*North American Electric Reliability Corporation (NERC) Holidays include:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

3. **Minimum Charge**

The minimum charge shall be the applicable basic charge.

4. **Power Cost Recovery Adjustment**



At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

6. Demand

The Demand shall be the maximum active energy used by the Customer for any 15-minute period during the month; which is calculated as an average Kilowatt by a suitable Demand Meter.

7. Reactive Power Charge

Where applicable, a reactive power charge will be added to the above charges based on the maximum reactive energy used by the Customer for any 15-minute period during the month, which is calculated as an average Kilovar (kVAR) by a suitable Meter. The monthly price is \$0.28 per kVAR.

8. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.

**Q. Large General Service – Schedule Pilot Time of Use C-TOU-2  
(For Service from 501 kW to 10,000 kW)**

EWEB is proposing a limited time of use pilot for commercial customers. The time of use pilot allows a customer to benefit from shifting load to off-peak hours. The intent of the pilot is to allow customers to receive the benefit of load shifting while EWEB works through metering, billing, and customer accounting changes with a small group of customers. The pilot price is limited due to billing constraints, but it is structured to be revenue neutral. Customers would not be guaranteed bill savings under this pilot.

The design is constructed to pass along savings from EWEB's BPA network transmission (NT) bill and on- and off-peak price differentials. The BPA NT bill is determined by EWEB's peak kilowatt demand at the time of the BPA's transmission system peak. Historical data was reviewed to confirm the on-peak demand period coincided with the BPA transmission system peak. Therefore, a shift in demand from on-peak to off-peak hours will have a corresponding reduction in BPA NT bills every two years when BPA resets their prices.



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The on- and off-peak energy pricing differential is based on the wholesale market price differential. If the customer shifts from on-peak to off-peak hours, EWEB is able to benefit from the difference in market prices to realize the on- and off- peak price differential. Both the demand and energy off-peak pricing represents real cost savings to EWEB that can be being passed along to customers who can consume proportionately more in the off-peak periods.

1. Applicable

To Electric Service for large commercial, industrial and public agency Customers with monthly billing Demands from 501 to 10,000 Kilowatts. Service is applicable to Customers with the average of the three highest monthly kW Demands in the prior 12-month period falling between 501 and 10,000 Kilowatts.

All Customer’s Load shall be served through a single Meter at one Point of Delivery and one Voltage classification. Service shall be supplied only at the phases and voltages as EWEB may have available. The Customer’s Load characteristics must be acceptable to EWEB.

Primary Service is available for Customers who contract for 300 Kilowatts or more at one Point of Delivery at approximately 12,470 volts. It is not available to Customers inside the underground Secondary Network. All Primary Service shall be three-phase, 60-cycle, at 12,470 volts or higher at the option of EWEB. Secondary Service applies to Customers served below 600 volts.

Price Schedules apply to the sale of electrical energy for the sole and exclusive use of the Customer. The Customer shall not resell electrical energy supplied by EWEB.

2. Monthly Price

(Resolution No. 1315 – Automatic adjustment clause applicable to increase or decrease of BPA wholesale rates)  
(Resolution No. 1535 – Electric Rates effective February 2016)

	<u>Secondary Service</u>	<u>Primary Service</u>	
<b>Basic Charge:</b> .....	\$451.00	\$434.58	per month
<b>Demand Charge:</b>			
On-Peak Demand.....	\$7.69	\$7.48	per kW
Off-Peak Demand .....	\$5.65	\$5.44	per kW
<b>Energy Charge:</b>			
On-Peak Kilowatt-Hours .....	\$0.05510	\$0.05417	per kWh
Off-Peak Kilowatt-Hours .....	\$0.04769	\$0.04276	per kWh

**On and Off Peak Hours**

Winter (beginning November 1st of each year)

On-Peak	7:00 a.m. to 11:00 a.m.	Monday - Friday
	5:00 p.m. to 9:00 p.m.	Monday - Friday
Off-Peak	9:00 p.m. to 7:00 a.m.	Monday - Friday
	11:00 a.m. to 5:00 p.m.	Monday - Friday
	All hours	Saturday, Sunday and



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#### Appendix B - Electric Service Charges and Prices

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#### NERC Holidays\*\*

Summer (beginning May 1<sup>st</sup> of each year)

On-Peak 12:00 p.m. to 8:00 p.m.

Off-Peak 8:00 p.m. to 12:00 p.m.

All hours

Monday - Friday

Monday - Friday

Saturday, Sunday and

NERC Holidays \*\*

\*\*North American Electric Reliability Corporation (NERC) Holidays include:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

#### 3. Minimum Charge

The minimum charge shall be the applicable basic charge.

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.<sup>3</sup>

#### 5. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

#### 6. Demand

The Demand shall be the maximum active energy used by the Customer for any 15-minute period during the month; which is calculated as an average Kilowatt by a suitable Demand Meter.

#### 7. Reactive Power Charge

Where applicable, a reactive power charge will be added to the above charges based on the maximum reactive energy used by the Customer for any 15-minute period during the

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### Customer Service Policies Appendix B - Electric Service Charges and Prices

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month, which is calculated as an average Kilovar (kVAR) by suitable Meter. The monthly price is \$0.28 per kVAR.

#### 8. Special Provisions – Primary Service

The Customer shall provide, own, install and maintain all necessary transformers, cutouts, protection equipment, concrete slab or vault, primary metering enclosure, and all distribution equipment beyond the Point of Delivery. EWEB will furnish and install all distribution Facilities to the Point of Delivery and the primary potential and current transformers.

For Primary Service under this Price Schedule, transformer losses will be borne by the Customer and will be measured or calculated at the option of EWEB.

#### 9. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.

### **R. Dark Fiber Lease**

#### 1. Availability

EWEB's fiber optic cables run through public right-of-way and are owned and maintained by EWEB. This Price Schedule applies to public agencies and higher level educational institutions as well as medical service providers within EWEB's service territory, with the exception of any other price that may apply under a separate agreement or Price Schedule.

#### 2. Character of Service

EWEB's Dark Fiber Lease Price Schedule (DFL-1) pertains to the available surplus fiber strands contained within EWEB's existing fiber-optic system, covering the Eugene metropolitan area and other areas within EWEB's service territory. Subscribing to EWEB's Dark Fiber Lease allows the interconnecting entity to obtain an indefeasible right of use of allocated EWEB-owned fiber strands for the purpose of transmitting voice, data and/or video signals between locations.

#### 3. Interconnection

The Customer is responsible for providing a complete Conduit path from the termination point inside their facility to EWEB Facilities near the Customer premise, in accordance with EWEB's Fiber Optic Customer Standards. All Customer provided Conduit pathway facilities and patch panels shall be inspected and approved by EWEB prior to connection of the lateral extension. After connectivity, EWEB will own and maintain all Facilities up to and including the patch panel.

#### 4. Advance Engineering Fee



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All prospective EWEB Dark Fiber Lease subscribers must work with EWEB to complete an Advance Engineering Estimate of the cost and schedule for EWEB to provide dark fiber connectivity. A non-refundable \$500.00 fee is required prior to completing the Advance Engineering Estimate.

Advance Engineering Fee..... \$500.00  
(Resolution No. 1304)

5. Construction Agreement

A signed “Dark Fiber Optic Circuit Construction Agreement” is required by EWEB before commencement of the detail Engineering design and construction of the lateral extension.

6. Non-Recurring Charges

The Customer shall pay an amount equal to 100 percent of the actual design and construction costs, payable upon completion of Dark Fiber connectivity.

7. Recurring Charges

The monthly charge for Dark Fiber Lease is determined by multiplying the length of the subscribed fiber strand(s) times the current monthly price. The length of each fiber strand is determined from EWEB’s Geographic Information System (GIS) Fiber Manager Application rounded up to the nearest one-half mile length. This information will be recorded in the Lease Agreement.

Dark Fiber Lease bills shall be rendered quarterly.

**2017 Monthly Price per Strand Mile\*.....\$26.09**

Note: \*The Dark Fiber Lease Price Schedule will be adjusted annually based on updated Cost of Service Analysis (COSA) or the City of Portland Consumer Price Index if no COSA was performed. (Resolution No. 1705)

Dark Fiber Lease price to for-profit commercial customers shall be two-times the above published public purpose price. (Resolution No. 1705)

8. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.

**S. Business Growth and Retention Price Rider (BGR-1)**  
**(For Service from 200 kW to 10,000 kW of New or Incremental Demand)**  
(Resolution No. 1328)

1. Applicable



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This Rider is applicable as an addendum to the otherwise applicable General Service electric price schedule for qualified Customers locating or expanding service on EWEB's transmission and/or distribution system(s). New or existing General Service Customers who add a minimum of 200 Kilowatts (kW) of billing demand may qualify. Service is applicable to customers with the average of the three highest monthly kW demands in a 12-month rolling period falling between 200 and 10,000 kilowatts of either new or incremental demand. Customers taking service must first be approved for participation in EWEB's Business Growth & Retention Program based on specified attributes the project brings to the community.

#### 2. Price

The BGR-1 Rider shall be calculated by subtracting the average ICE Mid-C Flat monthly settled index price from the Customer's average applicable retail energy (kWh) price to establish the retail/wholesale market differential. The monthly retail/wholesale market differential is allocated to the Customer as an incentive price. The split is 50/50 in the first year, 60 (EWEB)/40 (Customer) in the second year; and 80 (EWEB) /20 (Customer) in the third year.

The BGR-1 Rider is applied to the new or incremental energy (kWh) use only. The credit is based on a look back calculation for all energy consumed above the baseline and credited to the bill every six months in January and July each year. The BGR credit will not be paid for any Billing Period that Customer fails to meet 200 kW minimum additional Demand.

#### 3. Contract

Service under this Rider is provided under a three-year, signed agreement.

#### 4. Start Date

The start date of the incentive price period shall commence within 24 months from the date of execution of the contract for service and shall be designated by the Customer and EWEB within the BGR-1 agreement. *(This 24 month period is to accommodate construction prior to full operation.)*

#### 5. Metering

Separate electric metering for new or additional Load may be required if, in EWEB's sole opinion, it is necessary to provide service under this schedule. The Customer will be responsible for any costs associated with providing separate electric metering.

#### 6. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.



**T. Partial Requirements Service Pricing (C-PRP)**  
**(For Service from 1,000 kW or greater)**  
(Resolution No. 1735)

1. Applicable

To Large Nonresidential Customers supplying all or some portion of their load by self-generation operating on a regular basis, where the self-generation has a total nameplate rating of 1,000 Kilowatts or greater. A Large Nonresidential Customer is a commercial, industrial and public agency Customers with monthly billing Demands of 1,000 Kilowatts or greater. Service is applicable to Customers with the average of the three highest monthly kW Demands in the prior 12-month period falling over 1,000 Kilowatts.

Service shall be supplied only at the phases and voltages as EWEB may have available. The Customer's Load characteristics must be acceptable to EWEB and metering installed and maintained by EWEB at the Point of Delivery and applicable generation facilities to record the fifteen minute power demand.

Price Schedules apply to the sale of electrical energy for the sole and exclusive use of the Customer. The Customer shall not resell electrical energy supplied by EWEB.

2. Monthly Price  
(Resolution No. 1635)  
(Resolution No. 1735)

**Basic Charge:**..... \$358.70 per month

**Facilities Charge:**  
Per Kilowatt of Facilities Capacity .....\$4.43 per gross kW

**Power Indifference Surcharge:**  
Per Kilowatt of Facilities Capacity ..... \$16.37 per gross kW

**Energy Charge:**  
Summer On-Peak Kilowatt-Hours ..... \$0.0340 per kWh  
Summer Mid-Peak Kilowatt-Hours ..... \$0.0231 per kWh  
Summer Off-Peak Kilowatt-Hours ..... \$0.0154 per kWh  
Shoulder On-Peak Kilowatt-Hours ..... \$0.0272 per kWh  
Shoulder Mid-Peak Kilowatt-Hours..... \$0.0219 per kWh  
Shoulder Off-Peak Kilowatt-Hours..... \$0.0179 per kWh  
Winter On-Peak Kilowatt-Hours ..... \$0.0334 per kWh  
Winter Mid-Peak Kilowatt-Hours..... \$0.0289 per kWh  
Winter Off-Peak Kilowatt-Hours..... \$0.0242 per kWh

**On and Off Peak Hours**

Summer (beginning May 1st of each year to September 30th)

On-Peak                      2:00 p.m. to 6:00 p.m.                      Monday - Friday



**Eugene Water & Electric Board**

Customer Service Policies  
Appendix B - Electric Service Charges and Prices

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Shoulder	7:00 a.m. to 2:00 pm	Monday - Friday
	6:00 p.m. to 12:00 a.m.	Monday - Friday
	9:00 a.m. to 11:00 p.m.	Saturday, Sunday and NERC Holidays**
Off-Peak	12:00 a.m. to 7:00 a.m.	Monday - Friday
	11:00 p.m. to 9:00 a.m.	Saturday, Sunday and NERC Holidays**
Winter (beginning December 1st of each year to January 31st)		
On-Peak	7:00 a.m. to 10:00 a.m.	Monday - Friday
	5:00 p.m. to 7:00 p.m.	Monday - Friday
	5:00 p.m. to 7:00 p.m.	Saturday, Sunday and NERC Holidays**
Shoulder	5:00 a.m. to 7:00 a.m.	Monday - Friday
	10:00 a.m. to 5:00 p.m.	Monday - Friday
	7:00 p.m. to 11:00 p.m.	Monday - Friday
	6:00 a.m. to 5:00 p.m.	Saturday, Sunday and NERC Holidays**
	7:00 p.m. to 11:00 p.m.	Saturday, Sunday and NERC Holidays**
Off-Peak	11:00 p.m. to 5:00 a.m.	Monday - Friday
	11:00 p.m. to 6:00 a.m.	Saturday, Sunday and NERC Holidays**
Shoulder (beginning February 1st of each year to April 30 <sup>th</sup> and beginning October 1 <sup>st</sup> of each year to November 30 <sup>th</sup> )		
On-Peak	6:00 a.m. to 11:00 a.m.	Monday - Friday
Shoulder	4:00 a.m. to 6:00 a.m.	Monday - Friday
	11:00 a.m. to 11:00 p.m.	Monday - Friday
	6:00 a.m. to 1:00 p.m.	Monday - Friday
	5:00 p.m. to 11:00 p.m.	Saturday, Sunday and NERC Holidays**
Off-Peak	11:00 p.m. to 4:00 a.m.	Monday - Friday
	11:00 p.m. to 6:00 a.m.	Saturday, Sunday and NERC Holidays**
	1:00 p.m. to 5:00 p.m.	Saturday, Sunday and NERC Holidays**

\*\*North American Electric Reliability Corporation (NERC) Holidays include;  
New Year's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving  
Christmas Day

3. Minimum Charge



The minimum charge shall be the applicable basic charge.

4. Facilities Capacity

The Facilities Capacity for the Facilities Charge will be equal to the largest non-zero active energy used by the Customer for any 15-minute period during the prior 18-month period. For customers with less than 18-months of billing data on the rate, the Facilities Capacity will be the largest non-zero active energy used by the Customer for any 15-minute period from the time their account is activated.

5. Power Cost Recovery Adjustment

At the discretion of the Board, the prices may be adjusted for 12 months to reflect the variance between budgeted and actual power cost for the previous calendar year. The adjustment is determined by dividing the amount to be rebated or recovered by the projected annual Kilowatt-Hour sales in that calendar year, and then decreasing or increasing the energy or power component of the price accordingly.

6. BPA Power Cost Recovery Adjustment

Electric prices may be automatically adjusted for up to 12 months to reflect a future variance in projected power costs due to changes in Bonneville Power Administration (BPA) wholesale prices. The adjustment is determined by dividing the amount to be rebated or recovered by the projected Kilowatt-Hour sales for the appropriate period and then decreasing or increasing the energy or power component of the price accordingly.

7. Energy Charge

The Energy Charge applies to energy supplied to the Customer by EWEB.

8. Demand Charge

The Demand for the Demand Charge shall be the maximum active energy used by the Customer for any 15-minute period during the month; which is calculated as an average Kilowatt by a suitable Demand Meter.

9. Reactive Power Charge

Where applicable, a reactive power charge will be added to the above charges based on the maximum reactive energy used by the Customer for any 15-minute period during the month, which is calculated as an average Kilovar (kVAR) by suitable Meter. The monthly price is \$0.28 per kVAR.

10. Special Provisions – Primary Service

The Customer shall provide, own, install and maintain all necessary transformers, cutouts, protection equipment, concrete slab or vault, primary metering enclosure, and all



## Eugene Water & Electric Board

Customer Service Policies

Appendix B - Electric Service Charges and Prices

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distribution equipment beyond the Point of Delivery. EWEB will furnish and install all distribution Facilities to the Point of Delivery and the primary potential and current transformers.

For Primary Service under this Price Schedule, transformer losses will be borne by the Customer and will be measured or calculated at the option of EWEB.

### 11. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.



**~~III.~~ WATER SERVICE CHARGES AND PRICES**

~~For charges specific to Electric; see Electric Service Charges and Prices. For all other charges; see All Utilities Charges and Prices.~~

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**A. Connect/Disconnect of Water Service at Customer’s Request for Plumbing Repairs (per call-out)**

During regular business hours ..... No charge  
After regular business hours (Resolution 1221).....\$75.00

**B. Temporary Water Meter Service Charges**

Equipment Security Fee (refundable less damage/replacement) ..... 105% of equipment cost  
Installation/Relocation ..... 100% cost of 3 hours labor per incident  
Damage/Replacement ..... Charged at 100% of replacement cost for parts and labor

For Applicants with credit-related concerns, an additional deposit may be required consistent with All Utilities Policies & Procedures.

Labor charges are based on Lead Water Meter Mechanic labor rates.

Billed Monthly:

Basic Charge ..... EWEB Schedule 2 water prices for 3” water Meter inside City  
Volume Charge ..... EWEB Schedule 2 water prices for inside the City

**C. Water Service Installation Charges**

(Resolution No. 1319)

Meter Installation Charge (New, Pulled or Size Decreased)

5/8" .....\$275.00  
3/4" .....\$305.00  
1" .....\$375.00  
1 ½" and larger ..... At Estimated Cost

Service Installation Charge (New or Preinstalled, including Meter)

1" x 5/8".....\$2,750.00  
1" x 3/4".....\$2,780.00  
1" x 1" .....\$2,850.00  
1 ½ " and larger ..... At Estimated Cost

Service Size Enlarged

Any size ..... At Estimated Cost

In addition to the above, whenever a new service installation requires an excavation or other action that damages a street under the City Street Cut Moratorium, an additional amount equal to the fine levied by the City will be added to the Service Installation Charge.



Adopted: 12/15 Revision: 25

D. Pumping and Delivery Charges Above the Base

A charge shall apply to all water consumed by Customers served at pumping levels as identified below. This charge is designed to recover the added cost to deliver water to systems above the base. Charges are assessed at increasing amounts at one of three Pumping Levels defined as:

Level 1 - Customers served by 800 to 850 feet pumping systems.

Level 2 - Customers served by 975 feet pumping systems.

Level 3 - Customers served by 1,150 to 1,325 feet pumping systems.

Pumping and delivery charges above the base, if applicable, apply to all consumption and are in addition to regular flat or tiered volume prices in the Residential and General Service classes (Price Schedules 1, 2 and 3). Customers served at Base Level (served from base reservoirs) will incur no pumping and delivery charges above the base.

E. Residential Water Service inside the City Limits of Eugene

SCHEDULE R-1

1. Applicable

Within the city limits of Eugene to all separately metered single-family residences, mobile homes, duplexes, triplexes, "quads", townhouses, and multifamily structures with less than four Living Units.

Boarding, lodging, rooming houses or group care facilities shall also qualify for Residential Service if not more than five private sleeping rooms are used by other than members of the Customer's immediate family. When the majority of a dwelling is regularly used for the conduct of business, the entire dwelling shall be billed on the applicable General Service schedule.

2. Monthly Price (Resolution 1536)(Resolution 1734)

The monthly price is composed of three charges: basic charge, volume charge and the pumping and delivery above the base charge, if applicable. The basic customer charge shall be according to the size of Meter provided.

Basic Charge

Table with 3 columns: Meter Size, Price, and Unit. Rows include 5/8", 3/4", 1", 1-1/2", 2", and 3" meters.



Volume Charge

Table with 3 columns: Volume description, Price, and Unit. Rows include: First 8,000 gallons (\$1.416 per 1,000 gallons), The next 22,000 gallons (\$2.391 per 1,000 gallons), All over 30,000 gallons (\$3.872 per 1,000 gallons)

Pumping and Delivery Charge Above the Base

Pumping and delivery charges, if applicable, on all gallons used per month, per 1,000 gallons.

Table with 3 columns: Service description, Price, and Unit. Rows include: Services at Base Level (None), Services at Level 1 (24.9¢ per 1,000 gallons), Services at Level 2 (49.9¢ per 1,000 gallons), Services at Level 3 (73.8¢ per 1,000 gallons)

Fixed Pumping and Delivery Above the Base

Table with 3 columns: Level description, Price. Rows include: Level 1 (\$3.00), Level 2 (\$5.00), Level 3 (\$7.00)

- 3. Minimum Charge
Applicable monthly basic customer charge according to size of Meter provided.
4. General Terms and Conditions
Service under this schedule is subject to the policies and procedures of EWEB.

Residential Water Service Outside the City Limits of Eugene

SCHEDULE R-2

- 1. Applicable
Outside the city limits of Eugene to all separately metered single-family residences, mobile homes, duplexes, triplexes, "quads", townhouses, and multifamily structures with less than four Living Units.

Boarding, lodging, rooming houses or group care facilities shall also qualify for Residential Service if not more than five private sleeping rooms are used by other than members of the Customer's immediate family. When the majority of a dwelling is regularly used for the conduct of business, the entire dwelling shall be billed on the applicable General Service schedule.

- 2. Monthly Price (Resolution 1536)
The monthly price is composed of three charges: basic charge, volume charge and the pumping and delivery above the base charge, if applicable. The basic customer charge shall be according to the size of Meter provided.



**Eugene Water & Electric Board**

Customer Services Policies  
Appendix C – Water Service Charges And Prices

~~Adopted: 12/16~~

~~Revision:~~

~~33~~

**Basic Charge**

5/8" .....	\$ 26.50	per month
3/4" .....	\$ 27.55	per month
1" .....	\$ 35.75	per month
1-1/2" .....	\$ 54.70	per month
2" .....	\$ 98.00	per month

**Volume Charge**

First 8,000 gallons .....	\$1.841	per 1,000 gallons
The next 22,000 gallons .....	\$3.108	per 1,000 gallons
All over 30,000 gallons .....	\$5.034	per 1,000 gallons

**Pumping and Delivery Charge Above the Base**

Additional pumping and delivery charges, as applicable, on all gallons used per month, per 1,000 gallons.

Services at Base Level .....		None
Services at Level 1 (800 to 850 feet).....	24.9¢	per 1,000 gallons
Services at Level 2 (975 feet) .....	49.9¢	per 1,000 gallons
Services at Level 3 (1,150 to 1,325 feet).....	73.8¢	per 1,000 gallons

**Fixed Pumping and Delivery Above the Base**

Level 1 .....	\$ 3.00
Level 2.....	\$ 5.00
Level 3.....	\$ 7.00

~~Approved: 04/59~~

~~Revision Date Effective: 02/01/18~~

~~Adopted: 12/16~~

~~Revision:~~

~~33~~



**F. General Service Inside the City Limits of Eugene**

Closed to new Customers with consumption in excess of 500,000 gallons per day or 10 million gallons per month.

**SCHEDULE G-1**

1. Applicable

Within the city limits of Eugene to all Commercial, industrial, and Commercial irrigation uses, public buildings, churches, public and private schools, public and private hospitals, multifamily structures with four or more Living Units served through one Meter, and their Common Use Facilities.

This General Service schedule also applies to boarding, lodging, rooming houses or group care facilities where more than five private sleeping rooms are used by other than members of the Customer's immediate family, and in instances where the majority of a dwelling is regularly used for the conduct of business.

2. Monthly Price (Resolution 1634)

The monthly price is composed of three charges: basic charge, volume charge and the pumping and delivery above the base charge, if applicable. The basic charge shall be according to the size of Meter provided.

**Basic Charge**

5/8".....	\$ 23.23	per month
3/4".....	\$ 24.17	per month
1".....	\$ 31.36	per month
1-1/2".....	\$ 47.96	per month
2".....	\$ 85.94	per month
3".....	\$193.62	per month
4".....	\$330.58	per month
6".....	\$496.04	per month
8".....	\$718.03	per month
10".....	\$1,041.12	per month

**Volume Charge**

All gallons ..... \$ 2.829 per 1,000 gallons

**Pumping and Delivery Charge Above the Base**

Additional pumping and delivery charges, as applicable, on all gallons used per month, per 1,000 gallons.

Services at Base Level..... None



Eugene Water & Electric Board

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Appendix C – Water Service Charges And Prices

Table with 3 columns: Service Level, Price, and Unit. Rows include Level 1 (800 to 850 feet) at 24.9¢, Level 2 (975 feet) at 49.9¢, and Level 3 (1,150 to 1,325 feet) at 73.8¢, all per 1,000 gallons.

Approved: 04/59 Revision Date Effective: 02/01/18
Adopted: 12/16 Revision: 33

Fixed Pumping and Delivery Above the Base

Table with 2 columns: Level and Price. Rows include Level 1 at \$3.00, Level 2 at \$5.00, and Level 3 at \$7.00.

3. Minimum Charge

Applicable monthly basic customer charge according to size of Meter provided.

4. Flat Price for Fire Protection

(Resolution 1634)

See Water Service Conditions, Flat Price Fire Protection Service, for identification.

Table with 2 columns: Description and Price. Rows include Price per month per inch diameter of pipe at \$ 10.93 and No charge per month shall be less than at \$ 43.72.

5. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.

Approved: 04/59 Revision Date Effective: 02/01/18
Adopted: 12/16 Revision: 33



G. General Service Outside the City Limits of Eugene

Closed to new Customers with consumption in excess of 500,000 gallons per day or 10 million gallons per month.

SCHEDULE G-2

1. Applicable

This schedule is applicable to Residential, Commercial, industrial and other General Service use outside the city limits of Eugene according to whatever contract provisions may be required by EWEB.

Extension of service to new Customers, outside the city limits, Mahlon Sweet Airport, Lane Community College and within dissolved water districts may be subject to city council approval on extension of Water Service.

2. Monthly RatePrice (Resolution 1634)

The monthly price is composed of three charges: basic charge, volume charge and the pumping and delivery above the base charge, if applicable. The basic customer charge shall be according to the size of Meter provided.

Basic Charge

Table with 3 columns: Pipe Size, Price, and Unit. Rows include 5/8", 3/4", 1", 1-1/2", 2", 3", 4", 6", and 8" pipe sizes with corresponding prices and 'per month' units.

Volume Charge

Plus all gallons used per month ..... \$ 3.678 per 1,000 gallons

Pumping and Delivery Charge Above the Base

Additional pumping and delivery charges, as applicable, on all gallons used per month, per 1,000 gallons.

Table with 3 columns: Service Level, Price, and Unit. Rows include Services at Base Level (None), Level 1 (24.9¢), Level 2 (49.9¢), and Level 3 (73.8¢) per 1,000 gallons.

2



**Fixed Pumping and Delivery Above the Base**

Level 1.....	\$ 3.00
Level 2.....	\$ 5.00
Level 3.....	\$ 7.00

- 3. Minimum Charge  
Applicable monthly basic customer charge according to size of Meter provided.
  
- 4. Flat Price for Fire Protection  
(Resolution 1634)  
See Water Utility, Section W-I-13, paragraph N, for identification.  
  

Price per month per inch diameter of pipe.....	\$ 13.93
No charge per month shall be less than.....	\$ 55.72
  
- 5. General Terms and Conditions  
Service under this schedule is subject to the policies and procedures of EWEB.

**H. Flow Tests**

Water Control Not Required ..... Charged at one hour labor of a Senior Engineer plus appropriate Overhead and administrative costs.

Water Control Required ... Charged at 2 hours labor for a Utility Lead and Utility Mechanic, equipment, plus appropriate Overhead and administrative costs.

**I. Unauthorized Use of Water during Curtailment**

Second Violation ..... Levied fine of \$300.00 and termination of service.

**J. Surplus and Wholesale Water Sales**

EWEB sells or disposes of surplus or wholesale water under agreements and with entities decided by EWEB. Such entities shall not resell water to another water Utility or entity without EWEB’s written consent.

**Schedule 4**

1. Applicable

To the River Road Water District and Santa Clara Water District

2. Monthly RatePrice

Basic Charge.....\$3,510.33 per month



**Volume Charge** (Resolution No. 1634)

All gallons ..... \$ 3.009 per 1,000 gallons

(Resolution No. 1634)

3. Minimum Charge

Applicable monthly basic charge.

4. General Terms and Conditions

Water sales under this schedule are subject to the policies and procedures of EWEB and provisions of the applicable surplus water sales contract.

**Schedule 5**

1. Applicable

To the Willamette Water Company.

2. Monthly RatePrice

(Resolution No. 1634)

Basic customer charge shall be according to the size of Meter provided.

**Basic Charge**

5/8"	\$29.61	per month
3/4"	\$30.80	per month
1"	\$39.96	per month
1 – 1/2"	\$61.08	per month
2"	\$109.49	per month
3"	\$246.69	per month
4"	\$421.17	per month
6"	\$631.96	per month
8"	\$914.79	per month

**Volume Charge**

Plus all gallons ..... \$ 3.770 per 1,000 gallons

3. Minimum Charge

Applicable monthly basic customer charge according to size of Meter provided.

4. General Terms and Conditions

Water sales under this schedule are subject to the policies and procedures of EWEB and provisions of the applicable surplus water sales contract.



**Schedule 6**

1. Applicable

To the City of Veneta.

2. Monthly ~~Rate~~ Price  
(Resolution No. 1634)

**Basic Charge**..... \$927.48 per month

**Volume Charge** (Resolution No. 1634) (Resolution No. 1734)

All gallons ..... \$ 1.172 per 1,000 gallons  
(Resolution No. 1634) (Resolution No. 1734)

3. Minimum Charge

Applicable monthly basic charge provided.

4. General Terms and Conditions

Water sales under this schedule are subject to the policies and procedures of EWEB and provisions of the applicable surplus water sales contract.



**WATER SERVICE CHARGES AND PRICES**

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**A. Connect/Disconnect of Water Service at Customer’s Request for Plumbing Repairs (per call-out)**

During regular business hours ..... No charge  
After regular business hours (Resolution 1221).....\$75.00

**B. Temporary Water Meter Service Charges**

Equipment Security Fee (refundable less damage/replacement) ..... 105% of equipment cost  
Installation/Relocation ..... 100% cost of 3 hours labor per incident  
Damage/Replacement ..... Charged at 100% of replacement cost for parts and labor

For Applicants with credit-related concerns, an additional deposit may be required consistent with All Utilities Policies & Procedures.

Labor charges are based on Lead Water Meter Mechanic labor rates.

Billed Monthly:

Basic Charge ..... EWEB Schedule 2 water prices for 3” water Meter inside City  
Volume Charge ..... EWEB Schedule 2 water prices for inside the City

**C. Water Service Installation Charges (Resolution No. 1319)**

Meter Installation Charge (New, Pulled or Size Decreased)

5/8" .....\$275.00  
3/4" .....\$305.00  
1" .....\$375.00  
1 1/2" and larger ..... At Estimated Cost

Service Installation Charge (New or Preinstalled, including Meter)

1" x 5/8" .....\$2,750.00  
1" x 3/4" .....\$2,780.00  
1" x 1" .....\$2,850.00  
1 1/2 " and larger ..... At Estimated Cost

Service Size Enlarged

Any size ..... At Estimated Cost

In addition to the above, whenever a new service installation requires an excavation or other action that damages a street under the City Street Cut Moratorium, an additional amount equal to the fine levied by the City will be added to the Service Installation Charge

**D. Pumping and Delivery Charges Above the Base**

A charge shall apply to all water consumed by Customers served at pumping levels as identified below. This charge is designed to recover the added cost to deliver water to systems above the base. Charges are assessed at increasing amounts at one of three Pumping Levels defined as:

- Level 1 - Customers served by 800 to 850 feet pumping systems.
- Level 2 - Customers served by 975 feet pumping systems.
- Level 3 - Customers served by 1,150 to 1,325 feet pumping systems.



Pumping and delivery charges above the base, if applicable, apply to all consumption and are in addition to regular flat or tiered volume prices in the Residential and General Service classes (Price Schedules 1, 2 and 3). Customers served at Base Level (served from base reservoirs) will incur no pumping and delivery charges above the base.

**E. Residential Water Service inside the City Limits of Eugene**

**SCHEDULE R-1**

- 1. **Applicable**  
Within the city limits of Eugene to all separately metered single-family residences, mobile homes, duplexes, triplexes, "quads", townhouses, and multifamily structures with less than four Living Units.

Boarding, lodging, rooming houses or group care facilities shall also qualify for Residential Service if not more than five private sleeping rooms are used by other than members of the Customer's immediate family. When the majority of a dwelling is regularly used for the conduct of business, the entire dwelling shall be billed on the applicable General Service schedule.

- 2. **Monthly Price** (Resolution 1734)  
The monthly price is composed of three charges: basic charge, volume charge and the pumping and delivery above the base charge, if applicable. The basic customer charge shall be according to the size of Meter provided.

**Basic Charge**

5/8" .....	\$ 20.37	per month
3/4" .....	\$ 21.20	per month
1" .....	\$ 27.50	per month
1-1/2" .....	\$ 42.08	per month
2" .....	\$ 75.39	per month
3" .....	\$ 164.88	per month

**Volume Charge**

First 8,000 gallons .....	\$1.416	per 1,000 gallons
The next 22,000 gallons .....	\$2.391	per 1,000 gallons
All over 30,000 gallons .....	\$3.872	per 1,000 gallons

**Pumping and Delivery Charge Above the Base**

Pumping and delivery charges, if applicable, on all gallons used per month, per 1,000 gallons.

Services at Base Level.....		None
Services at Level 1 (800 to 850 feet).....	24.9¢	per 1,000 gallons
Services at Level 2 (975 feet) .....	49.9¢	per 1,000 gallons
Services at Level 3 (1,150 to 1,325 feet).....	73.8¢	per 1,000 gallons



**Eugene Water & Electric Board**

Customer Services Policies  
Appendix C – Water Service Charges And Prices

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**Fixed Pumping and Delivery Above the Base**

Level 1.....	\$3.00
Level 2.....	\$5.00
Level 3.....	\$7.00

- 3. Minimum Charge  
Applicable monthly basic customer charge according to size of Meter provided.
- 4. General Terms and Conditions  
Service under this schedule is subject to the policies and procedures of EWEB.

**Residential Water Service Outside the City Limits of Eugene**

**SCHEDULE R-2**

- 1. Applicable  
Outside the city limits of Eugene to all separately metered single-family residences, mobile homes, duplexes, triplexes, “quads”, townhouses, and multifamily structures with less than four Living Units.

Boarding, lodging, rooming houses or group care facilities shall also qualify for Residential Service if not more than five private sleeping rooms are used by other than members of the Customer's immediate family. When the majority of a dwelling is regularly used for the conduct of business, the entire dwelling shall be billed on the applicable General Service schedule.

- 2. Monthly Price (Resolution 1536)  
The monthly price is composed of three charges: basic charge, volume charge and the pumping and delivery above the base charge, if applicable. The basic customer charge shall be according to the size of Meter provided.

**Basic Charge**

5/8".....	\$ 26.50	per month
3/4" .....	\$ 27.55	per month
1" .....	\$ 35.75	per month
1-1/2" .....	\$ 54.70	per month
2" .....	\$ 98.00	per month

**Volume Charge**

First 8,000 gallons.....	\$1.841	per 1,000 gallons
The next 22,000 gallons .....	\$3.108	per 1,000 gallons
All over 30,000 gallons .....	\$5.034	per 1,000 gallons



**Pumping and Delivery Charge Above the Base**

Additional pumping and delivery charges, as applicable, on all gallons used per month, per 1,000 gallons.

Services at Base Level .....	None
Services at Level 1 (800 to 850 feet).....	24.9¢ per 1,000 gallons
Services at Level 2 (975 feet) .....	49.9¢ per 1,000 gallons
Services at Level 3 (1,150 to 1,325 feet).....	73.8¢ per 1,000 gallons

**Fixed Pumping and Delivery Above the Base**

Level 1.....	\$ 3.00
Level 2.....	\$ 5.00
Level 3.....	\$ 7.00

**F. General Service Inside the City Limits of Eugene**

Closed to new Customers with consumption in excess of 500,000 gallons per day or 10 million gallons per month.

**SCHEDULE G-1**

1. Applicable

Within the city limits of Eugene to all Commercial, industrial, and Commercial irrigation uses, public buildings, churches, public and private schools, public and private hospitals, multifamily structures with four or more Living Units served through one Meter, and their Common Use Facilities.

This General Service schedule also applies to boarding, lodging, rooming houses or group care facilities where more than five private sleeping rooms are used by other than members of the Customer's immediate family, and in instances where the majority of a dwelling is regularly used for the conduct of business.

2. Monthly Price (Resolution 1634)

The monthly price is composed of three charges: basic charge, volume charge and the pumping and delivery above the base charge, if applicable. The basic charge shall be according to the size of Meter provided.

**Basic Charge**

5/8" .....	\$ 23.23	per month
3/4" .....	\$ 24.17	per month
1" .....	\$ 31.36	per month
1-1/2".....	\$ 47.96	per month
2" .....	\$ 85.94	per month
3" .....	\$193.62	per month
4" .....	\$330.58	per month
6" .....	\$496.04	per month



**Eugene Water & Electric Board**

Customer Services Policies  
Appendix C – Water Service Charges And Prices

8" .....	\$718.03	per month
10" .....	\$1,041.12	per month

**Volume Charge**

All gallons .....	\$ 2.829	per 1,000 gallons
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**Pumping and Delivery Charge Above the Base**

Additional pumping and delivery charges, as applicable, on all gallons used per month, per 1,000 gallons.

Services at Base Level.....		None
Services at Level 1 (800 to 850 feet).....	24.9¢	per 1,000 gallons
Services at Level 2 (975 feet) .....	49.9¢	per 1,000 gallons
Services at Level 3 (1,150 to 1,325 feet).....	73.8¢	per 1,000 gallons

**Fixed Pumping and Delivery Above the Base**

Level 1 .....	\$3.00
Level 2.....	\$5.00
Level 3.....	\$7.00

3. Minimum Charge

Applicable monthly basic customer charge according to size of Meter provided.

4. Flat Price for Fire Protection (Resolution 1634)

See Water Service Conditions, Flat Price Fire Protection Service, for identification.

Price per month per inch diameter of pipe .....	\$ 10.93
No charge per month shall be less than .....	\$ 43.72

5. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.



**G. General Service Outside the City Limits of Eugene**

Closed to new Customers with consumption in excess of 500,000 gallons per day or 10 million gallons per month.

**SCHEDULE G-2**

1. Applicable

This schedule is applicable to Residential, Commercial, industrial and other General Service use outside the city limits of Eugene according to whatever contract provisions may be required by EWEB.

Extension of service to new Customers, outside the city limits, Mahlon Sweet Airport, Lane Community College and within dissolved water districts may be subject to city council approval on extension of Water Service.

2. Monthly Price (Resolution 1634)

The monthly price is composed of three charges: basic charge, volume charge and the pumping and delivery above the base charge, if applicable. The basic customer charge shall be according to the size of Meter provided.

**Basic Charge**

5/8" .....	\$ 30.20	per month
3/4" .....	\$ 31.40	per month
1" .....	\$ 40.75	per month
1-1/2" .....	\$ 62.35	per month
2" .....	\$ 111.70	per month
3" .....	\$ 251.70	per month
4" .....	\$ 429.75	per month
6" .....	\$ 644.85	per month
8" .....	\$ 933.45	per month

**Volume Charge**

Plus all gallons used per month ..... \$ 3.678 per 1,000 gallons

**Pumping and Delivery Charge Above the Base**

Additional pumping and delivery charges, as applicable, on all gallons used per month, per 1,000 gallons.

Services at Base Level .....	None
Services at Level 1 (800 to 850 feet).....	24.9¢ per 1,000 gallons
Services at Level 2 (975 feet) .....	49.9¢ per 1,000 gallons
Services at Level 3 (1,150 to 1,325 feet).....	73.8¢ per 1,000 gallons

**Fixed Pumping and Delivery Above the Base**



**Eugene Water & Electric Board**

Customer Services Policies  
Appendix C – Water Service Charges And Prices

Level 1.....	\$ 3.00
Level 2.....	\$ 5.00
Level 3.....	\$ 7.00

3. Minimum Charge  
Applicable monthly basic customer charge according to size of Meter provided.

4. Flat Price for Fire Protection (Resolution 1634)  
See Water Utility, Section W-I-13, paragraph N, for identification.

Price per month per inch diameter of pipe.....	\$ 13.93
No charge per month shall be less than .....	\$ 55.72

5. General Terms and Conditions  
Service under this schedule is subject to the policies and procedures of EWEB.

**H. Flow Tests**

Water Control Not Required ..... Charged at one hour labor of a Senior Engineer plus appropriate Overhead and administrative costs.

Water Control Required ... Charged at 2 hours labor for a Utility Lead and Utility Mechanic, equipment, plus appropriate Overhead and administrative costs.

**I. Unauthorized Use of Water during Curtailment**

Second Violation ..... Levied fine of \$300.00 and termination of service.

**J. Surplus and Wholesale Water Sales**

EWEB sells or disposes of surplus or wholesale water under agreements and with entities decided by EWEB. Such entities shall not resell water to another water Utility or entity without EWEB’s written consent.

**Schedule 4**

1. Applicable

To the River Road Water District and Santa Clara Water District

2. Monthly Price

**Basic Charge.....\$3,510.33 per month**

**Volume Charge** (Resolution No. 1634)

All gallons ..... \$ 3.009 per 1,000 gallons



**Eugene Water & Electric Board**

Customer Services Policies  
Appendix C – Water Service Charges And Prices

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3. Minimum Charge

Applicable monthly basic charge.

4. General Terms and Conditions

Water sales under this schedule are subject to the policies and procedures of EWEB and provisions of the applicable surplus water sales contract.

**Schedule 5**

1. Applicable

To the Willamette Water Company.

2. Monthly Price (Resolution No. 1634)

Basic customer charge shall be according to the size of Meter provided.

**Basic Charge**

5/8" .....	\$29.61	per month
3/4" .....	\$30.80	per month
1" .....	\$39.96	per month
1 – 1/2" .....	\$61.08	per month
2" .....	\$109.49	per month
3" .....	\$246.69	per month
4" .....	\$421.17	per month
6" .....	\$631.96	per month
8" .....	\$914.79	per month

**Volume Charge**

Plus all gallons .....	\$ 3.770	per 1,000 gallons
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3. Minimum Charge

Applicable monthly basic customer charge according to size of Meter provided.

4. General Terms and Conditions

Water sales under this schedule are subject to the policies and procedures of EWEB and provisions of the applicable surplus water sales contract.



**Schedule 6**

1. Applicable

To the City of Veneta.

2. Monthly Price (Resolution No. 1634)

**Basic Charge**..... \$927.48 per month

**Volume Charge** (Resolution No. 1634) (Resolution No. 1734)

All gallons ..... \$ 1.172 per 1,000 gallons

3. Minimum Charge

Applicable monthly basic charge provided.

4. General Terms and Conditions

Water sales under this schedule are subject to the policies and procedures of EWEB and provisions of the applicable surplus water sales contract.



**~~V.~~ Water System Development Charges**

~~This section covers information about EWEB’s policies and procedures pertaining to the assessment and collection of Water System Development Charges.~~

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B.	<del>B.</del> Application .....	<del>W V 2</del>
C.	General Provisions and Requirements .....	<del>W V 2</del>
D.	Schedule of Charges .....	<del>W V 3</del>
E.	Calculated Charges .....	<del>W V 3</del>
F.	Changes in Use and/or Occupancy .....	<del>W V 3</del>
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H.	Exemptions .....	<del>W V 4</del>
I.	Abandonment of Services .....	<del>W V 4</del>



## A. Background

Effective July 1, 1997, EWEB ~~will apply~~ applied a Water System Development Charge (SDC) to fund capital improvements to meet increased demands on the system caused by new users. This ~~SDC System Development Charge~~ is separate and in addition to any applicable line extension charges, service and Meter installation fees.

EWEB's ~~w~~Water SDC consists of reimbursement, improvement, and administration charges. The reimbursement charge is based on the value of unused system capacity and is determined by establishing the existing water system plant value and the current system capacity available for future development. The improvement charge is based on the projected water demand necessary to serve future growth and the projected cost of corresponding system improvements identified in EWEB's Water System Capital Improvement Plan. The administration charge covers costs associated with accounting, billing, collection, and periodic review.

These Water ~~SDC system Development Charges~~ have been developed and approved by EWEB in accordance with the requirements of ORS 223.297 to 223.314. EWEB's SDC methodology and calculations shall be formally reviewed no less than once every five years, and updated to reflect changes in capital requirements, growth projections, and other material factors that affect determination of the charge. Between each formal review cycle, the rates incorporated herein may be adjusted by application of an appropriate cost index to reflect annual increases in construction costs.

Copies of the technical methodology and other information concerning the basis for this charge are available for public inspection at the EWEB offices.

## B. Application

A ~~SDC System Development Charge~~ shall apply to all new Water Services installed and additional demands placed on the water system on and after July 1, 1997 unless otherwise exempted by the provisions of this policy. Assessment and collection of the charge shall occur at the time a completed new service and/or Meter installation order is placed by the Customer/Developer/Property Owner, or in the case of a change in use or occupancy, at such time that a building permit is issued for an improvement or modification which results in a new or increased demand on the water system.

## C. General Provisions and Requirements

The schedule of charges is based on the size of the Meter installed. The larger the Meter, the higher the cost since a greater demand is placed on the system. The SDC is based on a standard 5/8 inch Meter having a typical peak day maximum demand of 871 gallons per



Eugene Water & Electric Board

Customer Services Policies

Appendix D – Water System Development Charges and Procedures  
—Water Utility

day. Charges for all other Meter sizes are determined on flow capacity equivalent to a 5/8 inch Meter.

Installation of Water Services and Meters will not proceed until all SDC’s and other applicable charges have been billed to and/or paid by the Customer/Developer/Property Owner in accordance with EWEB’s established billing and collection procedures.

**D. Schedule of Charges** [\(Resolution No. 1613\)](#)

The table below shows the adjusted SDC charges effective May 1, 2016. EWEB is using an average index rather than a City specific index to provide a smoother trend, avoiding City specific susceptibility to price spikes.

Meter Size	Meter Equivalence	System Development Charge	
		SDC (Base)	SDC (Upper Level)*
5/8.....	1.....	\$ 2,276.00 .....	\$ 3,063.00
3/4".....	1.5.....	\$ 3,415.00 .....	\$ 4,594.00
1".....	2.33.....	\$ 5,691.00 .....	\$ 7,657.00
1.5".....	5.....	\$11,382.00 .....	\$15,314.00
2".....	8.....	\$18,211.00 .....	\$24,502.00

\*: Service areas that are directly fed through pressure levels 800 or above will be charged the upper level SDC.

~~[\(Resolution No. 1613\)](#)~~

**E. Calculated Charges**

~~SDC’s system Development Charges~~ for Meter sizes above 2 inches will be calculated manually based on the estimated maximum day demand expressed in 5/8 inch Meter equivalents. EWEB reserves the right to calculate manually the SDC for any service or Meter size which in EWEB’s determination will exhibit demand characteristics inconsistent with assumptions made for purposes of establishing the above schedule of charges. Such instances may include, but are not limited to, individually Metered multi-family residential units, large irrigation services, and other applications which fall outside the typical use patterns of EWEB’s various Customer classifications.

In cases where the SDC is calculated manually, EWEB may review subsequent actual water demands of the Customer/Developer/Property Owner, and retroactively adjust the SDC charge up or down to reflect deviations from the estimated water demand used to determine the original SDC amount. Such adjustments will typically be made within 24 months of the service installation, unless a longer period is required to establish the Customer’s water use characteristics due to partial occupancy, operation, or production.



**F. Changes in Use and/or Occupancy**

When a new use or change in occupancy occurs that is an expansion or replacement of an existing development, the ~~Customer/Developer~~ **Property Owner** shall pay an SDC for any increase in water demands placed on the system. Such charge shall be calculated and assessed on the additional increment of capacity required, or the incremental difference between the new larger service and the original service.

**G. Credits**

Credits against the improvement fee portion of the ~~SDC system development charge~~ will be granted for qualified public improvements. An example of a qualifying improvement would be when a ~~Property Owner/Developer~~ **Property Owner** is required to install and pay for a water Main sized larger than necessary for that development to serve future system demands. The credit applies only to the improvement fee portion of the SDC, and cannot be larger than the original calculated improvement fee.

**H. Exemptions**

Unmetered fire lines, hydrant connections, and other Water Services installed solely for the provision of fire protection do not place routine demands on the ~~w~~Water ~~S~~system, and therefore are not subject to a ~~SDC System Development Charge~~.

Temporary Water Services of a short-term, transient nature shall not be assessed an SDC, until such time that they may be converted to service of a permanent nature, in which case the applicable SDC shall be assessed at that time. Water Services provided to vacant properties or unimproved parcels shall be considered temporary until such time buildings or other improvements associated with a permanent occupancy are constructed.

**I. Abandonment of Services**

When property has been previously served and the service has been abandoned, SDC's will not be assessed if the service being requested is the same size or smaller than the original service and the associated water demands are comparable. In this case, the ~~Customer/Developer~~ **Property Owner** must demonstrate that either a previous SDC was paid, or that the original service was installed prior to implementation of this policy.



**Water System Development Charges**

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C. General Provisions and Requirements.....

D. Schedule of Charges .....

E. Calculated Charges.....

F. Changes in Use and/or Occupancy.....

G. Credits .....

H. Exemptions .....

I. Abandonment of Services .....



**A. Background**

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These Water SDC's have been developed and approved by EWEB in accordance with the requirements of ORS 223.297 to 223.314. EWEB's SDC methodology and calculations shall be formally reviewed no less than once every five years, and updated to reflect changes in capital requirements, growth projections, and other material factors that affect determination of the charge. Between each formal review cycle, the rates incorporated herein may be adjusted by application of an appropriate cost index to reflect annual increases in construction costs.

Copies of the technical methodology and other information concerning the basis for this charge are available for public inspection at the EWEB offices.

**B. Application**

A SDC shall apply to all new Water Services installed and additional demands placed on the water system on and after July 1, 1997 unless otherwise exempted by the provisions of this policy. Assessment and collection of the charge shall occur at the time a completed new service and/or Meter installation order is placed by the Property Owner, or in the case of a change in use or occupancy, at such time that a building permit is issued for an improvement or modification which results in a new or increased demand on the water system.

**C. General Provisions and Requirements**

The schedule of charges is based on the size of the Meter installed. The larger the Meter, the higher the cost since a greater demand is placed on the system. The SDC is based on a standard 5/8 inch Meter having a typical peak day maximum demand of 871 gallons per



day. Charges for all other Meter sizes are determined on flow capacity equivalent to a 5/8 inch Meter.

Installation of Water Services and Meters will not proceed until all SDC’s and other applicable charges have been billed to and/or paid by the Property Owner in accordance with EWEB’s established billing and collection procedures.

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The table below shows the adjusted SDC charges effective May 1, 2016. EWEB is using an average index rather than a City specific index to provide a smoother trend, avoiding City specific susceptibility to price spikes.

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		SDC (Base)	SDC (Upper Level)*
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1.5".....	5.....	\$11,382.00	\$15,314.00
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\*: Service areas that are directly fed through pressure levels 800 or above will be charged the upper level SDC.

**E. Calculated Charges**

SDC’s for Meter sizes above 2 inches will be calculated manually based on the estimated maximum day demand expressed in 5/8 inch Meter equivalents. EWEB reserves the right to calculate manually the SDC for any service or Meter size which in EWEB’s determination will exhibit demand characteristics inconsistent with assumptions made for purposes of establishing the above schedule of charges. Such instances may include, but are not limited to, individually Metered multi-family residential units, large irrigation services, and other applications which fall outside the typical use patterns of EWEB’s various Customer classifications.

In cases where the SDC is calculated manually, EWEB may review subsequent actual water demands of the Property Owner, and retroactively adjust the SDC charge up or down to reflect deviations from the estimated water demand used to determine the original SDC amount. Such adjustments will typically be made within 24 months of the service installation, unless a longer period is required to establish the Customer’s water use characteristics due to partial occupancy, operation, or production.

**F. Changes in Use and/or Occupancy**



When a new use or change in occupancy occurs that is an expansion or replacement of an existing development, the Property Owner shall pay an SDC for any increase in water demands placed on the system. Such charge shall be calculated and assessed on the additional increment of capacity required, or the incremental difference between the new larger service and the original service.

**G. Credits**

Credits against the improvement fee portion of the SDC will be granted for qualified public improvements. An example of a qualifying improvement would be when a Property Owner is required to install and pay for a water Main sized larger than necessary for that development to serve future system demands. The credit applies only to the improvement fee portion of the SDC, and cannot be larger than the original calculated improvement fee.

**H. Exemptions**

Unmetered fire lines, hydrant connections, and other Water Services installed solely for the provision of fire protection do not place routine demands on the Water System, and therefore are not subject to a SDC.

Temporary Water Services of a short-term, transient nature shall not be assessed an SDC, until such time that they may be converted to service of a permanent nature, in which case the applicable SDC shall be assessed at that time. Water Services provided to vacant properties or unimproved parcels shall be considered temporary until such time buildings or other improvements associated with a permanent occupancy are constructed.

**I. Abandonment of Services**

When property has been previously served and the service has been abandoned, SDC's will not be assessed if the service being requested is the same size or smaller than the original service and the associated water demands are comparable. In this case, the Property Owner must demonstrate that either a previous SDC was paid, or that the original service was installed prior to implementation of this policy.



# Eugene Water & Electric Board

## Appendix E – Actual Cost Charges

The following items will be charged at Actual Costs:

### All Utilities

Account Holders on a General Service Rate Schedule may exchange a **previously installed** Deployed meter for a non-communicating meter. The General Service Account Holder will reimburse EWEB for the Actual Costs of exchanging the meter.

At EWEB’s discretion, damage to EWEB Facilities will be billed at Actual Cost. This includes but is not limited to:

Property Owner is responsible to reimburse EWEB for all Actual Costs to repair or replace EWEB property and/or Facilities to their original condition if damaged by Property Owner or non-EWEB persons working under authority of Property Owner. Customer is responsible to reimburse EWEB for all Actual Costs to repair or replace EWEB property and/or Facilities to their original condition if damaged by Customer or non-EWEB persons working under authority of Customer.

~~Customer-Damaged EWEB Facilities ..... Actual Cost~~

~~In the event of loss or dDamage to EWEB's property-Facilities on the eCustomer's premises arising from neglect, carelessness, or misuse by the eCustomer, the cost of necessary repairs or replacement shall be billed to the customer.~~

~~Damage to EWEB's Facilities through failure to It is the responsibility of the customer to contact EWEB to determine if the existing distribution fFacilities are capable of carrying new electric load additions and if the desired capacity/voltage is available. The customer shall be responsible for any damage to EWEB's equipment through failure to comply with this regulation.~~

~~Any dDamage to the luminaire(s) or mast arm(s), or replacement beyond fair wear and tear of EWEB-owned private property lighting, may, at the option of EWEB, be charged to the customer.~~

~~In the event of loss or damage to EWEB's property on the customer's premises arising from neglect, carelessness, or misuse by the Customer, the cost of necessary repairs or replacement shall be billed to the Customer.~~



## Eugene Water & Electric Board

### Appendix E – Actual Cost Charges

~~Should d~~Damage ~~occur~~ to EWEB's Facilities as a result of the ~~e~~Customer's failure to install and maintain a Shut-Off Valve or ~~a~~ control device on the ~~e~~Customer's side of the ~~M~~meter. ~~,t~~The Customer may also be billed for ~~full cost of repair or replacement~~ Actual Costs to repair or replace ~~of~~ EWEB's shut-off Facilities, as well as the cost for installing a ~~e~~Customer-owned and maintained Shut-Off Valve on the ~~e~~Customer's side of the ~~M~~meter.

~~If EWEB's water Meter or service~~ Damage to EWEB's Facilities ~~are damaged~~ as a result of ~~t~~Tampering or any other cause associated with the ~~e~~Customer's use or equipment, ~~the Customer~~ will ~~also be required to reimburse EWEB for the cost of repairs and estimated loss of revenue resulting from the damage. (See All Utilities, Disconnection or Reconnection of Service.)~~

~~In the event of loss or damage to EWEB's property on the customer's premises arising from neglect, carelessness, or misuse by the Customer, the cost of necessary repairs or replacement shall be billed to the Customer.~~

~~If d~~Damage ~~occurs~~ to the fire hydrant, water infrastructure, or any EWEB ~~equipment~~ Facilities, resulting from the use of a temporary Water Service; ~~the Customer obtaining such t~~Temporary ~~s~~Service from the public fire hydrant will be responsible for the damage ~~and the cost of repair will be billed to the customer's account.~~

### Electric

With specific approval, large commercial, industrial and public agency electric Customers may be charged Actual Costs to receive 12,470 or 12,470 grounded wye primary service. The Actual Costs charged will include the removal of all distribution facilities which may exist for secondary service, including any alterations or additions to existing EWEB facilities to provide primary service.

Customer will be billed the Actual Cost of all special electric equipment or installations necessary to meet individual requirements, unless such equipment or installations are provided for the convenience of EWEB.

Electric meters may not be installed in recessed openings in concrete, brick or other types of wall material. Meter socket enclosures may be flush mounted if removal of all covers is not restricted in any way. Building siding, regardless of materials used, shall not cover or overlap any part of



## Eugene Water & Electric Board

### Appendix E – Actual Cost Charges

the meter base resulting in the inability of EWEB personnel to safely remove and/or install the meter. Violation of this policy will result in the condition being corrected at Actual Cost at the Customer's expense.

All required installation or maintenance performed by EWEB on an unmetered electric service will be billed to the Customer at ~~full~~ Actual Cost.

If EWEB determines that a eCustomer is causing a significant problem with the quality of power on EWEB's electric system, EWEB ~~shall~~ will require the problem to be corrected. EWEB may require the eCustomer to install corrective equipment at ~~his or her~~ their installed cost, or, as an option, EWEB may provide corrective equipment if the eCustomer pays the ~~installed~~ Actual eCost and ongoing ownership costs of the corrective equipment.

EWEB ~~f~~ Facilities which are located on public Rights-of-Way, easements, or which have been established on the eCustomer's property in a satisfactory manner to serve individual properties, shall be relocated or adjusted at the expense of ~~persons~~ Customers requesting the changes at Actual Cost.

Relocations or alterations for aesthetic benefits or adjustments which affect the aesthetics of adjacent properties shall be made only if the ~~person~~ Customer requesting such adjustments agrees to pay for an underground installation at Actual Cost.

If the eCustomer's trees, shrubs, grade changes, fences, or other facilities impair reasonable access to EWEB's ~~f~~ Facilities, the eCustomer shall be advised in writing, giving a specified time in which to correct the access problem. If satisfactory corrections are not made within the specified time, EWEB will take corrective action and collect all Actual eCosts incurred from the eCustomer.

Cost to eCustomer of relocating or changing an existing EWEB facility ~~shall~~ will be calculated at Actual Cost and include labor, material and equipment charges less salvageable material.

~~For street lighting, and upon written request from an agency (City of Eugene, water and lighting districts), EWEB may perform work on any EWEB-owned facilities (e.g., making electrical connections/ disconnections, repairing, replacing, removing and/or installing equipment on EWEB's poles); this work will be billed at Actual Cost on a monthly basis.~~



## Eugene Water & Electric Board

### Appendix E – Actual Cost Charges

~~By mutual agreement, an agency (City of Eugene, water and lighting districts) may contract with EWEB for normal operation and maintenance, repair, replacement, removal and installation of street lighting. Written agreements between the agency and EWEB shall be required. This work will be billed at Actual Cost on a monthly basis.~~

Any relocation in depth or routing of the installed underground system made necessary by action of the ~~developer/e~~Customer shall be done at the expense of the ~~developer/e~~Customer.

The ~~developer/e~~Customer will be responsible for all costs to furnish and install substructure facilities as specified by EWEB for underground distribution when such ~~f~~Facilities are for the sole use of the ~~developer/e~~Customer, and are not located on public ~~r~~Rights-of-~~W~~ay or easements required by EWEB.

When replacing overhead with underground distribution facilities outside the secondary network system, the ~~A~~applicant/~~or p~~Property ~~O~~wner ~~shall~~ will reimburse EWEB, in advance of construction, for the following Actual Costs:

- (1) The value of the remaining life of EWEB's existing overhead distribution system to be removed.
- (2) The cost of removing existing overhead distribution system.
- (3) The cost of adjusting or altering any electric distribution system to accommodate the conversion project.

The applicant/property owner will be credited for all salvageable overhead materials.

EWEB will not charge for the remaining life of the overhead distribution system or credit salvage under the following conditions:

- (1) When the conversion project benefits the general public, e.g., along interstate highways, major and minor arterials, and connecting lines to rural arterials (as identified in U.S. Department of Transportation-Highway functional classification map);
- (2) When overhead distribution facilities are along or through a civic or public recreation area or an area of scenic interest to the general public; or
- (3) When two or more city blocks (approximately 800 feet) of overhead distribution system are removed.



## Eugene Water & Electric Board

### Appendix E – Actual Cost Charges

EWEB will not charge for the remaining life of the overhead system credit salvage, or charge for the removal of the overhead system and the adjustment or alteration of the existing distribution system to accommodate removal, if the overhead line is made idle as a result of property development.

~~The developer/e~~Upon acceptance of the electric line extension plan and costs, the Customer will sign the EWEB's extension agreement, outlining the requirements and conditions of the extension. Customer will reimburse EWEB for ~~all Actual e~~Costs incurred on ~~an the electric line extensions project~~, as provided in Electric Utility, page E-IV 4, paragraph 5, Electric Line Extension Agreements and Charges for electric extensions.

~~Upon acceptance of the electric line extension plan and costs, the developer/customer shall sign the EWEB's extension agreement, outlining the requirements and conditions of the extension.~~

The ~~developer/e~~Customer ~~shall will~~ pay EWEB a charge called Contribution in Aid of Construction, which includes ~~all Actual e~~Costs ~~and applicable overheads of the extension~~.

~~For Customers receiving~~ Primary Service under Price Schedules G-2 Medium General Service, G-3 Large General Service, G-4 Very Large General Service, G-5 Special Very Large General Service, C-TOU-2 Large General Service – Schedule Pilot Time of Use, C-PRP Partial Requirements Service Pricing, transformer losses will be borne by the Customer ~~and will be measured or calculated at the option of EWEB~~ at Actual Costs.

Customers on Price Schedules J-3 Customer-Owned Street Lighting Service, J-4 Customer-Owned Street Lighting Service or J-5 Customer-Owned Street Lighting Service (LED) may apply for a contractual agreement between the Customer and EWEB to provide for operation and maintenance services. Charges to the Customer for such services ~~shall be based on~~ will be billed at Actual Costs ~~of materials, labor, and equipment, plus appropriate Overhead and administrative costs~~.

~~Customers on Price Schedules L-3 Private Property Lighting Service or L-4 Private Property Lighting Service any damage to the luminaire(s) or mast arm(s) or replacement beyond fair wear and tear will, at the option of EWEB, be charged to the Customer.~~

Dark Fiber Customers ~~shall will~~ pay ~~an amount equal to 100 percent~~ Actual Costs ~~for~~ of the actual design and construction costs, payable upon completion of Dark Fiber connectivity.



## Eugene Water & Electric Board

### Appendix E – Actual Cost Charges

Separate electric metering for new or additional Load may be required under Price Schedule BGR-1 Business Growth and Retention Price Rider if, in EWEB's sole opinion, it is necessary to provide service under this schedule. The Customer will be responsible for ~~any-Actual e~~Costs associated with providing separate electric metering.

Temporary installation of a three-phase temporary electric service with primary will be billed to the Customer at Actual Costs.

#### Customer Generation Systems Less than 200 kW

Customer is responsible for and ~~shall will~~ pay the Actual Costs for all ~~f~~Facilities required to interconnect the Customer ~~g~~Generation ~~s~~System to the EWEB system as specified in the Interconnection Standard and EWEB Customer Services Policies and Procedures. Such costs may include but are not limited to, connection, transformation, switching, protective relaying, metering, safety equipment and any labor needed to interconnect the CG system to EWEB's electric system.

If additional EWEB-owned facilities are required to accommodate the ~~CG-Customer generation S~~system, EWEB will install the facilities, and Customer will pay the Actual Costs for the required facilities. Customer is responsible for paying design, installation, equipment, labor and overhead costs.

If, after its initial review, EWEB determines that proposed ~~CG-Customer generation S~~system is complex, non-standard, or located in EWEB's secondary Network, EWEB may require an engineering study, at the Customer's expense, to determine the suitability of interconnecting the proposed ~~CG-Customer generation S~~ system. If an engineering study is required, EWEB and ~~a~~Applicant will enter into an agreement to perform the study. Upon payment of Actual Costs by the ~~CG-a~~Applicant for the study, EWEB ~~shall will~~ schedule resources to perform the study.

~~Charges for the following will be determined on a project by project basis and, if required, shall be paid in advance by the Customer prior to connection of the CG System to the EWEB electric distribution system:~~

~~Engineering studies required to determine if the CG System can be safely connected to the EWEB electric system.~~



## Eugene Water & Electric Board

### Appendix E – Actual Cost Charges

~~Design and construction of modifications to EWEB electric distribution system required to interconnect the CG System.~~

~~Design and construction of electric line extensions required for service to the CG System per Section E-IV of EWEB Customer Services Policies and Procedures~~

#### Water

For a change in size and/or location of the Mmeter, at the request of the Customer, the Customer ~~shall~~ will pay for the Actual eCost of changing meters ~~and all applicable fees.~~

~~This~~ A water meter bypass installation ~~shall~~ will be paid for by the Customer at Actual Costs.

The Property owner or Developer-Customer will be responsible for all easements and associated costs, including but not limited to providing a sump pump and high water alarm for any multiple meter vault wired to the common-use facilities electric meter billed on the General Service Rate Schedule, each wired to a separate circuit.

Charges for redesignation of water meters will ~~shall~~ be consistent with All Utilities, New Customer or Change of Service and ~~shall~~ will be the responsibility of the oProperty Owner at Actual Costs.

Should the Customer alter the adjacent ground level, place physical objects, (such as rocks, ties, posts, and fences) or plant shrubs in such a manner as to make it necessary, in the opinion of EWEB, to move or adjust the Mmeter, meter box, valve box, etc., the Customer shall be advised, in writing, of EWEB's intent to adjust its Facilities to accommodate the Customer changes and to collect the ~~full~~ Actual eCost of these adjustments from the Customer.

If EWEB, the City of Eugene or other permitting agency determines that a change in property use or zoning eliminates the current need for Water Service, EWEB will disconnect the Point of Delivery at the Customer's expense, at Actual Costs.

~~EWEB will be reimbursed for costs of performing water main extension plan review and other services provided.~~



# Eugene Water & Electric Board

## Appendix E – Actual Cost Charges

EWEB will require payment of Actual Costs for engineering expenses to prepare design and cost estimates for unapproved property development plans, speculative main extension inquiries or for additional design and cost estimates requested by the ~~Developer~~/Customer.

The ~~Developer~~/Customer will reimburse EWEB for ~~all a~~Actual ~~e~~Costs incurred on the water main extension project, including costs associated with design, review, inspections, start-up, and all other related services rendered in conjunction with the extension.

Subsequent ~~C~~eustomers who desire permanent or temporary service connections to a water ~~M~~m~~a~~in which has a prior extension agreement in effect, or such connections to a water ~~m~~M~~a~~in previously installed at EWEB's expense for the benefit of future development, ~~shall will~~ pay EWEB an equivalent main charge. An equivalent main charge is half of the average current installed cost per foot of a water main multiplied by the front foot measurement of the parcel of land to be served. The water ~~M~~m~~a~~in size used for these calculations shall be eight inches. If flow design calculations indicate a larger main is required, the cost of the larger main will be used.

Water Service Installation requiring an excavation or other action that damages a street under the City Street Cut Moratorium, Actual Costs for the fine levied by the City will be added to the service installation charge.

Flow tests with no water control required are billed at Actual Costs, including one hour labor of a Senior Engineer.

Flow tests with water control required are billed at Actual Costs, including two hours labor for a Utility Lead and Utility Mechanic.

### REVISION HISTORY

Version	Definition Revised / Revision Description	Resolution No.	Approved	Effective
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# Eugene Water & Electric Board

## Appendix E – Actual Cost Charges

1	• Consolidated all instances of Actual Costs from Electric & Water policies			
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## Eugene Water & Electric Board

### Appendix E – Actual Cost Charges

The following items will be charged at Actual Costs:

#### **All Utilities**

Account Holders on a General Service Rate Schedule may exchange a previously installed Deployed meter for a non-communicating meter. The General Service Account Holder will reimburse EWEB for the Actual Costs of exchanging the meter.

At EWEB's discretion, damage to EWEB Facilities will be billed at Actual Cost. This includes but is not limited to:

Property Owner is responsible to reimburse EWEB for all Actual Costs to repair or replace EWEB property and/or Facilities to their original condition if damaged by Property Owner or non-EWEB persons working under authority of Property Owner. Customer is responsible to reimburse EWEB for all Actual Costs to repair or replace EWEB property and/or Facilities to their original condition if damaged by Customer or non-EWEB persons working under authority of Customer.

Damage to EWEB's Facilities on the Customer's premises arising from neglect, carelessness, or misuse by the Customer

Damage to EWEB's Facilities through failure to contact EWEB to determine if the existing distribution Facilities are capable of carrying new electric load additions and if the desired capacity/voltage is available.

Damage to the luminaire(s) or mast arm(s), or replacement beyond fair wear and tear of EWEB-owned private property lighting.

Damage to EWEB's Facilities as a result of the Customer's failure to install and maintain a Shut-Off Valve or control device on the Customer's side of the meter. The Customer may also be billed for Actual Costs to repair or replace EWEB's shut-off Facilities, as well as the cost for installing a Customer-owned and maintained Shut-Off Valve on the Customer's side of the meter.



## **Eugene Water & Electric Board**

### **Appendix E – Actual Cost Charges**

Damage to EWEB's Facilities as a result of Tampering or any other cause associated with the Customer's use or equipment.

Damage to the fire hydrant, water infrastructure, or any EWEB Facilities, resulting from the use of a temporary Water Service; the Customer obtaining such Temporary Service from the public fire hydrant will be responsible for the damage.

#### **Electric**

With specific approval, large commercial, industrial and public agency electric Customers may be charged Actual Costs to receive 12,470 or 12,470 grounded wye primary service. The Actual Costs charged will include the removal of all distribution facilities which may exist for secondary service, including any alterations or additions to existing EWEB facilities to provide primary service.

Customer will be billed the Actual Cost of all special electric equipment or installations necessary to meet individual requirements, unless such equipment or installations are provided for the convenience of EWEB.

Electric meters may not be installed in recessed openings in concrete, brick or other types of wall material. Meter socket enclosures may be flush mounted if removal of all covers is not restricted in any way. Building siding, regardless of materials used, shall not cover or overlap any part of the meter base resulting in the inability of EWEB personnel to safely remove and/or install the meter. Violation of this policy will result in the condition being corrected at Actual Cost at the Customer's expense.

All required installation or maintenance performed by EWEB on an unmetered electric service will be billed to the Customer at Actual Cost.

If EWEB determines that a Customer is causing a significant problem with the quality of power on EWEB's electric system, EWEB will require the problem to be corrected. EWEB may require the Customer to install corrective equipment at their installed cost, or, as an option, EWEB may provide corrective equipment if the Customer pays the Actual Cost and ongoing ownership costs of the corrective equipment.



## Eugene Water & Electric Board

### Appendix E – Actual Cost Charges

EWEB Facilities which are located on public Rights-of-Way, easements, or which have been established on the Customer's property in a satisfactory manner to serve individual properties, shall be relocated or adjusted at the expense of Customers requesting the changes at Actual Cost.

Relocations or alterations for aesthetic benefits or adjustments which affect the aesthetics of adjacent properties shall be made only if the Customer requesting such adjustments agrees to pay for an underground installation at Actual Cost.

If the Customer's trees, shrubs, grade changes, fences, or other facilities impair reasonable access to EWEB's Facilities, the Customer shall be advised in writing, giving a specified time in which to correct the access problem. If satisfactory corrections are not made within the specified time, EWEB will take corrective action and collect all Actual Costs incurred from the Customer.

Cost to Customer of relocating or changing an existing EWEB facility will be calculated at Actual Cost and include labor, material and equipment charges less salvageable material.

Any relocation in depth or routing of the installed underground system made necessary by action of the Customer shall be done at the expense of the Customer.

The Customer will be responsible for all costs to furnish and install substructure facilities as specified by EWEB for underground distribution when such Facilities are for the sole use of the Customer, and are not located on public Rights-of-Way or easements required by EWEB.

When replacing overhead with underground distribution facilities outside the secondary network system, the Applicant or Property Owner will reimburse EWEB, in advance of construction, for the following Actual Costs:

- (1) The value of the remaining life of EWEB's existing overhead distribution system to be removed.
- (2) The cost of removing existing overhead distribution system.
- (3) The cost of adjusting or altering any electric distribution system to accommodate the conversion project.

The applicant/property owner will be credited for all salvageable overhead materials.

EWEB will not charge for the remaining life of the overhead distribution system or credit salvage under the following conditions:



## Eugene Water & Electric Board

### Appendix E – Actual Cost Charges

- (1) When the conversion project benefits the general public, e.g., along interstate highways, major and minor arterials, and connecting lines to rural arterials (as identified in U.S. Department of Transportation-Highway functional classification map);
- (2) When overhead distribution facilities are along or through a civic or public recreation area or an area of scenic interest to the general public; or
- (3) When two or more city blocks (approximately 800 feet) of overhead distribution system are removed.

EWEB will not charge for the remaining life of the overhead system credit salvage, or charge for the removal of the overhead system and the adjustment or alteration of the existing distribution system to accommodate removal, if the overhead line is made idle as a result of property development.

Upon acceptance of the electric line extension plan and costs, the Customer will sign the EWEB's extension agreement, outlining the requirements and conditions of the extension. Customer will reimburse EWEB for Actual Costs incurred on an electric line extensions.

The Customer will pay EWEB a charge called Contribution in Aid of Construction, which includes Actual Costs.

Customers receiving Primary Service under Price Schedules G-2 Medium General Service, G-3 Large General Service, G-4 Very Large General Service, G-5 Special Very Large General Service, C-TOU-2 Large General Service – Schedule Pilot Time of Use, C-PRP Partial Requirements Service Pricing, transformer losses will be borne by the Customer at Actual Costs.

Customers on Price Schedules J-3 Customer-Owned Street Lighting Service, J-4 Customer-Owned Street Lighting Service or J-5 Customer-Owned Street Lighting Service (LED) may apply for a contractual agreement between the Customer and EWEB to provide for operation and maintenance services. Charges to the Customer for such services will be billed at Actual Costs.

Dark fiber Customers will pay Actual Costs for the design and construction costs, payable upon completion of Dark Fiber connectivity.

Separate electric metering for new or additional Load may be required under Price Schedule BGR-1 Business Growth and Retention Price Rider if, in EWEB's sole opinion, it is necessary to provide service under this schedule. The Customer will be responsible for Actual Costs associated with providing separate electric metering.



## **Eugene Water & Electric Board**

### **Appendix E – Actual Cost Charges**

Temporary installation of a three-phase temporary electric service with primary will be billed to the Customer at Actual Costs.

#### **Customer Generation Systems Less than 200 kW**

Customer is responsible for and will pay the Actual Costs for all Facilities required to interconnect the Customer generation system to the EWEB system as specified in the Interconnection Standard and EWEB Customer Services Policies and Procedures. Such costs may include but are not limited to, connection, transformation, switching, protective relaying, metering, safety equipment and any labor needed to interconnect the CG system to EWEB's electric system.

If additional EWEB-owned facilities are required to accommodate the Customer generation system, EWEB will install the facilities, and Customer will pay the Actual Costs for the required facilities. Customer is responsible for paying design, installation, equipment, labor and overhead costs.

If, after its initial review, EWEB determines that proposed Customer generation system is complex, non-standard, or located in EWEB's secondary Network, EWEB may require an engineering study, at the Customer's expense, to determine the suitability of interconnecting the proposed Customer generation system. If an engineering study is required, EWEB and Applicant will enter into an agreement to perform the study. Upon payment of Actual Costs by the Applicant for the study, EWEB will schedule resources to perform the study.

#### **Water**

For a change in size and/or location of the meter, at the request of the Customer, the Customer will pay for the Actual Cost of changing meters.

A water meter bypass installation will be paid for by the Customer at Actual Costs.

The Property Owner or Customer will be responsible for all easements and associated costs, including but not limited to providing a sump pump and high water alarm for any multiple meter vault wired to the common-use facilities electric meter billed on the General Service Rate Schedule, each wired to a separate circuit.



## **Eugene Water & Electric Board**

### **Appendix E – Actual Cost Charges**

Charges for redesignation of water meters will be consistent with All Utilities, New Customer or Change of Service and will be the responsibility of the Property Owner at Actual Costs.

Should the Customer alter the adjacent ground level, place physical objects, (such as rocks, ties, posts, and fences) or plant shrubs in such a manner as to make it necessary, in the opinion of EWEB, to move or adjust the meter, meter box, valve box, etc., the Customer shall be advised, in writing, of EWEB's intent to adjust its Facilities to accommodate the Customer changes and to collect the Actual Cost of these adjustments from the Customer.

If EWEB, the City of Eugene or other permitting agency determines that a change in property use or zoning eliminates the current need for Water Service, EWEB will disconnect the Point of Delivery at the Customer's expense, at Actual Costs.

EWEB will require payment of Actual Costs for engineering expenses to prepare design and cost estimates for unapproved property development plans, speculative main extension inquiries or for additional design and cost estimates requested by the Customer.

The Customer will reimburse EWEB for Actual Costs incurred on the water main extension project, including costs associated with design, review, inspections, start-up, and all other related services rendered in conjunction with the extension.

Subsequent Customers who desire permanent or temporary service connections to a water main which has a prior extension agreement in effect, or such connections to a water main previously installed at EWEB's expense for the benefit of future development, will pay EWEB an equivalent main charge. An equivalent main charge is half of the average current installed cost per foot of a water main multiplied by the front foot measurement of the parcel of land to be served. The water main size used for these calculations shall be eight inches. If flow design calculations indicate a larger main is required, the cost of the larger main will be used.

Water Service Installation requiring an excavation or other action that damages a street under the City Street Cut Moratorium, Actual Costs for the fine levied by the City will be added to the service installation charge.



# Eugene Water & Electric Board

## Appendix E – Actual Cost Charges

Flow tests with no water control required are billed at Actual Costs, including one hour labor of a Senior Engineer.

Flow tests with water control required are billed at Actual Costs, including two hours labor for a Utility Lead and Utility Mechanic.

### REVISION HISTORY

Version	Definition Revised / Revision Description	Resolution No.	Approved	Effective
1	<ul style="list-style-type: none"><li>Consolidated all instances of Actual Costs from Electric &amp; Water policies</li></ul>			



# Eugene Water & Electric Board

## Appendix F – Estimates

The following items will be charged based on estimated costs:

### Electric Line Extensions

Upon written request from the ~~developer/e~~Customer EWEB will prepare design and cost estimates for construction of the proposed extension. Cost estimates for the extension shall include charges for all extension components necessary to serve the ~~developer/e~~Customer.

Charges for any other facilities that are not an integral part of the extension and are not required for the initial ~~customer~~ service, but are deemed necessary by EWEB for system reliability and/or future service to adjacent properties, shall not be included in the extension cost estimates. These charges shall be borne by EWEB and will be assessed to any subsequent extension that utilizes said facilities.

If there is insufficient capacity in existing electric facilities, the costs to provide the needed capacity shall be included in the costs of the new electric line extension.

### New Water Service Line Installations

If, at a date later than the time of installation, the Customer desires any change in the Water Service Line, the Customer shall pay the estimated cost of the change with no credit allowed for material salvaged.

### Temporary Electric Service Installation

Temporary transformer installation will be billed at estimated cost.

### Relocation of Water Mains, Service Lines, Meters and Hydrants

In the event that any of EWEB's property and/or Facilities is required to be altered or moved because of a change in configuration or usage of the owner's property, the Property Owner will be responsible to prepay the full Actual Cost of the alteration or relocation of EWEB Facilities.

EWEB Facilities located on public rights-of-way, easements, or which have been established in a satisfactory manner to serve individual properties, may be relocated or adjusted upon request, but only if the ~~person(s)~~Customer requesting such relocation agrees to pay the estimated cost of such relocation prior to work.

Relocations or alterations for aesthetic benefits or adjustments which affect the aesthetics of adjacent properties shall be made only if the ~~person(s)~~Customer requesting such adjustments



## Eugene Water & Electric Board

### Appendix F – Estimates

agrees to pay the estimated cost of moving the facilities and if affected ~~p~~Property ~~e~~Owners agree, in writing, to the relocation/adjustment.

If the water ~~M~~meter is not adjacent to the property being served, the meter may be moved to a more convenient location on an existing or new ~~M~~main if requested by the Customer. The estimated cost of moving the ~~M~~meter, including installation of a new Water Service and elimination of any old Point of Delivery, shall be paid by the Customer. ~~This paragraph is not intended to permit circumvention of EWEB's extension policy.~~ The Customer may be required to pay a pro rata share of the cost of the new ~~M~~main, either at the time the ~~M~~meter is moved or upon installation of a new water ~~M~~main adjacent to the property.

#### Water Main Extensions

If there is insufficient flow at the nearest ~~M~~main or mains on the existing system, the ~~Developer~~/Customer will be required to pay for a Water Main Extension from the nearest location or locations on the existing system where there is a sufficiency of flow. The ~~Developer~~/Customer will pay the estimated cost of the extension required to meet the added demand caused by the development.

Prior to construction, each prospective ~~Developer~~/Customer must sign a Water Main Extension agreement and pay the estimated cost of the ~~M~~main extension, preinstalled services and fire hydrants. This charge is to be called "contributions in aid of construction." The contribution in aid of construction charge will be based on estimated costs, and, if necessary, adjustments to estimated costs may occur during the construction process through application of change orders.

EWEB may install larger water mains to provide capacity for system needs and future development. In this case, the ~~Developer~~/Customer will pay the estimated cost of the size extension required to serve the development.

When a development is separated from existing water facilities by a parcel of undeveloped property, the ~~Developer~~/Customer will pay the estimated cost of extending the water ~~M~~main required to serve the development from the point of availability of an adequate supply on EWEB's water system up to and through or along the development.

#### Water Service Installation

Meter installation charge (new, pulled, or size decreased), 1 ½" and larger, is billed at estimated cost.

Service installation charge (new or preinstalled, including meter), 1 ½" and larger, is billed at estimated cost.



# Eugene Water & Electric Board

## Appendix F – Estimates

Service size enlarged, any size, is billed at estimated cost.

### REVISION HISTORY

Version	Definition Revised / Revision Description	Resolution No.	Approved	Effective
1	<ul style="list-style-type: none"><li>Consolidated all instances of Estimated Costs</li></ul>			



## **Eugene Water & Electric Board**

### **Appendix F – Estimates**

The following items will be charged based on estimated costs:

#### **Electric Line Extensions**

Upon written request from the Customer EWEB will prepare design and cost estimates for construction of the proposed extension. Cost estimates for the extension shall include charges for all extension components necessary to serve the Customer.

Charges for any other facilities that are not an integral part of the extension and are not required for the initial service, but are deemed necessary by EWEB for system reliability and/or future service to adjacent properties, shall not be included in the extension cost estimates. These charges shall be borne by EWEB and will be assessed to any subsequent extension that utilizes said facilities.

If there is insufficient capacity in existing electric facilities, the costs to provide the needed capacity shall be included in the costs of the new electric line extension.

#### **New Water Service Line Installations**

If, at a date later than the time of installation, the Customer desires any change in the Water Service Line, the Customer shall pay the estimated cost of the change with no credit allowed for material salvaged.

#### **Temporary Electric Service Installation**

Temporary transformer installation will be billed at estimated cost.

#### **Relocation of Water Mains, Service Lines, Meters and Hydrants**

In the event that any of EWEB's property and/or Facilities is required to be altered or moved because of a change in configuration or usage of the owner's property, the Property Owner will be responsible to prepay the full Actual Cost of the alteration or relocation of EWEB Facilities.

EWEB Facilities located on public rights-of-way, easements, or which have been established in a satisfactory manner to serve individual properties, may be relocated or adjusted upon request, but only if the Customer requesting such relocation agrees to pay the estimated cost of such relocation prior to work.

Relocations or alterations for aesthetic benefits or adjustments which affect the aesthetics of adjacent properties shall be made only if the Customer requesting such adjustments agrees to pay



## Eugene Water & Electric Board

### Appendix F – Estimates

the estimated cost of moving the facilities and if affected Property Owners agree, in writing, to the relocation/adjustment.

If the water meter is not adjacent to the property being served, the meter may be moved to a more convenient location on an existing or new main if requested by the Customer. The estimated cost of moving the meter, including installation of a new Water Service and elimination of any old Point of Delivery, shall be paid by the Customer. The Customer may be required to pay a pro rata share of the cost of the new main, either at the time the meter is moved or upon installation of a new water main adjacent to the property.

#### **Water Main Extensions**

If there is insufficient flow at the nearest main or mains on the existing system, the Customer will be required to pay for a Water Main Extension from the nearest location or locations on the existing system where there is a sufficiency of flow. The Customer will pay the estimated cost of the extension required to meet the added demand caused by the development.

Prior to construction, each prospective Customer must sign a Water Main Extension agreement and pay the estimated cost of the main extension, preinstalled services and fire hydrants. This charge is to be called "contributions in aid of construction." The contribution in aid of construction charge will be based on estimated costs, and, if necessary, adjustments to estimated costs may occur during the construction process through application of change orders.

EWEB may install larger water mains to provide capacity for system needs and future development. In this case, the Customer will pay the estimated cost of the size extension required to serve the development.

When a development is separated from existing water facilities by a parcel of undeveloped property, the Customer will pay the estimated cost of extending the water main required to serve the development from the point of availability of an adequate supply on EWEB's water system up to and through or along the development.

#### **Water Service Installation**

Meter installation charge (new, pulled, or size decreased), 1 ½" and larger, is billed at estimated cost.

Service installation charge (new or preinstalled, including meter), 1 ½" and larger, is billed at estimated cost.

Service size enlarged, any size, is billed at estimated cost.



# Eugene Water & Electric Board

## Appendix F – Estimates

### REVISION HISTORY

Version	Definition Revised / Revision Description	Resolution No.	Approved	Effective
1	<ul style="list-style-type: none"><li>Consolidated all instances of Estimated Costs</li></ul>			



# Eugene Water & Electric Board

## Customer Service Policy Appendix G - GLOSSARY ~~All Utilities~~

The following terms, when used in EWEB Policies and Procedures, ~~ratePrice -schedules~~Schedules, or in the application or contract for ~~u~~Utility sServices, have the following meanings, unless specifically indicated otherwise:

**Account Holder:** Individual or entity which is responsible for all transactions on behalf of an account. Account Holders may designate one or more Authorized Agents to act on behalf of the Account Holder, but the ultimate responsibility for all actions remains with the Account Holder.

**Account Processing Charge:** A non-refundable charge will be billed whenever an Account Holder or Authorized Agent establishes, transfers or reactivates service.

**Account Security:** A Monetary deposit, personal Guarantor, surety bond, letter of credit or other methods determined and accepted by EWEB to financially guarantee an account.

**Actual Costs:** The sum of direct labor, materials and services (including contracted services), equipment use, operations Overhead and administrative Overhead.

~~**Adverse Credit Actions:** Includes but not limited to bankruptcy, Collection Agency referrals, door hangers, final notes, and tappers.~~

~~**Anti-Islanding:** Technology installed to prevent a Customer's generator from energizing a portion of the EWEB electrical system during an EWEB outage.~~

**Applicant:** A person or legal entity, who or which has not yet met all requirements as stated under Conditions of Service for approval at a new or existing location.

**Authorized Agent:** An Authorized Agent is an individual or entity that is authorized to act on behalf of the Account Holder and bind the Account Holder for Utility Service decisions.

**Automatic Hookup Agreement (AHU):** A signed contract for billing of Utility Service(s) to a Property Owner as determined by Lane County records during vacant or non-signed periods.

**Backflow:** The flow of water in the opposite of the intended direction.

**Budget Payment Plan:** A program that helps balance the seasonal highs and lows, making ~~your~~ monthly payments more predictable throughout the year.

**Code Violation:** Whenever in the Local, State or Federal Code an act is prohibited or is made or declared to be unlawful or an offense, or the doing of an act is required or the failure to do an act is declared to be unlawful or an offense. Each day a violation continues may constitute a separate offense.

**Collection Agency:** A business or other entity that specializes in debt collection.



# Eugene Water & Electric Board

## Customer Service Policy Appendix G - GLOSSARY – All Utilities

~~**Cogeneration:** A type of distributed generation that simultaneously produces electric power and usable thermal energy from a single fuel source. Cogeneration is sometimes referred to as combined heat and power.~~

**Common-Use Facility:** Facilities such as, but not limited to common laundry room, water heater, lighting, irrigation, and water serving more than one unit.

**Consumption:** The aggregate sum of utilization, demand, satisfaction or benefit that a Customer gains from consuming a given amount of goods or services from EWEB.

~~**Cross Connection:** Any actual or potential connection or structural arrangement between a public or a consumer's potable water system and any other source or system through which it is possible to introduce into the potable water system any substance other than the potable water intended for it.~~

**Customer:** Any individual, partnership, corporation, firm, or governmental agency which benefits from EWEB's products or services, including Account-Holders and Authorized Agents.

~~**Customer Owned Line (Water):** The pipe, valves and fittings leading from the Point of Delivery into the premises served.~~

~~**Deploy(ment):** Activating bi-directional communications on a meter~~

~~**Detector Check Meter:** A small meter located on the bypass of a fire line Double Check Detector Assembly used to indicate water use such as leaks or unauthorized use.~~

~~**Distributed Generation:** Electrical generating equipment that is located within or close to a Customer's site and that is interconnected in parallel to the EWEB distribution system. Distributed generation includes generator(s) or inverter(s), together with all other protective, safety, and associated equipment necessary to produce electric power and interconnect the generator with the EWEB electrical system.~~

**Diversion:** A change in the intended course of water or power without the authorization or consent of EWEB.

~~**Double Check Detector Assembly:** A State of Oregon Health Services approved, internally loaded double check valve assembly complete with shut off valves, test ports and a reduced size bypass meter with another internally loaded double check valve assembly complete with test ports and shut off valves.~~

~~**Downtown Secondary Network:** That portion of EWEB's electrical system that consists of two or more medium voltage distribution feeder sources that feed service transformers that are electrically tied together on the secondary (or low voltage) side to form one power source for one or more customers. The location and general requirements for EWEB's Downtown Secondary Network are described in Section E-III of EWEB's Policies and Procedures.~~



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**Facilities:** The equipment, material and other appurtenances owned by EWEB including but not ~~R~~restricted to, poles, guy wires, anchors, transformers, Meters, conductors, conduits, manholes, switching cubicles, padmounts, trans closures, valves, pipes, traps, structures and landscaping.

**Favorable Credit:** Minimum of twelve (12) consecutive months of Utility Service without Adverse Credit Action and not having any arrearages owing to EWEB.

**Fraud:** Evidence of Fraud includes but is not limited to the following activities:

1. Unauthorized receipt of Utility Services by ~~t~~theft, Diversion, Tampering or unauthorized connection;
2. Using service without having contracted with EWEB to do so and refusing to establish service in a responsible billing party's name;
3. Making an application for service using fictitious information;
4. Making an application in the name of another member of the family or household or other occupant which assists in avoiding payment or avoiding a prior outstanding debt to EWEB; or
5. Obtaining a Utility Service connection without paying EWEB all monies due by the Customer to EWEB prior to service connection, unless specifically exempted in writing by EWEB.

**General Service:** A Utility Service used for purposes not included under such classification as Residential, High Voltage, Street Lighting, Private Property Lighting, etc. Living Units used jointly for both domestic and business purposes shall be considered General Services if 50% or more of the square footage of all enclosed structures served is devoted to ~~C~~ommercial ~~U~~seuse.

**Guarantor:** An individual who is qualified and accepted by EWEB to financially secure an EWEB account in lieu of other security.

~~**High Voltage Service:** Electric service at 12,000 volts or higher for large industrial customers where the primary function is manufacturing, processing or refining. Customers must contract for 300 kilowatts or more at one point of delivery. High Voltage Service may also be applied to other large customers upon the specific advance approval of EWEB. This service is not available to customers inside the underground secondary network area.~~

**Irrevocable, Stand-By Letter of Credit:** A guarantee of payment issued by a bank on behalf of an account holder that is used as payment should the account holder fail to fulfill a contractual commitment with EWEB.

~~**Kilovar (kVAR):** A unit of non-productive or reactive power, equal to 1,000 reactive volt-amperes (VAR's).~~



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~~**Kilovar-Hour (kVARH):** The amount of reactive energy delivered in one hour when delivery is at the constant rate of one kilovar.~~

~~**Kilovolt (kV):** 1,000 volts.~~

**Kilowatt (kW):** A unit of productive power equal to 1,000 watts, or 1.341 horsepower.

**Kilowatt-Hour (kWH):** The amount of energy delivered in one hour when delivery is at a constant rate of one kilowatt (3412.8 Btu's).

**Late Fee:** A charge to a EWEB account when it is not paid on time.

**Legitimate and Valid:** In accordance with established rules and policy.

**Living Unit:** An area that is used for residential purposes.

**Load:** The total demand for service on EWEB's system at any given time.

~~**Load Factor:** The ratio of average kilowatt load to the peak kilowatt demand during any designated period, expressed in percent.~~

**Master Meter:** Meter that serves a wholesale Customer, such as a water district.

~~**Meter Pulled Water Service:** A service which has been paid for and either the water meter was not set (at the customer's request) or has been subsequently removed due to lack of recent usage.~~

~~**N.E.C.:** The National Electrical Code, current edition at the time of reference, as adopted and administered by the City of Eugene or other jurisdictional agency. (Refer to State of Oregon addendum to N.E.C.)~~

**N.E.S.C.:** The National Electrical Safety Code, current edition at the time of reference, without regard to the date these Policies and Procedures were published.

**Net Metering:** Metering that measures the difference between the electricity supplied by EWEB and the electricity generated by a distributed generator. A net-metered distributed generator is interconnected in parallel to EWEB on the Customer's side of the meter and intended primarily to offset the Customer's load at the site.

**Nominal Pressure:** The approximate water pressure available to the customer in pounds per square inch (psi).

**Nominal Voltage:** The approximate voltage between conductors in a circuit or system of a given class, assigned for convenient designation.

~~**Non-Renewable Energy:** Energy that is obtained from sources that are not replenished by nature in time scales compatible with its usage. Examples include, but are not limited to, coal, oil, nuclear, and natural gas.~~



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**Non-Sufficient Funds (NSF):** Payment(s) made to an account that is returned unpaid to EWEB by a financial institution.

**Operational Purposes:** The routine functioning and activities of maintaining delivery of services.

Opt out: The ability for an Account Holder to choose not to Deploy a meter.

**Overhead:** Overhead shall be levied on all damage claims, billable work and capital work including, but not limited to, line extensions billed to others. Overhead charges are intended to recover the indirect costs that are necessary for the general operation of the Utility and the conduct of the activities it performs. These indirect costs include, and are not limited to, administrative and general expenses, conservation, Customer accounting, planning, engineering studies, construction supervision, work order processing, training, communications, staff meetings, GIS mapping, information technology, safety, risk management, Customer field support, 24/7 dispatch and inspections. Overhead is applied as a percentage of Actual Costs.

~~**Parallel Interconnection:** A distributed generator that is electrically interconnected to a bus common with the EWEB electrical system, either on a momentary or continuous basis.~~

**Payment Arrangement:** A Payment Arrangement gives qualified accounts extra time to pay past due or the total balance on their account.

**Point of Delivery:** The Point of Delivery shall be the point of attachment of EWEB's Water Service Line or electric conductor to the Customer's line or conductor without regard to the location of EWEB's Metering equipment. In all cases, EWEB shall designate the Point of Delivery.

~~**Point of Service Lateral Connection:** The designated point of connection of the service lateral conductors to EWEB's electric distribution facilities.~~

**Power of Attorney:** (pg 3 All Util Policy)

**Preinstalled Water Service:** A water service line installed in conjunction with a Water Main Extension and paid for by the developer/customer prior to installation.

**Premises:** A tract of land including some or all of its building(s).

~~**Pressure Reducing Valve:** An automatic valve used to reduce and limit water pressure.~~

~~**Prima Facie:** A fact presumed to be true unless it is otherwise disproved.~~

~~**Primary Voltage:** Any voltage above 480 volts, phase to phase (at EWEB, this generally refers to services at 12.47 kilovolts).~~



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**Property Owners:** The owner or owners of record title, or the purchaser or purchasers under a recorded land sales agreement, and other persons having an interest of record in the described real property.

**Qualified Medical Professional:** A United States-licensed physician, nurse practitioner, or physician's assistant authorized to diagnose and treat the medical condition described without direct supervision by a physician.

~~**Raceway (Also known as "Duct"):** Any channel for holding wires, cables or busbars, which is designed expressly for, and used solely for, this purpose. Raceways may be of metal or insulating material and the term includes rigid metal conduit, rigid nonmetallic conduit, flexible metal conduit, electrical metallic tubing, underfloor or underground raceways, cellular concrete floor raceways, cellular metal floor raceways, surface raceways, structural raceways, wireways and busways.~~

**RatePrice:** A dollar amount or total sum required to produce any given Utility Service. Costs may be fixed or variable according to time or conditions.

~~**Rate Classification:** The different type of Rates that EWEB charges, usually four in number—residential, commercial, industrial, and others.~~

**RatePrice Schedule:** A statement/schedule of the utility charge to the Customer for receipt of a Utility Service.

~~Remote Meter Reading (or Metering) Equipment: (pg 11 All Util Sec 3.5 and 15&16 Sec 5.5)~~

~~**Renewable Energy:** Energy that is obtained from sources that are replenished by nature in time scales compatible with its usage. Examples include, but are not limited to, solar, wind, geothermal, biomass, and hydroelectric.~~

**Restrict:** To reduce or limit the amount of electric or water that is allowed through a Meter.

**Rights of Way:** A legal right of passage over another person's ground.

**Sale of Water:** Generally refers to the sale of water to districts, municipalities, and other water providers.

~~**Secondary Distribution System:** An alternating current system connecting the secondaries (or secondary's) of distribution transformers to the service drop or service lateral.~~

**Secondary Network System:** A method of alternating current distribution in which the secondaries (or secondary's) of the distribution transformers are connected to a common network for supplying power directly to the customer's services.

**Secondary Voltage:** Any voltage of 480 volts or less, phase to phase.



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**Service Drop:** The overhead service conductors from the last pole or other aerial support, including the splices, if any, which connect to the service entrance conductors at the building or other structure.

~~**Service Entrance:** The service conductors and conduit/cable between the terminals of the service equipment (see National Electrical Code requirements) and point of attachment of the service drop or service lateral.~~

**Service Lateral:** The underground service conductors between the secondary distribution system (including any risers at a pole or other structures or from transformers, secondary box or underground vault) and the first point of connection to the service entrance conductors.

**Shared Meter:** Single Meters which serve more than one residential or commercial unit. Utility Service provided through a Shared Meter remains the billing responsibility for one Customer, but may serve multiple units.

**Shut-Off Valve:** A valve to be used by the customer to shut water off on the customer's side of the meter to conform to the State Plumbing Code.

**Surety Bond:** A bond that is a financial guarantee which secures an account by ensuring it receives payment.

**Tampering:** To rearrange, injure, alter, interfere with, or otherwise prevent from performing normal or customary function, any property owned by EWEB for the purpose of providing Utility Services. Including but not limited to, any unauthorized breaking of EWEB's **M**meter seals, rings, plate covers, locking devices, or **M**meter glass; placing of a foreign object in a **M**meter or otherwise interfering with an accurate registering of Consumption; unauthorized connection or reconnection of shut off services; any act which interferes with the delivery, billing, and compensation of EWEB's services.

**Temporary Service:** A Utility Service of a short-term or transient nature, which may or may not be to a support or structure designed for permanence.

**Utility Service:** Generally refers to the supplying of utility and utility related services to the end-user.

**Verifiable Funds:** A form of payment that is guaranteed to clear or settle by EWEB certifying the funds.

**Water Main Extension:** A branch from, addition to, continuation or replacement of EWEB's existing water distribution system, as required to provide water service to a specified parcel or



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parcels of land and adjacent areas. This may include mains, services, hydrants, and other Facilities necessary to serve specific parcels or developments.

**Water Service:** Generally refers to the supplying of water and water related services to the end-user.

**Water Service Installation:** A water service line, meter, and customer-owned shut-off valve connected to an existing water main whether installed at the specific request of the customer or preinstalled but not yet paid for.

**Water Service Line:** The tap, service pipe, valves, fittings, meter, and meter box installed from the water main to the Point of Delivery.



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## REVISION HISTORY

Version	Definition Revised / Revision Description	Resolution No.	Approved	Effective
1	<ul style="list-style-type: none"><li>• Updated glossary definitions to clarify decision making authority</li><li>• Combined All Utilities, Electric and Water glossaries into one comprehensive document</li></ul>	No. 1713	06/06/17	06/07/17



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## Customer Service Policy Appendix G - GLOSSARY

The following terms, when used in EWEB Policies and Procedures, Price Schedules, or in the application or contract for Utility Services, have the following meanings, unless specifically indicated otherwise:

**Account Holder:** Individual or entity which is responsible for all transactions on behalf of an account. Account Holders may designate one or more Authorized Agents to act on behalf of the Account Holder, but the ultimate responsibility for all actions remains with the Account Holder.

**Account Processing Charge:** A non-refundable charge will be billed whenever an Account Holder or Authorized Agent establishes, transfers or reactivates service.

**Account Security:** A Monetary deposit, personal Guarantor, surety bond, letter of credit or other methods determined and accepted by EWEB to financially guarantee an account.

**Actual Costs:** The sum of direct labor, materials and services (including contracted services), equipment use, operations Overhead and administrative Overhead.

**Applicant:** A person or legal entity, who or which has not yet met all requirements as stated under Conditions of Service for approval at a new or existing location.

**Authorized Agent:** An Authorized Agent is an individual or entity that is authorized to act on behalf of the Account Holder and bind the Account Holder for Utility Service decisions.

**Automatic Hookup Agreement (AHU):** A signed contract for billing of Utility Service(s) to a Property Owner as determined by Lane County records during vacant or non-signed periods.

**Backflow:** The flow of water in the opposite of the intended direction.

**Budget Payment Plan:** A program that helps balance the seasonal highs and lows, making monthly payments more predictable throughout the year.

**Code Violation:** Whenever in the Local, State or Federal Code an act is prohibited or is made or declared to be unlawful or an offense, or the doing of an act is required or the failure to do an act is declared to be unlawful or an offense. Each day a violation continues may constitute a separate offense.

**Collection Agency:** A business or other entity that specializes in debt collection.

**Common-Use Facility:** Facilities such as, but not limited to common laundry room, water heater, lighting, irrigation, and water serving more than one unit.



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## Customer Service Policy Appendix G - GLOSSARY

**Consumption:** The aggregate sum of utilization, demand, satisfaction or benefit that a Customer gains from consuming a given amount of goods or services from EWEB.

**Customer:** Any individual, partnership, corporation, firm, or governmental agency which benefits from EWEB's products or services, including Account-Holders and Authorized Agents.

**Deploy(ment):** Activating bi-directional communications on a meter

**Diversion:** A change in the intended course of water or power without the authorization or consent of EWEB.

**Facilities:** The equipment, material and other appurtenances owned by EWEB including but not restricted to, poles, guy wires, anchors, transformers, Meters, conductors, conduits, manholes, switching cubicles, padmounts, trans closures, valves, pipes, traps, structures and landscaping.

**Favorable Credit:** Minimum of twelve (12) consecutive months of Utility Service without Adverse Credit Action and not having any arrearages owing to EWEB.

**Fraud:** Evidence of Fraud includes but is not limited to the following activities:

1. Unauthorized receipt of Utility Services by theft, Diversion, Tampering or unauthorized connection;
2. Using service without having contracted with EWEB to do so and refusing to establish service in a responsible billing party's name;
3. Making an application for service using fictitious information;
4. Making an application in the name of another member of the family or household or other occupant which assists in avoiding payment or avoiding a prior outstanding debt to EWEB; or
5. Obtaining a Utility Service connection without paying EWEB all monies due by the Customer to EWEB prior to service connection, unless specifically exempted in writing by EWEB.

**General Service:** A Utility Service used for purposes not included under such classification as Residential, High Voltage, Street Lighting, Private Property Lighting, etc. Living Units used jointly for both domestic and business purposes shall be considered General Services if 50% or more of the square footage of all enclosed structures served is devoted to commercial use.

**Guarantor:** An individual who is qualified and accepted by EWEB to financially secure an EWEB account in lieu of other security.



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**Irrevocable, Stand-By Letter of Credit:** A guarantee of payment issued by a bank on behalf of an account holder that is used as payment should the account holder fail to fulfill a contractual commitment with EWEB.

**Kilowatt (kW):** A unit of productive power equal to 1,000 watts, or 1.341 horsepower.

**Kilowatt-Hour (kWH):** The amount of energy delivered in one hour when delivery is at a constant rate of one kilowatt (3412.8 Btu's).

**Late Fee:** A charge to a EWEB account when it is not paid on time.

**Legitimate and Valid:** In accordance with established rules and policy.

**Living Unit:** An area that is used for residential purposes.

**Load:** The total demand for service on EWEB's system at any given time.

**Master Meter:** Meter that serves a wholesale Customer, such as a water district.

**N.E.S.C.:** The National Electrical Safety Code, current edition at the time of reference, without regard to the date these Policies and Procedures were published.

**Net Metering:** Metering that measures the difference between the electricity supplied by EWEB and the electricity generated by a distributed generator. A net-metered distributed generator is interconnected in parallel to EWEB on the Customer's side of the meter and intended primarily to offset the Customer's load at the site.

**Nominal Pressure:** The approximate water pressure available to the customer in pounds per square inch (psi).

**Nominal Voltage:** The approximate voltage between conductors in a circuit or system of a given class, assigned for convenient designation.

**Non-Sufficient Funds (NSF):** Payment(s) made to an account that is returned unpaid to EWEB by a financial institution.

**Operational Purposes:** The routine functioning and activities of maintaining delivery of services.



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**Opt out:** The ability for an Account Holder to choose not to Deploy a meter.

**Overhead:** Overhead shall be levied on all damage claims, billable work and capital work including, but not limited to, line extensions billed to others. Overhead charges are intended to recover the indirect costs that are necessary for the general operation of the Utility and the conduct of the activities it performs. These indirect costs include, and are not limited to, administrative and general expenses, conservation, Customer accounting, planning, engineering studies, construction supervision, work order processing, training, communications, staff meetings, GIS mapping, information technology, safety, risk management, Customer field support, 24/7 dispatch and inspections. Overhead is applied as a percentage of Actual Costs.

**Payment Arrangement:** A Payment Arrangement gives qualified accounts extra time to pay past due or the total balance on their account.

**Point of Delivery:** The Point of Delivery shall be the point of attachment of EWEB's Water Service Line or electric conductor to the Customer's line or conductor without regard to the location of EWEB's Metering equipment. In all cases, EWEB shall designate the Point of Delivery.

**Preinstalled Water Service:** A water service line installed in conjunction with a Water Main Extension and paid for by the developer/customer prior to installation.

**Premises:** A tract of land including some or all of its building(s).

**Property Owners:** The owner or owners of record title, or the purchaser or purchasers under a recorded land sales agreement, and other persons having an interest of record in the described real property.

**Qualified Medical Professional:** A United States-licensed physician, nurse practitioner, or physician's assistant authorized to diagnose and treat the medical condition described without direct supervision by a physician.

**Price:** A dollar amount or total sum required to produce any given Utility Service. Costs may be fixed or variable according to time or conditions.



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**Price Schedule:** A statement/schedule of the utility charge to the Customer for receipt of a Utility Service.

**Restrict:** To reduce or limit the amount of electric or water that is allowed through a Meter.

**Rights of Way:** A legal right of passage over another person's ground.

**Sale of Water:** Generally refers to the sale of water to districts, municipalities, and other water providers.

**Secondary Network System:** A method of alternating current distribution in which the secondaries (or secondary's) of the distribution transformers are connected to a common network for supplying power directly to the customer's services.

**Secondary Voltage:** Any voltage of 480 volts or less, phase to phase.

**Service Drop:** The overhead service conductors from the last pole or other aerial support, including the splices, if any, which connect to the service entrance conductors at the building or other structure.

**Service Lateral:** The underground service conductors between the secondary distribution system (including any risers at a pole or other structures or from transformers, secondary box or underground vault) and the first point of connection to the service entrance conductors.

**Shared Meter:** Single Meters which serve more than one residential or commercial unit. Utility Service provided through a Shared Meter remains the billing responsibility for one Customer, but may serve multiple units.

**Shut-Off Valve:** A valve to be used by the customer to shut water off on the customer's side of the meter to conform to the State Plumbing Code.

**Surety Bond:** A bond that is a financial guarantee which secures an account by ensuring it receives payment.



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**Tampering:** To rearrange, injure, alter, interfere with, or otherwise prevent from performing normal or customary function, any property owned by EWEB for the purpose of providing Utility Services. Including but not limited to, any unauthorized breaking of EWEB's meter seals, rings, plate covers, locking devices, or meter glass; placing of a foreign object in a meter or otherwise interfering with an accurate registering of Consumption; unauthorized connection or reconnection of shut off services; any act which interferes with the delivery, billing, and compensation of EWEB's services.

**Temporary Service:** A Utility Service of a short-term or transient nature, which may or may not be to a support or structure designed for permanence.

**Utility Service:** Generally refers to the supplying of utility and utility related services to the end-user.

**Verifiable Funds:** A form of payment that is guaranteed to clear or settle by EWEB certifying the funds.

**Water Main Extension:** A branch from, addition to, continuation or replacement of EWEB's existing water distribution system, as required to provide water service to a specified parcel or parcels of land and adjacent areas. This may include mains, services, hydrants, and other Facilities necessary to serve specific parcels or developments.

**Water Service:** Generally refers to the supplying of water and water related services to the end-user.

**Water Service Installation:** A water service line, meter, and customer-owned shut-off valve connected to an existing water main whether installed at the specific request of the customer or preinstalled but not yet paid for.

**Water Service Line:** The tap, service pipe, valves, fittings, meter, and meter box installed from the water main to the Point of Delivery.



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## Customer Service Policy Appendix G - GLOSSARY

### REVISION HISTORY

<b>Version</b>	<b>Definition Revised / Revision Description</b>	<b>Resolution No.</b>	<b>Approved</b>	<b>Effective</b>
1	<ul style="list-style-type: none"><li>• Updated glossary definitions to clarify decision making authority</li><li>• Combined All Utilities, Electric and Water glossaries into one comprehensive document</li></ul>	No. 1713	06/06/17	06/07/17