



MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

TO: Commissioners Mital, Schlossberg, Helgeson, Brown and Carlson
FROM: Frank Lawson, General Manager
DATE: March 3, 2020
SUBJECT: 2019 Strategic & Operational Report and Goal Achievement Assessment
OBJECTIVE: Information

Issue

On behalf of EWEB management and staff, the General Manager will present the organization's prior-year results along with an assessment of strategic progress.

Background

Board Policy provides that the Board has responsibility for establishing its priorities for the coming year and providing that direction to the General Manager, who will draft the annual organizational goals. At the beginning of last year, the Board approved the goals whose status is reported herein. Additionally, EWEB's Strategic Plan was adopted by the Board of Commissioners on August 2, 2017, and updated July 10, 2018.

Discussion

Utility management provides the Board and members of the public with regular Quarterly Strategic & Operational Reports, which includes the attached version covering the details of the final quarter and prior year-end results.

Goal Achievement

The General Manager reports the status of the prior year's organizational goals as follows:

<i>Goal #1 – Manage utility operations in a manner consistent with Board direction and by-laws, implementing resolutions and policies established by the Board, including but not limited to approved budgets and financial policies, strategic direction, and organizational values.</i>	
Overall Status: Substantially Achieved	
Key Indicators & Measurements	
Safety & Workforce	Oregon's Healthiest Employer (<500 Employees); #4 Nationally "Good Catch" Prevention Reports Up 100% v. 2018 (59 v. 28) Injuries & Lost Days Below 3-Year Averages, 27% & 75% Respectively Year-End Headcount: 473 FTE Positive New Management Recruitments/Appointments

Electric Reliability	<p>Outage Frequency & Duration Above 5-Year Averages (SAIFI, 0.45; SAIDI, 75 minutes)</p> <p>Equipment Outages (e.g. Dillard) & Planned Outages Higher</p> <p>Completed 14 of 16 FEMA Reliability-Improvement Projects</p>
Water Quality & Reliability	<p>Recruitment of Karen Kelley, Water Manager</p> <p>Excellent Water Quality (Added Biofiltration Process, Reduced Disinfection Bi-Products, Cyanotoxin Preparedness, ~85,000 Samples)</p> <p>Undetectable PFAS in Raw/Finished Water (<2 ppt)</p> <p>Solid Delivery/Reliability Metrics v. AWWA Benchmarks (Breaks/100 Miles over benchmark, Repair Time better than benchmark)</p>
Budget/Cost	<p>All Financial Metrics Within Board Policy, Except Electric “Rate of Return” due to proactive decisions impacting Net Income (e.g. PERS Investment)</p> <p>Some Fiscal Pressure – Electric Utility Contribution Margin lower than expected because of hydro availability, storm impact, high market during early year peak demand period</p> <p>Financial Performance – Water Utility Net Income Favorable to Budget</p> <p>No Overall Revenue Increase for Water or Electricity in 2020</p> <p>PERS Side Account Investment Savings of ~\$2.5MM/Annually (20 years); 4.88% Pension Rate Savings</p> <p>Foote Creek Sale - \$3MM Favorable NPV</p> <p>ROC Consolidation Progressing</p>
Generation	<p>Carmen-Smith Hydroelectric Operating License Received & Power House Rebuilt (Environmentally Friendly Transformers)</p> <p>24% EWEB Hydroelectric Availability Factor (AF) Below Target of 90% (Carmen Smith Construction, Leaburg Canal)</p>
Dam Safety	<p>Increasing Dam Safety Program Investments - Improving Relationship with Regulator (Dam Safety Engineer Daniel Huang)</p> <p>Carmen Diversion – Operating at Reduced Levels (Sinkholes)</p> <p>Leaburg Canal Assessment Continues</p> <p>Smith Dam Probable Maximum Flood (PMF) Evaluation Proceeding</p>

<p><i>Goal #2 – Pursuant to Resolution 1811, execute the Advanced Metering Services (Infrastructure) project in accordance with approved plans and budgets and all applicable EWEB values, policies, and procedures; safely installing 46,000 meters in 2019.</i></p>
<p>Overall Status: Not Achieved</p>
<p>Key Indicators & Measurements</p>
<p>Approximately 29,000 meters installed in 2019 with 18,000 electric and 11,000 water (45,000 installed to-date)</p>

Opt-Out Rate is 2.4%

98.28% Read-Billing Success

ISSUE: Slowed Electric Meter Installation Rate due to Communication/Bandwidth Limitations
(4 New Sites, and 4 Taller Sites in process)

ISSUE: Identified Technical/Process Needs to Scale (e.g. Standard Work, RNI (Radio Network Interface) Version Upgrade)

9% Post-Installation Survey Response Rate - 70% Very/Somewhat Satisfied, 20% Neutral

Over 600 customers have been contacted about leaks – annualized potential savings are approximately 110 million gallons

Goal #3 – Use Continuous Improvement, Lean Principles, and financial management to improve the customer experience, adding customer self-service capability, avoiding revenue requirement increases through 2020.

Overall Status: Partially Achieved	
Key Indicators & Measurements	
Revenue Requirement	No Increase in Revenue Requirement Impacting Water or Electric Utility Rates Utility Burden Down to 3.59 (from 4.25 in 2016) – 15.5% Reduction
Customer Self-Service Capability (CEI)	<p style="text-align: center;">NOT ACHIEVED: Customer Self-Service was not developed/launched to EWEB customers in 2019</p> <p style="text-align: center;">Project Kick Off on November 4th</p> <p style="text-align: center;">Foundational/Pre-Launch Accomplishments included Development Environment Installed/Configured, Server Construction Complete (on premise and cloud-based)</p> <p style="text-align: center;">Amazon Web Services Portal was setup and configured with a 2-way encrypted communication path to EWEB’s local resources</p>
Customer Experience	<p style="text-align: center;">Customer Distribution Engineering Response Time Worsened (2 Weeks to 5 Weeks) as Project Inquiries Doubled</p> <p style="text-align: center;">Developed Published ADU Rates</p> <p style="text-align: center;">Amended Downtown Network Connection Charges</p> <p style="text-align: center;">Completed EUGNet Downtown Fiber Project</p>

Goal #4 – Improve emergency preparedness and recovery by enhancing system resiliency, with a near-term focus on distributed emergency options/resources (water and electric), completing two additional emergency sites and an electric system black-start assessment in 2019.

Overall Status: Partially Achieved – One of Two Sites Completed
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Key Indicators & Measurements	
Emergency Water Sites	<p>Eugene Science Center Site Commissioned – December</p> <p>Public Directional Signage Approved/Posted (10 Installed)</p> <p>Sheldon Site; Permitting Delays, Well Drilled – To Be Completed Q1 2020</p> <p>Lane Events Center – To Be Completed Q1 2020</p> <p>Red Cross contact work started</p> <p>Water System Federally-Mandated Risk and Reliability Assessment Initiated; Due March 2020.</p>
Black Start Assessment	<p>Qualified Leaburg & University of Oregon Generators (some) as Blackstart Local Resources</p> <p>Started Financial Investment – Additional Blackstart Facilities</p>
Other Resiliency-Enhancements	<p>New Chlorine System and Emergency Generator at Hayden Bridge Water Treatment Facility</p> <p>Downtown Network Switches Added (Connects Networks – Improves Restoration from days to hours)</p> <p>Electric Outage Map Upgraded (V2) with Colors and GIS Links</p>
Customer Resiliency	<p>Pledge-to-Prepare Campaign Launched</p> <p>Generator Loan Program</p>

Goal #5 – Community (Limited Income): In 2019, reduce non-pay residential service disruptions (disconnects) by 10% from the 2018 benchmark of 6,300 with continuing progress toward a 50% reduction by 2023 (5-year).

Overall Status: Fully Achieved

Key Indicators & Measurements
<p>Non-Payment Disconnects Reduced 44% over 2018 Benchmark</p> <p>Account Write-Offs Down 20% from 2018</p> <p>EWEB Customer Care (ECC) Distributed \$1,087,475 to 4,000 Customers</p> <p>Administered \$1,065,000 LIHEAP Assistance Funds</p> <p>Over 315 Limited Income Energy Education Visits</p>

Goal #6 –Pursuant to GP15 Climate Change Policy, execute Resolution 1827 supporting State carbon pricing policy, and achieve conservation/energy efficiency reductions of 9,500 MWh (annual) in combination with smart electrification to equitably and cost-effectively reduce community/regional carbon emissions by 7,500 MTCO_{2e}.

Overall Status: Fully Achieved

Key Indicators & Measurements	
Policy	EWEB was highly engaged in HB2020, working with State Officials in support of Cap & Trade legislation.
Conservation & Energy Efficiency	Energy Savings of 10,958 MWh Limited Income Represented 17% of Residential Efficiency Projects & 59% of Residential Incentive Spending 19% of Residential Efficiency Projects were Rentals (Projects & MWh Savings) Supplier-Direct Heat Pump Water Heater Program Launched (60 Projects in 2019)
Electrification	Electric Vehicle/Charging Incentives (148 Customers)
Carbon Reduction	8,400 MTCO _{2e} Reduction

Strategic Assessment

According to our strategy, the 10-year priorities include Emergency Preparedness & Disaster Recovery, and Electric Supply Resources. The most significant issues facing EWEB in the next decade involve the sustained delivery of safe, reliable, affordable, and environmentally responsible services in the midst of a changing climate, new technology, developing markets, political and regulatory flux, natural and human threats, and evolving and diverse community expectations.

The result of this strategy will be a refined “synchronized resilient delivery model”, which is the integration of enhanced consumption flexibility, resilient delivery, and integrated supplies. The strategy denotes the impact of near-term performance and the role of our customers in pursuing our 10-Year strategic priorities. It is expected that our strategy will evolve as we progress through several phases over the next decade, the first being “Foster Customer Confidence”.

The objective of this first phase has been to cultivate customer confidence using a structured Continuous Improvement approach in the following areas.

1. Delivery Performance (Safety & Reliability)
2. Cost/Efficiency (Affordability)
3. Service/Responsiveness (Community)

Over the past two years, EWEB has been focused on “activities and investments” designed to foster customer confidence through our day-to-day performance, as well as invest in our long-term future. By improving storm response, installing emergency water sites, responding to cyanotoxin and other watershed threats, and investing in improved reliability of our systems, the confidence of customers improves. By holding prices steady, we have improved affordability as the economy (and median household income) slightly improves.

Customer Survey(s)

While the Board has been an active participant in many of these discussions and decisions, another method of gauging customer confidence, and therefore strategic progress, is to ask them directly. Attached as Appendix G and H to the Quarterly Strategic and Operational Report are the details of both a quantitative and qualitative customer survey.

Some general conclusions can be drawn from the combination of the two surveys including the following.

- Confidence has increased, both qualitatively and quantitatively. In 2017, 29% of customers used

“negative” words to describe EWEB, while according to the latest survey only 10% used similar descriptors. Additionally, 83% of customers said their confidence in EWEB has increased. From direct comments, EWEB is being perceived to now better “stick to their core” than in prior years.

- The important issues remain important, especially water quality and delivery, and electric service reliability and outage restoration. EWEB also performs well in these categories, and the community assumes that we are preparing for the future. “Reliable electricity and water supply and disaster preparedness is unequivocally the top priority...top mission assignment”.
- The importance placed on all categories dropped some, especially in “efforts to control cost”. Given the performance was viewed similarly, the gap narrowed from 3.0 to 1.8 (Importance-Satisfaction) from 2017 to 2019.
- While the surveys generally reveal that most customers are pleased with EWEB, several opportunities to improve exist. The largest gaps that still exist are our efforts to control cost, in how we help customers reduce their energy use, and our efforts to protect the environment. Some customers provided feedback that EWEB has “gotten very quiet, perhaps too quiet” and should reinstate some targeted communication around the major initiatives and plans.

Summary/Conclusion

The entire workforce of EWEB is responsible for the operational and strategic progress of the organization. While we can point to specific incidences of accomplishment, struggle, and occasional failure, our intentional and deliberate pursuit of objectives, with purpose and guidance from the Board, allows us to continue to learn and improve.

Over the past three years, we have used our day-to-day performance as a “ticket” to pursue longer-term strategic endeavors. While holding prices steady, we have invested in emergency preparedness, customer programs and services, and steadily improved our transparent and proactive communication with customers. We are becoming more and more responsive.

Our work will continue to focus on our customers, with a goal of fostering confidence. But based on the activity and results so far, we recognize that our path has taken us clearly into “Phase 2 - Consumption Flexibility” of our strategy. The goal of this phase is to create products, services, and infrastructure that facilitate consumption flexibility, including advanced metering & technology upgrades, consumption and time-based products & services (water & electric), and time-based energy efficiency and conservation (water & electric) and to further increase our resilience to a changing climate, new technology, developing markets, political and regulatory flux, natural and human threats, and evolving and diverse community expectations.

Recommendation/Board Action

The information provided herein offers a perspective on the operational and strategic performance of the organization, which is reflective of the General Manager, and is recommended for context in evaluating the annual performance of the General Manager.

Strategic and Operational Report

2019 - Q4 & Year-End

Eugene Water & Electric Board

February 26, 2020



Table of Contents

Organization	2
General Information	4
Executive Summary.....	4
EWEB Strategy and Annual Goals	5
Quarterly Update – Status and Progress on EWEB’s Annual Goals	7
Goal #1 – Manage utility operations in a manner consistent with Board direction and by-laws, implementing resolutions and policies established by the Board, including but not limited to approved budgets and financial policies, strategic direction, and organizational values.....	7
Preliminary Annual Electric Utility Financial Report (Unaudited).....	7
Preliminary Annual Water Utility Financial Report (Unaudited)	11
Electric Utility and Shared Services Preliminary Capital Spending Summary & Project Updates	13
Water Utility Preliminary Capital Spending Summary and Project Updates.....	18
Water Operations	20
Program Report: Drinking Water Source Water Protection	20
Electric & Energy Operations.....	27
Information Services Operations (IS)	34
Workforce Report	35
Legislative, Legal and Board Activity Report	41
Program Report: Security	43
Program Report: Dam Safety.....	44
Goal #2 – Pursuant to Resolution 1811, execute the Advanced Metering Services (Infrastructure) project in accordance with approved plans and budgets and all applicable EWEB values, policies, and procedures; safely installing 46,000 meters in 2019.....	45
Goal #3 – Use Continuous Improvement, Lean Principles, and financial management to improve the customer experience, adding customer self-service capability, avoiding revenue requirement increases through 2020.....	48
Goal #4 – Improve emergency preparedness and recovery by enhancing system resiliency, with a near-term focus on distributed emergency options/resources (water and electric), completing two additional emergency sites and an electric system black-start assessment in 2019.	53
Goal #5 – Community (Limited Income): In 2019, reduce non-pay residential service disruptions (disconnects) by 10% from the 2018 benchmark of 6,300 with continuing progress toward a 50% reduction by 2023 (5-year).	55
Goal #6 –Pursuant to GP15 Climate Change Policy, execute Resolution 1827 supporting State carbon pricing policy, and achieve conservation/energy efficiency reductions of 9,500 MWh (annual) in combination with smart electrification to equitably and cost-effectively reduce community/regional carbon emissions by 7,500 MTCO ₂ e1.	56
Glossary.....	59
Appendices	60

Organization

Frank Lawson (Chief Executive Officer & General Manager)

Frank joined EWEB in 2010, and became the CEO/GM in 2016. He has over 30 years of technical and management experience in various areas including engineering, marketing, operations, customer service, sales, and finance. He has worked for small entrepreneurial organizations, as well as large companies including Danaher, Pacific Scientific, and JELD-WEN. Frank is a registered Professional Engineer in the State of Oregon. He earned a Bachelor of Science Degree in Electrical and Computer Engineering from Oregon State University, and a Master of Business Administration from Northwest Christian University.

Susan Ackerman (Chief Energy Officer)

Susan joined EWEB in 2018, she is responsible for EWEB's resource portfolio, resource planning, and power trading functions. Prior to EWEB, she served on the Oregon Public Utility Commission from 2010 to 2016, the last four years as Chair of the Commission. She served as Chair of the Electricity Committee of NARUC, on the Advisory Committee to EPRI, and as one of NARUC's representatives on the NARUC – U.S. DOE Smart Grid Working Group. Prior to the OPUC, she was a lawyer representing a variety of clients in electricity and natural gas matters, including integrated resource planning, competitive solicitations, transmission services, reliability standards, power sales contracting, and electric and natural gas rate matters. She holds a BA in political philosophy and a J.D. She was admitted to practice law in Oregon, Washington, and California, although she is no longer a member of any bar association.

Deborah Hart (Chief Financial Officer)

Deborah joined EWEB in 2011, and became the Financial Services Manager in 2018. She has 25 years of technical and management experience in finance. Her work experience includes banking, not-for-profits, and healthcare. Deborah is a Certified Public Accountant, licensed by the Oregon Board of Accountancy. She earned a Bachelor of Science Degree in Economics from the University of Oregon, and a Master of Business Administration from Northwest Christian University.

Lena Kostopulos (Chief Workforce Officer)

Lena joined EWEB in 2009 and was promoted to HR director shortly thereafter. She was appointed to her current role as Chief Workforce Officer in 2016. Lena is responsible for ensuring that employment practices, benefits and compensation packages and all workforce programs are designed to maintain and advance EWEB's position as a competitive and attractive employer. Lena has over 30 years of management experience including holding HR leadership roles for both public and private sector employers, including ABC, Salt Lake City Corporation, Symantec, and Royal Caribbean International. Lena earned a Bachelor of Science Degree in Business Management from the University of Phoenix while working as the HR Director for the SLC International Airport.

Julie McGaughey (Chief Customer Officer)

Julie joined the EWEB team in 2017, bringing 25 years of experience in customer service, sales, and operations. Julie is responsible for the Customer Solutions and Customer Service teams at EWEB. She holds a Bachelor of Science Degree in Business Administration from Oregon State University.

Rodney Price (Chief Operating Officer and Interim Chief Information Officer)

Rod joined EWEB in 1998 and became the Chief Operating Officer in 2019. Rod has over 30 years of electric utility experience in various areas including engineering, project management, construction, operations and maintenance and management. Besides EWEB, Rod has worked for a variety of utilities including Bonneville Power Administration and Emerald PUD, as well as a five year experience with Stanley Consultants. Rod is a registered Professional Engineer in Oregon and Washington. He earned Bachelor and Masters of Science Degrees in Electrical Engineering from the University of Idaho.

Rene Gonzalez (Customer Solutions Manager)

Rene joined EWEB in 2015 and has held the roles of Customer Service Supervisor, Customer Operations Manager, and Customer Solutions Manager. He has over 20 years of management experience leading dynamic teams in various areas including Business Development, Market Research, Customer Service, Sales and Retention and Emerging Products. He has worked in various industries including utilities, telecommunications and market research. He pursued a Bachelor of Science Degree in Global Business Management from California State University, and is currently enrolled in Harvard University's Joint Degree Program pursuing a Master's Degree in Management and a Bachelor's Degree in Global Studies, in addition to a Graduate Certificate in Strategic Management.

Karen Kelley (Water Operations Manager)

Karen joined EWEB in June of 2019 following 5 years as the Water Superintendent for the City of Albany and 18 years regulating public drinking water for the Oregon Health Authority and Linn County Environmental Health. Karen has a Bachelor of Science degree in Environmental Health and Safety from Oregon State University and is a Registered Environmental Health Specialist. Karen approaches water utility management with a focus on public health to assure the Water Division serves our community high quality drinking water they can depend upon.

Travis Knabe (Information Services Operations Manager)

Travis graduated from Western Oregon University with a Bachelor of Science degree in Computer Science. He has more than 20 years of experience in information systems and management. Prior to joining EWEB, Travis worked for Datalogic SPA as a Global Infrastructure Manager where he built and managed a diverse, international team and infrastructure. Travis focuses on customer service and key business needs in development of his technology strategies.

Lisa Krentz (Support Services Operations Manager)

Lisa joined EWEB in 2008 and served in the roles of Biologist, Environmental Specialist, and Environmental and Property Supervisor before becoming the Support Services Operations Manager in 2019. She has over 20 years of experience as a dedicated public employee, having worked for the Oregon Department of Fish and Wildlife for ten years prior to coming to EWEB. She has a Bachelor's degree in Wildlife Science and a Master's degree in Fisheries Science, both from Oregon State University.

Michael McCann (Electric Generation Manager)

Mike has been with EWEB since 2002, and has been the Electric Generation Manager since June 2017. Mike is a registered professional engineer in the State of Oregon with 35 years of engineering and operations experience in the public and private sectors. Prior to joining EWEB, Mike worked for Dames & Moore, CH2M HILL, and the Oregon Department of Environmental Quality where he focused on environmental cleanup, compliance and regulatory issues. He has a Bachelor of Science Degree in Chemical Engineering from the University of Notre Dame, and a Master's Degree in Environmental Engineering from Clarkson University.

Tyler Nice (Electric Operations Manager)

Tyler is a licensed Professional Engineer in Oregon as well as a certified Project Management Professional with a degree in electrical engineering from Oregon State University. He has 13 years of experience in the electric utility industry and has worked with generation systems, transmission and distribution during his time at EWEB. He serves as EWEB's Electric Operations Manager to support Electric Division staff in providing safe, reliable and affordable electricity to customers, with a focus on long term resiliency and system reliability.

General Information

		Electric	Water
Service territory	236 square miles		
Miles of line or pipe		1,300	800
Substations/Pump Stations		35	27
Water Storage		-	23 reservoirs (89 MGal, Capacity)
Number of customers	200,000 population served	93,000	61,000
Annual Operating Budget, in millions		\$212.2	\$19.9
Annual Capital Budget, in millions		\$37.3	\$15.4
FTE Budget	504		
FTE Actual	477		

Executive Summary

The Management of Eugene Water & Electric Board (EWEB) is pleased to provide this quarterly update, including preliminary unaudited financial results, operational performance results, and the status of strategic initiatives and annual goals.

Throughout 2019, EWEB pursued the 2019 Board-approved goals with the outcome(s) below. A Board Memorandum, to be discussed at the March 2020 Board Meeting, describes fully the drivers associated with the determined status.

Goal #1 – Manage utility operations in a manner consistent with Board direction and by-laws, implementing resolutions and policies established by the Board, including but not limited to approved budgets and financial policies, strategic direction, and organizational values.	Substantially Achieved
Goal #2 – Pursuant to Resolution 1811, execute the Advanced Metering Services (Infrastructure) project in accordance with approved plans and budgets and all applicable EWEB values, policies, and procedures; safely installing 46,000 meters in 2019.	Not Achieved
Goal #3 – Use Continuous Improvement, Lean Principles, and financial management to improve the customer experience, adding customer self-service capability, avoiding revenue requirement increases through 2020.	Partially Achieved
Goal #4 – Improve emergency preparedness and recovery by enhancing system resiliency, with a near-term focus on distributed emergency options/resources (water and electric), completing two additional emergency sites and an electric system black-start assessment in 2019.	Partially Achieved
Goal #5 – Community (Limited Income): In 2019, reduce non-pay residential service disruptions (disconnects) by 10% from the 2018 benchmark of 6,300 with continuing progress toward a 50% reduction by 2023 (5-year).	Fully Achieved
Goal #6 – Pursuant to GP15 Climate Change Policy, execute Resolution 1827 supporting State carbon pricing policy, and achieve conservation/energy efficiency reductions of 9,500 MWh (annual) in combination with smart electrification to equitably and cost-effectively reduce community/regional carbon emissions by 7,500 MTCO ₂ e1.	Fully Achieved

Overall, EWEB continues to work on building organizational and customer confidence through the transparent communication of our results, included those discussed herein. We appreciate your ongoing support.

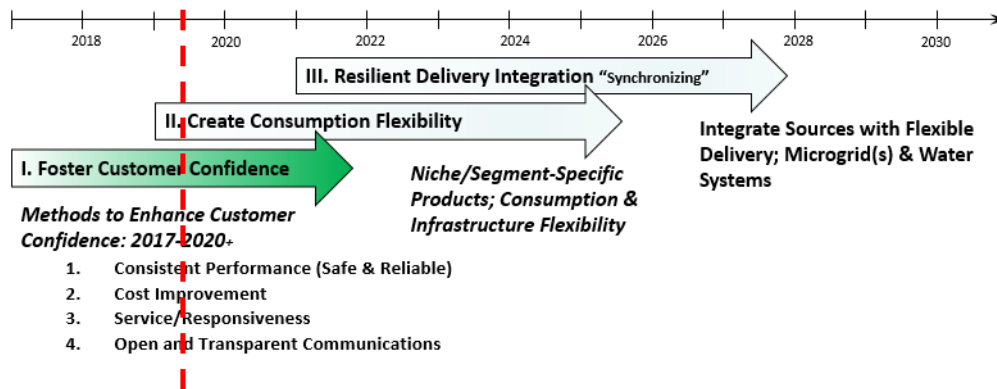


Frank Lawson, General Manager

Strategic Summary

10-Year Strategic Priorities

1. *Emergency Preparedness & Disaster Recovery*
2. *Electric Resource Choices*



The *Eugene Water & Electric Board Strategic Plan (2017-2020)* was approved August 2, 2017, revised July 10, 2018, and provides the basis for policies, decisions, and the annual goals established for the organization. This Quarterly Report is organized to provide status and progress information based on those annual goals.

The most significant issues facing EWEB in the next decade involve the sustained delivery of safe, reliable, affordable, and environmentally responsible services in the midst of a changing climate, new technology, developing markets, political and regulatory flux, natural and human threats, and evolving and diverse community expectations.

Prior to 2028, EWEB will need to reassemble an electric supply resource portfolio consistent with our organizational values, potentially including EWEB’s contract with Bonneville Power Administration (BPA), and the relicensing and refurbishment of the Carmen-Smith Hydro Project. These decisions are worth billions, and must be optimized for economic, environmental, and social impacts.

Eugene is the largest community in the Pacific Northwest without a second source of drinking water. While ultimately we will need another surface water plant on the Willamette River, using partnerships to diversify our resources, including neighborhood emergency supplies and mobile options that are independent of the condition of our transmission and distribution pipes, will provide the most practical and effective approach.

In order to confront these two priorities, over the next decade EWEB needs more resilient and sustainable infrastructure, finances, people, and processes. This requires improved synchronizing of the changing regional supply (water and electric) with evolving forms of consumption.

10-Year Strategic Priorities...the two "Big Ones"

1. *Resiliency (Infrastructure, Finances, People, Process)*
2. *Supply Resources (Electric Portfolio & Alternative Water)*

The eventual result of this strategy will be a refined “synchronized resilient delivery model”, which is the integration of enhanced consumption flexibility, resilient delivery, and integrated supplies. This strategy emphasizes the impact of near-term performance and the role of our customers in pursuing our 10-Year strategic priorities.

Based on the Utility's strategy, on February 5, 2019 the EWEB Commissioners approved the annual goals for the organization, including:

Goal #1 – *Manage utility operations in a manner consistent with Board direction and by-laws, implementing resolutions and policies established by the Board, including but not limited to approved budgets and financial policies, strategic direction, and organizational values.*

Goal #2 – *Pursuant to Resolution 1811, execute the Advanced Metering Services (Infrastructure) project in accordance with approved plans and budgets and all applicable EWEB values, policies, and procedures; safely installing 46,000 meters in 2019.*

Goal #3 – *Use Continuous Improvement, Lean Principles, and financial management to improve the customer experience, adding customer self-service capability, avoiding revenue requirement increases through 2020.*

Goal #4 – *Improve emergency preparedness and recovery by enhancing system resiliency, with a near-term focus on distributed emergency options/resources (water and electric), completing two additional emergency sites and an electric system black-start assessment in 2019.*

Goal #5 – *Community (Limited Income): In 2019, reduce non-pay residential service disruptions (disconnects) by 10% from the 2018 benchmark of 6,300 with continuing progress toward a 50% reduction by 2023 (5-year).*

Goal #6 – *Pursuant to GP15 Climate Change Policy, execute Resolution 1827 supporting State carbon pricing policy, and achieve conservation/energy efficiency reductions of 9,500 MWh (annual) in combination with smart electrification to equitably and cost-effectively reduce community/regional carbon emissions by 7,500 MTCO_{2e}1.*

Quarterly Update – Status and Progress on EWEB’s Annual Goals

Goal #1 – Manage utility operations in a manner consistent with Board direction and by-laws, implementing resolutions and policies established by the Board, including but not limited to approved budgets and financial policies, strategic direction, and organizational values.

Preliminary Annual Electric Utility Financial Report (Unaudited)

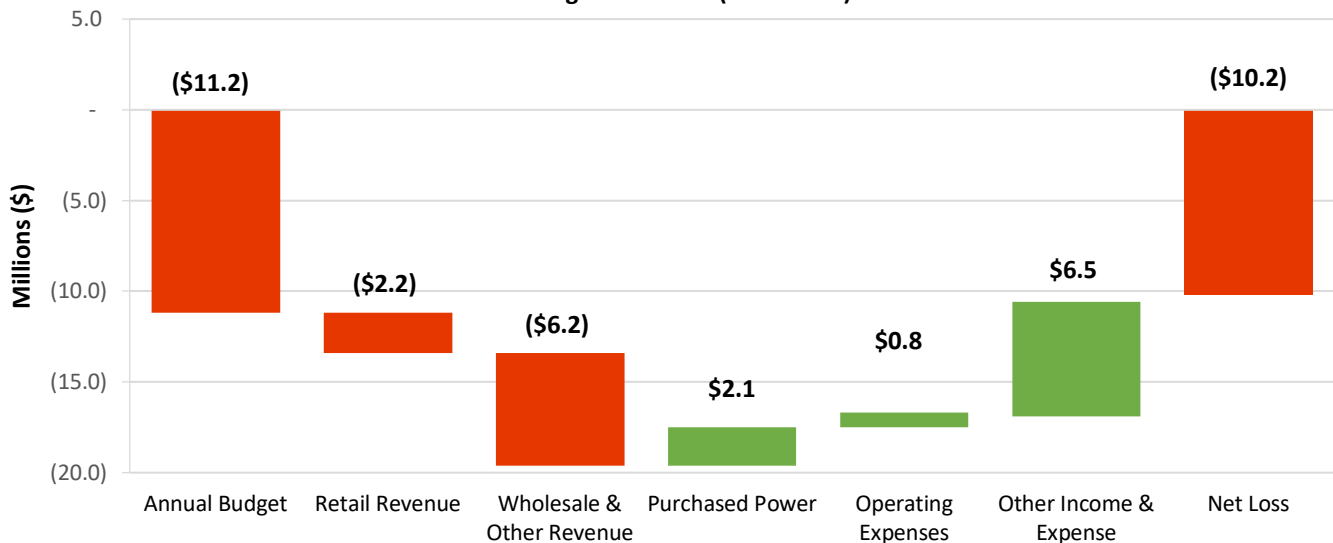
The following annual financial and consumption information is preliminary and unaudited. Audited results will be available April 7, 2020.

*See [Appendix A](#) – Preliminary Electric Utility Financial Statements.

Net Income/ (Loss)

For the year ended December 31, 2019, net loss for the Electric Utility was \$10.2 million. This was \$1 million favorable compared to the annual budget. A budget amendment approved in December increased the Electric operating budget to allow for increased purchased power expenses from Q1, major storm costs, and a \$16.7 million deposit to PERS in order to maximize matching funds from the state.

Electric Utility Net Income Variance
2019 Budget vs. Actual (in Millions)

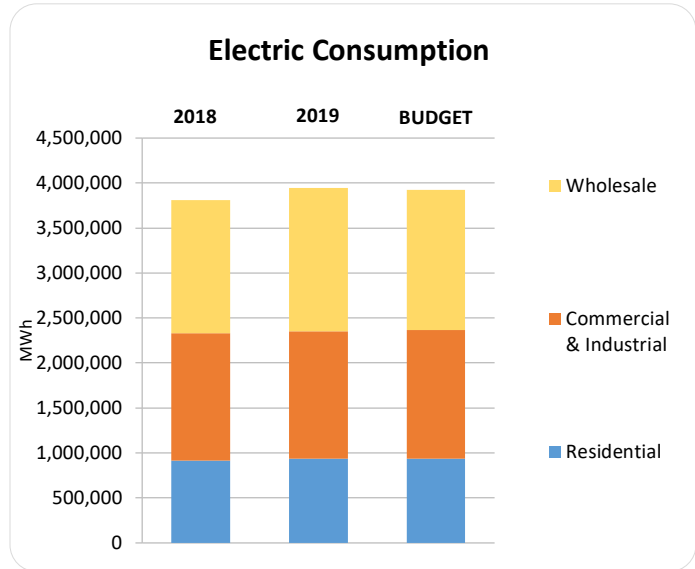
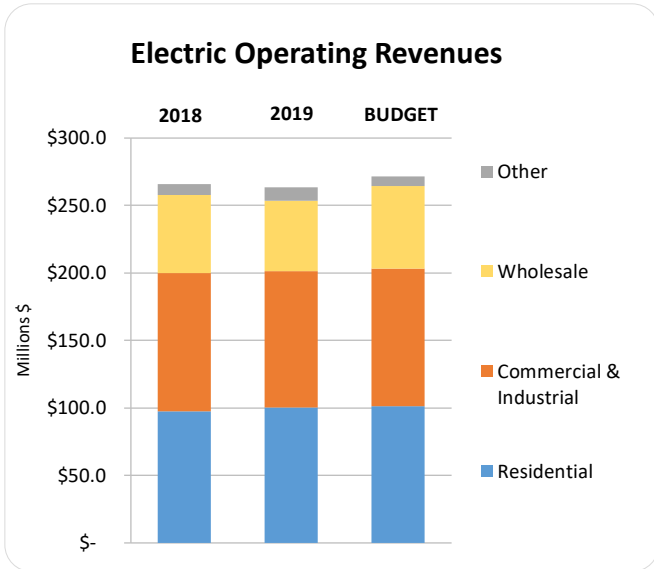


Electric Operating Revenues and Consumption

Retail revenue was \$2.2 million (1%) unfavorable compared to annual budget assumptions. Wholesale and other revenues were less than budget by \$6.2 million (9%). Generation from EWEB-owned hydro resources was also below budget due to poor resource availability, and resulted in increased purchase power expenses. The Board approved budget amendments in December which impacted both wholesale sales and purchased power expense. The amendment was requested for two reasons.

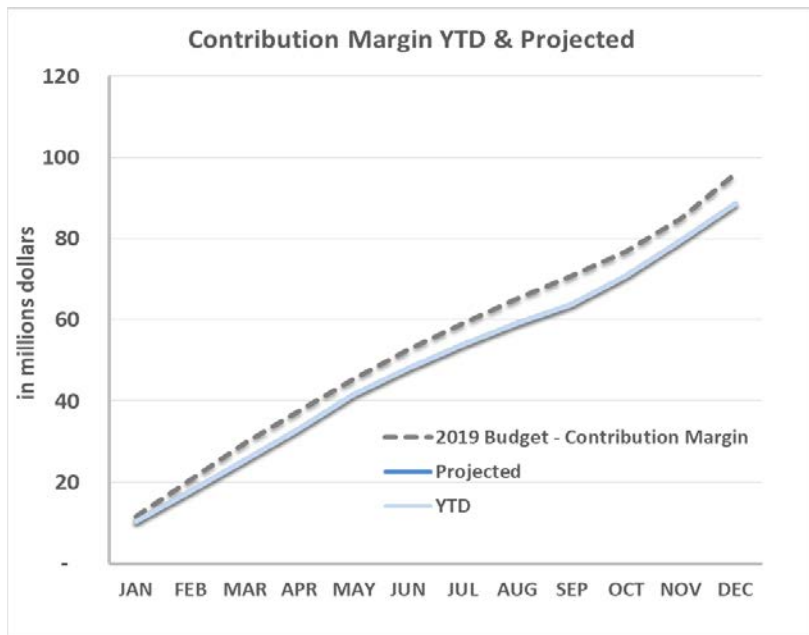
- 1) There was accounting change intended to enhance reporting transparency which did not affect the net contribution margin and increased budgets by \$11.0 million.
- 2) There was a period of higher market prices in Q1. The higher prices were largely caused by unfavorable hydro conditions in the region, low renewable resource availability, higher consumption, and limited natural gas supply. The increase due to market prices was \$32 million.

Retail consumption for Residential, Commercial, and Industrial customers tracked with the budget. Residential consumption corresponds to weather and above average heating degree day variances in February and March offset below average variances in other months. August and September were slightly warmer than average and had favorable cooling degree day variances compared to budget assumptions. December was also slightly warmer than average and had an unfavorable heating degree day variance.



Contribution Margin

At year end the contribution margin was unfavorable to the approved budget due to the net wholesale revenue and purchased power variances discussed previously. EWEB purchased power during periods of increased prices in Q1 when its own hydro generation was reduced and customer consumption was up due to colder than average temperatures.

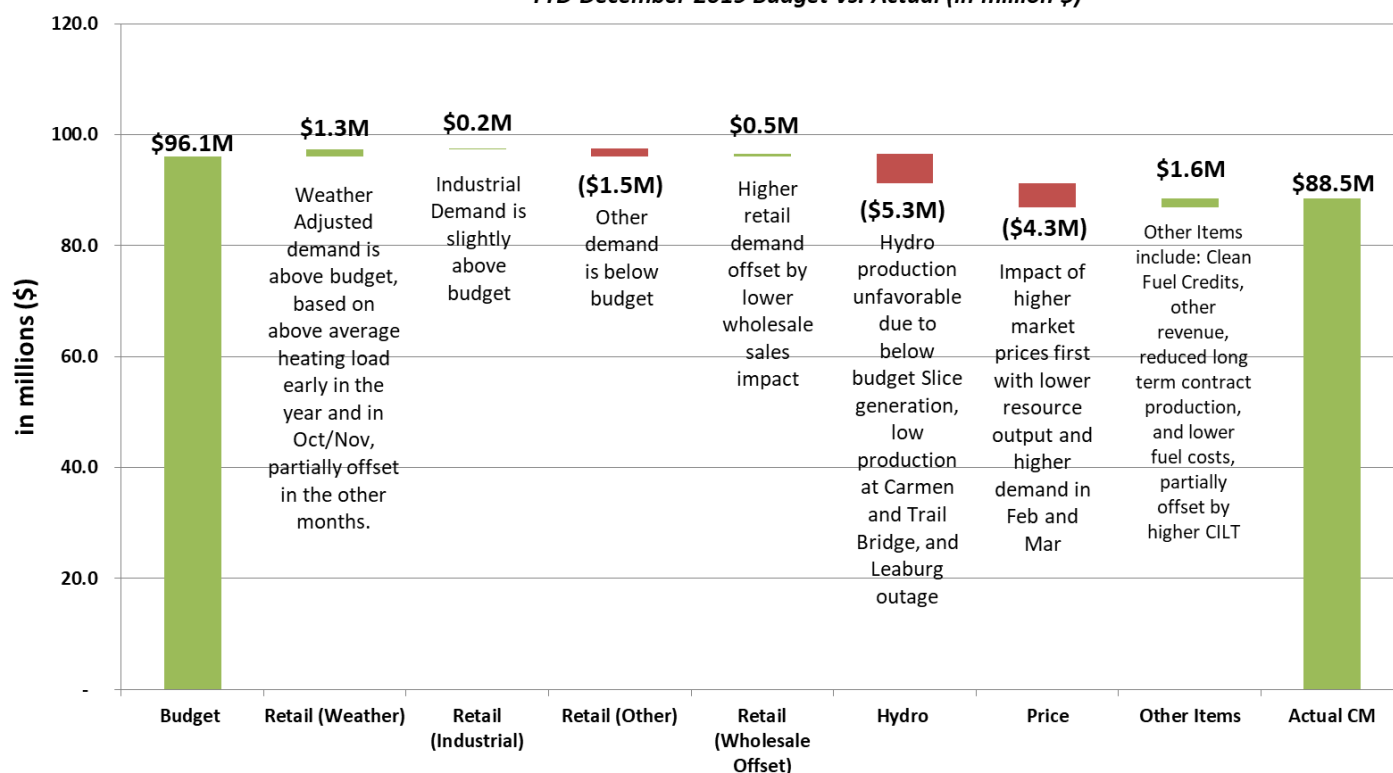


The Electric Utility contribution margin represents power sales (retail and wholesale) less power costs. The contribution margin based on 1) retail sales, which are dependent on both weather and economic conditions, 2) hydroelectric production and generating resource availability which is dependent on weather conditions and spill requirements, and 3) power prices, which are market driven. The risks and volatility associated with these factors are managed through a variety of mechanisms including conservative budget assumptions, a power hedging program, and power reserves.

The year-to-date contribution margin variance was \$7.6 million unfavorable to the approved budget due to several factors including poor hydro conditions for both EWEB and BPA-owned

resources impacting resource availability. The low power production was combined with high prices, primarily in the first quarter of 2019, which exaggerated the impact of the reduced generation. Limited resource availability conditions and unplanned outages persisted throughout the year. These unfavorable conditions were the driver for the budget amendment approved in December.

Preliminary Contribution YTD Margin Variance
YTD December 2019 Budget vs. Actual (in million \$)



Preliminary Electric Capital

Capital spending for 2019 is \$42 million or 100% of the annual budget. See Appendix C – Electric Utility EL1 Report

Revenue Requirement

The 2019 electric budgeted did not require an increase in overall revenue requirement to support the budgeted expenses. The 2020 was also developed without an increase in the overall revenue requirement.

Reserve Levels

Reserves are at or above board targets. In October of 2019 the Board used \$16.7 in reserves to deposit to a PERS side account. The State Employer Incentive fund matched the deposit with \$4.2 million. Combined, the funds lowered EWEB’s ongoing employer contribution rate by almost 5 percentage points as of November 1, 2019. Contribution rates will be reduced over the next 20 years due to the deposit. Over that period of time, it was projected to save \$47.5 million in PERS costs for both utilities. The Board discusses the use of reserves above target each spring after the year-end audit. December balances are presented below:

Reserve/Fund	Target	Balance 12/31/2019	In excess of Target
Working Cash	\$ 36,000,000	\$ 37,664,070	\$ 1,664,070
Operating Reserve	4,000,000	4,082,704	82,704
Self-Insurance Reserve	1,720,000	1,773,975	53,975
Power Reserve	17,000,000	17,000,000	-
Capital Improvement Reserve	22,000,000	22,188,327	188,327
Rate Stabilization Fund ⁽¹⁾	5,000,000	24,468,927	19,468,927
Business Growth & Retention Loan Fund	-	1,996,890	1,996,890
Pension Fund	-	-	-
Working Cash & Designated Funds Total	\$ 85,720,000	\$ 109,174,893	\$ 23,454,893

⁽¹⁾The Rate Stabilization Fund includes \$21.5 million designated to reduce future borrowing.

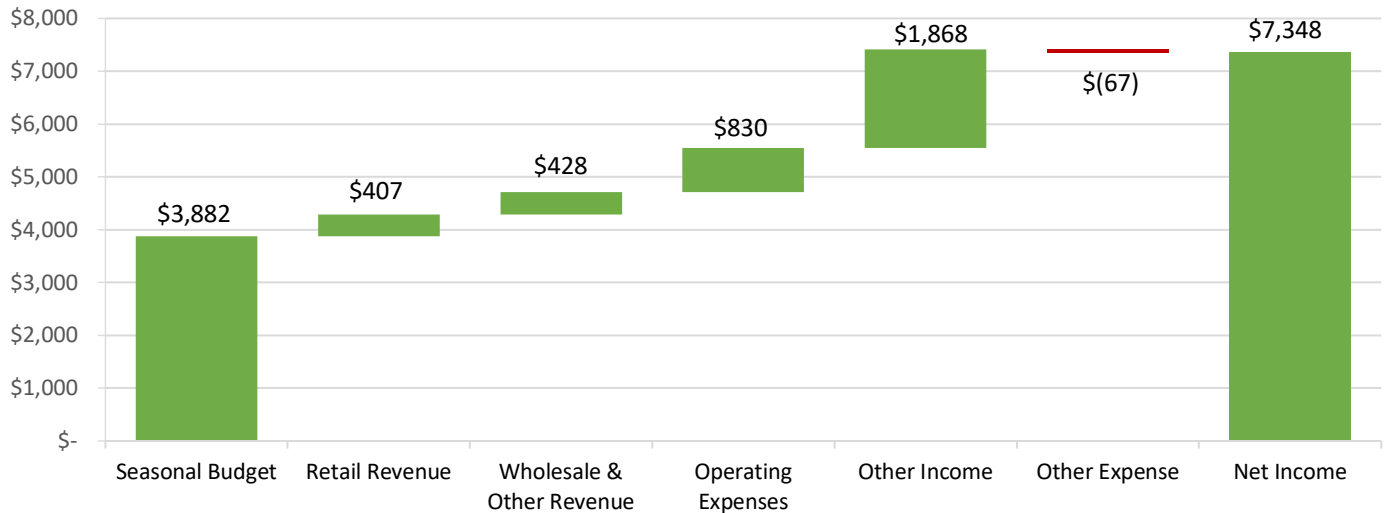
Preliminary Annual Water Utility Financial Report (Unaudited)

*See [Appendix B](#) – Preliminary Water Utility Financial Statements.

Net Income

For the year ended December 31, 2019, net income for the Water Utility was \$7.3 million. This was \$3.5 million favorable when compared against the annual budget. Within the Water Utility, revenue and maintenance activities peak in the summer months, while production and delivery costs remain fairly constant throughout the year.

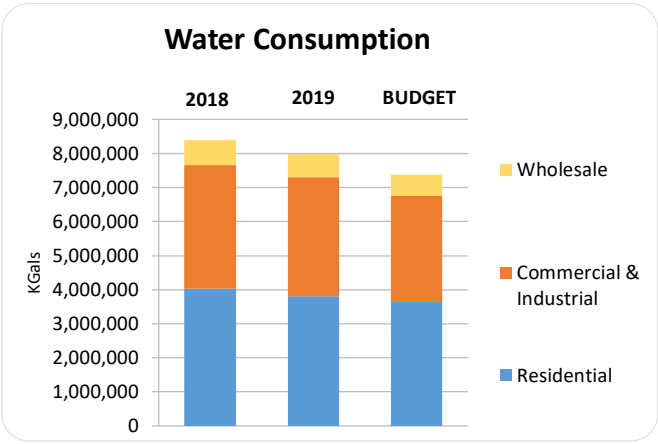
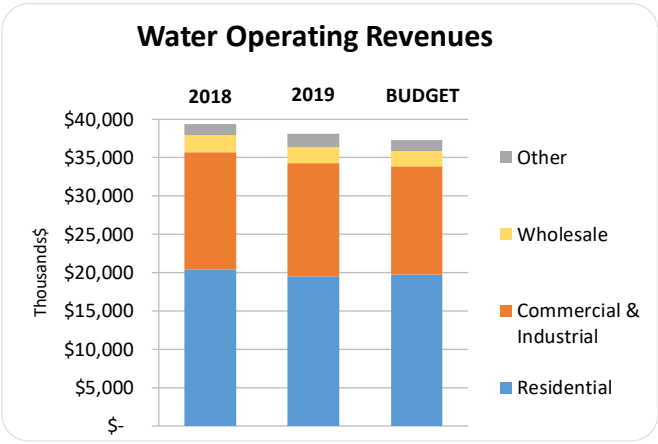
Water Utility Net Income Variance
2019 Budget vs. Actual (in Thousands)



Water Operating Revenues and Consumption

The annual budget uses conservative assumptions to mitigate financial risk. For 2019, the budget was set at approximately 95% of the 5-year retail consumption average.

2019 annual operating revenues were \$835,000 (2%) higher than budget. Retail sales were in line with budget and Wholesale and other revenues were \$428,000 (13%) above budget. Wholesale sales included sales to the Water Districts (Santa Clara and River Road), the City of Veneta, and the Willamette Water Company. Weather during May and June was warmer and drier than usual. This drove the favorable budget variance. Early fall precipitation, relative to the past 5 years, reduced consumption in September and October. Consumption for the year was 3% below the 5 year average and 2.5% above conservative budget assumptions.



Preliminary Water Capital

Capital spending for 2019 is \$16 million or 98% of the annual budget. See Appendix D – Water Utility EL1 Report

Revenue Requirement

The 2019 water budgeted did not require an increase in overall revenue requirement to support the budgeted expenses. The 2020 was also developed without an increase in the overall revenue requirement.

Reserve Levels

Reserves are at or above board targets. In October of 2019 the Board used \$5.3 in reserves to deposit to a PERS side account. The State Employer Incentive fund matched the deposit with \$1.3 million. Combined, the funds lowered EWEB’s ongoing employer contribution rate by almost 5 percentage points as of November 1, 2019. Contribution rates will be reduced over the next 20 years due to the deposit. Over that period of time, it was projected to save \$47.5 million in PERS costs for both utilities. The Board discusses the use of reserves above target each spring after the year-end audit. December balances are presented below:

	Target	Balance 12/31/2019	In excess of Target
Working Cash	\$ 3,400,000	\$ 11,578,709	\$ 8,178,709
Operating Reserve	1,000,000	1,012,184	12,184
Self-Insurance Reserve	280,000	288,712	8,712
Capital Improvement Reserve ⁽¹⁾	7,000,000	11,206,669	4,206,669
Rate Stabilization Fund	1,000,000	1,000,000	-
Water Stewardship Fund- Septic Repairs	-	73,922	73,922
Business Growth & Retention Loan Fund	-	209,546	209,546
Alternate Water Supply Fund	-	5,861,521	5,861,521
Pension Fund	-	-	-
Working Cash & Designated Funds Total	\$ 12,680,000	\$ 31,231,263	\$ 18,551,263

⁽¹⁾The Capital Improvement Reserve includes \$1.25 million designated to fund meter installation costs in 2020.

Goal #1 Capital Investments & Projects

Type 1 - General Capital is budgeted year-by-year for routine capital expenditures totaling less than \$1 million and is funded with rates and customer contributions.

Type 2 – These are capital projects that are discrete, with a defined completion period with lifetime expenditures over \$1 million. Depending on the project, this work may be funded with rates, customer contributions, or bond funds.

Type 3 – These projects are large strategic programs with long term impacts, and are generally bond-funded.

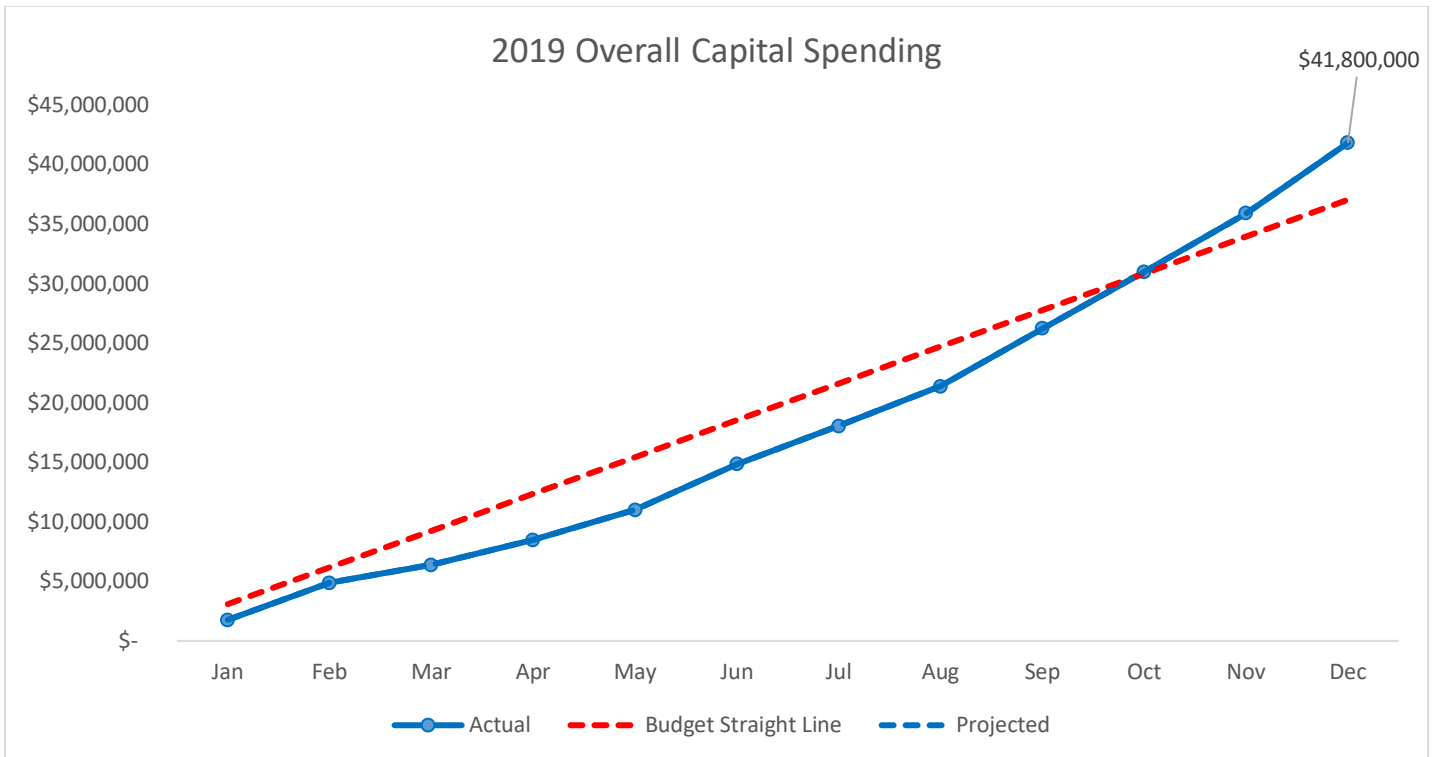
Electric Utility and Shared Services Preliminary Capital Spending Summary & Project Updates

*See [Appendix C](#) – Electric Utility EL-1 Capital Report. Shared Services project updates are provided within the Electric Utility Capital section, but the project budget and costs are split between Electric and Water in the appendices.

SUMMARY

The Electric Capital Improvement plan (including shared services and IS) ended 2019 at \$41.8M with a variance of \$4.7M, or 113% of the approved budget. As shown in the EL-1, there was no variance from the working budget following the board approved amendment, which occurred in late 2019. Approximately \$2 million of this overage was from reimbursable work such as Customer Distribution Connections, Downtown Fiber Network, or Storm Resiliency FEMA reimbursement. Spending was generally constant throughout the year tracking with the straight line approximation, with Q4 spending seeing an increase due to invoices associated with Leaburg Substation Reconfiguration, ROC Consolidation, and Carmen-Smith arriving in December as work was completed in Q4. Main drivers for the \$4.7M overage to the original approved budget were attributed to:

- ROC Consolidation - Strategic
- Holden Creek Transformer Addition – Strategic/Risk-Based/Reliability/Resiliency
- Reimbursable Customer Distribution Connections - Compulsory
- Emergent Smith Dam Log Boom Improvements – Compulsory/Safety
- Downtown Distribution Network Tie Switches and Cable Replacements – Risk-Based/Reliability/Resiliency



TYPE 1 – GENERAL CAPITAL PROJECTS

Type 1 General Capital is budgeted year-by-year for routine capital expenditures totaling less than \$1 million and is funded with rates and customer contributions. Typical examples include “pole replacements” as part of Transmission & Distribution.

Generation Infrastructure

Capital work planned for 2019 largely wrapped up before the end of the year with only minor carry over work and punch list items to complete in 2020. Smith Reservoir intake structure rehabilitation and replacement of the Smith Reservoir debris boom were completed on time. Replacement of the Carmen complex water system was completed except for final connection to the distribution system. Temporary seepage repairs along the Leaburg canal were completed in early Q4. Additional canal repairs have been delayed until 2020 due to the need for additional geotechnical investigation and seismic stability analyses prior to design. The canal repair project will be re-categorized as Type 2 in 2020 due to potential ultimate dollar value exceeding \$1M. Overall, Generation finished the year with an unfavorable variance of \$1.4M due to emergent Type 1 project work that was not budgeted for 2019.

Substation Infrastructure (Risk Based Improvement)

Spending for 2019 ended at \$2.1M or 104% of planned budget. Projects included:

- PT replacements at three (3) substations - Safety
- The purchase and storage of the spare power transformer for the International Paper Substation 3 Transformer. Unit was delivered to site and replacement in planning stages. – Risk-Based/Reliability.
- 15kV breaker replacements at Oakway Substation – Risk-Based/Reliability
- Materials purchase for the Willakenzie Substation fence replacement, which is scheduled for installation in 2020 – Security/Safety

Transmission & Distribution Infrastructure (Risk Based Improvement and Compulsory)

Work includes distribution system enhancements, replacement and renewals, as well as customer reimbursable work. This budget overall ended at \$475k over the \$6.35M budget or 107%. Approximately \$1M of this work is reimbursable.

- Live Front Switch Replacements - Safety
- Emergent ATS switch replacements for the Eugene Airport - Resiliency
- Upriver distribution transformer replacements – Strategic/Risk-Based/Reliability
- Capital PUC & Pole Test & Treat – Compulsory
- Alvey-Currin Line Replacement – Risk-Based/Reliability

Information Technology (Shared)

IS capital projects and spending were curtailed in Q4 to help control the projected overspend in the Water and Electric Capital budgets. Instead of capital spending, focus was on supporting AMI and CEI business process improvements and gathering requirements for 2020 work.

Buildings, Land, & Fleet (Shared) (Risk Based Improvement)

Building & Lands

- Manufactured Gas Plant Environmental Remediation – The remedial activities at the historic Manufactured Gas Plant site were successfully completed in December of 2019. A Closure Report will be submitted to the Oregon Department of Environmental Quality in Q1 of 2020. The City of Eugene and EWEB are discussing the sale of the property to the City for the eventual construction of a roundabout serving the riverfront re-development area.

Fleet Capital

- Capital - Fleet Services has completed all planned vehicle purchases and projects. Three additional vehicles were added to the 2019 capital plan, resulting in \$167K over the projected budget. This amount will be deducted from the 2020 capital plan to result in no net increase over the two years.

Fleet Service – Sustainability Goals

As the Utility continues to be fundamentally responsible for supporting a sustainable fleet operation, EWEB’s Fleet Services continues to track our fleet-related sustainability goals that the Utility introduced back in 2010 by reducing our fossil fuel usage, carbon emissions, and environmental waste.

**Refer to the [Carbon Mitigation section](#) under Climate Change Report for a comprehensive update (Goal #6 –Pursuant to GP15 Climate Change Policy, execute Resolution 1827 supporting State carbon pricing policy, and achieve conservation/energy efficiency reductions of 9,500 MWh (annual) in combination with smart electrification to equitably and cost-effectively reduce community/regional carbon emissions by 7,500 MTCO2e1.)*

TYPE 2 – REHABILITATION & EXPANSION PROJECTS

Type 2 capital projects are discrete, with a defined completion period, and lifetime expenditures over \$1 million. Depending on the project, this work may be funded with rates, customer contributions, or bond funds.

Downtown Distribution Network (Risk Based Improvement)

Project Initiation:	Sept-2010	Initial Scope Budget:	\$ 15,000,000
Initial Planned Completion:	Dec-2015	Actual Project Costs To-Date:	\$ 8,738,900
Projected Completion:	Dec-2028	Total Final Cost Projection:	\$20,000,000

Summary of work for 2019:

- Replace network protector, transformer & vault lid in vault 9N – Complete
- Cable installation in support of failed vault 9NE1 replacement – Complete
- Install four 15kV manual tie switches for downtown network feeders & upgrade feeder cables. This project will substantially increase resiliency of the Downtown Network and will allow for reduced switching time from days to hours in the event of a source substation equipment or line failure. – Complete.

ROC Consolidation (Shared – Electric share only shown) (Strategic)

Project Initiation:	Aug-2018	Initial Scope Budget:	\$ 2,500,000
Initial Planned Completion:	May-2019	Actual Project Costs To-Date:	\$ 4,192,500
Projected Completion:	May-2020	Total Final Cost Projection:	\$3,562,000

The bulk of the remodel work is complete (99%). The remainder of the construction work is in the future call center. EWEB Facilities and IS/Help Desk are coordinating ongoing employee moves from HQ to ROC throughout Q1/Q2. With the exception of the Call Center, all employees are expected to be at the ROC by end of Q2.

Transmission & Distribution - Master Plan (Strategic and Risk Based Improvement)

Project Initiation:	Mar-2017	Initial Scope Budget:	\$ 1,250,000
Initial Planned Completion:	Dec-2018	Actual Project Costs To-Date:	\$ 725,800
Projected Completion:	Dec-2020	Total Final Cost Projection:	\$777,891

This work is part of the Resilient Spine initiative and captured the purchase of property for the Thurston Substation Expansion. The purchase was completed in September 2019. Engineering is working through scope details of new High Banks Substation with BPA and surrounding utilities. Construction of High Banks Substation planned for 2023. Increased costs from previous projection to cover contracted studies of University & IP Generator Blackstart Resiliency which are currently underway (see note in “Emergency Preparedness and Recover Report”).

Grid Edge Demonstration Project

Project Initiation:	May-2016	Initial Scope Budget:	\$ 1,200,000
Initial Planned Completion:	Jun-2017	Actual Project Costs To-Date:	\$ 1,450,300
Projected Completion:	Dec-2020	Total Final Cost Projection:	\$1,843,157

Grid Edge Demonstration (Howard Elementary Microgrid) requires a main controller upgrade to fully utilize the microgrid system and meet grant requirements. This controller upgrade is estimated to cost \$150k and is planned for 2020 design and installation.

Distribution Resiliency Upgrades

*Refer to the *Emergency Preparedness and Recovery Report* for a comprehensive update [\[Goal #4 – Improve Resiliency\]](#)

Upriver Re-Configuration/Holden Creek Substation (Strategic and Risk Based Improvement)

Project Initiation:	Jan-2014	Initial Scope Budget:	\$3,000,000
Initial Planned Completion:	Oct-2015	Actual Project Costs To-Date:	\$8,738,800
Projected Completion:	Jul-2021	Total Final Cost Projection:	\$8,900,000

Construction at Leaburg Substation to reduce existing footprint and connect Leaburg to Holden Creek completed in November 2019. The final phase of the Leaburg Substation reduction (design and construction at a cost of \$600k) has been put on hold pending completion of EWEB’s internal investigation regarding the future of the Leaburg generation facility and approval of a path forward from FERC regarding the canal.

Advanced Metering Projects (Electric and Shared Services)

*Refer to the *Advanced Metering Report* for a comprehensive update [\[Goal #2 - Advanced Metering\]](#)

Customer Experience Improvement Project (Shared)

*Refer to the [Customer Experience Improvement Project section](#) for a comprehensive update (Goal #3 – Use Continuous Improvement, Lean Principles, and financial management to improve the customer experience, adding customer self-service capability, avoiding revenue requirement increases through 2020.)

Downtown Fiber Network (Strategic and Compulsory)

Project Initiation:	Dec-2015	Initial Scope Budget:	\$2,700,000
Initial Planned Completion:	Dec-2018	Actual Project Costs To-Date:	\$1,388,700
Projected Completion:	Oct-2019	Total Final Cost Projection:	\$1,500,000

Construction of the Downtown Fiber Network was completed in early October 2019. With a higher than typical take rate for new telecommunications networks this project connected 82 buildings in the core of downtown with high speed fiber optic cables. During construction approximately 15.5 miles of fiber optic cable were installed throughout existing infrastructure.

It was estimated that EWEB needs to lease an average of 55 miles over the next 25 years to make the network financially self-sustaining. That threshold has already been crossed with our current leasing of leasing 81 miles.

During and after the project EWEB has received numerous awards from local, regional and national entities. Some of those awards are:

- 2016 Outstanding Intergovernmental Team (LCOG)
- 2016 Excellence In Telecommunication Projects And Strategies (Oregon Connections)
- 2019 Public Sector Innovation (Public Sector 360)
- 2019 Innovation And Talent – Public Impact (Register Guard)
- 2020 Cornerstone Award (Broadband Communities)

TYPE 3 – STRATEGIC PROJECTS & PROGRAMS

Type 3 projects are large strategic programs with long term impacts, and are generally bond-funded.

Carmen-Smith License Implementation

Project Initiation:	May-2009	Initial Scope Budget:	\$ 135,000,000
Initial Planned Completion:	Dec-2021	Actual Project Costs To-Date:	\$ 67,148,300
Projected Completion:	Dec-2025	Total Final Cost Projection:	\$129,500,000

The Federal Energy Regulatory Commission (FERC) issued the new Carmen-Smith License in May 2019. Preliminary design of fish passage improvements required by the new license is currently underway, and planning and implementation of other recreation and environmental improvements required by the license is in progress. A number of the license required projects will kick off in 2020. Staff travelled to Washington, D. C. in January 2020 for a FERC “hand off” meeting between licensing and compliance staff, and EWEB and FERC are now fully implementing the new license.

Carmen Powerhouse renewal efforts continue with the substation, switchgear, and control system upgrade projects completed in late 2019. The Carmen-Smith Project returned to service as expected in mid-December. A subsequent issue with new potential transformers (PTs) on the transmission line kept the project offline until early January, but the project has been operating normally since then. GE Turbine Generator work proceeded on schedule in 2019 with fabrication of the turbine runners and wicket gates completed and construction of the generator coils underway. The first unit rehabilitation remains on schedule to commence in March 2020. Capital spending in 2019 was approximately \$5M less than budgeted due to license issuance taking place later in the year than expected.

Water Utility Preliminary Capital Spending Summary and Project Updates

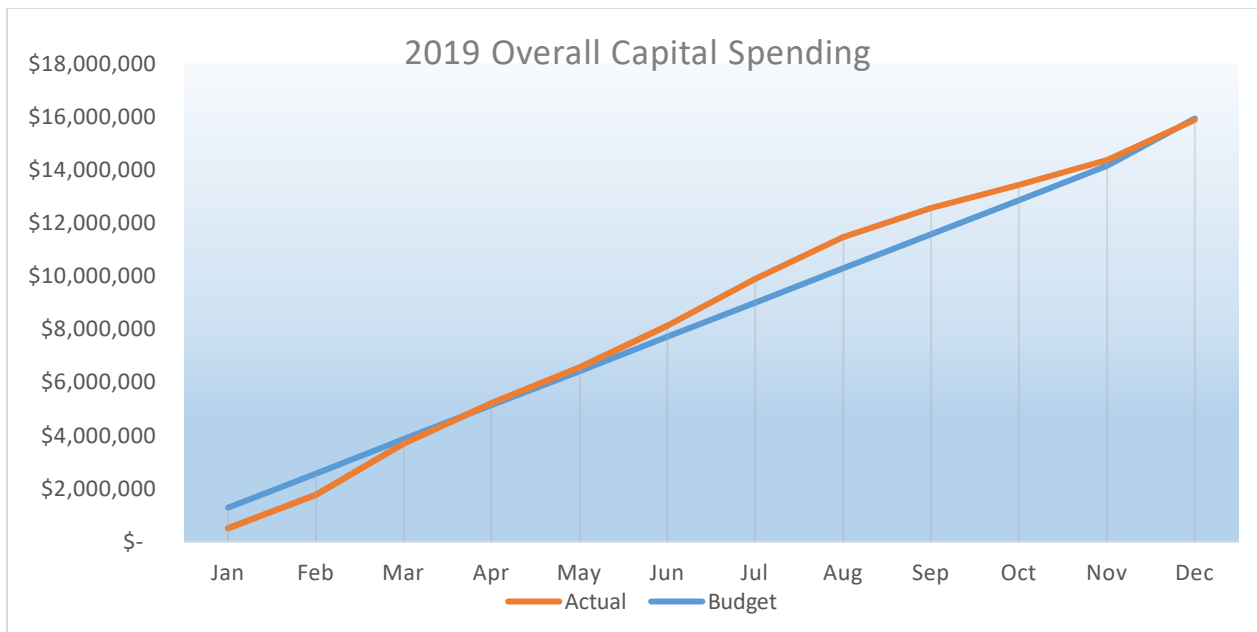
*See [Appendix D – Water Utility EL-1 Capital Report](#). Shared Services project updates are provided within the Electric Utility Capital section, but the project budget and costs are split between Electric and Water in the appendices.

SUMMARY

At the end of the third quarter in 2019 the Water Capital Improvement Plan was projected to have an overage of approximately \$500,000 or 3% at year end. Due to this projection, a budget amendment was approved in December 2019 adding \$500,000 to the budget. At year end, water capital expenditures reached approximately 98% of this revised budget, or approximately 1% over the original budget.

While the difference between expenditures and budget is relatively minor there are a few areas where the difference was significant. These areas include:

- Main replacements/improvements - Costs higher than budget. In 2018 during budget preparation, the spending projections in this area were reduced with the thought that resources would be redirected to the AMI project. This reduction did not materialize and spending in this area is actually near that of previous years.
- AMI - Costs lower than budget. Spending for AMI meters and deployment was reduced as the work processes were fine-tuned and optimized for the Water Utility.
- Hayden Bridge disinfection system - Costs higher than budget. 2018 delays in equipment procurement and construction pushed much of the construction cost into 2019



TYPE 1 – GENERAL CAPITAL PROJECTS

Type 1 General Capital is budgeted year-by-year for routine capital expenditures totaling less than \$1 million and is funded with rates and customer contributions. Typical examples include “main replacements” as part of Distribution & Pipe Services. A summary on two areas of Type 1 Work follows:

Source – Water Intakes & Filtration Plant (Risk Based Improvement and Compulsory)

The bulk of the 2019 spending in this area was due to completion and final costs for 2018 projects occurring in early 2019. This was primarily the Pond/Solids Handling Improvement project. Significant 2019 projects include several emergent projects at Hayden Bridge to replace two failing HVAC systems as well as several large valves in the Filter Gallery.

Distribution Facilities (Risk Based Improvements)

Planned 2019 work in this area was reduced to accommodate overages in other areas, including the work at Hayden Bridge mentioned above. 2019 projects included construction work at the Santa Clara and Laurel Hill 850 pump stations. In addition design began for a new City View 1150 pump station planned for construction in 2020.

TYPE 2 – REHABILITATION & EXPANSION PROJECTS

Type 2 capital projects are discrete, with a defined completion period, and lifetime expenditures over \$1 million. Depending on the project, this work may be funded with rates, customer contributions, or bond funds. A summary of two significant projects follows:

Hayden Bridge Disinfection System Replacement (Risk Based Improvement)

Project Initiation:	2017	Initial Scope Budget:	\$3,645,000
Initial Planned Completion:	Q4 2018	Actual Project Costs To-Date:	\$5,150,000
Projected Completion:	Q4 2019	Q3 2019 Final Cost Projection:	\$5,100,000

This is a new disinfection system at Hayden Bridge, replacing the gas chlorine system with an on-site liquid hypochlorite generation system. Higher than estimated equipment and construction costs increased the cost projection for this project significantly above the initial budget which was developed in 2015. In addition, equipment delivery and construction delays pushed project completion into late 2019. The new system became operational in December and is currently in the commissioning process. As of year-end the new system was operating successfully. This will be the last report out for this project.

Base Level Reservoirs (Compulsory)

Project Initiation:	2018	Initial Scope Budget:	\$10,250,000
Initial Planned Completion:	Dec-2021	Actual Project Costs To-Date:	\$132,000
Projected Completion:	Dec-2022	Total Final Cost Projection:	\$10,250,000

In 2018 staff began planning work on the replacement of three of EWEB's base level reservoirs, College Hill, Hawkins, and Santa Clara. These will be replaced with more resilient smaller reservoirs designed to current seismic standards. This work was derived from the Distributed Storage approach presented in the 2015 Water Master Plan. Planning, conceptual design, and public outreach work is currently occurring for placement of a new reservoir at three locations; East 40th Ave. (the Elliot Site), College Hill, and Hawkins. The work for the three sites is being done concurrently and whichever site has permits and approvals complete first will be the first to proceed. This first new reservoir is considered compulsory as it is required prior to taking the College Hill Reservoir out of service due to deficiencies identified by the Oregon Health Authority.

Advanced Meter Upgrade (Water)

**Refer to the Advanced Metering Report for a comprehensive update [\(Goal #2 – Advanced Metering\)](#)*

TYPE 3 – STRATEGIC PROJECTS & PROGRAMS

Type 3 projects are large strategic programs with long term impacts, and are generally bond-funded.

Emergency Water Supply

**Refer to the Emergency Preparedness and Recovery Report for a comprehensive update [\(Goal #4 – Improve Resiliency\)](#)*

Water Operations

The Water Operations Section uses the Multiple Barrier Approach to Safe Drinking Water, an integrated system of procedures, processes and tools that collectively prevent or reduce the contamination of drinking water from source to tap. The purpose of this approach is to provide safe, reliable drinking water to customers 24/7/365 and to reduce the operational risks to public health while being good stewards of our customer/owner’s infrastructure and funding resources.

Program Report: Drinking Water Source Water Protection

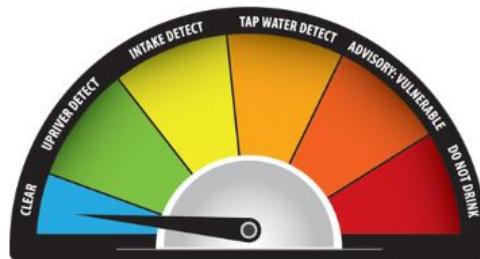
The purpose of the Source Water Protection Program is to minimize adverse impacts on the source of our community’s drinking water. Specifically, the program aims to reduce the risk of pathogens and pollutants entering the treatment plant to in turn manage or reduce the degree of treatment required.

Q4 Project Updates

The Drinking Water Source Protection Program has been using EWEB’s Water Quality Laboratory to analyze watershed monitoring samples for bacteria, nutrients, chemical oxygen demand, UV254, cyanotoxins, and total suspended solids, which used to be sent to commercial labs prior to 2018. For 2019, use of the WQ Lab has saved EWEB approximately \$40,000 for the year.

Cyanotoxins

For 2019 our water quality associated with cyanotoxin detections fluctuated between being in the “Clear” status and “Upriver Detect” status throughout the harmful algal bloom season (May to October), meaning that low levels of cyanotoxins were detected in Blue River and Cougar Reservoirs but were never detected at our intake above laboratory detection limits.



Cyanotoxin Detection Status

Pure Water Partners Program

The Pure Water Partners (PWP) program is an incentive-based strategy that aims to protect existing healthy riparian and floodplain areas and restore degraded riparian forests along the McKenzie River through voluntary actions with landowners. The following landowner participation statistics reflect program activity to date.

Landowners in PWP Program	Current Totals	2019 Goal
Initial PWP Intake Phase	9	--
PWP Riparian Assessment Phase	10	--
PWP Management Plan Phase	11	--
Signed PWP Agreements	8	20
PWP Naturescaping Only	28	--
Total in PWP	66	40
Total Riparian Acres in PWP Program	652	--
Total Riparian Acres Under PWP Agreements	71	200

While we added 17 total acres in Q4, we did not meet the goal of 200 total acres. In part because of some extended negotiations with two large land owners and in part we will be reviewing the year to see if the goal was realistic.

Water Treatment

McKenzie River water is treated to drinking water standards using conventional treatment trains that include redundancy to protect from treatment failures. The treatment process is closely monitored and constantly adjusted to ensure production of safe drinking water prior to delivery to customers.

Q4 Project Updates

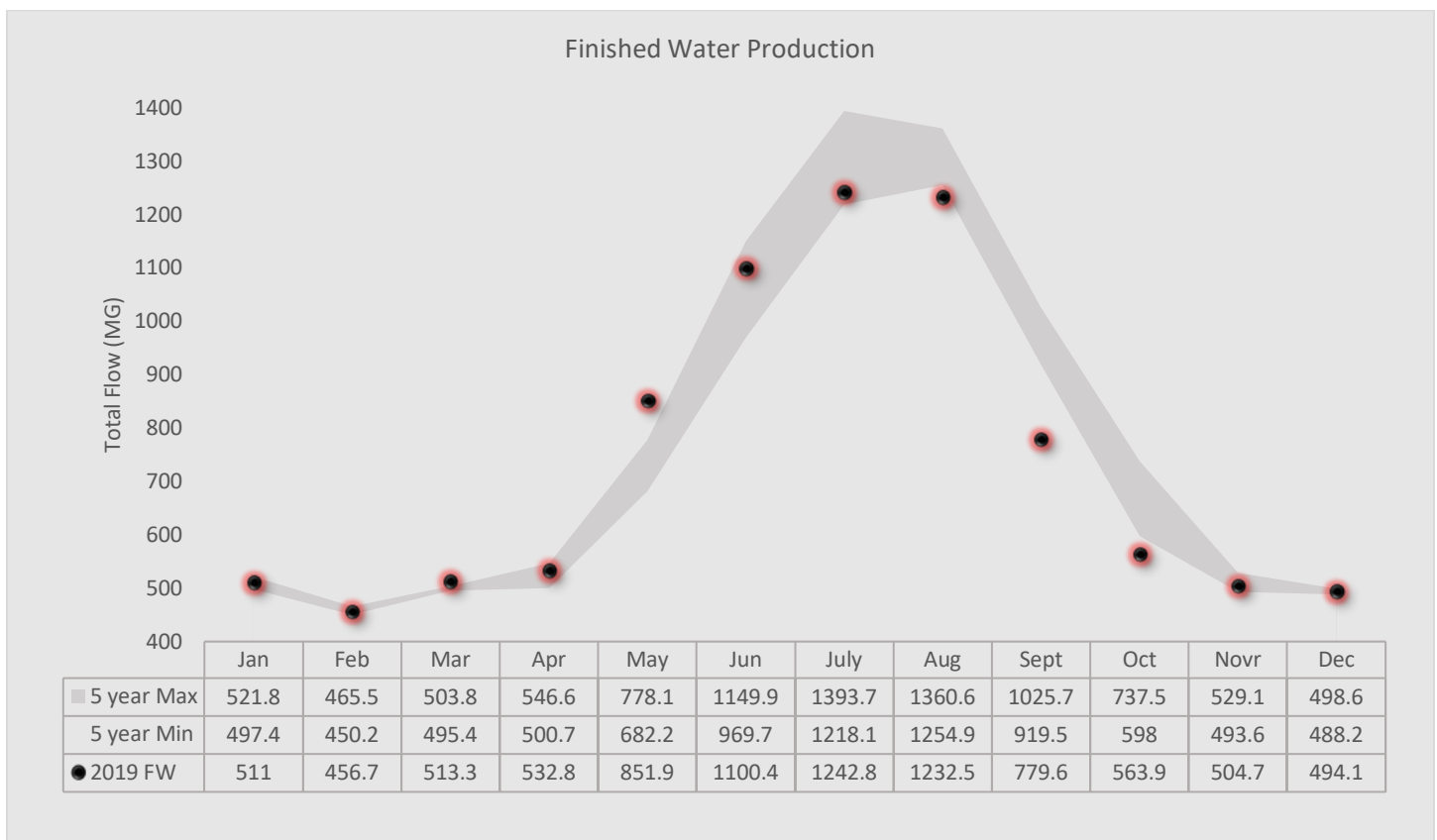
In October, water treatment staff in conjunction with water distribution staff deployed the water treatment trailer at the Willamette River McVay intake property. During this drill the treated water was conveyed into a tank on a dump truck for distribution to remote sites. The tank stayed on property but was connected to a distribution trailer to simulate the entire emergency response.

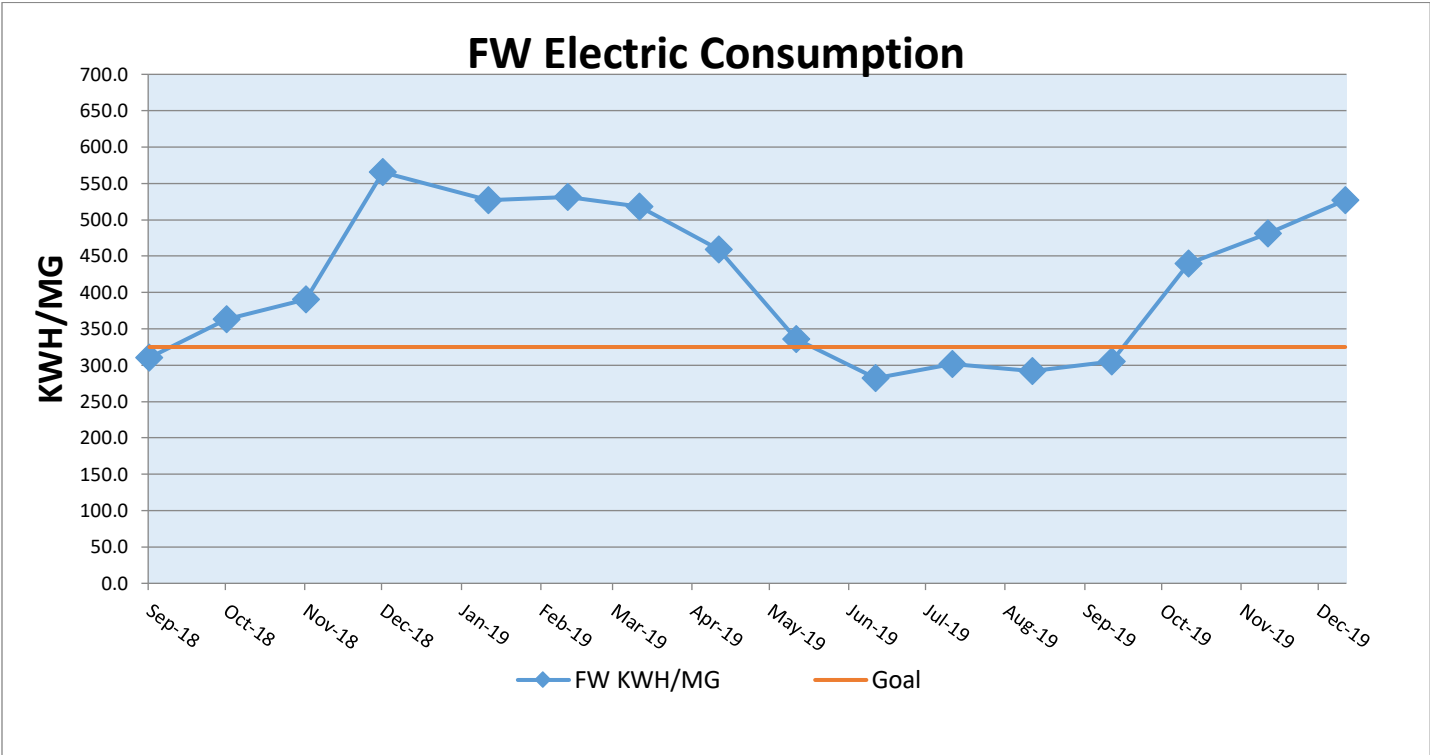
In November a functional test of the new backup generator system was performed at Hayden Bridge. During the test, electric crews disconnect power to the treatment plant and intake facility to simulate an extended power outage. The intake and the entire treatment facility operated on backup power for several hours without incident.

In December the onsite hypochlorite generation equipment was commissioned and the new disinfection feed has been in service without interruption. All gas containers were removed from the site in late December and the risk management plan, hazardous material designation, and CENS notification for the surrounding community have all been deactivated.

Production

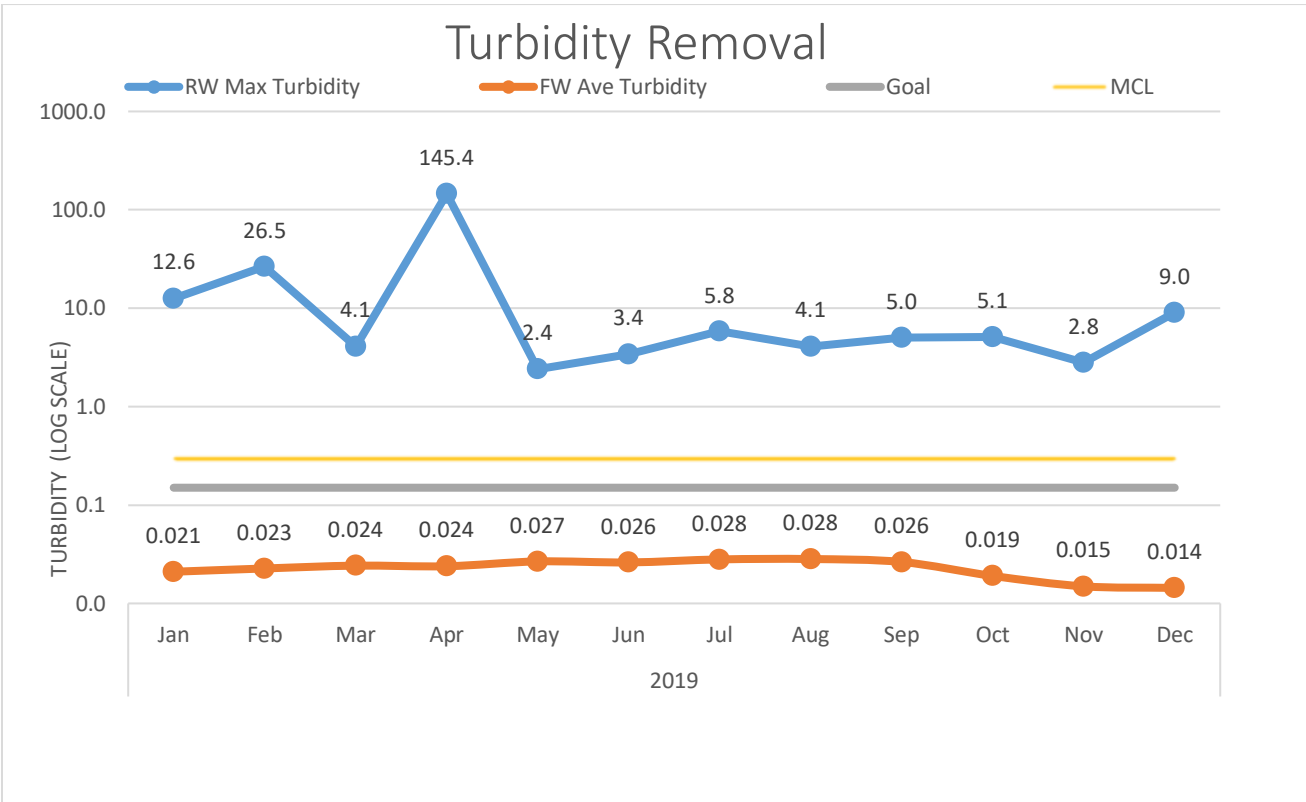
Production levels for the fourth quarter were below the 5 year minimum. The October demand itself was the lowest since 2013. Impacts to goals and budget from lower than expected demands were reduced power consumption and lower than expected chemical usage.





Filtration Performance

Turbidity is a measurement of the clarity of water, which is an important indicator of filter performance that tells us if we are effectively removing microorganisms in the water. The Maximum Contaminant Level (MCL) for turbidity in drinking water is 0.3 NTU in 95% of the samples. The national performance optimization goal for turbidity in drinking water is 0.15 NTU in 95% of the samples. Filtration performance continues to show our filtration process is optimized.



Water Supply System Reliability

Once the water is adequately treated, the quality must be maintained as it is delivered to EWEB customers. Replacing aging infrastructure, repairing leaks, flushing, maintaining a disinfectant residual and positive pressure, and protecting against cross-connections are critical aspects of the program to ensure water quality, reliability and adequate fire flow.

Significant Outages and EWEB Caused Boil Notices

The Water Division had no significant outages or boil notices in Q4.

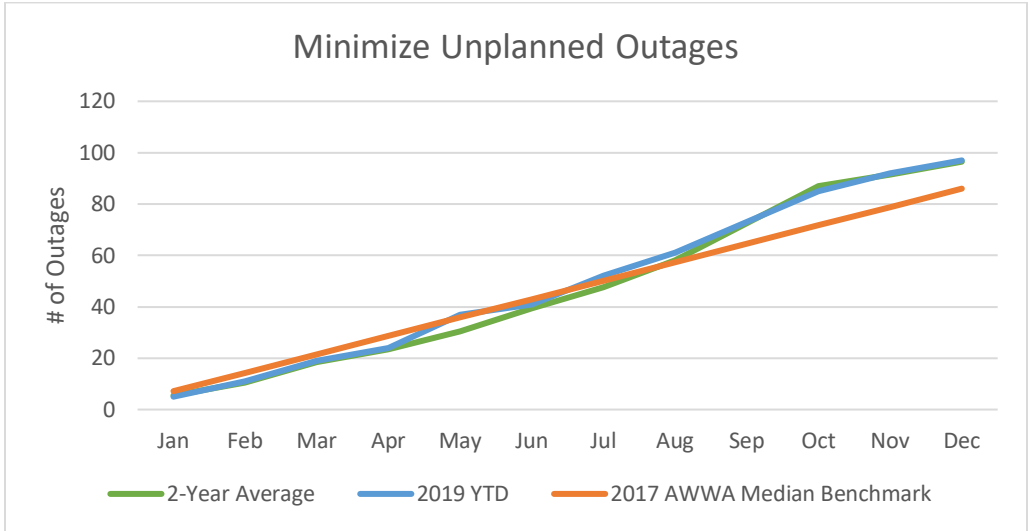
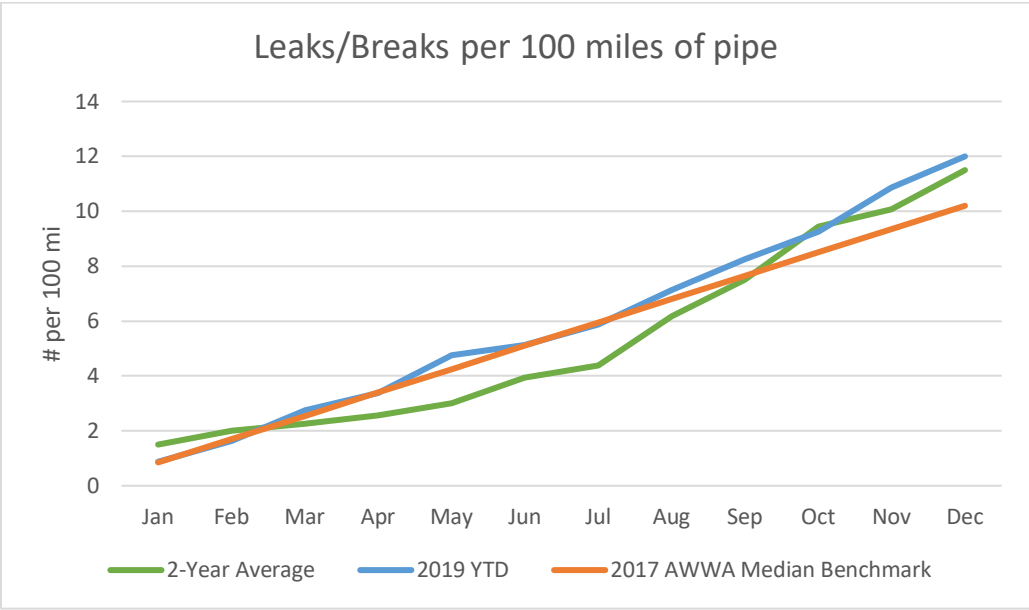
Leaks/breaks per mile & unplanned outages

The two graphs below compare EWEB Leaks/Breaks per 100 miles of pipe and number of unplanned outages to the American Water Works Association (AWWA) benchmarks. These benchmarks represents the 'national average' amongst utilities for these two parameters.

As shown, EWEB results follow the AWWA benchmarks closely for much of the year until the third quarter when we typically see an increase in main breaks. This is likely due to changing soil conditions as the moisture in the soils cause it to expand/contract.

Water is watching these metrics to see if the trend continues. Any action (i.e. increased investment in main replacements) will take a long time to have any real effect on the results shown below. There is a plan to increase investments in main replacements once the upgrade of water's Resilient Spine (Base Level Reservoirs/Transmission) is complete. If the below EWEB metrics change much for the worse, we may look to increase our investments in main replacements sooner.

Ensuring Reliability	Unit	AWWA Median Benchmark	YTD Results
Leaks and Breaks per 100 Miles of Pipe	#	10.2	12
Minimize Frequency of Unplanned Outages	#	86	97
Average Duration of Unplanned Outages	Minutes	216	125
Percentage of Customers who Experience a Planned or Unplanned Water Outage	%	N/A	1.82%
Boil Water Notices	# of Notices	None caused by EWEB	1



Water Quality Monitoring

Monitoring the quality of our raw, treated and distributed drinking water is essential to ensuring safe water for EWEB's customer/owners. Monitoring data gives water operations staff the ability to adjust treatment and system operation to safeguard quality for human consumption.

Q4 Project Updates

Over the last month there were published reports, a movie release ("Dark Waters"), and a book published ("Troubled Water: What's Wrong with What We Drink", Seth Siegel) that has garnered media attention around polyfluoroalkyl substances (PFAS) and disinfection by-products (DBPs) as cancer causing substances in drinking water. Staff put the PFAS and DBP information below on the EWEB website prior to the release of the movie and book publication. We received only one email question and comment about PFAS and thanking EWEB for being proactive in keeping the McKenzie clean.

Polyfluoroalkyl (PFAS) and Perfluorooctanoic Acid (PFOS) Substances

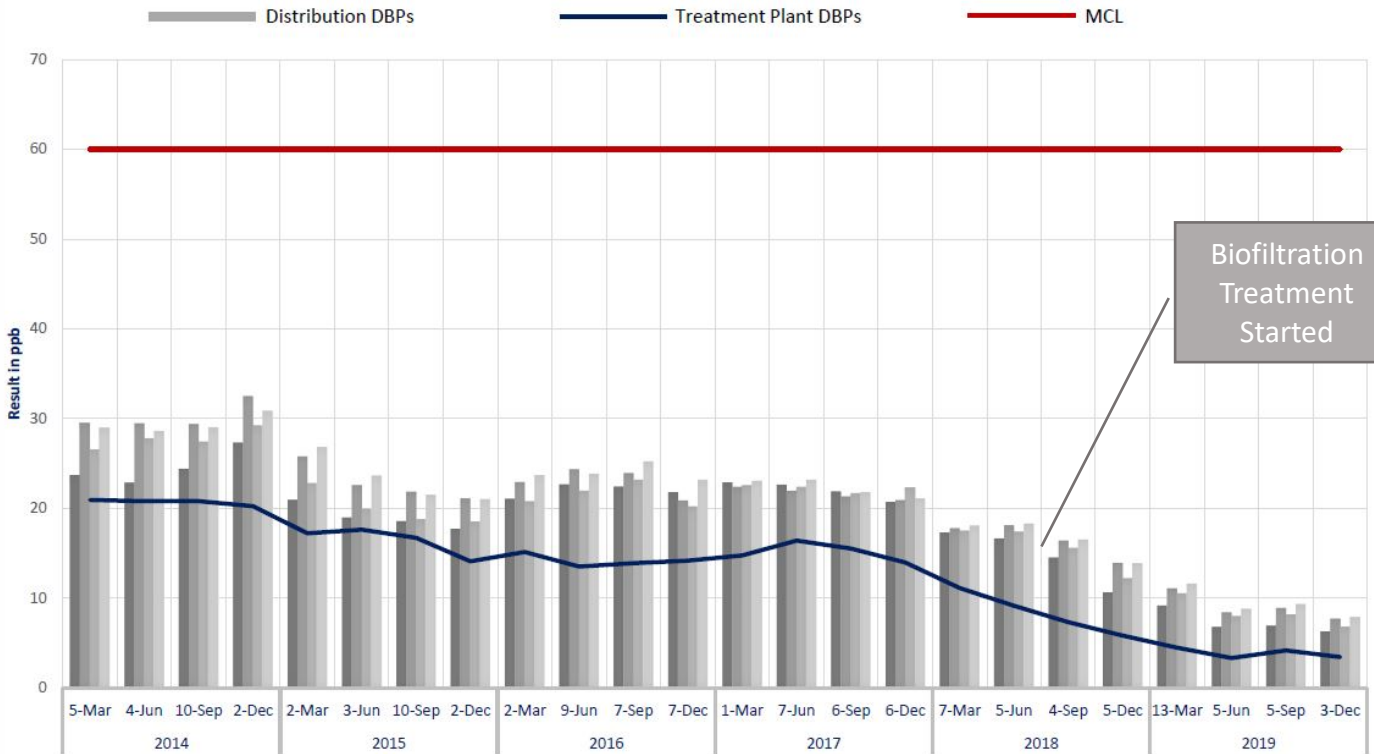
Staff continue to monitor for PFAS/PFOS compounds in raw and finished drinking water, as well as in the source. There have been no detections of any PFAS/PFOS compounds in raw or finished drinking water above laboratory detection limits of 2 ng/L (parts per trillion). PFAS/PFOS has been detected in east Springfield urban runoff samples with the highest total PFAS/PFOS value at 17.1 ng/L. EPA set the health advisory level for total PFAS/PFOS compounds at 70 ng/L.

Disinfection By-Products (DBPs)

Disinfection by-products are formed when chlorine is added to disinfect water supplies and reacts with organic matter producing haloacetic acids (HAAs) and total trihalomethanes (TTHMs) in the finished water. DBPs can increase with higher levels of organic matter, longer residence time in the system (water age), and higher water temperatures. Therefore, adequate water treatment and management of the distribution system flow and residence time can reduce DBP formation.

DBPs have continued to decrease with the introduction of the biofiltration project at the water treatment plant which further removes organic matter before chlorination. The running annual average DBP graph below compares finished water DBP levels leaving the treatment plant with DBP levels found in the distribution system. All DBP levels are well below the EPA Maximum Contaminant Level (MCL) for Haloacetic Acids (60 ug/L), which is the lower of the two DBP MCLs (MCL for total trihalomethanes is 80 ug/L).

HAA5 RUNNING ANNUAL AVERAGE MCL 60 PPB



Electric & Energy Operations

(Ackerman, Price, McCann, Nice)

Power Supply Performance

The Carmen-Smith and Leaburg Projects remained offline during Q4/2019. Carmen-Smith returned to service in mid-December following completion of 2019 construction to rebuild the power plant's electrical and controls systems, but a subsequent issue with new PTs caused the plant to remain out of service through the beginning of 2020. The Leaburg Project remained offline due to dam safety concerns along the canal for the entirety of 2019. Additional investigation and analysis is needed before repairs to the canal can be designed and proposed to the FERC.

EWEB's other owned generating resources were operating and generally performed well during Q4. Harvest Wind was above plan for availability but below plan for production during the quarter. Harvest Wind almost met plan for the year (238,519 vs 255,527 MWh). Stone Creek, Walterville and the two thermal plants exceeded availability targets for the quarter, although low water levels in the McKenzie basin in the fall limited production from Walterville early in the quarter.

Q4 2019 Generation Reliability by Fuel Type

Generation Type	Availability Factor (AF)	Forced Outage Factor (FOF)	Notes
Target	>90%	<3.00%	
Wind	95.96%	N/A	The Harvest Wind Project turbines were available and operating during the quarter.
Hydro	17.66%	25.46%	The Stone Creek (AF=94%) and Walterville (AF=95.36%) projects were online and generating for most of the quarter. The Leaburg and Carmen projects remained offline for the quarter except for commissioning at Carmen in December.
Thermal	96.84%	1.92%	Both units were generally available and operating. Mill outages affected overall availability slightly.

December 2019 Generation YTD Report



Unit	AF	FOF	GCF	GOF
Carmen #1	16.83	13.71	0.89	62.80
Carmen #2	14.90	15.43	6.36	45.30
Trail Bridge	21.36	12.97	11.43	53.51
Leaburg #1	0.00	100.00	0.00	0.00
Leaburg #2	0.00	100.00	0.00	0.00
Walterville	90.93	8.44	55.01	60.50
Stone Creek	84.15	3.60	41.32	49.10
EWEB Hydro	24.66	22.16	9.95	52.21
Harvest Wind	96.28	n/a	n/a	n/a
EWEB Wind	96.28	n/a	n/a	n/a
International Paper	92.04	3.39	76.19	82.78
Wauna Generation	90.49	0.52	44.29	48.95
EWEB Thermal	91.13	1.71	57.54	63.14

AF: Availability Factor. Multiplied by 100, this factor indicates the percentage of time that the generating units were available for operation.
FOF: Forced Outage Factor. Multiplied by 100, this factor indicates the percentage of time that the generating units were forced offline due to an unplanned event.
GCF: Gross Capacity Factor. Multiplied by 100, this factor indicates the percentage of megawatt hours generated relative to the maximum number of megawatt hours that could have been generated if the generating unit had been operating continuously at full capacity.
GOF: Gross Output Factor. Multiplied by 100, this factor indicates the percentage of megawatt hours generated relative to the maximum number of megawatt hours that could have been generated if the generating unit had been operating at full capacity when available to generate.

Overall, for 2019, the Walterville and Stone Creek projects met plan for availability. Walterville’s production suffered due to low water levels in the McKenzie River. The Carmen-Smith Project was offline for most of the year for capital construction and the Leaburg canal remained out of service. Harvest wind met availability targets for the year and came close to meeting planned production numbers. The two thermal plants operated well during 2019, meeting availability and production targets.

Power Planning

[BPA post-2028 contracts](#)

BPA is beginning its outreach to public power utilities about expectations and interests for a post-2028 contract. BPA anticipates releasing an initial concept paper (in late 2021) on key issues for the post-2028 contracts. They then plan on publishing a policy paper sometime in the 2022-2023 timeframe, in draft form, which would be subject to public comment. EWEB is working closely with BPA and public power to communicate our expectations and requirements for a post 2028 contract.

[Resource Adequacy](#)

The Northwest Power Pool (NWPP) effort to develop a regional resource adequacy (RA) program has support from regional utilities, and therefore momentum behind it. This effort includes outreach to key players across the western states, including a representative group of stakeholders that was convened for input into the process. The project schedule is aggressive, with intent to complete a preliminary RA program design this spring (2020), and a detailed design in late 2020. Detailed design would include anticipated cost of standing up a program and an approach to project cost sharing. Assuming the detailed design has support, implementing the program would occur in 2021. As this schedule is quite aggressive, it is possible it will slip. The aggressive schedule reflects regional concern about adequacy.

Electrification Impact Analysis

In the fall of 2019, EWEB staff began our latest Integrated Resource Planning (IRP) process. An IRP uses an industry standard model to establish a scope, project future conditions, and derive various power resource portfolio options over a 20-year planning horizon.

Early into the work, we heard strong feedback from the Board and community that the most relevant and timely issue for EWEB relative to power resource planning should be electrification, specifically, how much electrification can EWEB handle, what kind, and how fast? These are indeed pressing questions given that most widely accepted solutions to the climate crisis involve aggressive electrification of energy end uses such as transportation, space heating and water heating.

In response to Board and community feedback, and in an effort to support the City of Eugene Climate Action Plan, EWEB is now undertaking an in-depth study of electrification in our service territory. We've determined that this study will be the focus of our Electricity Supply Planning work, due to broad interest in electrification from customers and the Board, and the call for policies to address Climate Change.

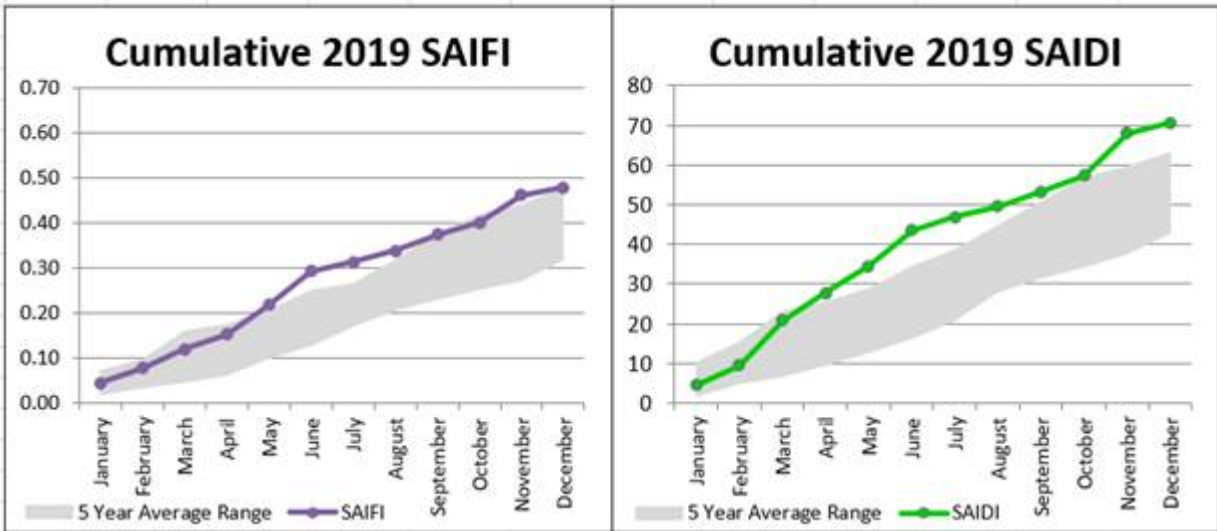
Distribution Engineering

Distribution Engineering continues to provide quality customer service. A continued increase in customer demand has been experienced compared to last year, Q4. Staff continues to streamline processes and prioritize customer work over EWEB driven work in efforts to reduce turn-around time for customers. Active recruitments are in process, and engineering consultants are also currently under contract and actively producing designs for compliance related work. However, lead times have continued to increase beyond the 3 week target turn-around time due to resource limitations and increased demand.

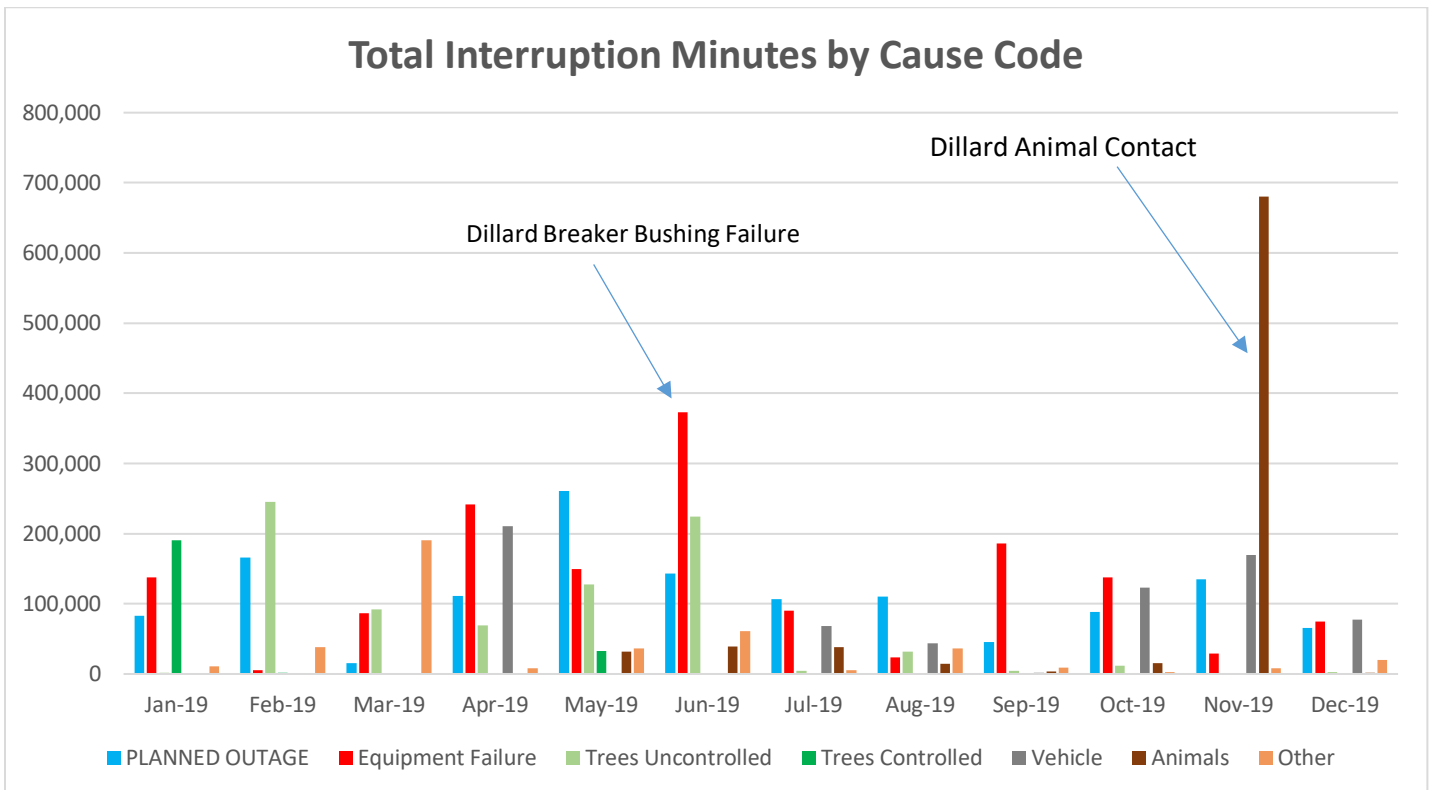
	2018	2019	%
Customer Inquiries	376	529	+41%
Projects Release for Construction	68	54	-21%
Projects Waiting for Customer Information	81	50	-38%
Design Queue Wait Time (time from customer inquiry to start)	2 week	5 weeks	+250%

Electric Delivery Reliability

EWEB tracks electric system reliability using Institute of Electrical Electronic Engineers (IEEE) metrics, including System Average Interruption Frequency Index (SAIFI) & System Average Interruption Duration Index (SAIDI). In the fourth quarter the metrics saw a rise over average due to a squirrel getting into the Dillard Substation station service transformer disconnect switches on the open 15 kV bus. This contact caused the entire substation to automatically trip offline which resulted along with more than 3,000 customers from this station being out. Dillard Substation has 2 transformers, but transformer 3 was down due to a 15kV circuit breaker being taken out of service after failure of the porcelain bushing in June, which also resulted in an outage to the whole station. This replacement was in planning and design at this time. The combination of the two Dillard Substation outages accounted for 14% of the SAIDI and SAIFI numbers for the year. Without both of these outage, both the SAIDI & SAIFI 2019 numbers would have fallen within EWEB's 5-year average. Staff are continuing with the design for the replacement bushing and to repair damage caused by the squirrel contact. In 2020, staff will be analyzing further the impact of substation outages to SAIFI/SAIDI and moving forward with a risk based prioritization of replacements.



Below is a chart that shows the breakdown of the outages for the year into the major causes of the outages. The outages are tallied by the interruption minutes, which is calculated as the (outage duration in minutes) x (number of customers interrupted). The two Dillard Substation outages stand out – in June due to Equipment Failure and in November due to an Animal.

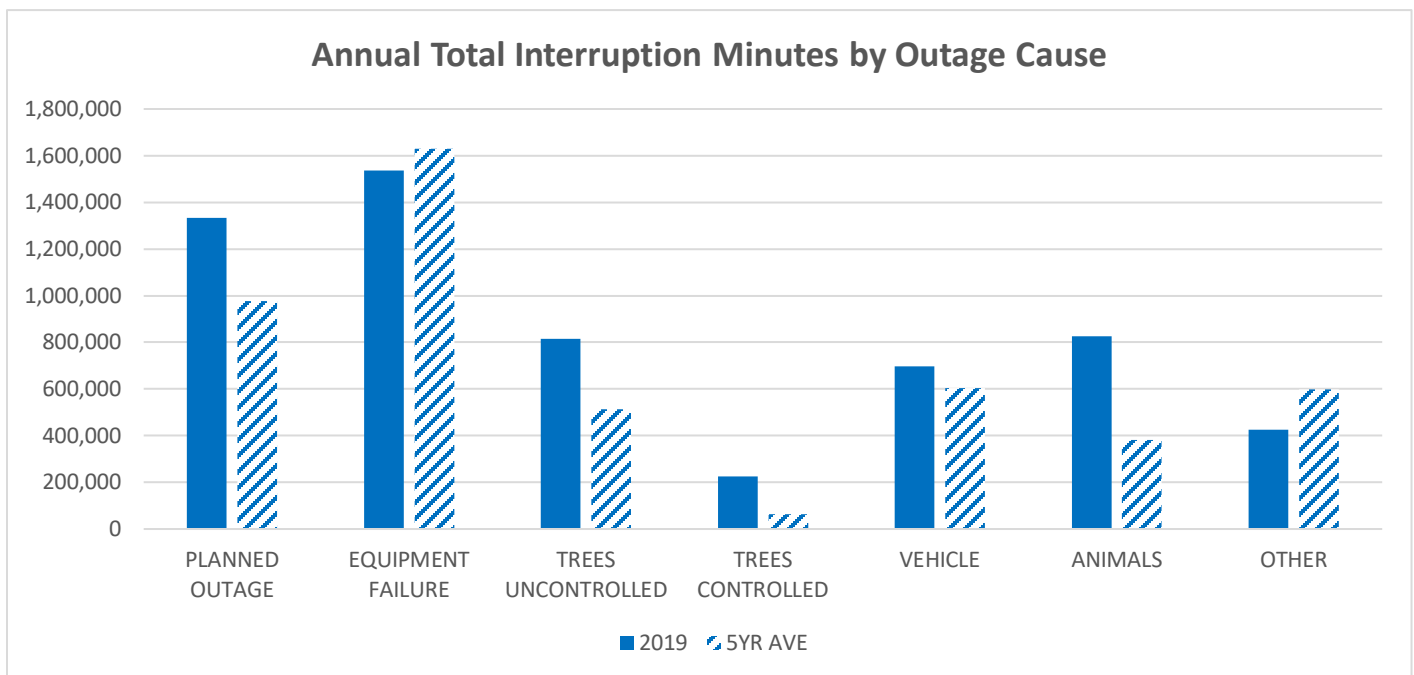


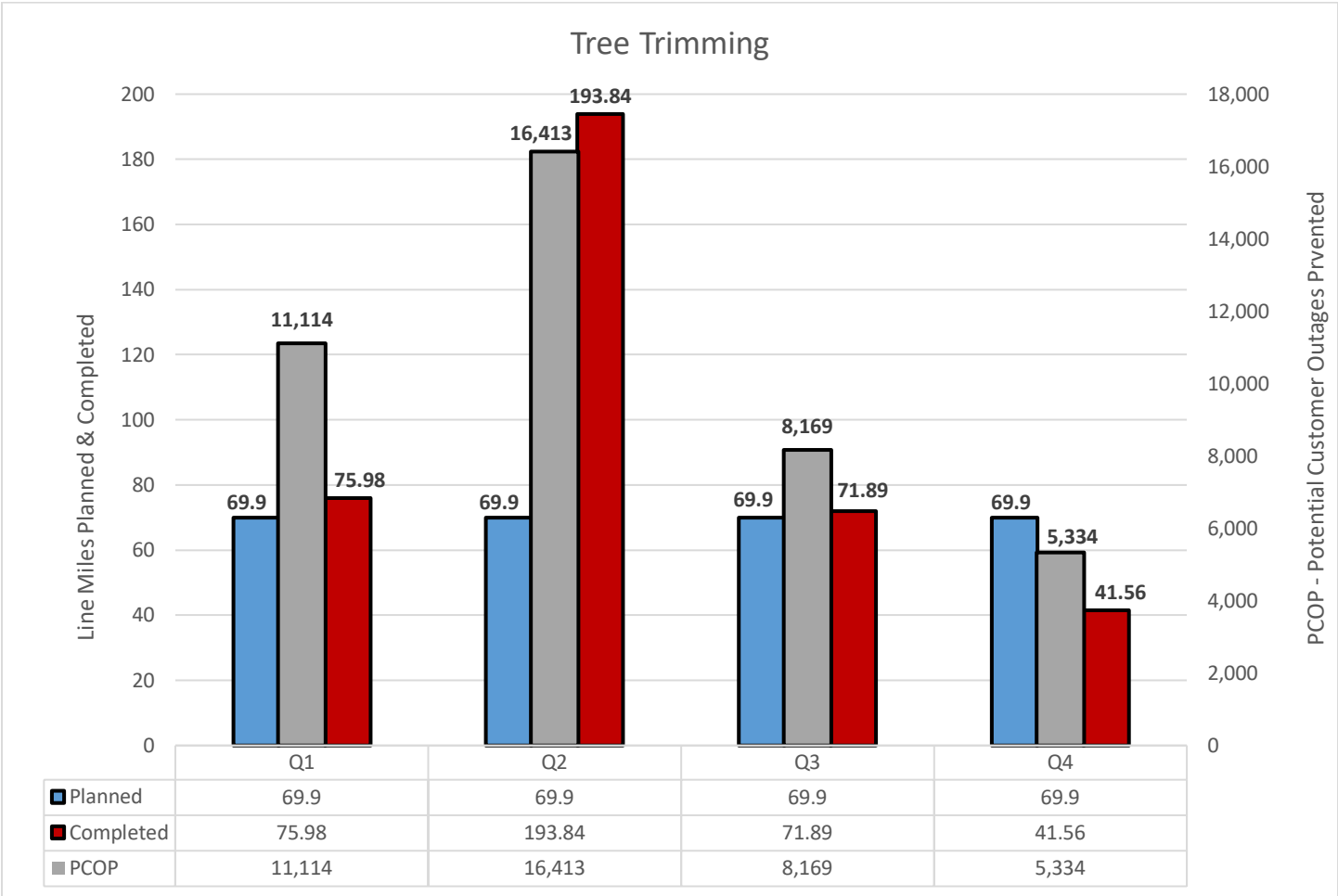
Below is a chart that shows the breakdown of the outages for the year into the major causes of the outages along with the average for each over the last 5 years. Several of the of the 2019 outage cause statistics are higher than the 5 year average.

The increase in “Planned” outage minutes in 2019 is due in large part to the dozen FEMA projects for converting two phase overhead primary taps to single phase and associated transformer replacements.

The “Trees Controlled” outage cause category is for outages caused by trees that are in EWEB’s tree trimming boundary. The large increase for 2019 is due to a single incident in January when limbs knocked down a single phase of overhead phase conductor in two separate spans on Leaburg feeder 2004.

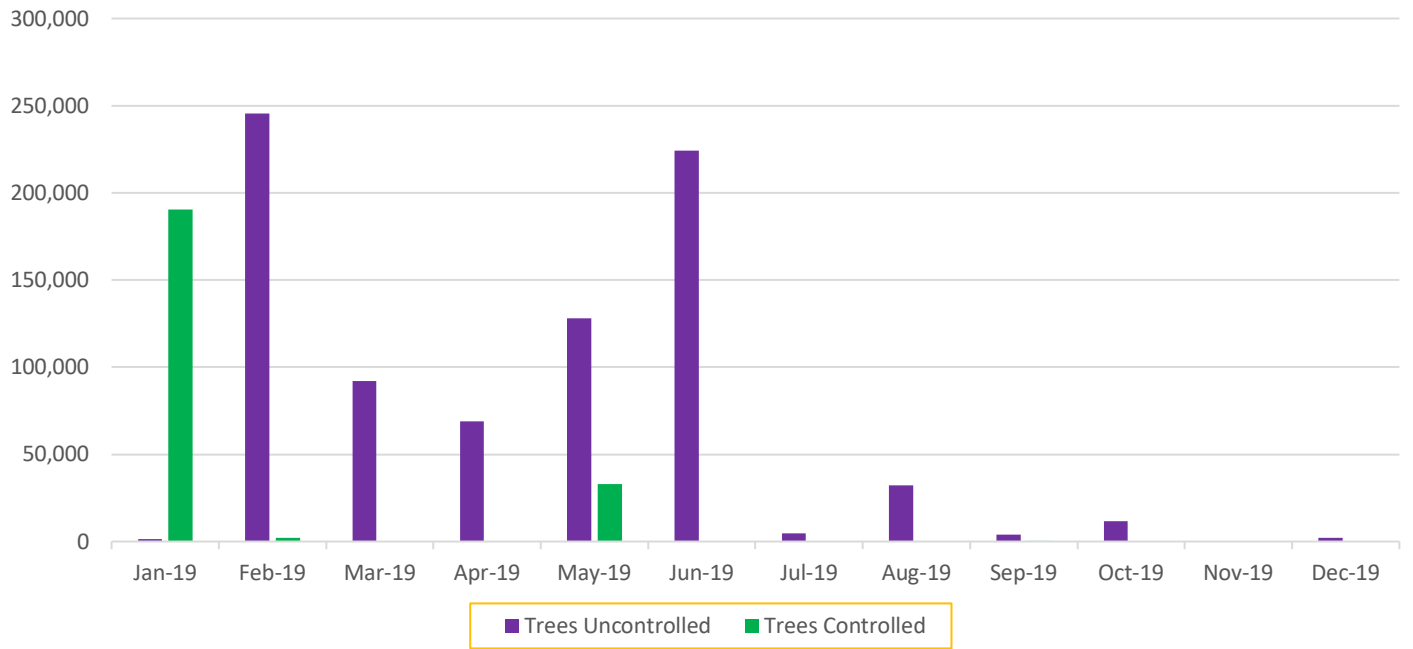
The Animal caused outages are higher due to the November Dillard Substation outage caused by a squirrel.





Tree trimming finished the year ahead of schedule in terms of line miles of trimming completed. Almost 12 miles ahead between Upriver and in town were performed. A single incident in January caused an increase in reliability metrics and trimming metrics due to limbs knocking down a single phase in two separate spans on Leaburg as noted in the reliability metric section of this report. Also of note is that EWEB has been seeing an increase of interest from customers on full removals and larger clearances than historically has been the case.

Total Interruption Minutes Caused by Trees



Information Services Operations (IS)

IS Reorganization

IS continued to complete a reorganization to fill leadership positions and better align with and support EWEB's operating model and structure. A new work AGILE methodology was picked for the business unit teams. AGILE is a methodology that is an industry standard used to help teams prioritize and focus on projects in short work units. IS continued to fill vacancies as well in preparation for the rollout of the AGILE work process in Q1 of 2020.

Other Notable Projects

While our Capital efforts in IS were curtailed, IS continued to work on a number of support projects. A couple of notable efforts that were completed were the conversion of the Limited Income Programs transferred from Lane County to in house, the completion of the fleet project to automate our fuel pumps and a safe and secure remote access to our Stone Creek generation facility.

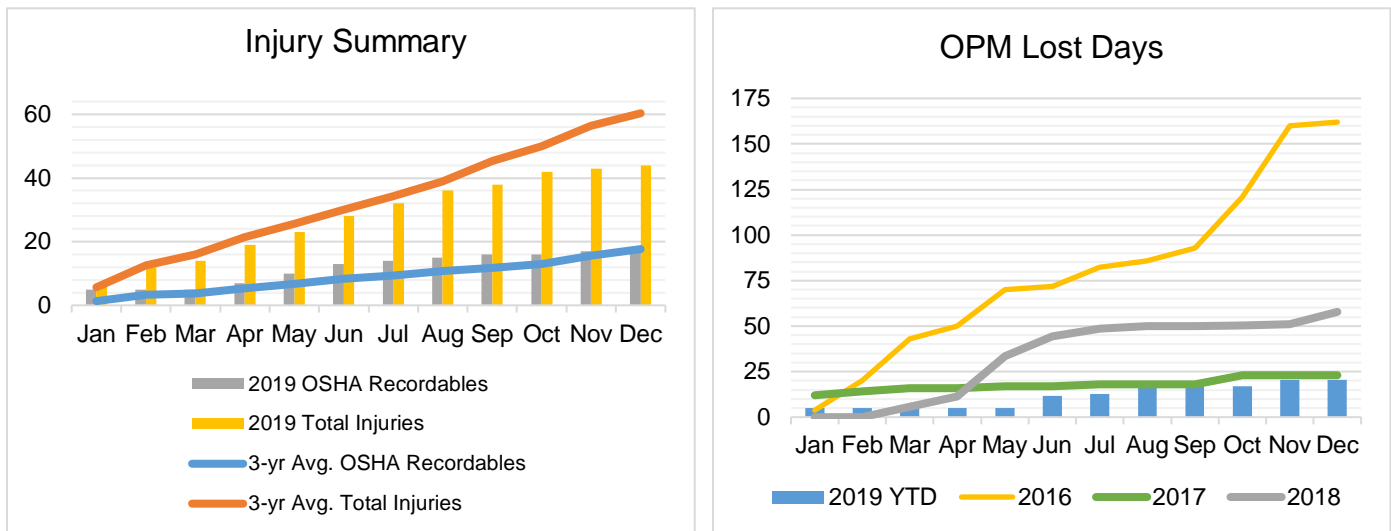
Workforce Report

Overall, workforce indicators are good. Operational plans progressed as scheduled. HR metric indicators are on track and there are no extraordinary or unanticipated developments driving concerns in any particular HR functional area.

Safety

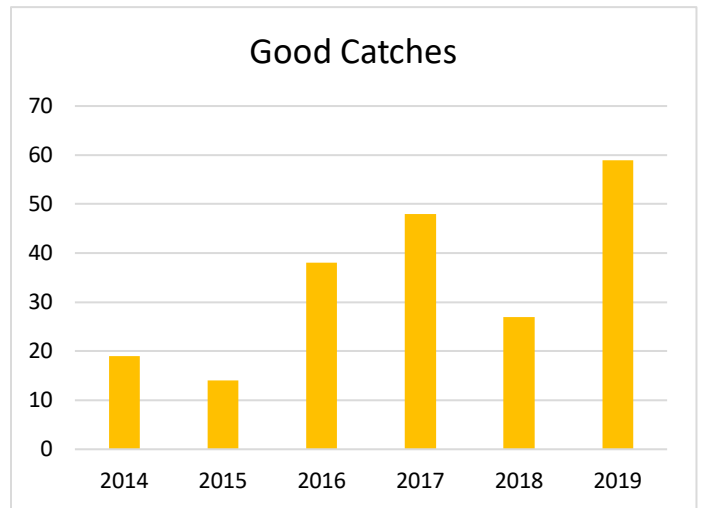
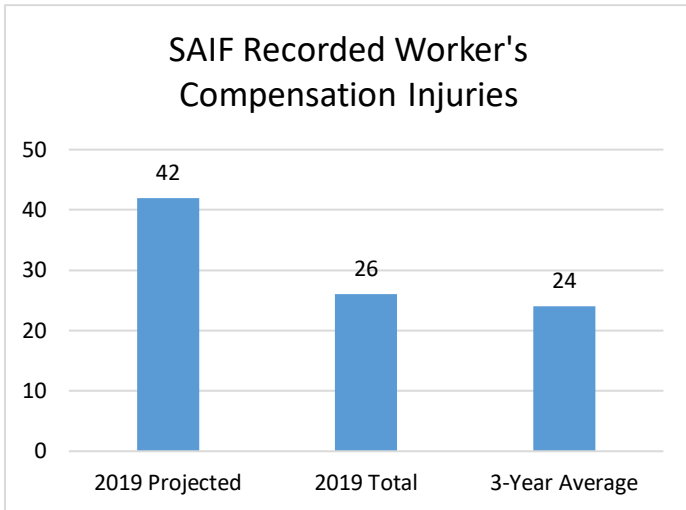
All metrics for Safety reflect an improvement over 2018 and the 3-year average.

There were 44 total injuries in 2019, roughly 27% fewer than the 3-year average of 60, and 20% less than the 55 injuries reported in 2018. In Q4 there were 6 injuries reported, only 2 of which were OSHA recordable, a 50% reduction from Q4 2018 reported injuries and a 60% reduction in OSHA recordable. The majority of 2019 injuries required minimal medical intervention, with only 18 of the 44 categorized as OSHA recordable, consistent with the 3-year average of 18. The minor nature of injuries is reflected in the 2019 metric for Lost Days at 20.6, approximately 75% fewer than the 3-year average of 80.9 and 64% less than 2018 Lost Days of 57.8.



Tracking with Safety’s positive results, the workers’ compensation program also delivered positive results, with a workers’ compensation insurance renewal yielding a 14% reduction in the annual premium. EWEB remains in SAIF’s Select Premium tier.

The low incidence of serious injury and resulting workers’ compensation lowered time loss to 56 days, significantly lower than the 3-year average of 430. Positive results for both safety and worker’s compensation can be attributed to EWEB’s continuing adherence to safe workplace practices, education, awareness, and prevention efforts.



Workforce Management

Competitive Employment Position

EWEB maintains its excellent track record as a competitive employer in the region, able to attract and retain qualified workers equipped to do the work of the Utility. This is due in part to EWEB’s compensation and benefits practices, including programming designed to enable total worker health and wellbeing.

Compensation

EWEB compensation rates are benchmarked against other regional utility comparators and their matching trade-labor-and-craft and professional occupational categories. On an ongoing basis, EWEB evaluates individual position classifications as needed to ensure pay equity compliance and positive recruitment outcomes. Annually, structures are adjusted using CPI and other employer compensation indicators.

Every three years EWEB conducts a comprehensive study which, in 2019, validated that EWEB’s compensation management practices are sufficient to maintain its competitive employment position. The study necessitated minor upward pay rate adjustments, representing only a .068% increase in EWEB’s total annual labor expense.

Benefits

EWEB offers a competitive and attractive employee benefits package while maintaining reasonable costs, enabled by active plan management. While EWEB offers a host of programs, at approximately \$9M per year, health insurance represents the majority of benefits costs.

EWEB’s health plan features a very reasonable premium share, and lower-than-average deductibles and out-of-pocket maximums. A true apples-to-apples comparison to other employers is not possible due to differences in network size and plan design. An important distinguishing factor driving EWEB premium costs is the mandated inclusion of retirees on its group health plan.

	EWEB		Regional Comparators	
Employee Premium Share	9%		17%	
Employee/Family Deductible	\$150	\$250	\$250	\$500
Annual Out-of-Pocket Maximum	\$2,000	\$4,000	\$2,500	\$5,000

While there was an 11% premium increase for 2020, newly mandated taxes and fees of 5% represent nearly half of the 2020 health insurance premium increase. The remaining 6% of the increase was driven largely by the retiree utilization rate. EWEB has no recourse regarding retirees on its earlier health insurance retirement tiers due to a 2008 court decision

preserving the rights of employees hired before 2003 to receive lucrative health insurance subsidies throughout retirement.

Newly-Added Benefit Plans

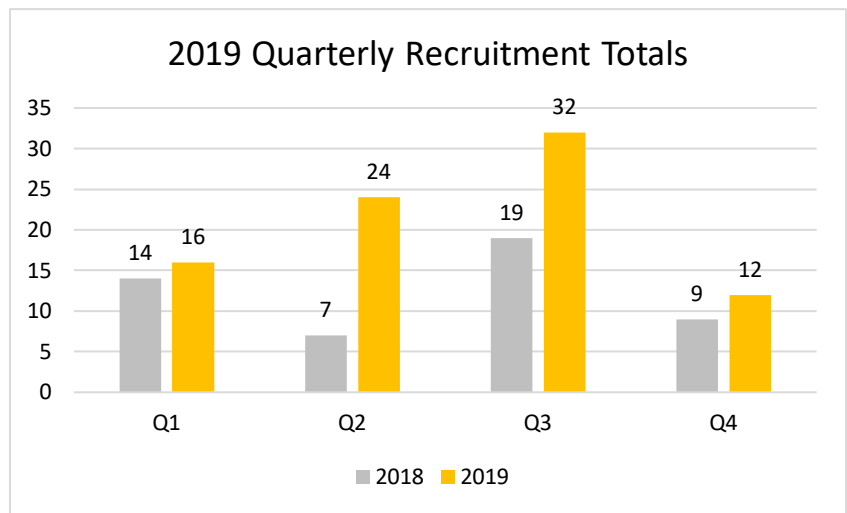
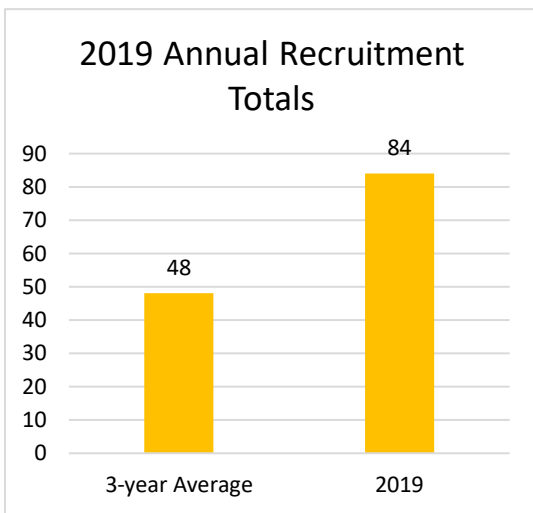
EWEB continues to expand and update its benefit plan offerings in response to employee requests and regional employer trends. The 2019 Open Enrollment for the 2020 plan year introduced added supplemental programs, including Spousal Life and AD&D coverage, and Critical Illness and Accident Indemnity plans. The new plans were well-received with a nearly 50% enrollment rate. These are voluntary employee-funded plans with only limited EWEB administrative costs.

EWEB’s continuing efforts to provide competitive benefits plans and preventative Safety, Health and Wellness programming were validated again in 2019 with a first-place Oregon’s Healthiest Employer ranking and a fourth-place finish in America’s Top 100 Healthiest Employers.

Recruiting

Overall, EWEB continues to attract sufficient pools of qualified candidates to fill vacancies. While authorized FTE counts remained relatively flat in 2019, recruiting volumes were 176% of the 3-year average. The increased recruitment activity was driven by internal movement resulting from continuing reorganization efforts, including backfilling promotions and filling previously-held vacancies, along with replacement recruitments for regular attrition.

EWEB continues to develop its existing workforce, with 33 internal promotions occurring in 2019. Of the 50 new hires in 2019, the majority were selected for entry-level positions.



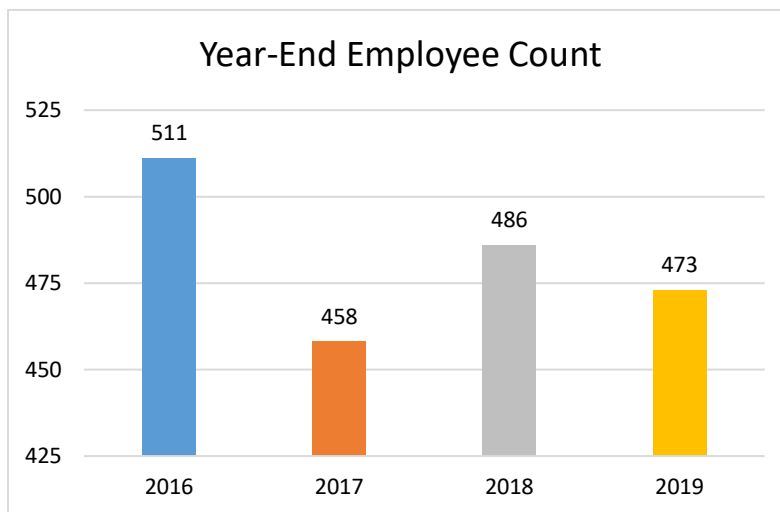
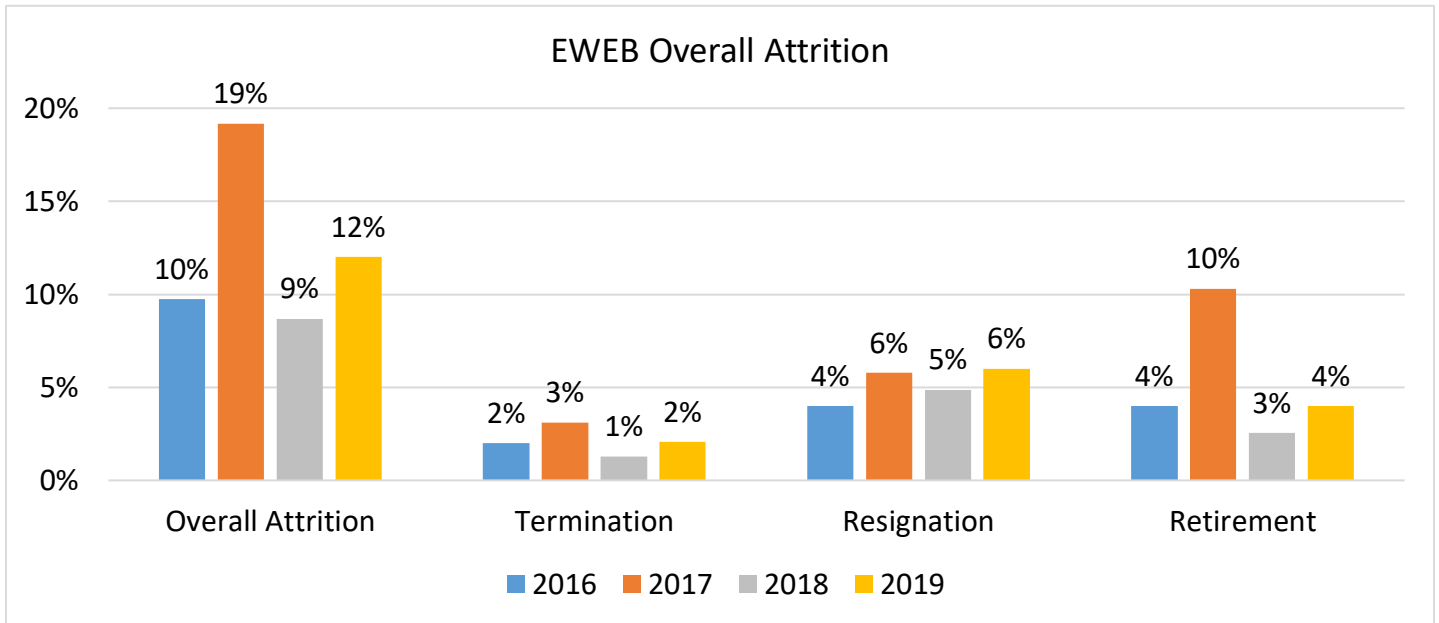
Unfilled vacancies can disrupt operational continuity or create internal coverage challenges, which can also drive costs. The time it takes for EWEB to fill vacancies open to both internal and external candidates is measured from the time a job posts to the time that a candidate has accepted an offer. Time-to-fill metrics have averaged 51 days over the last three years. In spite of the number of increase recruitments, the 2019 average was reduced to 48 days.

The average time-to-fill can be influenced by a variety of factors, the most concerning of which is difficult-to-fill vacancies due to shrinking candidate pools in utility-specific occupational groups. Journey-level trade specialties, such as meter technicians, are an example. To begin to address anticipated worker shortages and to develop an internal pool of skilled workers for the future, EWEB is leveraging its own BOLI-endorsed apprenticeship programs including pre-apprentice and other entry-level training positions.

Attrition

Voluntary, non-retirement resignations, the primary metric of attrition focus, can be an indicator of an employer’s ability to retain workforce talent. EWEB’s voluntary attrition rate, at 6% for 2019, remains low and within industry benchmarks and is also in line with its own 3-year average (resignations in lieu of termination are also represented in this percentage rate).

According to the “Gaps in the Energy Workforce 2019 Pipeline Survey” put out by the Center for Energy Workforce Development (CEWD), non-retirement attrition for the power industry overall, has been rising in key jobs since 2012 and has reached 13%. In 2017 the CEWD also released data focusing on non-retirement attrition rates in Public Power, yielding rates between 13-16% depending on length of service at exit.



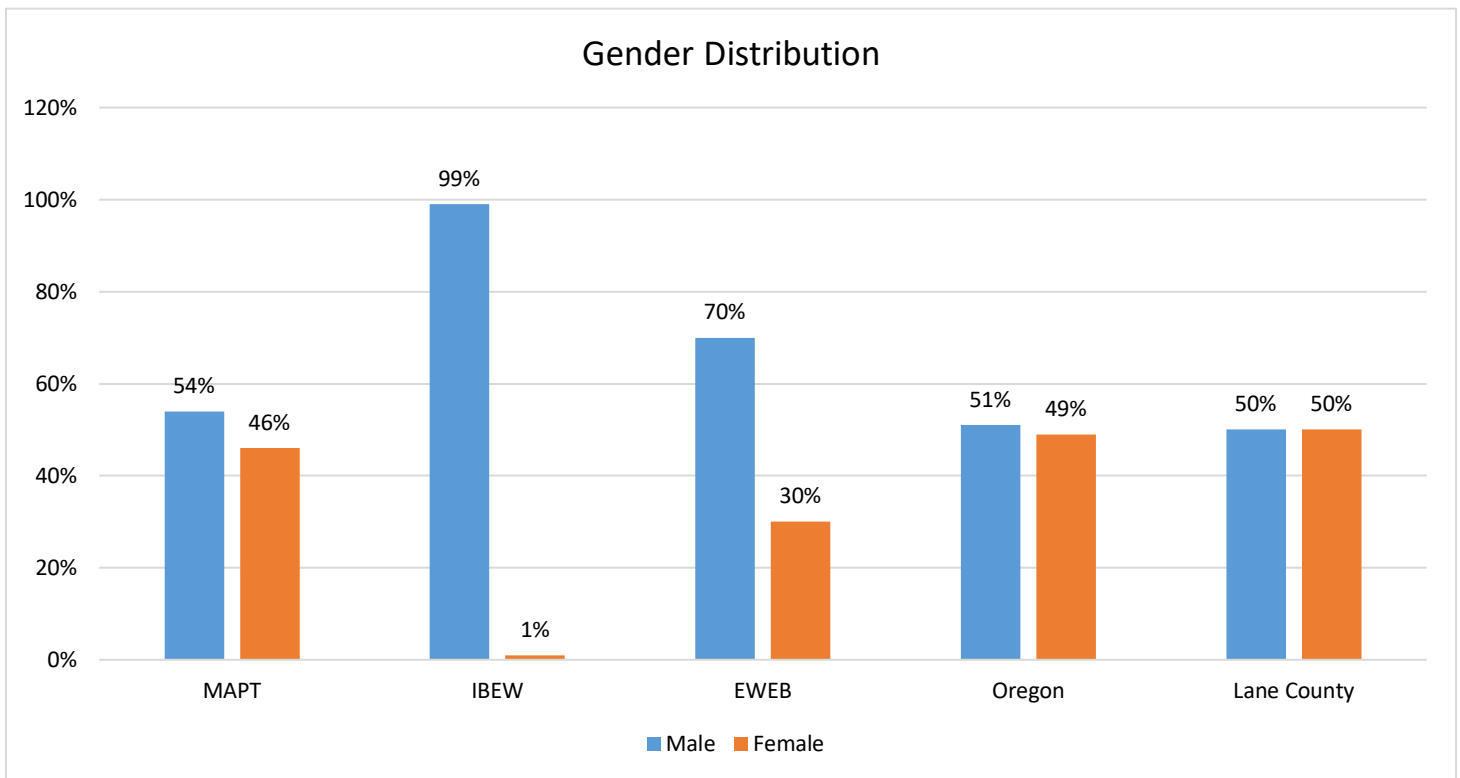
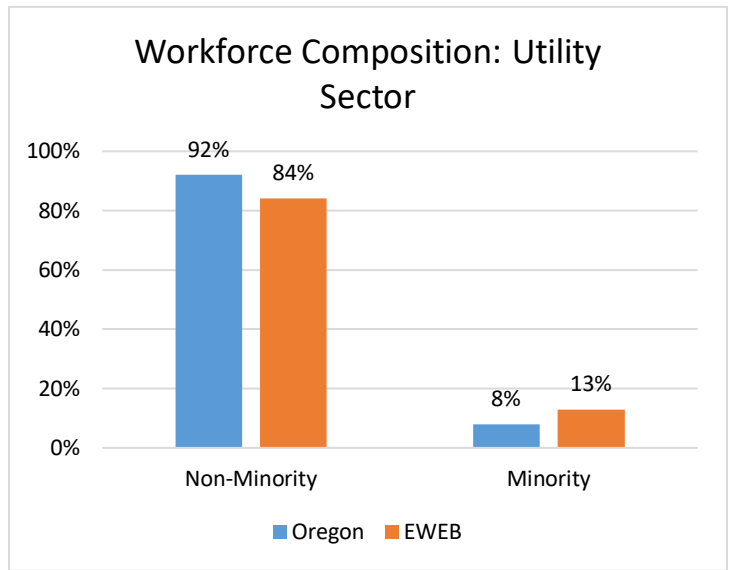
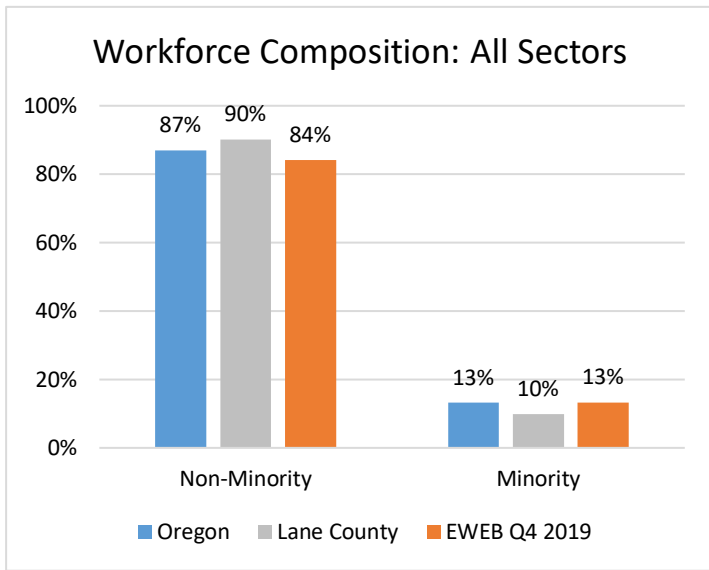
Labor Relations

EWEB’s relationship with the IBEW was positive for the year. 2019 saw only two Union grievances, both of which were withdrawn. There was also a successful negotiation of a CPI replacement for annual wage increases, along with multiple Letters of Agreement addressing concerns or clarifying questions regarding the interpretation of the CBA which remains in effect until March 2021.

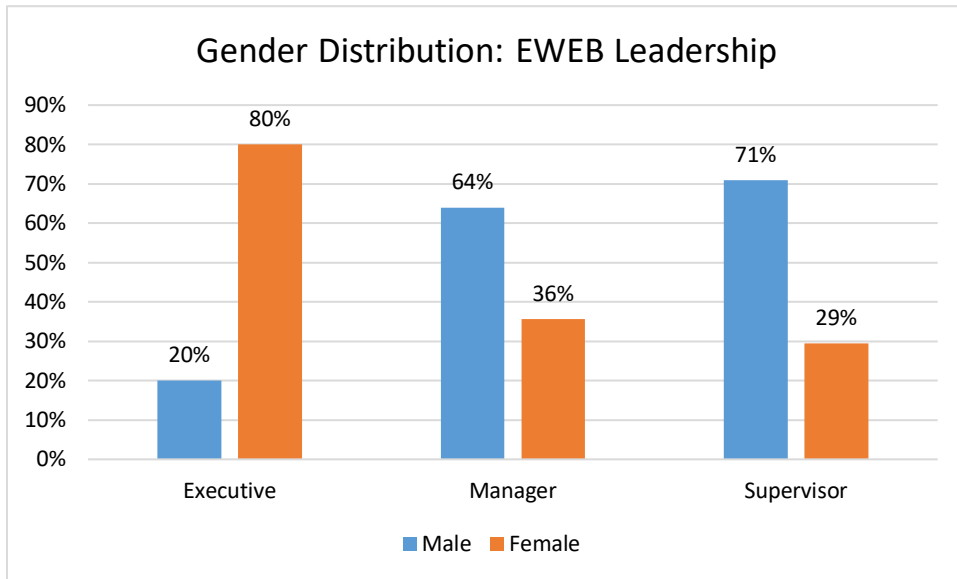
Demographics

The following charts are demographic snapshots of EWEB’s workforce composition as compared to that of the State of Oregon and Lane County, for both all-employment sectors and the utility sector, as reported by the US Census Bureau in Q1 of 2019.

The data indicate that EWEB’s employment of minorities exceeds that of the comparators in the utility sector and shares the lead in the all-sector data slice. Approximately 3% of EWEB’s workforce has declined to designate any racial/ethnic category. State and County data do not reflect non-specified status.



At the conclusion of 2019, the percentage of females in leadership roles at EWEB was high. Of 55 Manager, Supervisor, and Executive roles, 35% were filled by women.



Legislative, Legal and Board Activity Report

Legislative Update

The Oregon legislature did not meet in Q4, however, two key work groups initiated by the executive branch met throughout Q4 in preparation of recommendations to be made for the 2020 Legislative Session.

The Governor's Electric Vehicle Collaborative has met several times to develop a statewide strategy to accelerate the deployment of zero-emissions vehicles in Oregon. EWEB was invited by the Governor to participate and EWEB staff have attended and contributed to this group's efforts. The collaborative work remains ongoing in 2020 and will instead result in recommendations for action in the 2021 State Legislative Session.

The Governor's Council on Wildfire Response met throughout 2019 and delivered recommendations for an omnibus legislative proposal. One key element was a directive to the Oregon Public Utility Commission to convene workshops in 2020 to determine best practices in the Oregon utility sector to mitigate wildfire risk. EWEB staff have been invited to participate and will do so.

Legal Matters

EWEB v. MWH et al.: In 2015 EWEB filed a complaint claiming breach of contract and negligence by contractors responsible for the design, engineering and construction of certain upgrades to the roll gates and hoists at Leaburg Dam. The parties held mediation in October 2019 and were subsequently able to achieve a global resolution. Upon completion of the closing paperwork and delivery of proceeds, the stayed Lane County Circuit Court proceedings will be dismissed.

Central Lincoln PUD v. Oregon Department of Energy et al.: EWEB has joined with other utilities, including cooperatives and people's utility districts, to challenge aspects of the Energy Supplier Assessments imposed by the Oregon Department of Energy (ODOE). ODOE has appealed the trial court's decision; oral arguments were presented to the Court of Appeals in December 2018, and the matter has been taken under advisement. The Court of Appeals commonly issues written decisions within 12-18 months.

N. Harris Computer Corporation v. EWEB: In May 2018, EWEB issued a letter notice of termination on a vendor contract with Cayenta, a division of N. Harris Computer Corporation, relating to the installation and configuration of a replacement customer information system (CIS). Despite efforts to resolve the conflict by mediation, N. Harris Computer Corporation filed a lawsuit against EWEB on December 17, 2018, asserting Breach of Contract, seeking approximately \$740,000. EWEB filed an answer and counter complaint based on misrepresentation, breach of contract, and seeking rescission with restitution for financial damages. EWEB's response to the plaintiff's motions for summary judgment has been filed, and the court took the motions under advisement July 2019. The schedule for discovery and trial will be dependent upon the timing and scope of the court's decisions on the pending motions.

John G. Schaad and Marie T. Schaad v. EWEB: The plaintiffs filed suit in Lane County Circuit Court on June 26, 2019 alleging negligence and intentional infliction of emotional distress following a structure fire on June 26, 2017. A Third Amended Complaint was filed on January 20, 2020, which omits the initial claim of intentional infliction of emotional distress, but has added an assertion of personal injuries due to smoke inhalation. EWEB's response will be filed in a timely manner, and discovery is underway. It is anticipated that the trial will occur Fall 2020.

In the matter of the Petition of Commissioners: A Petition was filed July 31, 2019 for validation of the planned transfer of surplus real property which is not currently recognized as a legal lot. The General Judgment was signed by Judge Carlson on December 31, 2019, and this matter has been concluded.

Compliance

During the past quarter, the following compliance violations were discovered and/or self-reported:

1. Generator modeling and testing of control function requirements remained behind schedule due to conflicts with ongoing construction activities at the Carmen power plant. These schedule delays have been self-reported to NERC. Discussions with the regulator to determine a reasonable schedule for performing this work in the midst of ongoing construction work at the plant are underway. (This is a carry-over from the Q3 report.)
2. Generation NERC requirements violation when staff inadvertently started Carmen units without the power system stabilization (PSS) enabled during post-construction equipment commissioning activities. This commissioning period oversight has been self-reported to NERC. The PSS system was re-enabled upon detection of the problem.
3. Staff transferred charges subject to a bankruptcy stay to the customer's new account, inadvertently violating the bankruptcy stay. The error was reversed, and the issue was resolved with the customer.

Public Records Requests

During Q4 2019 EWEB received and responded to 5 public record requests. One request was for electric consumption information, one for maps, and three for Purchasing records.

Board Activity Report

During Q4 2019 the Board of Commissioners made a number of significant decisions including but not limited to the following board actions:

In October, the Board approved the use of reserves to fund an Oregon Public Employees Retirement System (PERS) Side Account. This action enabled a deposit of \$22 million to the PERS side account, resulting in the maximum allowable match (\$5.5 million) from Oregon's PERS Employer Incentive Fund.

At the final meeting of 2019, Commissioners approved the 2020 budget and prices which included updated policies that have favorable impacts for limited income housing projects' Water System Development Charges. The 2020 prices mark the fifth out of six years that overall average electric prices have not increased and the third consecutive year for water prices. The Board also renewed its financial support for water and energy education by approving five-year Inter-Governmental Agreements (IGAs) with four area school districts.

The Board asserted its values by taking action on legislative positions, in particular support for a carbon pricing policy, a risk-based update and modernization of state standards for wildfire mitigation, as well as preservation of local governance which is necessary for EWEB to best serve its customer-owners.

Commissioners authorized the General Manager to begin negotiating a non-binding memorandum of understanding related to the potential post-remediation sale of the MGP property to the City of Eugene.

In addition to the aforementioned significant actions, meaningful discussions were held around EWEB's strategic plan, long-term financial planning, bond financing, regional resource adequacy and electric system infrastructure.

Program Report: Security

Program Report: Security

Cyber Security

We continued to refine our Information Security Management System (ISMS) and transferred the reporting structure of Cyber Security to report directly to the Chief Operations Officer to help maintain focus on Cyber safety and ensure we maintain a neutral and objective role in policies and practice with the ISMS. No major events occurred in Q4.

Physical Security

The Physical Security team responded to an upswing in transient and traveler activity at EWEB facilities in 2019, as shown in the table below.

	19Q3	19Q4	2018 Totals	2019 Totals
Citizen Contacts	51	118	237	429
Trespass	17	18	18	53
Drug Activity	16	8	44	33
Illegal Dumping	14	16	83	58
Vandalism/Graffiti	10	17	52	67

The *citizen contact* numbers show a large increase from Q3 to Q4 (131%), reflecting the community wide surge in activity. Contacts in Q4 of 2019 were double that of the same quarter in 2018. *Trespass* numbers remained flat from Q3 to Q4 and drug activity, including needles and other paraphernalia found at EWEB sites, dropped by half. *Illegal dumping*, which is typically the result of refuse left by transients, remained about the same from Q3 to Q4, while *vandalism* and *graffiti* issues rose by 70%. We are focusing patrol efforts on EWEB sites that have historically seen high rates of drug use and camping relative to other sites because they have higher incidents of feces, trash, and other illegal dumping. We continually clean up these areas for both aesthetic and safety purposes.

Comparing **2018** and **2019**, *citizen contacts* rose by **81%**; *trespasses* rose by **194%**; *drug activity* dropped by **25%**; illegal dumping dropped by **31%**; and *vandalism/graffiti* rose by **28%**. With patrol techniques and rate of site visits remaining fairly constant between 2018 and 2019, many of these numbers show a disturbing trend in the overall transient/traveler activity in the EWEB service area and validate the need for proactive Security patrols and increased monitoring of our properties.

Program Report: Dam Safety

At the request of the FERC, a peer review team completed an evaluation of EWEB's dam safety program and presented a variety of recommendations for improvement. EWEB developed a plan for implementing those recommendations in Q2/2019 and advanced several improvements in Q3 and Q4. The implementation work included the creation of a new department with three FTE that is focused on refining and performing EWEB's dam safety processes. EWEB also created a new position, the Chief Dam Safety Engineer, to lead the new department. Daniel 'Dalong' Huang, a seasoned chief dam safety engineer from Seattle Public Utilities, started work at EWEB in September. A senior engineer, Ali Faroozfar, will join the dam safety team in Q1/2020 and the third position is expected to be filled in Q2/2020. In addition to leading the staff recruitments, Daniel Huang made good progress coming up to speed on the wide variety of dam safety issues at EWEB as well as preparing an overarching dam safety policy as recommended by the peer review team. Daniel will present the dam safety policy for adoption by the EWEB Board in Q2/2020.

EWEB's dam safety team progressed investigations of internal erosion issues on the Leaburg Canal with geotechnical drilling and geophysical studies in Q2/2019. Results from the subsurface investigations revealed additional complexities that will need to be resolved prior to a return to service. As a result of these additional complexities and associated FERC review/approval processes, EWEB does not expect the Leaburg Canal to return to service until Q4/2021 at the earliest.

Investigations of sinkholes at Carmen Diversion Reservoir also progressed in 2019. The FERC approved EWEB's drilling plan in October 2019 and EWEB's contractor completed the subsurface investigations by early December. EWEB expects to finalize and submit the subsurface investigation report to the FERC in Q1/2020. The results should provide sufficient basis for the development of a sinkhole mitigation proposal to the FERC later in 2020. In the meantime, EWEB continues to operate the Carmen Diversion Reservoir at a lower than normal water level. The reduced operating level at the reservoir has only slight impacts on normal power production.

EWEB also submitted an updated Probable Maximum Flood (PMF) analysis to the FERC in 2019. This analysis indicates that the PMF (an extreme 10,000-year return frequency flood event) would result in overtopping at Smith Dam. EWEB expects FERC comments on the updated flood study in Q1/2020 and plans to complete an analysis of alternatives for preventing the overtopping condition later in 2020. The alternatives analysis will be coordinated with the ongoing fish passage improvement design effort to ensure compatibility of the preferred alternative with requirements of the new FERC license.

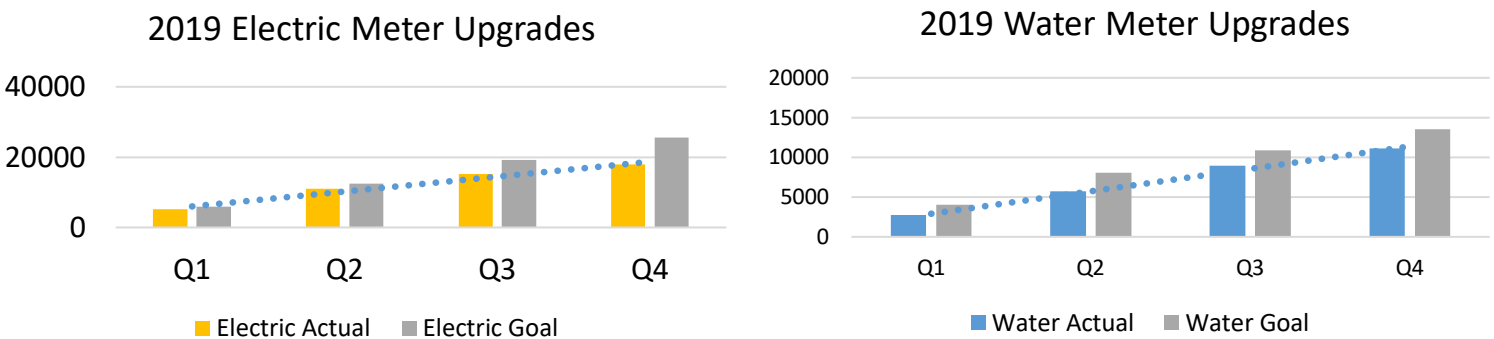
Goal #2 – Pursuant to Resolution 1811, execute the Advanced Metering Services (Infrastructure) project in accordance with approved plans and budgets and all applicable EWEB values, policies, and procedures; safely installing 46,000 meters in 2019.

Advanced Metering Report

Smart Meter Upgrade Project (Shared)

EWEB is upgrading its meter population. The Smart Meter Upgrade project completed its second year of this multi-year effort. The impact of this project was felt across EWEB. Since the pace for the Electric and Water meter upgrades are at different rates, progress on each utility is reported separately.

At the end of 2019, 36% (over 45,000) of total meter population has been upgraded with 29,047 total meters installed in 2019.



While the 2019 target for total meter installations was not achieved, water meter upgrades are on track to attain the revised December 2023 completion target. The current electric meter upgrade rate is below that required for completion by the December 2021 target date. Electric meter installations have been intentionally lowered to allow for completion of continuous improvement opportunities and implementation of quality assurance measures while continuing a safety-centric installation philosophy and ensuring business continuity.

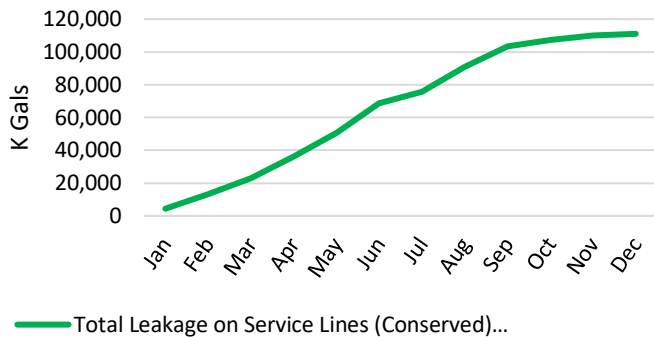
Customers are provided the option of whether the upgraded meter received has the communication module activated. Currently 2.4% of customers across EWEB’s service territory have requested non-communicating meters.

The meter upgrade process includes several customer communication points to ensure they are informed of the timing and options available to them. Customers for whom EWEB has email contact information are sent a survey after meter installation. The survey response rate averaged around 9% throughout 2019, which is above average for external surveys. Overall customer satisfaction with the installation process averaged around 70% reporting somewhat to very satisfied and another 20% reporting being neutral about the process throughout 2019. The neutral percentage remained constant indicating that the percentage of customers reporting they were somewhat to very dissatisfied was reduced.

In addition to upgrading meters, staff is creating processes to utilize benefits enabled by the new technology for both customers and staff. 2019 was the inaugural year of EWEB’s leak detection and notification offering. Initial feedback from customers has been positive. Both operations & customer services are working to further refine this service in 2020.

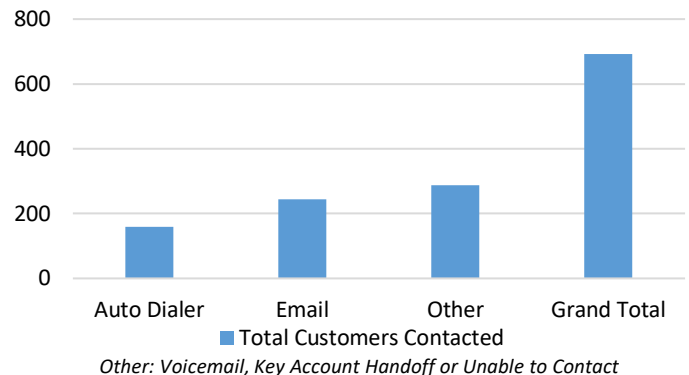
The following graphs summarize 2019 activity in this area.

2019 Annualized Leaks Detected



*Data Source: MDM Continuous Consumption VEE Fail Report

2019 Total Customers Contacted



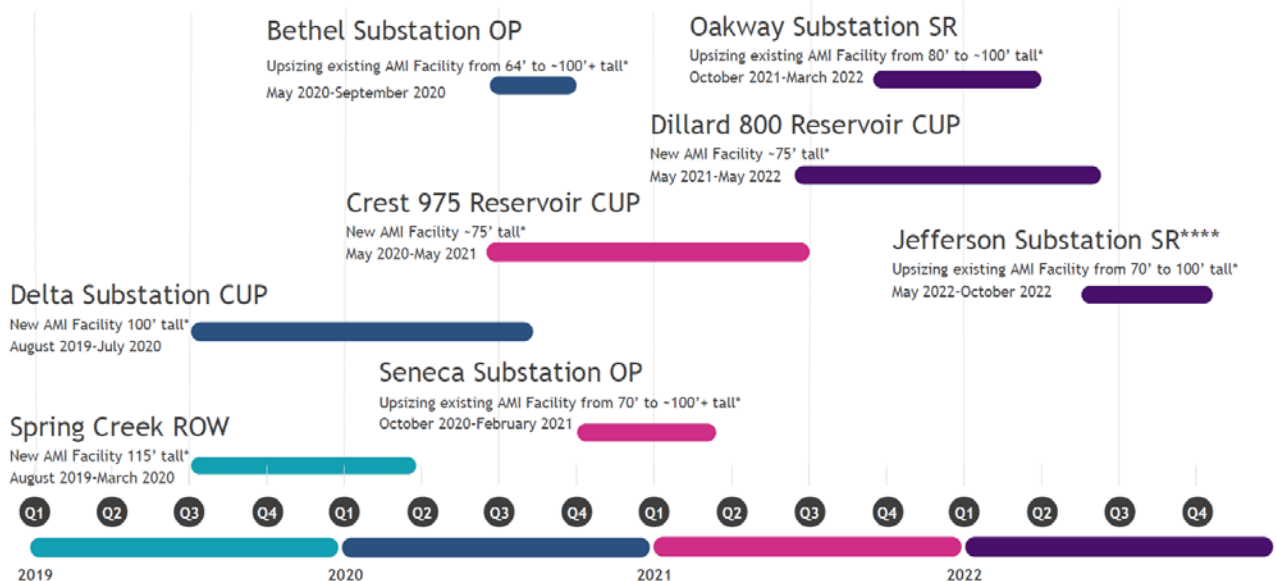
Staff continues to learn about impacts of, and operational opportunities for, smart meter feedback across the Utility.

Advanced Metering Communication Infrastructure Improvement Project (Shared)

Conditional Use Permit (CUP) 12 month timeline. Permit Fee \$6,830.49 + \$1,500 NIER Report Review**
 Outright Permit (OP) 4-5 month timeline. Permit Fee \$
 Site Review (SR)*** 6 month timeline. Permit Fee \$5,836.41 + \$1,500 NIER Report Review**
 Right of Way (ROW) 6 month timeline. Permit Fee -\$435

AMI Facility Roadmap

Timeline from preparing permit to constructed



*Height provided is distance from ground to top of antenna
 **NIER Report costs EV/EB \$1,200 on third-party professional engineer analysis in addition to City shipping off for additional review
 ***Same permit application as CUP but without public comment and deciding authority is Planning Division at COE
 ****Need to install South Hills AMI Facilities before upsizing Jefferson Substation as its handling all South Hills traffic today

Ongoing performance monitoring of AMI network with vendor support. A scope of work was finalized with a vendor to conduit non-ionizing electromagnetic radiation (NIER) reports for existing and proposed AMI facility sites to support permit applications.

Right-of-Way (ROW) permit application for Spring Creek ROW site was approved by Lane County, allowing materials to be ordered for anticipated construction in Q1 2020. EWEB, with assistance of professional land use firm, has drafted Conditional Use Permit (CUP) for Delta AMI Facility. Anticipated completed CUP submittal to COE is Q1 2020.

Advanced Metering Information Services Improvement Project (Shared)

The IS AMI team determined late in 2019 that the “Early Wins” work identified during the AMI IS Improvement Project work sessions would begin in early 2020 while the balance of the project work would need to be re-scoped and run as a separate effort.

Nine “Early Wins” were identified and two have been slotted to be underway once all is in place to begin the work. Water Meter Provisioning and upgrading the RNI (Regional Network Interface). EWEB’s current RNI will not be supported by Sensus in 2021 and the newer version has much improved functionality and several bug fixes for issues that EWEB is now dealing with on a daily basis.

The EWEB AMI Project team met with Sensus’ Professional Services to notify them of this change in direction and begin discussions on the order of work for the “Early Wins”, resources required for each and cost estimates from Sensus for supporting these efforts. The planning/scoping effort for the “Early Wins” continued into early 2020.

Information regarding the combined project budget and costs for all three projects is below.

Advanced Meter Upgrade (Water)

Project Initiation:	Feb-2018	Initial Scope Budget:*	\$17,828,000
Initial Planned Completion:	Dec-2021	Actual Project Costs To-Date:	\$6,988,100
Projected Completion:	Dec-2023	Total Final Cost Projection**	\$18,800,000

Advanced Metering Projects (Electric)

Project Initiation:	Feb-2018	Initial Scope Budget:*	\$13,695,000
Initial Planned Completion:	Dec-2021	Actual Project Costs To-Date:	\$ 11,735,500***
Projected Completion:	Dec-2021	Total Final Cost Projection:**	\$16,850,000

* Prior to February 2018, meter upgrades were performed only when requested by a customer. When the Board approved an accelerated installation approach, the budget was updated. The February 2018 meter upgrade budget is being used for comparability to actual and projected costs. No budget is included for the 2019 emergent projects.

** Due to the 2019 emergent projects, the total projection is currently under review. Staff expect to have updated projection information for 2020 reporting.

***Includes \$3 million of in-stock meters.

See [Appendix C – Preliminary Electric Utility EL-1 Capital Report](#). Shared Services project updates are provided in the *Advanced Metering Report*, but the project budget and costs are split between Electric and Water in the appendices.

[\[Return to Capital Projects Section – Advanced Metering/Electric & Shared Services\]](#)

[\[Return to Capital Projects Section – Advanced Meter Upgrade/Water\]](#)

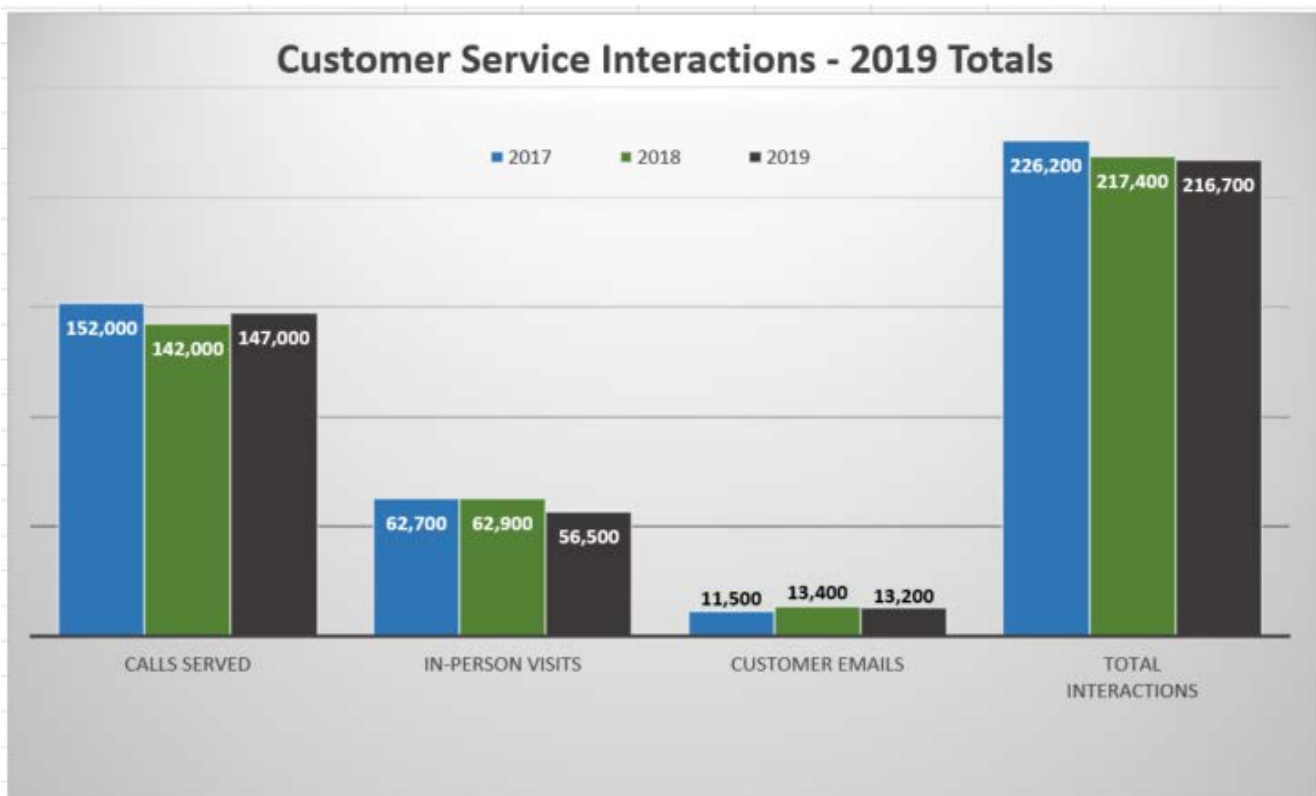
Goal #3 – Use Continuous Improvement, Lean Principles, and financial management to improve the customer experience, adding customer self-service capability, avoiding revenue requirement increases through 2020.

Customer Report

To enhance the customer experience, this year’s focus has been to improve products and services offered, increase efficiency, and make it easier to do business with EWEB without increases to revenue requirements.

Customer Contact Information

Overall 2019 Customer Service contacts are trending below 2017 and slightly below 2018 interactions. Call volume in 2017 was particularly high due to the December 2016 ice storm that resulted in a significant number of estimated bills, and 2019 call volume is up primarily as a result of the March snow storm. Offsetting that increase is an in-person visit reduction which is due, at least in part, to the added functionality of accepting credit card payments over the phone.



Transparent Communications

Keeping customers informed enhances the customer experience by generating awareness and adoption of products and services that help them save money, make informed choices, and reduce their carbon footprint. To reach as many customers as possible, EWEB utilizes a variety of communication channels, and also engages with the community by sponsoring, coordinating or attending public events.

In addition to the outreach activities provided below, EWEB staff also participated in numerous community events about a variety of topics including, but not limited to emergency preparedness, energy and water conservation, energy efficiency and income-based programs.

TOPIC	(Social Media + Email)		Digital Impressions (Social + Email + Web)		(Pipeline, Newsroom, KLCC)	
	Q4	YTD	Q4	YTD	Q4	YTD
Water & Energy Conservation & Efficiency	22	74	27,000	89,000	29	118
Income-based assistance	19	45	23,000	53,000	23	34
Emergency Preparedness & Resiliency	21	133	27,000	191,000	10	49
Carbon Education & Power Resources	23	67	27,000	112,000	26	59

Earned Media	Q4	YTD
TV & Radio	18	121
Print	7	53

EWEB Customer Service Survey 2019: A brief look at customer trust and confidence.

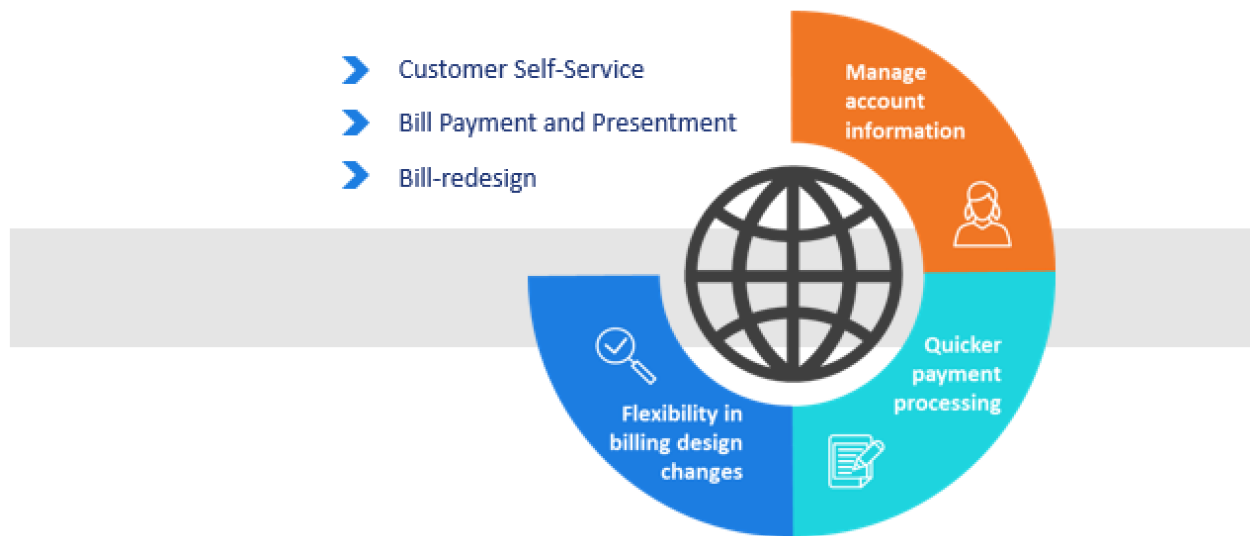
In late 2019, EWEB contracted with Riley Research Associates based out of Portland, OR, to conduct a benchmark survey measuring customers' satisfaction and gauge interest in future products and services. Approximately 900 residential customers participated in the survey.

Overall satisfaction with EWEB is high at 4.1 (out of a 5.0 scale), up from 3.9 in 2017. In order to gauge progress on the first phase of the Strategic Plan, a new question this year asked customers' level of trust and confidence in EWEB. A follow-up question asked customers to consider any changes in that level over the previous year.

Level of trust and confidence in EWEB	Phone Survey	Online Survey	Change in level of trust and confidence over the past year	Phone Survey	Online Survey
Low	4%	6%	Decreased	11%	13%
Some	28%	33%	Stayed the same	6%	77%
High	68%	61%	Increased	83%	11%

Customer Experience Improvement (CEI) Project

Project Initiation:	Oct-2019	Initial Scope Budget:	\$1,985,000
Initial Planned Completion:	Dec-2020	Actual Project Costs To-Date:	\$370,000
Projected Completion:	Dec-2020	Total Final Cost Projection:	\$1,985,000



As part of the Strategic Plan Phase I to Enhance Customer Confidence, EWEB is implementing a customer self-service solution (CSS), as well as updating the Electronic Bill Payment and Presentment System (EBPP) and bill print and mail services (BPM). The Customer Experience Project goal is to improve and simplify how we serve our customer owners by:

1. Delivering services in a manner that meets customers’ expectations, and
2. Making it easier for our customers to transact business with EWEB.

Quarter 4 activities included:

- Project Kick Off on November 4th
- Two weeks of Configuration workshops with Milestone in December.
- First of four Business Process workshop weeks completed with Whitlock Consulting Group
- Amazon Web Services Portal was setup and configured with a 2-way encrypted communication path to EWEB’s local resources
- Servers were built both on-premise and, in the cloud, to support the Customer Self-Service Portal
- The development environment for Customer Self-Service Portal was installed and configured enabling EWEB staff to begin testing

Upcoming Activities include:

- Three Business Process workshop weeks with Whitlock Consulting Group
- Base Application Install Development & Release 1 Configuration
- Bill print design review and approval
- Build and install Quality and Production environments

[\[Return to Capital Projects Section – Customer Experience Improvement Project/Shared Services\]](#)

Community Involvement

In accordance with Board Policy EL3 - Public Requests for Board Expenditures, the following information and attachment outlines the sponsorships, donations, grants and in-kind services, efforts and events of EWEB’s Community Investment Program, as well as, information around EWEB’s Energy Efficiency and Water Conservation products and services and Limited Income Assistance programs.

EWEB has invested more than \$17.4 million back into the community year-to-date, not including additional community benefits such as energy efficiency and water conservation loan programs, water truck deployments, volunteer and ambassador efforts, events and fundraising.

For example, we have issued nearly \$2 million in zero-interest loans to over 331 residential customers for energy efficiency, water conservation and resiliency (Generator Loan Program) improvements in 2019. EWEB ambassadors and volunteers have provided over 600 hours of community services.

Notable events for Q4 include the 13th annual Run to Stay Warm event benefiting EWEB's Customer Care Program and the 5th annual poster contest for area fifth graders in honor of Public Power Week.

The theme of the 2019 contest was, "Brought to you by electricity..." asking students to consider how they use electricity in their daily lives. Nearly 300 students from area schools submitted entries that varied from focusing on technology that many people now take for granted to considering what life would be like without readily available electricity.

First Place, Morgan from O'Hara Catholic School



Additionally EWEB'ers donated hundreds of pounds of essential items and gifts during the annual holiday drive supporting seven different local charities including Bags of Love, Food for Lane County, WigglyTails Dog Rescue and Womenspace.

In December, the Board approved the 2020-2025 EWEB Education Grant Intergovernmental Agreements (IGA) for a total contribution of over \$2M. The IGAs include board-established priority topic areas each District will focus their grant funded educational activities on, such as emergency preparedness and climate change.

Also, in December, EWEB's Board of Commissioners approved two note-worthy changes to the Water System Development Charge (SDC) policy. The first reduces the SDC charge for housing units under 800 square feet to reflect the lower demand on the water system, as well as to reduce the development costs for these smaller housing units. The second change updates and formalizes the process whereby EWEB may exempt qualified low income development projects from paying the SDC when certain financial qualifiers are met. Many of these efforts and accomplishments are reported in other sections.

**See [Appendix F](#) – EL3 Community Investment Report for contributions through Q4 2019, categorized by type of giving.*

Program Report: Continuous Improvement

(Kostopulos, Simrat, Vaughan)

The Continuous Improvement team underwent some transformation in 2019, beginning the year with a single program manager and ending with the addition two full-time CI Specialists and part-time administrative support.

2019 focused on introducing and training universally accepted CI philosophies, methods, and tools including fundamentals like process mapping, problem identification, and implementing the Plan-Do-Check-Act (PDCA) Cycle as a way of continuously improving utility processes and outcomes. The expanded team enabled hands-on support in various EWEB departments as employees applied their learning as they worked through operational process improvements.

Interest in the CI throughout the Utility was high as evidenced by the number of voluntary enrollments in introductory training courses, with 140 participants engaged in the 16-hour program by year-end. Since the program's inception in 2018 nearly 60% of EWEB employees have participated in foundational CI training.

CI Successes

CI engagement in core EWEB initiatives resulted in improvements across multiple departments. For example, the AMI Continuous Improvement Team (AMCIT) came together in a cross-functional group to identify, evaluate, and began to reengineer some 300 process issues.

The Water Division also realized improvements surrounding AMI, including meter deployment and support processes. Additionally, the Water Division employed continuous improvement tools and methods to make improvements to backflow programming processes and overall workflow management. Water quality staff worked on a CI project to change the process for intake and response to customer water quality complaints. The new process enables more effective customer response and provides improved reporting tools to analyze complaint trends and patterns over time.

Customer Operations made a number of improvements in 2019 to make it easier for customers to do business with EWEB:

- The deposit requirement was lowered to two times the average bill.
- The team hired three Spanish bi-lingual Customer Service Reps to better assist customers over the phone and in the lobby.
- Customer Service Reps were given access and training on the Meter Data Management (MDM) system so they can share detailed meter data with customers when necessary.
- Implemented a VISA card option for customers who can't wait for a check refund for the deposit on their account at move-out. This change was driven by the large number of international students who move out of the country at the end of the school year.
- Automatic Hook Up agreements (AHUs or Landlord Reverts)
 - o Removed the notary requirement which saves customers time, cost, and a trip to the lobby.
 - o Removed the social security number requirement which lowers the red flag risk and allows customers to email their forms.
 - o Changed from a printed triplicate form to a fillable pdf that can be printed or emailed. This both lowers the cost to EWEB and increases the convenience for customers.
 - o Created an addendum for adding properties or changing property managers, instead of completing a new form each time a change was made to an investment property portfolio.

Departments throughout the Utility embarked on numerous process improvement projects. The CI Team also developed an extensive virtual toolkit enabling employees to apply and practice their learning. EWEB staff self-reported 353 completed Continuous Improvement Projects in total for 2019. The reported projects continue to be an indicator of increased CI engagement.

Goal #4 – Improve emergency preparedness and recovery by enhancing system resiliency, with a near-term focus on distributed emergency options/resources (water and electric), completing two additional emergency sites and an electric system black-start assessment in 2019.

Emergency Preparedness and Recovery Report

(Price, Nice, Kelley)

Water Resiliency Progress

Natural hazard and security response mitigation plans along with resiliency plans are a final barrier in place to protect the public if harmful contaminants should make it through the other water system barriers (source water protection, water treatment, water supply system reliability, and water quality monitoring).

Emergency Well Sites

In 2019, water worked on three additional emergency water distribution sites. The status of each site is discussed below:

- 1) Eugene Science Center. The final agreement on the configuration of the site was signed in Mid-August 2019 and the site became operational in December. Minor close out work remained at year end.
- 2) Lane Events Center (Fairgrounds). The final agreement on the configuration of the site was signed in Mid-September 2019. Contracts for the various aspects of work were then prepared and work began in December with the work being coordinated with activities at the Fairgrounds. The site is anticipated to be operational in February or March of 2020.
- 3) Sheldon Fire Station. Water has been actively working on developing an emergency site at this location for much of 2019. There have been multiple iterations of the site configuration due to changing well locations. Upon resolution of the site configuration, well construction began in December. Anticipated completion of this site is in Q1 of 2020.

Looking ahead to next year, aside from wrapping up the Lane Events Center and Sheldon sites, water will be directing efforts to development of a site in South Eugene. In 2019, a study was completed with respect to potential well locations and proposed sites have been selected. In 2020, water will contract with a well driller to begin drilling well(s). Several may be required to find sufficient groundwater. In addition, public awareness efforts will continue around signage and working with groups like Red Cross and CERT to help. New signage was posted near the Science Center and Sheldon emergency sites.



Risk & Resiliency Assessment

The 2018 American Water Infrastructure Act required public water systems to update their Vulnerability Assessments and including new requirements in financial, cyber security, and additional natural hazard reviews. Water contracted with HDR, Inc. to complete this assessment. The project kick-off occurred in October followed by several workshops in December. The final assessment is due in March 2020.

[\[Return to Capital Projects Section – Emergency Water Supply\]](#)

Distribution Resiliency Upgrades (FEMA mitigation)

Project Initiation:	Jan-2019	Initial Scope Budget:	\$1,862,000
Initial Planned Completion:	Dec-2020	Actual Project Costs To-Date:	\$1,083,400
Projected Completion:	Jan-2021	Total Final Cost Projection:	\$2,620,693

There are 15 FEMA 406 projects for the Distribution Resiliency Upgrade Project

- Twelve have been completed at end of 2019.
- Three will be completed in 2020

There is one FEMA 404 project yet to be approved by FEMA.

Electric Resilient Spine Update

EWEB is in the process of identifying blackstart capabilities for local generation facilities to serve critical loads in the event that external resources, such as BPA, are unable to supply the Eugene area after a natural disaster. It has been determined that both Leaburg and certain University of Oregon generators are capable of supplying power to the Eugene grid, and staff is gathering data to understand the effort required to functionalize blackstart capabilities.

Electric Storm Response Process Improvement

Staff worked through Q2 and Q3 to improve internal outage management processes with three main goals in mind.

- Correct deficiencies and address lessons learned experienced in the February/March 2019 Snow storm
- Increase efficiency through further digitization and refinement of processes
- Expand awareness and training among internal staff and local entities that EWEB partners with during outage restoration

In 2019 two Incident Command System (ICS) drills were completed in Q3 as a training tool for internal staff in preparation for the 2019/2020 storm season. The second drill was full scale and included close to 100 staff, as well as several local public agency observers such as the City of Eugene. In 2020 EWEB will be continuing process improvements around these processes targeting quicker restoration of service for customers, and expansion of internal and external resources capable of response.

[\[Return to Capital Projects Section – Distribution Resiliency Upgrades\]](#)

Goal #5 – Community (Limited Income): In 2019, reduce non-pay residential service disruptions (disconnects) by 10% from the 2018 benchmark of 6,300 with continuing progress toward a 50% reduction by 2023 (5-year).

Limited Income Report

(McGaughey, Gonzalez)

EWEB strives to reduce the proportion of a customer's income that is required to cover utility expenses. During 2019, service disruptions were reduced by over 44% when compared to 2018. Write-offs, which is another metric used to gauge the severity of financial challenges customers face, were 20% lower compared to 2018. Weatherization incentives were expanded to promote energy efficiency in rentals, and limited income occupied properties are now eligible to receive the same incentives as owner-occupied dwellings.

To further support EWEB's most vulnerable customers, EWEB's Customer Care (ECC) program credited over one million dollars to almost 4,000 customer accounts. Energy Share contributed almost \$44,000 to almost 350 customer accounts

Goal #6 –Pursuant to GP15 Climate Change Policy, execute Resolution 1827 supporting State carbon pricing policy, and achieve conservation/energy efficiency reductions of 9,500 MWh (annual) in combination with smart electrification to equitably and cost-effectively reduce community/regional carbon emissions by 7,500 MTCO2e1.

Climate Change Report

(Lawson, McGaughey, Price, Krentz, Gonzalez, Heuser)

State Carbon Legislation and Power Markets Landscape

In Q4 Oregon DEQ was advancing changes to Oregon’s Mandatory Greenhouse Gas Reporting Protocols, to both modernize the protocols and add new requirements for 3rd party verification. These changes were close to being brought to the Oregon Environmental Quality Commission for approval. However, due to ongoing efforts to enact carbon pricing legislation in the 2020 State Legislative Session (Senate Bill 1530), Oregon DEQ has paused the rulemaking process until the outcome of that effort is known and would presumably resume the process in late March or April.

In the event carbon pricing legislation is unsuccessful, three ballot initiatives are pending in Oregon for the November 2020 election. One would direct Oregon DEQ to design a state carbon pricing program through rulemaking, the other two are variants of a new 100 percent clean energy standard modeled after Washington’s recently approved Clean Energy Transformation Act.

Energy Efficiency and Conservation

For year 2019, EWEB met its annual energy savings goal of 9,500 MWh, 1.2 MW of Peak Savings, and residential energy savings acquired through Limited Income households.

	Q4	YTD	Annual Target	% YTD
Energy Savings, MWh	2,861	10,958	9,500	115%
Peak Savings, MW	0.7	2.20	1.20	184%
Limited Income Conservation MWh	305	690		
% of Residential MWh	11%	6%	17%	43%

To help customers reduce their consumption and carbon footprint, EWEB offers no-cost Energy Efficiency Home Audits, and partners with the University of Oregon to offer residential energy and water efficiency audits, also known as Home Energy Scores. During Q4, 500 Home Audits and Energy Scores were completed, and staff continues to pursue opportunities to reach additional customers by proactively promoting Home Energy Scores using a variety of communication channels.

Carbon Mitigation

EWEB’s electrification and energy efficiency programs are continuously evaluated in a comprehensive approach that includes regional impacts of carbon emissions, coincidental peak, and overall cost. In 2019, EWEB attained its carbon reduction goal of 7,500 metric tons, including carbon reductions from EV’s registered in Eugene from Jan – September 2019.

Energy Efficiency

During 2019, more than 400 local rental properties were upgraded with the help of EWEB efficiency and conservation programs. In late Q4, EWEB launched a heat pump water heater program which enabled customers to purchase units for as low as \$125 dollars. During 2019, a total of 284 customers benefited from the program, compared to a historical average of 50 customers in the past.

Also in 2019, EWEB awarded its first Smart Electrification Infrastructure Grant to Lane Transit District. This contribution in aid will enable LTD to upsize its transformer at the new Santa Clara Transit Station to allow for electric vehicle charging stations for LTD passenger and ride-sharing vehicles, and is sized to accommodate future electric bus charging.

Smart growth projects in progress during Q4 include Ya-Po-Ah Terrace, Eugene Police and Fire Training Facility, Echo Hollow Pool, Sheldon Pool, Campbell Senior Center, and Eugene Police Forensics Lab.

Electric Vehicles

According to the Oregon Department of Environmental Quality, as of the end of September 2019, there were 1,323 registered electric vehicles in EWEB's service territory, which represents an increase of 27% from 2018 registrations. Efforts to advance transportation electrification in Q4 included hosting an EV Coalition Meeting with local stakeholders, including agencies and utilities, and co-presenting with Pacific Power and Portland General Electric to the State of Oregon on matters related to transportation electrification and equity. In 2019, EWEB launched a new EV driver testimonial campaign to help raise electric vehicle awareness in our community. The campaign includes a new website, monthly emails, and social media outreach strategies.

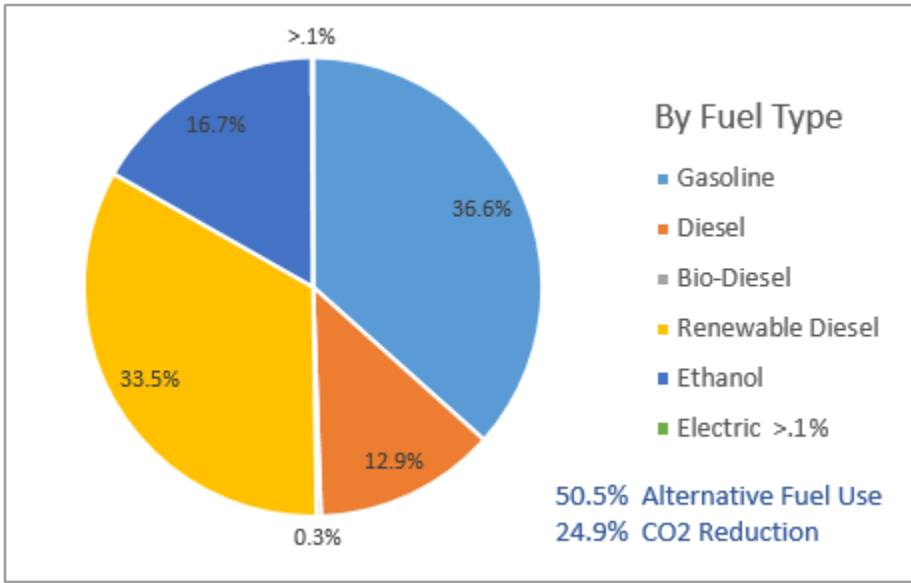
Throughout 2019, EWEB continued to work with the City of Eugene, State of Oregon and other local and regional agencies on transportation electrification strategies and efforts.



Fleet Service – Sustainability Goals

In 2019, Fleet Services continued to blend higher levels of alternative fuels into our transportation fuels, such as ethanol, biodiesel, and hydrogenation-derived renewable diesel, which have a lower carbon intensity value. As Oregon's Department of Environmental Quality Clean Fuels Program (CFP) matures, we have experienced a noticeable increase in and demand for low-carbon intensity (CI) fuels.

The following chart shows the relative proportion of fuel types used in 2019.



[\[Return to Capital Projects Section – Fleet Service – Sustainability Goals\]](#)

Glossary

AF: Availability Factor. Multiplied by 100, this factor indicates the percentage of time that the generating units were available for operation.

BLM: Business Line Manager

CI: Continuous Improvement

CIA: Contributions in Aid of Construction

CIS: Customer Information System

CIP: Capital Improvement Plan

CIP: Critical Infrastructure Protection

CRM: Customer Relationship Manager

CSU1 and CSU2 - Carmen-Smith turbine units 1 & 2

FERC: Federal Energy Regulatory Commission

FCRPS: Federal Columbia River Power System

FOF: Forced Outage Factor. Multiplied by 100, this factor indicates the percentage of time that the generating units were forced offline due to an unplanned event.

GCF: Gross Capacity Factor. Multiplied by 100, this factor indicates the percentage of megawatt hours generated relative to the maximum number of megawatt hours that could have been generated if the generating unit had been operating continuously at full capacity.

GIS: Geographical Information System

GOF: Gross Output Factor. Multiplied by 100, this factor indicates the percentage of megawatt hours generated relative to the maximum number of megawatt hours that could have been generated if the generating unit had been operating at full capacity when available to generate.

HW - Harvest Wind

ICS: Incident Command System

IP: International Paper

KPI: Key Performance Indicator

LBU1 and LBU2 - Leaburg turbine units 1 & 2

NERC: North American Electric Reliability Corporation

PERS: Public Employees Retirement System

PUC: Public Utility Commission

RCP: Retail Cash Payment

RMC: Risk Management Committee

SAIDI: System Average Interruption Duration Index

SAIFI: System Average Interruption Frequency Index

STC - Stone Creek

TB - Trail Bridge

WGA: Western Generation Agency (WGA) is the name of the intergovernmental entity formed by EWEB and Clatskanie People's Utility District (CPUD). The WGA steam turbine generator is located at the Georgia Pacific paper mill named Wauna.

WV – Walterville

Appendices

- Appendix A: Preliminary Electric Utility Financial Statement
- Appendix B: Preliminary Water Utility Financial Statement
- Appendix C: Preliminary Electric Utility and Shared Services EL-1 Report
- Appendix D: Preliminary Water Utility EL-1 Report
- Appendix E: Contracts Awarded Report
- Appendix F: Community Investment Report (EL-3)
- Appendix G: EWEB Customer Benchmark Survey
- Appendix H: EWEB Community Conversations Report of Findings

Disclaimer: The unaudited financial statements provided in this report are intended for management purposes only.

[\[Return to Table of Contents\]](#)

ELECTRIC CONDENSED STATEMENT OF REVENUES, EXPENSES, & CHANGES IN NET POSITION (Unaudited)

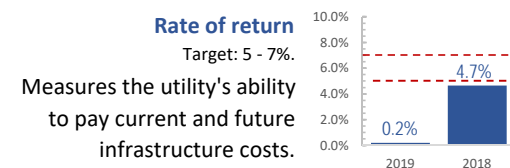
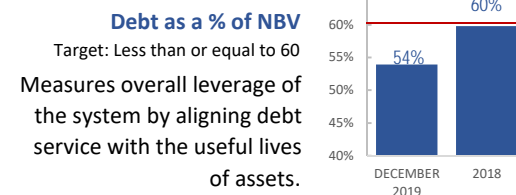
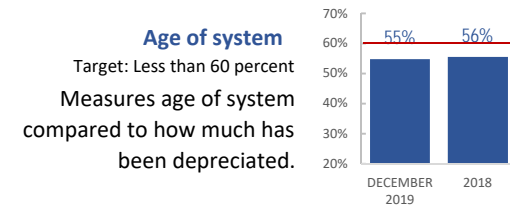
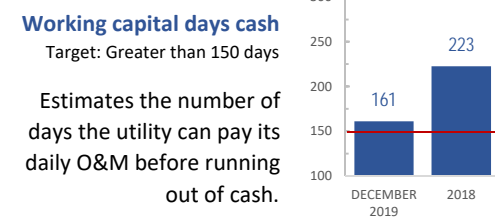
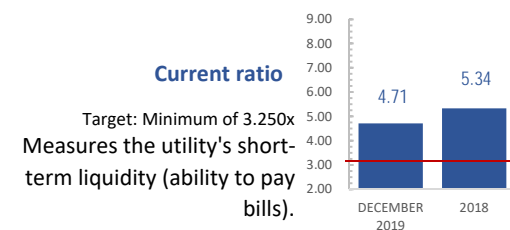
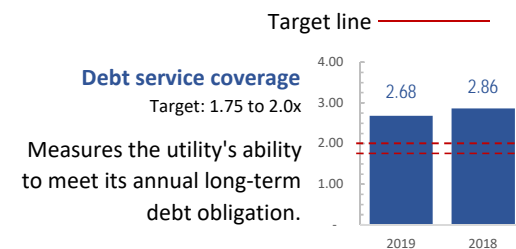
(In millions)	Twelve Months Ended December 31,		Budget Comparison	
	2019	2018	Budget \$	Variance
Operating revenues	\$ 263.3	\$ 265.9	\$ 271.7	\$ (8.4)
Operating expenses	262.6	249.6	265.5	2.9
Net operating income (loss)	0.7	16.3	6.2	(5.5)
Non-operating revenues	14.5	8.3	8.0	6.5
Non-operating expenses	25.4	38.9	25.4	-
Income before capital contributions	(10.2)	(14.3)	(11.2)	1.0
Capital contributions	2.6	4.3	2.6	-
Increase/(Decrease) in net position	\$ (7.6)	\$ (10.0)	\$ (8.6)	\$ 1.0

ELECTRIC CONDENSED STATEMENT OF NET POSITION (Unaudited)

(In millions)	December 31,	
	2019	2018
Current assets	\$ 153.7	\$ 170.4
Net utility plant	407.8	367.8
Other assets	87.4	150.4
Total assets	648.9	688.6
Deferred outflows of resources	52.4	45.5
Total assets and deferred outflows	\$ 701.3	\$ 734.1
Current liabilities	\$ 38.3	\$ 41.1
Long-term debt	190.1	200.8
Other liabilities	73.1	94.3
Total liabilities	301.5	336.2
Deferred inflows of resources	21.3	11.8
Total net position	378.5	386.1
Total liabilities, deferred inflows, and net position	\$ 701.3	\$ 734.1

ELECTRIC CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

(In millions)	YTD	Annual Working Budget	
	12/31/2019	Budget \$	% of Budget
Type 1 - General capital	\$ 15.6	\$ 13.4	116.4%
Type 2 - Rehabilitation and expansion	14.4	13.4	107.5%
Type 3 - Strategic projects	11.8	15.0	78.7%
Total capital	\$ 41.8	\$ 41.8	100.0%

FINANCIAL STRENGTH MEASUREMENTS

WATER CONDENSED STATEMENT OF REVENUES, EXPENSES, & CHANGES IN NET POSITION (Unaudited)

	Twelve Months Ended December 31,		Budget Comparison	
	2019	2018	Budget \$	Variance
Operating revenues	\$ 38,092	\$ 39,393	\$ 37,257	\$ 835
Operating expenses	26,024	24,792	26,854	830
Net operating income (loss)	12,068	14,601	10,403	1,665
Non-operating revenues	2,805	1,744	937	1,868
Non-operating expenses	7,525	10,570	7,458	(67)
Income before capital contributions	7,348	5,775	3,882	3,466
Capital contributions	4,789	3,071	1,619	3,170
Increase/(Decrease) in net position	\$ 12,137	\$ 8,846	\$ 5,501	\$ 6,636

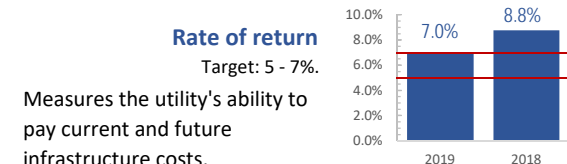
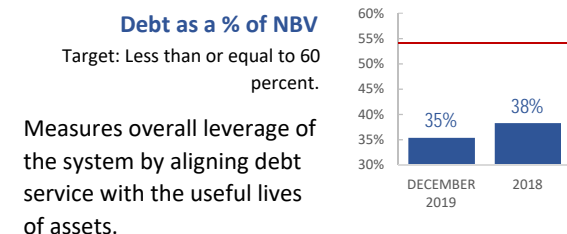
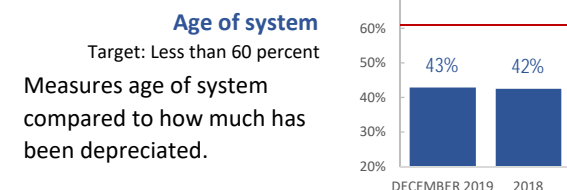
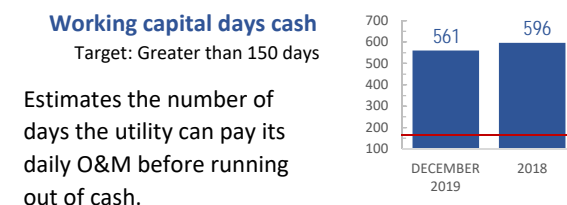
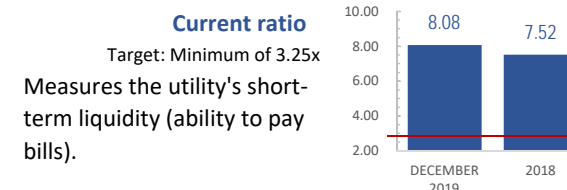
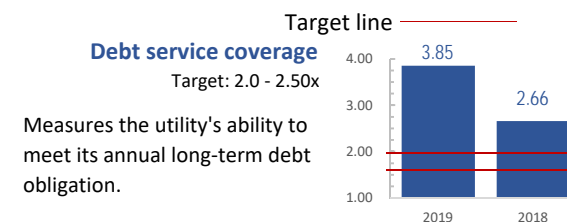
WATER CONDENSED STATEMENT OF NET POSITION (Unaudited)

	December 31,	
	2019	2018
Current assets	\$ 46.8	\$ 49.9
Net utility plant	185.7	175.6
Other assets	9.9	8.6
Total assets	242.4	234.1
Deferred outflows of resources	15.2	9.6
Total assets and deferred outflows	\$ 257.6	\$ 243.7
Current liabilities	\$ 5.8	\$ 6.6
Long-term debt	58.1	61.2
Other liabilities	22.5	20.7
Total liabilities	86.4	88.5
Deferred inflows of resources	6.4	2.5
Total net position	164.8	152.7
Total liabilities, deferred inflows, and net position	\$ 257.6	\$ 243.7

WATER CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

	YTD	Annual Working Budget	
	12/31/2019	Budget \$	% of Budget
Type 1 - General capital	\$ 7,171	\$ 6,303	113.8%
Type 2 - Rehabilitation and expansion	7,919	9,222	85.9%
Type 3 - Strategic projects	516	412	125.1%
Total capital	\$ 15,606	\$ 15,937	97.9%

FINANCIAL STRENGTH MEASUREMENTS



**EUGENE WATER & ELECTRIC BOARD
ELECTRIC UTILITY EL-1 CAPITAL REPORT
Q4 2019**

	ANNUAL BUDGET		2019 ACTUAL	% OF BUDGET
	APPROVED	WORKING		
TYPE 1 - GENERAL CAPITAL				
Generation Infrastructure	\$ 1,657,000	\$ 2,557,000	\$ 3,078,900	120%
Substation Infrastructure	2,000,000	2,000,000	2,089,700	104%
Transmission & Distribution Infrastructure	6,700,000	7,400,000	8,204,500	111%
Telecommunications	379,000	379,000	438,700	116%
Information Technology	954,000	500,400	1,201,400	240%
Buildings, Land, & Fleet	545,000	545,000	537,500	99%
TOTAL TYPE 1 PROJECTS	\$ 12,235,000	\$ 13,381,400	\$ 15,550,700	116%
TYPE 2 - REHABILITATION & EXPANSION PROJECTS				
Downtown Network	\$ 800,000	\$ 1,900,000	\$ 1,904,600	100%
Consolidation of Operations	750,000	1,650,000	3,332,800	202%
Electric T&D - Master Plan	-	-	586,600	0%
Grid Edge Demonstration Project	-	-	60,300	0%
Distribution Resiliency Upgrades	1,354,000	1,181,000	1,067,300	90%
Upriver Reconfiguration/Holden Creek	600,000	1,500,000	2,830,900	189%
Electric Meter Upgrade	4,565,000	4,565,000	4,233,900	93%
Telecommunications	300,000	300,000	255,300	85%
Information Technology	1,690,000	2,143,600	-	0%
Hayden-Bridge Lab & Backup Services Building	-	173,000	90,500	52%
TOTAL TYPE 2 PROJECTS	\$ 10,059,000	\$ 13,412,600	\$ 14,362,200	107%
TYPE 3 - STRATEGIC PROJECTS & PROGRAMS				
Carmen-Smith Relicensing	\$ 14,980,000	\$ 14,980,000	\$ 11,843,300	79%
TOTAL ELECTRIC CAPITAL PROJECTS	\$ 37,274,000	\$ 41,774,000	\$ 41,756,200	100%

Type 1 - General Capital is budgeted Year-by-Year for recurring capital expenditures from January through December. Type 1 Capital includes categorized collections of projects of less than \$1 million, and typically involves dozens of individual projects that add up to \$3.5-4.5 million per year.

Type 2 projects have "discrete" scopes, schedules (launch through completion), and cost over \$1MM during the project life, and project life can span multiple years.

Type 3 projects are large strategic programs with long term impacts and are typically bond-funded.

**EUGENE WATER & ELECTRIC BOARD
WATER UTILITY EL-1 CAPITAL REPORT
Q4 2019**

	ANNUAL BUDGET		2019 ACTUAL	% OF BUDGET
	APPROVED	WORKING		
TYPE 1 - GENERAL CAPITAL				
Source - Water Intakes & Filtration Plant	\$ 216,000	\$ 216,300	\$ 543,600	251%
Distribution & Pipe Services	4,214,000	4,462,701	6,002,900	135%
Distribution Facilities	999,000	999,100	248,100	25%
Information Technology	146,000	32,601	231,600	710%
Buildings, Land, & Fleet	592,000	592,201	145,200	25%
TOTAL TYPE 1 PROJECTS	\$ 6,167,000	\$ 6,302,903	\$ 7,171,400	114%
TYPE 2 - REHABILITATION & EXPANSION PROJECTS				
Hayden Bridge Disinfection System Replacement	\$ 1,493,000	\$ 1,743,499	\$ 3,302,900	189%
Hayden-Bridge Lab & Backup Services Building	309,000	309,000	233,700	76%
Hayden Bridge Standby Power Improvements	-	-	3,600	0%
Elliot Reservoir No. 1	515,000	515,000	132,100	26%
Transmission Improvements	103,000	103,000	700	1%
Water Meter Upgrade	5,768,000	5,784,199	3,376,900	58%
Information Technology	420,000	517,400	-	0%
Consolidation of Operations	250,000	250,000	869,100	348%
TOTAL TYPE 2 PROJECTS	\$ 8,858,000	\$ 9,222,099	\$ 7,919,000	86%
TYPE 3 - STRATEGIC PROJECTS & PROGRAMS				
Emergency Water Supply	\$ 412,000	\$ 412,000	\$ 515,500	125%
TOTAL WATER CAPITAL PROJECTS	\$ 15,437,000	\$ 15,937,002	\$ 15,605,900	98%

Type 1 - General Capital is budgeted Year-by-Year for recurring capital expenditures from January through December. Type 1 Capital includes categorized collections of projects of less than \$1 million, and typically involves dozens of individual projects that add up to \$3.5-4.5 million per year.

Type 2 projects have "discrete" scopes, schedules (launch through completion), and cost over \$1MM during the project life, and project life can span multiple years.

Type 3 projects are large strategic programs with long term impacts and are typically bond-funded.

Contracts between \$40,000-\$150,000

Contract Execution Date	Contractor	City, State	Description	Contract Term	Contract Amount	Contract Process	ET Manager
10/2/2019	Stillwater	Arcata, CA	Carmen-Smith Water Quality Mgmt. Plan	5/15/2020	\$ 42,000	PSC-Direct Negotiation	Rod Price
10/9/2019	Stillwater	Arcata, CA	Carmen-Smith Biological Evaluation and Northern Spotted Owl Analysis	12/31/2020	\$ 112,400	PSC-Direct Negotiation	Rod Price
10/30/2019	Make It Happen	Eugene, OR	Business Analyst Consulting	4/1/2020	\$ 105,600	PSC-Direct Negotiation	Rod Price
11/5/2019	Nikos	Vancouver, WA	Controller for ROC Microgrid	9/30/2020	\$ 75,822	QBS-Direct Negotiation	Rod Price
11/14/2019	Stratus Corporation	Gaston, OR	Lane Event Center Well Improvements	3/5/2020	\$ 61,712	Informal ITB	Rod Price
12/3/2019	McKenzie Commercial	Eugene, OR	Bethel Farm Restroom Construction	3/16/2020	\$ 76,404	Informal ITB	Rod Price
12/11/2019	Key Line Construction Inc.	Myrtle Point, OR	Transformer Shop Services	7/31/2020	\$ 100,000	Informal Quotes	Rod Price
12/12/2019	Earth Engineers	Springfield, OR	Construction Testing & Inspection Services	12/11/2024	\$ 50,000	Formal RFP	Rod Price
12/17/2019	Emerald Excavating	Eugene, OR	Bethel Farms Restroom trenching	3/16/2020	\$ 51,525	Informal ITB	Rod Price

EWEB association for listed contracts-None

*Qualification Based Selection (QBS) is required based on current statutes and EWEB Public Contracting Rules for consultants who provide architectural, engineering, land surveying, and related services. The selection process for contracts on this report requires selection from pre-qualified firms, contract values are based on negotiations and reviewed for appropriate effort and rate schedules through the end of 2019. Revised rules are in effect in 2020.

Small Procurement Overage Report

Utility Support had a breach of the \$10,000 small procurement threshold in November 2019. The purchase was for \$14,874 to Highway Specialties for LED balloon lights and related equipment. Staff requested quotes in 2018 and purchased equipment based on that expired quote. Staff have requested new quotes and are working with Purchasing to establish a 5 year contract.

Questions? Contact Sarah Gorsegner, 541-685-7348

Community Investment through Q4 2019

Total investment in 2019 - **\$17,491,206** (not including Energy Efficiency loans, Water Truck deployments, or volunteer/ambassador efforts and events)

APPENDIX F

Community Investment Program guidelines are in place to ensure consistency and transparency for how we invest our customers' dollars for the betterment and well-being of the community we serve. Requests that provide strong alignment between EWEB's discretionary community investment criteria and the Strategic Plan are vetted through the General Manager's office for consideration. Sponsorship dollars are focused on initiatives that are both closely connected to EWEB's core mission and provide the broadest benefit to our customers.

Sponsorships, Donations, Grants

AGENCY	EVENT/DESCRIPTION	PAYMENT DATE	EVENT DATE	AMOUNT	INVESTMENT AREA	CATEGORY	NOTES	
Q4	OSU Lane County Extension	Master Gardner Grant	12/31/19	Multiple	\$3,190	ENVIRONMENTAL: Water Quality/Reliability	Discretionary	Sustainable Landscape Classes 3-4x/year. First payment of \$6000 grant.
	Homes for Good	2016 Greenpower grant winner	12/16/19	N/A	\$37,500	ENVIRONMENTAL: Greenpower	Customer Voluntary	Low Income Solar Panels Project - First and second installment payment. Total \$50,000 awarded.
	Willamette Family Treatment Center	Donation of EWEB generator	N/A	N/A	N/A	PEOPLE: Safety Net	Discretionary	No longer needed at Leaburg Facility but still had useful life remaining. Donated to Willamette Family Treatment Center mid-October.
	Cascade Occupational Safety & Health Conference	2020 Cascade Occupational Safety & Health Conference	10/31/19	03/02-03/03	\$5,000		Discretionary	
				Q4 SUBTOTAL	\$45,690			
Q3	350 Eugene (co-sponsorship with City of Eugene)	Carbon Free Challenge	07/26/19	N/A	\$5,000	ENVIRONMENTAL: Energy Efficiency/Renewable	Discretionary	Grant to support 350 Eugene's efforts in launching the Eugene Carbon Free Challenge website. The website is designed to motivate individuals (and teams) to take specific actions to reduce personal carbon emissions using a challenge/competition format.
	Bethel School District	July-Dec 2019 Education Grant	07/17/19	N/A	\$38,500	ECONOMIC: Education	Board Directed	
	McKenzie School District	July-Dec 2019 Education Grant	07/17/19	N/A	\$10,500	ECONOMIC: Education	Board Directed	
	Springfield School District	July-Dec 2019 Education Grant	07/17/19	N/A	\$23,500	ECONOMIC: Education	Board Directed	
	Eugene 4J School District	July-Dec 2019 Education Grant	07/17/19	N/A	\$123,500	ECONOMIC: Education	Board Directed	
				Q3 SUBTOTAL	\$201,000			
Q2	St. Vincent de Paul	Dusk-to-Dawn Site on Hwy 99	06/01/19	N/A	\$20,000	PEOPLE: Safety Net	Discretionary	Grant issued in beginning of June; work to be complete the week of 07/08/19.
	The Eugene Science Center	2018 Greenpower grant winner - will receive up to \$50,000	05/17/19	N/A	\$7,045	ENVIRONMENTAL: Greenpower	Customer Voluntary	Installation of 32.5-kilowatt photovoltaic array project - Third installment payment. Total year-to-date = \$36,910. Subsequent installments will be made as project progresses.
	BRING	BRING Home & Garden Tour	05/08/19	09/08/19	\$6,000	ENVIRONMENTAL: Energy Efficiency/Renewable	Discretionary	EWEB is once again a sponsor for this community event aimed at showcasing adaptable, resiliency, energy/water efficient living. Event will also include an EV test drive event. EWEB staff educate and recruit energy efficiency and conservation opportunities.
	McKenzie Watershed Alliance	Annual Donation/Grant	04/16/19	N/A	\$15,000	ENVIRONMENTAL: Water Quality/Reliability	Discretionary	Assist with cost of MWA Administration of Programs Related to Public Awareness Opportunities about McKenzie River Corridor
	The Pearl Buck Center	2018 Greenpower grant winner	04/09/19	N/A	\$25,000	ENVIRONMENTAL: Greenpower	Customer Voluntary	West First Street facility will receive a 24-kilovolt solar array to reduce carbon dioxide emissions, lower operating costs and provide educational value. Second and final installment payment. Total \$50,000 awarded.
				Q2 SUBTOTAL	\$73,045			
Q1	Lane County Fair	Co-Sponsorship of Comfort Station Water Booth	03/21/19	07/24-07/28	\$810	ENVIRONMENTAL: Water Quality/Reliability	Discretionary	Booth Fee / Use of EWEB drinking water fountain w/chiller.
	Eugene 4J School District	22nd Annual EWEB Solar Challenge	03/12/19	06/01/19	\$19,550	ENVIRONMENTAL: Greenpower	Customer Voluntary	
	Friends of Trees	2018 Greenpower grant winner - \$28,000 awarded	02/21/19	N/A	\$7,000	ENVIRONMENTAL: Greenpower	Customer Voluntary	West Eugene Living Roadways Project - Third and final installment payment. Total \$28,000 awarded.
	The Eugene Science Center	2018 Greenpower grant winner - will receive up to \$50,000	02/21/19	N/A	\$4,865	ENVIRONMENTAL: Greenpower	Customer Voluntary	Installation of 32.5-kilowatt photovoltaic array project - Second installment payment. Total year-to-date = \$29,865. Subsequent installments will be made as project progresses.
	Friends of Trees	2018 Greenpower grant winner - will receive up to \$28,000	01/24/19	N/A	\$7,000	ENVIRONMENTAL: Greenpower	Customer Voluntary	West Eugene Living Roadways Project - volunteers will plant and care for 600 trees and native shrubs along major roadways in areas of West Eugene to provide cooling and carbon sequestration. First installment payment of \$14,000 was made in Q4 2018. Second of three installment payments.
	Oregon Environmental Council	World Water Day 2019	01/17/19	03/22/19	\$500	ENVIRONMENTAL: Water Quality/Reliability	Discretionary	
	Bethel School District	Jan-June 2019 Education Grant	01/17/19	N/A	\$38,500	ECONOMIC: Education	Board Directed	
	McKenzie School District	Jan-June 2019 Education Grant	01/17/19	N/A	\$10,500	ECONOMIC: Education	Board Directed	
	Springfield School District	Jan-June 2019 Education Grant	01/17/19	N/A	\$23,500	ECONOMIC: Education	Board Directed	
	Eugene 4J School District	Jan-June 2019 Education Grant	01/17/19	N/A	\$123,500	ECONOMIC: Education	Board Directed	
The Pearl Buck Center	2018 Greenpower grant winner - will receive up to \$50,000	01/10/19	N/A	\$25,000	ENVIRONMENTAL: Greenpower	Customer Voluntary	West First Street facility will receive a 24-kilovolt solar array to reduce carbon dioxide emissions, lower operating costs and provide educational value. Subsequent installments will be made as project progresses.	
The Eugene Science Center	2018 Greenpower grant winner - will receive up to \$50,000	01/10/19	N/A	\$25,000	ENVIRONMENTAL: Greenpower	Customer Voluntary	Installation of 32.5-kilowatt photovoltaic array coupled with lithium ion batteries to showcase solar energy through education and exhibits, provide energy cost savings and reduce emissions. Subsequent installments will be made as project progresses.	
				Q1 SUBTOTAL	\$285,725			
				YTD TOTAL	\$605,460			

Customer Solutions Products and Services

AGENCY	EVENT/DESCRIPTION	PAYMENT DATE	EVENT DATE	AMOUNT	INVESTMENT AREA	CATEGORY	NOTES
EWEB Energy Efficiency Programs	Energy Efficiency Incentives - Residential	YTD	N/A	\$1,594,895	ENVIRONMENTAL: Energy Efficiency/Renewable	Discretionary	1241 residential customers took advantage of energy efficiency incentives (17% limited income projects for 59% of dollars invested).
EWEB Energy Efficiency Programs	Energy Efficiency Incentives - Non-residential	YTD	N/A	\$730,647	ENVIRONMENTAL: Energy Efficiency/Renewable	Discretionary	162 non-residential customers took advantage of energy efficiency incentives. 90% of non-residential incentives were for lighting projects with the remaining for HVAC, refrigeration, weatherization and manufacturing processes. Non-residential customers include businesses, schools, city and county facilities, hospitals, etc.
EWEB Energy Efficiency Programs	Electric Vehicle (EV) Clean Ride Rebate Program	YTD	N/A	\$57,948	ENVIRONMENTAL: Energy Efficiency/Renewable	Discretionary	148 qualifying electric vehicles and 26 residential (and 1 commercial) level 2 chargers received rebates through the Clean Ride Rebate Program.
EWEB Greenpower Program	Solar Electric Incentives	YTD	N/A	\$87,893	ENVIRONMENTAL: Greenpower	Customer Voluntary	52 residential and 7 commercial net-metered projects received incentives funded by the Greenpower Program year to date.
EWEB Water Conservation Programs	Hand Valve and Toilet Rebates, Septic Maintenance Incentives	YTD	N/A	\$26,270	ENVIRONMENTAL: Water Quality/Reliability	Discretionary	145 customers received hand valve rebates, 15 toilet rebates and 51 septic maintenance program.
				ENERGY EFFICIENCY INCENTIVES 2019 TOTAL	\$2,497,653		

EWEB Customer Care Program	Limited Income Energy Assistance	YTD	N/A	\$1,087,475	PEOPLE: Safety Net	Board Directed	The EWEB Customer Care (ECC) program credited a total of \$1,043,840 YTD to 3993 customer accounts. Energy Share contributed a total of \$43,635 to 344 customer accounts. EWEB also credited federal LIHEAP funds to about 2,000 accounts. *Note: Amount does not include federal LIHEAP funds.
EWEB Water Conservation Programs	Water Line Repair Grants (Income eligible)	YTD	N/A	\$32,418	ENVIRONMENTAL: Water Quality/Reliability	Discretionary	14 customers received water line repair grants.
LIMITED INCOME ASSISTANCE 2019 TOTAL				\$1,119,893			
EWEB Energy Efficiency Programs	Energy Efficiency Loans - Residential	YTD	N/A	\$1,823,711	ENVIRONMENTAL: Energy Efficiency/Renewable	Discretionary	315 residential customers took advantage of energy efficiency loan programs.
EWEB Water Conservation Programs	Water Line Repair & Septic Repair/Replacement Loans	YTD	N/A	\$112,449	ENVIRONMENTAL: Water Quality/Reliability	Discretionary	EWEB continues to monitor and detect continuous flow through AMI data and makes approximately 10 customer contacts per week to advise of leaks. 25 customers received water line repair loans and 2 received septic loans.
EWEB Resiliency Program	Generator Loan Program	YTD	N/A	\$23,627	PEOPLE: Emergency Preparedness	Discretionary	10 residential customer took advantage of generator loans.
EWEB Electric Service Line Upgrade Loan Program	Electric Service Line Upgrade Loan Program	YTD	N/A	\$19,628		Discretionary	6 residential customers took advantage of electric service upgrade loans.
ENERGY AND WATER LOANS 2019 TOTAL				\$1,979,415			
Contributions in Lieu of Taxes (CILT)							
AGENCY	EVENT/DESCRIPTION	PAYMENT DATE	EVENT DATE	AMOUNT	INVESTMENT AREA	CATEGORY	NOTES
Q4 City of Eugene	Contribution in lieu of taxes (CILT)			\$3,409,459	Required	Mandated	
City of Springfield	Contribution in lieu of taxes (CILT)			\$117,259	Required	Mandated	
Q4 SUBTOTAL				\$3,526,719			
Q3 City of Eugene	Contribution in lieu of taxes (CILT)	Q3	N/A	\$2,881,375	Required	Mandated	
City of Springfield	Contribution in lieu of taxes (CILT)	Q3	N/A	\$129,647	Required	Mandated	
Q3 SUBTOTAL				\$3,011,022			
Q2 City of Eugene	Contribution in lieu of taxes (CILT)	Q2	N/A	\$2,915,458	Required	Mandated	
City of Springfield	Contribution in lieu of taxes (CILT)	Q2	N/A	\$132,289	Required	Mandated	
Q2 SUBTOTAL				\$3,047,747			
Q1 City of Eugene	Contribution in lieu of taxes (CILT)	Q1	N/A	\$3,534,618	Required	Mandated	
City of Springfield	Contribution in lieu of taxes (CILT)	Q1	N/A	\$148,094	Required	Mandated	
Q1 SUBTOTAL				\$3,682,712			
2019 TOTAL				\$13,268,200			
EWEB Ambassador Efforts and Events (Paid)							
AGENCY	EVENT/DESCRIPTION	PAYMENT DATE	EVENT DATE	AMOUNT	INVESTMENT AREA	CATEGORY	NOTES
NAACP Solar Workshop	Presentation	N/A	12/03/19	N/A	ENVIRONMENTAL: Energy Efficiency/Renewable	N/A	
University of Oregon	Speaker Presentation - Utility of the Future	N/A	11/13/19	N/A	ECONOMIC: Education	N/A	
Forth Utility EV Event	Electric Vehicle Ride & Drive	N/A	11/06/19	N/A	ENVIRONMENTAL: Energy Efficiency/Renewable	N/A	Providing educational information on EVs and EWEB Energy Efficiency Programs.
MWMC and City of Springfield	Clean Water University	N/A	10/16-10/17	N/A	ENVIRONMENTAL: Water Quality/Reliability	N/A	The Metropolitan Wastewater Management Commission and the City of Springfield offer the Clean Water University program to Eugene-Springfield area 5th grade classes, free of charge. CWU provides an opportunity to learn about wastewater, stormwater, and drinking water through interactive activity booths and a tour of the Eugene-Springfield wastewater treatment plant. The overarching goal of the 2-hour field trip is to teach students about the importance of clean water.
University of Oregon	Disaster Resilience: How We Get There	N/A	10/15/19	N/A	PEOPLE: Emergency Preparedness	N/A	2 staff hosted EWEB table at event.
EWEB	Annual Public Power Week 5th Grade Poster Contest	N/A	10/14-10/18	N/A	ECONOMIC: Education	N/A	Staff and Commissioners presented awards to 5 students who submitted the top 5 winning entries. 1 EWEB Ambassador + Commissioner at each presentation = approx. 5 hrs.
Nissan Ride & Drive Event	Electric Vehicle Ride & Drive	N/A	10/02/19	N/A	ENVIRONMENTAL: Energy Efficiency/Renewable	N/A	
EWEB Ambassador Efforts and Events (Paid)							
McKenzie River Trust	Salmon Tour	N/A	09/25/19	N/A	ECONOMIC: Education	N/A	Led tour of spawning channel, discussion of salmon, Carmen-Smith fish passage and habitat restoration.
University of Oregon	Environmental Leadership Presentation/Discussion	N/A	09/23/19	N/A	ENVIRONMENTAL: Energy Efficiency/Renewable	N/A	Led discussion around hydropower/fish/renewable energy.
Tiara Neighbors Meeting	Pledge to Prepare Presentation	N/A	09/18/19	N/A	PEOPLE: Emergency Preparedness	N/A	Presented and promoted Pledge to Prepare.
City of Eugene	Prepared, Not Scared - Emergency Preparedness Fair	N/A	09/18/19	N/A	PEOPLE: Emergency Preparedness	N/A	Provided Emergency Preparedness information.
McKenzie Watershed Council & Salmon Stewards of Lane County	Salmon Watch Program	N/A	09/16-09/18	N/A	ECONOMIC: Education	N/A	
Cascadia Electrical Power Resilience Symposium	ShakeAlert Earthquake Early Warning System Presentation	N/A	09/12/19	N/A	PEOPLE: Emergency Preparedness	N/A	Presentation on EWEB's ShakeAlert automation efforts.
BRING	BRING Home & Garden Tour & EV Ride and Drive	N/A	09/08/19	N/A	ENVIRONMENTAL: Energy Efficiency/Renewable	N/A	EWEB is once again a sponsor for this community event aimed at showcasing adaptable, resiliency, energy/water efficient living. Event will also include an EV test drive event. EWEB staff educate and recruit energy efficiency and conservation opportunities.
Tribal Youth Leadership	Tour of Leaburg Project	N/A	08/12/19	N/A	ECONOMIC: Education	N/A	
EWEB/Congressman Peter DeFazio's Office	Hydrogen Roundtable with Peter DeFazio	N/A	08/01/19	N/A	ENVIRONMENTAL: Energy Efficiency/Renewable	N/A	The roundtable, which kicked off with remarks by General Manager Frank Lawson and Congressman DeFazio, included speakers from EWEB, Northwest Natural Gas, Oregon State University, the Columbia-Willamette Clean Cities Coalition, Toyota and the Renewable Hydrogen Association (RHA). The event showcased a Hydrostar solar-power electrolyzer and a Toyota Mirai, a hydrogen fuel cell passenger vehicle.
Lane County Fair	Co-Sponsorship of Comfort Station Water Booth	N/A	07/24-07/28	N/A	ENVIRONMENTAL: Water Quality/Reliability	N/A	Co-host Comfort Station - distribute water to fair-goers.
Jefferson Westside Neighborhood Association	Neighborhood association picnic	N/A	07/23/19	N/A	ENVIRONMENTAL: Energy Efficiency/Renewable	N/A	Providing educational information on EVs and EWEB Energy Efficiency Programs.
Emerald Valley Electric Vehicle Association	Presentation	N/A	07/18/19	N/A	ENVIRONMENTAL: Energy Efficiency/Renewable	N/A	Presented on EWEB's Electric Vehicle efforts.
EWEB, City of Eugene & Eugene Public Utility District	Electric Vehicle Guest Drive	N/A	06/22/19	N/A	ENVIRONMENTAL: Energy Efficiency/Renewable	N/A	Educate customers regarding the benefits of EVs to increase adoption of clean, climate-friendly transportation. More than 200 customers attended.
Cascade to Coast Subsection of PNWS-AWWA	Emergency Preparedness Workshop	N/A	05/23/19	N/A	PEOPLE: Emergency Preparedness	N/A	Staff members presented emergency preparedness topics to approximately 30 attendees from around the state. 7 hours of continuing education units were earned by attendees.

City of Eugene	Public Safety Forum in Spanish	N/A	05/21/19	N/A	PEOPLE: Emergency Preparedness	N/A	Staff participated in the Community Public Safety Forum presenting emergency preparedness and safety material in Spanish. Safety themed goodie bags and opportunities to engage with bilingual staff were provided.
Oregon Tradeswomen	Oregon Tradeswomen's 2019 Career Fair	N/A	05/16/19	N/A	ECONOMIC: Education	N/A	Oregon Tradeswomen promotes success for women in the trades through education, leadership and mentorship. Staff showcased EWEB and the work we do to over 1,100 students attending the career fair.
The Pearl Buck Center Vocational Academy	HQ (05/15/19) and ROC Facility Tours (07/26/19)	N/A	05/15/19	N/A	PEOPLE: Diversity	N/A	Staff provided a tour of Headquarters and information about EWEB, what we do in and for our community, and the volunteer and job opportunities we offer, to the students of the Pearl Buck Vocational Academy.
Willamette High School	Career and College Knowledge Night	N/A	05/15/19	N/A	ECONOMIC: Education	N/A	Represented EWEB and shared knowledge and enthusiasm with students and families as students explore potential career paths.
EWEB	Howard Elementary - Emergency Water Station Grand Opening	N/A	05/11/19	N/A	PEOPLE: Emergency Preparedness	N/A	Ribbon-cutting event for the 2nd of at least 5 emergency water stations that will supply water in case of natural disaster or other emergency. Emergency preparation information and emergency water storage containers provided. 250+ containers provided to customers = approx. \$2500.
Eugene Marathon	Eugene Marathon	N/A	04/27-04/28	N/A	ENVIRONMENTAL: Water Quality/Reliability	N/A	Staff provided & promoted EWEB tap water at finish line (reusable bottles).
Bethel School District	KidWind Challenge	N/A	04/24/19	N/A	ENVIRONMENTAL: Energy Efficiency/Renewable	N/A	Students from area middle-schools bring wind turbines that they have designed, to compete against their peers. Staff volunteers interview students, help with wind tunnel testing, or supervise energy-centered games to promote Clean Energy Education.
Climate Town Hall Planning Team - Various Agencies	2nd Climate Town Hall	N/A	04/11/19	N/A	ENVIRONMENTAL: Energy Efficiency/Renewable	N/A	Passenger Vehicle Electrification presentation and discussion.
South Hills Neighborhood Association	Meeting	N/A	04/07/19	N/A	PEOPLE: Emergency Preparedness	N/A	Presented and promoted Pledge to Prepare.
Crow High School	Mock Interview Experience	N/A	04/05/19	N/A	ECONOMIC: Education	N/A	
Newcomers Club	Meeting	N/A	04/04/19	N/A	PEOPLE: Emergency Preparedness	N/A	Presented and promoted Pledge to Prepare.
American Red Cross Cascades Region & Community Partners	Prepare Out Loud @ South Eugene HS	N/A	04/04/19	N/A	PEOPLE: Emergency Preparedness	N/A	Booth to promote Emergency Management/Resiliency Efforts.
350 Eugene	Home Energy Solutions	N/A	03/21/19	N/A	ENVIRONMENTAL: Energy Efficiency/Renewable	N/A	EWEB Efficiency Programs presentation and promotion.
P.E.O Oregon	Chapter Meeting	N/A	02/11/19	N/A	PEOPLE: Emergency Preparedness	N/A	Presented and promoted Pledge to Prepare.
GreenLane Sustainable Business Network	Luncheon	N/A	02/06/19	N/A	PEOPLE: Emergency Preparedness	N/A	Presented and promoted Pledge to Prepare.
Good Earth Home, Garden and Living Show	Good Earth Home, Garden and Living Show	N/A	01/18-01/20	N/A	ENVIRONMENTAL: Energy Efficiency/Renewable	N/A	Booth to promote EWEB Efficiency Programs.

EWEB Ambassadors have provided over 400 hours of educational and other services to the Community through Q4

Volunteer Efforts and Events (Unpaid)

AGENCY	EVENT/DESCRIPTION	PAYMENT DATE	EVENT DATE	AMOUNT	INVESTMENT AREA	CATEGORY	NOTES
EWEB	Run to Stay Warm	N/A	11/24/19	N/A	PEOPLE: Safety Net	N/A	
Bags of Love	Holiday Giving Drive - Employee Donations	N/A	11/18-12/12	N/A	PEOPLE: Safety Net	N/A	
Catholic Community Services	Holiday Giving Drive - Employee Donations	N/A	11/18-12/12	N/A	PEOPLE: Safety Net	N/A	
Cat Rescue Adoption Network	Holiday Giving Drive - Employee Donations	N/A	11/18-12/12	N/A	PEOPLE: Safety Net	N/A	
Food for Lane County	Holiday Giving Drive - Employee Donations	N/A	11/18-12/12	N/A	PEOPLE: Safety Net	N/A	222 pounds of food donated
Senior & Disability Services	Holiday Giving Drive - Employee Donations	N/A	11/18-12/12	N/A	PEOPLE: Safety Net	N/A	
WigglyTails Dog Rescue	Holiday Giving Drive - Employee Donations	N/A	11/18-12/12	N/A	PEOPLE: Safety Net	N/A	
WomenSpace	Holiday Giving Drive - Employee Donations	N/A	11/18-12/12	N/A	PEOPLE: Safety Net	N/A	
McKenzie Watershed Alliance	Annual McKenzie River Clean-Up	N/A	07/06/19	N/A	ENVIRONMENTAL: Water Quality/Reliability	N/A	The EWEB volunteer group collected a whole truck bed full of trash at the Leaburg Dam area. 19 staff/family volunteers = 42 hrs.
Butte to Butte	Butte to Butte	N/A	07/04/19	N/A	ENVIRONMENTAL: Water Quality/Reliability	N/A	13 volunteers = 40 hrs. plus supplies and facilities/water ops support
Food for Lane County	Food Drive	N/A	07/01-07/31	N/A	PEOPLE: Safety Net	N/A	
Webelos Boy Scout Group	Presentation: Emergency Preparedness & EWEB Information	N/A	01/30/19	N/A	PEOPLE: Emergency Preparedness	N/A	1 volunteer = 1.5 hrs. preparation and presentation
Friends of Trees	Beltline South Greenspace Planting	N/A	01/12/19	N/A	ENVIRONMENTAL: Energy Efficiency/Renewable	N/A	3 volunteers = 9 hrs.
Bloodworks Northwest	Onsite Blood Drive	N/A	01/28/19	N/A	PEOPLE: Safety Net	N/A	01/28, 04/23, 07/29, 11/04, 12/18
Food for Lane County	FFLC Volunteer Night	N/A	Ongoing	N/A	PEOPLE: Safety Net	N/A	105 total volunteer hours in 2019

EWEB employees, friends and families have volunteered over 200 hours through Q4

Water Truck Deployment

AGENCY	EVENT/DESCRIPTION	PAYMENT DATE	EVENT DATE	AMOUNT	INVESTMENT AREA	CATEGORY	NOTES
EWEB Customer Care Program	Run to Stay Warm	N/A	11/24/2019	Staff Time	ENVIRONMENTAL: Water Quality/Reliability	Discretionary	Provide and promote EWEB tap water at finish line (reusable bottles)
Eugene Marathon	Eugene Marathon	N/A	04/27-04/28	Staff Time	ENVIRONMENTAL: Water Quality/Reliability	Discretionary	Provide and promote EWEB tap water at finish line (reusable bottles)

Upcoming and/or committed Sponsorships, Donations, Grants

AGENCY	EVENT/DESCRIPTION	PAYMENT DATE	EVENT DATE	AMOUNT	INVESTMENT AREA	CATEGORY	NOTES
Northwest Public Employees Diversity Conference	26th Annual Northwest Public Employees Diversity Conference	02/05/20	10/08/20	\$1,000	PEOPLE: Diversity	Discretionary	
OSU Lane County Extension	Master Gardner Grant	01/16/20	Multiple	\$1,832	ENVIRONMENTAL: Water Quality/Reliability	Discretionary	Sustainable Landscape Classes 3-4x/year. Final payment of \$6000 grant.
Blue River Clean Water Project	Study	Mid-Jan 2020	N/A	\$4,625	ENVIRONMENTAL: Water Quality/Reliability	Discretionary	
				TOTAL	\$7,457		



***EUGENE WATER &
ELECTRIC BOARD***

***2019 CUSTOMER
BENCHMARK SURVEY***

JANUARY 13, 2020

Michael J Riley, APR, PRC
Riley Research Associates

RESEARCH | INSIGHT | KNOWLEDGE

TABLE OF CONTENTS






Executive Overview	1
Introduction.....	8
Methodology.....	8
Results	9
Demographics: Participant Profiles	29

APPENDIX: Questionnaire







EXECUTIVE OVERVIEW

Riley Research Associates (RRA) conducted a benchmark survey to measure customers' satisfaction with EWEB services and programs. The results of this survey were compared to previous years. Historically, the results addressed the combined phone and online samples. Our current position is that the most accurate findings are represented by the scientific telephone survey sample. Along with reporting the scientific results, and for comparison purposes, the report provides both the telephone and online results. For importance and satisfaction graphics, traditional year-over-year comparisons reflect the combined samples.

-  This year, nearly six of ten customers (57%) described EWEB in positive terms (virtually unchanged from 58% in 2017), however, the percentage of negative descriptions declined dramatically from 29% in 2017 to just 10% in the 2019 survey.
-  The percentage of residents who value public ownership of the utility is high at 61% and up significantly from 47% in the 2017 scientific (phone) sample. Among online respondents, 79% now think public ownership is more valuable than private, compared to 71% in 2017.
-  Overall satisfaction with EWEB is high at 4.4 (on a 5.0 scale) and is up from 4.2 in 2017. For the combined (phone and online) sample, satisfaction is up slightly, to 4.1, from 3.9 in 2017.
-  A new question this year asked customers' level of trust and confidence in EWEB. Trust is high, according to two-thirds of customers (68%), while 28% said moderate, and just 4% said low. In the online sample, 61% said high, 33% said moderate, and 6% said low.
-  When asked about the direction of their confidence in EWEB, 83% of customers said their confidence has increased.

EWEB Programs & Services: Importance and Satisfaction

These results are based on the combined phone and online samples, as has been reported historically.

-  Customers expressed clear and unchanged priorities, in terms of the importance of various EWEB programs. Ensuring safe, reliable drinking water remains the most important EWEB program (virtually unchanged at 9.4) while efforts to protect the environment was considered the second most important program mentioned (also virtually unchanged at 8.6). Programs to help customers reduce consumption and prepare for disasters were considered somewhat less important.
-  The importance of most programs and services has changed little over the years although the combined ratings for importance or urgency appear slightly lower this year.
-  Roughly two of three customers have at least some awareness that *EWEB pays more for power when demand is high*. The youngest customers (18-34) have the highest awareness, with 55% "very aware."
-  Interest in *programs to encourage shifting of power usage* was of interest to some 77% of customers overall, but of particular interest to those in the opt-in/online survey (85%).

- %
 Roughly three-quarters of those surveyed are concerned about *lowering their carbon footprint* (77%). Among those in the online survey, 85% are concerned, compared to 65% of those in the phone survey.
- %
 Satisfaction with programs and services is generally higher across-the-board in 2019. While still a concern, satisfaction with efforts to control costs increased this year (now 6.8, up from 6.0 in 2017).
- %
 Satisfaction with EWEB programs was consistently high, with relatively small “gaps” between customers’ sense of importance and their satisfaction. The biggest gaps between average importance and satisfaction (with a gap of 1.1) were for *programs to help customers reduce their energy use* and for *efforts to protect the environment*.
- %
 Efforts to increase *emergency preparedness* had a gap of 1.0, followed closely by *efforts to ensure safe, reliable drinking water*, and programs to *help customers reduce their water use* (gaps of 0.9). Involvement in *community events and activities* had a positive gap, whereby customer satisfaction was actually higher than perceived importance (+0.1).
- %
 Despite higher satisfaction this year, *efforts to control costs* still represents the issue with largest gap between importance and satisfaction (at 1.8). *Service reliability and outage restoration*, along with *responsiveness to needs and concerns* both had gaps of 1.2, while *keeping customers informed* had a gap of 0.9. There were small gaps for the key services of *drinking water quality* (0.6) and *water service reliability* (0.4).

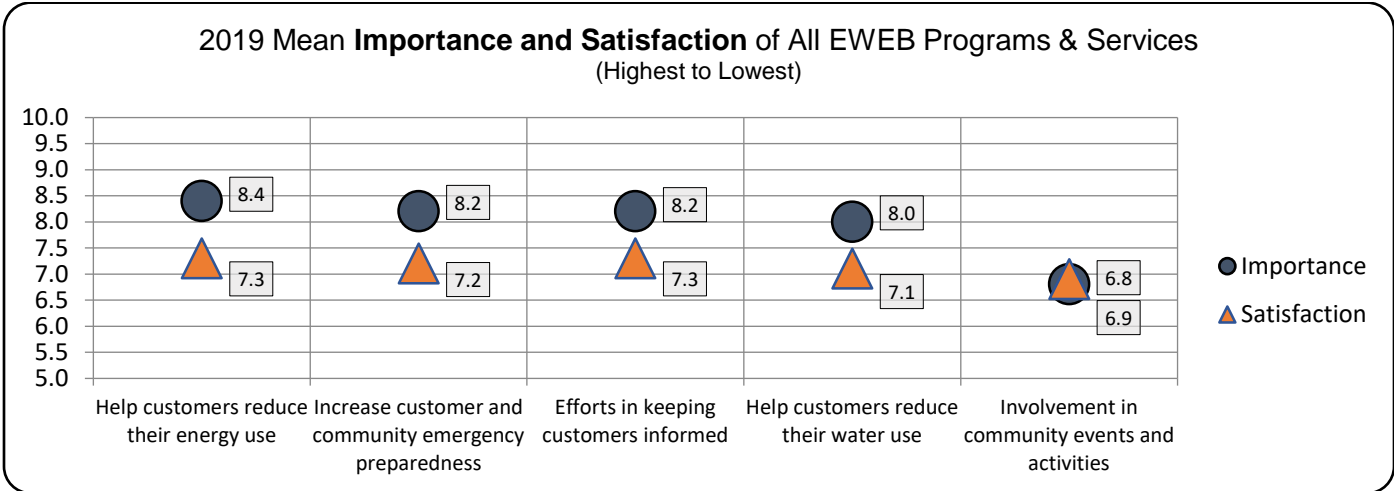
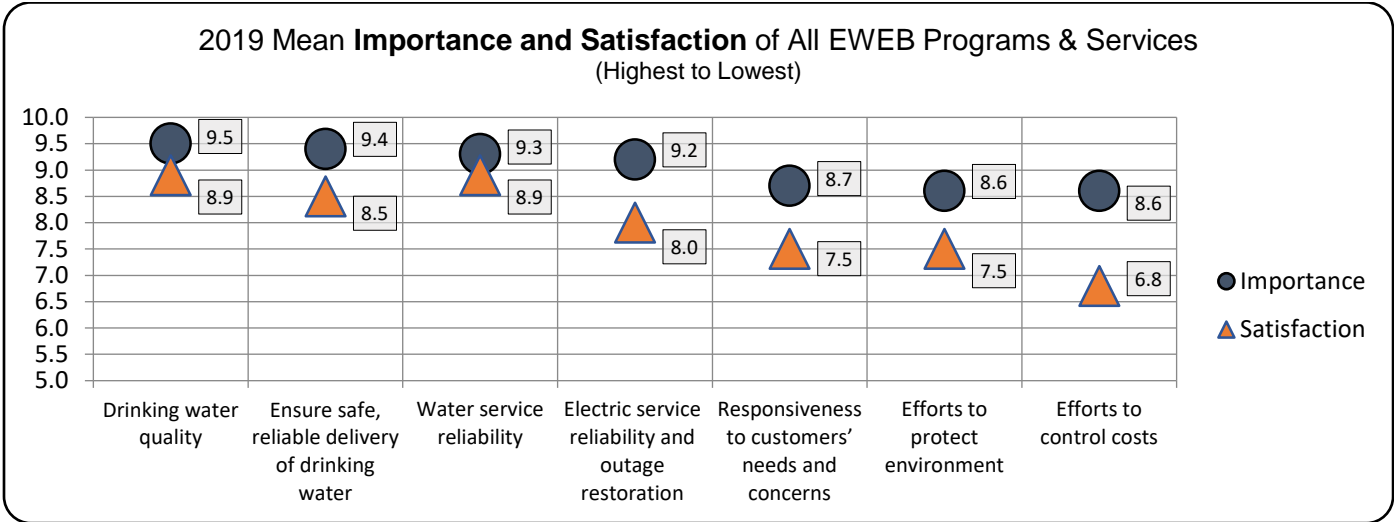
Gap Analysis (Combined Phone and Online)

Gap Analysis EWEB Programs

	Importance	Satisfaction	Gap
EWEB’s programs that help customers reduce their energy use	8.4	7.3	1.1
EWEB’s efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change	8.6	7.5	1.1
EWEB’s efforts to increase customer and community emergency preparedness	8.2	7.2	1.0
EWEB’s efforts to ensure safe, reliable delivery of drinking water	9.4	8.5	0.9
EWEB’s programs that help customers reduce their water use	8.0	7.1	0.9
EWEB’s involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events	6.8	6.9	+0.1

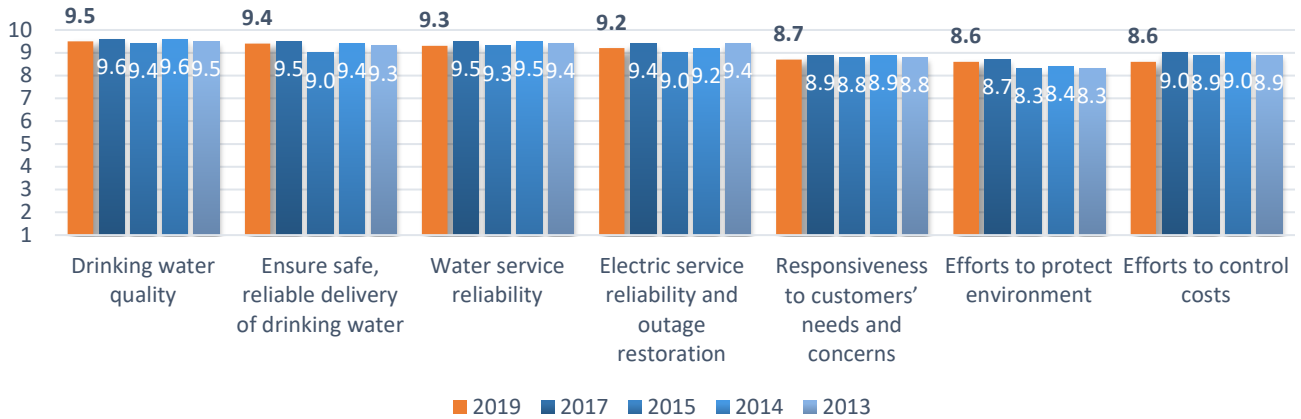
Gap Analysis EWEB Services

	Importance	Satisfaction	Gap
EWEB’s efforts to control costs	8.6	6.8	1.8
EWEB’s electric service reliability and outage restoration	9.2	8.0	1.2
EWEB’s responsiveness to customers’ needs and concerns	8.7	7.5	1.2
EWEB’s efforts in keeping customers informed	8.2	7.3	0.9
EWEB’s drinking water quality	9.5	8.9	0.6
EWEB’s water service reliability	9.3	8.9	0.4



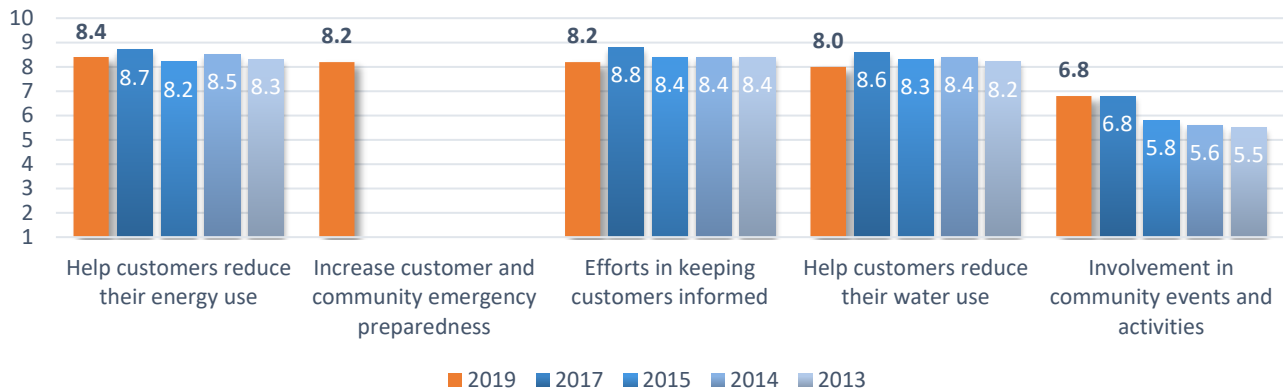
2013-2019 Top-rated Importance EWEB Programs & Services

(Rank Order by 2019)



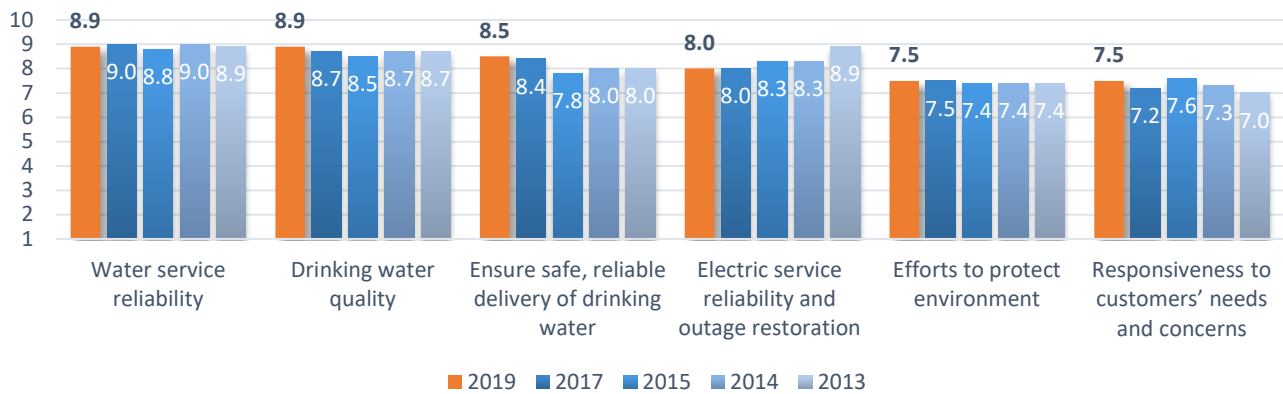
2013-2019 Lowest-rated Importance EWEB Programs & Services

(Rank Order by 2019)



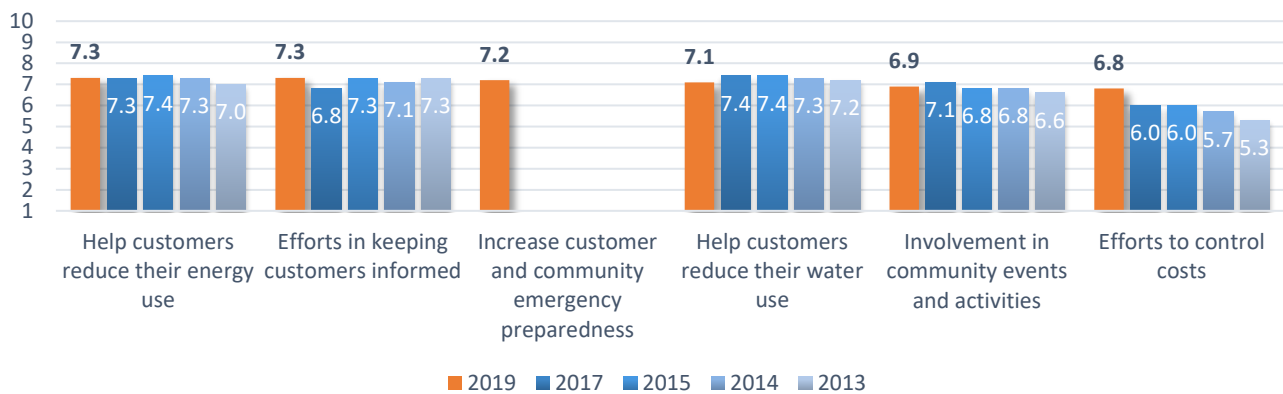
2013-2019 Top-rated **Satisfactions** EWEB Programs & Services

(Rank Order by 2019)

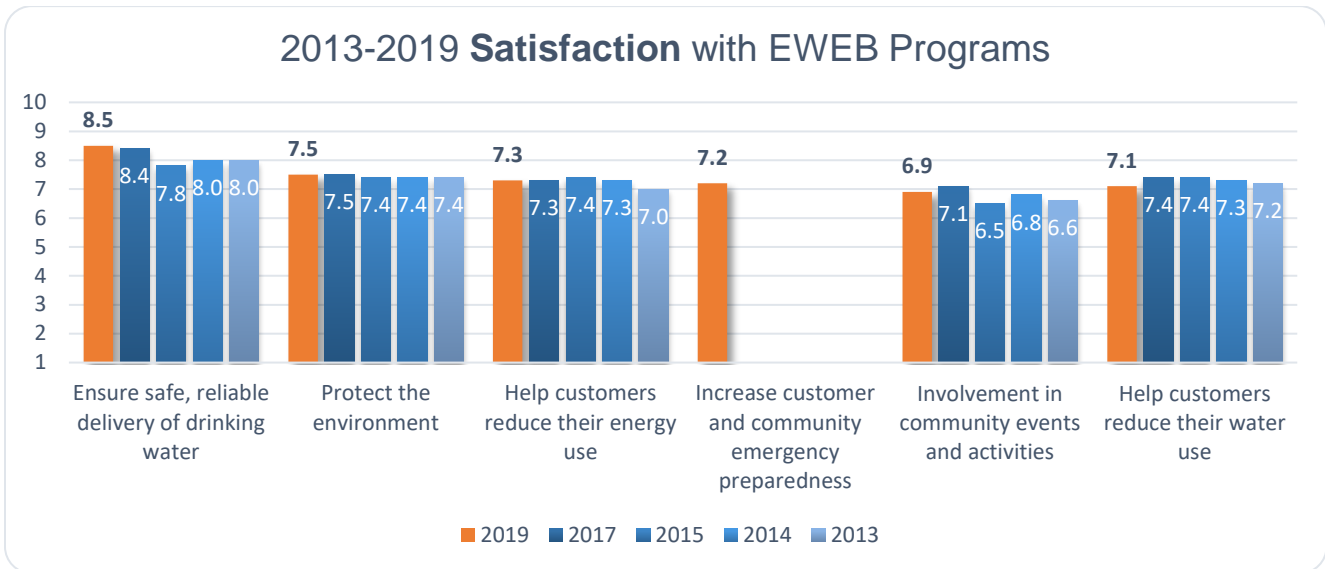
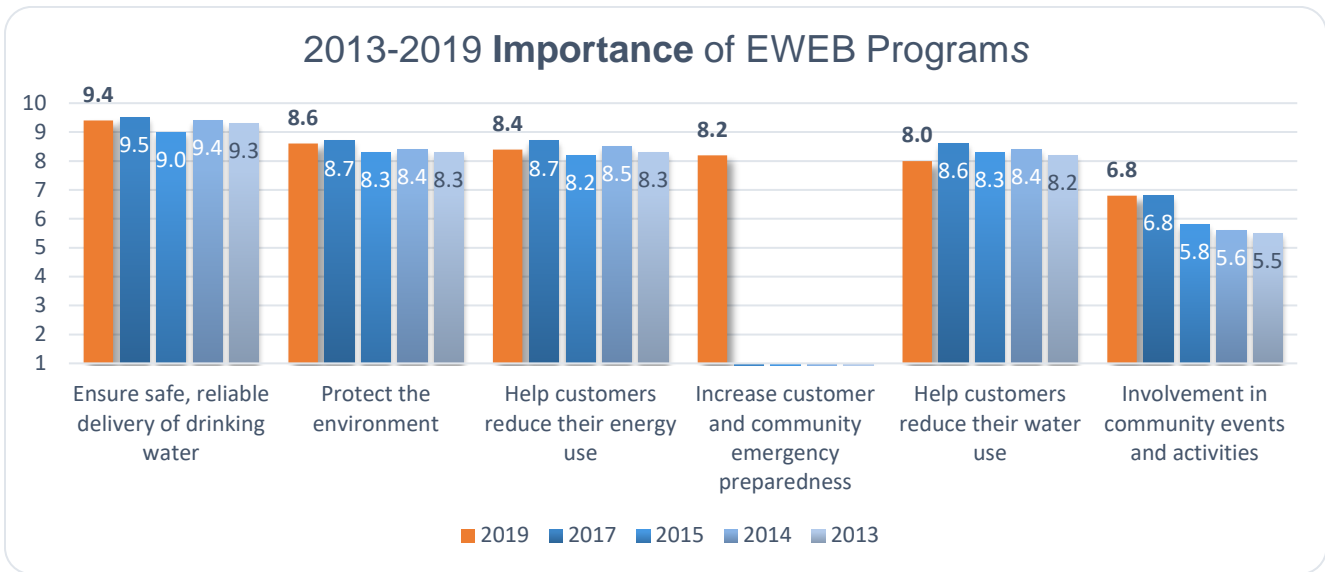


2013-2019 Lowest-rated **Satisfaction** EWEB Programs & Services

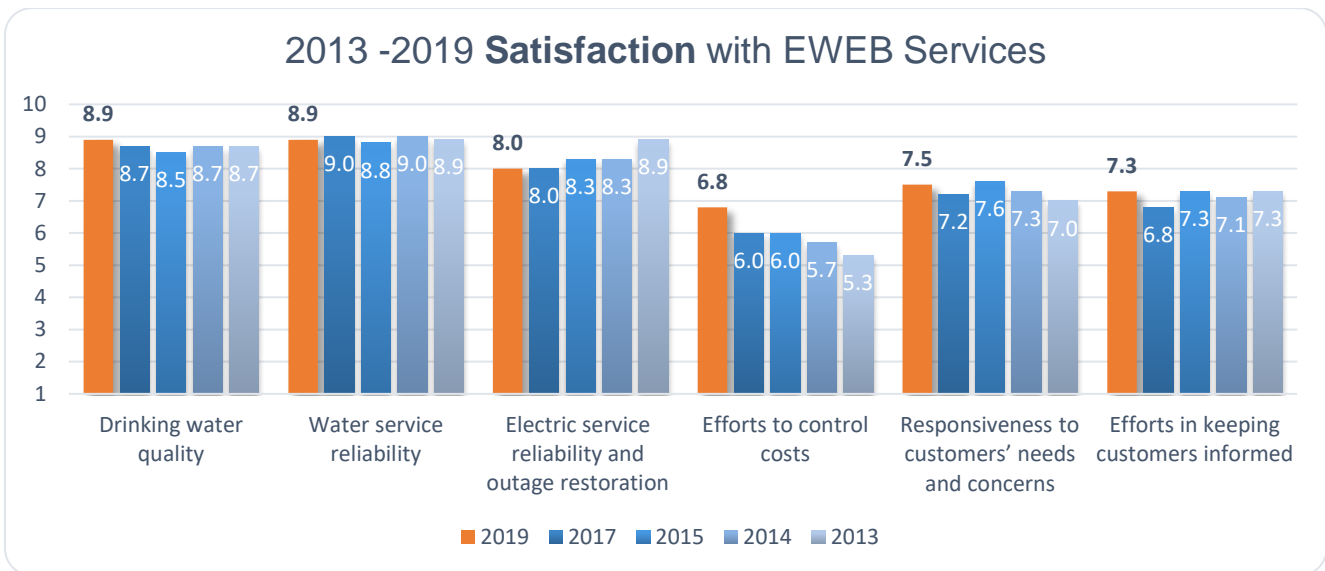
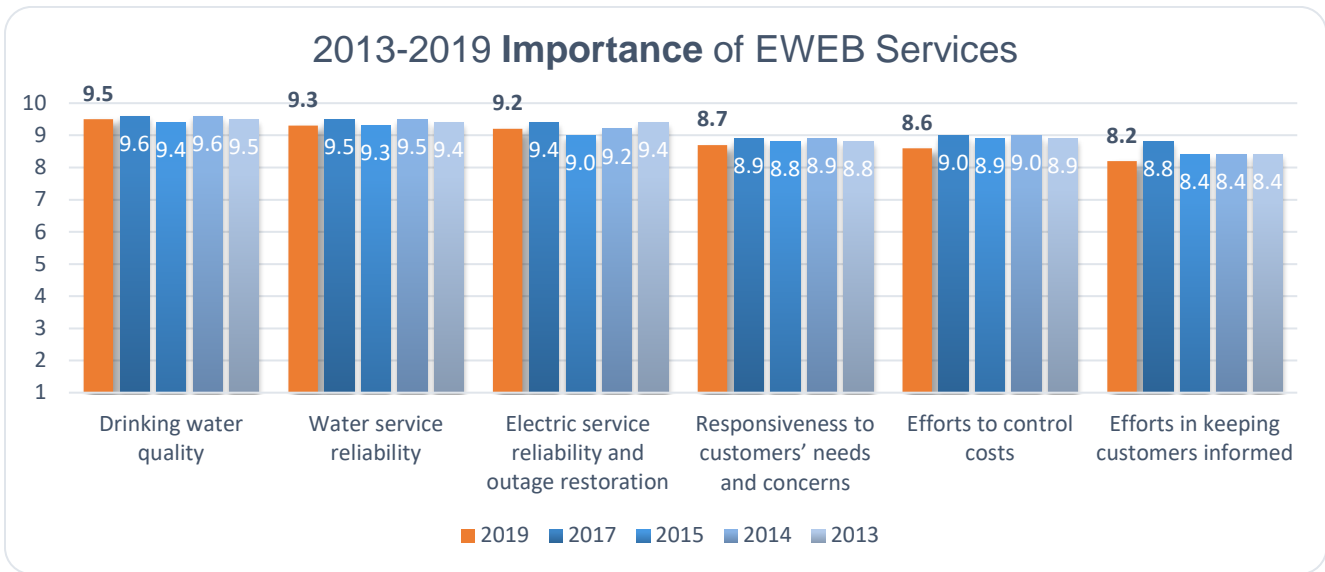
(Rank Order by 2019)



EWEB Programs: Importance and Satisfaction (Combined Online & Phone)



EWEB Services: Importance and Satisfaction (Combined Phone and Online)





INTRODUCTION

The Eugene Water & Electric Board (EWEB) regularly conducts a satisfaction survey among customers. The primary goals are to gauge customer satisfaction, levels of importance and interest for programs and services, awareness of various programs, and communications preferences. Riley Research Associates (RRA) worked with EWEB to gauge customer satisfaction in 2013, 2014, 2015, 2017, and now again in 2019.



METHODOLOGY

EWEB reviewed and updated the 2017 questionnaire, then worked with Riley Research to execute the 2019 survey. The survey was conducted both online and by telephone. EWEB provided a list of customer phone numbers to RRA, for the execution of a scientific telephone survey. Once the telephone interviews were completed, EWEB sent a link to an online questionnaire to an additional number of randomly-selected customers.

The questionnaire was the same for both the phone and online surveys. Only minor changes were made to the question language to make the administration of the questions easier and more applicable to the online format. Additionally, some questions that were unaided for the telephone execution (possible answer choices were not read for respondents) were aided for the online survey (possible answer choices were shown, and respondents were also invited to add their own).

The surveys took place during November of this year. The telephone survey was launched early in the month followed by the online survey which remained open until December 16th. A total of 915 customer households participated in this year's survey, including 311 who were interviewed by telephone and an additional 606 who participated online. The scientific sample of 311 produces a margin of sampling error of +/-5.6% at a 95% level of confidence. The combined sample of 915 could be considered accurate to +/-3% at a 95% level of confidence.

Because the online sample is almost twice the size of the phone sample, the overall results would be skewed in favor of the online sample. As such, we have presented the two samples side-by-side for comparison, but the analysis and summaries are based primarily on the scientific telephone sample findings. Crosstabulation reports for both the phone and online samples are in separate documents. A copy of the phone questionnaire is in the appendix.

RESULTS

The focus of the demographic analyses is based primarily on the scientific phone survey.

Q1. To start, does EWEB provide you with...

These results are similar to previous surveys. Renters are more likely to have only electric service (42%).

	Total	Method	
		Phone	Online
	917	311 34%	606 66%
Electricity and water	83%	80%	85%
Electric service only	16	19	15
Water service only	1	1	0

Q2. Are you or is anyone in your household an employee of EWEB?

These results are consistent with previous surveys.

	Total	Method	
		Phone	Online
	917	311 34%	606 66%
No	99%	99%	99%
Yes – Self	0	-	0
Yes - Household Member	1	1	0

Q3. What words come to mind in terms of describing the type or quality of service EWEB provides? (Phone Verbatims - Coded)

Results are generally positive and consistent across the various demographic categories. The most frequently-cited words were “good,” “great,” “dependable.” The only frequently used negative word was “expense.”

	Method Phone 299
Good / Great	37%
No Complaints, Issues or Problems / Satisfied with services	15
Dependable / Reliable / Consistent	12
Fine / OK	12
Expensive	11
Satisfactory	6
Excellent	5
Good at resolving issues / crises	4
Adequate / Average / Basic	4
Water / Electric Utility	4
Positive (General)	4
Quality / High Quality Service	4
Negative (General)	2
Reasonable costs	2
Monopoly	1
Necessary	1
Easy to pay bills	1
Efficient	1
Clean Water	1
Difficult billing process / technical challenges	1

Q4. What words come to mind in terms of describing the type or quality of service EWEB provides?

Nearly six of ten customers described EWEB in positive terms (unchanged from 58% in 2017), but the number of negative comments has declined dramatically from 29% in 2017 to just 10% this year. Those participating in the online sample tended to offer more responses of all types.

	Total	Method	
		Phone	Online
	907	301 33%	606 67%
<u>Positive</u>		57%	74%
Dependable / Reliable / Consistent	47	20	60
Positive (General)	26	7	35
Excellent	21	10	26
Efficient	19	7	26
Good / Great	16	21	13
Quality / High Quality Service	19	6	25
<u>Neutral</u>		40%	74%
No Complaints, Issues or Problems	28	11	36
Adequate / Average / Basic	19	11	22
Satisfactory	16	12	18
Fine / OK	15	12	16
Necessary	26	1	38
<u>Negative</u>		10%	34%
Expensive	21	7	28
General Negative	4	1	5
Monopoly	10	3	14
<u>Descriptive</u>		6%	67%
Water / Electric Utility	34	3	50
Clean Water	33	4	47

Q5. As you may know, EWEB is a publicly owned electric and water utility. As a public utility, EWEB does not operate to earn a profit or to serve the investment needs of stockholders. Instead, EWEB is chartered by the city of Eugene to serve the interests of citizens.

Knowing this, would you consider having a public utility to be more valuable or less valuable than a private, investor-owned utility, or does it make no difference?

The percentage of residents who value public ownership is similar to previous years (61%). Online respondents are especially likely to value public ownership (79%). Customers with college or graduate degrees are especially likely to value public ownership (58% and 66%, respectively). Also, long-term EWEB customers (21+ years) value public ownership (67%).

	Total	Method	
		Phone	Online
	917	311 34%	606 66%
<u>Less Valuable</u>		4%	4%
Much less valuable	2	2	2
Somewhat less valuable	2	2	2
<u>No different</u>		25%	16%
<u>More valuable</u>		61%	79%
Somewhat more valuable	18	14	20
Much more valuable	55	47	59
Refused	4	11	0

Programs

Q6. How important do you think are the following EWEB programs (with 0 being not at all important and 10 being very important):

Efforts to ensure safe, reliable drinking water remains the most important EWEB program (virtually unchanged at 9.5). Efforts to protect the environment is the second most important program (virtually unchanged at 8.6). Helping customers reduce energy use tied with efforts to increase emergency preparedness were also considered important at 8.3 (not asked previously), while efforts to reduce water consumption was deemed somewhat less important (7.8), as was community events and activities (7.2).

Women tended to view all programs more important than men (averaging about a half-point higher on most measures, but a full point for community programs and activities. Women also tended to have higher satisfaction with EWEB on these issues.

	Total Mean	Phone Mean	Online Mean
EWEB's efforts to ensure safe, reliable delivery of drinking water	9.4	9.5	9.4
EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change	8.6	8.7	8.6
EWEB's programs that help customers reduce their energy use	8.4	8.3	8.4
EWEB's efforts to increase customer and community emergency preparedness	8.2	8.3	8.1
EWEB's programs that help customers reduce their water use	8.0	7.8	8.1
EWEB's involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events	6.8	7.2	6.6

Total (Phone and Online)

Total	917											
Scale with 0 being not at all <u>important</u> and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's involvement in community events and activities, which may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events	7%	1%	4%	3%	2%	13%	7%	12%	17%	9%	24%	2%
EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change	3	1	1	1	1	5	4	5	10	11	57	2
EWEB's programs that help customers reduce their energy use	2	1	1	1	1	6	3	8	16	12	47	2
EWEB's programs that help customers reduce their water use	3	1	1	1	2	9	4	9	16	11	41	4
EWEB's efforts to ensure safe, reliable delivery of drinking water	1	0	0	0	1	1	1	2	7	8	77	1
EWEB's efforts to increase customer and community emergency preparedness	2	1	1	1	1	7	6	9	16	12	41	3

Phone

Total	311 34%											
Scale with 0 being not at all <u>important</u> and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's involvement in community events and activities, which may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events	5%	1%	3%	2%	1%	12%	6%	10%	18%	9%	27%	6%
EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change	3	-	1	1	1	3	5	5	14	11	53	5
EWEB's programs that help customers reduce their energy use	3	1	0	1	2	5	3	9	17	11	42	7
EWEB's programs that help customers reduce their water use	4	2	1	1	2	9	3	8	18	6	35	11
EWEB's efforts to ensure safe, reliable delivery of drinking water	0	-	-	-	1	1	1	2	10	9	73	3
EWEB's efforts to increase customer and community emergency preparedness	2	1	1	0	1	8	4	6	17	11	42	8

Online

Total	606 66%											
Scale with 0 being not at all <u>important</u> and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events	8%	1%	5%	3%	2%	14%	7%	13%	16%	9%	22%	-
EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change	3	1	1	1	1	5	3	5	9	11	60	-
EWEB's programs that help customers reduce their energy use	2	0	1	1	1	7	3	8	15	13	49	-
EWEB's programs that help customers reduce their water use	3	1	1	1	1	8	4	9	15	14	43	-
EWEB's efforts to ensure safe, reliable delivery of drinking water	1	0	0	0	0	2	1	2	5	8	79	-
EWEB's efforts to increase customer and community emergency preparedness	2	1	2	1	1	7	6	10	16	13	41	-

Q7. How satisfied are you with the following EWEB programs?

	Total Mean	Phone Mean	Online Mean
EWEB's efforts to ensure safe, reliable delivery of drinking water	8.5	8.9	8.3
EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change	7.5	7.6	7.4
EWEB's programs that help customers reduce their energy use	7.3	7.2	7.4
EWEB's efforts to increase customer and community emergency preparedness	7.2	7.2	7.3
EWEB's programs that help customers reduce their water use	7.1	6.9	7.2
EWEB's involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events	6.9	7.2	6.8

Total (Phone and Online)

Total	917											
Scale with 0 being not at all <u>important</u> and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's involvement in community events and activities, which may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events	5%	2%	2%	2%	2%	18%	6%	10%	17%	8%	23%	6%
EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change	3	1	2	1	1	14	6	9	16	9	31	6
EWEB's programs that help customers reduce their energy use	3	2	1	2	2	13	7	11	17	10	27	5
EWEB's programs that help customers reduce their water use	4	1	2	3	2	15	6	9	16	11	23	7
EWEB's efforts to ensure safe, reliable delivery of drinking water	2	1	1	1	1	7	3	7	13	14	48	3
EWEB's efforts to increase customer and community emergency preparedness	4	1	1	2	3	15	8	10	15	11	25	6

Phone

Total	311 34%											
Scale with 0 being not at all important and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events	4%	1%	1%	2%	1%	14%	6%	10%	15%	7%	21%	19%
EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change	2	-	3	0	2	11	5	9	18	6	26	19
EWEB's programs that help customers reduce their energy use	3	1	1	2	2	11	8	12	18	6	22	14
EWEB's programs that help customers reduce their water use	4	1	2	2	3	15	6	8	15	5	18	22
EWEB's efforts to ensure safe, reliable delivery of drinking water	0	0	1	1	1	2	1	6	15	13	51	9
EWEB's efforts to increase customer and community emergency preparedness	3	1	1	1	3	14	9	7	14	9	22	17

Online

Total	606 66%											
Scale with 0 being not at all important and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events	6%	2%	2%	2%	2%	21%	6%	9%	17%	9%	24%	-
EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change	4	2	2	1	1	16	6	9	15	11	33	-
EWEB's programs that help customers reduce their energy use	4	2	2	2	3	14	6	10	17	12	30	-
EWEB's programs that help customers reduce their water use	4	2	2	3	2	15	6	10	17	13	26	-
EWEB's efforts to ensure safe, reliable delivery of drinking water	2	1	1	0	1	9	4	8	12	15	46	-
EWEB's efforts to increase customer and community emergency preparedness	4	1	1	2	3	16	7	12	16	12	26	-

Q8. In order to ensure safe and reliable water supplies, EWEB is looking at alternative sources, such as emergency water distribution stations. Would you say you were currently very aware, somewhat aware, or not aware that EWEB has two emergency water distribution stations completed and has plans for additional stations?

	Total	Method	
		Phone	Online
	913	307 34%	606 66%
Not aware	65%	67%	64%
Somewhat aware	26	21	28
Very aware	9	11	8

Q9. How important is the following (with 0 being not at all important and 10 being very important)?

	Total Mean	Phone Mean	Online Mean
EWEB's drinking water quality	9.5	9.6	9.4
EWEB's water service reliability	9.3	9.5	9.2
EWEB's electric service reliability and outage restoration	9.2	9.4	9.1
EWEB's responsiveness to customers' needs and concerns	8.7	8.8	8.6
EWEB's efforts to control costs	8.6	8.7	8.6
EWEB's efforts in keeping customers informed	8.2	8.4	8.1

Total	Total (Phone and Online)											
	917											
Scale with 0 being not at all important and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's efforts in keeping customers informed	2%	0%	1%	2%	1%	6%	6%	11%	18%	11%	41%	1%
EWEB's responsiveness to customers' needs and concerns	2	0	0	1	1	4	3	7	15	15	50	3
EWEB's efforts to control costs	2	1	0	0	1	4	3	6	14	13	52	3
EWEB's electric service reliability and outage restoration	1	0	0	1	0	2	2	3	9	15	64	1
EWEB's drinking water quality	1	0	0	0	0	1	1	2	6	9	78	1
EWEB's water service reliability	1	0	0	0	0	1	1	2	9	13	71	1

Phone

Total	311 34%											
Scale with 0 being not at all important and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's efforts in keeping customers informed	2%	1%	0%	2%	1%	5%	5%	9%	18%	9%	46%	4%
EWEB's responsiveness to customers' needs and concerns	0	1	-	-	1	4	2	6	18	12	50	8
EWEB's efforts to control costs	2	1	-	-	1	3	2	7	19	11	47	8
EWEB's electric service reliability and outage restoration	-	-	-	0	0	1	2	2	12	15	64	4
EWEB's drinking water quality	0	-	-	-	-	1	1	0	7	9	79	2
EWEB's water service reliability	0	-	-	-	-	1	-	2	11	13	72	2

Online

Total	606 66%											
Scale with 0 being not at all important and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's efforts in keeping customers informed	2%	0%	1%	1%	1%	6%	6%	12%	19%	13%	39%	-
EWEB's responsiveness to customers' needs and concerns	2	0	0	1	1	4	3	8	14	16	50	-
EWEB's efforts to control costs	2	1	0	0	1	4	4	6	12	14	55	-
EWEB's electric service reliability and outage restoration	1	0	0	1	0	2	2	3	8	15	65	-
EWEB's drinking water quality	2	0	0	0	0	1	1	2	6	10	77	-
EWEB's water service reliability	2	0	0	0	1	2	1	2	9	14	70	-

Q10. How satisfied are you with the following?

	Total Mean	Phone Mean	Online Mean
EWEB's water service reliability	8.9	9.2	8.8
EWEB's drinking water quality	8.9	9.1	8.8
EWEB's electric service reliability and outage restoration	8.0	8.5	7.8
EWEB's responsiveness to customers' needs and concerns	7.5	8.0	7.3
EWEB's efforts in keeping customers informed	7.3	7.4	7.2
EWEB's efforts to control costs	6.8	7.1	6.6

Total (Phone and Online)

Total	917												
Scale with 0 being not at all important and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A	
EWEB's efforts in keeping customers informed	3%	1%	2%	3%	3%	11%	7%	13%	20%	12%	24%	2%	
EWEB's responsiveness to customers' needs and concerns	3	1	2	2	2	10	5	8	21	14	27	3	
EWEB's efforts to control costs	6	3	4	2	2	13	7	12	17	10	21	4	
EWEB's electric service reliability and outage restoration	2	1	2	2	2	6	5	6	16	18	38	2	
EWEB's drinking water quality	1	0	1	0	0	4	2	5	12	17	56	1	
EWEB's water service reliability	2	1	0	0	1	4	1	4	10	18	58	1	

Phone

Total	311 34%											
Scale with 0 being not at all important and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's efforts in keeping customers informed	2%	1%	1%	4%	3%	11%	5%	12%	21%	9%	26%	5%
EWEB's responsiveness to customers' needs and concerns	1	1	0	2	1	9	3	8	24	12	30	9
EWEB's efforts to control costs	3	2	2	3	1	12	5	13	18	9	20	13
EWEB's electric service reliability and outage restoration	1	1	0	2	2	4	3	5	21	16	40	5
EWEB's drinking water quality	0	-	0	0	1	2	2	5	15	15	57	3
EWEB's water service reliability	1	0	-	0	-	3	0	2	13	17	61	3

Online

Total	606 66%											
Scale with 0 being not at all important and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's efforts in keeping customers informed	4%	1%	2%	3%	3%	11%	8%	14%	19%	12%	33%	-
EWEB's responsiveness to customers' needs and concerns	5	1	2	2	3	11	6	8	20	15	26	-
EWEB's efforts to control costs	7	3	5	2	3	13	7	11	16	11	22	-
EWEB's electric service reliability and outage restoration	3	2	3	3	2	7	5	7	13	19	36	-
EWEB's drinking water quality	2	1	1	0	0	5	3	5	10	18	56	-
EWEB's water service reliability	2	1	0	0	1	5	1	6	9	19	56	-

Q11. How would you rate your level of trust and confidence in EWEB?

	Total	Method	
		Phone	Online
	888	307 35%	581 65%
Low	5%	4%	6%
Some	31	28	33
High	64	68	61

Q12. Thinking about the past year, has your level of trust and confidence in EWEB increased, decreased or remained the same?

	Total	Method	
		Phone	Online
	886	305 34%	581 66%
Decreased	12%	11%	13%
Stayed the same	52	6	77
Increased	35	83	11

Q13. What does EWEB do best? (Phone Verbatims Coded)

	Method Phone
	262
Deliver water and / or electric services	35%
Dependable / Reliable / Consistent	23
Emergency responses	11
Good customer service	8
Good / Great service	8
Clean Water	6
Quality / High Quality Service	6
Too expensive	5
Engaged with community	4
Reasonable costs	4
Communications	4
No Complaints, Issues or Problems / Satisfied with services	3
Deliver adequate / basic service	2
Necessary	2
Green energy	2
Fine / OK service	2
Positive (General)	1
Easy to pay bills	1
Futuristic good ideas	1

Q14. How could EWEB improve? (Phone Verbatims Coded)

	Method
	Phone
	185
Lower price	35%
Engage more with community / more information on what they do	16
Better communications / social media presence	12
Green renewable / solar programs / alternative sources	10
Better online access / website	9
Nothing, great as is	8
Cleaner water / testing processes	8
Better response times	8
Not satisfied with smart meters	6
Better customer service	5
Reduce outages / storm damages	3
More classes / better education programs	2
Have a disaster plan	2
Safer electric options / solar / underground lines	2
Seismic safety options	2
Reduce wastage	1
Incentives to lower costs	1

Q15. On a scale of 1 to 5, how satisfied are you with EWEB overall (with 1 being not at all satisfied and 5 being very satisfied).

Overall satisfaction with EWEB is high at 4.4 (on a 5.0 scale) and is up from 4.2 in 2017. For the combined online sample, satisfaction is up slightly from 3.9 to 4.1 this year. Satisfaction appears highest among those 65+ (58% said “5”) as well as long-term customers (53% said “5”).

	Total	Method	
		Phone	Online
	915	309 34%	606 66%
1	3%	1%	4%
2	3	1	4
3	14	8	16
4	37	38	36
5	44	51	40
Mean	4.1	4.4	4.0

Q16. In order to ensure reliable power supply, EWEB routinely buys and sells power in the marketplace. During times when energy demand from customers is high, power that EWEB purchases may come at a higher cost or from a generating resource with a larger carbon footprint.

Would you say you were currently very aware, somewhat aware, or not aware that power purchased at different times may cost EWEB more or have a larger carbon footprint?

Roughly two of three customers have at least some awareness of this issue. The youngest customers (18-34) have the highest awareness, with 55% “very aware.”

	Total	Method	
		Phone	Online
	913	307 34%	606 66%
Not aware	29%	25%	32%
Somewhat aware	41	39	42
Very aware	29	36	26

Q17. If EWEB were to create programs to encourage shifting your power usage to different times of the day to save money and reduce carbon emissions, how interested would you be?

On this issue, the scientific phone sample showed nominal interest (only 15% “very interested”), but the online survey revealed that many customers are interested in this program (40% “very interested”).

	Total	Method	
		Phone	Online
	911	305 33%	606 67%
Not interested	23%	38%	15%
Somewhat interested	45	47	45
Very interested	32	15	40

Q18. How concerned are you about lowering your household carbon footprint?

Roughly three-quarters of those surveyed are concerned about this issue (64%), but among those in the online survey, 85% are concerned. Younger customers and those with less education expressed greater concern.

	Total	Method	
		Phone	Online
	914	308 34%	606 66%
Not concerned	22%	36%	15%
Somewhat concerned	44	46	44
Very concerned	33	18	41

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.

The services most often perceived as “very valuable” included *rebate reward programs* (65%) and *programs to help lower the carbon footprint* (64%). More than half were interested in having the ability to monitor electric or water usage. Younger customers and renters expressed the greatest interest overall.

Total (Phone and Online)

Total		845		
Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.		Not Valuable	Somewhat Valuable	Very Valuable
Pre-pay plan that allows you to pay as you go, including the ability to make multiple small payments each month		36%	38%	26%
Electricity pricing programs that charge different rates at different times of day to reflect the true cost of power		15	37	48
Rebate programs that reward you for shifting your electric use to low-demand hours when EWEB is able to purchase power for a lower price		7	27	65
Programs that help you decrease your personal carbon footprint by using less energy or cleaner energy		9	27	64
Programs that allow you to offset your personal carbon footprint by investing in local forest protection and restoration		16	35	49
Ability to create an online profile and monitor your electric or water usage		13	34	53
Ability to set yourself alerts or reminders about payments or usage to be delivered via text or email		25	38	37
Ability to pay your bill via text message		42	36	22
An online marketplace where you could purchase EWEB-recommended energy efficiency, water conservation or emergency preparedness products		18	41	40

Phone

Total	311 37%		
Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.	Not Valuable	Somewhat Valuable	Very Valuable
Pre-pay plan that allows you to pay as you go, including the ability to make multiple small payments each month	4%	48%	48%
Electricity pricing programs that charge different rates at different times of day to reflect the true cost of power	5	19	76
Rebate programs that reward you for shifting your electric use to low-demand hours when EWEB is able to purchase power for a lower price	2	7	91
Programs that help you decrease your personal carbon footprint by using less energy or cleaner energy	2	9	89
Programs that allow you to offset your personal carbon footprint by investing in local forest protection and restoration	5	18	77
Ability to create an online profile and monitor your electric or water usage	4	28	69
Ability to set yourself alerts or reminders about payments or usage to be delivered via text or email	2	40	58
Ability to pay your bill via text message	4	57	39
An online marketplace where you could purchase EWEB-recommended energy efficiency, water conservation or emergency preparedness products	4	26	70

Online

Total	547 64%		
Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.	Not Valuable	Somewhat Valuable	Very Valuable
Pre-pay plan that allows you to pay as you go, including the ability to make multiple small payments each month	55%	32%	13%
Electricity pricing programs that charge different rates at different times of day to reflect the true cost of power	20	48	32
Rebate programs that reward you for shifting your electric use to low-demand hours when EWEB is able to purchase power for a lower price	10	38	51
Programs that help you decrease your personal carbon footprint by using less energy or cleaner energy	13	37	51
Programs that allow you to offset your personal carbon footprint by investing in local forest protection and restoration	21	45	34
Ability to create an online profile and monitor your electric or water usage	18	38	44
Ability to set yourself alerts or reminders about payments or usage to be delivered via text or email	38	36	25
Ability to pay your bill via text message	64	24	12
An online marketplace where you could purchase EWEB-recommended energy efficiency, water conservation or emergency preparedness products	26	50	23

Q20. Do you have any feedback on the following issues to provide EWEB?

Please select as many of the categories mentioned below and any other, if applicable (you will be able to type in details, recommendations, etc. in the next question).

Among those with concerns, the cost of service was the stand-out issue, especially among the opt-in online participants. Nearly three-quarters of those in the phone survey (73%) had no comments or expressed satisfaction, compared to just 68% of those in the online survey.

	Total	Method	
		Phone	Online
	917	311 34%	606 66%
Satisfied with EWEB	16%	23%	7%
Cost / prices	17	10	20
Other	9	14	6
Outages	9	5	12
Billing structure / access	8	4	10
Your water service	5	4	5
Recommendations	4	4	-
Your electric service	1	2	4
No feedback	57	50	61



DEMOGRAPHICS: PARTICIPANT PROFILES

Q21. About how many years have you been an EWEB customer? (Your best estimate is fine)

	Method	
	Phone	Online
Base	311 35%	606 65%
Years	100% 21	100% 20
Mean	21	20

Q21b. Years as a customer - categorized

	Total	Method	
		Phone	Online
	906	300 33%	606 67%
1 year	9%	10%	9%
2-5 years	20	21	19
6-10 years	12	9	13
11-20 years	16	15	16
21 or more years	43	45	42

Q22. Do you own or rent your home?

	Total	Method	
		Phone	Online
	914	308 34%	606 66%
Own	74%	67%	77%
Rent	26	33	23

Q23. Including you, how many people live in your household?

	Total	Method	
		Phone	Online
	908	302 33%	606 67%
1	29%	33%	26%
2	47	39	50
3	12	11	12
4	8	10	7
5 or more	6	7	5

Q24. What is the highest level of education you've completed?

	Total	Method	
		Phone	Online
	904	298 33%	606 67%
Some high school	1%	1%	1%
High school / GED	7	12	4
Some college	19	25	17
Trade / Vocational / Technical	4	1	6
College degree	33	29	35
Graduate degree or higher	36	32	37

Q25. What is your combined annual household income (before taxes)?

	Total	Method	
		Phone	Online
	840	247 29%	593 71%
Less than \$30k	21%	23%	20%
\$30-\$50k	21	21	21
\$50-\$75k	19	19	19
\$75-\$100k	18	17	19
\$100k or more	21	20	21

Q26. Which of the following categories includes your age?

	Total	Method	
		Phone	Online
	908	302 33%	606 67%
18-34	12%	16%	11%
35-49	16	15	16
50-64	22	19	23
65 or older	50	50	50

Q27. Gender

	Total	Method	
		Phone	Online
	898	303 34%	595 66%
Male	48%	48%	47%
Female	51	51	51
Non-binary	1	0	2
Prefer to self-describe	0	0	0

Collection method

	Total	Method	
		Phone	Online
	917	311 34%	606 66%
Telephone	34%	100%	-
Online	66	-	100%

**APPENDIX: QUESTIONNAIRE****EWEB CUSTOMER SATISFACTION QUESTIONNAIRE
2019 FINAL 11-4-2019**

Hi, is [First name] available? I'm calling from Riley Research Associates on behalf of the Eugene Water & Electric Board, or EWEB, with a survey about your satisfaction with their services. Are you able to provide an opinion about the service you receive from EWEB?

(If no: determine primary contact. If yes: continue survey)

(As necessary) we aren't trying to sell you anything or change your service. We're an independent research firm that has been asked to assess customer satisfaction with EWEB's services. No one will contact you based on your participation, and all responses are confidential.

Q1. To start, does EWEB provide you with: (Read list)

- 1 Electricity and water
- 2 Electric service only
- 3 Water service only
- 4 Neither electricity nor water (Discontinue)
- 9 Refused (Discontinue)

Q2. Are you or is anyone in your household an employee of EWEB?

- 1 No
- 2 Yes - Self
- 3 Yes - Household member
- 4 Yes - Both self and household member

Satisfaction & Importance

Q3. First, what comes to mind in terms of the type or quality of service EWEB provides? (Please give your overall impression, be as specific as possible).

Q4. What words come to mind in terms of describing the type or quality of service EWEB provides?

- | | |
|---------------------------------------|-----------------------------------|
| 01 Adequate / Average / Basic | 02 Monopoly |
| 03 Dependable / Reliable / Consistent | 04 Efficient |
| 05 Excellent | 06 Expensive |
| 07 Fine / OK | 08 Good / Great |
| 09 Satisfactory | 10 No complaints / Problems |
| 11 Water and electric utility | 12 Clean water |
| 13 Necessary | 14 Positive (general) |
| 15 Negative (general) | 16 Quality / High quality service |
| 98 Other | |

Q5. As you may know, EWEB is a publicly owned electric and water utility. As a public utility, EWEB does not operate to earn a profit or to serve the investment needs of stockholders. Instead, EWEB is chartered by the city of Eugene to serve the interests of citizens.

Knowing this, would you consider having a public utility to be more valuable or less valuable than a private, investor-owned utility, or does it make no difference? (Much or somewhat?)

- 1 Much less valuable
- 2 Somewhat less valuable
- 3 No different
- 4 Somewhat more valuable
- 5 Much more valuable

Q6-7. For this next set of questions, I'm going to describe a program or service that EWEB provides, and ask you first how important that program is, then how satisfied you are with the program.

Q6. How important are the following EWEB programs:

Q7. How satisfied are you with the following EWEB programs:

- a. EWEB's involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events.
- b. EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emissions contributing to climate change.
- c. EWEB's programs that help customers reduce their energy use
- d. EWEB's programs that help customers reduce their water use
- e. EWEB's efforts to ensure safe, reliable delivery of drinking water
- f. EWEB's efforts to increase customer and community emergency preparedness

Q8. In order to ensure safe and reliable water supplies, EWEB is looking at alternative sources, such as emergency water distribution stations. Would you say you were currently very aware, somewhat aware, or not aware that EWEB has two emergency water distribution stations completed and has plans for additional stations?

- | | |
|------------------|-------------|
| 3 Very aware | 1 Not aware |
| 2 Somewhat aware | 9 Unsure |

Q9-10. Using those same scales of "0" to "10", please rate how important are the following aspects of EWEB's services to you, and then your satisfaction with those same aspects.

Q9. How important is:

Q10. How satisfied are you with:

- a. EWEB's efforts in keeping customers informed
- b. EWEB's responsiveness to customers' needs and concerns
- c. EWEB's efforts to control costs
- d. EWEB's electric service reliability and outage restoration
- e. EWEB's drinking water quality
- f. EWEB's water service reliability

Q11. How would you rate your level of trust and confidence in EWEB?

- 1 Low trust and confidence
- 2 Some trust and confidence
- 3 High trust and confidence

Q12. Thinking about the past year, has your level of trust and confidence in EWEB increased, decreased or remained the same?

- 1 Decreased 2 Remained the same
3 Increased

Q13. Thinking about the service you receive from EWEB, what do you think they do best? Be as specific as possible.

Q14. And in what ways could EWEB improve? Be as specific as possible.

Q15. How satisfied are you with EWEB overall? (1 = Not at all satisfied and 5 = Very satisfied)

Future Services or Programs

Q16. In order to ensure reliable power supply, EWEB routinely buys and sells power in the marketplace. During times when energy demand from customers is high, power that EWEB purchases may come at a higher cost or from a generating resource with a larger carbon footprint. Would you say you were currently very aware, somewhat aware, or not aware that power purchased at different times may cost EWEB more or have a larger carbon footprint?

- 1 Very aware 3 Not aware
2 Somewhat aware

Q17. If EWEB were to create programs to encourage shifting your power usage to different times of the day to save money and reduce carbon emissions, how interested would you be?

- 1 Very interested 3 Not interested
2 Somewhat interested

Q18. How concerned are you about lowering your household carbon footprint?

- 1 Very concerned 3 Not concerned
2 Somewhat concerned

Q19. The following is a list of services or programs that EWEB may consider offering in the future. Please rate whether you find them very valuable, somewhat valuable, or not valuable. Services include:

(Read and rotate list):

Would that feature be very valuable, somewhat valuable, or not at all valuable?

- 1 Very valuable
2 Somewhat valuable
3 Not valuable
8 Don't know / Depends

- a. Pre-pay plan that allows you to pay as you go, including the ability to make multiple small payments each month
- b. Electricity pricing programs that charge different rates at different times of day to reflect the true cost of power
- c. Rebate programs that reward you for shifting your electric use to low-demand hours when EWEB is

- able to purchase power for a lower price
- d. Programs that help you decrease your personal carbon footprint by using less energy or cleaner energy
- e. Programs that allow you to offset your personal carbon footprint by investing in local forest protection and restoration
- f. Ability to create an online profile and monitor your electric or water usage
- g. Ability to set yourself alerts or reminders about payments or usage to be delivered via text or email
- h. Ability to pay your bill via text message
- i. An online marketplace where you could purchase EWEB-recommended energy efficiency, water conservation or emergency preparedness products

Q20. Please provide any additional feedback you may have. (Coded from verbatim responses)

- 1 Cost / prices _____
- 2 Billing structure / access _____
- 3 Satisfaction with EWEB _____
- 4 Your water service _____
- 5 Your electric service _____
- 6 Outages _____
- 7 Recommendations _____
- 8 Other _____
- 9 No feedback

Demographics

I'd like to finish up with a few demographic questions. We will finish with some demographic questions. This is to ensure we get responses from a variety of customers, reflecting the population we serve.

Q21. About how many years have you been an EWEB customer? (Your best estimate is fine)
(Enter 999 for refused, enter 1 if less than one year)

Years _____

Q22. Do you own or rent your home?

- 1 Own
- 2 Rent

Q23. Including you, how many people live in your household?

- 1 1 4 4
- 2 2 5 5 or more
- 3 3

Q24. What is the highest level of education you've completed? (Read list as necessary)

- 1 Some high school
- 2 High school / GED
- 3 Some college
- 4 Trade / Vocational / Technical
- 5 College degree
- 6 Graduate degree or higher

Q25. What is your combined annual household income before taxes?

- 1 Less than \$30,000
- 2 \$30-\$50,000
- 3 \$50-\$75,000
- 3 75-\$100,000
- 4 \$100,000 or more

Q26. Which of the following categories includes your age?

- 1 18-34
- 2 35-49
- 3 50-64

4 65 or older

Q27. What is your gender?

- 1 Male
- 2 Female

3 Non-binary
4 Self – describe _

Those were all my questions. Thank you for your time and opinions!

Zip Code (first 5 digits) _____

Ward

- 1 E1
- 2 E2
- 3 E3
- 4 E4
- 5 E5

- 6 E6
- 7 E7
- 8 E8
- 9 At large

Collection method

- 1 Telephone

2 Online



CUSTOMER SATISFACTION SURVEY **ONLINE SURVEY - CROSSTABULATIONS**

DECEMBER 2019

Q1. To start, does EWEB provide you with...

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Electricity and water	513 85%	246 88%	252 83%	7 70%	45 68%	78 80%	124 87%	266 89%	79 66%	99 81%	105 91%	102 91%	116 94%	22 76%	103 76%	187 87%	201 89%	434 93%	79 58%	123 71%	148 84%	242 95%
Electric service only	90 15%	32 11%	52 17%	3 30%	20 30%	20 20%	17 12%	33 11%	40 33%	22 18%	10 9%	10 9%	7 6%	7 24%	33 24%	26 12%	24 11%	33 7%	57 42%	50 29%	28 16%	12 5%
Water service only	3 0%	3 1%	- -	- -	1 2%	- -	1 1%	1 0%	1 1%	1 1%	- -	- -	1 1%	- -	- -	1 0%	2 1%	2 0%	1 1%	1 1%	1 1%	1 0%
Chi Square		8.90 .064			21.70 .001				50.03 .001					17.29 .008				100.75 .001		47.66 .001		

Q2. Are you or is anyone in your household an employee of EWEB?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
No	600 99%	276 98%	303 100%	10 100%	65 98%	97 99%	139 98%	299 100%	120 100%	121 99%	115 100%	109 97%	122 98%	29 100%	135 99%	210 98%	226 100%	463 99%	137 100%	174 100%	173 98%	253 99%
Yes - Self	3 0%	3 1%	- -	- -	- -	- -	2 1%	1 0%	- -	1 1%	- -	1 1%	1 1%	- -	- -	3 1%	- -	3 1%	- -	- -	2 1%	1 0%
Yes - Household Member	3 0%	2 1%	1 0%	- -	1 2%	1 1%	1 1%	- -	- -	- -	- -	2 2%	1 1%	- -	1 1%	1 0%	1 0%	3 1%	- -	- -	2 1%	1 0%
Chi Square		3.86 .425			6.94 .326				7.69 .464					5.84 .441				1.77 .413		4.76 .313		

Q4. What words come to mind in terms of describing the type or quality of service EWEB provides?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Dependable / Reliable / Consistent	60%	60%	62%	30%	45%	48%	55%	70%	55%	63%	57%	63%	60%	55%	56%	59%	65%	62%	54%	52%	58%	68%
Water / Electric Utility	50	48	54	20	53	57	50	47	40	50	43	63	53	31	43	52	55	52	43	49	50	51
Clean Water	47	50	46	20	39	32	50	52	38	46	50	48	55	34	43	48	50	52	31	36	38	61
Necessary	38	32	44	30	47	46	39	33	32	41	36	41	39	24	32	41	41	39	34	39	34	41
No Complaints, Issues or Problems	36	37	38	20	36	32	33	40	36	38	34	43	31	34	35	32	42	36	39	41	28	39
Positive (General)	35	35	36	-	33	24	35	38	30	30	35	38	40	31	31	32	41	38	25	29	32	40
Expensive	28	25	30	50	41	43	30	20	35	31	27	23	25	17	36	30	22	26	34	28	36	22



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Excellent	26	27	28	-	17	14	20	36	30	21	31	22	25	31	28	24	27	26	28	21	27	30
Efficient	26	24	28	10	24	17	21	31	30	22	30	21	23	28	26	21	29	26	26	21	23	30
Quality / High Quality Service	25	26	26	-	23	15	22	31	22	25	28	28	24	28	26	24	26	26	24	21	23	30
Adequate / Average / Basic	22	26	19	30	36	29	23	17	31	26	18	22	17	17	29	23	19	20	31	32	19	19
Satisfactory	18	18	18	10	26	18	18	15	23	19	10	17	19	24	19	14	19	16	22	24	12	17
Fine / OK	16	17	16	-	18	18	16	15	12	25	11	17	16	17	13	14	20	16	15	24	12	14

Q4. What words come to mind in terms of describing the type or quality of service EWEB provides?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Monopoly	14%	16%	12%	30%	20%	22%	15%	10%	12%	16%	14%	13%	18%	3%	17%	17%	11%	14%	14%	16%	16%	12%
Good / Great	13	11	15	10	14	17	16	10	15	8	10	16	15	28	14	11	12	13	13	16	9	13
Negative (General)	5	4	5	20	8	14	5	1	6	5	6	1	7	3	7	5	4	5	4	7	7	2
Other	7	6	7	10	2	6	11	7	5	8	5	5	12	-	8	6	9	8	5	2	8	10
Chi Square		49.77 .023			147.57 .001				68.30 .333					52.24 .313				28.13 .031		87.68 .001		

Q5. As you may know, EWEB is a publicly owned electric and water utility. As a public utility, EWEB does not operate to earn a profit or to serve the investment needs of stockholders. Instead, EWEB is chartered by the city of Eugene to serve the interests of citizens.

Knowing this, would you consider having a public utility to be more valuable or less valuable than a private, investor-owned utility, or does it make no difference?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Much less valuable	2%	3%	1%	10%	2%	5%	3%	2%	1%	2%	4%	2%	3%	3%	4%	1%	3%	3%	1%	1%	3%	3%
Somewhat less valuable	2	2	2	10	-	3	2	2	2	2	3	1	2	-	5	1	1	3	-	1	3	2
No different	16	16	16	30	21	24	20	11	20	16	15	13	17	24	23	20	8	15	20	17	20	13
Somewhat more valuable	20	24	17	-	20	20	23	19	20	23	25	18	18	14	21	20	21	21	18	24	19	18
Much more valuable	59	54	64	50	58	47	52	66	58	57	52	66	60	59	46	58	67	58	61	56	55	64
Mean	4.3	4.2	4.4	3.7	4.3	4.0	4.2	4.5	4.3	4.3	4.2	4.5	4.3	4.2	4.0	4.3	4.5	4.3	4.4	4.3	4.2	4.4
Chi Square		18.20 .020			24.86 .015				11.73 .762					35.21 .001				7.96 .093		10.08 .260		

Q6. How important do you think are the following EWEB programs (with 0 being not at all important and 10 being very important):

a. EWEB's involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events.

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	8%	10%	6%	30%	8%	19%	6%	6%	13%	6%	8%	6%	10%	7%	10%	9%	7%	9%	7%	10%	9%	7%
1	1	1	1	10	-	2	1	1	-	-	2	1	2	3	1	-	2	1	1	1	2	1
2	5	6	3	-	2	8	6	3	3	7	2	4	7	-	9	3	4	5	2	5	5	5
3	3	1	4	10	3	5	2	2	3	2	6	3	1	3	3	3	2	3	3	2	4	2
4	2	1	3	10	3	-	5	2	6	2	-	1	2	3	2	3	2	2	4	2	4	1
5	14	17	11	-	17	10	15	14	11	13	14	18	13	17	18	15	10	14	13	13	11	16
6	7	8	7	-	6	4	8	9	7	9	5	9	8	-	4	5	13	8	4	7	7	8
7	13	14	12	20	24	9	15	10	7	11	14	16	15	7	11	13	14	13	13	13	9	15
8	16	17	16	10	17	14	18	16	11	15	19	14	22	14	12	17	19	16	16	16	16	17
9	9	6	11	-	6	7	6	11	11	11	7	7	6	10	7	8	9	9	9	7	10	9
10	22	17	27	10	15	20	18	26	29	25	23	21	13	34	24	23	19	20	27	25	23	19



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Mean	7.6	7.2	8.1	5.0	7.5	6.6	7.5	8.0	7.6	7.9	7.7	7.6	7.0	8.1	7.2	7.7	7.7	7.5	7.9	7.6	7.5	7.6
Chi Square		50.48			55.63			57.56			45.46			10.32		15.11						
		.001			.003			.036			.035			.413		.770						

Q6. How important are the following EWEB programs?

b. EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change.

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
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0	3%	3%	2%	20%	2%	5%	2%	3%	5%	1%	3%	2%	4%	3%	4%	3%	2%	3%	1%	3%	3%	3%
1	1	2	0	10	-	1	1	2	1	1	3	2	1	-	2	1	1	2	-	2	1	2
2	1	1	1	-	-	2	1	0	2	-	-	1	1	-	2	0	-	1	-	1	1	0
3	1	1	1	-	-	1	1	1	1	1	2	-	-	-	1	1	1	1	-	1	2	1
4	1	2	0	-	-	2	1	1	2	-	-	3	2	-	1	1	1	1	-	2	1	1
5	5	7	4	10	3	7	6	5	4	5	9	6	4	21	9	4	3	6	4	3	6	7
6	3	4	3	-	6	6	4	2	3	3	3	2	5	-	4	2	4	3	4	2	5	3
7	5	5	4	10	6	2	7	4	3	5	4	5	6	3	6	5	4	5	4	5	3	6
8	9	12	7	-	11	2	13	9	7	10	7	12	10	3	14	7	8	9	8	7	9	10
9	11	12	11	-	14	10	7	13	8	12	14	12	10	17	10	9	13	11	11	11	10	12
10	60	51	68	50	59	61	58	60	65	62	57	56	57	52	47	66	62	57	67	64	60	56



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Mean	8.6	8.2	9.0	6.3	8.9	8.2	8.6	8.6	8.5	8.9	8.4	8.5	8.5	8.3	7.9	8.8	8.8	8.4	9.1	8.7	8.5	8.5
Chi Square			46.45			33.80				32.43					45.97			12.04			13.98	
			.001			.289				.797					.031			.282			.831	

Q6. How important are the following EWEB programs?

c. EWEB's programs that help customers reduce their energy use

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	1%	1%	30%	2%	3%	1%	2%	2%	1%	3%	1%	2%	-	3%	0%	2%	2%	1%	3%	2%	1%
1	0	1	-	-	-	1	-	0	-	-	-	-	2	-	-	0	0	0	-	-	1	0
2	1	1	1	-	-	3	1	1	1	1	1	2	2	-	1	1	1	2	-	1	2	1
3	1	1	0	-	-	1	-	1	3	1	-	-	-	3	1	-	0	1	-	1	1	1
4	1	1	1	-	-	2	-	1	3	1	-	1	1	3	2	1	-	1	1	1	1	1
5	7	9	6	-	9	8	8	6	8	7	9	7	4	7	12	7	4	6	9	8	10	4
6	3	5	2	10	5	5	4	3	3	4	2	4	5	-	4	3	4	3	4	3	3	4
7	8	11	5	20	9	9	10	7	8	7	12	4	8	17	6	9	7	9	7	7	11	7
8	15	16	14	10	18	6	13	18	11	12	17	21	14	10	15	18	12	15	13	14	10	18
9	13	14	13	-	15	8	14	13	13	12	12	11	15	3	11	8	19	12	15	13	11	13
10	49	40	57	30	42	53	50	49	50	53	44	50	48	55	43	52	49	49	50	49	49	49



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Research for Marketing, Public Relations, and Planning

Mean	8.4	8.2	8.8	5.8	8.4	8.1	8.6	8.5	8.4	8.6	8.3	8.6	8.5	8.4	8.0	8.6	8.6	8.4	8.6	8.4	8.3	8.6
Chi Square			79.72 .001			28.15 .562				41.04 .425					47.10 .024			6.95 .730			19.59 .484	

Q6. How important are the following EWEB programs?

d. EWEB's programs that help customers reduce their water use

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	3%	2%	3%	30%	2%	6%	2%	3%	6%	1%	6%	1%	2%	3%	7%	1%	2%	3%	4%	5%	2%	2%
1	1	1	0	-	-	1	1	1	-	-	-	2	2	-	-	1	1	1	-	-	1	1
2	1	1	1	-	-	3	1	1	3	1	1	-	2	3	1	1	1	1	1	1	3	1
3	1	1	1	-	-	2	1	0	2	2	-	-	-	-	1	-	1	1	-	2	-	0
4	1	2	0	-	-	2	1	2	-	2	2	1	2	-	1	2	1	2	-	-	2	2
5	8	10	6	10	15	7	7	7	8	11	9	9	4	14	10	9	5	7	12	9	10	6
6	4	5	4	-	6	6	5	3	5	3	2	5	6	3	7	3	4	4	6	5	4	4
7	9	10	7	20	6	11	11	8	10	6	10	8	10	14	7	9	8	9	8	6	12	8
8	15	18	13	10	18	10	13	17	13	11	18	16	15	7	18	14	15	16	11	14	11	19
9	14	15	13	-	14	7	15	15	13	16	13	10	15	7	13	10	18	13	17	13	12	15
10	43	35	52	30	39	44	45	43	41	48	39	48	41	48	35	49	42	44	42	46	43	42



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	8.1	7.9	8.4	5.7	8.2	7.6	8.3	8.2	7.8	8.4	7.9	8.4	8.2	7.9	7.6	8.3	8.3	8.1	8.1	8.1	8.0	8.3
Chi Square			54.21 .001			30.79 .426				45.43 .256					35.47 .226			14.19 .165			31.13 .054	

Q6. How important are the following EWEB programs?

e. EWEB's efforts to ensure safe, reliable delivery of drinking water

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	1%	1%	1%	10%	-	3%	1%	1%	3%	1%	-	1%	1%	3%	1%	1%	1%	1%	1%	2%	1%	1%
1	0	-	1	-	-	1	-	1	-	-	1	-	1	-	1	0	0	1	-	-	1	1
2	0	0	0	10	-	1	-	1	1	-	1	1	-	-	1	-	1	1	-	-	1	1
3	0	0	1	-	-	1	1	0	3	-	-	-	-	-	1	0	-	0	1	1	1	0
4	0	1	-	-	-	-	-	1	2	-	-	-	-	3	1	-	-	0	-	-	1	-
5	2	2	2	-	2	2	3	1	3	2	3	2	1	10	4	0	1	1	4	1	3	2
6	1	1	-	-	-	2	1	1	1	2	-	1	1	-	-	1	1	1	1	-	2	1
7	2	3	2	10	6	2	4	1	3	2	3	2	2	7	1	3	2	2	3	3	2	2
8	5	9	2	-	6	4	4	6	4	7	6	4	4	-	8	6	4	5	6	5	6	5
9	8	9	8	-	11	6	7	8	8	9	7	9	7	3	7	7	10	8	9	9	7	8
10	79	74	83	70	76	78	80	79	73	78	79	80	84	72	74	80	81	80	76	79	77	80



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	9.4	9.3	9.4	7.9	9.5	9.1	9.5	9.4	6.9	9.5	9.4	9.5	9.6	6.7	9.1	9.5	9.5	9.4	9.3	9.4	9.3	9.4
Chi Square			52.92			22.50				38.67					49.70			6.56		16.29		
			.001			.835				.530					.013			.766		.698		

Q6. How important are the following EWEB programs?

f. EWEB's efforts to increase customer and community emergency preparedness

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	3%	1%	20%	2%	7%	1%	1%	3%	1%	2%	2%	4%	-	2%	2%	2%	2%	2%	3%	2%	2%
1	1	1	-	-	-	2	1	0	1	-	1	1	1	-	2	0	-	1	-	1	1	0
2	2	2	1	-	-	6	1	1	2	1	1	2	3	-	2	2	1	2	-	1	3	1
3	1	1	1	-	2	1	1	-	-	2	1	-	1	-	1	0	0	1	-	1	1	-
4	1	2	1	10	3	1	1	1	3	2	3	-	-	3	1	0	2	1	2	2	2	1
5	7	8	5	10	8	7	6	6	7	7	9	6	4	21	10	7	3	6	7	7	6	6
6	6	8	5	-	8	8	8	5	8	8	3	6	7	3	7	7	7	6	8	7	6	7
7	10	12	9	10	20	7	13	8	8	9	12	11	11	3	12	9	11	10	11	7	12	11
8	16	21	12	-	21	16	12	17	10	12	14	22	22	7	13	14	21	17	12	16	14	18
9	13	12	14	-	9	7	15	15	17	13	14	13	9	10	10	14	15	13	12	8	14	16
10	41	30	51	50	29	37	41	45	43	45	41	37	38	52	40	43	38	40	45	47	41	37



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	8.1	7.6	8.6	6.6	7.8	7.2	8.2	8.4	8.1	8.3	8.1	8.1	7.9	8.3	7.7	8.2	8.2	8.1	8.3	8.1	8.0	8.2
Chi Square		63.87			60.92			35.70				44.32				9.38			22.74			
		.001			.001			.664				.045				.496			.302			

Q7. How satisfied are you with the following EWEB programs?

a. EWEB's involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events.

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	6%	7%	5%	20%	5%	18%	4%	4%	8%	4%	5%	4%	10%	3%	9%	6%	6%	7%	3%	6%	9%	5%
1	2	2	2	10	-	2	3	2	1	1	3	3	2	3	1	1	3	2	1	1	2	2
2	2	3	2	-	2	4	2	2	3	2	3	2	2	-	4	2	2	2	2	2	3	2
3	2	2	1	10	-	2	3	2	4	2	2	1	2	3	4	1	1	3	-	1	2	3
4	2	3	2	-	2	2	3	2	2	3	3	2	2	3	1	2	3	2	1	2	3	2
5	21	24	17	40	33	17	23	18	23	21	21	20	21	21	21	25	17	19	27	25	20	18
6	6	7	5	-	9	4	5	6	2	9	4	6	6	-	7	5	6	5	7	4	5	7
7	9	9	9	20	12	8	11	8	8	8	9	12	10	7	7	10	10	9	12	10	6	11
8	17	19	16	-	15	13	20	18	14	16	13	15	23	7	15	18	19	19	10	17	15	19
9	9	6	12	-	8	7	7	10	10	11	7	9	7	14	7	8	10	9	7	8	7	10
10	24	19	30	-	15	21	20	28	25	22	30	27	15	38	24	21	23	22	28	23	27	22



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	6.8	6.4	7.2	3.8	6.6	5.8	6.7	7.2	6.6	6.9	6.9	7.0	6.3	7.4	6.4	6.7	6.9	6.7	7.0	6.8	6.6	6.9
Chi Square			41.30			50.95					35.27				32.11			20.05			18.02	
			.003			.010					.683				.363			.029			.586	

Q7. How satisfied are you with the following EWEB programs?

b. EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change.

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	4%	4%	3%	10%	3%	8%	4%	2%	6%	2%	4%	1%	5%	7%	4%	3%	3%	4%	3%	3%	5%	3%
1	2	2	1	20	-	4	1	2	2	2	3	1	2	-	1	1	4	2	1	3	2	2
2	2	2	1	-	2	5	1	1	3	2	1	4	1	-	4	1	1	2	1	2	2	2
3	1	2	1	-	-	3	-	2	3	2	-	-	1	3	3	0	1	1	1	2	2	1
4	1	0	1	-	2	-	2	-	1	1	2	-	-	-	3	-	-	0	1	-	2	0
5	16	17	15	20	18	19	15	15	18	14	20	15	14	21	14	18	15	15	20	18	15	15
6	6	7	6	-	8	4	9	5	6	9	3	7	6	-	7	7	6	6	7	3	8	7
7	9	9	8	40	17	8	14	6	8	10	6	13	11	10	7	12	8	9	9	12	11	6
8	15	16	14	-	20	11	12	17	13	16	10	12	22	3	15	16	16	16	10	13	10	20
9	11	10	12	-	6	7	10	14	8	11	12	16	9	17	9	9	13	12	8	7	9	15
10	33	29	38	10	26	30	32	37	34	32	39	32	29	38	35	31	33	32	39	36	35	30



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	7.4	7.2	7.8	5.0	7.3	6.5	7.4	7.8	7.1	7.5	7.5	7.7	7.4	7.5	7.3	7.5	7.5	7.4	7.6	7.4	7.3	7.6
Chi Square			45.66 .001			59.35 .001				47.40 .196					41.25 .083			11.35 .331			32.93 .034	

Q7. How satisfied are you with the following EWEB programs?

c. EWEB's programs that help customers reduce their energy use

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	4%	3%	3%	10%	2%	11%	2%	2%	5%	2%	4%	2%	5%	-	5%	2%	4%	4%	3%	3%	8%	1%
1	2	2	1	10	-	3	2	1	2	2	2	1	2	-	1	1	2	2	1	3	1	1
2	2	2	1	-	5	2	1	1	2	4	1	1	1	-	4	1	1	2	1	3	1	2
3	2	2	2	10	3	2	3	2	2	4	1	2	2	3	1	4	1	2	1	1	2	3
4	3	2	3	10	2	3	3	3	3	3	3	3	1	-	4	2	3	3	1	2	2	4
5	14	15	13	20	23	18	12	12	13	16	15	17	10	14	15	16	11	13	17	18	14	11
6	6	7	4	10	2	7	11	5	4	7	5	4	11	3	6	6	7	6	5	3	7	7
7	10	9	10	20	18	7	11	9	13	3	15	12	9	14	9	15	5	10	11	9	8	11
8	17	20	15	-	14	10	19	19	12	13	16	14	27	14	18	14	20	19	11	12	18	20
9	12	10	14	-	12	5	8	15	13	14	5	14	9	10	7	8	18	11	12	11	8	14
10	30	26	34	10	21	31	29	32	33	32	33	31	23	41	30	30	28	28	35	34	31	27



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	7.4	7.2	7.6	4.8	7.0	6.4	7.3	7.7	7.3	7.3	7.3	7.6	7.2	8.1	7.1	7.3	7.5	7.3	7.6	7.3	7.1	7.5
Chi Square			28.73 .093			62.45 .001				54.76 .060					47.30 .023			8.43 .587			40.56 .004	

Q7. How satisfied are you with the following EWEB programs?

d. EWEB's programs that help customers reduce their water use

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	4%	4%	4%	10%	3%	9%	4%	3%	8%	2%	4%	2%	5%	3%	7%	3%	4%	4%	4%	5%	7%	2%
1	2	2	1	10	-	3	3	1	2	2	1	2	2	-	1	1	2	2	1	3	1	1
2	2	2	2	-	3	3	1	2	3	3	2	2	1	-	4	2	1	2	2	2	2	2
3	3	4	2	10	5	4	3	2	3	4	2	1	5	3	3	3	2	3	2	2	4	2
4	2	2	2	10	2	3	1	3	3	2	3	2	2	-	3	2	2	3	1	2	2	2
5	15	17	13	20	20	19	15	12	12	16	18	20	10	10	15	17	12	14	15	16	15	14
6	6	5	6	20	8	6	9	4	8	7	5	2	9	14	7	5	5	5	9	4	8	6
7	10	10	10	10	15	5	11	10	11	2	12	13	10	7	9	14	7	11	7	8	7	13
8	17	20	15	-	17	13	18	18	10	13	15	16	28	14	13	15	22	18	14	17	17	17
9	13	10	17	-	14	10	9	16	18	16	7	15	9	10	11	10	18	13	15	13	9	16
10	26	24	28	10	15	23	25	29	24	30	31	26	21	38	27	26	23	25	28	28	28	23



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	7.2	7.0	7.4	4.7	6.8	6.4	7.0	7.6	6.9	7.2	7.2	7.4	7.1	7.8	6.8	7.1	7.3	7.1	7.3	7.1	6.9	7.4
Chi Square			29.48 .079			37.85 .154				61.01 .018					35.63 .220			6.34 .786			24.33 .228	

Q7. How satisfied are you with the following EWEB programs?

e. EWEB's efforts to ensure safe, reliable delivery of drinking water

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education			Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	2%	2%	10%	2%	5%	2%	2%	4%	2%	2%	1%	2%	3%	3%	1%	3%	3%	1%	3%	2%	2%
1	1	0	1	10	-	1	1	1	-	2	3	-	-	-	1	0	1	1	1	2	-	1
2	1	1	1	10	3	2	-	0	1	1	-	1	2	-	1	1	1	1	1	1	1	1
3	0	1	0	-	-	2	-	0	2	-	1	-	-	3	1	-	0	1	-	-	2	-
4	1	1	1	-	2	1	1	1	4	-	-	-	1	-	3	-	1	1	2	1	2	0
5	9	10	8	20	17	15	8	6	11	12	10	7	6	7	9	12	7	8	14	12	10	7
6	4	5	3	-	-	3	6	4	3	7	3	4	2	3	5	4	3	3	5	2	5	4
7	8	8	7	10	15	5	12	5	7	5	10	10	8	10	8	10	5	8	6	9	9	6
8	12	13	11	-	14	14	9	13	10	8	7	12	21	-	10	14	14	13	11	13	14	10
9	15	14	16	10	15	10	18	15	18	14	15	14	15	10	17	12	18	16	12	17	9	18
10	46	45	49	30	33	41	43	53	40	49	50	52	42	62	43	45	47	46	46	40	47	50



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	8.3	8.3	8.4	5.9	7.8	7.6	8.3	8.6	7.9	8.3	8.3	8.7	8.3	8.5	8.1	8.3	8.4	8.4	8.1	8.0	8.2	8.6
Chi Square			32.76			55.82			62.09			36.07			13.15			30.30				
			.036			.003			.014			.206			.216			.065				

Q7. How satisfied are you with the following EWEB programs?

f. EWEB's efforts to increase customer and community emergency preparedness

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	4%	5%	2%	10%	5%	12%	2%	2%	5%	2%	3%	3%	6%	-	5%	4%	4%	4%	4%	5%	6%	2%
1	1	1	2	-	-	4	1	1	1	2	3	-	2	-	2	1	1	1	1	2	1	1
2	1	1	1	-	2	3	1	-	2	1	-	1	1	-	1	0	1	1	1	1	1	0
3	2	2	2	10	-	3	2	2	3	4	-	-	2	3	3	2	1	2	3	-	6	1
4	3	5	2	-	6	5	2	2	2	5	3	4	1	7	1	3	4	3	4	3	4	2
5	16	17	13	40	24	19	16	12	18	15	20	13	12	14	19	18	11	15	18	20	11	15
6	7	7	6	10	8	4	10	6	5	7	5	10	6	-	7	8	6	7	7	5	7	7
7	12	11	13	10	17	11	14	10	12	8	12	18	10	7	13	14	10	12	11	11	11	13
8	16	20	13	-	17	10	15	18	11	15	13	13	26	14	13	15	19	16	15	12	14	20
9	12	11	14	-	8	11	11	14	13	13	8	14	14	10	8	9	18	13	10	15	11	11
10	26	20	33	20	15	16	25	33	29	28	32	23	19	45	27	25	25	26	27	26	28	25



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	7.3	6.9	7.7	5.6	6.6	5.9	7.3	7.8	7.2	7.3	7.3	7.4	7.1	8.1	6.9	7.1	7.5	7.3	7.1	7.1	7.0	7.5
Chi Square			37.31 .011			73.47 .001				50.84 .117					35.93 .210			2.70 .988			37.37 .011	

Q8. In order to ensure safe and reliable water supplies, EWEB is looking at alternative sources, such as emergency water distribution stations. Would you say you were currently very aware, somewhat aware, or not aware that EWEB has two emergency water distribution stations completed and has plans for additional stations?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Not aware	64%	59%	68%	90%	85%	74%	57%	59%	84%	55%	66%	63%	54%	59%	65%	64%	63%	58%	85%	78%	66%	53%
Somewhat aware	28	31	26	-	12	19	31	33	13	33	27	29	35	38	25	28	28	32	14	17	24	38
Very aware	8	9	7	10	3	6	12	8	3	12	7	7	10	3	10	8	8	10	1	5	11	9
Chi Square		8.53 .074			24.90 .001				32.43 .001					2.77 .837				34.37 .001		32.90 .001		

Q9. How important is the following (with 0 being not at all important and 10 being very important)?
 a. EWEB's efforts in keeping customers informed

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	2%	2%	20%	2%	5%	3%	1%	6%	1%	3%	1%	2%	3%	5%	2%	0%	2%	3%	2%	2%	3%
1	0	0	-	10	-	-	-	1	1	-	1	-	-	-	1	-	0	0	1	-	-	1
2	1	1	0	-	-	-	-	1	1	-	1	1	1	-	1	0	1	1	-	1	-	1
3	1	1	1	-	-	3	2	1	1	1	1	2	2	-	1	1	2	1	2	1	2	1
4	1	2	0	-	2	1	1	1	-	1	1	1	2	-	-	1	2	1	1	1	2	1
5	6	8	4	-	6	8	6	6	8	4	8	8	3	10	11	6	3	6	7	5	7	6
6	6	9	5	-	6	8	7	5	5	10	5	6	5	14	7	7	5	6	8	6	7	6
7	12	14	11	20	11	16	15	10	10	11	16	13	11	14	13	11	13	12	12	10	14	13
8	19	21	17	-	21	18	14	20	20	14	17	16	27	7	12	22	21	19	17	17	20	19
9	13	13	13	-	14	8	13	14	11	16	12	10	13	7	11	11	15	13	12	10	10	16
10	39	29	46	50	39	32	39	40	38	43	37	42	33	45	39	39	37	39	38	47	38	34
Mean	8.1	7.8	8.4	6.5	8.3	7.5	8.1	8.3	7.8	8.5	8.0	8.2	8.1	8.0	7.8	8.2	8.3	8.2	8.0	8.4	8.1	8.0

Chi Square		74.18 .001	28.01 .570	39.33 .500	41.22 .083	4.77 .906	18.07 .582
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Q9. How important is the following (with 0 being not at all important and 10 being very important)?
 b. EWEB's responsiveness to customers' needs and concerns

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	1%	3%	20%	2%	5%	4%	1%	5%	2%	3%	-	2%	3%	6%	2%	0%	2%	4%	3%	2%	2%
1	0	-	0	10	-	-	-	1	-	-	2	-	-	-	-	0	0	0	-	-	-	1
2	0	1	0	-	-	-	1	0	1	-	-	1	1	-	1	0	-	1	-	1	-	1
3	1	1	1	-	3	-	1	1	1	2	-	1	1	-	1	1	1	1	1	2	-	1
4	1	1	0	-	-	2	1	1	3	-	-	1	1	-	1	0	1	1	1	1	1	1
5	4	6	2	-	2	5	4	4	3	5	8	3	2	10	7	4	1	4	5	3	6	3
6	3	5	2	-	3	4	4	3	3	5	2	3	2	3	4	3	2	3	3	4	3	2
7	8	10	6	10	8	5	10	8	8	4	9	7	12	7	7	6	10	8	8	6	10	7
8	14	16	12	-	14	17	13	14	14	15	10	14	16	7	13	14	15	16	9	14	13	15
9	16	16	17	10	18	16	13	17	15	18	13	18	15	7	17	14	18	16	16	11	16	19
10	50	42	57	50	52	45	49	52	48	49	53	53	48	62	42	54	50	49	54	55	50	47
Mean	8.6	8.4	8.8	6.7	8.8	8.3	8.4	8.8	8.3	8.6	8.4	8.9	8.7	8.6	8.0	8.7	8.8	8.6	8.6	8.6	8.6	8.6

Chi Square		73.44 .001	25.03 .723	45.03 .269	38.88 .129	7.63 .665	18.56 .551
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Q9. How important is the following (with 0 being not at all important and 10 being very important)?
 c. EWEB's efforts to control costs

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	2%	2%	20%	2%	4%	3%	2%	2%	2%	6%	1%	2%	7%	4%	2%	1%	3%	1%	2%	1%	4%
1	1	1	1	-	-	1	1	1	1	-	1	3	1	-	1	1	1	1	1	-	1	2
2	0	0	0	-	-	-	1	1	1	1	1	-	-	-	-	1	0	0	1	1	1	0
3	0	1	0	-	-	-	2	-	-	2	-	-	1	-	1	0	-	0	1	-	1	1
4	1	1	1	-	2	1	1	1	1	1	1	2	-	-	1	1	1	1	1	2	1	-
5	4	6	3	10	2	1	4	7	4	5	6	4	4	7	7	4	4	4	4	5	6	4
6	4	5	3	-	-	4	4	5	3	3	4	4	4	3	3	3	5	4	3	2	3	5
7	6	7	5	20	14	6	6	5	7	9	4	6	5	3	7	6	6	5	9	6	7	5
8	12	14	10	10	8	16	8	13	10	8	10	12	18	14	8	14	11	13	7	11	14	11
9	14	14	15	-	15	13	15	13	14	11	11	20	14	7	10	14	18	14	14	18	8	15
10	55	48	61	40	59	53	56	54	58	59	56	49	52	59	58	54	53	54	59	54	58	53



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	8.6	8.4	8.9	6.7	8.0	8.6	8.5	8.6	8.8	8.7	8.3	8.6	8.7	8.4	8.4	8.6	8.8	8.6	8.8	8.8	8.7	8.5
Chi Square			36.15 .015			38.28 .143				38.36 .544					25.37 .707			8.10 .619		8.8	21.68 .358	

Q9. How important is the following (with 0 being not at all important and 10 being very important)?
 d. EWEB's electric service reliability and outage restoration

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	1%	0%	2%	10%	-	4%	2%	0%	3%	1%	2%	1%	1%	3%	2%	1%	0%	1%	2%	2%	1%	1%
1	0	0	0	10	-	-	-	1	-	-	2	-	1	-	-	1	0	1	-	1	-	1
2	0	1	-	-	-	-	1	1	-	1	1	-	1	-	1	-	1	1	-	-	1	1
3	1	1	-	-	-	-	1	1	1	2	1	-	1	3	1	0	0	1	-	-	1	1
4	0	-	1	-	2	-	1	0	-	2	-	-	-	-	1	-	1	0	1	1	1	0
5	2	4	2	-	2	4	4	2	2	-	5	3	3	7	5	2	1	3	2	2	2	3
6	2	4	1	-	3	2	4	2	2	4	2	2	3	-	4	3	2	2	4	5	1	2
7	3	4	2	10	6	4	4	2	7	2	4	3	2	7	5	3	2	3	6	3	5	2
8	8	10	6	-	6	13	7	7	8	8	7	8	10	-	5	11	8	9	6	7	8	9
9	15	16	15	10	26	11	13	15	22	14	11	14	14	10	18	12	17	16	14	15	14	17
10	65	58	71	60	56	61	64	68	58	66	65	70	65	69	57	66	67	65	65	64	68	63



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	8.1	8.9	8.3	7.7	8.2	8.8	8.9	8.2	8.0	8.1	8.8	8.3	8.1	8.8	8.7	8.1	8.3	8.1	8.0	8.0	8.2	8.0
Chi Square			56.04			36.98				45.64				38.24				13.42			15.86	
			.001			.178				.249				.144				.201			.725	

Q9. How important is the following (with 0 being not at all important and 10 being very important)?
 e. EWEB's drinking water quality

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	1%	2%	20%	-	4%	1%	2%	3%	2%	2%	1%	2%	-	3%	2%	1%	2%	2%	3%	1%	1%
1	0	-	0	-	-	-	-	0	-	-	1	-	-	-	-	0	-	0	-	-	-	0
2	0	0	-	-	-	-	-	0	1	-	-	-	-	-	-	0	-	-	1	-	1	-
3	0	0	-	-	-	-	-	0	1	-	-	-	-	3	-	-	-	0	-	-	1	-
4	0	-	1	-	2	-	-	0	1	1	-	-	-	-	1	-	0	-	1	1	1	-
5	1	1	1	10	2	2	1	1	3	-	3	1	-	14	1	1	0	1	1	2	-	2
6	1	1	1	10	2	2	1	1	2	1	1	1	2	-	1	2	0	1	3	2	1	1
7	2	3	2	-	-	3	4	2	3	2	2	4	2	3	4	2	1	2	3	2	2	3
8	6	8	4	-	5	3	8	6	8	9	8	3	2	3	11	5	4	6	6	6	8	4
9	10	11	9	10	11	9	11	9	11	7	8	9	14	3	10	9	11	10	8	10	8	11
10	77	74	81	50	80	77	74	78	68	79	77	82	79	72	68	79	81	78	74	73	79	78



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	8.4	8.4	8.4	7.0	8.6	8.2	8.4	8.4	8.9	8.5	8.3	8.6	8.5	8.9	8.1	8.4	8.6	8.4	8.2	8.1	8.4	8.5
Chi Square			46.16			18.90			41.03					80.97				16.74			22.70	
			.001			.942			.425					.001				.080			.304	

Q9. How important is the following (with 0 being not at all important and 10 being very important)?
f. EWEB's drinking water quality

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	1%	2%	10%	-	4%	1%	2%	4%	2%	1%	1%	1%	-	4%	2%	1%	2%	2%	3%	1%	2%
1	0	-	0	10	-	-	-	1	-	-	2	-	-	-	-	0	0	0	-	-	-	1
2	0	-	0	-	-	-	-	0	1	-	-	-	-	-	1	-	-	-	1	-	1	-
3	0	0	-	-	-	-	-	0	1	-	-	-	-	3	-	-	-	0	-	-	1	-
4	1	1	1	-	2	2	-	0	2	1	-	-	1	3	1	0	0	0	2	2	1	-
5	2	2	1	20	3	1	2	1	2	-	4	3	-	7	3	1	0	2	1	2	1	2
6	1	1	1	-	-	2	-	1	1	2	1	1	1	-	1	1	1	1	2	1	1	1
7	2	4	1	-	2	4	4	2	3	2	3	4	2	3	4	3	1	2	3	2	3	3
8	9	10	7	-	8	11	11	7	8	7	11	11	6	-	11	9	8	8	10	9	8	8
9	14	16	12	10	24	10	13	12	17	15	8	11	17	17	14	12	14	13	14	16	11	14
10	70	65	74	50	62	65	69	73	63	72	70	71	73	66	62	71	74	71	65	65	74	70



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	8.2	8.2	8.3	7.0	8.3	8.9	8.3	8.3	8.8	8.3	8.1	8.3	8.5	8.9	8.9	8.3	8.4	8.3	8.0	8.0	8.4	8.2
Chi Square			68.18			31.17				46.17					49.28			15.46			22.26	
			.001			.407				.232					.015			.116			.326	

Q9. How satisfied are you with the following?
 a. EWEB's efforts in keeping customers informed

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	4%	3%	3%	30%	6%	7%	4%	2%	7%	4%	3%	2%	3%	3%	4%	4%	4%	3%	6%	7%	3%	2%
1	1	1	1	-	2	3	1	1	2	2	1	1	1	-	1	1	1	1	2	3	1	0
2	2	2	2	-	3	3	3	1	1	2	3	1	3	-	2	3	1	2	1	1	3	3
3	3	3	2	-	-	4	3	3	3	2	1	5	2	3	1	4	2	3	2	2	5	2
4	3	3	3	-	5	5	2	2	6	3	3	3	-	3	3	4	2	3	3	3	3	2
5	11	14	8	10	15	14	11	9	10	11	12	12	10	7	15	13	7	11	11	10	11	11
6	8	11	6	-	11	6	8	9	7	12	10	6	7	-	7	7	12	9	8	9	6	10
7	14	12	14	30	17	15	15	11	13	11	12	16	15	7	10	16	14	14	13	11	14	15
8	19	23	16	10	15	17	20	20	11	21	14	18	31	17	14	17	25	20	15	16	18	22
9	13	10	17	-	15	10	15	13	13	12	17	13	11	14	13	13	14	13	13	13	13	14
10	22	16	28	20	12	14	18	29	30	19	23	23	16	45	28	20	18	21	25	25	24	19



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	8.2	7.9	8.6	6.4	7.6	7.3	8.1	8.6	8.1	8.0	8.2	8.3	8.2	9.2	8.2	7.9	8.3	8.2	8.1	8.0	8.2	8.3
Chi Square			56.66			39.31				49.42				41.71				6.11			27.50	
			.001			.119				.146				.076				.806			.122	

Q9. How satisfied are you with the following?

b. EWEB's responsiveness to customers' needs and concerns

Filter: Online

	Total	Gender			Age Categories				Household Income				Level of Education				Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	5%	3%	5%	20%	3%	12%	5%	2%	7%	6%	3%	3%	5%	3%	6%	4%	5%	4%	5%	7%	5%	3%
1	1	1	1	20	5	2	1	1	2	2	3	-	1	-	1	1	2	1	3	3	1	1
2	2	2	2	-	2	4	4	1	1	3	3	1	3	-	3	4	1	3	2	1	3	3
3	2	2	2	-	2	3	3	1	2	1	3	3	2	7	2	3	-	2	1	1	3	2
4	3	3	3	-	6	3	3	2	3	3	2	4	2	-	5	2	2	3	3	2	3	3
5	11	14	9	10	12	10	13	10	11	12	10	12	10	3	13	14	8	11	11	15	7	11
6	6	10	4	-	5	9	5	7	6	8	7	5	6	3	4	5	9	7	6	4	10	5
7	8	11	6	20	8	10	10	7	6	7	7	12	11	10	7	9	8	8	9	7	8	9
8	20	24	17	10	26	15	21	20	20	24	12	17	28	10	15	21	23	20	19	18	15	25
9	15	10	21	-	17	9	16	16	15	14	16	16	12	14	15	12	17	16	12	14	12	18
10	26	21	31	20	17	21	20	32	28	20	34	28	19	48	27	24	24	25	30	28	31	21
Mean	7.3	7.1	7.6	4.9	7.0	6.3	7.0	7.8	7.3	6.9	7.4	7.6	7.2	8.2	7.1	7.1	7.5	7.3	7.3	7.1	7.2	7.4
Chi Square		71.84			49.66				36.36				42.11				6.52		35.19			

		.001	.013	.635	.070	.770	.019
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Q9. How satisfied are you with the following?
 c.EWEB's efforts to control costs

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	7%	7%	6%	30%	8%	13%	6%	5%	7%	8%	10%	3%	7%	14%	7%	7%	6%	7%	8%	7%	8%	6%
1	3	3	3	10	5	3	4	3	5	4	3	2	2	-	6	3	2	3	4	2	5	3
2	5	6	3	-	6	5	5	4	3	4	5	5	6	-	5	6	4	5	3	4	4	5
3	2	3	1	-	2	3	3	1	3	3	-	3	2	3	3	2	1	2	2	2	3	1
4	3	4	2	-	3	4	2	2	2	5	3	4	1	3	2	4	2	3	3	3	2	3
5	13	15	12	20	11	15	16	12	9	16	16	11	15	7	11	15	14	14	9	13	13	14
6	7	9	7	-	8	9	8	7	6	9	6	7	8	3	6	9	7	7	8	6	8	7
7	11	12	9	30	17	10	11	9	13	7	9	14	11	3	11	10	12	11	9	10	8	13
8	16	17	16	-	15	11	15	18	13	18	11	20	19	14	15	18	16	17	15	15	14	19
9	11	7	14	-	11	6	11	12	13	6	10	8	10	10	9	7	15	10	12	11	10	10
10	22	18	28	10	17	19	18	27	27	19	27	24	19	41	25	20	21	21	26	26	24	19



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	6.6	6.3	7.1	4.2	6.3	5.8	6.4	7.1	6.9	6.1	6.5	7.0	6.6	7.2	6.5	6.3	6.9	6.6	6.8	6.8	6.5	6.6
Chi Square			42.99			27.25			36.01			34.22			5.96			13.30				
			.002			.610			.651			.272			.819			.864				

Q9. How satisfied are you with the following?
d. EWEB's electric service reliability and outage restoration

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	3%	2%	3%	10%	-	6%	4%	2%	3%	2%	2%	3%	4%	3%	2%	3%	3%	3%	2%	3%	3%	2%
1	2	2	1	10	2	3	1	2	3	1	4	-	2	3	1	2	1	2	2	2	2	2
2	3	5	2	-	3	5	2	3	1	4	3	3	6	3	3	3	4	4	1	2	4	3
3	3	2	2	-	2	2	3	3	1	2	2	6	2	-	4	3	2	3	1	1	3	4
4	2	2	2	10	5	5	1	1	2	2	1	2	5	-	2	2	2	3	1	2	4	1
5	7	8	6	20	14	7	9	5	8	10	10	5	3	7	9	8	6	6	12	13	4	6
6	5	7	4	-	8	4	7	4	3	10	5	3	6	-	4	5	7	4	9	6	4	6
7	7	8	5	-	5	9	10	5	6	3	9	8	8	7	7	6	7	8	3	2	8	9
8	13	15	11	20	18	13	14	12	17	16	8	6	20	7	15	12	15	13	15	17	11	13
9	19	17	21	10	20	15	18	20	17	22	17	18	18	14	15	18	22	20	13	14	19	22
10	36	31	42	20	26	30	31	43	40	28	41	46	27	55	36	38	32	35	41	37	38	34



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	7.8	7.5	8.1	6.0	7.6	7.0	7.6	8.1	8.0	7.6	7.8	8.1	7.3	8.2	7.7	7.7	7.8	7.7	7.9	7.7	7.8	7.9
Chi Square			33.27 .031			43.21 .056				66.30 .006				17.00 .973			22.60 .012			36.10 .015		

Q9. How satisfied are you with the following?
 e. EWEB's drinking water quality

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	1%	2%	20%	-	4%	2%	2%	3%	1%	2%	1%	2%	-	2%	1%	3%	2%	1%	3%	2%	1%
1	1	1	0	-	-	1	-	1	2	1	1	-	-	3	-	0	1	0	2	1	1	-
2	1	-	1	-	-	1	1	1	1	1	2	-	-	-	2	0	-	0	1	1	1	0
3	0	0	-	10	-	2	-	-	-	-	1	-	1	-	-	0	0	0	-	-	1	-
4	0	0	-	10	2	1	-	-	2	-	-	-	-	3	-	0	-	-	1	1	-	-
5	5	6	4	20	8	5	6	4	6	7	6	4	3	10	4	7	4	5	7	9	3	4
6	3	3	3	-	2	4	4	2	5	4	1	3	1	-	4	2	2	1	7	3	3	2
7	5	6	3	20	5	7	8	3	5	2	5	5	8	7	7	5	4	5	4	6	6	4
8	10	10	9	-	5	13	11	9	12	10	8	10	10	7	13	10	9	11	7	9	11	10
9	18	19	18	-	27	9	18	18	20	19	17	14	18	14	20	15	19	18	16	17	17	18
10	56	54	60	20	53	52	49	61	45	57	57	63	56	55	47	58	59	56	54	49	55	60



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	8.8	8.8	8.9	5.1	8.0	8.2	8.6	8.0	8.3	8.9	8.7	8.1	8.9	8.5	8.5	8.8	8.9	8.8	8.5	8.3	8.8	8.1
Chi Square			99.66			47.56				40.27					37.85			30.07			28.53	
			.001			.022				.458					.154			.001			.097	

Q9. How satisfied are you with the following?
f. EWEB's water service reliability

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	1%	2%	10%	-	5%	3%	1%	3%	1%	2%	1%	3%	3%	2%	1%	3%	2%	1%	3%	2%	1%
1	1	0	1	10	-	-	-	1	1	-	3	-	-	3	-	0	1	1	1	1	1	1
2	0	0	1	-	-	1	1	0	1	1	1	-	-	-	2	-	-	0	1	1	1	-
3	0	-	-	10	-	1	-	-	-	-	-	-	1	-	-	-	0	0	-	-	1	-
4	1	1	0	10	3	1	-	1	3	2	-	-	-	3	1	1	-	1	1	2	-	1
5	5	5	4	20	11	4	4	4	5	6	7	3	2	3	6	7	2	3	9	8	3	3
6	1	1	1	-	-	2	1	2	3	1	1	-	3	-	3	1	1	1	3	2	2	1
7	6	7	4	10	5	10	8	3	4	5	7	7	5	3	9	5	4	6	4	5	8	4
8	9	9	8	-	6	8	13	7	10	9	7	6	10	7	10	9	7	8	10	9	8	9
9	19	19	20	-	23	16	22	18	22	20	17	16	21	14	14	22	20	20	17	16	18	22
10	56	55	60	30	53	51	47	63	49	57	57	67	54	62	53	53	61	58	52	53	56	58

% RILEY RESEARCH ASSOCIATES
 Research for Marketing, Public Relations, and Planning

Mean	8.8	8.8	8.9	5.5	8.8	8.4	8.7	8.0	8.5	8.9	8.6	8.3	8.8	8.6	8.5	8.8	8.0	8.9	8.5	8.4	8.8	8.1
Chi Square			102.88			51.08				43.94					40.05			15.43			25.16	
			.001			.010				.308					.104			.117			.195	

Q11. How would you rate your level of trust and confidence in EWEB?

Filter: Online

	Total	Gender			Age Categories				Household Income				Level of Education				Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	581	268 46%	294 51%	8 1%	63 11%	93 16%	136 23%	289 50%	115 20%	117 20%	111 19%	107 18%	118 20%	28 5%	129 22%	206 35%	218 38%	454 78%	127 22%	160 28%	171 29%	250 43%
Low	6%	6%	4%	38%	6%	17%	7%	2%	6%	4%	9%	2%	9%	7%	7%	6%	6%	6%	6%	8%	8%	4%
Some	33	34	32	25	46	39	40	24	33	38	28	34	31	25	36	38	26	31	38	38	35	27
High	61	61	64	38	48	44	53	74	61	57	63	64	60	68	57	56	68	63	57	54	57	69
Chi Square		18.01 .001			57.05 .001				9.98 .266				9.25 .160				2.05 .358		11.03 .026			

Q12. Thinking about the past year, has your level of trust and confidence in EWEB increased, decreased or remained the same?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	581	268 46%	294 51%	8 1%	63 11%	93 16%	136 23%	289 50%	115 20%	117 20%	111 19%	107 18%	118 20%	28 5%	129 22%	206 35%	218 38%	454 78%	127 22%	160 28%	171 29%	250 43%
Decreased	13%	14%	10%	13%	13%	23%	15%	9%	10%	12%	14%	8%	19%	7%	14%	14%	12%	14%	9%	11%	16%	12%
Stayed the same	77	77	78	75	75	71	72	81	77	76	82	76	73	71	78	77	76	75	81	75	75	78
Increased	11	9	12	13	13	6	13	10	12	12	5	16	8	21	9	9	12	11	9	14	8	10
Chi Square		3.66 .454			15.44 .017				13.79 .088					5.51 .480				2.04 .361		5.93 .204		

Q15. On a scale of 1 to 5, how satisfied are you with EWEB overall (with 1 being not at all satisfied and 5 being very satisfied).

Filter: Online

	Total	Gender			Age Categories				Household Income				Level of Education				Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
1	4%	3%	4%	20%	3%	10%	3%	2%	5%	2%	6%	1%	5%	3%	5%	3%	4%	4%	3%	5%	6%	2%
2	4	5	3	10	9	9	4	2	3	4	5	3	6	-	5	5	4	4	4	5	5	3
3	16	17	14	30	18	26	19	11	17	20	13	14	17	24	19	18	12	16	16	17	20	13
4	36	38	34	20	38	31	39	36	37	35	33	38	37	7	38	38	36	36	34	34	31	41
5	40	37	45	20	32	24	35	49	38	38	43	44	35	66	32	36	44	39	42	39	38	42
Mean	4.0	4.0	4.1	3.1	3.9	3.5	4.0	4.3	4.0	4.0	4.0	4.2	3.9	4.3	3.9	4.0	4.1	4.0	4.1	4.0	3.9	4.2
Chi Square		18.07 .021			53.04 .001				11.41 .783				23.78 .022				0.78 .941		13.42 .098			

Q16. In order to ensure reliable power supply, EWEB routinely buys and sells power in the marketplace. During times when energy demand from customers is high, power that EWEB purchases may come at a higher cost or from a generating resource with a larger carbon footprint. Would you say you were currently very aware, somewhat aware, or not aware that power purchased at different times may cost EWEB more or have a larger carbon footprint?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Not aware	32%	21%	40%	70%	52%	48%	27%	24%	48%	33%	31%	28%	20%	34%	32%	33%	30%	25%	54%	48%	33%	19%
Somewhat aware	42	47	40	10	29	38	44	46	31	41	44	47	48	41	44	38	46	46	29	33	47	46
Very aware	26	32	20	20	20	14	30	30	21	26	24	25	32	24	24	29	25	29	17	19	20	35
Chi Square		33.02 .001			36.11 .001				24.79 .002					3.75 .711				41.56 .001		48.49 .001		

Q17. If EWEB were to create programs to encourage shifting your power usage to different times of the day to save money and reduce carbon emissions, how interested would you be?

Filter: Online

	Total	Gender			Age Categories				Household Income				Level of Education				Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Not interested	15%	22%	8%	10%	3%	16%	21%	14%	18%	13%	17%	12%	18%	28%	23%	14%	10%	16%	10%	11%	12%	20%
Somewhat interested	45	46	44	30	47	45	37	47	38	44	56	42	43	52	44	46	43	45	44	47	47	41
Very interested	40	32	48	60	50	39	42	38	44	43	28	46	40	21	33	41	47	39	46	43	40	39
Chi Square		31.15 .001			14.26 .027				12.97 .113				20.16 .003				4.09 .130		7.74 .101			

Q18. How concerned are you about lowering your household carbon footprint?

Filter: Online

	Total	Gender			Age Categories				Household Income				Level of Education				Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Not concerned	15%	20%	9%	30%	6%	23%	16%	13%	13%	12%	22%	13%	15%	45%	18%	13%	11%	15%	13%	14%	12%	17%
Somewhat concerned	44	46	42	10	50	38	37	47	43	45	40	43	46	38	52	44	39	45	41	44	39	47
Very concerned	41	34	48	60	44	39	46	39	44	43	38	44	39	17	29	43	50	40	46	41	49	36
Chi Square		24.96 .001			14.05 .029				5.94 .654				38.66 .001				1.57 .456		6.55 .162			

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.

a. Pre-pay plan that allows you to pay as you go, including the ability to make multiple small payments each month

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	534	252 47%	263 49%	8 1%	59 11%	87 16%	130 24%	258 48%	101 19%	105 20%	103 19%	98 18%	116 22%	22 4%	123 23%	190 36%	199 37%	414 78%	120 22%	151 28%	159 30%	224 42%
Not valuable	55%	62%	48%	50%	27%	49%	62%	60%	49%	39%	56%	62%	68%	32%	53%	54%	59%	59%	40%	49%	45%	66%
Somewhat valuable	32	30	33	50	47	34	25	31	31	42	33	29	24	36	27	35	31	30	38	34	37	26
Very valuable	13	8	19	-	25	16	13	10	21	19	11	9	8	32	20	11	10	11	22	17	18	8
Chi Square		18.38 .001			27.00 .001				27.42 .001					18.23 .006				16.45 .001		20.26 .001		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
b. Electricity pricing programs that charge different rates at different times of day to reflect the true cost of power

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	547	261 48%	268 49%	8 1%	65 12%	84 15%	126 23%	272 50%	106 19%	108 20%	104 19%	101 18%	116 21%	20 4%	122 22%	195 36%	210 38%	424 78%	123 22%	160 29%	158 29%	229 42%
Not valuable	20%	28%	11%	25%	12%	13%	21%	25%	27%	19%	22%	16%	20%	20%	31%	18%	17%	22%	15%	16%	16%	27%
Somewhat valuable	48	47	50	38	40	50	47	49	36	48	48	52	53	45	46	49	48	49	44	44	48	49
Very valuable	32	25	39	38	48	37	33	26	37	33	30	32	27	35	23	33	36	29	41	40	35	24
Chi Square		27.51 .001			15.90 .014				9.21 .251					13.23 .040				7.53 .023		16.18 .003		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.

c. Rebate programs that reward you for shifting your electric use to low-demand hours when EWEB is able to purchase power for a lower price

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	580	272 47%	289 50%	9 2%	66 11%	93 16%	134 23%	287 49%	113 19%	115 20%	112 19%	107 18%	121 21%	24 4%	130 22%	205 35%	221 38%	449 77%	131 23%	168 29%	166 29%	246 42%
Not valuable	10%	15%	5%	11%	5%	11%	7%	13%	16%	8%	14%	5%	10%	8%	20%	7%	8%	11%	7%	7%	11%	12%
Somewhat valuable	38	44	32	33	30	34	44	39	34	37	35	46	43	38	38	37	39	40	31	30	39	43
Very valuable	51	41	63	56	65	55	49	48	50	55	51	50	47	54	42	56	53	48	62	63	50	45
Chi Square		31.38 .001			12.20 .058				12.82 .118					18.59 .005				7.73 .021		13.03 .011		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
d. Programs that help you decrease your personal carbon footprint by using less energy or cleaner energy

Filter: Online

	Total	Gender			Age Categories				Household Income				Level of Education				Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	582	271 47%	293 50%	7 1%	66 11%	89 15%	134 23%	293 50%	111 19%	116 20%	111 19%	110 19%	121 21%	24 4%	130 22%	208 36%	220 38%	453 78%	129 22%	166 29%	170 29%	246 42%
Not valuable	13%	19%	5%	43%	6%	17%	13%	13%	15%	11%	13%	11%	13%	25%	21%	9%	10%	14%	9%	12%	10%	15%
Somewhat valuable	37	41	33	-	35	30	29	42	32	34	42	36	39	33	43	39	31	38	32	33	37	39
Very valuable	51	40	61	57	59	53	57	45	52	54	45	53	48	42	36	52	59	48	59	55	53	46
Chi Square		45.78 .001			13.29 .039				4.24 .835				25.60 .001				4.78 .092		4.56 .335			

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
e. Programs that allow you to offset your personal carbon footprint by investing in local forest protection and restoration

Filter: Online

	Total	Gender			Age Categories				Household Income				Level of Education				Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	559	262 47%	279 50%	8 1%	66 12%	87 16%	128 23%	278 50%	109 19%	107 19%	108 19%	108 19%	115 21%	22 4%	126 23%	200 36%	211 38%	436 78%	123 22%	160 29%	162 29%	237 42%
Not valuable	21%	29%	13%	38%	14%	21%	29%	20%	23%	16%	17%	24%	27%	32%	29%	19%	18%	23%	16%	15%	19%	27%
Somewhat valuable	45	45	46	25	44	48	36	47	35	48	53	42	44	36	43	45	46	44	45	43	43	47
Very valuable	34	26	41	38	42	31	35	33	42	36	31	34	29	32	29	37	35	33	39	43	38	26
Chi Square		27.37 .001			9.33 .111				12.80 .119				8.09 .232				2.96 .227		15.73 .003			

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
f. Ability to create an online profile and monitor your electric or water usage

Filter: Online

	Total	Gender			Age Categories				Household Income				Level of Education				Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	573	269 47%	284 50%	9 2%	65 11%	91 16%	132 23%	285 50%	110 19%	116 20%	107 19%	107 19%	120 21%	20 3%	132 23%	204 36%	217 38%	442 77%	131 23%	166 29%	167 29%	240 42%
Not valuable	18%	22%	13%	56%	5%	10%	20%	23%	25%	16%	18%	16%	18%	20%	27%	15%	16%	21%	10%	9%	16%	26%
Somewhat valuable	38	41	36	11	26	45	36	40	23	40	38	43	42	35	32	40	41	41	29	28	40	44
Very valuable	44	38	51	33	69	45	44	38	52	44	44	41	41	45	42	46	43	39	61	63	45	30
Chi Square		22.13 .001			29.94 .001				13.65 .091				9.15 .165				21.53 .001		49.47 .001			

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
g. Ability to set yourself alerts or reminders about payments or usage to be delivered via text or email

Filter: Online

	Total	Gender			Age Categories				Household Income				Level of Education				Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	561	266 47%	277 49%	7 1%	65 12%	88 16%	132 24%	276 49%	108 19%	113 20%	110 20%	105 19%	113 20%	25 4%	125 22%	201 36%	210 37%	433 77%	128 23%	164 29%	159 28%	238 42%
Not valuable	38%	45%	32%	43%	18%	32%	37%	46%	40%	34%	43%	38%	35%	40%	38%	34%	42%	43%	23%	23%	39%	48%
Somewhat valuable	36	38	36	14	48	36	37	33	24	39	37	39	42	20	30	41	37	36	37	41	34	35
Very valuable	25	18	32	43	34	32	26	21	36	27	20	23	22	40	31	25	20	21	40	36	27	17
Chi Square		18.83 .001			19.96 .003				14.56 .068				12.22 .057				23.43 .001		31.71 .001			

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
h. Ability to pay your bill via text message

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	559	259 46%	280 50%	10 2%	65 12%	88 16%	130 23%	276 49%	111 20%	114 20%	105 19%	100 18%	116 21%	26 5%	125 22%	197 35%	211 38%	430 77%	129 23%	160 29%	159 28%	240 43%
Not valuable	64%	70%	58%	50%	46%	51%	72%	68%	65%	58%	64%	66%	65%	50%	57%	66%	68%	68%	49%	52%	62%	73%
Somewhat valuable	24	22	27	-	28	34	18	22	15	29	28	24	25	27	26	21	25	23	27	31	23	20
Very valuable	12	8	15	50	26	15	10	9	20	13	9	10	10	23	18	13	7	9	24	18	14	7
Chi Square		23.70 .001			27.23 .001				13.00 .112					13.39 .037				26.04 .001		20.84 .001		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.

i. An online marketplace where you could purchase EWEB-recommended energy efficiency, water conservation or emergency preparedness products

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	549	260 47%	270 49%	9 2%	61 11%	89 16%	128 23%	271 49%	104 19%	108 20%	108 20%	99 18%	117 21%	22 4%	121 22%	195 36%	211 38%	430 78%	119 22%	157 29%	158 29%	234 43%
Not valuable	26%	30%	22%	33%	21%	30%	26%	26%	35%	15%	27%	28%	28%	27%	32%	22%	27%	25%	29%	22%	28%	28%
Somewhat valuable	50	50	51	44	51	53	49	50	40	60	49	48	53	27	49	50	54	53	41	53	47	50
Very valuable	23	20	27	22	28	17	25	24	25	25	24	23	19	45	19	28	20	22	29	25	25	21
Chi Square		5.86 .209			3.62 .728				14.10 .079					13.97 .030				5.35 .069		3.02 .554		

Q20. Do you have any feedback on the following issues to provide EWEB? Please select as many of the categories mentioned below and any other, if applicable (you will be able to type in details, recommendations, etc. in the next question).

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Cost / prices	20%	21%	18%	30%	18%	28%	18%	18%	29%	20%	20%	11%	19%	24%	23%	19%	18%	19%	21%	20%	21%	19%
Outages	12	13	10	-	14	7	13	12	8	11	10	12	19	10	11	11	13	13	6	9	10	15
Billing structure / access	10	10	9	20	15	8	11	8	10	12	11	11	6	10	10	10	9	8	15	10	10	9
Satisfied with EWEB	7	7	7	10	9	9	7	5	11	7	10	4	3	17	10	6	5	6	10	5	11	5
Other	6	5	7	-	8	5	7	6	8	7	3	7	6	7	2	6	8	6	8	6	5	7
Your water service	5	6	5	10	6	7	6	4	8	6	6	2	6	10	8	3	6	6	4	6	5	5
Your electric service	4	4	4	20	3	6	6	3	8	4	3	3	4	3	8	3	4	4	6	5	6	4
No feedback	61	59	63	50	64	60	58	61	56	58	62	67	58	66	59	62	59	58	68	63	60	59

Chi Square		12.01 .606	14.11 .865	38.92 .082	23.37 .325	13.05 .071	11.37 .657
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I'd like to finish up with a few demographic questions.

Q21. About how many years have you been an EWEB customer? (Your best estimate is fine) (Enter 1 if less than one year)

Filter: Online

	Total	Gender			Age Categories				Household Income				Level of Education				Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
Weighted Base	12186	6148 50%	5675 47%	93 1%	238 2%	988 8%	2901 24%	8059 66%	1889 16%	2221 18%	2456 20%	2480 20%	2873 24%	548 4%	2824 23%	4197 34%	4617 38%	11094 91%	1092 9%	446 4%	2229 18%	9511 78%
Years	100% 20	100% 22	100% 19	100% 9	100% 4	100% 10	100% 20	100% 27	100% 16	100% 18	100% 21	100% 22	100% 23	100% 19	100% 21	100% 20	100% 20	100% 24	100% 8	100% 3	100% 13	100% 37
Mean	20	22	19	9	4	10	20	27	16	18	21	22	23	19	21	20	20	24	8	3	13	37

Q21b. Years as a customer - categorized

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
1 year	56 9%	21 7%	33 11%	2 20%	21 32%	11 11%	12 8%	12 4%	23 19%	11 9%	9 8%	7 6%	5 4%	5 17%	14 10%	21 10%	16 7%	19 4%	37 27%	56 32%	-	-
2-5 years	118 19%	56 20%	55 18%	4 40%	31 47%	26 27%	23 16%	38 13%	29 24%	33 27%	15 13%	23 21%	17 14%	6 21%	23 17%	47 22%	42 19%	72 15%	46 34%	118 68%	-	-
6-10 years	78 13%	29 10%	47 15%	1 10%	13 20%	23 23%	11 8%	31 10%	17 14%	13 11%	22 19%	9 8%	15 12%	4 14%	20 15%	21 10%	33 15%	54 12%	24 18%	-	78 44%	-
11-20 years	99 16%	47 17%	50 16%	1 10%	1 2%	28 29%	24 17%	46 15%	15 13%	20 16%	18 16%	18 16%	25 20%	2 7%	18 13%	37 17%	42 19%	83 18%	16 12%	-	99 56%	-
21 or more years	255 42%	128 46%	119 39%	2 20%	-	10 10%	72 51%	173 58%	36 30%	45 37%	51 44%	55 49%	62 50%	12 41%	61 45%	88 41%	94 41%	241 51%	14 10%	-	-	255 100%
Chi Square		11.40 .180			186.56 .001				43.88 .001					9.60 .564				126.57 .001		1000+ .001		

Q22. Do you own or rent your home?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Own	469 77%	234 83%	220 72%	5 50%	18 27%	65 66%	119 84%	267 89%	60 50%	85 70%	92 80%	99 88%	121 98%	19 66%	99 73%	162 76%	189 83%	469 100%	- -	91 52%	137 77%	241 95%
Rent	137 23%	47 17%	84 28%	5 50%	48 73%	33 34%	23 16%	33 11%	60 50%	37 30%	23 20%	13 12%	3 2%	10 34%	37 27%	52 24%	38 17%	- -	137 100%	83 48%	40 23%	14 5%
Chi Square		14.10 .001			128.05 .001				91.73 .001					8.80 .032				606.00 .001		105.33 .001		

Q23. Including you, how many people live in your household?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
1	159 26%	58 21%	96 32%	3 30%	16 24%	15 15%	29 20%	99 33%	64 53%	50 41%	22 19%	13 12%	7 6%	8 28%	47 35%	57 27%	47 21%	100 21%	59 43%	57 33%	48 27%	54 21%
2	306 50%	163 58%	135 44%	3 30%	27 41%	29 30%	75 53%	175 58%	39 33%	53 43%	61 53%	69 62%	74 60%	14 48%	67 49%	97 45%	128 56%	264 56%	42 31%	69 40%	75 42%	162 64%
3	71 12%	28 10%	39 13%	1 10%	15 23%	20 20%	19 13%	17 6%	8 7%	11 9%	18 16%	16 14%	18 15%	5 17%	13 10%	29 14%	24 11%	46 10%	25 18%	24 14%	23 13%	24 9%
4	41 7%	20 7%	20 7%	1 10%	3 5%	22 22%	11 8%	5 2%	3 3%	5 4%	6 5%	6 5%	21 17%	1 3%	3 2%	17 8%	20 9%	37 8%	4 3%	12 7%	22 12%	7 3%
5 or more	29 5%	12 4%	14 5%	2 20%	5 8%	12 12%	8 6%	4 1%	6 5%	3 2%	8 7%	8 7%	4 3%	1 3%	6 4%	14 7%	8 4%	22 5%	7 5%	12 7%	9 5%	8 3%
Chi Square		19.22 .014			115.95 .001				123.05 .001					19.97 .068				43.26 .001		39.94 .001		

Q24. What is the highest level of education you've completed?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Some high school	5 1%	1 0%	4 1%	- -	2 3%	1 1%	2 1%	- -	5 4%	- -	- -	- -	- -	5 17%	- -	- -	- -	1 0%	4 3%	5 3%	- -	- -
High school / GED	24 4%	11 4%	13 4%	- -	2 3%	2 2%	7 5%	13 4%	5 4%	4 3%	10 9%	3 3%	1 1%	24 83%	- -	- -	- -	18 4%	6 4%	6 3%	6 3%	12 5%
Some college	101 17%	44 16%	54 18%	1 10%	11 17%	12 12%	31 22%	47 16%	40 33%	24 20%	17 15%	13 12%	7 6%	- -	101 74%	- -	- -	72 15%	29 21%	26 15%	28 16%	47 18%
Trade / Vocational / Technical	35 6%	19 7%	15 5%	- -	2 3%	5 5%	7 5%	21 7%	9 8%	9 7%	9 8%	4 4%	4 3%	- -	35 26%	- -	- -	27 6%	8 6%	11 6%	10 6%	14 5%
College degree	214 35%	99 35%	108 36%	4 40%	31 47%	36 37%	48 34%	99 33%	39 33%	48 39%	39 34%	43 38%	39 31%	- -	- -	214 100%	- -	162 35%	52 38%	68 39%	58 33%	88 35%
Graduate degree or higher	227 37%	107 38%	110 36%	5 50%	18 27%	42 43%	47 33%	120 40%	22 18%	37 30%	40 35%	49 44%	73 59%	- -	- -	- -	227 100%	189 40%	38 28%	58 33%	75 42%	94 37%
Chi Square		4.88 .899			20.96 .138				97.15 .001					1000+ .001				16.46 .006		17.05 .073		

Q25. What is your combined annual household income (before taxes)?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	593	278 47%	294 50%	10 2%	65 11%	97 16%	141 24%	290 49%	120 20%	122 21%	115 19%	112 19%	124 21%	28 5%	136 23%	208 35%	221 37%	457 77%	136 23%	172 29%	172 29%	249 42%
Less than \$30k	120 20%	36 13%	74 25%	6 60%	21 32%	16 16%	22 16%	61 21%	120 100%	-	-	-	-	10 36%	49 36%	39 19%	22 10%	60 13%	60 44%	52 30%	32 19%	36 14%
\$30-\$50k	122 21%	56 20%	64 22%	1 10%	19 29%	12 12%	27 19%	64 22%	-	122 100%	-	-	-	4 14%	33 24%	48 23%	37 17%	85 19%	37 27%	44 26%	33 19%	45 18%
\$50-\$75k	115 19%	56 20%	56 19%	1 10%	14 22%	20 21%	25 18%	56 19%	-	-	115 100%	-	-	10 36%	26 19%	39 19%	40 18%	92 20%	23 17%	24 14%	40 23%	51 20%
\$75-\$100k	112 19%	52 19%	60 20%	-	8 12%	20 21%	29 21%	55 19%	-	-	-	112 100%	-	3 11%	17 13%	43 21%	49 22%	99 22%	13 10%	30 17%	27 16%	55 22%
\$100k or more	124 21%	78 28%	40 14%	2 20%	3 5%	29 30%	38 27%	54 19%	-	-	-	-	124 100%	1 4%	11 8%	39 19%	73 33%	121 26%	3 2%	22 13%	40 23%	62 25%
Chi Square		36.86 .001			30.41 .002				1000+ .001					75.84 .001				91.73 .001		30.18 .001		

Q26. Which of the following categories includes your age?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
18-34	66 11%	25 9%	39 13%	2 20%	66 100%	- -	- -	- -	21 18%	19 16%	14 12%	8 7%	3 2%	4 14%	13 10%	31 14%	18 8%	18 4%	48 35%	52 30%	14 8%	- -
35-49	98 16%	44 16%	49 16%	3 30%	- -	98 100%	- -	- -	16 13%	12 10%	20 17%	20 18%	29 23%	3 10%	17 13%	36 17%	42 19%	65 14%	33 24%	37 21%	51 29%	10 4%
50-64	142 23%	47 17%	88 29%	3 30%	- -	- -	142 100%	- -	22 18%	27 22%	25 22%	29 26%	38 31%	9 31%	38 28%	48 22%	47 21%	119 25%	23 17%	35 20%	35 20%	72 28%
65 or older	300 50%	165 59%	128 42%	2 20%	- -	- -	- -	300 100%	61 51%	64 52%	56 49%	55 49%	54 44%	13 45%	68 50%	99 46%	120 53%	267 57%	33 24%	50 29%	77 44%	173 68%
Chi Square		23.53 .001			1000+ .001				30.41 .002					11.19 .263				128.05 .001		168.91 .001		

Q27. Gender

Filter: Online

	Total	Gender			Age Categories				Household Income				Level of Education				Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	595	281 47%	304 51%	10 2%	66 11%	96 16%	138 23%	295 50%	116 19%	121 20%	113 19%	112 19%	120 20%	29 5%	133 22%	211 35%	222 37%	459 77%	136 23%	171 29%	175 29%	249 42%
Male	281 47%	281 100%	- -	- -	25 38%	44 46%	47 34%	165 56%	36 31%	56 46%	56 50%	52 46%	78 65%	12 41%	63 47%	99 47%	107 48%	234 51%	47 35%	77 45%	76 43%	128 51%
Female	304 51%	- -	304 100%	- -	39 59%	49 51%	88 64%	128 43%	74 64%	64 53%	56 50%	60 54%	40 33%	17 59%	69 52%	108 51%	110 50%	220 48%	84 62%	88 51%	97 55%	119 48%
Non-binary	9 2%	- -	- -	9 90%	2 3%	3 3%	3 2%	1 0%	6 5%	1 1%	- -	- -	2 2%	- -	1 1%	4 2%	4 2%	4 1%	5 4%	6 4%	2 1%	1 0%
Prefer to self-describe	1 0%	- -	- -	1 10%	- -	- -	- -	1 0%	- -	- -	1 1%	- -	- -	- -	- -	- -	1 0%	1 0%	- -	- -	- -	1 0%
Chi Square		1000+ .001			26.41 .002				43.77 .001				3.66 .933				15.67 .001		9.89 .092			

Collection method

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Online	606 100%	281 100%	304 100%	10 100%	66 100%	98 100%	142 100%	300 100%	120 100%	122 100%	115 100%	112 100%	124 100%	29 100%	136 100%	214 100%	227 100%	469 100%	137 100%	174 100%	177 100%	255 100%
Chi Square		0.00 .999			0.00 .999				0.00 .999					0.00 .999				0.00 .999		0.00 .999		



CUSTOMER SATISFACTION SURVEY **PHONE SURVEY - CROSSTABULATIONS**

DECEMBER 2019

Q1. To start, does EWEB provide you with...

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Electricity and water	248 80%	118 81%	120 77%	2 100%	29 62%	39 85%	47 81%	125 83%	29 51%	42 81%	45 94%	35 85%	47 96%	27 69%	56 73%	73 84%	80 84%	188 91%	58 57%	63 68%	58 81%	122 90%
Electric service only	59 19%	26 18%	33 21%	- -	18 38%	6 13%	10 17%	25 17%	27 47%	9 17%	3 6%	6 15%	1 2%	12 31%	20 26%	13 15%	13 14%	15 7%	43 42%	27 29%	14 19%	12 9%
Water service only	4 1%	2 1%	2 1%	- -	- -	1 2%	1 2%	1 1%	1 2%	1 2%	- -	- -	1 2%	- -	1 1%	1 1%	2 2%	3 1%	1 1%	3 3%	- -	1 1%
Chi Square		1.11 .893			14.15 .028				47.44 .001					9.18 .163				54.29 .001		20.11 .001		

Q2. Are you or is anyone in your household an employee of EWEB?

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education			Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
No	309 99%	145 99%	154 99%	2 100%	47 100%	45 98%	58 100%	150 99%	57 100%	52 100%	48 100%	41 100%	49 100%	39 100%	77 100%	87 100%	94 99%	204 99%	102 100%	93 100%	71 99%	134 99%
Yes - Household Member	2 1%	1 1%	1 1%	- -	- -	1 2%	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	2 1%	- -	- -	1 1%	1 1%
Chi Square		0.02 .992			2.30 .513				0.00 .999					2.14 .543			1.00 .318		1.20 .548			

Q4. What words come to mind in terms of describing the type or quality of service EWEB provides?

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	301	141 47%	151 50%	2 1%	47 16%	45 15%	54 18%	148 49%	56 19%	52 17%	47 16%	39 13%	48 16%	36 12%	76 25%	85 28%	93 31%	199 66%	99 33%	92 31%	68 23%	130 43%
Good / Great	21%	17%	24%	50%	23%	16%	26%	20%	30%	15%	11%	21%	25%	22%	25%	21%	17%	19%	26%	29%	16%	17%
Dependable / Reliable / Consistent	20	23	19	-	15	29	30	17	29	8	21	36	21	11	20	20	25	20	22	18	21	22
Satisfactory	12	11	14	-	21	7	11	11	20	19	9	5	13	28	11	16	3	9	17	14	12	10
Fine / OK	12	11	11	-	15	11	15	9	5	13	19	8	6	14	7	11	15	10	15	16	10	8
No Complaints, Issues or Problems	11	11	10	-	17	7	11	11	13	15	15	3	8	14	7	13	13	11	11	16	10	8
Adequate / Average / Basic	11	13	9	-	9	13	7	11	7	17	6	13	8	8	13	11	10	11	10	9	10	12
Excellent	10	10	11	-	2	-	13	15	14	15	13	3	8	17	11	7	10	14	4	4	13	14



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Research for Marketing, Public Relations, and Planning

Expensive	7	6	8	-	4	4	9	8	5	10	9	10	4	3	8	7	8	8	7	3	7	11
Positive (General)	7	6	8	-	2	7	11	7	5	12	4	10	4	11	11	9	1	8	6	9	4	8
Efficient	7	8	7	-	11	11	4	6	9	8	6	8	10	8	5	7	9	5	12	8	7	6
Quality / High Quality Service	6	7	5	-	11	2	7	5	11	6	6	10	4	8	8	7	3	7	5	9	7	4
Clean Water	4	1	7	-	4	4	6	3	2	10	4	-	6	3	3	7	3	4	4	3	6	4
Monopoly	3	2	3	-	2	4	6	1	2	4	-	3	6	-	1	5	3	3	3	1	4	3

Q4. What words come to mind in terms of describing the type or quality of service EWEB provides?

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	301	141 47%	151 50%	2 1%	47 16%	45 15%	54 18%	148 49%	56 19%	52 17%	47 16%	39 13%	48 16%	36 12%	76 25%	85 28%	93 31%	199 66%	99 33%	92 31%	68 23%	130 43%
Water / Electric Utility	3%	4%	2%	-	4%	9%	2%	1%	-	8%	-	-	4%	3%	3%	5%	1%	3%	3%	4%	3%	2%
Necessary	1	1	2	-	4	2	2	-	-	6	-	-	2	3	1	2	-	1	3	3	1	-
Negative (General)	1	1	1	50	-	-	4	1	4	2	-	-	-	-	3	2	-	2	-	-	-	3
Other	13	16	10	50	13	13	11	14	13	8	15	8	23	6	11	12	19	16	8	13	16	12
Chi Square		53.83 .009			55.64 .209				81.51 .069					54.25 .248				26.36 .049		37.78 .222		

Q5. As you may know, EWEB is a publicly owned electric and water utility. As a public utility, EWEB does not operate to earn a profit or to serve the investment needs of stockholders. Instead, EWEB is chartered by the city of Eugene to serve the interests of citizens.

Knowing this, would you consider having a public utility to be more valuable or less valuable than a private, investor-owned utility, or does it make no difference?

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Much less valuable	2%	3%	1%	-	-	-	7%	1%	4%	2%	2%	2%	-	3%	3%	-	3%	1%	3%	-	4%	2%
Somewhat less valuable	2	1	3	-	-	-	3	2	2	-	2	-	4	3	-	2	2	1	2	2	1	1
No different	25	23	26	50	30	28	21	25	33	17	27	17	20	33	29	25	16	24	27	34	26	16
Somewhat more valuable	14	14	13	50	17	9	24	10	18	17	8	17	10	13	16	14	13	14	12	13	8	17
Much more valuable	47	49	46	-	45	59	38	48	35	52	54	51	57	31	39	48	61	47	47	44	49	50
Refused	11	10	10	-	9	4	7	15	9	12	6	12	8	18	14	10	5	12	9	6	11	13
Mean	4.1	4.2	4.1	3.5	4.2	4.3	3.9	4.2	3.9	4.3	4.2	4.3	4.3	3.8	4.0	4.2	4.3	4.2	4.1	4.1	4.1	4.3
Chi Square		6.61			27.81				16.69					22.01				2.11		16.86		

		.761	.023	.673	.108	.834	.078
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Q6. How important do you think are the following EWEB programs (with 0 being not at all important and 10 being very important):

a. EWEB's involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events.

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	5%	5%	5%	-	2%	9%	10%	3%	4%	6%	4%	7%	8%	-	8%	3%	6%	6%	4%	6%	4%	5%
1	1	1	-	-	-	-	2	1	-	-	-	2	-	-	-	2	-	1	-	-	-	1
2	3	5	1	-	2	9	2	2	-	6	-	-	8	3	3	2	4	4	1	3	3	3
3	2	2	1	50	-	2	5	1	2	4	2	2	-	-	3	1	3	2	1	1	1	3
4	1	3	-	-	2	2	-	1	-	-	2	2	-	3	1	1	1	1	1	1	1	1
5	12	14	10	-	9	13	10	13	14	15	8	10	8	23	12	8	12	13	10	16	10	10
6	6	7	6	-	9	7	9	5	4	8	6	20	2	3	6	11	4	6	7	5	10	6
7	10	11	8	-	19	9	10	7	4	8	10	7	18	3	13	8	11	9	11	15	8	7
8	18	16	21	-	26	17	10	19	18	13	21	15	22	8	17	23	19	17	20	18	21	16
9	9	12	7	-	6	7	12	10	11	10	10	15	8	8	5	9	13	10	9	8	10	11
10	27	17	35	50	23	24	26	28	33	25	33	17	20	36	25	28	23	25	30	20	32	27



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Research for Marketing, Public Relations, and Planning

NA	6	7	5	-	2	2	3	10	12	6	2	2	4	15	8	2	4	6	7	5	-	10
Mean	7.2	6.7	7.7	6.5	7.5	6.5	6.7	7.6	7.9	6.8	7.8	6.7	6.8	7.7	6.9	7.4	7.1	7.0	7.7	6.9	7.5	7.2
Chi Square		48.15 .001			40.22 .181			55.80 .109					41.69 .143			6.20 .859		22.53 .429				

Q6. How important are the following EWEB programs?

b. EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change.

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	3%	3%	2%	-	2%	2%	7%	1%	2%	2%	-	5%	6%	-	6%	-	3%	3%	2%	4%	-	3%
2	1	1	-	-	-	-	-	1	-	2	-	-	2	-	-	-	2	1	-	-	1	1
3	1	1	-	50	-	2	-	1	-	-	2	-	2	-	1	1	1	1	-	1	1	1
4	1	1	1	-	-	-	2	1	2	2	-	-	-	3	1	-	-	0	1	-	1	1
5	3	3	3	-	2	2	5	3	5	4	2	2	2	5	5	2	1	2	5	3	-	4
6	5	5	5	-	4	4	7	4	7	6	2	2	2	13	9	-	2	4	6	6	3	4
7	5	5	5	-	2	4	5	5	-	2	8	7	8	3	-	7	7	6	3	1	10	5
8	14	15	13	-	6	15	16	14	19	13	13	17	8	21	14	14	9	15	10	13	11	16
9	11	13	10	-	19	13	10	9	9	13	6	12	12	8	14	11	8	8	17	17	13	6
10	53	48	57	50	64	57	41	54	51	54	58	46	53	38	42	62	62	52	54	52	58	50
NA	5	5	5	-	-	-	7	7	5	2	8	7	4	10	6	2	3	6	3	2	1	9



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Research for Marketing, Public Relations, and Planning

Mean	8.7	8.4	8.9	6.5	9.1	8.8	8.0	8.7	8.6	8.6	9.0	8.5	8.3	8.3	8.0	9.2	8.8	8.6	8.8	8.6	8.9	8.5
Chi Square		56.35			28.43			30.76			54.90			14.41		31.25						
		.001			.548			.853			.004			.155		.052						

Q6. How important are the following EWEB programs?

c. EWEB's programs that help customers reduce their energy use

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education			Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	3%	2%	3%	-	2%	2%	2%	3%	2%	8%	-	2%	2%	8%	3%	-	2%	2%	3%	3%	1%	3%
1	1	1	-	50	-	-	-	2	-	4	-	-	2	-	1	-	2	1	-	-	-	2
2	0	1	-	-	-	-	-	1	-	-	2	-	-	3	-	-	-	0	-	-	-	1
3	1	1	1	-	-	-	3	1	2	-	-	2	-	-	1	1	1	1	1	-	1	1
4	2	1	3	-	2	2	2	1	2	4	-	2	2	-	4	1	1	2	1	2	1	1
5	5	6	3	-	6	2	5	5	2	2	-	2	6	5	6	3	3	4	5	8	3	4
6	3	4	3	-	4	-	9	2	5	6	2	5	2	10	4	-	3	2	6	4	3	3
7	9	10	7	-	15	7	5	9	9	12	8	10	6	15	6	7	8	8	10	9	8	8
8	17	21	14	50	17	20	24	15	16	17	23	24	14	13	14	23	18	19	15	16	17	19
9	11	13	10	-	19	15	7	8	7	12	15	12	8	5	8	15	12	12	11	13	14	9
10	42	34	50	-	32	52	36	44	51	31	42	34	53	26	45	44	45	40	45	40	49	39

% RILEY RESEARCH ASSOCIATES
 Research for Marketing, Public Relations, and Planning

NA	7	5	8	-	2	-	7	11	5	6	8	5	4	15	6	6	4	8	4	5	3	10
Mean	8.3	8.1	8.6	4.5	8.2	8.8	8.0	8.3	8.6	7.4	8.8	8.1	8.5	7.2	8.1	8.8	8.4	8.2	8.3	8.2	8.7	8.0
Chi Square		66.48 .001			39.36 .207			36.15 .794			46.42 .061			9.13 .610		16.44 .793						

Q6. How important are the following EWEB programs?

d. EWEB's programs that help customers reduce their water use

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	4%	3%	4%	-	2%	9%	3%	3%	4%	8%	-	-	6%	10%	4%	1%	3%	3%	4%	4%	6%	2%
1	2	1	1	-	2	-	-	2	2	4	-	-	-	-	3	1	1	2	1	1	1	2
2	1	-	1	50	-	-	-	1	-	-	-	-	2	-	-	-	2	1	-	-	-	1
3	1	1	1	-	-	-	2	1	2	-	-	-	-	-	1	1	-	0	1	-	1	1
4	2	2	3	-	2	4	2	2	-	6	2	2	2	-	1	5	2	3	1	-	6	2
5	9	14	6	-	11	7	12	9	7	8	13	12	6	10	18	9	3	9	10	10	4	12
6	3	5	2	-	4	4	2	3	2	4	4	5	4	-	8	1	3	3	3	5	3	2
7	8	10	7	-	13	9	10	6	5	8	10	12	10	-	4	9	13	5	13	11	10	5
8	18	22	15	-	21	20	22	17	18	19	21	20	24	21	16	18	20	18	19	24	21	14
9	6	5	6	-	6	7	2	7	2	4	2	7	8	3	5	8	5	7	5	6	7	6
10	35	26	45	50	30	39	36	36	49	29	35	37	29	33	34	34	40	36	34	32	35	38



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

NA	11	11	9	-	9	2	9	14	11	12	13	5	8	23	6	11	7	11	10	6	7	14
Mean	7.8	7.4	8.1	6.0	7.7	7.6	7.8	7.8	8.2	7.0	8.1	8.1	7.6	7.4	7.3	8.0	8.0	7.8	7.8	7.8	7.6	7.8
Chi Square		93.31 .001			23.38 .892			37.24 .755				52.34 .017				8.42 .675		25.87 .257				

Q6. How important are the following EWEB programs?

e. EWEB's efforts to ensure safe, reliable delivery of drinking water

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	0%	1%	-	-	-	-	-	1%	-	2%	-	-	-	-	-	-	1%	0%	-	-	1%	-
4	1	2	-	-	4	-	-	1	-	2	-	-	2	3	1	1	-	0	2	2	-	1
5	1	1	1	-	-	-	-	1	2	2	-	-	-	3	-	1	-	1	-	-	-	1
6	1	1	1	-	-	-	3	-	2	2	-	-	-	-	3	-	-	0	1	1	1	-
7	2	3	2	-	2	2	3	2	5	2	-	2	2	3	6	-	1	2	3	3	-	3
8	10	10	10	-	11	7	7	11	7	12	15	5	8	5	17	7	6	10	9	16	6	7
9	9	14	5	-	13	7	14	7	11	10	8	15	12	13	6	8	13	9	10	6	10	12
10	73	67	78	100	68	83	71	73	72	63	77	76	73	69	65	82	75	74	72	68	78	74
NA	3	2	4	-	2	2	2	4	2	6	-	2	2	5	1	1	4	2	4	3	4	1
Mean	9.5	9.3	9.6	10.0	9.3	9.7	9.5	9.4	9.4	9.1	9.6	9.7	9.5	9.4	9.2	9.7	9.6	9.5	9.5	9.3	9.6	9.5
Chi Square		13.99 .600			24.15 .453				23.29 .869					35.81 .057				4.24 .835		21.25 .169		



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Q6. How important are the following EWEB programs?

f. EWEB's efforts to increase customer and community emergency preparedness

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	2%	1%	3%	-	2%	2%	3%	1%	2%	6%	-	2%	2%	3%	4%	-	2%	1%	3%	2%	3%	1%
1	1	1	1	-	-	-	-	2	-	2	4	-	-	-	1	1	1	1	1	-	1	1
2	1	1	1	-	-	-	2	1	-	-	2	-	-	-	-	-	1	0	1	-	1	1
3	0	1	-	-	-	2	-	-	-	-	-	-	2	-	-	-	1	0	-	-	1	-
4	1	-	1	-	2	-	-	1	2	-	-	2	-	-	1	2	-	1	1	1	1	1
5	8	10	5	-	9	4	10	7	5	4	8	7	2	13	13	3	4	7	10	9	7	8
6	4	6	2	-	9	-	7	3	-	6	4	7	6	-	4	5	5	4	3	9	6	-
7	6	4	8	-	9	9	7	4	5	6	6	15	4	3	5	9	4	5	8	6	4	6
8	17	23	12	-	28	15	9	18	21	15	21	17	18	18	10	16	23	16	19	17	14	18
9	11	11	10	-	11	17	10	7	7	12	8	2	12	5	9	16	8	11	11	12	10	10
10	42	34	50	50	30	43	43	44	42	44	40	41	43	51	38	41	42	43	38	38	46	41



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

NA	8	8	8	50	2	7	9	11	16	6	6	5	10	8	14	6	7	10	6	6	6	12
Mean	8.3	8.1	8.5	10.0	7.9	8.6	8.1	8.4	8.6	8.1	8.1	8.1	8.5	8.5	7.8	8.6	8.3	8.4	8.0	8.2	8.1	8.4
Chi Square		27.32 .199			37.55 .269			40.06 .641				37.06 .287			5.58 .900		21.85 .469					

Q7. How satisfied are you with the following EWEB programs?

a. EWEB's involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events.

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	4%	4%	2%	-	4%	4%	7%	1%	2%	6%	2%	7%	-	-	5%	2%	4%	3%	4%	5%	3%	3%
1	1	1	1	-	-	-	3	1	2	2	-	2	-	-	1	1	1	1	-	-	-	2
2	1	1	-	50	-	2	-	1	-	2	-	-	4	3	-	-	2	1	-	-	-	2
3	2	1	3	-	-	2	3	1	2	-	2	5	-	3	3	-	2	2	1	-	3	2
4	1	1	-	-	2	2	-	-	-	-	-	-	2	-	1	-	1	0	1	2	-	-
5	14	15	12	50	17	15	12	13	18	17	10	15	6	13	16	14	14	13	15	17	14	12
6	6	8	5	-	4	7	7	6	2	8	10	5	4	5	6	7	5	5	8	8	7	4
7	10	7	14	-	15	4	14	10	5	13	13	10	12	5	13	6	14	11	9	12	13	9
8	15	18	14	-	21	11	12	17	14	10	15	24	16	8	13	22	15	14	18	17	15	13
9	7	6	9	-	-	9	12	8	4	10	8	12	8	8	3	8	11	10	3	5	8	9
10	21	18	23	-	17	26	19	20	30	15	23	10	24	31	17	24	15	20	22	15	24	23



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

NA	19	19	19	-	19	17	10	23	23	17	17	10	22	26	22	16	17	18	21	18	14	20
Mean	7.2	6.9	7.5	3.5	7.0	7.2	6.8	7.5	7.6	6.7	7.6	6.5	7.8	7.8	6.7	7.6	6.9	7.2	7.2	6.8	7.4	7.2
Chi Square		67.19 .001			33.35 .450			45.51 .409				29.76 .629			10.25 .508		22.62 .423					

Q7. How satisfied are you with the following EWEB programs?

b. EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change.

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	2%	3%	1%	-	2%	-	5%	1%	2%	2%	-	5%	2%	-	5%	-	1%	2%	1%	2%	-	2%
2	3	3	1	50	-	-	3	3	4	2	4	2	2	-	1	3	3	3	1	-	6	3
3	0	1	-	-	-	2	-	-	-	2	-	-	-	-	-	1	-	-	1	1	-	-
4	2	3	1	-	2	2	2	2	2	2	-	-	4	3	3	1	2	2	2	2	-	3
5	11	9	13	-	11	15	9	10	14	15	6	10	6	13	14	9	9	10	13	10	13	10
6	5	6	5	-	6	2	10	5	5	8	4	5	6	10	8	2	5	5	6	6	3	7
7	9	9	10	-	15	7	9	9	5	8	13	15	12	3	8	9	13	9	9	9	10	10
8	18	18	17	-	13	13	16	21	18	13	23	27	14	13	18	20	15	20	13	14	19	19
9	6	6	6	-	11	7	3	6	9	10	4	-	4	5	5	5	7	5	10	13	6	3
10	26	24	28	50	19	37	24	26	28	23	27	22	29	36	17	28	29	26	25	23	28	27
NA	19	18	18	-	21	15	19	19	14	15	19	15	20	18	21	22	15	17	20	20	17	17



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	7.6	7.4	7.9	6.0	7.5	8.1	7.1	7.7	7.6	7.3	7.9	7.3	7.7	8.1	6.9	7.8	7.8	7.6	7.7	7.7	7.7	7.5
Chi Square			29.80 .073			29.38 .498					27.53 .933				28.93 .521			9.33 .501			22.67 .306	

Q7. How satisfied are you with the following EWEB programs?

c. EWEB's programs that help customers reduce their energy use

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	3%	3%	3%	-	4%	2%	3%	3%	4%	8%	2%	-	-	8%	5%	-	2%	3%	3%	3%	3%	4%
1	1	1	1	50	-	-	2	2	2	2	-	-	2	3	1	1	1	1	1	1	1	1
2	1	1	1	-	2	-	-	1	2	2	-	-	-	-	4	-	-	1	1	1	-	1
3	2	3	1	50	-	2	2	3	4	-	4	2	2	-	1	3	3	3	1	1	3	3
4	2	1	2	-	2	-	-	3	-	2	2	5	2	-	-	3	2	2	1	1	3	1
5	11	11	11	-	15	11	12	10	9	10	6	12	14	3	16	15	7	9	14	14	11	10
6	8	7	8	-	11	4	14	5	7	8	4	7	10	8	8	5	9	7	9	4	15	5
7	12	14	10	-	19	9	16	10	16	17	8	17	12	13	10	15	12	12	13	15	11	11
8	18	23	14	-	15	17	10	23	18	12	29	22	16	13	19	16	21	18	17	16	17	20
9	6	8	6	-	6	9	9	5	2	12	4	5	8	3	4	7	8	6	7	9	6	5
10	22	17	27	-	17	37	17	19	32	13	27	12	22	31	18	22	21	23	21	19	22	24
NA	14	12	15	-	9	9	16	16	7	15	13	17	10	21	13	13	13	14	14	15	8	14



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	7.2	7.2	7.4	2.0	6.9	8.0	7.0	7.1	7.4	6.6	7.7	7.1	7.4	7.4	6.7	7.3	7.4	7.2	7.2	7.2	7.1	7.2
Chi Square			68.65 .001			31.85 .524					40.12 .639				37.40 .274			3.70 .978			16.62 .784	

Q7. How satisfied are you with the following EWEB programs?

d. EWEB's programs that help customers reduce their water use

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	4%	1%	5%	-	4%	-	3%	4%	4%	10%	-	2%	-	5%	5%	2%	2%	4%	3%	2%	6%	4%
1	1	1	1	-	-	-	-	2	-	4	-	-	-	-	3	-	1	1	-	-	-	2
2	2	2	-	100	2	2	2	1	2	2	-	-	2	3	3	1	1	1	2	1	1	2
3	2	2	3	-	-	4	2	3	2	2	6	-	2	-	1	-	6	2	2	2	6	1
4	3	1	4	-	6	4	-	2	2	2	4	5	2	-	4	5	1	2	3	2	6	1
5	15	19	12	-	15	9	21	15	11	17	15	20	12	13	21	17	11	15	17	15	13	18
6	6	6	6	-	11	4	3	6	2	8	2	10	8	3	6	8	6	6	6	10	8	3
7	8	8	8	-	6	11	10	7	7	4	8	22	8	-	4	6	17	9	5	5	10	8
8	15	15	14	-	17	9	16	16	14	13	25	7	20	10	19	8	18	16	12	17	13	14
9	5	5	5	-	6	7	3	5	4	-	2	2	12	-	3	5	7	3	9	10	3	3
10	18	14	24	-	9	33	17	17	26	19	17	12	10	31	16	23	12	19	18	14	22	20



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

NA	22	25	19	-	23	17	22	23	28	19	21	20	22	36	16	25	18	20	25	22	14	24
Mean	6.9	6.7	7.1	2.0	6.4	7.7	6.9	6.7	7.4	6.0	7.1	6.6	7.2	7.4	6.3	7.1	6.8	6.8	6.9	7.0	6.6	6.8
Chi Square		135.76 .001			28.73 .680			62.42 .035			60.64 .002			9.20 .604		30.15 .115						

Q7. How satisfied are you with the following EWEB programs?

e. EWEB's efforts to ensure safe, reliable delivery of drinking water

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	0%	1%	-	-	-	-	-	1%	-	2%	-	-	-	-	-	-	1%	0%	-	-	1%	-
1	0	-	-	50	-	-	-	1	-	-	-	-	2	-	-	-	1	0	-	-	-	1
2	1	1	-	-	2	-	-	-	-	-	-	-	-	-	1	-	-	0	1	1	-	1
3	1	1	1	-	-	-	-	1	2	-	-	-	-	3	-	1	-	0	1	1	-	1
4	1	2	-	-	-	-	2	1	2	2	-	-	-	5	-	1	-	0	2	-	-	2
5	2	-	4	-	2	2	2	2	2	6	4	-	-	-	3	3	1	1	3	1	1	3
6	1	1	1	-	-	-	3	1	5	-	-	-	-	3	3	-	-	0	2	1	1	1
7	6	5	6	-	9	4	3	6	4	12	4	7	2	3	12	2	6	5	7	8	6	5
8	15	16	15	50	17	15	14	16	16	13	19	17	12	3	26	14	12	16	14	17	14	15
9	13	18	8	-	17	13	16	11	11	8	15	10	16	8	9	16	15	14	10	12	17	10
10	51	49	54	-	45	57	55	50	47	50	54	54	59	62	42	55	53	53	47	51	50	55
NA	9	6	12	-	9	9	5	11	12	8	4	12	8	15	5	7	12	7	14	9	10	7



RILEY RESEARCH ASSOCIATES

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Mean	8.9	8.9	9.1	4.5	8.9	9.3	9.1	8.8	8.8	8.6	9.1	9.3	9.3	9.1	8.6	9.1	9.1	9.0	8.8	9.0	9.0	8.9
Chi Square			175.46			21.19				40.47					53.26			10.95			14.17	
			.001			.944				.624					.014			.447			.895	

Q7. How satisfied are you with the following EWEB programs?

f. EWEB's efforts to increase customer and community emergency preparedness

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	3%	3%	3%	-	2%	4%	5%	2%	4%	8%	2%	-	-	5%	1%	2%	3%	1%	5%	4%	4%	1%
1	1	1	1	-	-	-	-	1	-	2	2	-	-	-	1	1	-	1	-	-	-	1
2	1	1	2	-	4	-	2	1	-	-	-	-	2	-	3	1	1	1	2	2	1	1
3	1	1	1	-	-	4	-	1	-	-	2	-	4	-	-	1	3	1	1	3	-	1
4	3	3	2	-	4	2	-	3	2	2	6	5	-	-	1	2	5	2	3	2	4	2
5	14	16	12	-	11	9	24	13	14	13	10	22	10	15	18	13	12	14	14	11	13	18
6	9	10	8	-	6	2	16	10	4	15	4	17	12	3	10	15	6	11	6	9	11	9
7	7	10	5	-	11	7	5	7	5	6	10	10	6	-	9	8	7	6	8	10	7	5
8	14	15	14	-	21	20	9	13	7	12	17	22	14	13	13	13	16	15	14	14	13	14
9	9	6	10	-	9	9	5	9	16	4	2	-	16	10	5	9	8	8	11	10	7	8
10	22	18	26	50	17	28	22	21	28	27	23	15	18	41	16	22	19	23	20	18	29	21

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NA	17	17	15	50	15	15	12	19	21	12	21	10	16	13	22	13	19	16	18	17	11	19
Mean	7.2	7.0	7.4	11.0	7.2	7.6	6.7	7.2	7.8	6.8	7.1	6.9	7.5	8.0	6.9	7.2	7.1	7.3	7.0	7.0	7.3	7.2
Chi Square			12.14 .955			34.59 .392					61.19 .044				35.95 .332			8.05 .709			18.27 .690	

Q8. In order to ensure safe and reliable water supplies, EWEB is looking at alternative sources, such as emergency water distribution stations. Would you say you were currently very aware, somewhat aware, or not aware that EWEB has two emergency water distribution stations completed and has plans for additional stations?

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	307	146 48%	152 50%	2 1%	47 15%	46 15%	58 19%	148 48%	56 18%	52 17%	47 15%	41 13%	49 16%	39 13%	74 24%	87 28%	95 31%	203 66%	101 33%	93 30%	72 23%	132 43%
Not aware	67%	68%	66%	100%	87%	70%	78%	57%	66%	67%	70%	73%	69%	64%	69%	64%	71%	63%	76%	75%	65%	63%
Somewhat aware	21	21	22	-	13	17	16	28	23	17	26	20	16	13	27	23	18	26	12	15	22	25
Very aware	11	11	12	-	-	13	7	15	11	15	4	7	14	23	4	13	12	11	12	10	13	12
Chi Square		1.22 .874			20.76 .002				5.64 .688					11.66 .070				7.80 .020		4.27 .371		

Q9. How important is the following (with 0 being not at all important and 10 being very important)?
a. EWEB's efforts in keeping customers informed

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	2%	1%	3%	-	2%	2%	-	2%	-	4%	-	5%	2%	-	3%	-	3%	1%	2%	2%	3%	1%
1	1	1	-	50	-	2	-	1	-	-	-	-	2	3	-	-	1	1	-	1	-	1
2	0	-	1	-	-	-	-	1	2	-	-	-	-	-	1	-	-	0	-	-	-	1
3	2	3	-	-	-	4	3	1	-	4	2	2	2	-	4	1	2	3	-	3	1	1
4	1	1	1	-	-	-	2	1	-	-	2	-	-	-	-	-	1	0	-	1	1	-
5	5	8	1	-	2	2	5	5	5	2	-	5	4	5	8	1	3	5	3	5	1	6
6	5	5	4	-	4	4	3	5	4	6	2	7	4	3	6	6	3	4	6	8	6	2
7	9	10	8	-	15	9	9	8	4	6	13	12	12	8	8	16	4	8	11	8	11	8
8	18	22	15	-	30	17	21	14	12	17	21	22	22	10	18	18	20	18	18	20	15	19
9	9	12	6	-	9	7	10	9	9	13	6	10	10	15	8	5	11	9	8	10	7	10
10	46	32	59	50	38	50	43	47	61	46	48	34	39	49	42	52	45	44	49	41	50	47
NA	4	5	3	-	-	2	3	7	4	2	6	2	2	8	3	1	6	4	4	1	4	5



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Mean	8.4	8.0	8.8	5.5	8.4	8.3	8.4	8.4	9.0	8.3	8.7	7.9	8.1	8.7	8.0	8.7	8.4	8.3	8.6	8.1	8.5	8.5
Chi Square			112.09			24.02				37.22					39.76			7.56			16.83	
			.001			.873				.755					.194			.752			.773	

Q9. How important is the following (with 0 being not at all important and 10 being very important)?
 b. EWEB's responsiveness to customers' needs and concerns

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	0%	-	1%	-	-	-	-	1%	2%	-	-	-	-	-	1%	-	-	0%	-	-	-	1%
1	1	-	1	50	-	-	-	1	-	-	2	-	2	-	-	1	1	1	-	-	-	1
4	1	1	1	-	-	-	2	1	-	-	-	2	-	-	-	-	1	1	-	-	-	1
5	4	5	2	-	2	-	-	7	7	4	4	-	2	5	4	2	5	4	4	6	4	3
6	2	3	1	-	-	2	3	1	2	4	2	-	-	3	4	1	-	1	2	4	-	1
7	6	5	6	-	9	7	5	5	11	6	2	5	4	13	6	3	5	5	7	6	7	5
8	18	21	16	-	19	22	19	16	14	21	21	22	14	10	19	23	14	18	18	15	14	21
9	12	12	11	-	21	15	12	7	5	10	15	22	10	15	8	9	14	11	14	17	11	7
10	50	42	57	50	47	50	50	52	53	46	42	46	61	44	45	54	55	50	50	44	61	49
NA	8	10	5	-	2	4	9	9	7	10	13	2	6	10	12	6	5	8	6	6	3	10
Mean	8.9	8.7	9.0	5.5	9.0	9.1	9.0	8.7	8.7	8.9	8.7	9.0	9.2	8.8	8.7	9.0	9.0	8.8	9.0	8.8	9.2	8.8
Chi Square		88.00 .001			27.37 .444				35.57 .489					25.94 .522				3.95 .915		26.34 .092		



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Q9. How important is the following (with 0 being not at all important and 10 being very important)?
 c. EWEB's efforts to control costs

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	2%	3%	1%	-	-	2%	2%	3%	2%	4%	-	5%	2%	3%	1%	1%	3%	3%	-	1%	3%	2%
1	1	1	1	-	-	-	-	1	-	2	2	-	-	-	1	1	-	1	-	-	-	1
4	1	1	2	-	-	-	2	2	-	-	-	5	-	3	-	1	2	1	1	-	-	3
5	3	3	3	-	2	-	2	4	4	2	4	2	-	-	5	2	3	2	5	3	1	4
6	2	3	1	-	4	2	2	1	2	2	2	5	2	-	4	-	3	2	2	3	-	2
7	7	10	4	-	9	9	5	6	7	6	6	10	6	8	6	5	7	6	9	6	10	4
8	19	20	17	50	17	26	16	19	18	25	21	12	24	10	25	20	18	21	14	20	14	21
9	11	11	11	-	13	11	12	9	7	6	8	17	14	13	9	11	8	10	11	12	10	10
10	47	40	54	50	49	50	55	42	56	40	48	41	43	46	42	51	48	45	52	46	57	42
NA	8	10	6	-	6	-	5	13	5	13	8	2	8	18	6	8	6	9	7	8	6	10
Mean	8.7	8.4	8.9	9.0	8.9	8.8	8.9	8.4	8.9	8.3	8.7	8.2	8.8	8.8	8.5	8.9	8.5	8.5	8.9	8.8	8.9	8.4

Chi Square		13.11 .785	21.96 .740	32.90 .617	22.05 .735	10.18 .336	17.77 .471
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Q9. How important is the following (with 0 being not at all important and 10 being very important)?
 d. EWEB's electric service reliability and outage restoration

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
3	0%	-	1%	-	-	-	2%	-	-	-	-	-	2%	-	-	1%	-	0%	-	-	-	1%
4	0	1	-	-	-	-	-	1	-	2	-	-	-	-	-	-	1	0	-	-	-	1
5	1	2	-	-	-	-	2	1	-	2	2	-	2	-	4	-	-	1	-	2	-	1
6	2	3	1	-	-	2	3	2	4	2	4	2	-	3	3	1	2	2	2	1	-	3
7	2	1	3	-	4	2	-	2	5	2	2	-	-	5	3	1	-	1	4	3	1	1
8	12	14	9	-	17	15	3	12	14	23	10	10	6	26	14	8	7	12	11	15	8	10
9	15	19	12	-	17	11	16	16	14	12	19	27	10	21	13	15	15	15	17	12	19	15
10	64	56	71	100	60	65	71	62	63	54	56	59	76	46	60	70	71	63	65	60	69	66
NA	4	3	3	-	2	4	3	4	-	4	6	2	4	-	4	3	4	4	2	6	1	3
Mean	9.4	9.2	9.5	11.0	9.3	9.4	9.4	9.3	9.3	9.0	9.2	9.4	9.5	9.0	9.2	9.5	9.5	9.3	9.4	9.3	9.6	9.4
Chi Square		18.51 .295			17.37 .833				34.06 .369					33.83 .088				6.88 .549		16.45 .422		



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Research for Marketing, Public Relations, and Planning

Q9. How important is the following (with 0 being not at all important and 10 being very important)?
 e. EWEB's drinking water quality

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	0%	1%	-	-	-	-	2%	-	-	-	-	2%	-	-	-	-	1%	0%	-	-	-	1%
5	1	-	1	-	-	-	-	1	2	-	-	-	-	3	-	-	-	0	1	1	-	1
6	1	1	1	-	2	-	3	-	4	-	2	-	-	3	1	1	-	-	3	3	-	-
7	0	-	1	-	-	2	-	-	-	-	2	-	-	-	1	-	-	-	1	-	1	-
8	7	8	7	-	6	11	5	8	7	12	13	5	2	5	17	7	1	7	9	12	3	6
9	9	13	6	-	11	13	14	6	11	4	15	15	10	8	10	8	11	10	8	9	11	9
10	79	74	83	100	81	74	72	82	72	81	69	76	86	74	68	84	85	80	77	74	85	80
NA	2	3	1	-	-	-	3	3	5	4	-	2	2	8	3	-	2	3	1	1	-	4
Mean	9.6	9.6	9.7	11.0	9.7	9.6	9.4	9.7	9.5	9.7	9.5	9.5	9.9	9.6	9.5	9.7	9.8	9.7	9.5	9.5	9.8	9.7
Chi Square			11.40 .655			25.73 .217				29.62 .382					37.95 .013			10.63 .156			21.65 .086	

Q9. How important is the following (with 0 being not at all important and 10 being very important)?
 f. EWEB's drinking water quality

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	0%	1%	-	-	-	-	2%	-	-	-	-	2%	-	-	-	-	1%	0%	-	-	-	1%
5	1	1	-	-	-	-	2	1	2	-	-	-	2	3	1	-	-	0	1	1	-	1
7	2	3	1	-	4	-	-	2	4	2	4	-	-	5	3	1	-	0	4	4	-	1
8	11	10	12	-	15	11	9	11	11	12	13	10	8	10	17	7	8	10	13	12	4	11
9	13	18	8	-	15	11	19	11	12	15	17	17	12	15	9	15	14	12	14	11	15	13
10	72	65	78	100	64	78	66	74	68	65	67	71	78	67	66	77	74	75	66	71	78	71
NA	2	2	2	-	2	-	3	2	4	6	-	-	-	-	4	-	3	1	3	1	3	2
Mean	9.5	9.4	9.7	10.0	9.4	9.7	9.4	9.6	9.5	9.5	9.5	9.4	9.6	9.4	9.4	9.7	9.6	9.6	9.4	9.5	9.8	9.5
Chi Square		14.80 .252			15.75 .610				20.16 .688					22.00 .232				8.07 .233		12.36 .417		

Q10. How satisfied are you with the following?
a. EWEB's efforts in keeping customers informed

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education			Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	2%	2%	3%	-	2%	2%	2%	3%	2%	6%	2%	5%	-	-	3%	2%	3%	2%	3%	2%	1%	3%
1	1	1	-	50	-	-	2	1	2	2	-	-	-	-	-	1	1	1	-	-	-	1
2	1	1	1	-	-	-	2	1	2	-	2	2	-	-	1	1	1	1	1	-	1	1
3	4	3	3	-	6	7	3	1	-	6	2	2	4	-	6	1	4	4	3	6	3	1
4	3	5	2	-	2	7	3	2	-	4	6	2	4	-	4	3	4	3	3	3	6	2
5	11	13	9	-	11	7	16	11	12	12	2	15	8	8	17	8	9	11	11	15	7	10
6	5	5	6	-	6	7	5	5	2	8	4	12	4	3	8	6	5	5	6	8	6	4
7	12	10	14	-	11	4	14	14	7	12	17	20	10	8	8	16	12	13	10	6	14	14
8	21	23	19	-	17	24	21	21	21	15	17	15	33	23	18	16	25	21	19	20	22	21
9	9	10	8	-	19	9	7	7	11	8	15	10	8	10	10	8	8	9	10	13	7	7
10	26	22	31	50	21	33	22	27	39	25	25	15	24	41	22	31	20	26	27	23	31	28
NA	5	5	5	-	4	2	3	8	4	4	8	2	4	8	3	6	6	4	8	3	3	6



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	7.4	7.3	7.7	5.5	7.5	7.6	7.1	7.5	8.0	6.9	7.7	6.7	7.8	8.6	7.0	7.6	7.2	7.4	7.5	7.3	7.7	7.5
Chi Square			83.92			27.20					43.93				27.78			3.91			22.03	
			.001			.751					.474				.725			.973			.458	

Q10. How satisfied are you with the following?

b. EWEB's responsiveness to customers' needs and concerns

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	1%	1%	1%	50%	-	2%	2%	1%	5%	-	-	-	-	-	1%	2%	-	1%	1%	1%	-	1%
1	1	1	1	-	-	-	2	1	-	-	2	-	2	-	-	1	1	1	-	-	-	1
2	0	-	-	50	-	-	-	1	-	-	-	-	2	-	-	-	1	0	-	-	-	1
3	2	1	2	-	-	-	3	2	2	-	2	5	-	-	1	1	3	1	2	-	6	1
4	1	1	2	-	-	7	2	-	-	2	-	2	2	-	5	-	-	2	-	1	3	1
5	9	12	5	-	4	9	5	12	7	8	8	12	2	5	5	14	8	9	9	11	8	9
6	3	4	2	-	9	2	-	2	2	2	-	7	4	-	5	1	4	3	3	5	-	3
7	8	8	9	-	6	11	12	7	11	8	8	7	4	15	9	5	7	6	13	10	11	6
8	24	31	19	-	21	22	24	25	18	27	27	29	27	18	25	23	25	24	24	25	21	24
9	12	11	12	-	26	9	12	8	11	8	15	12	16	13	10	10	14	10	16	16	14	8
10	30	22	39	-	30	33	29	32	39	29	27	17	39	36	25	37	28	32	27	25	33	33
NA	9	9	9	-	4	7	9	11	7	17	10	7	2	13	13	6	7	10	6	6	4	11



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	8.0	7.8	8.4	1.0	8.5	7.9	7.9	8.0	8.0	8.3	8.1	7.5	8.4	8.6	7.9	8.0	8.0	8.0	8.1	8.0	8.1	8.0
Chi Square			219.88			45.00				49.27					39.02			11.24			29.35	
			.001			.079				.271					.217			.423			.135	

Q10. How satisfied are you with the following?
c.EWEB's efforts to control costs

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	3%	3%	3%	-	-	2%	7%	2%	2%	4%	-	12%	-	3%	3%	1%	4%	4%	1%	1%	3%	4%
1	2	2	1	-	-	-	-	3	2	2	4	-	-	3	1	3	-	2	-	-	-	4
2	2	2	2	50	-	-	3	3	5	2	2	2	-	-	4	2	2	2	2	-	6	2
3	3	3	3	-	2	2	2	4	2	4	4	7	2	-	-	5	5	3	2	2	4	3
4	1	1	2	-	-	4	-	1	-	-	-	-	2	-	1	-	2	2	-	-	3	1
5	12	11	12	-	17	9	12	9	11	13	15	2	8	5	17	10	12	10	16	15	13	10
6	5	5	5	-	9	2	12	2	7	-	-	12	6	3	9	3	4	4	6	6	3	5
7	13	12	14	-	17	9	14	13	11	15	13	17	10	15	16	13	9	12	16	15	13	12
8	18	21	17	-	13	35	17	16	19	12	25	20	27	13	16	25	16	19	17	22	18	16
9	9	9	9	50	17	7	7	9	7	10	15	5	10	10	9	8	9	9	10	12	6	8
10	20	18	23	-	17	24	17	20	25	23	15	12	20	33	18	15	20	20	19	17	22	21
NA	13	14	10	-	9	7	9	17	11	15	8	10	14	15	6	14	16	12	13	10	11	13



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	7.1	7.1	7.2	5.5	7.5	7.7	6.7	7.0	7.3	7.1	7.2	6.1	7.8	8.0	7.0	7.0	7.0	7.0	7.3	7.5	7.0	6.9
Chi Square			29.91 .121			51.07 .023				52.88 .169					35.34 .358			10.48 .488		23.44 .377		

Q10. How satisfied are you with the following?
 d. EWEB's electric service reliability and outage restoration

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	1%	1%	-	50%	-	2%	2%	-	2%	2%	-	-	-	-	1%	1%	-	1%	-	1%	-	1%
1	1	1	-	50	-	-	-	1	-	-	-	-	2	-	-	1	1	1	-	-	-	1
2	0	1	-	-	-	-	-	1	-	-	-	2	-	-	-	-	1	0	-	-	-	1
3	2	1	2	-	-	-	3	2	2	-	2	5	2	-	1	3	1	1	2	-	6	1
4	2	3	2	-	2	2	2	3	-	6	-	-	2	-	3	1	4	3	1	3	3	1
5	4	5	3	-	2	-	3	6	4	2	4	7	-	5	5	1	4	4	4	4	3	4
6	3	4	3	-	4	2	3	3	2	6	4	5	4	3	3	2	5	3	3	2	4	4
7	5	3	7	-	9	7	5	4	5	6	8	5	4	3	5	6	5	4	7	5	7	3
8	21	23	19	-	23	20	19	21	19	17	23	32	16	21	26	13	22	20	21	23	18	22
9	16	22	10	-	9	22	12	17	14	12	21	17	12	21	9	17	17	16	16	13	13	19
10	40	33	49	-	49	39	47	36	51	42	31	20	51	44	42	51	32	39	44	44	43	38



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

NA	5	4	6	-	2	7	3	7	2	8	6	7	6	5	5	3	7	6	3	4	4	5
Mean	8.5	8.3	8.7	0.5	8.8	8.7	8.5	8.3	8.8	8.4	8.5	6.8	8.7	8.9	8.4	8.7	8.2	8.4	8.7	8.6	8.4	8.5
Chi Square		169.33 .001			22.83 .908			44.22 .462			27.12 .755			6.53 .836		19.84 .593						

Q10. How satisfied are you with the following?
 e. EWEB's drinking water quality

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	0%	1%	-	-	-	-	2%	-	-	-	-	2%	-	-	-	-	1%	0%	-	-	-	1%
2	0	1	-	-	-	-	-	1	2	-	-	-	-	3	-	-	-	0	-	-	-	1
3	0	-	1	-	-	-	2	-	2	-	-	-	-	-	1	-	-	0	-	-	-	1
4	1	1	1	-	2	-	-	1	-	-	-	-	-	-	1	1	-	-	2	2	-	-
5	2	1	3	-	2	-	2	3	4	4	-	-	2	5	3	2	-	1	4	4	1	1
6	2	2	1	-	4	2	2	1	2	-	4	2	2	3	-	2	2	0	4	3	1	1
7	5	4	5	-	6	9	3	3	4	2	6	5	2	3	4	6	3	3	7	5	7	2
8	15	12	17	50	9	17	17	15	14	21	19	10	6	5	25	11	13	15	14	16	15	13
9	15	18	13	-	15	11	17	16	19	10	25	15	10	13	18	17	13	18	9	15	15	14
10	57	58	57	50	57	61	52	58	47	60	46	61	76	62	43	60	65	57	57	53	57	62
NA	3	3	3	-	4	-	3	4	7	4	-	5	2	8	5	-	3	3	4	1	3	4



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Mean	9.1	9.1	9.1	9.0	9.0	9.2	8.9	9.2	8.8	9.2	9.0	9.1	9.5	9.1	8.8	9.1	9.3	9.2	8.9	8.9	9.2	9.2
Chi Square			9.41 .978			24.18 .764				38.68 .530					39.90 .107			19.27 .037			17.89 .595	

Q10. How satisfied are you with the following?
f. EWEB's water service reliability

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	1%	1%	-	-	-	-	2%	1%	-	2%	-	2%	-	-	-	-	2%	1%	-	-	1%	1%
1	0	-	-	50	-	-	-	1	-	-	-	-	2	-	-	-	1	0	-	-	-	1
3	0	-	1	-	-	2	-	-	-	-	2	-	-	-	1	-	-	-	1	-	1	-
5	3	3	3	-	4	2	5	2	5	2	-	2	4	5	8	1	-	2	5	5	1	2
6	0	-	1	-	-	2	-	-	-	-	2	-	-	-	-	-	1	-	1	-	1	-
7	2	2	1	-	4	-	-	2	4	2	-	2	-	3	3	1	1	0	4	4	-	1
8	13	14	12	-	11	15	9	15	14	13	17	12	6	15	19	8	11	12	16	12	11	13
9	17	19	15	-	21	13	17	17	18	15	23	22	12	21	17	16	18	17	18	18	17	16
10	61	57	65	50	55	65	64	60	54	58	56	59	73	51	49	72	62	66	53	59	65	64
NA	3	3	3	-	4	-	3	3	5	8	-	-	2	5	3	1	4	2	3	1	1	4
Mean	9.2	9.1	9.4	5.5	9.2	9.2	9.2	9.2	9.1	9.2	9.2	9.1	9.4	9.1	8.9	9.6	9.2	9.3	9.0	9.2	9.2	9.3

Chi Square		157.64 .001	24.21 .619	35.22 .505	34.05 .164	15.27 .084	19.78 .346
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Q11. How would you rate your level of trust and confidence in EWEB?

Filter: Telephone

	Total	Gender			Age Categories				Household Income				Level of Education				Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	307	144 47%	153 50%	2 1%	45 15%	46 15%	58 19%	149 49%	56 18%	52 17%	47 15%	41 13%	49 16%	38 12%	76 25%	86 28%	94 31%	204 66%	100 33%	91 30%	72 23%	134 44%
Low	68%	69%	69%	-	71%	70%	55%	72%	71%	73%	66%	66%	76%	79%	55%	76%	70%	71%	64%	67%	69%	70%
Some	28	26	29	-	29	28	38	23	20	23	30	32	22	18	38	22	27	25	33	32	28	23
High	4	4	2	100	-	2	7	4	9	4	4	2	2	3	7	2	3	4	3	1	3	7
Chi Square		53.85 .001			8.66 .193				6.07 .640				10.75 .097				2.32 .314		6.25 .182			

Q12. Thinking about the past year, has your level of trust and confidence in EWEB increased, decreased or remained the same?

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education			Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	305	144 47%	151 50%	2 1%	45 15%	46 15%	58 19%	147 48%	56 18%	52 17%	45 15%	41 13%	49 16%	38 12%	75 25%	85 28%	94 31%	203 67%	99 32%	91 30%	72 24%	133 44%
Decreased	11%	11%	12%	-	22%	9%	9%	10%	20%	6%	11%	12%	6%	24%	7%	9%	12%	8%	17%	10%	14%	10%
Stayed the same	6	6	5	100	2	-	5	8	4	8	4	10	4	-	4	6	9	8	2	1	4	11
Increased	83	83	83	-	76	91	86	82	77	87	84	78	90	76	89	85	80	83	81	89	82	80
Chi Square		33.32 .001			11.64 .070				9.20 .326					11.56 .073			8.89 .012		9.88 .042			

Q15. On a scale of 1 to 5, how satisfied are you with EWEB overall (with 1 being not at all satisfied and 5 being very satisfied).

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	309	145 47%	154 50%	2 1%	47 15%	46 15%	58 19%	149 48%	57 18%	52 17%	47 15%	41 13%	49 16%	39 13%	77 25%	86 28%	95 31%	205 66%	101 33%	93 30%	72 23%	134 43%
1	1%	1%	1%	50%	-	-	5%	1%	4%	-	-	2%	2%	-	3%	-	2%	2%	-	-	-	3%
2	1	-	2	-	-	2	-	1	2	-	2	-	-	-	1	-	2	1	1	-	3	1
3	8	8	8	50	4	9	7	10	9	8	11	5	6	10	13	7	4	10	5	6	8	9
4	38	45	34	-	51	43	48	30	33	35	38	49	37	28	42	37	41	37	41	44	38	34
5	51	46	56	-	45	46	40	58	53	58	49	44	55	62	42	56	51	50	53	49	51	53
Mean	4.4	4.3	4.4	2.0	4.4	4.3	4.2	4.4	4.3	4.5	4.3	4.3	4.4	4.5	4.2	4.5	4.4	4.3	4.5	4.4	4.4	4.3
Chi Square		49.02 .001			21.28 .046				9.82 .876					13.89 .308				4.40 .354		9.49 .303		

Q16. In order to ensure reliable power supply, EWEB routinely buys and sells power in the marketplace. During times when energy demand from customers is high, power that EWEB purchases may come at a higher cost or from a generating resource with a larger carbon footprint. Would you say you were currently very aware, somewhat aware, or not aware that power purchased at different times may cost EWEB more or have a larger carbon footprint?

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	307	143 47%	154 50%	2 1%	47 15%	46 15%	58 19%	148 48%	57 19%	52 17%	48 16%	41 13%	49 16%	38 12%	76 25%	87 28%	94 31%	204 66%	100 33%	93 30%	72 23%	132 43%
Not aware	25%	31%	19%	50%	9%	26%	24%	30%	12%	23%	25%	37%	41%	18%	14%	26%	36%	28%	18%	15%	24%	33%
Somewhat aware	39	37	41	-	36	39	38	39	42	42	35	32	41	37	42	38	37	40	37	38	39	42
Very aware	36	32	40	50	55	35	38	30	46	35	40	32	18	45	43	36	27	32	45	47	38	26
Chi Square		6.57 .160			13.09 .042				17.15 .029					13.24 .039				6.06 .048		14.32 .006		

Q17. If EWEB were to create programs to encourage shifting your power usage to different times of the day to save money and reduce carbon emissions, how interested would you be?

Filter: Telephone

	Total	Gender			Age Categories				Household Income				Level of Education				Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	305	143 47%	152 50%	2 1%	47 15%	46 15%	56 18%	147 48%	55 18%	50 16%	48 16%	41 13%	49 16%	39 13%	74 24%	85 28%	95 31%	201 66%	101 33%	92 30%	72 24%	131 43%
Not interested	38%	36%	39%	100%	43%	48%	39%	33%	29%	40%	46%	37%	43%	28%	28%	36%	51%	38%	38%	40%	42%	34%
Somewhat interested	47	45	49	-	49	39	38	52	60	50	38	46	49	51	55	45	40	45	50	46	43	48
Very interested	15	20	11	-	9	13	23	15	11	10	17	17	8	21	16	19	9	17	13	14	15	18
Chi Square		7.32 .120			9.09 .169				7.43 .491				12.66 .049				1.04 .595		1.52 .823			

Q18. How concerned are you about lowering your household carbon footprint?

Filter: Telephone

	Total	Gender			Age Categories				Household Income				Level of Education				Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	308	146 47%	152 49%	2 1%	47 15%	46 15%	58 19%	148 48%	55 18%	51 17%	48 16%	41 13%	49 16%	37 12%	76 25%	87 28%	95 31%	204 66%	101 33%	92 30%	72 23%	133 43%
Not concerned	36%	36%	38%	50%	30%	35%	36%	38%	36%	27%	44%	46%	37%	19%	29%	36%	48%	37%	36%	28%	43%	39%
Somewhat concerned	46	42	49	-	51	52	47	42	44	53	40	44	43	54	46	53	35	46	44	48	46	43
Very concerned	18	23	13	50	19	13	17	20	20	20	17	10	20	27	25	11	17	17	21	24	11	18
Chi Square		6.86 .144			2.91 .820				5.82 .667				17.80 .007				0.78 .677		6.74 .150			

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.

a. Pre-pay plan that allows you to pay as you go, including the ability to make multiple small payments each month

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Not valuable	4%	6%	2%	-	-	4%	3%	5%	5%	8%	4%	2%	2%	8%	5%	1%	4%	5%	1%	-	3%	7%
Somewhat valuable	48	48	48	-	32	48	52	52	33	48	50	49	59	49	39	51	55	54	35	37	53	56
Very valuable	48	46	50	100	68	48	45	44	61	44	46	49	39	44	56	48	41	40	64	63	44	36
Chi Square		5.79 .216			9.92 .128				9.43 .307					7.74 .258				16.29 .001		21.28 .001		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
b. Electricity pricing programs that charge different rates at different times of day to reflect the true cost of power

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Not valuable	5%	4%	6%	-	-	2%	3%	7%	5%	6%	6%	2%	4%	8%	3%	2%	7%	7%	2%	1%	4%	9%
Somewhat valuable	19	19	18	-	6	15	19	23	19	17	21	10	18	31	21	20	13	20	16	17	14	24
Very valuable	76	77	76	100	94	83	78	70	75	77	73	88	78	62	77	78	80	73	82	82	82	67
Chi Square		1.11 .893			13.41 .037				3.42 .905					10.28 .113				4.69 .096		11.25 .024		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.

c. Rebate programs that reward you for shifting your electric use to low-demand hours when EWEB is able to purchase power for a lower price

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Not valuable	2%	2%	1%	-	-	2%	-	2%	2%	-	2%	-	2%	3%	1%	-	2%	3%	-	-	1%	4%
Somewhat valuable	7	9	6	-	-	4	3	11	5	10	8	2	6	10	6	6	9	9	4	8	3	10
Very valuable	91	89	93	100	100	93	97	87	93	90	90	98	92	87	92	94	88	88	96	92	96	86
Chi Square		1.58 .812			11.83 .066				4.24 .835					3.55 .737				6.05 .049		8.07 .089		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
d. Programs that help you decrease your personal carbon footprint by using less energy or cleaner energy

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Not valuable	2%	1%	2%	-	-	2%	-	3%	4%	-	-	-	2%	5%	1%	1%	1%	1%	2%	1%	-	3%
Somewhat valuable	9	10	7	-	2	2	12	11	7	12	6	7	6	10	14	2	11	10	8	10	3	13
Very valuable	89	88	91	100	98	96	88	86	89	88	94	93	92	85	84	97	88	89	90	89	97	84
Chi Square		1.32 .859			10.03 .124				5.89 .659					11.02 .088				0.38 .826		8.48 .075		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.

e. Programs that allow you to offset your personal carbon footprint by investing in local forest protection and restoration

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Not valuable	5%	6%	5%	-	-	2%	7%	7%	9%	4%	8%	2%	6%	10%	5%	2%	6%	6%	5%	4%	3%	8%
Somewhat valuable	18	20	14	50	4	22	16	22	9	19	8	15	20	18	18	21	16	19	15	16	17	20
Very valuable	77	74	81	50	96	76	78	71	82	77	83	83	73	72	77	77	78	75	80	80	81	72
Chi Square		3.55 .471			14.42 .025				7.50 .484					4.17 .654				1.04 .596		4.04 .401		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
f. Ability to create an online profile and monitor your electric or water usage

Filter: Telephone

	Total	Gender			Age Categories				Household Income				Level of Education				Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Not valuable	4%	5%	2%	-	-	2%	2%	5%	2%	4%	4%	2%	4%	3%	3%	1%	6%	4%	2%	1%	4%	4%
Somewhat valuable	28	26	29	50	6	13	24	40	26	35	27	22	24	36	22	29	25	32	20	18	17	39
Very valuable	69	69	69	50	94	85	74	55	72	62	69	76	71	62	75	70	68	65	78	81	79	56
Chi Square		2.64 .620			33.85 .001				3.15 .924				6.74 .346				6.20 .045		20.91 .001			

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
g. Ability to set yourself alerts or reminders about payments or usage to be delivered via text or email

Filter: Telephone

	Total	Gender			Age Categories				Household Income				Level of Education				Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Not valuable	2%	3%	2%	-	-	2%	-	4%	4%	4%	2%	-	2%	3%	1%	-	5%	3%	1%	-	1%	4%
Somewhat valuable	40	38	41	-	4	20	36	57	32	42	35	46	39	44	38	40	37	47	25	19	38	56
Very valuable	58	59	57	100	96	78	64	39	65	54	63	54	59	54	61	60	58	50	74	81	61	40
Chi Square		1.89 .757			59.95 .001				4.30 .829				6.50 .370				15.03 .001		39.18 .001			

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
h. Ability to pay your bill via text message

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Not valuable	4%	3%	4%	50%	-	4%	3%	5%	5%	4%	4%	-	2%	3%	3%	5%	4%	5%	1%	1%	1%	7%
Somewhat valuable	57	54	60	-	36	41	57	68	54	60	56	63	55	62	55	57	59	63	47	43	61	65
Very valuable	39	43	36	50	64	54	40	27	40	37	40	37	43	36	43	38	37	33	52	56	38	28
Chi Square		14.78 .005			26.57 .001				3.25 .917					1.43 .964				12.36 .002		21.93 .001		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.

i. An online marketplace where you could purchase EWEB-recommended energy efficiency, water conservation or emergency preparedness products

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Not valuable	4%	5%	3%	-	-	2%	2%	5%	2%	2%	8%	-	2%	3%	3%	2%	6%	4%	2%	-	4%	6%
Somewhat valuable	26	23	28	-	19	9	22	34	30	31	27	10	22	41	29	23	19	28	23	25	18	32
Very valuable	70	73	70	100	81	89	76	60	68	67	65	90	76	56	69	75	75	68	75	75	78	62
Chi Square		2.71 .608			20.04 .003				14.66 .066					9.98 .126				2.35 .310		11.02 .026		

Q20. Do you have any feedback on the following issues to provide EWEB? Please select as many of the categories mentioned below and any other, if applicable (you will be able to type in details, recommendations, etc. in the next question).

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Satisfied with EWEB	23%	21%	24%	-	19%	28%	24%	22%	25%	25%	17%	24%	27%	23%	21%	28%	19%	21%	25%	25%	22%	22%
Other	14	16	12	-	13	4	14	17	14	17	23	17	6	3	18	10	17	14	12	11	10	18
Cost / prices	10	10	10	-	4	7	10	12	7	8	4	20	10	3	6	14	12	12	7	3	13	13
Outages	5	4	5	50	-	7	9	4	2	6	6	2	6	5	-	6	7	6	2	3	7	4
Your water service	4	4	5	-	2	-	3	6	4	10	-	5	2	8	3	6	3	5	2	3	6	4
Billing structure / access	4	2	5	-	4	-	9	2	5	4	2	5	2	3	4	6	1	3	4	1	4	4
Recommendations	4	5	3	-	2	2	7	3	4	-	4	5	6	-	5	5	3	3	4	2	3	5
Your electric service	2	3	1	-	-	4	5	1	-	2	4	-	4	5	-	2	2	2	2	2	3	1
No feedback	50	49	50	50	62	57	40	48	49	42	56	37	51	59	53	46	47	49	52	56	49	45
Chi Square		16.59 .413			34.81 .071				31.28 .503					29.86 .189				6.61 .579		16.20 .439		

Q21. About how many years have you been an EWEB customer? (Your best estimate is fine) (Enter 1 if less than one year)

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some HS / GED	Some Tech or Trade	College degree	Grad degree +	Own	Rent	1-5 Years	6-20 Years	21+ Years
Weighted Base	6419	3014 47%	3219 50%	80 1%	178 3%	452 7%	1176 18%	4393 68%	1061 17%	1031 16%	935 15%	1052 16%	1047 16%	942 15%	1427 22%	1657 26%	2189 34%	5297 83%	1058 16%	242 4%	973 15%	5204 81%
Years	100% 21	100% 21	100% 22	100% 40	100% 4	100% 10	100% 21	100% 30	100% 19	100% 20	100% 20	100% 27	100% 21	100% 25	100% 19	100% 19	100% 24	100% 26	100% 11	100% 3	100% 14	100% 39
Mean	21	21	22	40	4	10	21	30	19	20	20	27	21	25	19	19	24	26	11	3	14	39

Q21b. Years as a customer - categorized

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some HS / GED	Some Tech or Trade	College degree	Grad degree +	Own	Rent	1-5 Years	6-20 Years	21+ Years
	300	144 48%	148 49%	2 1%	44 15%	45 15%	57 19%	147 49%	55 18%	52 17%	46 15%	39 13%	49 16%	37 12%	75 25%	86 29%	93 31%	202 67%	96 32%	93 31%	72 24%	135 45%
1 year	29 10%	14 10%	14 9%	- -	12 27%	6 13%	2 4%	9 6%	8 15%	4 8%	4 9%	2 5%	5 10%	5 14%	8 11%	8 9%	6 6%	8 4%	20 21%	29 31%	- -	- -
2-5 years	64 21%	38 26%	24 16%	- -	23 52%	14 31%	12 21%	14 10%	15 27%	14 27%	9 20%	2 5%	10 20%	6 16%	25 33%	19 22%	13 14%	28 14%	36 38%	64 69%	- -	- -
6-10 years	27 9%	10 7%	17 11%	- -	5 11%	9 20%	5 9%	8 5%	5 9%	6 12%	5 11%	3 8%	4 8%	2 5%	4 5%	11 13%	10 11%	16 8%	11 11%	- -	27 38%	- -
11-20 years	45 15%	16 11%	28 19%	- -	4 9%	12 27%	8 14%	20 14%	6 11%	3 6%	10 22%	7 18%	7 14%	5 14%	7 9%	16 19%	14 15%	33 16%	12 13%	- -	45 63%	- -
21 or more years	135 45%	66 46%	65 44%	2 100%	- -	4 9%	30 53%	96 65%	21 38%	25 48%	18 39%	25 64%	23 47%	19 51%	31 41%	32 37%	50 54%	117 58%	17 18%	- -	- -	135 100%
Chi Square		10.70 .220			110.75 .001				19.12 .262					18.36 .105				61.58 .001		600.00 .001		

Q22. Do you own or rent your home?

Filter: Telephone

	Total	Gender			Age Categories				Household Income				Level of Education				Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	308	145 47%	154 50%	2 1%	47 15%	46 15%	57 19%	150 49%	57 19%	52 17%	48 16%	41 13%	48 16%	39 13%	77 25%	87 28%	94 31%	206 67%	102 33%	92 30%	72 23%	134 44%
Own	206 67%	93 64%	107 69%	2 100%	11 23%	29 63%	41 72%	119 79%	23 40%	37 71%	35 73%	35 85%	40 83%	23 59%	47 61%	55 63%	75 80%	206 100%	- -	36 39%	49 68%	117 87%
Rent	102 33%	52 36%	47 31%	- -	36 77%	17 37%	16 28%	31 21%	34 60%	15 29%	13 27%	6 15%	8 17%	16 41%	30 39%	32 37%	19 20%	- -	102 100%	56 61%	23 32%	17 13%
Chi Square		1.95 .377			51.40 .001				32.13 .001				9.92 .019				308.00 .001		58.00 .001			

Q23. Including you, how many people live in your household?

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	302	144 48%	153 51%	2 1%	47 16%	46 15%	56 19%	150 50%	57 19%	52 17%	48 16%	41 14%	49 16%	39 13%	77 25%	87 29%	94 31%	203 67%	98 32%	91 30%	70 23%	133 44%
1	100 33%	42 29%	58 38%	- -	11 23%	8 17%	16 29%	63 42%	33 58%	22 42%	11 23%	6 15%	9 18%	22 56%	25 32%	23 26%	28 30%	57 28%	42 43%	28 31%	20 29%	46 35%
2	118 39%	60 42%	55 36%	1 50%	20 43%	5 11%	19 34%	73 49%	17 30%	22 42%	21 44%	23 56%	18 37%	8 21%	32 42%	33 38%	43 46%	84 41%	34 35%	38 42%	18 26%	62 47%
3	34 11%	21 15%	13 8%	- -	7 15%	6 13%	12 21%	9 6%	6 11%	2 4%	8 17%	5 12%	4 8%	3 8%	12 16%	10 11%	9 10%	24 12%	10 10%	11 12%	9 13%	13 10%
4	29 10%	14 10%	14 9%	- -	5 11%	18 39%	3 5%	3 2%	1 2%	2 4%	3 6%	4 10%	13 27%	2 5%	6 8%	12 14%	8 9%	24 12%	5 5%	7 8%	15 21%	7 5%
5 or more	21 7%	7 5%	13 8%	1 50%	4 9%	9 20%	6 11%	2 1%	- -	4 8%	5 10%	3 7%	5 10%	4 10%	2 3%	9 10%	6 6%	14 7%	7 7%	7 8%	8 11%	5 4%
Chi Square		12.61 .126			101.42 .001				56.72 .001					21.44 .044				8.40 .078		23.03 .003		

Q24. What is the highest level of education you've completed?

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	298	145 49%	148 50%	2 1%	47 16%	45 15%	56 19%	147 49%	57 19%	52 17%	48 16%	41 14%	49 16%	39 13%	77 26%	87 29%	95 32%	200 67%	97 33%	90 30%	69 23%	132 44%
Some high school	4 1%	2 1%	2 1%	- -	- -	- -	- -	4 3%	3 5%	- -	- -	- -	- -	4 10%	- -	- -	- -	2 1%	2 2%	1 1%	- -	2 2%
High school / GED	35 12%	18 12%	17 11%	- -	5 11%	5 11%	7 13%	18 12%	14 25%	10 19%	3 6%	1 2%	- -	35 90%	- -	- -	- -	21 11%	14 14%	10 11%	7 10%	17 13%
Some college	74 25%	34 23%	39 26%	- -	14 30%	11 24%	16 29%	32 22%	22 39%	17 33%	9 19%	9 22%	4 8%	- -	74 96%	- -	- -	45 23%	29 30%	32 36%	10 14%	30 23%
Trade / Vocational / Technical	3 1%	1 1%	2 1%	- -	1 2%	- -	- -	2 1%	3 5%	- -	- -	- -	- -	- -	3 4%	- -	- -	2 1%	1 1%	1 1%	1 1%	1 1%
College degree	87 29%	41 28%	44 30%	1 50%	18 38%	16 36%	17 30%	36 24%	10 18%	12 23%	15 31%	12 29%	17 35%	- -	- -	87 100%	- -	55 28%	32 33%	27 30%	27 39%	32 24%
Graduate degree or higher	95 32%	49 34%	44 30%	1 50%	9 19%	13 29%	16 29%	55 37%	5 9%	13 25%	21 44%	19 46%	28 57%	- -	- -	- -	95 100%	75 38%	19 20%	19 21%	24 35%	50 38%
Chi Square		2.34 .993			14.47 .490				79.12 .001					894.00 .001				10.13 .072		17.30 .068		

Q25. What is your combined annual household income (before taxes)?

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	247	123 50%	122 49%	2 1%	38 15%	37 15%	51 21%	121 49%	57 23%	52 21%	48 19%	41 17%	49 20%	31 13%	64 26%	66 27%	86 35%	170 69%	76 31%	73 30%	56 23%	112 45%
Less than \$30k	57 23%	25 20%	31 25%	1 50%	13 34%	6 16%	11 22%	27 22%	57 100%	-	-	-	-	17 55%	25 39%	10 15%	5 6%	23 14%	34 45%	23 32%	11 20%	21 19%
\$30-\$50k	52 21%	22 18%	30 25%	-	9 24%	7 19%	8 16%	28 23%	-	52 100%	-	-	-	10 32%	17 27%	12 18%	13 15%	37 22%	15 20%	18 25%	9 16%	25 22%
\$50-\$75k	48 19%	27 22%	21 17%	-	6 16%	8 22%	6 12%	28 23%	-	-	48 100%	-	-	3 10%	9 14%	15 23%	21 24%	35 21%	13 17%	13 18%	15 27%	18 16%
\$75-\$100k	41 17%	22 18%	19 16%	-	4 11%	4 11%	14 27%	19 16%	-	-	-	41 100%	-	1 3%	9 14%	12 18%	19 22%	35 21%	6 8%	4 5%	10 18%	25 22%
\$100k or more	49 20%	27 22%	21 17%	1 50%	6 16%	12 32%	12 24%	19 16%	-	-	-	-	49 100%	-	4 6%	17 26%	28 33%	40 24%	8 11%	15 21%	11 20%	23 21%
Chi Square		6.30 .614			16.71 .161				988.00 .001					67.49 .001				32.13 .001		14.84 .062		

Q26. Which of the following categories includes your age?

Filter: Telephone

	Total	Gender			Age Categories				Household Income				Level of Education				Home		Years with EWEB			
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	302	145 48%	152 50%	2 1%	47 16%	46 15%	58 19%	151 50%	57 19%	52 17%	48 16%	41 14%	49 16%	39 13%	76 25%	87 29%	93 31%	200 66%	100 33%	92 30%	71 24%	130 43%
18-34	47 16%	26 18%	20 13%	- -	47 100%	- -	- -	- -	13 23%	9 17%	6 13%	4 10%	6 12%	5 13%	15 20%	18 21%	9 10%	11 6%	36 36%	35 38%	9 13%	- -
35-49	46 15%	24 17%	22 14%	- -	- -	46 100%	- -	- -	6 11%	7 13%	8 17%	4 10%	12 24%	5 13%	11 14%	16 18%	13 14%	29 15%	17 17%	20 22%	21 30%	4 3%
50-64	58 19%	24 17%	33 22%	1 50%	- -	- -	58 100%	- -	11 19%	8 15%	6 13%	14 34%	12 24%	7 18%	16 21%	17 20%	16 17%	41 21%	16 16%	14 15%	13 18%	30 23%
65 or older	151 50%	71 49%	77 51%	1 50%	- -	- -	- -	151 100%	27 47%	28 54%	28 58%	19 46%	19 39%	22 56%	34 45%	36 41%	55 59%	119 60%	31 31%	23 25%	28 39%	96 74%
Chi Square		3.96 .682			906.00 .001				16.71 .161				9.25 .414				51.40 .001		106.36 .001			

Q27. Gender

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	303	146 48%	155 51%	2 1%	46 15%	46 15%	58 19%	149 49%	57 19%	52 17%	48 16%	41 14%	49 16%	39 13%	76 25%	86 28%	94 31%	202 67%	99 33%	90 30%	71 23%	133 44%
Male	146 48%	146 100%	- -	- -	26 57%	24 52%	24 41%	71 48%	25 44%	22 42%	27 56%	22 54%	27 55%	20 51%	35 46%	41 48%	49 52%	93 46%	52 53%	52 58%	26 37%	66 50%
Female	155 51%	- -	155 100%	- -	20 43%	22 48%	33 57%	77 52%	31 54%	30 58%	21 44%	19 46%	21 43%	19 49%	41 54%	44 51%	44 47%	107 53%	47 47%	38 42%	45 63%	65 49%
Non-binary	1 0%	- -	- -	1 50%	- -	- -	1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	1 1%	- -	1 0%	- -	- -	- -	1 1%
Prefer to self-describe	1 0%	- -	- -	1 50%	- -	- -	- -	1 1%	- -	- -	- -	- -	1 2%	- -	- -	- -	1 1%	1 0%	- -	- -	- -	1 1%
Chi Square		606.00 .001			7.54 .581				10.99 .530					5.42 .796				1.95 .582		9.70 .138		

Verbatim responses for EWEB online data

Q3. Describing EWEB

1 Outstanding Water 2 Dependable Power & Water

A necessary service that I am being overcharged for

A public utility that provides electricity and water to our home. Meter readers are always professional and nice.

A ripoff and totally corrupt. Their rates are outrageous! They have you totally trapped. My whole apartment is electric. I am forced to deal with them. They know they can charge whatever they want and I have no alternatives to go anywhere else. They need competition for better pricing. They also don't offer senior citizen or low income rates which is outrageous.

A well run utility. I am concerned about having a second source of water supply in case of disaster.

adequate

Adequate

Adequate

Adequate

Adequate

Adequate

adequate

Adequate, reliable, responsive service at an affordable price.

Administration has dependable online platforms, and customer care and field technicians are interested in my thoughts involving me at times of service at my property. To me, it's what public-private partnership really is.

Affordable service, never had an issue!

All is great with EWEB - except that I am not receiving my monthly statements on my email. Perhaps it is my computer, but I need to know so that it can be received.

All you customer service representatives give the best quality of service, they are caring, helpful, knowledgeable. EWEB is a part of the community to help out the customer with their financial assistance.

Always on.

Always on. Very good service. Trusted water quality.

as long as i pay my bills, my water and power are on. i am a new customer, so i don't have too much experience with EWEB. i'd like to know more about the quality of my water.

Average, but too costly ...

Average.

Awesome. Couldn't be happier.

Basic

Becoming less community oriented

Been a customer for decades. Always great service.

Behind Scenes! Until some amiss! Good

Billing always same time each month with a reminder a few days before it is due. So far, I haven't needed any specific repair or service.

Billing department can be very hard to deal with when asking questions. Electricity prices are too high compared to other local public owned utilities. Very poor work is done to the trees by the trimming crew, have caused me more problems with the trees later. Salaries of top administrators are too high for our area.

Billing easy to understand. Like the graphic bars.

billing information is pretty useful. Appreciate EWEB will periodically check gas appliances.
billing is confusing and there is not enough time between receiving bill and accounts payable date

Clean

clean and delicious drinking water

Clean Water

Clean water and reliable electricity

clean water from the McKenzie

Clean, great-tasting water. Mostly clean, reliable electricity. Sometimes slow, inefficient customer service. Woefully outdated technology.

completely dependable

Consistent

consistent and reasonably-priced

Consistent response

consistent uninterrupted service to the best availability as possible

Consistent, excellent

consistent, rarely an issue with service or billing

Consistent, reliable

Consistent, reliable

Consistent, reliable service with little to no interruptions. Cost seems to be at or below the national average. Overall impression is positive.

Constant outages, invasive questions, hidden fees.

Continuous utility service, with minimal disruptions.

Cost is entirely too high!

Could be a lot better.

courteous employees. reliable service

Courteous, informative as far as sending out communication to customers.

Day to day water and electricity is good. I am really disappointed in the amount of times we have had power outages in the last 5 years. I grew up in the SE hills and do not recall power outages. In the last few years we have had power outages at least once a year, if not multiple times a year. Our system really needs to be upgraded to prevent this.

Decent

Decent service, if a bit expensive. Was told that my electric and water bill would be significantly less had I purchased a home in Springfield.

Delicious water, somewhat unreliable electric power during winter storms

Delicious, reliable, safe drinking water. Expensive electricity.

dependable

Dependable

Dependable

Dependable quality service

Dependable, expensive service.

Dependable. Love offers like helping pay for the ductless heating system. Really helps to keep costs under control.

Dismal. 3 power outages in 5 years. Rude employees. 2019, we told YOU we were completely out of power but the reps told the field crew we were experiencing brown outs. 4 days without power & heat, waiting for calls from a

hospice in FL, trying to keep the phone charged waiting for word on the death of my sister. We had to spend almost \$6000 of our fixed income to install a heat source. Worse than PG & E in Calif

Do a nice job, great water, we lose electricity for five days each bad snow event.

Do not like your handoff to Catholic services for low income verification.

Easy to work with, good customer interactions, fast response

Economical, high quality

Efficient

Efficient

Efficient prompt response to inquiries

Efficient, friendly staff, willing to help people when they r having problems paying there bill

Efficient, full-force approach to repairs.

ELECTRIC COMPANY ONLY THINK ABOUT THEM WHEN I NEED THEM

Electricity and water. High quality. Would be nice to have less carbon-based electricity generation.

Electricity and water. The only option in Eugene.

Electricity is delivered very consistently. However, my electric bill is always pretty expensive in the winter (\$230+). The website for paying bill is the worst most irritating experience due to the password lockout and silly password rules. Payment on the website is painful too. One time it overcharged me and I had a 300 credit. I dislike the post login website very much.

Everything runs smoothly, most of the time.

EWEB definitely provides quality service!

EWEB does a good job of delivering and maintaining and restoring power during outages.

EWEB does a good job of providing electricity and water, but also wastes a lot of money on PC virtue-signaling.

EWEB has always been really good at communicating with us. Whether it has been keeping us up to date about the canal or about outages. They have always kept us in the loop.

EWEB has always treated me fairly and around two yrs ago I got to do home work about electricity and some of it was trying to understanding my bill I really learned a lot I hope that I will be able to do it agina.

EWEB is a utility company with an outwardly progressive identity. I lack a sense of whether the latter is true in practice or simply a perception.

EWEB is an entity that I have no choice but to be a customer of. They provide my water and electricity and I have not had a lot of issues with although my water pressure at home seems to be a little on the weak side. I rarely interact with the utility and feel that my bills could be lower

EWEB is an unregulated monopoly. I have received an outrageous charge for enough water to fill an olympic pool. Water is supplied to my house at an unsafe pressure in excess of 80 pounds per square inch gage. I am told by EWEB that this is my responsibility.

EWEB is such a ripoff, I have never paid for the delivery charge of basic, it cost me 38 dollars for that. I only use about 45 dollars of energy. You are a greedy company. If I lived in Springfield it would be way less.

EWEB is there in the background, reliably, providing electricity, heat and water.

EWEB is very good at billing. EWEB lacks in help for people who need financial help which would be a great benefit to the community as a whole. EWEB could also improve restoring electricity to customers when power outages happen in the Winter months. EWEB's customer service agents sometimes are helpful sometimes they either don't understanding what the customer wants are just give generic answers that really doesn't address what the customer asked no matter how many different ways the customer asks the same question.

EWEB only supplies electricity to my home. I am a rural customer and have experienced outages from 7 to 10 days at a time.

EWEB overcharges clients. Rent is very high in Eugene already, so the high amount of the monthly utility bill is a big headache to me. Also, couple years ago (2016?) during the ice storm, my children and I (along with dozens of River Road neighbors) sat in our freezing houses without electricity or water for over a week right before Christmas. That was torture. Also, I assumed that the bill will be LOWER after such an ordeal, but it was higher. I am assuming that we all had to foot the bill for EWEB to hire people to restore our electricity, but that was a slap in the face to me and all my neighbors.

EWEB provides excellent water and electric services to our home in west Eugene. We only had a few noticeable (electric) outages in the past 15 years.

EWEB provides good service to households and businesses, but EWEB doesn't take adequate measures to protect the quality of McKenzie River water. Damaging/illegal practices negatively impact the riparian areas and river.

EWEB provides many good services.

EWEB provides reliable electricity and water, they are good at that. We have taken advantage of past EWEB programs that have made our home safer and more energy efficient.

EWEB seems to charge a reasonable amount and the few times I have called the Customer Service has been great

EWEB seems to provide quality service. I've heard we have some unique aspects to the water and electricity production that gives us a very high quality product. I'm not sure EWEB does anything better or worse than what another company could.

EWEB service is reliable.

Eweb tends to take care of issues when they arise.

EWEB used to be a reliable, cost-efficient, provider of water and electricity. Because of very bad management decisions of the past, EWEB is now no longer the low-cost leader. EWEB feels, still, very top heavy and unresponsive to customers. Have you tried calling into EWEB?

EWEB's water bill is sent to the building and paid through HOA dues. I received, personally, an electricity bill. The bill is clear. I am able to track my electrical usage. I like the info included that allows me to easily track previous year/ month.

Excellence

Excellent

Excellent

excellent

Excellent

Excellent

excellent

Excellent Customer Service

Excellent customer service- particularly emergency and field techs

excellent especially when I was digging a garden in the front yard, they helped locate water pipes.

excellent in all respects

Excellent quality water!!

Excellent service

Excellent service

excellent service and pleased that EWEB keeps working toward even lower carbon footprint for Eugene area.

Excellent service and very fair rates. Completely satisfied with EWEB's performance in all matters, including customer service.

Excellent service, but expensive!

Excellent service, obviously very happy employees, which goes a long way and how your customer service works.

Excellent service. Any problem is quickly addressed and handled.

excellent service. great job clearing trees from under the power line to keep branches from breaking.

Excellent until there is a power outage

Excellent!

Excellent, and financially helpful

Excellent, but a little on the expensive side.

Excellent, but expensive.

Excellent, no problem service (usually). However, there was a recent power outage lasting about four hours, cause by a squirrel, I hear. There was- of course, no advance notification, but also no notification by email or otherwise, explaining what had happened or how long the outage would last, or what the area was. We were reduced as usual to contacting neighbors to see if their power was out, too, and then to guesstimating, based on past experience, how long it would last. A little help from EWEB would have been greatly appreciated -- and not just by us!

Excellent, reliable service we can count on.

excellent, thoughtful

Excellent.

Excellent. Very responsive.

Expensive

Expensive

Expensive

Expensive

EXPENSIVE

expensive

EXPENSIVE

Expensive

Expensive

Expensive

Expensive (high base rates), but reliable.

Expensive and extremely average.

Expensive and website for people to use is not user friendly. (Seems outdated)

Expensive for the overall service.

Expensive!!!!

Expensive.

Expensive.

Expensive.

Expensive. But helpful when getting energy-saving upgrades to our home.

Expensive. Cost way too much and the customer service is no great at all.

Expensive. Covers a large area

Fairly reliable

Far more expensive than SUB

Fast response to power outages.

Fees (account set up and monthly admin) are too high and poorly explained.

Field workers capable and responsive, administrators not so much.

Fine

Fine

Fine

Fine for the most part. Not a fan of the water outages. Moblie Towne West experiences several a month.

Fine, nothing special, nothing horrible.

Fine. Like having a COOP for my electric/h2o company

First off, I know EWEB works really hard to get power back on when we have winter storms and I appreciate that. However, we lose power in our house multiple times a year. We just lost power for 3 hours last weekend. We are not in the south hills - our road is flat and there aren't a lot of tall trees around our house. I feel like the infrastructure of EWEB electricity is very poor and the proactive approach isn't working well. Everything seems to be reactive when power goes out instead of doing a better job of trimming trees before the weather gets bad and updating infrastructure.

For the most part, I've never been disappointed with the service and as someone who is disabled and low income, I have been able to benefit from their customer care program (when the issuing agency doesn't forget about me, which has happened too many times in the 9 years I've lived here and I have always had good customer service from the people who work there

friendly and efficient

Friendly response to questions and service requests.

Fucks me in the ass when I try to get answer.

generally excellent service, polite and efficient employees

Generally good service.

Generally pretty reliable, but a bit overpriced.

generally pretty responsive

Generally quite good and satisfied with the service

Generally service is good with the exception of increasingly frequent and EXTENDED outages.

gOOD

Good

Good

good

good

Good

good

good

good

Good

Good

Good company. Used to be low cost but poor negotiations with Seneca have cost us a bundle. I like web but wonder where we're headed in long run!

Good customer service. Leader in Energy Management (ex. Electric Vehicles, Heat Pump Water Heaters, Heat Pump hot water, and so on).

Good dependable service except during snow or ice storms. Expensive electric rates and surcharges. Springfield Utility Board is far cheaper.

Good dependable service.

Good environmental landscaping, semi expensive service

Good quality service, I have had no issues.

Good quality service. Good response to problems. Sometimes takes to long to restore service.

good quality, but pricey

Good rates and excellent service for over fifty years.

Good reliable service. Kind of expensive.

good service

Good service

Good service

Good service at reasonable rates.

Good service for the most part but Inflexible.

Good service overall

Good service, prompt attention to outages with good information sharing

Good service.

Good service. However, I would enjoy it if EWEB didn't make potentially harmful technologies, like smart meters, standard upgrades. Asking the customer what they want would be nice. Some people prefer the less EMF exposure.

Good service. But expensive during winter time.

Good service. Costs seem a little high, however with the new General Manager, he seems a be little more inclined to want to keep costs down. Do not like your contracted tree service contractors.

Good service. Prompt power restoration. Didn't take care of my neighbor when water damaged her house.

Good tasting water. Expensive.

Good utilities, poor expense control.

Good utility but poor online bill service

Good value for the service.

good water

Good water. Steady service

good, honest, in the interest of the public

Good, no problems

Good, reliable water and electric service. The web site could use some improvement.

Good. I have generally been able to get problems solved in a reasonable time frame.

Good. No issues.

Good clean water and electricity but the problem is the prices keep going nothing that's not tolerable.

Great

great

GREAT

Great

Great

Great care.

Great customer service and help to disabled by their Customer Care energy assistance. Makes for an easier winter for me. We take EWEB for granted until an outage but they work hard to get us up and running. Best Water in the country, don't need any water filter, just taste it

great except for winter power outages

Great people, but every expensive.

Great product, service, and people

Great quality, a bit pricey.

Great service

Great service

Great service

Great service, very fast, very professional

Great service. If there is ever an issue it is fixed immediately and if I ever call to ask about a bill, my questions are answered thoroughly.

Great tasting water, electricity rarely interrupted. Uncertain if EWEB makes good management decisions and capital expenditures.

Great water quality. Reliable power service only interrupted by emergencies. Appear to be proactive in maintaining infrastructure. Great social media presence during winter storms regarding power outages.

Great. EWEB fixes power outages ASAP. They inform the public when we have LOTS of outages and keeps us updated as to when to expect our power to be resumed, especially when there's a snow storm!

Hardworking, provides services in all kinds of weather, responds to needs

Has EWEB sold some of our water to a bottling company?

Have always been prompt and courteous.

Have brought to EWEB's attention a tree on the North side of my lot that was about to overtake one of their power poles and attached street light. At present it has encompassed the street light and totally blocks light to the North. I feel that this creates a security problem on that end of the street

Haven't had any issues with them. When I do call in everyone has been very helpful

Having just moved here in July I am satisfied with the service so far.

Help with weatherizing home (new windows) was amazing. Most helpful financially.

Helpful and responsive

Helpful staff when we need to call, rapid response...even when we are in that tiny group of remaining homes without power, commitment to helping customers with service calls...

Helpful, but expensive.

High

High quality professional service

High quality public utility; operates with integrity and openness. Puts customers first. Top rate at maintaining infrastructure and repairing it after storms.

High quality service. Low cost, reliable, clean electricity. Low cost, reliable, clean water.

High quality water. As dependable electricity as weather and existing trees allow. Considerate, excellent customer service re credits for energy saving changes, tree trimming, miscellaneous questions, etc.

High risk of power outages

Higher than average rates for public utilities, reasonable service, good in emergencies.

Hmm. Well, I guess I don't really think about the service you provide until/unless it's not working! For instance, in the ice storm, my power was out for days. With electric heat, that sucked. You guys did a great job in that crazy catastrophe but, of course, I would've loved to have my power back on sooner. So... maybe more "manpower" in emergency situations would be good?

holding the rate steady....so glad u haven't raised rate....back few years ago, u kept raising it...terrible....the new management are doing well n holding rate steady...is a tough economy now and many can't afford high rate...thank you

Horrid! As a public utility they should work to provide a high level of service to customers. They are more focused on equipment purchases and self interest. Never seen or experienced a more poorly managed and provided service.

I always have water. But I can't say the same for power. 4 years and my power is out every winter for more than 2 days.

I always pay my bill online and have not had a problem with the new WFI monitoring.

I am dependent on EWEB for all of my electricity needs.

I am glad that EWEB is member owned, and not sharing our rates with stockholders like PG&E. Also I'll never forget the fascinating updates during the ice storm recovery (was it two years ago?)

I am overall happy with your service, thank you. I do have concerns with your online payment provider, and their security practices.

i am satisfied with the service. i am worried about being forced to have smart meter installed and also worried about power shutdowns like pge in california. we already had power loss issues from heavy snow and downed trees last year.

I am satisfied with their service and charges. They do their best to restore service in times of emergencies. This is very important to me.

I am so thankful for EWEB. I have powerlines in my backyard & multiple big trees. EWEB helps me keep them pruned & removes debris after storms. My yard looked like the backlot of Bonanza after the ice storm a couple of years ago & EWEB helped me get it back in shape.

I appreciate the averaged billing. We were not happy with how the multi-day power outage was handled a few years ago.

I appreciate your being local, and keeping our rates as low as you can.

I believe EWEB provides excellent service to its customers, and has an ongoing interest in their customers.

I believe the service is good and reliable.

I can't really think of anything.

I don't think about the service, which, I suppose, is a good thing.

I feel EWEB does a great job. I like that we own EWEB. Certainly very responsive when there is a problem

I feel we get great service from EWEB. We rarely lose power and have never lost water services.

I find EWEB to be very efficient and high quality.

I get my power and water and I pay my bill. The one time I have called the person I spoke with was extremely personable and helpful. No issues.

I get water and electricity without fail. The folks I have had conversation with are knowledgeable and quite civil.

I happy with the services they provide except for the cost of a couple of things

I have been favorably impressed by EWEB services, customer service, and apparent professional attitudes for over 40 years. Could not be happier with their performance.

I have been very pleased with the service that I have received. I have not faced an issue that brought me into close contact with any need for repair etc to my services

I have had good service.

I have had good service: during power outage the power was restored quickly I pay my bill at main building-staff friendly, helpful

I have lived here for about nine months and have experienced no problems with the service.

I have never a problem with the quality of service. Very satisfied.

I have never had any problems with the service I get. it is very dependable.

I have no dis-satisfactions with the type or quality of service EWEB provides.

I have no issue with the type or quality of service EWEB provides.

I have only been a customer since January of this year and I will say this has been the best customer service with a utility company ever!!

I have only one complaint. Recently a gentleman from EWEB came to my residence responding to my concerns regarding meter accuracy. He brought along some paperwork specific to my account, for me. He also said he would send me an email. To date I have not received any email from EWEB pertaining to that gentleman's visit and I would very much like to receive that email. Everything else has either been just fine or has been resolved to my satisfaction and I have an EWEB customer since my exit from the Marine Corps back in February of 1966.

I haven't experienced any interruptions in services so my overall impression is good.

I like how reliable your solution is as we rarely have water or power outages.

I like the overall stability of service; both the electrical service and the customer service.

I live in the West University neighborhood; in the past, any interaction with customer support was very negative. Once, 10 years ago, when I had paid my bill by check, my account was not credited. When I called a customer service representative was very hostile and said that I had to bring the cancelled check in that day or I would incur a late fee. Since I pay online now I have no interaction with eweb staff at all.

I lived in other parts of the country (Tennessee, Iowa) and I find the basic charge really expensive. The energy and delivery charges seem to match what I have found in other states, but the basic charge is really high.

I love eweb they are all nice and friendly when helping peoples

I only think of EWEB when the bill arrives and the day I pay it. I have no strong feelings either way.

I think EWEB does a great job overall, but their rates are pretty high and they need to be able to help with replacing vinyl windows for their weatherization for low income people. My windows don't work and are not safe and yet I can't find anyone to help me with replacing them! My windows are my biggest problem in regards to keeping my house insulated.

I think EWEB is forward thinking and is effective in communicating with its customers

I think that EWEB is great. One thing that I would like to see change is more renewable energy. I also think that it would be really cool to be able to see what percent of my energy comes from each source (hydro, coal, solar, oil, etc).

i think the rates are too high, I used to live in a rural area and things were cheaper there.

I wish they buried the lines because we have lost electricity twice for extended time during the three years we have lived in Eugene

If wires were underground (as they are in places in the SE Hills), falling tree limbs, squirrels, etc. would not cause outages.

I'm getting the best service

I'm happy that EWEB supplied and electric and I'm appreciative with personnel that answers my call whenever I pay my bill.

I'm happy with the service

I'm not at all happy with the number of power outages we experience in the South Hills. Particularly because I work from home and rely on my power and internet for work. Additionally, due to the high cost of my EWEB bill each month I do not appreciate the fact that we experience power outages so regularly.

Impressive infrastructure, underfunded crew services, underprepared for winter weather, doing more with less but still, less (compared to the grids that served the NYC/Boston corridor, though). Publicly owned as a positive - not responsible to dividend-demanding shareholders or a private board = more money for subsidies on conservation and green energy investments

In general we have been very satisfied. When we have needed service, EWEB has been very responsive and always friendly.

In person or on the phone, I've always been treated cordially.

Industrious, efficient, environmentally conscious, and community-oriented

It is very easy to work with and is reliable

It's always there and available and we have a disabled member of our household so this is very important.

It's expensive. As a senior widow on a fixed income, the winter months really hurt me financially. I wish there was some consideration given to seniors who go on diets in the winter. As in, a choice between power or groceries.

It's fine

It's fine - I never have to think about it, which is exactly what you want from a utility.

It's fine until there is a weather event that starts dropping trees on the lines. Too many times power has gone out due to the vulnerability of overhead lines in my neighborhood.

It's fine! I appreciate when we have a power outage, there are multiple resources I can reference for a status update.

Its fine.

It's fine.

It's fine: reliable electricity and water, though I wish it was a bit less expensive.

It's good. However, I would like the option to use electricity and water during non-peak hours for cheaper. And I'm curious, as a single person, do I pay the same amount for sewer as a big family? I think I should only pay for the amount of water I use, not a fixed amount

It's great. No complaints

it's okay, but needs to be modernized

It's the only option available.

IT'S TOO EXPENSIVE! I'm on disability, & my bills keep going up. Without financial assistance, I'm in real trouble paying my bill.

I've asked them to fix our meter twice now and nothing has been done. I'm worried that there water leaking into my wall. Also told them concerns of the transformer in my back yard. I have two small children and worried about explosion and fire. I work on a fire crew and have seen first hand of the aftermath. It is rusty and looks to be leaking. Was told it was fine but did not offer to send someone out to inspect it. Still waiting on the meter seal to be replaced two years later and nothing

I've enjoyed services overall, but I think paying the base fee of \$20-25 dollars is steep, and costing me SIGNIFICANTLY more than my regular electric bill is normally. I wish I didn't have to pay the service fee - as I never actually use that much electric, or water.

I've had no problems with electricity.

I've never had any problems with my electricity so I'm very happy.

I've never lost power so that's a good thing

Local. Emergency preparedness. Unprepared for the change in climate (climate change). We, and everyone on our street, lost power for six days two years ago when it was -9 outside.

Low water pressure and high prices especially the storm water charge never thought I would have to pay because it rains or waste-water never heard of that charge either

Most expensive in the region.

mostly reliable, but worry during storms and similar events.

My bill has been very high most of this year (my new home) and no one has been able to guide me as to why that may be. I do not have electric heat or a hot tub (yet). I have insisted that I could not have used all this electricity as one person.

my electricity has never been shut off without warning so that's good? not sure what you want me to say here reasonably priced.

My interactions with EWEB have all been positive.

My rates are exorbitantly high. I am currently paying \$430 a month for water and electricity. As a lifelong union member, I fully appreciate that your employees are well paid. Having said that, my rates are too high. Also, I have an issue with my power mast being bent towards the service pole because the service line coming to my house is too taut. I believe this should be the responsibility of EWEB to fix and that I not be charged. I would like for a supervisor to call me and visit my property to resolve this issue. I can be reached on 541-689-5550 05 503-807-4639.

My service has always been consistent. When it comes to water and electricity that is my first priority. I'm lucky to not have had a lot of outages due to storms.

necessary for my survival

No comment other than too expensive

No complaints about quality or service however the cost is high.

No complaints with service.

No complaints, other than cost !

No complaints.

No issues with any EWEB services so no other thoughts

no opinion

No Problems

no problems

No problems

no problems but water pressure is too low

No problems. Reliable for the 4 years I've lived in Eugene.

No trouble No problems

No troubles

No water problems, and only a couple electricity outages... one of which zapped my microwave... which was costly. All my appliances are on individual circuit breakers now. Lesson learned.

Not as reliable as they used to be.

Not great. There's a lot of simple things that can be done that I just don't understand why they aren't. I've been in very small towns and large towns and I feel like I have to jump through more hoops here. For example, setting up direct deposit was pretty straight forward. While it is easy on EWEB it is not easy to notice that this is even an option. I may be dumb, but this just wasn't obvious. Doing your first payment is also weird. Why do I have to wait for my first bill? This is especially where you should not that I can set up a direct deposit. Don't make me have to look.

Not sure

not too bad so far

Nothing comes to mind except that they provide water and electricity for my house.

Ok

Ok

Online presence is good. We've always had excellent service.

Other than winter outages, very good service.

Our experience has usually always been a positive one.

Our power goes out a lot!

Outstanding service

Over priced, no other option

Overall I have a favorable impression of the company. I like that most of the electricity is carbon free and that the water seems to be clean and safe.

Overall impression is good. We somehow missed the option to change to the new meter and when I called to be put on the list, it did not sound like it would happen for quite sometime. Unfortunately, we have to keep our gates bolted and the meter is in the back of the house, so converting would sure be helpful to both the meter reader and us.

overall impression is neutral.

Overall impression is that we have excellent water reliably, and electricity most of the time. Weather-caused outages usually restored fairly promptly, considering the community wide damage sometimes done.

Overall no issues day to day. Responsive if needed.

overall satisfaction with the utility

Overall the service is good.

Overall, the quality is very good, although too expensive, in my opinion. At least part of the reason for the high rates is that, from what I can see, customers are paying for a lot of "fluff" or the very best that staff can get, in certain ways. As an example, when I see EWEB vehicles, they are always new and immaculate, never a scratch or dirty. The main office (where you can pay your bill,) in terms of it's appearance on the inside, doesn't look like there were any budget constraints. I'm not suggesting that employees should have to work with junk or 100 year old equipment (or work in unsafe or dirty environments) but at the same time, every reasonable effort should be made to keep expenses at a minimum so that the rates individual customers pay, including businesses, can be kept as low as possible. :-)

Overpriced! To many fees nickel and dime you to death

Overpriced.

Overpriced. In comparison to surrounding areas the pricing and price system is wrong. If I were to go without using any energy or water for a month I would still be paying >\$50 for "cost of basic service"

Personal, responsive, local.

power outages

Power, water, and sewer. Seamlessly provided.

Pretty good.

Pretty simple, I get electricity and water whenever I need.

PRICES ARE TOO HIGH

Prices too high

Problems with transformers in SE Eugene

Product is always available and reliable, and employees responsive to provide uninterrupted service.

Professional

Professional

PROVIDES AVERAGE SERVICE. NEEDS TO IMPROVE COMMUNICATION WITH CUSTOMERS DURING PROLONGED OUTAGES. TOO MANY OUTAGES .

Provides my home and life power and water. I never think about it. Flawless.

Public utilities have the customer as it's core meaning there is a focus on providing the best overall service to the end user.

Quality good but no Community pride. EWEB is the visual blight of our neighborhoods.

Quality is such that we seldom think about it.

Quality of water Reliability of electric service

Quality service

Quality service at a premium price.

Quality service, but too expensive.

quick response to issues, friendly, caring

Quick response when our power down. It still takes time to fix things, but they respond quickly

Quietly efficient, providing opportunities to innovate and conserve.

Rates too high.

Reactive in urgent situations

Reasonable rates. Too many extended outages.

Reliability is the most important criteria among all.

Reliability, Trustworthy, Responsible. Trending up in expense, but working on sustainability and environmental concerns.

Reliability.

Reliable

reliable

Reliable

Reliable

reliable

Reliable

reliable

reliable

reliable

Reliable

Reliable

reliable

reliable

Reliable

Reliable and affordable

Reliable and responsive

Reliable as we have very few outages in my area, Slow in respect to the increasing the visibility of service usage to customers after smart meter roll out. Caring in regard to the customer service representation.

Reliable but basic fees are excessive. Billing is clear and easy to understand. Consistently polite responses to questions or concerns on phone.

Reliable but expensive

Reliable but expensive. I've known EWEB to resolve power outages quickly in the past and provide good service with a great team of employees, but it is costly.

Reliable delivery, good quality product.

Reliable Electric & Water service

Reliable Electric Power and pure good tasting water.

Reliable electricity and water provider for my home.

Reliable electricity and water service.

Reliable except during long outages (almost a week) caused by winter weather. My house and some of my neighbors' houses are among the last to get power restored.

Reliable service

Reliable service

Reliable service and prompt and accurate billing.

reliable service, commitment to energy conservation.

Reliable, but expensive.

Reliable, clean and safe!

Reliable, efficient

Reliable, excellent

reliable, expensive

Reliable, Responsible, Sometimes difficult to communicate with, Not always sure what future plans are.

Reliable, responsive

Reliable, transparent, easy

Reliable.

Reliable.

Reliable.

Reliable. Affordable. Helpful staff and field workers.

Reliable. Quality workforce. Good employer. Expensive.

reliability, price

Response to outages is great and the quality of product is excellent.

Responsive

Satisfactory

Satisfactory

Seems fine to me. Would like more current info during power outages. We would likely go to a hotel if the outage is predicted to last more than a day, but in the past there has been no way to know.

Seems good. No complaints. However some electric providers offer an option to pay a bit more to use renewable energy. That would be a progressive move on your part.

Seems to be fine

Service good, employees helpful, timely response to questions and service outage or concerns, sometimes a little convoluted to get to the info person I need to.

Service is good, but very expensive with all the added items.

Service is good. What is bad is EWEB's unscientific hopping on the renewable energy bandwagon. Hydroelectric power is the only worthwhile renewable energy source. Windmills, solar panels, and biofuels are a disaster. Please read *The Renewable Energy Disaster* at <http://renewable.50webs.com/>

Service is poor in service delivery, options of service plans, water pressure, All the things you would expect from the only service provider

Service is too expensive

Service seems good; attention to power outages during winter weather, attending to regular utility pole maintenance.

Service you can count on. Working hard to make power is back as soon as possible when there are outages. shitty, horrible and sad for overdue payments and help with those that cannot pay bill right away! your services go against people being warm and having water if they are struggling to pay a bill. You put them on a automatic and take months of payment up front to have services turned on. This is disgusting and very sad that your super wealthy business does not work with those unable to pay a bill on time. This is sentiment from the entire town. I have never had this issue but, many struggling families have. Your help in getting services turned back on is not helpful at all. How Cana family not be able to pay for 1 month and then you require many month payments to turn back on service. I have seen hard working families try to make payments every month and they are unable to one month and instead of helping, you stick it to them. I have seen families get their electricity turned off by EWEB due to unpaid bill and then you ask for MORE Etna the actual payment to insure that they do not pay you late ever again. who wins here? Families go without heat due to this BS standard operating procedures ij Eugene all the

time. SHAME ONR EWEB!!!! SHAME on you for putting your immediate payments and services over a warm house for families. EWEB has a monopoly in Eugene and guaranteed if you had to compete with another company, you would not be in business. You take advantage of people by continuous price raising and then basically tell them you do not give 2 cares because you own the market. Again, shame on you for offering such horrible service but, I guess you can do that because no other company offers electricity to Eugene residents. Your services are representative to a monopoly. But hey, you are following the predatory corporate way. Screw your customers and never look back.

Simple, straight to the point, transparent. EWEB only provides me with electricity and I have never had an outages or issues.

So consistent I take it for granted. If there is ever a disruption due to storm damage etc, I have had complete trust they will get my utilities working as soon as they can. Trust is key.

So far my service for the last two years has been excellent with no interruptions.

So far, so good

So far, so good.

Solar installation went smoothly. Appreciate online bill pay

Stable power grid, very few power outages

stable service not much communication billing statements could be organized better on line bill pay is good

Sufficient

terrible phone service - no one is available. Great service providers when they come to the house

Terrible. I've never lost power more frequently than I have over the past year. The website is not responsive enough with outage maps nor expected resolution times. The call tree to report an outage is slow and difficult to use. I often receive no text updates when my power is restored, and when I do, it is generally hours too late.

The basic charges are too high!

The bill arrives with only a week to pay. Makes it hard to budget for.

The bill is easy to read with the history of household usage and graphs. We feel that EWEB provides electricity and water in a scientific and economic way. We view the reports as honest and open.

The call center employees are polite and helpful but their field workers are could use some help. I've had Meeter readers break a fence, threaten to hit my dog and over all just be terrible.

The electricity is serviceable, if overpriced

The good news is we don't think about it: we have water and electricity when we need it. (Except of course during the rare circumstances where there is a substantial outage due to weather.)

The lights go on & the water flows, as expected.

The meter charge close to 3 times more than anywhere else I've ever lived in the country. The electricity kilowatt charges are about the same.

The meter reader is a very nice person, Great 1st impression.

The only experiences I've had with ewb is when I've had to transfer to a new address. Service was fine.

The overall service is fine, however we are prone to frequent outages during bad weather. We live in the Horn Lane area of River Road and seem to have problems with the same transformers every year. It would be nice to get these replaced as to avoid these yearly outages.

The people I have spoke with over the phone have always been very understanding and helpful. However, there was one month over the summer when the billing did not add up or make sense, making my roommates and I feel as if we got ripped off and taken advantage of.

The quality and efficiency of service has always been very good. Mostly it goes unnoticed as we go about our day turning lights, ovens, etc., on and off.

the quality is moderate but not exemplary. Many times we get power loss for for over a week and we live a block from the distribution station. The priority for the U of O overburdens the services to the rest of the city. Like putting special crosswalks between intersections for the U of O Dorms??? All EWEB does is placate the U of O and make the public pay

The quality of service generally is good. However, we have had two significant (multi day) power outages over the last few years here in the south Eugene hills. I understand that EWEB does not control the weather and that power outages in wooded areas are unavoidable. EWEB should be better prepared to quickly restore power when outages happen or prevent these problems by switching to underground power lines in critical wooded areas.

The quality of the water is outstanding! I drink a fair amount of water and this encourages me to do so. My electricity service has been consistent and when I have experienced an outage, it has been only a short time til power again. Well done!

The quality seems to be just fine. The problem is the cost of service. My first bill in July of 1975 was \$7.00, (seven). Now it seems to be pushing near and over \$200.00 per month. This is making it tough on those of us on fixed incomes, (Social Security).

The service has always been prompt and good. We have had service from EWEB for over 33 years and have been pleased. Of course at times the rates seem high but we realize that essential services are needed.

The service is good

The service is good.

The service quality is fine, but the price for water and electric is extremely high and very burdensome.

The service seems good, except that we seem to have a lot of outages and my bills keep getting more and more expensive

The service we receive is nearly invisible which, to me, means that EWEB is doing a good job. I am however, EXTREMELY concerned with the concerted effort to bring in and ostensibly force SMART meters on us all.

The taste of the water for me is undrinkable without first filtering.

The utility provides what it is supposed to: water and power. My only gripe is the tussle with the City over the use of the now "old" EWEB building. Both parties seemed to behave like privately owned entities. not governmental.

The water comes through the faucet when I turn it on. And when I flip the switch it plug in a plug electricity flows through. Can't ask for better than that

The water tastes good.

They are helpful at the front desk at 500 E. Fourth Ave. site. However, the rates they charge for electricity and water are the highest I have every payed anywhere in the USA. When I lived in Seattle, my electric bill was under 12 dollars a month and my water bill was under 10 dollars a month. Here even when I am away and use no electricity or water. I still get charged 64 dollars a month for water connection and storm water usage. The electricity has a ridiculously high connection fee of 20 dollars per month. I have Photovoltaic on the roof and send back every year over 1000 KWH that I never use to the grid. I do not charge EWEB a connection fee for this, so they should not charge me a connection fee. Also when I buy it, it costs 10 cents per kwh, but when I sell it back to you, I only get 2.55 cents per kwh. This is pure robbery. EWEB is being incredibly wasteful with our money by installing the Smart Meters. The old analog meters worked fine and it only took 20 meter readers to do the entire system. You have installed these Smart Meters everywhere, which makes things very complicated. You budgeted an additional 30 million dollars per year to pay for this. The Smart Meters last between 3 and 10 years and are hackable. There is no power surge protection in them. I had to spend 500 dollars to get the electrician to put in Surge Protection on my Solar Flex meter. The analog meters last 60 years are easily repaired, cannot be hacked and have built in surge protection. Analog meters emit no EMF radiation. The Smart Meters emit a lot of radiation. I measured between 8 - 12 Milliwatts /Meter Squared. When the Smart Meter went in for my neighbors, the cat died the next week. The cat was very healthy. Also both husband and wife. the next door couple to me had to be hospitalized with heart attacks and fibrilation problems since the smart meters went in. They are no longer living at the property. Lastly, EWEB is installing all the 5G towers which put out microwave radiation between 3 - 78 Gigahertz. These towers were outlawed in Brussels Belgium March 31, 2019 because of the health hazard. There is a radiation symbol on them. It says to stand at least 6 feet away. But it is still emitting even at 600 feet and very dangerous for children, pregnant mothers and all life. The bees have died instantly from the 5G towers and Smart Meters. This needs to end. We are being microwaved to death without our consent!!!

They handle problems efficiently.

They provide Electric and water service to my home.

They provide water & electricity services. They also research how to handle any overall related issues that transpire affecting everyone who are clients.

They seem to be expensive, but until today, the customer service has been good.

They seem to do fine.

They won't take responsibility for their errors.

This company monopolizes the city of Eugene with extremely expensive services and does not care about people at all. You are thugs, in my honest opinion. Every person I know is dissatisfied with the outrageous price of heating their homes during winter and fall. We shouldn't have to choose between eating or not freezing.

This is impossible to fix as there are far too many factors, but I live in the SW hills of Eugene and when power goes out it is usually out for at least a week or more. My only heat backup is hand warmers. Of course, it is much more harsh for those working to restore power.

Too many power outages during snow and ice storms. Trim the trees to minimize downed power lines. The trees are causing an unacceptable level of problems. The repairs can last for several days.

Too expensive

Too expensive. Had to turn heat off completely. Using wood now. Light on only in roo. I am in. Do not use oven.. one refrigerator. One tv. Last bill > \$200!!! RIP off

Too much to report to be specific with so many past issues. Quality of product, excellent, though, as expected of a public utility service. However, the cost is out of sight of my typical budget. I have tried many times over the many years of being a customer of EWEB, first beginning in 1972, to improve the efficiency of my home and appliances to keep the electric and water costs as low as possible. First it was three people, then four, then to one. Since 2004, there has been only one resident / 16 years. My monthly costs today for one person is far above what it was for 4 nearing a half a century ago! Yes, a half of a century, actually 48 years. House size has not changed, 1076 sq.ft. 3 small bedrooms, one small bathroom, no utility room. Double car garage without insulation on three sides. Improvements and efficiencies accomplished were the following; home was weatherized twice after original building. Windows changed once, from double walled thermopane/ aluminum framed to gas filled/vinyl framed. Flow restrictors on all interior faucets. Presently the home is on the 3rd water heater, last two were double insulated for most of those 48 years. Thermometers were all changed that was supposed to provide better efficiency for the space heating. One thermostatically controlled ceiling fan has been installed (many years ago, still in use) in the attic to ventilate it. One 8000 btu room air conditioner is used when hot enough outside with air conditioner's cooler air being distributed more efficiently by one ceiling fan, three box floor fans and/or one tower fan for all rooms, but two bedrooms during the day. Only master bedroom door is opened at night. I used the fireplace for most of those years, at least 40. Had to stop due to my age of handling of firewood into the home and the lack of availability to find it at a worthwhile costs. Seldom use the main cook stove oven. Highest cost is space heating with inefficient ceiling heat. Therefore spare bedroom door is closed and thermometer is set at 55 degrees, maintaining heating/cooling for about 926 sq.ft. and one person. Two windows also have additional plastic sheeting covering the inside of those windows. I have investigated other means of heating and cooling the home over the years, using wind generation to solar heating of water to solar panels generating electricity to installation of central heating & air conditioning to one or more smaller room units mounted on walls strategically. None are practical due to costs and payback period at my age, that I am aware of, with a retirement income. If that type of heating/cooling of the home becomes available at a practical cost use, I would do so. All the flat fees on the services provided are too costly. Paying a service for water coming into the home and another service fee for it leaving is double dipping into my income, plus they are too high. Most of each month's water and sewer consumption is lower than their service fees. The charging of rain water run off by sq.ft. off hard surfaces is another add on costs that was never charged when home was built and many years thereafter. I do not water lawns or plants or trees, even though 4 are fruit trees. The rate paid when I first moved in this small home was 2.4 cents per kw hour. Now the price is almost 4 times that! My income didn't rise 4 times that during the same period. In fact, it was halved since the last 30 years. Property taxes have risen astronomically, also, and being paid for by one small income.

Top Notch. I feel assured that EWEB is determined to provide service to the community today and provide for the future needs of the community.

Top shelf! Very satisfied.

Uninterrupted power and water supply; Useful training on efficient utilization of energy and water;

unlimited Water

Unreliable. Annual week long outages.

Unreliable. Seemingly frequent (more than it should) power outages and slow to respond. Recent outage showed the EWEB power outage map (online) did not function. Poor communication back to customers in distress about what to expect.

Unremarkable. That's a doctor term for nothing to see here. My water and electricity arrive without incident. On the rare occasions when electricity stopped, EWEB's notification system worked perfectly.

User friendly and sensitive to user needs.

Usually great, responsive to contacts I have made in the past.

Utility delivery, billing, and emergency storm response

Very dedicated to providing service, particularly during severe weather events (ice storm, snowstorm)

Very easy to sign up for service (user friendly). Customer service was very helpful to provide a PDF version of the bill before the paper bill arrived.

Very friendly, helpful meter reader up on Brookside Dr who always takes time to answer our questions after we recently moved to Eugene from RI. HOWEVER: Not helpful having to call customer service number many times before getting a good answer to my concerns about planting around a transformer in front of our house. No one seemed to have the answer I needed about the transformer, from the "ask before you dig" number (I never received a call back) and many other reps. Received many different answers. Calls were disconnected. Impatient people especially the woman who said she had to take my social security number to put in the records even though I showed a picture ID in Sept 2018 at the EWEB office when signing up for service in our new home. I made 6 calls! Not pleasant. It's most helpful when an EWEB employee does not answer a question by guessing what the answer might be. I finally, after many attempts and by continuing to call back, got the answers I needed. Better training of employees in customer service would be helpful.

very good

Very good service -- I flip a switch and a light comes on. I turn on the tap in the bathroom sink and water comes out. I'm deeply grateful for this magic and don't want to forget how most people in the world can only dream of it.

Very good service.

Very good service.

Very good, as long as EWEB's external equipment functions, but anytime it starts to rain even lightly, I make sure our flashlight is plugged in and ready for an outage! In our first 2 years here, 4/2017-4/2019, we experienced 11 power outages!

very good, dependable. Very seldom is there a power outage.

very good, very reliable

Very good.

Very helpful and understanding. Husband lost job, is only provider in our family of 5, wasn't sure how we would pay our late bill, called eweb explained situation they directed me to apply for a program they provide for low income families. I was approved and so grateful for the help they provided my family.

Very high quality - very helpful. The bill pay plan has been immensely useful in budgeting, much less the financing for adding insulation and the refund when we installed a ducted HVAC system. EWEB has helped us be successful first-time homeowners, in my opinion.

Very little, still have not repaired poles from last February, do not take care of Johnson creek road like they promised

Very much appreciate the quality of the service BUT DO NOT want the "smart meters" !

Very nice and very professional and also very caring for their customers

Very pleased with both services.

Very reliable

Very reliable service.

Very responsive whenever there has been any type of service issue. However, the service is really expensive. I'm glad we do not heat our home with electricity.

Water and electrical service are fine. However, the meter reading folks can never find our gate now. Even though they could for the past 3 years. It's even locked with an EWEB pad lock.

Water Comes on and power is on... price is out of control...

Water service is through the condo Association and I do not pay for it directly. Electric service is best I have encountered in the 5 states in which I have lived. EWEB has been very good to me as in providing me free of charge with all new thermostats when I first purchased my condo; helped with the cost of new windows; and helped with cost of ductless heat pump. If I have questions, I simply call and answers will be given. Water, electric, tree trimming as needed around lines, keeping us with power during ice or wind storms or ambitious squirrels...

water, electricity and problem resolution

Way over priced

Way to expensive, over charging for water ðŸ˜'!

Way too expensive! It impacts my family significantly during the colder months quite a bit. We have to keep our temp set at 63 degrees and the bill is still so very high. It's truly unfortunate due to it effecting my family. I wish I lived in Springfield so I could have SUB.

We are pleased with your CEO, his abilities to cut costs effectively. We are pleased with your service in general coming from the Coast where outages were frequent, we are pleased not to experience that any longer...Thank you!!!

We get our daily electricity and water with little to no interruption.

We have been in Eugene for 3 months, so we don't really have much feed back. I am saying so far so good.

We have been very pleased, issues are rare, power outages addressed quickly, good communication

We just moved here in October, so our experience is very limited.

We live in the south hills and were basically without power for a week last winter during the storm. We couldn't get out of our driveway and were trapped. Why aren't the power lines underground in the higher elevations of the city? We received a door hanger a while ago saying that EWEB would be doing work in the area in the future that would result in a planned outage. This week in the morning we discovered we were without power. We called the EWEB helpline to check on the status of the outage. The person we spoke with was courteous, but had no information on the cause of the outage or when service might be restored. She said she had already received many such calls from others and that she would attempt to ascertain what was happening and to let us know (which she did). It seems to us that a simple phone call or email message from your work crew, before they headed out to the work site, letting your workers on your helpline know what work was being done that day would have saved your staff the time and trouble of investigating and then reporting back to the dozens of citizens affected by that work. Another way to address this would be to send a text message or email the day before the work was to be done alerting customers, so they could know when to expect the loss of service and how long it would last. That would allow them to adjust their plans accordingly (charge batteries, rearrange schedules to minimize time in a dark, cold house, etc). The way this event transpired, it appeared that EWEB's right hand didn't know what its left hand was doing. We appreciate EWEB's hard work in keeping our utilities functioning properly. Thanks for asking for, and considering, our opinion. We hope you will take this opportunity to make appropriate changes to improve your internal communications.

We were VERY disappointed that we were without electricity for 6 days during the snow storm in February of this year. It was obvious that EWEB was not prepared for this huge power outage. I don't know what we would have done had we not had a generator and woodstove to keep us warm.

Website is terrible, mobile access is worse. Rates are very expensive as well, you'd think with all those high fees, they'd hire a developer to make a decent website and payment portal.

Well Eweb has had helpful customer service that's a Plus to speak to someone who fluently speaks English and not having to press 500 buttons to talk to somebody, so good automated system, they have been helpful with assisting my low-income disabled family with heating and Grant assistance and helping us apply for a heat pump 2017 that we were successful with however the Company that did the Installation Was absolutely atrocious is a Far understatement! Not even having said Heat Pump for Just under 2 Yrs old 2019 it is malfunctioning due to installation errors after kicking out \$240+USD being left without any Heat in a 986sq ft Mobile home and then being told by the Company that did the Installation & recent Service that they wanted another \$500. To fix our Heat Pump. Well after a long Cry I reached into my Resource bag and put on my Big girl Pants and made Ph Calls all day this is useful because it could have been prevented by being informed by eweb when I called and informed them are heat pump at stopped working they could have told me to get in contact with homes for good to see if I qualify for assistance in fixing said heat pump but I was Informed by Catholic community services about a service call that heat crisis for homes for good where I then got in contact with the director named Linda and She has been Extremely helpful in letting me Know my Low income Family qualify for a heat crisis grants after falling back and using my eweb Customer Care Credit to try and have it serviced and fixed which is where the \$240 amount came from to have it fixed just to be ripped off and be left right back to where I started. Also Note in the past Eweb has overbuild me they did apply that credit once they caught the error that still does not make it excusable! If we are being paid to do a job and somebody has to tell us to do our job most people wouldn't have a job Fact! If you like more Information Please feel free to give my Personal Cellphone a Call and we can Discuss this for future notice I do plan on taking this previous company that did the installation to court for taking Money from my Family and leaving us without any heat whatsoever with 2 Children in the House am Passed Livid!! You can reach me at 5414970520

Well run and concerned about rate-payers.

We've been a customer for over 30 years and the water always runs and the electricity is always on. I would say that is really good service!

What works: Highly professional employees. Responsive, treat customers respectfully. What doesn't work: Contacting EWEB is a headache. Talking a real person on initial contact generally doesn't happen via their phone tree.

Wonderful everything

Wonderful, conscientious, balanced, respectful

Works great almost always. Winter power losses from snow/ice take too long to fix. Perhaps we need to clear trees away from lines as a rule. Or replace with underground as much as possible.

Yes I very happy with the service

you guys are helping me with my water leak repair grant, Jeffrey is awesome and he is very responsive to any questions we have thank you!

You have a monopoly in Eugene and therefore can and do do things with no rhyme or reason and customers have no choice but to try to deal with it. Overall: frustrating, confusingly expensive, and pointless to engage with.

Your billing policies are outrages. I've had service for years went on a long vacation my payment didn't reach you by error and you turned my power off for a less than a 50 dollar bill when I've never had a disconnect ever! You then stole a ridiculous amount for a deposit to turn back on where u then keep and collected interest on My money for a year . You had no empathy you didn't take in to account my payment history. You didn't take in to account the amount due was less than 50. That is a load of crap and your company should be ashamed .

Your programs for low income are excellent.

Your service and all employees been great when the power goes out, they are on it! My concern is the water quality is off much of the time. It taste like plastic and my faucets are not plastic. I have been thinking about reporting this after waiting a few months which it has been. I moved here in 1998 and the water quality is to brag about.

Your web site is difficult. People are helpful.

Q13 – What does EWEB do best?

all

Allowing the paying of my electric bill online.

Appreciate work on emergency preparedness

Are dependable, especially in crisis situations.

As a customer I don't want to think about the utility. I just want the power to stay on and water to come when I need it without breaking the bank.

Beat drinking water anywhere! :)

Behind Scenes!

Best of year was the Msg Alert I received for an unusual and continual water usage. Msg alert was most helpful to me. Leak is now fixed.

Bill Pay

Care of customer by installing new meter type to help reduced cost and emergency preparedness.

changing over to electronic meters, they were very informative about the exact time of the installation.

CHARGE A LOT OF MONEY

charge too much

Clean drinking water from the McKenzie River. Green power options for customers.

Clean quality water

Clean water and necessary improvements.

Collect an abundance of money!

Collect my money

Communication and getting our power back on in a timely fashion.

consistent

Consistency of delivery and quality of water

Consistency, positive community involvement,

Consistent

Consistent delivery, good service disruption resolution

consistent electric & clean water

consistent power and water

Consistent reliable delivery of water and electricity.

Consistent service

Consistent, quality water and power.

Consistent, reliable service

Consistently provide high quality service

Consistently reliable service and fair cost.

continue to hold rate steady or lower

Continue what you are doing.

Control rate increases.

Courteous. In person communications.

Customer Service

customer service is excellent

Customer service is responsive and crews are knowledgeable

Customer service is top notch and very professional
customer service, public outreach, addressing customer's needs, looking out for public interest.
Daily service delivery and outage recovery.

Day-to-day delivery of clean water and electricity. Keeping the basic needs of the community in mind when making decisions.

Deal with outages

Deliver a reliable source of electricity.

deliver electricity and water

deliver electricity and water

Deliver power and clean water.

deliver product and service

Deliver safe and tasty drinking water.

Deliver safe water and electricity to my home.

Delivered great water reliably.

Delivering dependable water and electricity. Restoring outages usually in a timely manner.

Delivering services and containing costs.

Delivering the service

Delivery is reliable and interruptions fixed quickly.

Delivery of electricity and water is smooth and uncomplicated.

Delivery of electricity to my rural home.. The portable generator program is a good effort to assist customers in preparing for power outages.

Delivery of product and services efficiently and at a low cost compared to other municipal utilities.

Delivery of safe, clean, delicious drinking water is EWEB's greatest strength, in my opinion. I'm very grateful for it.

Dependability and being publically active in the Eugene Community - schools, events, etc.

Dependability.

Dependable

Dependable services

Dependable supply of electricity and water, except during snow or ice storms.

Dependable. Accessible.

Disaster recovery

distribute power and water

don't know

Drain my bank account

Easy online bill access and payment. Outages are usually restored within a few hours.

Easy online bill pay. Friendly customer service.

Elect and water

Electric availability

Electric service

Electricity is always there when I need it.

Electricity works and water is the best in the country.

Emergency respond OK

EVER THING IS GOOD

Everything

everything

Everything is outstanding. Appreciate especially when trees and storm drains are stopped up. The people work hard at a level of service that is wonderful. When we have an outage, it is rare.

Everything works well. Our water is EXCELLENT and reliable!

EWEB communicates with brochure included in our bill. If there is an increase in cost, it is explained.

EWEB does a good job of delivering electricity and water, rarely a problem there. :-)

EWEB is reliable.

EWEB is very consistent and reliable. When there is an issue, they are very responsive and communicate well.

Eweb is very good at collecting money. Eweb charges us more than we have been charged in any state for basic utility services.

EWEB is very good at generating bills .

Excellent quality drinking water!! Also putting automatic meter readers in this area. Availability of water for yards all summer.

Excellent response to emergencies, excellent customer service.

Excellent water service

First, to the best of my knowledge, this is the cleanest, purest municipal water in the world. Second, 2 years ago, I got an interest free loan for a ductless heat pump which is great!

Fix problems when they occur

Follow through on emergencies

Friendly and helpful workers.

Generally consistent and reliable provision of electricity and clean water, and transporting away dirty or storm water.

Get a budget breaking pers retirement

Get water and electricity to my home consistently.

Getting electrical service restored.

Give me my bill

Give us clean water.

Given that my power and water is a thing I barely think about, I think you all are doing a fine job.

giving power and water

good clean drinking water

Good crews but I think they are shorthanded at times.

good prices

Good provision of services.

Good quality water and "green" electricity.

good response time

good service

Good water

Good water

Good water quality. Good information and transparency.

Good water, reliable energy, responsive to requests

Good water. OK electrical srvc

Good, reliable service with both water and electricity.

Good, timely communication to customers

Got a human on the phone to work with me with some complex billing changes, and they were very helpful and quick

Grateful for some of the best water in the country. Appreciate the quality of our electrical service
great employees

Great friendly helpful service.

Great problem solvers. If there's a power outage they are on it and have it fixed within a few hours.

Great Water! Leader in Energy Management.

Great water.

Hard to single out one thing! :-)

Help with reducing electrical cost

Helping and providing for their customers.

Helping people

Helping people with their bills and providing energy conservation

High quality water

I am happy with my water quality straight from the tap

I am new to Eugene and cannot offer an opinion

I am very unsatisfied that a rat crawled out of my toilet. My partner is afraid to use that toilet now. Power is consistently delivered. Never had an outage at my current residence. Water tastes a little weird but I think it is related to the pipes in the house.

I appreciate the fact that EWEB tells us how to reduce energy use. Overall I haven't really received many services from EWEB I just pay my bill:)

I assume there's a power plant on the outskirts of Eugene that generates electricity, and then EWEB charges me to have it delivered to my house

I can depend on water and electricity.

I get the water and electricity I need.

I got a 0% interest loan to have my windows replaced. I think that's an excellent service and I'm very grateful to have been able to take advantage of it.

I have been a customer for only three months.....not enough time to form an opinion

I have electricity and water when I need it.

I have water every day. I do not care for the smell and I have purchased a table top water filtration system.

I like that EWEB is identifying and correcting areas that need new equipment.

I love the fact that I can flip a switch and I have lights, heat. I can turn a faucet on and water is there.

I moved here 3 months ago, I don't know.

I notice the commitment to community the most.

I really admire and respect the guys who go out in terrible weather to address problems.

I think eweb did a great job keeping me informed during the storm outages. I was out for a week in willamette street which felt long but in big picture of what was going on I was ok. Your billing policy and customer service in that department sucks except for the last guy I talked to

I think overall service is good.

I think that EWEB does their best with the infrastructure it has. I appreciate the recent efforts to contain costs while still serving the community's needs.

I think the service that is the best is helping the community with energy education to help reduce costs. Also helping the low income family with financial assistance to pay there electric and water bill.

I think they offer the basics (water/electric) very well. I also think they are fairly responsive during electrical outages.

I think they try hard to carry out their mission to supply clean water and reliable electricity to their customers.

I trust that the water coming out of my faucet is clean and safe.

If you get to speak to a staff member, my experiences have been professional.

I'm especially thankful for the efforts toward emergency preparedness and efforts to reduce EWEB's service area carbon footprint.

In order to identify what anyone does best requires that one must have personal experience with every aspect of service that they provide and in my 53 years of use I haven't even come close to having experience with every aspect of their business.

Increase costs and restrict service....that is clearly their strength

Info packets which accompany bills.

informed me of construction projects

Informing customers when service will be unavailable

Informing the public and providing clean water

It's all good. I get what I'm promised.

It's all great. For my own residential service, I'm more than happy with power and water service. I also appreciate EWEB's concern with sustainability and health VERY much!

I've never heard of any issues with water.

Just providing great service.

Just super reliable and affordable and nice whenever I need help and have to visit the office.

Keep customers informed, Service reliable

Keep me informed and try to save the environment and customers over usage of water and electric

keep my electricity on

Keep the electricity on and the water clean and flowing

Keep the lights on!

keep the power and water flowing

Keep the services running and working.

Keeping costs down and providing reliable water and power services

Keeping costs low Keeping outages rare

Keeping services up and running - do not experience problems with my service

Keeping the lights on; service outages very few, but when they do occur (winter bad weather, for example) I see quick efforts to restore electric service.

Keeping the services consistent.

Keeping the utilities upgraded and current. (no pun intended)

kind and helpful on the phone. Bill paying is easy too.

Lower costs. I am a single household and every winter my rate goes up to \$150-200. That's ridiculous. I have my heat set at 68 degrees and am still cold but refuse to turn it higher as I am already paying over \$100

Maintain electrical service equipment

Maintain high water quality. Maintain reliable power distribution.

Maintain service of both electricity and quality water supplies.

Maintain Water Service.

Maintaining service

maintenance of facilities

Make bill paying real easy

Make it public GREED GREED GREED GREED.

Make money.

Make my bills available online

Make the water treatment less noticeable/ more frequent. You know when it is dosed because it reeks of Chlorine for days

Monopolize

My water tastes good

Nice and timely customer service

No problems

Not sure, I just know I have had no issues with my service

Offering the interest free loans for windows & ductless heat pumps....which we have taken advantage of. Great assistance.

On a daily basis it is very positive.

Only lived here for a couple of months

Open and honest

Other than a couple outages in the last 2 years, EWEB seems reliable - and I'm not sure the outages were their problem. In each case, the 'fix' was handled quickly.

Our electricity and clean water availability is consistent and reliable.

Out to repair quickly re storms, etc.

Outage and problem solving

Pay admin to well.

Proactive tree trimming, restoring outages, providing info thru Facebook, etc. on outages

Programs in place are awesome, but getting the word out about them not so much

Prompt response to issues. During the storms last winter, it was nice to see the FB page updated regularly regarding outages and restoration.

Provide a necessary service for an affordable rate. Dependable too.

Provide affordable services (besides the \$25 service fee).

Provide assistance with keeping the bill paid (budget billing, much less assistance I understand they provide to people who can't pay their bill). Also, incentive programs to better insulate and heat/cool homes in cost-effective manners.

Provide basic electric and water service

Provide clean drinking water

Provide clean safe drinking water. Provide reliable electric service.

provide clean water

provide Clean Water

Provide clean water.

Provide clean, safe water.

Provide consistent power and water.

Provide consistent service, with a minimum of problems in my area

Provide consistently reliable water and electricity services.

Provide delicious clean water

provide dependable service

Provide dependable water, power and sewer services.

Provide efficient electricity service, and clean water.

Provide electricity

Provide electricity

Provide electricity and water

Provide excellent clean good tasting water.

Provide excellent drinking water.

Provide excellent water

Provide extremely reliable service, and excellent water quality.

Provide good drinking water.

Provide good overall service for water and Elec.

Provide good service

Provide high quality drinking water. Provide reliable electric power except during weather related power outages which take too long to restore.

Provide high quality reliable water and electric service at a reasonable cost

Provide high quality water.

Provide lecturing/water services

Provide me power

provide me with water and power

provide power

Provide power

Provide quality drinking water.

Provide quality electric service with very few outages, try to help low income clients during the winter when bills tend to be higher and provide friendly customer service ðŸ™,™,

Provide quality service for utilities that are taken for granted.

Provide quality water service and reliability.

provide reasonably dependable water and electric supply

Provide reasonably priced electric power supply from a renewable source.

provide reliable and dependable access to utilities

Provide reliable electric and water service.

Provide reliable safe water

provide reliable service

Provide reliable service

Provide reliable service, and work hard to restore service if it's interrupted.

Provide reliable utilities

Provide reliable utilities.

Provide reliable water and electric svcs.

Provide reliable water and electrical service

Provide reliable, quality water and electricity

Provide safe and affordable services, keeping customers informed, and researching how to best meet problems/issues that might arise.

provide safe clean water and reliable power

Provide services that are uninterrupted. Doing necessary maintenance and planning so that the services are always available.

Provide some of the best water in the country and keep the lights on. I do appreciate programs to increase awareness of emergency preparedness and to activate new water sources (recommissioning wells, for example) for backup supplies.

provide steady efficient supply of water and electricity at reasonable cost

Provide the best tasting and highest quality water that I have ever tasted in a municipal water system. Where else can you get water from the tap that surpasses any water bottled or otherwise.

Provide uninterrupted and quality service

Provide us reliable clean water and reliable electricity.

Provide utilities reliably!

Provide water and electric

Provide water and electrical service to my residence. Maintain lines (vegetation, etc.)

provide water and electricity

Provide water and electricity

Provide water and electricity, and service their lines.

Provide water and electricity.

Provide water.

Provides a with detailed report of energy consumption by day over the course of the month. Very simple and intuitive way to pay bills online. Very simple and organized online services.

Provides reliable utilities.

Providing clean and safe drinking water and reliable power. Working to improve power restoration response and preparing our community for emergencies. Programs that help people buy and install energy efficient products that conserve water and power (more water and energy efficient).

Providing clean/delicious drinking water is very important. Also having electricity during storms is utmost important.

Providing consistent and reliable water and electric service, as well as explaining their procedures and resources available to their customers.

Providing reliable power and clean water.

Providing service

quality drinking water

Quality product

Quality water

Quality water.

quality, reliability

Quick response to questions

Raise the costs to residents on a regular basis. LOOK at the numbers ...

Rally together in emergencies

Rare outages

Rare power outages if any at all.

Rate control! I came from a deregulated power market and you could get over 50 cents/kWh on peak on season. Also, owning the means of power production is pretty cool, especially when it's not a legacy coal plant.

Read the meters

Reduce risk of outages. Replace poles and overhead wires with underground wires

Reduce the cost

reliability

Reliability

Reliability

Reliability Response times for outages

reliability and community awareness and response

Reliability of service

Reliability of service by maintaining equipment and keeping customers informed, especially in emergencies and severe weather.

Reliability of service.

Reliability provide services.

Reliability providing power and water

Reliable

Reliable

reliable

Reliable

Reliable

Reliable delivery of clean, pure, safe drinking water.

Reliable electric service and clean and safe drinking water.

Reliable electricity and water. Accurate and prompt billing process.

Reliable electricity.

Reliable power and quality water.

Reliable power and water. With timely response to outages.

reliable service

Reliable service

Reliable service delivery

Reliable service, rapid response to service interruption, high quality water.

Reliable service.

Reliable service.

Reliable supply of power and clean water

Reliable water and electric service. Good handling of outage incidents. Water quality is also very good.

Reliable, high quality service

Reliable, responsive, high quality service.

Reliable, uninterrupted utilities. Good effort during emergencies.

Reliable: always there: able to answer questions and help me solve billing questions over the phone whenever I have them.

Reliably Deliver water and electricity to its customers

reliably provide me with necessary water and electricity

Reliably Provide clean water and electricity. I don't understand how the director of Eweb can be so highly paid when people can't afford to have service. I don't understand why you have a keep warm race to raise money for people who can't pay their bills when it's in your power to lower the rates. It is very annoying that there is a charge to start service at a new location. What choice do we have? You're a monopoly, I have to buy from you!

Remain reliable and consistent

respond quickly

Respond to emergency power outages. Great meter readers!

Respond to issues.

Respond to outages and other urgent situations

respond to outages in a timely manner

Respond to power failures

Respond to power outages quickly.

Respond well to emergency outages and keeping the public informed.

Responding to emergencies, keeping our drinking water clean, protecting the community

responding to outages, keeping equipment in top shape

Responding to power outages.

Response to issues.

Responses during times of emergency.

Responsive

Responsive to outages

Responsiveness to questions like outages.

Restoration of services. Meter reader helpfulness and friendliness.

Restore service quickly when it is lost. We live in the foothills and are usually the last ones restored during snowstorms.

Restoring power after storms

Restoring power quickly after power outages. Also, best drinking water I have experienced in 5 states in which I have lived.

retain quality of service; we have confidence that the water that comes from the tap is excellent and the flow of electricity is practically never disturbed

Rote service model.

Safe and Reliable service.

Safe water supply. Slow on utility restoration in River Road areas.

Safe, reliable delivery service of power and water. Most of the time, I don't even think about the services. You came to my neighborhood, and patched a water main within minutes of the report.

SEND A BILL ON TIME EVERY MONTH

Send out bills

Sending me bills, reading my meters in pickups, and collecting money.

service delivery

Service delivery (water and power)

Service is reliable and they do a good job of addressing outages

Service reliability is great.

Several times when they have done jobs at my house, and I notice a few days later that more work may be needed, they return promptly to check it out. When I ask questions wanting to understand the details, they are willing to answer my questions in depth, and explain details.

So far okay.

Some people can be very kind respectful when asking a question

Speaking from a business perspective, my previous key account manager was excellent. Since his retirement, I haven't had the same level of service. Currently, there is a vacant engineer analyst position that would help our analysis further.

speedy response in emergencies to repair/maintain service.

Staff always seem to want to help, folks out in the elements helping restore power outages very dedicated (and appreciated by us!), really appreciate options for loans to improve energy efficiency in homes, just had really helpful fellow come out to help us restore water and find what we thought was a leak!

Supply clean water without interruption.

Supply good drinking water

Supply services!

Supply water and elec.

Taking money from us, I have alternative ways for my power and most of my bill is from water and they charge an arm and leg for water. I get it if I use it but Storm water that the weather controls is crazy. So I pay for you to get water that Mother Nature pours down, then pay for it to be brought back to my house, then again for you to take it away. How is that possible? I'm being charged for a drop of water three times. Yet if I collected my own rain water I would get fined. So over being gouged for everything!

The best water available in the country (maybe the world?) comes straight from my tap for pennies. Electric service is reliable, affordable, and low-carbon.

The customer service is phenomenal

The EWEB updates on social media regarding power outages and restorations are WONDERFUL. The amazing amount of time and effort the EWEB workers put in during times of outages is much appreciated. I have a sewer easement / manhole cover in my backyard- the EWEB crew that comes to check/ service it are always courteous and professional. And I appreciate the notice I get on my door prior to them coming.

The foot soldiers do their best. The higher-ups, I don't know. They may be greedy for profit.

The linemen work really hard to make repairs

The rebates and loans for low income households and their programs to help with the electric bills for low income households.

The reliability of the service they provide.

The service delivery is very reliable, and outages are fixed quickly.

The supportive staff

The water is good, areas with underground lines rarely lose service.

Their service seems to be good. What they seem to do best is increase their expenses by building elaborate office and work facilities and the constant raising of prices.

There are many very good individuals working at EWEB. *If* you can reach an individual on the phone, they are *usually* very responsive.

There is nothing that stands out to me whatsoever about doing business with this company. It's adequate I guess, and expensive.

There typically aren't a lot of outages and I'm one of the lucky few people that hasn't been hit with outrageous charges. So that's a bonus (so far).

They are dedicated to serving their customers and believe it is very important to communicate with them, especially when new visions and plans are being considered.

They are doing a good job of watching costs.

They are right on top of fixing outages

They best listen to us when we say we do not want 'smart meters!' I appreciate that is not being forced upon us.

They deliver power and water reliably

They don't spam me with stuff. I like that.

They have repaired broken main throughout town

They keep the lights on and water flowing.

They keep the power flowing, allowing me to cook, see at night, and stay warm/cool as needed depending on my needs, and lets me work on my computer. My life hinges on electricity.

They keep the power on thru inclement weather by paying employees to work overtime. Very thankful!

They make me forget how much I rely on electricity and water. Then when there's an outage (rare, and fixed fairly quickly) I remember and am grateful again for how, 99.9% of the time I have easy access to electricity and clean water.

they protect our watershed and try to get as many heat pumps in our valley for best efficiency

They provide a reliable supply of water and electricity at a reasonable price.

They provide consistent electric service

They provide excellent service.

They provide me with excellent water and the electricity I need efficiently and continually and always have. Our community wouldn't exist without them.

They provide professional service at a reasonable cost

They provide very reliable service.

They provide water and electrical services to a lot of people in the city.

They raise prices and use places like Sanipac as a reason to raise rates... (it was on the news). Sanipac's rates are because the city approves the rates. no body approves your rate hikes.... should be set by the voters!!!

They responded almost immediately when I reported a line that was part way down after a storm.

They seem to provide consistent service.

they try and engage with the community and help when they are able

They're responsive to outage reports and I feel they do their best to restore power as quickly as possible.

Thinking of the future needs of our infrastructure.

This questionnaire has too many repetitive questions!

Timely billing, reliable service

Timely power outage response

Transparent about rates.

tree trimming

try to do the right thing according to budget.

Utility reliability.

Very helpful whenever I have a question....

Very low surges.

Very quick at restoring power

Very responsive customer service.

Water

Water and delivery service

Water and electric service

Water and electricity

Water and electricity delivery

Water and electricity has always been reliable. I have taken advantage of the free emergency water container program and that was very helpful in preparedness. I also took advantage of the 0% loan for window replacement. The process was easy to understand and complete and I have been very pleased with how the new windows have improved my energy efficiency and comfort in my home.

Water and power are essential in our modern world. Providing these safely and reliably are critical, and EWEB needs these goals.

Water delivery Customer service

Water is safe to drink.

Water quality

water quality

Water quality

Water quality is very good.

Water service

Water service and quality is dependable and consistent.

Water service reliability.

Water. It is excellent

We change a good part of our landscaping to put in a eco lawn that was on displayed at the EWEB demonstration plot. Eco lawn was being recommended by EWEB to substantially cut your water use. I would not have done this if it was not for the demonstration plot.

We have been living in Eugene for 3 months, so not much to go on yet. I will say so far so good.

We have had nothing but the daily service and it has been fine.

We live by a substation, our lines are buried and we are not in the hills so we don't really have the problem of trees knocking out our power. But we do loose power from time to time and they are very fast and efficient about getting it back for us. Less than 12 hours in most cases.

When a road crew had to mess with the water and it ran out of my sink brown, EWEB responded right away and multiple people check led to make sure it ran clean again

When we moved into a new house and the electric bill was unexpectedly very high, someone there was able to walk me through possible causes and solutions, and even had history about the house in past years including new windows. Because of her assistance I was able to resolve the problem in only one month and I am very happy with her help!

Work with us on paying our bill and very good customer service

you supply electric and water for way over priced rates. I cannot say that is a good service. The electrify and water is there but the services and business behind it is awful.

Q14. How can EWEB improve?

1) provide green options for home-based electricity generation with tax rebates 2) offer low-cost home water filtering options in case of accidental chemical or other temporary contamination. 3) provide details regarding how water is analyzed, how often analyzed and from where drinking water is sourced. 4) provide information as to how Eugene's water supply is protected from human contamination. 5) What steps is EWEB taking to arrive at 100% pollution-free power generation?

1. Communication. I only hear from EWEB when my electric bill is due or when I call with a question or problem and someone has to call me back. That's it. I'd like the Board of Commissioners and EWEB's senior management to actively solicit feedback from the community regarding different issues, including rates. 2. Strike a better balance between rates (and rate increases) and what is purchased. I think rates are too high and need to be reduced for everyone. Minimize the need for rate increases in the future. 3. Make the bill pay website MUCH easier to work with and reduce all the security hoops one has to jump through to use it!

A larger portion of electricity should come from alternative sources. I would like to see efforts to maximize this.

A recent billing experience was unnecessary and could be improved. EWEB sent three warnings of shutdown without telling us which account.

A website from this decade, a mobile app, and reduced costs including the base \$20.00 fee.

Administration responsiveness.

Adopt a financial assistance program that helps folks with medical conditions who must maintain specific temperatures in their home to prevent pain or flares. PG&E has or had a similar program where the customer was required to provide a doctor's note to support the request for assistance. You teach customers how to use less energy then turn around and raise the costs again. This is Eugene and there's not a lot of money in the pockets of this community.

Advertise community outreach programs more

All govt agencies can improve

Answer their phone about billing; allow average billing to be initiated anytime of the year - right now it's only (?)April - it was so ridiculous to have a narrow window to do averaging of my bill and to remember to call back months later. Don't they have computers?

Anything to help customers reduce use and develop sound environmental practices

Are there programs for folks who don't own homes but rent to save energy or reduce power and water consumption, or just programs for homeowners?

As I said before, (this question is really redundant) help for low income seniors dealing with soaring rents, and other cost of living expenses, gas, food, other basic necessities of life. I live now on a razor's edge of anxiety that I will not be able to pay my bills.

As we are at the end of the line, power outages keep us down longer. Would like to see improvements in lines to our house.

Assistance to bill payers. My credit union automatic bill pay service failed. I requested a second attempt to pay. That request also failed. EWEB did not notify me of the second failure until the deadline for payment had passed. I was charged a late payment fee despite over 30 years of on-time payments. Not good customer service!

Auto pay; bury electric lines

bait the sewers because rats crawling up the toilet is not funny.

Basic service costs are higher than I have ever paid in other cities leaving my bill consistently high even through the summer when use is lowest. Outreach for water and energy saving programs could be much better.

Be better prepared for widespread power outages.

Be less expensive for electricity

be more cost efficient

Be more progressive in its rate setting policy. Households that consume more than 2000 Kwh per month need to be charged a surcharge to reflect their higher usage than the average and below average customer. Also any new housing subdivisions where power and water services need to be brought to the site needs to be charged for the FULL cost of doing so and any costs associated with increasing capacity to the system (i.e. Transformers, sub-stations, etc)

Be on the lookout of methods giving more excellent service to the community.

Be vigilant not to invest too highly in ventures such as wind power.

Because I am on the HOA board at my condominium I am aware that EWEB has said that electrical costs for the building this coming year will not go up. I am confused because I am certain my personal electricity bill will go up this coming year.

Being aware of people's ability (or lack of ability) to pay bills. Programs to assist those in need in our community. You're generally doing a good job with these, but it's an ongoing battle

better communication

Better communication during outages. Cell phone notices, for example

Better communication when power is out. A second source of drinking water.

Better communication with power outages. Work to put utility lines under ground. I would pay more. Continue to reduce our carbon footprint.

Better communications when electric service is down about the time it will take to restore.

Better customer service when calling with concerns. Better training of customer service employees who should know how to direct a call from a customer seeking answers... not just pushing a caller on to whomever is available even if it is not helpful.

Better drinking water

Better electrical outage response and information.

Better infrastructure and winter preparedness to avoid any electrical outages.

Better power outage information and quicker restoration of power outages.

Better PR is always a plus...communicate about what things you do well.

Better tasting water.

Better water pressure

Billing. Way too expensive for a nonprofit

bring down cost

Budget and money management.

bury the electric lines

By putting automatic electric meter readers on the homes in this area. I have to lock my gates and the meter is in the back of the house. I don't always remember to take the lock off early enough and don't like to leave the gate unlocked all day (because I never know what time they are coming).

Calculation of KW usage, which I believe is erroneous.

Calibrate water use in hundreds of gal. rather than thousands

Care about what visual blight they bring to neighborhoods. Junk on leaning poles. Worn and not cared for equipment Above ground equipment.

Charging customers the initial account transfer fee is ridiculous, as it took maybe 5 minutes to complete and yet was a \$20 charge.

clean up EWEB waste sites along the Willamette River

communicate better during outages. Have fewer outages.

communicate during power outages.

Communicate more ways for customers to reduce electricity and water consumption, and to provide incentives to encourage more customers to follow through.

Communicate resources and community outreach more. I only think of EWEB twice a month. Once when the bill arrives and again when it is withdrawn. You could at messages to the billing emails. It would be easier to communicate as most everyone looks at them.

Communication

Communication via text & email

Communication with customers. We had a major water leak at the meter box and instead of knocking or notifying us when they read the meter, they arranged for someone else to leave a note much later. We lost 8kg of water into the meter box because of this delay in communicating.

Communications.

Complete implementation of AMR technology and make available water (and power) consumption data online so that I can track usage and potential leaks.

Concern about water levels in McKensy River during dry seasons.

Conservation programs could increase. Seems like there was more emphasis on that in the past.

Consistency of electricity delivery and costs.

Contain cost of operation

Continue efforts to keep costs down.

Continue to develop planning and information for disaster conditions.

Continue to find ways for alternative means to provide water.

Continue to increase public awareness of emergency and energy/water saving efforts. Incentivize customers to reduce use (lower rate for use reduction?). Incentives improve action (sadly).

continue to keep costs reasonable

Continue to maintain and upgrade infrastructure.

Continue to modernize the grid, and prepare for disaster scenarios.

Continue what you are doing.

Continued efforts in cost control.

Control costs better.

Convert more toward renewables. Dams do not count!

Convince the City of Eugene to turn the Willamette River headquarters into the new city hall.

Cost

Cost containment. I know how much I pay for services and how we keep our home cooler than most in the winter to keep the bills down (dress in lots of layers). We can afford it, but I'd like to see EWEB give more help to those struggling to make ends meet.

Cost control

Cost controls

Cost is a little high for me since I am disabled in a limited income.

Cost is extremely high - efficiency improvement is critical.

Cost, a program to help low income families would be cool

Cost.

Costs to customers is much higher than neighboring cities

Could be cheaper! haha (but seriously it's the cheapest I've ever had - don't change, you're doing great)

Create an App to allow for easy online payments and the ability to check on upcoming events/notices - could be done through push notifications.

Customer service Cut administrative costs

Customer Service on phone

Customer service. Admitting when they are in the wrong.

Cut back on personnel.

Cut costs!

Cut costs, lower electric bills for the average citizen. Power bills in the \$200 and even \$300 dollar range is ridiculous.

Cut the cost of storm and waste water

Daily-Weekly usage interpretation for one's property meter. Helpful for those of us who like regular notification alerts.

Don't think of anything except better communication during power outages

Decrease costs. Provide programs (for reduced rate) for those on fixed income. I thought I recently smelled bleach in our drinking water, are more chemicals being placed in our drinking water?

Decrease the amount of time to restore power from outages.

Do more for the changing environment, Global Warming. Education programs for customers about the need to conserve.

do NOT bring in SMART meters.

Do not sign long term contracts with Bio Fuel places that cause my rates to go up with such a low rate of return.

Do not use smart meters

Do what they say they're gonna do

doing fine now

Don't know enough about how it spends its money. Lower utility costs would be welcome.

Don't know if it is possible, but it would be nice if more areas (especially well-established areas) could be converted to underground utilities -- of course that would depend on cost to EWEB and its customers.

Don't think you could

Economy of residential service.

electricity outages are too common and go on too long. Costs are waaay to high especially compared to Springfield area.

email us about upcoming disruptions so we can be ready

Emailed newsletter about options for saving energy? I didn't know about emergency water stations for instance and I consider myself aware of what EWEB is up to. Help us understand what the whole 5G mess is about! We hear lots from the fear mongers but would love more truthful information? I'm not a conspiracy theory fan so would love real info about this! I know EWEB's story from early on so please tell more of the real story about your help to our community! (I worked for Oslund Design who did your 50 year anniversary collateral!)

Encourage customers, through effective communication methods, to individually invest in energy saving alternatives.

End all investments in wind and solar projects. Build natural gas power until safe nuclear power can be established. Please see *The Fusion Revolution* at <http://renewable.50webs.com/fusion.html> Oppose climate hysteria instead of promoting it. See *New Climate Discovery* at <http://renewable.50webs.com/Zeller.Nikolov.html>

EWEB could do better at helping get funding on a years round basis for people who have a very limited income. EWEB could also update their recorded messages when it comes to when power is restored during an outage.

EWEB could have responded better when a broken water main up the street damaged my neighbor's house - water running through the walls of her garage. No responsibility was taken whatsoever.

EWEB needs a 2nd source, develop the Willamette Middle Fork River Source!

EWEB needs to be leading the way to a carbon-free society through rapid electrification of heating and transportation. Yes, EWEB has clean electricity, but we need to kick the natural gas and gasoline habit quickly to avoid a global disaster, and EWEB and other electric utilities are uniquely positioned to lead that effort. EWEB needs to partner with other utilities to increase adoption of electrified transportation and heating, which will reduce overall energy costs for customers, massively reduce carbon emissions, and improve EWEB's financial outlook.

EWEB is too far behind when it comes to using technology in ways that reduce errors, reduce risks to customers and employees, and enable customers to interact with EWEB efficiently. It is foolish in 2019 to have meter readers being bitten by dogs and making errors in entering data. Why can't customers interact with EWEB on the web in significant ways, other than viewing and paying their confusing and overly complicated bills?

EWEB needs to take strong action to correct and improve watershed protection. Riparian areas along the McKenzie River are fraught with activities and land uses that damage the river and its water quality. Loss of native vegetation, septic leakage, development encroaching on requisite riparian setback provisions, and chemical use on lawns down to the river's edge are among the problems.

Expand its mandate to include broadband service

Expense!! Not raising rates during winter

explain bits of the bill eg waste water

Exploring alternative renewable sources of energy to add to the grid. Provide strong educational campaigns to encourage saving water and electricity. Have emergency preparedness and redundancies built into the systems for disasters. Go back to analog meters which last longer and provide greater cost savings over time. Highlight partnerships with ODFW/River Trusts/watersheds to bolster public understanding of water resources, use by other creatures and management. Provide measurable goals for the above within specific timelines so EWEB and public can follow and assess improvements.

faster response times during power outages

Fewer Bureaucrats Fewer non-essential employees

Find resolution for personal residential billing and service concerns

Find some way to reduce all the added costs over and above water usage and electrical use.

find ways to lower costs to customers

Finding my gate with the EWEB padlock on it.

Finding ways to cut consumer cost

Fix old wires

Flexibility on payment days. Let customers choose a monthly payment day in auto pay.

Focus on low cost delivery of power & water. Eliminate the community outreach stuff

focus on moving lines underground to protect them during bad weather, accidents etc.

Focus on providing lower cost services to new residents wanting services. Remain flexible to policy based in situations. Stop robbing the residents of eugene, enough is enough

Focus solely on providing water and electric

For me, the only way to improve is to lower my bill!

Free programs to assist w weatherization.

Fund to help low income families with their utility bill.

Get a second source for water.

Get off the dime on the installation of SMART METERS so we can begin to save more \$\$\$! Quick solution: Sell tinfoil hats to the histrionic nay sayers.

get rid of pers

Get rid of Smart Meters and 5G. They are not listening to us the people. The people do not want Smart Meters or 5G, yet they are ramming it down our throats. Once the 5G towers go up, you can not sell your house. Nobody wants it.

Get rid of smart meters, reduce outages, reduce rates

get rid of the EWEB board, they wast people time

Get underground power lines. Increasingly we are having major storms and disruptions to service. Could EWEB partner with the city somehow in replacing power lines with underground cables?

good service

Grade the road, repair the poles

Hate the tree branch removal. Put more wires below ground.

Have different rate plans for electric usage, based on peak and off peak times, instead of a flat rate for everyone

have employees and management cut waste. be efficient and cost conscious. SUB (across the bridge) is very good at controlling cost and cutting cost....

have weatherization assistance/help for seniors

Have you tried calling EWEB? It's phone-tree hell and you may or may not ever receive a call back.

Haven't been a customer long enough to suggest anything

Help customers decrease energy/water bills, especially during the high use time periods--winter/cold weather & summer/extreme heat. Keep customers more informed about services & rates--perhaps through the mail (even email) since using on-line billing is not as user friendly for gathering information. Also, I think the billing should be split with the city! I know EWEB collects for the city, but getting answers to questions is often difficult.

Help customers reduce water waste & energy waste. Lower cost of utilities.

Help customers with issues and questions to investigate their concerns

Help me replace my vinyl windows and water heater to cut electric usage in my home!

Help people with disabilities with lower rates!

Help their subscribers to conserve and save. I live in a condominium complex and water and electric bills are our highest costs. This does not include the electric bills for the individual units.. we need ideas for saving on water.

Hire more linemen and linewomen (linepeople?)! Especially for storm events. Also, that downtown building would make a great town hall. I dunno how it isn't the town hall already honestly! Finally, we could bury more power lines.

I am always hoping for cost reductions.

I am most disappointed with EWEB's business orientation, instead of aggressively moving to no carbon service.

I am satisfied with what they are doing now

I can't think of anything they could improve because I'm happy wioth everything now.

I come from about 20 years of living in Springfield, so I'm aware of how EWEB's rates compare to SUB's. It was quite the shock, moving to Eugene and finding out how much more expensive it was. I'd say be more competitive in their utility rates, commensurate with what SUB is able to do.

I did not know that Eweb hosts programs - advertising these could be improved.

I do not know what they are doing w/re to climate change.

I don't have a lawn, but I do a lot of hand watering my garden in the summer. There is no street runoff. But because of my water use, I also get charged a higher storm sewer fee. I don't think it's fair to link the two charges.

I have a smart water meter installed at my request. I would like to have a smart electricity meter installed. I have no idea how much my power bill will be and would like to know.

I have recently found out about the e-mail newsletter and am now reading it to learn more about EWEB. I don't feel as though I know everything they are doing, so maybe a new customer booklet could explain more of the details.

I hear about some energy efficiency efforts. I got the email about which topics I'm interested in, but a monthly newsletter that links to each of those topics could be sent with the bill and allow me to opt in to conversations I may have not deemed important at first glance.

I know it is not as convenient for EWEB, but I don't think the wireless gauges are safe or should be implemented

I know they need to charge enough to cover expenses, however, when they print in the news that they need to increase rates to give their employees a raise is ridiculous. At the time I had gone three years without a raise. I was just happy to have a job.

I live on Upper Camp Creek Rd. You have crews from a tree service company out there 2-3 times per year pruning trees which is a waste of my money and I think EWEB could cut a tremendous amount of cost if they just cut trees impeding on lines to the ground. Wrights Tree Service I'm sure charges 100.00 per hour per guy to do the work. This concerns me because I see the waste (of money) here and wonder what other wasteful things EWEB is doing with the money I pay for my power. I think if there was less waste the cost would be much lower. But you also have a monopoly on my area which leaves me no choice to see what others are charging for power. Last year during the snow storm our entire road was without power for 7 days. EWEB has also made poor investment decisions which is also costing customer more money to make up for their bad decisions.

I moved here 3 months ago, I don't know.

I realize that smart meters are being installed ubiquitously, but I am very apprehensive about exposure to this technology. I think EWEB's notification of installation of smart meters has not been forthright.

I really can't say; I'm just one citizen and don't have a global view of all EWEB juggles. I guess I think educating the public about the benefits of a Public Utility would be critical if private interests are trying to hone in on our community.

I say THANK YOU to the utility workers for all of their hard work during the storms..cold..ice..snow..WE appreciate each and every one of you!

I think EWEB is working to improve the areas in which I see need. Creating a backup water supply is a good step toward emergency preparedness. So is the burial of power lines (I live near Blanton Road and am grateful for the project under way to bury power lines there). I'd like to hear more about wildfire risk—are our power lines as dangerous in this regard as California's? If so, I hope EWEB will be proactive, since our climate may become increasingly dry and fire-prone. It is unfortunate that our water and especially our electricity rates are so expensive, but if that is the cost of quality, I'm willing to pay it.

I think EWEB needs to be less involved in climate change, politics, community events/the schools, etc. and purely focus on having reliable power and clean water and keeping costs reasonable. I don't want "cheap" utilities, I am willing to pay for quality and reliable utilities. However, I do not want to have to pay for political agendas, school programs, other users bills, etc. on top of that. Having those things as options is fine but I do not want it forced upon me or anyone else.

I thinking that they need explain how they bill is calculated. Maybe better understanding of the cost of electricity.

I very much say no improvement needed. Some low-income families very much appreciate LIHEAP, and customer care. They are wonderful customer programs.

I wasn't impressed with the customer service regarding water heaters.

I wish the rain water from my gutters could drain into my lawn instead of the sewer system. But I was told this would require a special permit and a landscape architecture.

I wish there was a better deal - more subsidies - for homes with ceiling heat converting to a more logical heat style. The loan to get a ductless heat pump is a great thing, but still prohibitive for many and ceiling heat is a inefficient nightmare.

I would like additional sources of clean water - to prepare for events we cannot predict.

I would like to hear more about their emergency preparedness for example - I hadn't heard about the water stations. It may have been in an email about my emergency preparedness that I hadn't read. But this should be easy to access info.

I would like to see EWEB supporting/incentivizing electric vehicles and EV charging infrastructure. I would like to see EWEB investing in more energy efficiency in buildings. I would like to see EWEB offering incentives for natural gas customers to switch to electricity.

I would like to see more about renewable energy, and energy conservation ideas.

I would really like to have shorter power outages during big winter storms! Also, better estimates as to when power will be restored. And, sometimes power is restored without EWEB indicating it's been restored.

I'd like more information on decision making processes at EWEB.

I'd like to know about the emergency water outlets

If it doesn't have one, EWEB should consider setting up a consumer advisory panel to represent residential users in matters affecting their service.

I'm a little confused about a storm water fee, maybe better information provided regarding that. However I have not actively researched it.

Improve cost containment. Improve winter service, reduce outages.

Improve or reduce the taste of the water,

Improve user friendliness of online pay site.

Improve website and ability to pay for services online or through cell phone

Improvement in communication, electricity outage prevention & response to outages.

Improving water pressure

Increase efforts to make the power grid more resilient to inclement weather damage.

Increase responsiveness to outages and better training for field personnel

Inform users if anomaly on their billing -- I use level-pay, and in changing the amount I pay this year when amount changed, I forgot to stop paying the previous amount -- therefore paid double for several months, which apparently I am unable to get back until you change level-pay amount again NEXT YEAR....this is ridiculous -- you need to have a way to provide a timely rebate when this happens.

Information about assistance with household upgrades. Information about support for low-income households. UPDATE your online payments system. There are aspects that are confusing, not helpful, and possibly dangerous. Innovate with more alternative energy projects. Create actual low to no cost home insulation and weatherizing projects to insure low use.

Innovation and being a model for the nation for infrastructure maintenance.

Invest more in infrastructure to keep costs low and offer more programs for customers to be more energy efficient and water efficient. It would also be good to see improvements in the visibility of our water and electric usage for those with smart meters. If they were to offer more exclusive features to smart meters it might encourage more people to migrate. Also pushing billing systems that encourage shifting power usage to non-peak hours to residential consumers and not just large business.

invest more in renewable energy

It is extremely difficult to communicate with them on-line. I recently had a problem with a credit card that had been cancelled due to being lost. It took hours to manage to send EWEB a new credit card in order to pay my bill. This happened twice. Very irritating.

It is unlikely that a publicly-owned monopoly will improve. It will only get more expensive and less accountable.

It seems as if the rates and amount of payment is expensive. It bothers me that everyone touted gas and now gas prices are escalating and electricity always is higher than gas. Lowering costs would be mighty helpful.

It would be nice to get power lines underground. I'm not sure if it's feasible, but in the land of many trees it seems that's the biggest challenge to keeping electricity flowing.

Just remain good

Just stay reliable and maintain your workforce numbers.

Keep being as reliable as conditions allow.

Keep cost down if possible

keep costs affordable

Keep headquarters location.

Keep helping people

Keep listening to your users!! Continue to be 'local' and a part of this community.

Keep looking for new clean water sources and prepare for an emergency.

Keep the quality we now enjoy

Keeping costs low.

keeping customer costs as low as possible

less outages, more affordable services

Less PR self promotion. They are a monopoly!

Let customers know when they will be on their property to check meters.

Limit cost increases.

Links to updates on the programs they offer with my emailed bill statement.

Living in an area with a high number of outages, it would be helpful to know how repairs are prioritized . It always feels like we're low on the list but probably most people feel that way.

Lower administrative overhead, savings passed to consumers.

Lower bills are always a plus and possibly handle their customer care in house, so people like me don't continually get overlooked by agencies handling LIHEAP (which I constantly get forgotten about as well) ðŸ™”

Lower cost

lower costs

lower costs

Lower costs!

Lower costs, be more responsive to customers issues.

Lower costs. I would love to not be without power for 5 days this winter.

lower delivery charge, increase \$\$k/W include degree days & detailed daily usage on ebill

Lower energy and water costs. So much higher than surrounding areas

lower executive pay and benefits; focus on realistic power production v wind; obtain a backup water source if the McKenzie is cut; modest capital construction design and cost-leave the glitz to the private companies

Lower f rrc eakin COSTS\$\$\$\$!!!!

Lower fees, it shouldn't cost anything to move an account from one address to another

Lower my personal expense to have water and electrical svcs. delivered to my house. Sewer charges are huge, so, lower costs.

Lower rated. Again, in the winter my rate drastically goes up. It's ridiculous

lower rates

lower rates

Lower rates.

Lower the \$25 service fee - so that individuals can afford their services.

Lower the cost of electricity & water. Not sure how that can be accomplished but prices are high.

Lower the overall monthly bill. Be quicker and more organized with energy restoration during snow and ice storm.

lower the rates

Lower their rates

Lowering costs for everyone not just low income

Lowering prices.

Make billing and payment processing local.

Make electricity more reliable! I live in the South hills and our power goes out frequently. I know that weather is not within EWEB's control, but I don't think that they're on top of tree trimming; every time there's a storm the power goes out. I understand that we are to have our power lines put underground, and it can't happen soon enough for me! Not only will it remove the tree hazard in our neighborhood, I'm assuming that the equipment installed will be new.

Make it public GREED GREED GREED,

Manage debt from past investment mistakes more effectively so that current customers are not paying for these mistakes.

Maybe invest more in wind and other alternative sources of power. We were in Germany and even the barns had solar panels on them. Maybe look into a way to invest more in the community finding alternative power solutions. Try to remove the dams.

More community contact

more conservation programs like they had in the late 1980's and 1990's where they pay a percentage of weatherization costs.

More cost effective

More expediently restore power during weather related outages. Take steps to prevent multi day outages in critical areas.

More information about changes and updates.

More information about how we can help ourselves save \$\$ and how we can continue to support ongoing, sustainable supply in the future.

More low income programs to help with bill year round for familys with young children.

More opportunities for grants, emergency water storage and more neighborhood water stations. Long term water storage containers should be made available at all times like they were several years ago. The importance of having water stored should be emphasized and supported by the utility. And overall it's just so expensive compared to other regional utilities.

More phone broadcast alerts for service or outage situations. More info about emergency preparations

more solar programs

More time for bill paying like everybody else

More transparency with fees

More underground power infrastructure. Trees take down power lines regularly and service restoration is slow.

More workshops in schools of all ages

My neighborhood loses power in storms, even though our lines are below ground. I lost patience this year when I was without power for 3 days & nights. I live on Tiara St, 97405

Need to take measures to reduce the amount of power outages. It is completely unacceptable given the amount of money we pay monthly for EWEB that we have the consistent amount of power outages.

No smart meters, and put the electricity line below the sidewalk to insure less power outages and no need to consistently top trees!

Not fully sure, just keep up the good work and I'm sure things will continue to get better < 3

Not happy that according to the Environmental Working Group drinking water database you have several carcinogens in our drinking water.

Not have charges for use, having an account, AND delivery. Give me a small base charge and then my usages. If I used no electricity at all I'd still be paying like \$20 a month which doesn't seem fair

Not improve but try to keep costs down (especially for water)

Not sure if smart meters are safe Do not give water away to businesses. advocate for community. Continue to innovate, support alternative energy sources

Offer inexpensive ways that customers could generate their own power to be added back to the grid.

Only lived here for a couple of months

Over head electric wires can be broken during high wind and snow storms.

Pay and benefit cuts across the company and pass savings on to consumers.

Perception of inefficient management leads to bloated cost structure. Compare to Springfield Utility Board's rates. Also, frequent and lengthy power outages during winter storms. Couldn't risky trees be pruned beforehand?

Persuade me you'll never consider burning biofuels for electricity again.

Polling customers about technology upgrades (like smart meters) rather than relying purely on select scientific studies. And presenting them in an unbiased (non-leading) format.

Possibly show a break down of what exactly in the household is consuming electricity the most. This may be extremely hard to implement but it would be interesting to see if a TV, washer/dryer, or electric heater is consuming the most energy per day/month. This would help consumers reduce their electricity consumption and save money.

Power outages due to storms has been a problem in our area of town. Should EWEB look at upgrading and moving more old power lines underground to prevent outages and/or fires? Do we need more aggressive trimming of trees along power lines? I have concerns that the emergency water pick up stations that are proposed are too far from where I live--it would be difficult to walk and haul water. If this is our solution perhaps we need more stations. OR emergency wells in some areas--Crest Drive school for example.

Prepare more for weather extremes from climate change that disrupt power. Put more electric lines underground in South Eugene or shore up the grid that's there such as replacing older equipment (transformers, for example). Inform customers about the drinking water stations. I don't know where they are. Incentives for buying or replacing old toilets and appliances with more energy efficient models, when people build or remodel. Prioritize power restoration for those with medical needs (elderly, those reliant on machines with limited battery back up), institute some way of identifying or flagging those folks so they have help.

Prevent ice storms. That's a joke which will not be tabulated as such, sorry about that.

Prevent Outages

Preventing anyone from being without services for any reason.

Price, always, but that's hard with the cost of labor, etc.

Prices for heat during winter/fall need to be lowered. Customers should be able to make payments when they are having financial struggles- instead of just turning off their electricity and asking for an insanely high deposit to turn it back on.

Pricing transparency how to keep costs down How to round up my bill to help my neighbors pay their bill

Prioritize restoration work in the McKenzie Neighborhoods

Proactive Tree trimming maintenance to limit disruptions during storm damage.

Provide better energy efficiency programs. Communicate clearly about specific changes for instance, I volunteered to have a smart electric meter installed, but was not told that this would also include my water meter.

Provide lower rates for fixed income seniors.

Provide more reliable power during winter storms.

provide power for less money

Provide water bottles to store water for emergencies.

Put everything underground!

Put more wiring underground

Put power lines under ground to prevent service interruptions when/if trees fall in storms.

Put power lines underground in neighborhoods that are prone to power outages during winter storms.

Rates

Rebates of free leds. Provide comparison chart providing wattage, kelvin color, light output for incandescent, halogen, cfl, and led. Also how to use more efficient bulbs to increase light output from fixtures with wattage limits based on incandescent heat rating.

Re-direct some/all of the goals. It's all about clean clear stream fed water from the McKenzie River. NOT some chlorine laden swap water.

reduce cost, do 3rd party testing on water (informing customers of results)

Reduce costs

Reduce Costs for Waste Water (i.e. - water used for irrigating lawns during the summer)

Reduce costs of management/CEO pay. More efficient use of office, decrease building costs.

Reduce costs to customers. Reducing employees and provide automation. Fix the enigmatic phone tree that customers have to navigate to get to support professionals. I have witnessed and captured video of multiple EWEB agents standing around watching as they drained Firehydrants from a former townhome complex. 3 employees in 3 different newer Ford fleet vehicles to stand and watch water spilling down the driveway for over an hour?!

Reduce costs.

Reduce EWEB's costs so that customers bills can also be reduced. It is well known among the public that employees of EWEB have the most highly paid positions with great benefits. Would that all jobs were like this!

Reduce fixed cost of monthly service

Reduce overhead costs. Reduce the differential between what Eweb charges for electricity and what they pay customers who produce power (solar).

Reduce the basic charges. Finding some other way to subsidize the poor.

reduce the cost

Renewable resources

Replace old lines and transformers as to avoid outages.

Resolve the system of receiving and responding to communication when there are power outages. Not everyone has a Facebook account.

response to situations which may not be the MOST urgent but still present safety concerns (smaller limbs on power lines after storms for instance)

Restore electricity more quickly after outage

Restoring services when there is an outage. We are apparently on the end of a line and service restoration seems to come to us close to last.

Review basic fees. Base charges on utilization of electricity and water. This would focus customers attention on conservation.

Review each customer Individually when assessing fees and deposits

Rotate outage triage so the same neighborhoods are NOT ALWAYS last to be restored.

Run events not in the middle of the day. Would be nice since I work Tuesday through Saturday to be able to go to events to learn more but I am unable to since they usually happen between 10-4pm.

Satisfied with present service

Seriously evaluate large-scale power storage options to allow for increased solar and wind energy efficiency. Include distributed storage options (commercial and residential storage). Identify funding sources to acquire a much higher percentage of the McKenzie watershed in fee ownership or in water quality easements. Begin a

program of replacing all the bare distribution cables with insulated cables to protect against wind and ice caused power outages and to reduce the risk of wind induced fire hazards.

Service is great now!!

Set up some information distribution system for power or utility outages

Smart meters and an organized plan for widespread power outages

some aspects of communication - spreading knowledge of preparedness efforts

some people can use some training on how to v Be courteous to the customers, specially to people who don't speak English very well.

Something needs to be done about the quality of the drinking water in my neighborhood, it has a very unpleasant flavor to it and I have had to switch to bottled water for my personal consumption.

Sometimes my bill feels a bit on the expensive side given our usage.

Speed up smart meter installations.

Spend less money on customer satisfaction surveys.

Stay the same

Stop charging for collecting Storm water. That doesn't mean raise prices on everything else to get your profit back. It means not charging an arm and leg for everything.

Stop charging random fees, lower/be transparent about costs, have a customer service center that actually responds with people rather than a phone tree, overall ease of use. Transitioning accounts should be easier, especially due to the large student population. If someone requests that their account gets closed, don't charge them on it AGAIN. Give accurate information to customers or honor what misinformation was given (looking at you, moving fees)

Stop draining my bank account.

Stop farming out programs to outside services to save a dime.

Stop giving discounts and rebates to electric vehicles. They have a negligible impact to improve the climate crisis. Instead provide vouchers to individuals who trade in their car to purchase an electric bicycle. Bikes encourage good land use and development, whereas cars encourage sprawl and poor land use.

Stop with the smart meter push. The whole process has been disingenuous and will be a costly disservice to the community.

Stormwater fee is not administered fairly.

Taking away the cost of basic service. I feel it's an unnecessary charge that makes the bill more than it has to be.

The bill paying website is clunky

The phone tree Eweb uses for call-ins seems quite removed from its owners. It's hard to reach departments within Eweb through that tree. Other than standard questions like outage and hours of operation.

The price is astronomical! I have to keep my house heated between 62-63 just to be able to buy the food my family is used to. And we have new windows. I have never been charged this much and am considering moving to Springfield so I can have SUB bc I can't maintain like this. I'm shocked this is even legal, and have been in talks with other community members to talk about possible legal action.

The water being out for a couple hours every two weeks or so.

The water pressure seems low to me. Also I do not want chlorine or anything that God didn't put in the water, in the water.

The web site needs some work, especially in the area of payments received "outside" of their payment system. I have no history of payments on their web site because I do not pay through them. That should be corrected. Every month I get a "past due" notice that I am instructed to ignore because I pay through my own bill paying service. This should be fixed.

the website needs updating

Their rates are ridiculous. I work for an apartment complex in Springfield. People choose to rent apartments there because they know they can't afford the eweb bills! How ridiculous is that ? Their rates are causing Eugene Property Owners Financial hurt. I am disabled on a fixed income and I can't afford to run the heat in my apartment! I have to wash my clothes in cold water and I can't afford to run the dishwasher with the heat setting. I'm afraid to even use the oven. When I called customer service at eweb for help, they were totally indifferent and said too bad that's just the way it is.

They are excellent now and should put their efforts into remaining excellent

They are moving constantly in the correct direction.

They could do better at protecting the overhead lines to decrease power outages during weather events.

They could hire more women and people of color.

They have horrible communication with power outages. I signed up for a call last week when my power was out and they never called to inform me when it was restored. And they were very slow to update social media with information. Then need to communicate better with customers.

they need to explain why the electric cost changes when I use different amounts in a month

They need to have better customer service and better rates. I have had EWEB myself in the past with no issue. This time around I had a terrible experience. The customer service was insanely poor and the rates were so ridiculous.

they sell to much power to others. shake up the board with new people and with less ties to certain business groups.

They're doing great. I am proud of them.

those smart meters are they really safe? the way opponents talk they will give you cancer but you say no more radiation than our constanly used devices and computers

To become more involved in the community upgrade some of your equipment at older sites bring more education into the community about preserving energy

To not FORCE us into using the "smart meters" I have 3 friends that work for EWEB and they ALL 3 told me that the smart meter will give incorrect readings.... they are not to be trusted. I also have a neighbor that went to the smart meter and his rates went up almost 50% after it was installed.

Train your customer service team. Get a real map of outages. Put lines underground. Drop the attitude.

Tree trimming

Trim more trees that might knock down electric wires during storms. Put electric lines underground from now on.

Try and keep squirrels out of power areas

Underground utility lines

Unsure, I would like more renewable energy.

Upgrading systems to decrease outages related to weather, expand fiber optic system outside the downtown core.

Upgrading the system to reduce power outages.

use of more renewable resources

Very frustrating, as a retiree, to see that no matter how much we try to save on electric usage, EWEB power rates never go down. Usually they go up because we are told "less power usage = less money coming into EWEB for salaries (especially EWEB General Manager), BPA costs, etc."

Water quality is inconsistent from day to day, too much chlorine or not enough . One day its hard water the next its soft

water sometimes seems very chlorinated, probably due to environmental issues like flooding...

We are pleased, keep costs down

We got a new meter cover with no explanation. We prefer information before changes are made.

We have had more, and longer, power outages in our area in recent years than before. This is largely due to weather. But it seems odd when EWEB has been touting its efforts to improve reliability. Also, internal communication as noted above.

we need alternative sources of water! also, the water needs to be free of carcinogenic chemicals (sprayed on trees) including DDT. Electrical wires need to be underground in dense urban areas.

We purchased an EV using a program offered to us by EWEB. This is the kind of forward thinking that should be extended and enhanced.

We routinely have extended electrical outages of as much as a week. Even after other areas are restored we still have to complain to get any action to restore service.

website needs improvement

Website- payments should be done immediate and not have to wait until open of business. I'm not a fan of the website. Junction City has a better payment method than EWEB and more user friendly

Westway some more physical efficiency in lower cost to your customers

When disrupting traffic --residential or main road-- it's trickier to navigate, as a driver, than a typical road construction project. There are often not signs before a turn, that there is a truck around the corner. Another example would be using cones to direct traffic out of a lane, without proper guidance (flaggers, additional cones, paint/chalk, signs...) for the drivers whose visibility is impeded by utility vehicles.

When there is an outage, the website gives a very rough, worst-case estimation. Fortunately, EWEB staff seems to be doing an awesome job at restoring the service. For instance, a couple of weeks ago when a car crashed into a pole on Willamette, the service was restored really quickly regarding the damage that had been done. (kudos to them) However, the estimated hour of restoration was not adjusted to the new hour and remained the very worst-case one.

When trees are trimmed to remove them from power lines, please have an arborist on staff so the cuts that are made are also good for the tree. Encourage (by subsidizing) more solar and on- demand hot water heaters to save some customers money. In the olden days, when I had a paper statement, I felt more encouraged to give to the service that assists low income customers with their bills - especially in winter. Now that we pay auto pay, it's out of mind. I am not sure how I feel about going to the remote with the meters. I don't know if they will be more accurate. How it will affect current employees (reduction?)

When we lose power it never comes on for almost a week at a time ... why I need a wood stove

With all of the things EWEB has improved, why haven't any of the improvements helped lower out bills? We get more and more new charged on our bills that didn't exist 20 years ago. 'delivery charge', what's that?

Would love for them to discourage watering lawns. The day of GREEN lawns are over in the summer time. Such a waste of water that does absolutely nothing. In our high tech world, why cant gray water be collected and let people use that to water their grass if they have to have green. I'm very passionate on this subject. Wish EWEB would ration water even if we aren't in a drought.

You are doing a great job!

You could send us an email when the power goes out explaining what's going on, how long, etc.

You don't advertise at all about the budget payment plan, or when one is eligible to sign up, and waiting times etc. it feels like a secret or something. I only found out about it from the wonderful woman who helped me trouble shoot the high bill we had received. This information should be printed in every bill! It's very very helpful to be in the budget plan!

Your SOPs for those who cannot pay a bill are inhumane and really should shut you down. If a person cannot pay a bill, your standard procedure is to ask for more than there one month rent, their overdue balanced and the turn back on fee. How is that helping your community??

You're not thinking of going public, are you? Look at PG&E in California! What a disaster. They were so busy looking at the bottom line for investors, they slacked on the necessary maintenance of equipment. Disaster for customers and ultimately bad for investors.

Suggestions / feedback on costs

\$175

\$430.00 a month

add ons

are too high / should prioritize cost cutting methods

As before, please keep the rates reasonable and minimize rate increases as much as possible.

As mentioned twice previously, I am unhappy with EWEB pricing. I heat with wood, am very usage conscious, keep lights off when not needed, yet my bill still keeps climbing faster than my income. Like I said, my first bill in July, 1975 was \$7.00, Now it hovers \$170.00 to close to \$300.00 per month. This seems a bit much.

Base fee is way too high and \$100/mo for a small apartment is astronomically high

base rates are really high!

Both water and electric prices are excessive. My bill is over \$300 a month for no clear reason. Water usage is very high, even though summer water was done and not sprinklers running.

Cost of basic service prices are unreasonable.

Cost seems high. Quality of service is good though.

Cost seems to fluctuate at an irregular rate

COST TO MUCH

Costs are very reasonable

Difficult to understand the basis for my bill costs

EWEB charges more for its services than SUB. I'm told that it's due to bureaucracy and inefficiency at EWEB.

EWEB does not appear to be concerned about saving the customer money. Run like a government agency.

EWEB employees enjoy outstanding benefits and pay, as well as job security at the expense of the ratepayers. When usage goes down, so do revenues, so rates increase to keep the current set of employees on staff. Also, benefits are far out of line with private sector.

Eweb needs to find a way to work with low-income families instead of just telling them to pay in full immediately or suffer with no electricity. The cost for heat is outrageous and needs to be addressed. Catholic charities is very difficult to use, and doesn't solve webs pricing problem or webs unwillingness to work with people who are struggling.

Expensive compared to SUB

Expensive in winter.

explained in previous answers

Feedback

Find some way to store overabundance of power.

Finding some other way to help the poor instead of extracting it from regular customers.

Focus on providing the services in your charter and it will save us money

Having enough information to change my timing of electricity consumption is interesting to me

Having low-cost, flat-rate electrical service is a blessing. I brag about EWEB's electrical prices to my friends and relatives who live elsewhere.

High

hold the steady or lower

How to keep prices affordable in relation to my income.

I am a senior on a very fixed income. Cost/price is always an issue. I would be in favor of anything that might reasonably reduce the cost.

I am a student and the bill can be high. They should consider programs to help students. I am not some undergrad with rich parents. I am a starving grad student. There should be a program for this group.

I am on the annual average payment plan. When I see changes in the monthly billing it would be nice to know things like your bill went up/down because, and then list the reason/s. That might need to be repeated once or twice and included with the monthly statement. If that is done currently, it has escaped me as I go about paying monthly charges. I am going back on page to tell you that I do answer questions about my income.

I believe EWEB should ascertain whether its customers will support greenpower, achieving zero carbon electricity supply, etc., rather than operating programs by charging some customers more. Greenpower should be funded by all rate payers.

I do not support digital meter reading because it reduces the employment of human meter readers and invades my privacy. I also do not appreciate the moves of EWEB to prevent natural gas competition!

I do wonder if EWEB was run not by government and run privately if it would be cheaper???? paying high dollars for PERS people sucks!!!!

I like that idea of paying less during times of least demand

I mentioned earlier in this survey, but SUB has managed lower rates, or at least they were back in 2014. Perhaps look at what SUB is doing that allows them to offer lower rates.

I moved to Eugene from another state, and while the rate per KW is, I think, a bit lower here, my electric bills are much higher because the KW you claim I use are much higher. That makes no sense because I actually use LESS electricity here, especially in terms of the heating/AC system, than I did where I came from. Something is screwed up in EWEB's calculations of KW usage.

I stated this earlier but to reiterate I am happy to pay the cost for quality and reliable utilities. Of course having ways to lower my bill is appealing but I would not want to compromise the quality or reliability simply for a lower monthly rate. I am willing to pay for the power I use but I want to pretty much only be paying for that. I understand costs for employees, maintaining the quality/reliability etc. but I do not want to be forced to pay for climate change programs, school/community events or programs, political agendas, or paying for other users power. Having these as options is fine but it should not be forced upon all users.

I want to know how to save money on water and electricity, e.g., adjusting my usage to non-peak hours.

I would like a way to know that eweb is doing everything they can to keep prices down while investing to find ways for all of us to use less... The balance!

I would like to know how you come up with the cost per watt

If EWEB has vacant property, will they install a solar farm?

I'm concerned about keeping prices low enough for low income people to be able to afford a warm house and clean water. We are fortunate not to need help. But I would value programs that support low income people with EWEB bills.

It's been really expensive getting my and I've started setting the thermostat to 60 degrees to reduce my bill and that barely reduces it

It's ridiculous how much my bill goes up every winter

It's soooooo expensive

Just look at your rates and how much staff, new equipment and lack of good service. Easy fix

Keep low as possible

Keep rates reasonable.

Keep them low/lower!

Keeping rate increases low while EWEB was going through financial problems caused a loss of jobs, fall off in conservation. Small, steady increases would have caused less damage assuming a good fallback for low income people

Keeping rates low for fixed-income people, e.g. seniors

Lock in rates for Seniors on fixed income and make it retroactive to age 62.

low as possible

Lower cost os always a plus

Lower costs

Lower costs and improve reliability.

Lower costs and keeps rates the same all year round.

Lower the cost...many of us cannot afford to pay it!!!

lower the rates

Model Springfield Utility Board. Cut labor. Automate Services. Offer price reduction incentives to customers that are below a certain percentage. Charge users higher rates that use excessive amounts of water and electricity. Focus resources on the tax payers.

more info for customers to use to lower yhe daily usage

More information about price increases.

My concerns about this already submitted in a previous page.

Need to give persons with disabilities a lower rate since we iive on Social Security...

No further comment

Only this month after 11 months of concern, did someone tell me I could have my meter re-read.

Our water bill is "communal" as we do not have individual meters forwater, thus there is no incentive to individuals to use less water. We need some creative ideas to reduce our usage and bills.

paying too much for waste water

PERS, smart meters

Price of wastewater disposal

Prices are too high for retired folks

prices could be lower

quit raising costs; EWEB should not make more than 20% above cost of delivering electricity and water

Rather than building a newer, flashier building in which to house EWEB offices, make do with what you have and think of other ways to be economical about your own expenditures, in order not to pass costs to consumers.

Reduce the costs, they are too high.

Reviewing my records from the past 10 years, the lowest bill was \$104.13 in June of 2010. The highest was \$213.63 in October, 2014. I also noticed a steady increase beginning in 2012. While the average monthly bill has been approximately \$150.00 a month on an annual basis, there have been steady increases. This may be expected,, except I have never seen any tangible results from trying to reduce usage such as disconnecting the hot tub, new insulated windows, energy efficient light bulbs and a new, more efficient furnace. In spite of these efforts, the bill continues to rise and I have never felt it should be as high as it is.This becomes much more important as we moved to a retired, fixed-income living situation.

rising prices

See my prior comment. I applied for LIHEAP, & need it to get by or I'll be in massive trouble. I'm on disability & only have a small, fixed income.

See summary of EWEB cost history at my address over the last 48 years

Sometimes the cost feels high - especially in the summer given that our house doesn't even have air conditioning so I feel our bill was much higher than expected given the relatively low power usage.

Springfield prices are lower than EWEB

Stay market competitive with other Public Utilities. Be a leader in low cost.

The cost/prices of water/electricity has risen tremendously over the years. Every time I call in to get information about it, they just say that it is typical for the size of our family with no real recommendations on reduction. It would be nice to have some alternatives besides "that's just the way it is" type of knowledge.

The fees are reasonable but the fees for things I have no control over are higher than expected

The more I learn about costly mistakes that EWEB has made in the past, the more I am not happy with paying current prices.

The pricing system needs to be overhauled BIG TIME! There is NO need what soever to charge \$20 just to start off the monthly bill be fore any use of electricity has even been used. The power lines bring the electric to the customer so charging for a "delivery fee" on top of the actual usage is redundant! It would be great if EWEB could create a program to help the poorest people in the community pay thier bill year round and every year .

They need to be lowered, way too high.

This survey was informative. I have a better understanding why the cost is high but why is it cheaper in Springfield for example?

Tiered pricing to offer lower rates to those who use less water & power.

To High!

Too expensive

Too expensive. Have switched to wood burning

Too high

Too high

too many cost increases. too often

Too much money for the service fee.

Try harder to reduce prices for electricity.

use variable pricing

Very affordable

Very fair

Very satisfied with EWEB efforts to maintain service delivery at reasonable prices.

Water is too expensive

water rates are high

Way too expensive

Way too expensive. I've said it a ton already in this survey

Way too expensive. So many charges on bill

way too high and you know it. The amount of buildings and new things EWEB sets themselves up with shows that money is NOT going back to the people that need it. You can call yourself public but, there is a board that works in a very predatory business way.

we seniors who are on fixed incomes are having difficulty trying to keep up with cost increases. How about a little help for seniors!

Why pay more for Green Power - we should pay less, charging those who are not in the program more! It is a backwards system.

With all the natural power generating resources available with rivers, wells, dams, and mild climate, our costs should be much lower.

Would like to reduce monthly costs

Would like to see more experiemnts or pilot programs to test out new electric

You need to be like other electric companies that offer low income pricing and level pay plans. I have to move because I can't afford the electric bill!

You will bankrupt us with these Smart Meters, the computer systems to monitor them and the protection you must do from hacking. Analog meters worked great and are easily repairable. Bring back the Analog Meters and rehire all the meter readers you fired. Do not waste 30 million a year (your figures) on the Smart Meter infrastructure. Instead use 30 Million to put Solar PV on every house in Eugene. Please do not let stupidity reign supreme. Listen to the people! Follow the example of Oslo Norway to be a Zero Carbon Emission City by 2030. They are doing it.

Suggestions on billing'

A level payment plan would help many customers. That would make for easier budgeting throughout the year. Adequate.

Allow customers to choose monthly billing day.

allow payment averaging sign up anytime of the year

An updated online interface would be nice. I also like the text messages idea.

Appreciate doing billing online service

As I said, the automatic payment on line system is very difficult to make changes in.

As mentioned previously, change the bill pay portion of the website to make it easier to use and reduce the security requirements.

Average

Bill paying is a bit more difficult to do online fir you folks than other bills I pay online, so making it easier would be helpful!

Bill paying website is poor. I was kicked off, and never able to get back in. I went back to paper bills.

Could be much faster and easier to pay bill via internet.

Current system to view bills (I have autopay) is very clunky. Also seems all billing info could appear on one page for viewing ease.

Design an app to make it easier.

Frustrating that you stopped the credit card auto payment plan like cable and phone services offer

Full notification of any account problem

I accidentally doubt-paid you for several months this year -- received no time of this, and discovered that I can't get rebate for the amount until next year! This is ridiculous. I simply had forgotten to end the previous auto-pay amounts from my bank when changing the amount for this year.

I am not confident about the security of your online payment system (vendor?).

I cant see dynamic changes in online bill

I do not like the idea of charging different rates for different times of the day or incentives for using a different times of the day. All this is going to do is punish people who work regular hour full-time jobs. These are the people who are keeping our economy afloat and already being punished and burdened in so many other ways. People who are home to use at the odd hours should not be rewarded, especially if they are already benefiting from or living off the tax dollars of those who aren't home during these hours because they are out working. I understand this wouldn't always be the case as there are people who work at odd hours or machines that can be set to go off at times when no one is home but I do not believe that is the majority. I would be quite upset to see this change happen at EWEB.

I had to beg a customer service rep to allow me to pay my bills online while also receiving paper bills (the paper helps me remember to pay my bill)

I have a really hard time figuring out your website in order to do things like update my credit card info.

I was forced into electronic billing and I am still unhappy about that.

I would be nice to somehow pay a more regular bill instead of low bills in the summer and high bills in the winter. Seems to me that you could figure an annual average usage for the customer and divide it more evenly throughout the year eliminating the various monthly ups and downs.

I would like EWEB to recognize payments made outside of their payment system and include them in my account's history.

I would love to monitor our usage during a billing cycle. That would be super valuable to me.

If EWEB offered a payment plan that would keep costs the same every month it would greatly help the lower income people keep on top of their bill a little easier.

I am annoyed by the constant security questions and passwords I need to use to look at my bill online.

It needs to be better. User friendly

Keep auto-pay that works best for you. For your service or your bills, we're happiest when we don't have to think about you even though we love who you are and what you do! ;-)

Keep it local.

Keep same

more complete e-bill, to include degree-days, daily (hourly) usage directly on the e-bill, not having to go on-line to look up my acct.

Online bill pay is clunky. Processing takes much longer than it should.

online payment option is great

Online payment system is very convenient and reliable.

Online payment system needs to be improved. I've gone in circles before going from one page to the next just trying to pay.

Online works, but I don't find it easy to track my use

Our bill is always due at the beginning of the month. I have called in often trying to get a billing date change, but the representative says it isn't possible. I like the options you have regarding making alternative payment plans! Especially, when the usage rates go up during the cold winter months! Also, I do not like the city charges on the EWEB bill--it is confusing when trying to get information about the charges--being transferred around to different representatives.

pay online

Please stop sending overdue messages when my bill has been paid already. Please facilitate ebills to Bank of America.

Provide average baseline usage details reflecting a 30-day month

Terrible. Have nothing nice to say about EWEB's business model.

Text payments saves on paper bills. The smart meter saves time and energy for everyone. Bill design is okay. Like the phone aspect in texting.

The bill pay portion of your website looks like it was designed 20 years ago and is inadequate. The portion where you can pay your view your bill should be something very large and more modern. In addition they would enable me to pay my bill twice. just looks like a tired old website and could use some help.

The bills and rates are too complicated. Simplify. Reduce the number of different charges, round off the artificially precise rates. Make it easier to compare usage across time periods and across comparable households.

the change in average pay plan was poorly thought out some dumb bureaucrat's poor idea

The online billing system needs to be updated.

To understand your average billing was hard to understand , so I screwed up on it and had to go back to monthly billing.

Use flat rate billing. Don't hide rate increases in a tiered rate structure.

Very accessible

We do automatic online payments, so it's easy for us, but I think it's a good idea for you to explore pay as you go plan for folks who are watching their pennies.

We have 2 buildings on our property with two separate meters/accounts. I had to update my credit card information recently, and did so online. I mistakenly assumed that my update would apply to both accounts. I got a letter saying I was past due. The website was very complicated (at first) for me to figure out how to update both accounts separately. I am a literate, educated, professional person, and struggled with it. I can only imagine how it must be for those with little computer access or knowledge.

we use budget billing and paperless

website needs updating to make user friendly

Website Sucks, Mobile Site Sucks, App Non-Existent

Won't admit their website scroll button doesn't always work

Would be nice to be able to look at energy and water usage in real time (though this probably has to wait for smart meters)

Satisfaction with EWEB?

Average

Could not be lower, if people had a choice it would not be eweb

Customer service sucks, It was so bad.

EWEB does things right.

Grate road, fishing poles

Great service

Great service overall

High

Horrible. The town has no love for EWEB or their employees that are not helpful to those in need. I have actually had EWEB customer service yell at me when I was helping a low income person have their services turned back on again. Rude and not helpful!

I already previously stated my opinions and concerns.

I am completely satisfied with EWEB, and am sure they will do their very best to keep customers happy.

I installed a new heating system. I understand there was a rebate from the government for \$1200 but he web chose to only give us \$600 and keep half of it for themselves. I don't think that was fair

I would be more satisfied if EWEB would stop raising rates in the winter

I'm pretty sure I have NEVER had any eWeb employee who was rude or dismissive. Everyone I have ever spoken with in my 9 years of service has been helpful, kind and understanding and no one has ever made me feel bad or like I'm a piece of crap when I couldn't pay my bill on time. This has NOT been something that other electric companies I've had in the past have done ðŸ•

Jerks

my satisfaction is good

Overall excellence

See above. I can barley afford it and my house is set at 62-63 in the WINTER with new windows!

Thank you to every person amongst your public-facing staff fir being really helpful nice people!

thanks for my Energy assistance and for helping me get my heat pump and energy efficient windows
There still work to be done. Allowing me to know better off hrs of usage and times & rates would be a plus
Very Good
very happy
Very satisfied
Very satisfied

Feedback on water service

A follow up to my Alert msg for unusual usage would be helpful.

Calibrate usage in hundreds rather than thousands of gallons.

Cant get it, too much money

Excellent

excellent quality

Expensive

How frequently is it tested in my neighborhood?

I always want to know that I have the very cleanest & pure water possible.

I believe my water rates are too high. In fact, they almost are as expensive as my electric rates at times.

I support the use of smart meters

I wish EWEB could notify me when it notices that my water usage has increased a lot--it could tell me I have a leak before the cost mounted up.

I would like to know what the average household water pressure is in EWEB's service area and the ability to match mine against that.

I'd like a way to check if we have any leaks. It would be cool to have advice about drip irrigation problems for the garden. I have my whole yard in timers and maybe there is a way to make it even more efficient and use less water.

If water from the tap sits for a while, the taste becomes unpleasant. I am not sure why this is, probably some additive.

I'm not sure how my water usage is metered and the fees for drains and stormwater calculated.

Inconsistent quality from day to day

is find

Keep Same

Let's get smart meters we have a fenced yard with dogs, and strangers in bright uniforms coming in at random times stresses out the four-leggers, which in turn stresses out the meter readers

Most of my waste water is clean, yet I pay a premium for it

Occasional intense chlorine gas smell during august drought and first rainstorm of the fall season

Reliability is very good.

See comment on cost, need ways to encourage

Seems expensive - including storm water

The water tastes of chlorine ??? What's up with that?

Usage tracking

Very good

Very good service. Clean and good taste water. The only issue is the old pipes of the renting place.

Waste Water charges are high during lawn irrigation season

What chemicals are in our drinking water?

Feedback on electric service

charge lower prices to vets and seniors

decrease service charge, increase \$\$/kW

Elect seems to very uneven (surges)

Excellent

Great

Great service overall

Hum

I have solar electricity generation, and feel the rebate program for excess KWH's is an insult. Paying only a couple cents per KWH acts as a strong disincentive, and also results in customers installing smaller solar units when they have solar capacity for larger generation.

I support the use of smart meters.

I would love it if we could see details of electric usages in real time. Log on and see a detailed chart so we can figure out what our usage truly is at different times of day, by the hour or minute too!

It would help customers who struggle with paying bills if EWEB help customers lower their bills by making sure everything is as energy efficient as possible. When a customer is struggling paying for the cost of electric (sometimes water as well) it would be helpful if EWEB could actually find a way to help the consumer to lower their bill by making improvements such as helping to weatherize housing/apt so they don't have to use more electricity to either warm or cool things down.

Let's get smart meters we have a fenced yard with dogs, and strangers in bright uniforms coming in at random times stresses out the four-leggeds, which in turn stresses out the meter readers.

like the eweb customer share

Lower costs

No Change

No smart meters!!!!

Notifications for programs to decide what heat source system upgrades are city advised and supported.

Reliability is very good.

reliable

Thank you for doing such a reliable and seamless job that I never have to think about it.

Too expensive

too expensive and prices are showing your infrastructure and EWEB's corporate structure. Again, I know it is public use but, it is run in a corporate structure, not a community structure. You need a competing company to show you how horrible you are.

We already have electronic autopsy and pay for green energy.. so some of your questions nonsequitor

worried about losing power in a storm

Feedback on outages

Alerts. No power = no phone, no computer, no TV. I do not have a smart phone.

Are repaired quickly

Be proactive. Not reactive. redo overhead to UG wires, Fix old areas quicker.

Because I suffer from SEVERE sleep apnea and my C-Pap doesn't have a battery backup (my insurance doesn't cover it), if there are any programs or situations where you can provide a way to have power like a loaner generator or something like that, could be the thing that saves my life. I have insomnia as well, so I don't sleep during normal hours and although I'm sure you strive to get power back on before the nighttime, it doesn't do me any good because I won't be safe going to sleep when I normally do during the day if the power is out ðŸ™,.

Better communication with outages.

Better detailed information.

better estimates when an outage will be over. Shorter outage (mine lasts 5-6 days every year or two).
Better prepared for widespread outages and better response time in restoring power. Six days and some times longer in other areas is outrageous and dangerous.

During the ice storm 2 years ago, we could see house light just blocks away while we, in the SE Hills, were without power for several days!!!!

Every time we have an outage it is always for days or weeks and EWEB never has a good idea as to when it will be repaired. GET REAL

Every year I am without power -0 yet the newer neighbourhoods are always fine as the loines are below ground!
Update them please - and stop cutting down trees!

explained in previous answers

Five days! Without power! Good thing I could stuff my freezer with snow but not having heat was silly

I already mentioned this

I have given prior feedback. Do a better job of anticipating poor winter weather and take care of trees/limbs/equipment before they become a problem! Communicate better!

I live in a densely populated area, it is not forested, except for residentially planted trees. My power was out for over three days last year and I find that unacceptable service by EWEB. I had spoiled food, my husband needed to plug in a medical device, and this all happened during a huge snow storm.. I recommend that Eugene to convert to underground power lines as many other cities have. this to me is money well spent, especially if it saves on the cost of fixing outages during storms.

I live on a steep street that is never plowed after a heavy snow fall and my electricity is out for 5 to 6 days at a time it would be nice if you could get the city to plow more streets where there are power outages so people like myself (74 years old) could get out and are not stuck in an unheated house for that long.

I loved the outage updating system when we had the big storms. Thank you for that.

I want to say that the power outages that were occurring in our area have been drastically reduced with the upgrades to the equipment in the Ferry Street area. Thank you!

it seems there are often outages in north eugene, maybe updating power lines to be underground

It snows here. EWEB needs to be able to restore power even when there is snow on the ground. Weeklong outages because you can't work in snow are unacceptable.

Local distribution cables should be replaced with insulated cables for ice outage reductions and for fire risk reduction.

Minimal

More detailed information about outages.

Need better information during outages

Outages are far more frequent than anywhere I've ever lived. The communication during outages is largely terrible. The one exception is during the large snowstorm last winter - your twitter team did a great job communicating.

Outages have been more frequent and longer lasting in recent years. I realize that you can't control many of the causes but providing more information about how long they are likely to last would be very helpful, as would notification when the problem has been resolved (if I'm away from home).

Outages in our neighborhood are more frequent and longer in duration than in the past. Some of this is of course climate-related but multiple-day outages during winter storms are difficult. Rotating restoration schedules would seem more fair EVEN THOUGH we are a smaller service neighborhood.

Outages where we live are very rare

plan to fix winter outages

Please trim trees and put wires underground

Power seems to go out frequently. Did not experience this at my former residence.

prevent outage

proactive plans needed

Replace old lines and transformers. We lose power every year in our neighborhood.

Several years back a DUI driver knocked down a power pole on Coburg road. Power was out for several hours, however when power resumed my house experienced a spike which cost us over \$900 in repairs to appliances.

Slow in my part of town

Snow storms are a normal thing now. Preventative efforts to stop outages seem important.

Stay in communication with affected customers

Storms in the last few years caused lengthy outages in areas near where I live. Crews were amazing but I wonder if more preventative work was done the damage would be lessened. I think this should be a big priority. I worry about my elderly neighbors.

Text info on power or water outages

The best thing they can do to improve image is reduce outages, both frequency and duration.

The Dillard Rd Transformer is suspect almost all the time.

The outage system is really appreciated but often doesn't update in real time. In the McKenzie neighborhood outage maps are often slow to update. Or continue to be stuck on "assessing".

Too many

Too often

Trimming back the trees and creating clear right-of-ways to reduce the potential for downed power lines.

Upgrade of lines to our house

we are always at the end of the list when power is down even though we live downtown just south of the fairgrounds. not enough folks on our line i guess.

We are in one of the small areas that get service last whenever power goes out and we lose power first. Wish we had some way to be able to avoid having to sorbs 4-5 nights in a local motel with jacked up prices due to our desperation! Could you work out a situation where the hotels couldn't double their prices when we really need help!?

We had a new meter installed and had hoped that it would be the new Smart Meter we had been waiting for, but didn't get one. We are not looking forward to the next outage where our house goes to the bottom of the list because we are on a branch line that only serves only 2 or 3 blocks so that when there is an outage we are out for 4+ days at a time.

We live in a neighborhood with underground utilities. Please make it a goal to expand underground utilities to the entire city.

We lose power multiple times a year. During the bad ice storm we were without power for 6 days. Last year we were without power for 38 hours. It is beginning to be a problem where we don't trust EWEB to provide us power during the cold winter months and we have to prepare our house to deal with losing power. It's pretty annoying, costly, and seems preventable or at least something that should/could be improved.

We rarely lose power but when we do, we are one of the last groups to have it restored. We have been told that is because we are in a small pocket of homes (seven) to be served.

We wish that during mass outages we could have more frequent updates and faster restoration times, but I realize that this is a question of not having enough manpower. We are appreciative of all that you do!

Well, we have had 4-5 day outages even though we live less than 2 miles from downtown. It is very difficult to get any information when the power is out. It would be great if EWEB would start a program to help, e.g., checking up on elderly who are without power, providing assistance to keep frozen food frozen, etc.

When major outages occur it would be great if EWEB could update their system at least 2 times a day .

When we have citywide outages, our street is often close to the very last street in the city to have power returned. Despite that, I think the people who work through these outages are heroes. I keep thinking about the winter a few years ago when we had no power for a full week. And I know people were out there in the snow and ice and cold, working 24/7 to get power back on in the city. I'm really grateful about how seldom we have outages and how hard EWEB works to restore it. 🙏

When we text info about an outage, would like regular updates

Winter outages too frequent and too lengthy! Prune risky trees ahead of time.

Worried if I have to run water after an outage? Have no idea what I'm drinking with the water if I drink right after an outage. What if I miss an outage and take a shower immediately after the outage is over?

Would really like to see an end to the amount of power outages we have in the South Hills on a regular basis. This is absolutely awful

Other comments

Alternative Energy: Look for ways to obtain federal funding (Green New Deal?) to install solar panels, windmills, wave energy or other alternative energy sources.

As I said in another answer, I think you should have people doling out your customer care program that work for you or start a completely different or separate section to handle it because it's been mishandled by the social service agencies that do it now. For example, I am disabled and usually would be first on the list of people that get help over people that CHOOSE not to work but there's been at least 3 years if not more in the last 9 years that I didn't even receive customer care or LIHEAP for that matter because the social service agencies are not able to handle the task they are given. Case in point this year when I DESPERATELY need help because my rent tripled recently, I have been overlooked because of an error in the paper work sent in and when I called several times to inform them about it before they would have received it, no one answered my calls and msgs, so my application more than likely got thrown out all the while several people I know that can work but don't have received aide already and I have toddlers in my house and can't even get someone to call me back to get another application. Also, I wish you guys would extend the program where you have us do work sheets etc for bill credit and really help people try to be more aware of their bills and usage. It helped me out tremendously and I'd do it every year if I could

Carbon footprints are very hard to calculate and the carbon issue is extremely complicated. Just listening to the news does not give one the full depth of the information, but rather one needs to listen directly to what the scientists are saying (I say this working as one). Baseload powers and the duck curve are complicated issues. So are such controversial topics like nuclear power and carbon sequestration (not sure why this became controversial). But these techs are important. Additionally that energy and transportation are not the majority of our footprint usage. People need to be informed about these things if we are to really make a difference. carbon offsets- current research (see Dominick DellaSala at GEOS, indicates that planting new trees is not very helpful for these next ten years.....we need to focus on proforestation, keeping and growing the mixed forests that we currently have. Thank you!

Climate change

Customer service reps. They are terrible.

emergency preparedness education and incentives

environmental conscious lawns

Equity

Eugene is in a difficult spot with jobs reduced & high housing costs. It's a good time to maintain your employee numbers, avoid price increases that are avoidable, and exercise extreme fiscal responsibility.

EWEB could be a leader in installing and operating electric vehicle charging stations in the community, but it does not. I see this as a complete failure of EWEB and misalignment of priorities.

EWEB must encourage more Solar PV and wind energy production.

EWEB needs to stand-up to the City of Eugene and cease collecting fees for wastewater and stormwater! These two areas must be the responsibility of city government. Rate payers are being hoodwinked. Please rectify this being laid on your customers's greivous mistake

Get serious about requiring watershed protection along the McKenzie River

I am very grateful for the program that allowed me to purchase efficient windows for my 1950s ranch house. They insulate for winter and allow a breeze in summer. And paying monthly was painless. What happened to the solar unit program?

I have an issue with my neighbor. He cut a whole in the brand new fence boards we put up and his reasoning was "EWEB told him he has to do that because they have to be able to read his meter". I called EWEB and was informed by the person I talked to that it is his responsibility to have his meter visible and not ours. He gives all the excuses like he has a dog so he has to keep his gate locked etc. I understand this is a neighborly dispute and not EWEB's place to get in the middle of it. However, I do wish EWEB would strictly enforce that someone's meter needs to be visible from their OWN property. You should not have to or be willing to go onto another persons property in order to view someone else's property. The way it is now, even with the hole cut in our fence, you cannot view our neighbors meter without being on our property and I feel this is very wrong and a violation of my rights as a customer. I would be extremely happy to see EWEB enforce a policy that users meters must be visible from their own properties as this would solve our issues and we would be able to fix the ugly hole in our brand new fence.

I look forward to new meters so reading is done electronically.

I'd like to be exposed to less EMF (smart meters, 5G, etc...)

If you charge different rates during different times of day you will penalize those who have no choice (usually poorer) during what time of the day they use power. You will unavoidably create first and second class users. You may push people out of power usage altogether.

Loan for Ductless heat pump

Meter reading

NO SMART METERS

Other than electrical outages, it takes EWEB forever to respond to problems. Our water meter leaked; EWEB promised to fix it, but it still took well over a year for the work to be done. And that was after months of calling and being told that no one was aware of the problem.

proposed plans mentioned in this survey

smart meters and invasion of privacy

Stop demonizing CO2, CO2 is plant food and has no effect on climate.

The plan to charge different prices dependent on time of day will not be perceived in customers best interest. More than likely current prices will become "low prices" and higher prices will be charged for "high use" periods.

Underground power lines to prevent power outages.

Visual blight

We will buy an electric vehicle soon. We would love help getting more charging stations in town, and help getting electricity to the curb for charging. We have a home from 1907 and it does not have a garage.

Web should promote solar and wind power

Would love to be able to pay my bill

2020

EWEB Community Conversations Report of Findings

JANUARY 2020

Prepared by:



kjsmith associates
Planning & Business Development

TABLE OF CONTENTS

SECTION	PAGE
Summary Report	
Background & Objectives	3
Methods & Stakeholder Profiles	3
Observations	4
Follow-up Considerations	7
Appendix	8
A. Priority Topics, Findings and Extensive Participant Quotations	9
B. Community Benefit Tally Table	20
C. Findings by Question, Extensive Participant Quotations	21
D. Discussion Guide	39
E. Priority Topic Descriptions Discussion Aid	42
F. Community Benefit Investment Discussion Aid	43

Qualitative research is exploratory.

Conclusions offered in this report are based solely on the findings of these interviews and should be considered in context with other inputs and research.

BACKGROUND & OBJECTIVES

Eugene Water & Electric Board (EWEB) periodically solicits direct input from customers to gauge customer expectations around a variety of economic, technological, organizational, performance and other factors to support future decision-making.

KJ Smith Associates, a Eugene-based planning and business development consultancy, completed a prior qualitative study in 2017 and was again engaged to conduct a series of individual interviews with selected community members. This qualitative research was designed to gather a broad spectrum of community views around strategic investment priorities and community benefit spending, and to gain an understanding of the current customer relationship and gauge changes, if any, to the prior study.

METHODS & STAKEHOLDER PROFILES

KJ Smith Associates worked closely with EWEB management to refresh a baseline questionnaire initially developed in late 2016 and to identify participants. Between October 23 and December 6, 2019, twenty interviews were completed. Interviews averaged just under one hour each in length. Interviewees received a participation incentive of \$50 to designate to a local nonprofit agency of their choice. Interviews were recorded, transcribed and analyzed to form the basis of this report.

Interview participants were selected to represent a broad cross section of community stakeholders and points of view. Ultimately, 20 community members from seven stakeholder categories were identified and completed interviews. No one category adequately reflects any one of the individuals who participated (for example, an individual in the Energy/Alternative category is also a business owner, a young professional is also a business owner and major advocate of economic development). The “Thought Leader” category reflects individuals from a variety of professions who are actively engaged in our community. Fifteen of the 20 interviewees participated in the 2017 study.

Category	Count
Community Groups	1
Economic Development	1
Major Customer	2
Low Income	3
Energy/Alternative	3
Young Professionals	2
Thought Leaders	8
Total	20

OBSERVATIONS

Observations reflect a synthesis of the overall findings and are organized around three areas of inquiry; perceptions about the organization, strategic priorities and community benefit funding. The 2017 study also explored perceptions about the organization and strategic opportunities. Significant differences between prior and current study responses, if any, are noted.

Perceptions About the Organization

Top of mind perceptions about EWEB as an organization were overwhelmingly favorable. Responses converged around themes of “being well run,” being “willing to do things differently,” and having “good resiliency plans” for emergency response.

About two-thirds of participants interviewed in 2017 perceived that EWEB has changed for the better over the past two or three years. Many give credit to “positive” changes brought about by “the new general manager” and a “refocus” on EWEB’s core mission. One participant perceived EWEB has gotten worse, citing a recent commercial development issue. The balance of 2017 interviewees’ perceptions of EWEB have not changed but are positive overall.

A sizeable majority of participants agree or strongly agree that EWEB is a credible and trusted partner. These participants point to a “track record” of “good experiences” as well as reliability, positive interactions with listening and follow-through. A minority who were less favorable shared stories of recent commercial developments where lack of proactive coordination from EWEB created inconsistencies in their view of EWEB as a trusted partner.

Many participants “assume” with confidence that EWEB is preparing for the future, though similar to the study in 2017, many acknowledge they don’t know what EWEB is actually doing (e.g. “I don’t know of any specifics. But I do have a positive view of their preparedness.”). A general perception that EWEB is well managed and has “good planning and financial management” appears to contribute to perceptions of EWEB’s preparedness.

Interestingly, high visibility and controversial issues of only a few years ago (e.g., riverfront, ROC buildout/use) were rarely and mostly only briefly mentioned. In the 2017 study, EWEB received high marks for customer service and reliability but was seen as a “fluffy” or “bloated” bureaucracy by most commercial customers interviewed. EWEB is perceived to now better “stick to their core” than in prior years and this was well received by virtually all participants. While this “lean management” is appreciated, a notable sub-theme emerged that perhaps EWEB “has gotten very quiet, perhaps too quiet,” and should reinstate some targeted communication around the major initiatives and plans.

Priorities

Participants shared their views on six topics and ranked their relative importance:

- Reliable electricity and water supply and disaster preparedness.
- Economic development and prosperity.
- Energy and water conservation.
- Climate change initiatives.
- Social needs support.
- Customer service and responsiveness.

Reliable electricity and water supply and disaster preparedness is unequivocally the top priority from among the list of priorities – it is “top mission alignment, critical,” and EWEB gets high marks for current reliability. However, participants have many questions about whether or not EWEB is on track to “update and replace aging infrastructure.”

EWEB received mostly high marks for **customer service** and a significant majority of participants don’t feel additional focus is needed in this area. This mirrors 2017 findings and we heard again the clear subtext that responsive customer service is a “normal part of doing business and expected to be excellent.” Customer service ranked lower on relative priority by the numbers, but only because *additional* investment isn’t viewed as important. The rankings belie the comments – customer service is essential, a given. Consensus is “keep doing what you’re doing.”

Economic development and prosperity averaged a second tier ranking amongst these participants and slightly higher than 2017 overall ranking. Generally, a utility is recognized to be critical to economic development contributing to job growth and the desired short- and long-term future state of the community. A very active “partnering and collaboration” role for EWEB is viewed as most appropriate and was encouraged by nearly all participants.

Views on **energy and water conservation** and EWEB’s role as an educator and advocate for conservation were nearly identical to the 2017 study; it is a good thing to do because it means lower rates for rate payers, reduces demand on expanding costly infrastructure and is an area where individuals can “take personal responsibility” to steward a valuable natural resource, regardless of its abundance.

Climate change initiatives were in a relatively lower-tier priority overall, with just over half of participants putting it as a mid-tier priority. This is similar in terms of its relative placement in 2017. Among these participants, the sobering reality of climate change seemed unquestioned. However, support for EWEB to aggressively invest in particular initiatives is lukewarm by many participants. EWEB’s approach to climate change initiatives should consider if there is “value

back to the ratepayers,” and be done through partnership with other large public agencies and organizations to realize “collaborative gains.”

Social needs support garnered the most distinct split among participants, ranging from a top-tier priority to a lower-tier relative to other important topics. There are different views about how to best address social needs support but these respondents shared a sense that EWEB will need to consider its role on multiple levels: continuing direct social service support/customer donations; consistently employing a lens to consider impacts of “unrelated” strategies on low income residents; and recognizing the importance of other priorities’ “trickle down” positive impacts on social needs support (e.g. reliability, conservation and economic development).

A few suggested there were priorities missing from the list: “better...partnerships” to accomplish priorities; “community integration” and “community outreach;” one person mentioned workplace values - “being recognized as a leader for how they manage staff.”

Community Benefit Funding

A new area of inquiry for this 2020 study was to gauge participants’ views of appropriateness of potential investment in ten public benefit categories, funded by customer rates.

- Property acquisition to protect drinking water
- Research/innovation.
- Carbon offsets.
- Customer incentives for electric vehicles.
- Youth sports or afterschool activities.
- Schools/educational programs.
- Housing affordability/homelessness.
- Economic development grants.
- Equity/diversity programs.
- City services like public safety and parks.

Overall, **property acquisition to protect drinking water** and **research/innovation** were **most mentioned as appropriate** by a notable margin relative to all other areas. The guiding principle for determining what would be most appropriate was “close alignment to mission.” Participants also generally place high value on “strong collaboration” and “partnering” to all public benefit investments. This held true for even the most appropriate for EWEB support - property acquisition to protect drinking water. In this case several participants suggested EWEB’s role would be to contribute funds and support the work of other agencies that would actually be in the business of acquiring property.

Although research/innovation was widely supported as a most appropriate use of public benefit investment, there wasn’t a strong single stream of thought for what exactly this research might involve. Again, the general principle is that research/innovation “needs to stay closely related to the mission of water quality and energy reliability for the community.” The range of suggested research included “equipment to make rainwater collection at home safe,” to “small scale storage of electricity to distribute during crisis,” to “hydrogen power from California.” A

minority of suggestions linked research to social needs such as homelessness and accessibility of fiber for low income residents.

Equity/diversity programs, city services like public safety or parks and youth sports or after-school activities were least likely to be seen as appropriate community benefit investments by a significant majority of respondents. These areas were seen as the purview of other organizations' expertise and not as well aligned with EWEB's mission.

Most participants felt a range of three to five percent (3-5%) of their EWEB bill was reasonable to help pay for public benefit programs; the range of rates ranged from .075 percent to 25 percent. It is important to note that a common caveat to this was clear and transparent communications around investment choices that might be made, along with regular performance and outcome benefits achieved.

FOLLOW-UP CONSIDERATIONS

Communication/Outreach

EWEB enjoys a high level of confidence and gets good marks from most participants for sticking to the mission and focusing on their core utility business operations. Generally, "no news is good news." However, given EWEB is viewed as vital in filling "basic human needs", instrumental to economic development success, and essential to community resiliency, there is some potential discomfort with going "too quiet." EWEB should consider reinstating some opportunity to directly connect and communicate organizational plans and priorities with key stakeholders and more broadly with the community.

Disaster Preparedness

Overall, participants are extremely concerned about the potential negative impact of future climate changes to the sustainability and affordability of the community's water quality and electric power. Increasing awareness of personal preparedness in the event of disaster appears to be trending up and EWEB's current activities to inform rate payers about what individual community members can do is viewed favorably. Continuing and building this effort seems productive. EWEB's broader system planning and preparedness suffers from lack of awareness among participants we spoke to and could be addressed through the communication/outreach tactics offered for consideration above.

APPENDICES

- A Priority Topics, Findings and Extensive Participant Quotations
- B Community Benefit Investment Tally Table
- C Findings by Question, Extensive Participant Quotations
- D Discussion Guide
- E Discussion Aid – Priority Topics’ Descriptions
- F Discussion Aid – Community Benefit Areas

APPENDIX A: PRIORITY TOPICS, FINDINGS & PARTICIPANT QUOTATIONS

	Tier 1	Tier 2	Tier 3						
<p style="text-align: center;">RELIABLE ELECTRICITY AND WATER & DISASTER PREPAREDNESS</p> <p style="text-align: center;">Tally</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Tier 1</td> <td>14</td> </tr> <tr> <td>Tier 2</td> <td>2</td> </tr> <tr> <td>Tier 3</td> <td>4*</td> </tr> </table> <p>*See interviewer observations.</p>	Tier 1	14	Tier 2	2	Tier 3	4*	<ul style="list-style-type: none"> • <i>“Clearly reliable electricity and water supply and disaster preparedness is what we’re all counting on EWEB to do.”</i> • <i>“I think this is their reason for being. That’s like the mission.”</i> • <i>“Top priority because this affects the whole community, it could be catastrophic, it’s critical to our survival.”</i> • <i>“That’s what EWEB does and that’s what we rely on them for to keep our community functioning. At the end of the day I see that as their responsibility to our community.”</i> 	<ul style="list-style-type: none"> • <i>“At the top, reliability investment aging infrastructure, you’ve just got to invest in that.”</i> • <i>“Aging infrastructure obviously and preparedness...People are so dependent on that, that’s extremely important.”</i> • <i>“By making investments, improving its infrastructure... it’s part of their job, it’s what they have control over.”</i> • <i>“They’ve got to stay technologically competent so they can meet their customers (needs) and provide necessary revenue to do what they need to do.”</i> • <i>“Prepare for the worst-case scenario - that’s what’s going to happen and maybe even worse than we’re now predicting. Scientists continue to see that it’s coming faster than we thought so that should be the key thing that EWEB’s doing. How will we, Eugene, persevere in terms of water and electricity.”</i> 	<ul style="list-style-type: none"> • <i>“I appreciate that you’ve diversified the portfolio you’ve got but I think we do need to think about alternative sources of water.”</i>
Tier 1	14								
Tier 2	2								
Tier 3	4*								

Interviewer Observations Summary

Clearly the most important priority for virtually every participant, this is viewed as essential to EWEB's mission fulfillment. Any third-tier rankings (*4) are more about participants' sense that EWEB does a good job at this highest of high priorities. Reliability has close interrelatedness with conservation, customer service responsiveness (e.g. potential power outages or water shortages) and climate change initiatives.

Disaster preparedness is an important issue in and of itself. Currently EWEB is viewed as performing well in this area overall. However, many are concerned about the unknown risks and impact of future changes to water security and power availability for a variety of reasons including climate change. Most concerns relate to participants' lack of awareness of investments being made to address aging infrastructure, development of viable alternative sources for water/power in the future and investment in promising potential technologies/resources that could help provide future sustainability for the community.

Affinity Area(s):

- *Conservation*
Support customers' increased sense of personal understanding/accountability to reduce demand and defer costly investment to expand infrastructure.

ECONOMIC DEVELOPMENT & PROSPERITY

Tally

Tier 1	7
Tier 2	11
Tier 3	1

Tier 1

- *“I think if you take care of [econ dev /prosperity] the ability to take care of those social service needs and some of these others, kind of fall into place in my mind.”*
- *“Their role in climate change and all of that is important but economic development, making sure you have affordable electricity for low-income customers, those things are I think key.”*
- *“Without quality economic development the ability to pay for these services is limited frankly to the individual users of the service. When you get down to the social aspects of it, if you don’t have this, this is going to be dramatically impacted.”*
- *“We can’t have any kind of development without utilities being on board with it, particularly power. We are in a tech-based economy they have to be able to do the things they do, it’s critical.”*

Tier 2

- *“I’m kind of bullish on expanding the downtown fiber network out to neighborhoods within the city so we can have better connectivity. It’s an economic development issue. Businesses that are high technology business are going to lean on EWEB for support.”*
- *“I think that just being collaborative and working together with businesses to have a more prosperous city. The more partnerships that EWEB can do, different businesses and initiatives for employees within those businesses I think just build a stronger community.”*

Tier 3

- *“It’s not really economic development, I don’t think it needs to be at the top of what we’re doing.”*

Interviewer Observations

Economic development remains a high priority. Participants view it as a catalyst for broader impact that will address multiple priorities. They encourage EWEB to collaborate with local government and businesses to toward growth and prosperity in general, and that these efforts will likely also provide support to important social needs. The downtown fiber project seems to providethese participants with a non-controversial example of how EWEB could engage in economic development. Not surprisingly, key account customers are clear that EWEB has a direct and important impact on their own and other local business success. An approach to economic development that would be supported mirrors what we heard in 2017: Keep alignment to core operations and mission and collaborate with other agencies/local government who may take more primary roles in economic development activities.

Affinity Area(s):

- *Social Needs*
Increases income, reduces need for low income subsidy.
- *Infrastructure*
Expands capacity of service area to support EWEB investments in future sustainable electric and water systems.

ENERGY & WATER CONSERVATION

Tally

Tier 1	5
Tier 2	11
Tier 3	2

	Tier 1	Tier 2	Tier 3
	<ul style="list-style-type: none"> • “We don’t talk enough about water. Water security is something, and this is part of it where you’re conserving the water. A lot of times, I think we forget that, we don’t talk a lot about EWEB and water. ...the quality of the water...” • “I think this is really important and it starts facilitating everything else. You start doing energy and water conservation and maybe there’s less infrastructure or the infrastructure doesn’t wear out as quickly.” • “Because this the product and service that it is, it ranks up there with food. So that would give you an idea how important I think it is.” 	<ul style="list-style-type: none"> • “It’s a public entity so I think this is indisputable and we have a role in the climate change which I think conservation.” • “EWEB has (such_ expertise and knowledge that even if they’re not the decision makers they have a responsibility to collaborate with partners.” • “If you’re (conserving) then it’s helping with reducing your carbon footprint.” • “It all flows to everything else if you conserve energy ...more opportunity, more money for other programs or projects.” • “Provide incentives to businesses to replace older equipment ...then we would use less electricity ...sometimes it doesn’t make sense to buy new when you have something old that is still working even if it is less efficient.” 	<ul style="list-style-type: none"> • “I genuinely think energy and water conservation is not a major concern for a lot of people in Lane County because so many people are living in poverty that this is very far from people’s minds. They’re focused on their day to day living and how to survive, energy and water conservation, is maybe not as representative as a concern of the total population.” • “There’s no silver bullet to the climate issue or energy crisis but there’s silver buckshot. You see, you’ve got conservation, you’ve got wind power, you’ve got solar energy, geothermal -conservation measures last forever.”

Interviewer Observations

Energy and water conservation remain high priorities. Participants generally view conservation as an important component of overall future reliability of energy resources and helping with climate change. It is also viewed as an area that both residential and commercial customers can take practical, affordable and actionable steps to support at a micro level within the community. Many found climate change and conservation as difficult to separate in our research topics. Suggestions included a greater focus by EWEB on neighborhood-based systems, facilitating greater customer insights into consumption usage and self-management through reporting and information sharing, encouraging higher density home construction and creating 'Green Power' renewable energy alternatives which might have "opt-in" incentives.

Affinity Area(s):

- *Climate Change*
Conservation is the first step on a continuum for actions that can be taken.

CLIMATE CHANGE & RENEWABLE ENERGY

Tally

Tier 1	5
Tier 2	8
Tier 3	6

	Tier 1	Tier 2	Tier 3
	<ul style="list-style-type: none"> • <i>“Doing maintenance and making sure we’re ready for the future is really important... the recognition that something has to be done around climate and making those investments.”</i> • <i>“You need to do climate change for the future, figure out how to do that.”</i> • <i>“We have a role in the climate change which I think is conservation.”</i> • <i>“EWEB needs to be thinking 5, 10, 20 years in the future about climate change and changing energy markets, the writings on the wall it’s important to be thinking ahead.”</i> • <i>“Well it’s just becoming more and more critical in our awareness the effects of human beings on a planet especially when it relates to climate change and whatever we can do to reduce our carbon footprint or impact I’m all for it. I don’t know what that means for incentivizing people.”</i> 	<ul style="list-style-type: none"> • <i>“The major challenge they’re facing in the next 5 to 10 years is climate change and how to stay competitive and balance basically the cost benefit analysis for that.”</i> • <i>“If the goal is to cut the community’s overall greenhouse gas emissions I don’t know where EWEB is in terms of their sources of energy right now. I’m presuming they’re not at 100% renewable right now, there’s progress to be made. There’s an important role as a community leader and partner for EWEB to play in that.”</i> • <i>“A huge challenge with climate change because most of our power is hydro as snowmelt changes and we get less reliable flows... that both quality for our drinking water and electricity generation ...that’s problematic. A huge piece for me with climate change.”</i> 	<ul style="list-style-type: none"> • <i>“Climate change is a really difficult one. They have to keep the price economical as possible to help the social needs support but, at the same time, incentivizing solar panels and insulation is kind of old school. I don’t know how much they are doing or could do based on their mandate to supply electricity and water.”</i> • <i>“Climate change initiatives, because of our political landscape, feels very polarized. You don’t have a whole community buy-in about climate change.”</i> • <i>“The idea that we can make a difference on climate change it’s hard to sell. That we’re only one grain in a whole bag of sand ... if we could leverage our existing infrastructure to create new solutions that could actually be scaled or even be transferred to other communities.”</i>

Interviewer Observations

Participants agree EWEB is at the center of climate change conversations by virtue of its critical role in providing sustainable energy and water in an uncertain and troubling future. However, there are differences of opinion on how much EWEB should take on as one single, albeit key, organization within the community for what is recognized as a highly complex issue with many external forces at work. There is alignment for EWEB staying close to its core mission in planning, securing and providing resources in the future that are sensitive to environmental impact. Beyond this, many participants feel that EWEB can best play a strategic role in supporting other key agencies, organizations and businesses as a partner for change and progress. EWEB is in a unique position to help create collaborative gains through this network without necessarily taking on direct costs and responsibilities beyond its mission parameters. Active communication about EWEB's role and level of engagement on this topic is something that many participants would like. People are worried and not sure what to do or how to help. EWEB may be able to support a broad, strong community appeal to aspirations and values such as "invest in the community you want to see, you can make a difference."

Affinity Area(s):

- *Conservation*
Conservation is inter-related. It is part of reducing and mitigating climate change impacts.
- *Reliability and disaster preparedness*
Infrastructure investments and sources of water/power integral with proactive climate change planning.

SOCIAL NEEDS SUPPORT

Tally

Tier 1	8
Tier 2	3
Tier 3	8

	Tier 1	Tier 2	Tier 3
	<ul style="list-style-type: none"> • “How EWEB is supporting and protecting people with low-income.” • “There are people who can’t think about the long-term, that may not have power/water next month and I think part of EWEB’s mission to the community and obligation is providing low income bill and energy efficiency support if they’re not taken care of then you get EWEB customers that don’t have power or water.” • “I hope EWEB understands the importance of the low-income bill and energy efficiency support because without it a lot of people would maybe lose their housing or be in a bad spot. It literally changes lives, and it seems small to but some people, but it absolutely changes lives.” 	<ul style="list-style-type: none"> • “The need for EWEB to be a proactive partner, maybe a proactive supporting partner in some cases, but to say this is part of EWEB’s mission, this is what they can do, but it’s also what they’re asking their partners to do. Breakdown silos because no one entity, the challenges and the changes needed are huge. Absent partnership they’re not going to have it.” • “I think there are other entities that are engaged or other forces that are pushing - that is happening whether or not EWEB were to champion that. And obviously they need to be participants but don’t necessarily need to lead the charge on those.” • “We have such a need in this area for homelessness and on the line of poverty that we have to keep children/elderly with the lights on and warm. That’s really important. Nothing else makes sense without that.” 	<ul style="list-style-type: none"> • “I think as our economy is stronger, hopefully these lessen. Not as much need for social support although there’s a lot to overcome there but I the better we do these top tier things then these are things are just able to be done as well.” • “For me economic prosperity lends to it trickles down to everything else. Social needs because we do have a low area of needy in income so there are a lot of people that are there.” • “I think there are other agencies that’s more their mission to be maybe in partnership they can help.”

Interviewer Observations

As was the case in 2017, support for social needs is of concern to virtually all participants. While there is recognition that EWEB plays a key role in providing affordable rates and low income/equity programs, it is not viewed as the natural leader to address this broad and complex community issue. Similar to climate change, EWEB is primarily viewed as a collaborative partner within an extensive network of agencies and organizations that have missions that are more directly aligned to social needs matters. There is a subset of participants who view economic development and prosperity as key to enhancing the lives of low-income customers (“trickle down”), and that EWEB best serves this goal by performing its core mission and operations management in an outstanding manner. Questions and concerns around how rates/special programs impact low-income populations was a common concern, suggesting that some type of analysis and reporting on social equity might be welcome information. These surfaced with both those who may feel not enough is being done for these groups of people in need, as well as those who are unsure how appropriate and effectively, they are being accessed. There is no desire to curtail or rollback any current EWEB affordability or low-income policies or programs.

Affinity Area(s):

- *Conservation*
Opportunities exist to have substantial impact on low-income customers through conservation incentives in substandard housing, educational outreach and rental energy incentive policies. This approach could have immediate and long-term impact on conservation and social needs.
- *Economic Development*
Working to increase community prosperity through job growth addresses an underlying issue for the poor in Lane County.

CUSTOMER SERVICE & RESPONSIVENESS		Tier 1	Tier 2	Tier 3						
		<p>Tally</p> <table border="1"> <tr> <td>Tier 1</td> <td>6</td> </tr> <tr> <td>Tier 2</td> <td>2</td> </tr> <tr> <td>Tier 3</td> <td>11*</td> </tr> </table>		Tier 1	6	Tier 2	2	Tier 3	11*	<ul style="list-style-type: none"> • “They are the public utility provider so that is foundational to their work and always should be.” • “I would say definitely customer service and responsiveness would be my top.” • “Top is customer service and responsiveness because this EWEB is so public facing and really the whole mission of the organization is your interfacing and providing a necessity to survive to your community.”
Tier 1	6									
Tier 2	2									
Tier 3	11*									

Interviewer Observations

Customer service and responsiveness is viewed as critical by virtually all participants, and EWEB continued to receive mostly high marks in this area. Those who rated it as lower in priority primarily did so due to their perception of EWEB performing well currently and, as an indispensable core aspect to the success of the utility (as with virtually all businesses), the need for ongoing future excellent performance is a given. However, virtually all participants caution EWEB be aware that customer service provides the basis for confidence and trust in the organization on many fronts. Although there were some customer service concerns with agency partners and commercial customers in 2017, these barely surfaced this time, indicating improvement over the last two years. A suggestion for EWEB is to clarify and set expectations with the community on customer service and responsiveness standards to help avoid potential deflection/blame from other organizations and avoid disappointment with community members when challenges occur.

Affinity Area(s):

- *Reliable Electricity and Water and Disaster Preparedness*
Customer experience carries over in confidence and trust on anything EWEB may want to do.

APPENDIX B: COMMUNITY BENEFIT FUNDING TABLE

Community Benefit Funding “Appropriateness” Tally Table*				
Tier Assignment	Community Benefit Funding Opportunity	“Top 2” # of times selected	Appropriate? # of times	
			Yes	No
Tier 1 Highest	Property acquisition to protect drinking water.	15	20	0
	Research/innovation.	10	19	1
Tier 2 Mid	Schools/educational programs.	5	15	6
	Carbon offsets.	5	13	7
	Economic development grants.	3	12	8
	Customer incentives for electric vehicles.	1	10	10
Tier 3 Lower	Housing affordability/homelessness.	4	9	11
	Equity/diversity programs.	1	7	13
	City services like public safety or parks.	1	4	16
	Youth sports or after-school activities.	1	2	18

*This table is simple tally of responses from 20 participants designed to assist in examining significant qualitative input and should be interpreted with caution. Please refer to Appendix C of this report for extensive participant quotations.

APPENDIX C: FINDINGS BY QUESTION*, EXTENSIVE QUOTATIONS

[*FOR PRIORITY TOPICS QUESTIONS, FINDINGS AND EXTENSIVE QUOTATIONS, REFER TO APPENDIX B]

Background of Stakeholders

Of the 20 stakeholders interviewed, all but one individual were residential customers of EWEB and described a wide range of residential experiences and interfaces with EWEB.

Virtually all participants expressed strong interest in continuing to stay informed and engaged with EWEB.

Category	Count
Community Groups	1
Economic Development	1
Major Customer	2
Low Income	3
Energy/Alternative	3
Young Professionals	2
Thought Leaders	8
<i>Total</i>	<i>20</i>

General Perceptions of EWEB

Stakeholders were asked to share the very first thing that came to mind when they thought of EWEB and to talk about their general perception of EWEB as an organization.

Top of Mind Associations with EWEB

The **overwhelming majority of initial associations to EWEB were positive** and most reinforced the uniquely important role it has in the community as a utility provider of power and water.

“Importance. I mean water and electricity are two keys things that we all depend on in our daily lives...it’s a very important organization.”

“I think the first thing that comes to mind is just the tremendous change in the physical environment.”

“The change in leadership at the CEO.”

“I would say really great service.”

“Electric and water, service to the community, a clean source of energy, a lot of things that are not contentious with folks that are in the environmental movement. I think that kind of plays into what EWEB does and they provide electricity to its customers at rates I think that are fair.”

“Just a basic utility that you grow accustomed to not having to worry about. Reliability, turn on the lights it’s there, turn on the water have clean water. Quality of water is something I think of when I think of EWEB.”

“I think of utilities and I think of *emergency response*. I think of power outages and how those are handled.”

“I think of *sustainability* and how an organization like EWEB will continue to evolve and adapt, the challenges that they face.”

“*Electricity and water* and river protection. *Source protection* as they call it.”

A smattering of other top of mind associations related to **management matters** were mentioned, though no one sub-theme emerged.

“When I hear EWEB it inevitably draws us to the *riverfront project*.”

“I would cast them as being a relatively *progressive utility*.”

“The change in leadership at the CEO.”

General Overall Perceptions of EWEB

Overall impressions of EWEB were very positive and focused on attributes such as commitment to the community, responsiveness, disaster preparedness and the positive impact of Frank Lawson’s approach to leading the organization.

“I’ve always felt that they’re *professionally run*, that *people are committed* to what they do, and they do *really care about the community*.”

“I’ve been here for 40 years and I’ve respected the organization and think they’ve been trying to *do the best thing they can, the right thing for the community* in a lot of ways, especially going into renewable energy sources and keeping ahead of that game.”

“Pretty positive. When there’s storms and stuff like that they’ve been pretty *responsive* I think to the best of their abilities execute everything.”

“Well I’m impressed with *Frank’s willingness to disrupt the status quo and really position EWEB in a much different and more dynamic way*. You know I’ve had a couple meeting with him and I’m super impressed with his intellect but also his ability to make decisions in an expeditious manner.”

“Excellent job they’ve done as far as *disaster preparedness* and engaging the public around disaster preparedness and everything from the water sources to just kind of helping. I think they’ve done a good job.”

“From a business standpoint when I did business through my various companies, I appreciated how *responsive* they were, frankly, much more so than city organizations. I think EWEB’s a great example of how we make things happen as opposed to putting up bureaucratic work front.”

“EWEB’s got really *good brand recognition* and frankly I think the fact they’ve reduced rates in some cases or kept them static I think that’s given them *goodwill in the community* from that perspective. I don’t hear anyone talking, well I don’t hear many people talking poorly about EWEB in the conversations I have EWEB comes up in a positive way.”

The minority of respondents that were less positive noted **money management and price** related reasons.

“*Mixed emotions*. I am sure the employees are nice, but I definitely question management/executives with price increases, frequent project changes and unclear goals (secondary water source comes to mind...).”

“I have reviewed EWEBs financials and feel that EWEB has an *excessive amount of cash and cash equivalents and makes me believe customers have been overcharged* for years. It also makes me very frustrated when EWEB does rate increases for residential or commercial customers when they have millions of dollars in excess funds.”

Changes & Challenges

Stakeholders discussed the changes they’ve observed in EWEB over the last two years as well as the challenges they believe they are facing in the future.

Key Changes Since 2017

Most participants felt that **EWEB has shown positive changes** and improvement with the focus on responsiveness/service, executive leadership and processes/efficiencies.

“I think EWEB has *transformed how they’re viewed by the community and the public*. And they are *known for excellent customer service now*. Which people might have not said a few years ago and so I think that the image has shifted.”

“I would say from my professional perspective EWEB has *gotten better at responding to individuals as individuals*, whether they’re going through a crisis or really I’ve noticed EWEB has really improved on their empathy and there seems to be more support for people who are either getting into housing for the first time and concerned about starting an account with EWEB or they’re having troubles paying their bill I hear a lot less complaints from people in affordable housing situations than I did a few years ago.”

“I think EWEB *has had to adapt and so I think they’re in the best spot now than they ever have been* because they are transparent and they are understanding that community is not faceless because they are just approaching each consumer as an individual now. I think that’s been a shift.”

“I’ve watched EWEB evolve and I appreciated the *new general manager* that’s come in and watched some of the changes that he’s made. They seem very positive.”

“I would say I feel like *they’ve just worked to improve and got better* it’s not like that vision has shifted but I would just say it’s been implemented further if that makes sense.”

“EWEB wasn’t a good partner on the development side and other things have changed there as well. There’s been *a positive shift in how the development community perceives EWEB* and then as a rate payer great rates go down perfect or stay stable great. And the quality of what I get terrific.”

“I think my perception has *improved in the sense that they are doing their job*. They were more than utility and I couldn’t figure out why and when you look at the rate spread between them and other companies in the area they’re doing all this stuff around the edges and I couldn’t tell you what they are but let’s make sure we’re delivering competitive rates. I appreciate the *refocus on power*.”

A small **handful did not strongly agree that there has been positive change** and some also cited some concerns about alternative power support.

“I have heard that they have gotten better over there but *I don’t necessarily feel it*.”

“I think we have regressed in the last couple years on the solar friendliness.”

Challenges Identified for EWEB Moving Forward

Participants focused primarily on **climate change impact, aging infrastructure requirements, resiliency/disaster preparedness, and power/water sustainability as primary challenges**,

many times drawing links between these various challenges. **Active community communications** also emerged as a top challenge.

“EWEB needs to be thinking 5, 10, 20 years in the future about *climate change and changing energy markets* and it may be that there’s certain energy markets and certain costs right now but with scientists telling us we have ten years or so, the writing’s on the wall.”

“Huge challenge with *climate change* because most of our power is hydro as snowmelt changes and we get less reliable flows and water flows I think that both on the water side for water quality for our drinking water systems and for the electricity generation whether it’s out of BPA out of the Columbia area our own dams I think that that’s problematic. A huge piece for me with climate change.”

“I think that the biggest challenge that I see if I were involved in administration at EWEB is one of the *potential impacts of the state immediately to the South of us* and their demands on water or you know of course the generation of electricity, are we positioned in a way to hold our ground if we have to and recognize that this is a resource we have and while we are concerned about others our first concern ought to be our ability to continue to provide services to the EWEB customers.”

“I imagine there’s just a great deal of *infrastructural challenges that need to be addressed and upgraded*. I think in terms of sustainability too addressing the sort of the revenue model that’s in place. How they’re going to *continue be viable in terms of revenue and improvements to alternative energies*. *Potential challenge of catastrophic event and EWEB should be prepared for that* or how they play a role in dealing with the outcome or repair of our community in the aftermath.”

“I guess the other challenge they probably have and I know they’ve been working on this for a number of years is the *secondary water source in case of a disaster* on the McKenzie or something ensuring that the community has the water that it needs in times of a disaster.”

“*Emergency response*. If you have a big earthquake, I’ve seen them putting in the water stations around. Maybe that’s going to be an issue like how you supply water if there’s a big disaster here.”

Participants noted **organizational communication as a challenge**. The general sense appears to be that when an organization holds such import in the community and is facing major challenges, consistent communication is important. A thread regarding changes in personnel and some sense of loss of ‘partnership’ came into play during this discussion.

“I would say that with the amount of change that’s been happening to EWEB it’s been a little bit of *a challenge to understand what the future of our organizational partnership looks like* and I would say that with the number of staff that have turned over at EWEB or whose positions have been changed or eliminated its felt like its gone from a more sort of relational partnership to a more transactional partnership. We need some certainty in terms of the long-term partnership.”

“One of the challenges they face is *communications related to their current state and what is their future state with the public*. I haven’t really heard strong and deliberate communications about the future state I’m mostly leaning on word of mouth from people that work more closely with them from any emails that I receive or anything that’s in the media.”

“*Increased scrutiny* as bigger projects are being built and things are coming down. Probably more expectation of them to participate or engage in a way that they traditionally haven’t and come up with new ideas and ways of doing things they had to make cuts that are necessary.”

Management changes were cited as contributing to some sense of loss of communication.

“Frank became general manager ...his style is a bit different than his predecessor. His predecessor was a lot more outgoing, engaging in the community. I think that *Frank is internally focused*.”

“I think Frank needs to go out and *report to the community* what EWEB has done every year. Do a stump speech and then a summary piece once a year, and if they aren't talking to their top 25-30 customers every year then they should be. I think it would go a long way.”

One participant emphasized lack of workforce diversity.

“EWEB has *personnel issues* that they still need to grapple with... as diversity is concerned. EWEB is not a diverse organization. They have had efforts around *creating an atmosphere where cultural competency and cultural diversity* is, should be embraced. But I don’t think that that message has gotten across, particularly to leadership in the organization. Developing talent that you have on staff, also being able to stretch, reach out your recruiting to different places where you can find qualified engineers of color and other professionals of color that would fit into EWEB’s profile.”

EWEB Credibility & Trust as a Partner

The vast **majority of participants gave EWEB very positive reviews as a credible and trusted partner** in the community, reinforcing the significant impact of positive changes perceived over the last two years. A small **minority of participants rated EWEB lower** due to historical negotiation and financial issues.

“I would agree with that very much. The people I’ve always dealt with and I’ve always had great experiences with, professional, competent, they *really do have the community at heart.*”

“It seems like they’re willing to go out there and look at ways to enhance their portfolio for lack of a better term and provide the capacity that we need to grow our community and maintain and grow our community so the few things that come to mind like that seem to me like *they’re doing the right things and preparing for the future.*”

“Having lived here for the period of time seeing what they’ve done, the *progress they’ve made, good track record in the community.* I don’t see any decisions that have been significant that have gone against the mission that they propose they have.”

“I would very much agree. I think they’re *very proactive* around how to be creative and for a large organization I feel that they’re *quite nimble* in being able to act and react to new information and economic changes.”

“I believe EWEB was being a *really good partner. Being responsive.* I mean being presented with some innovations and having EWEB say oh we didn’t think of those, that wasn’t on our radar screen, but sure. We’re not quite sure why we have this red tape this costless bureaucracy, we can serve our community better, let’s do it. That responsiveness and I would call that being a good partner.”

“I know that the personal experiences that I’ve had with EWEB is them being *compassionate, and responsive, and have built up trust* those two ways.”

While no participants soundly disagreed, **several qualified their sense of EWEB as a credible and trusted partner** for a variety of reasons.

“Given that fact that we had contentious negotiations with EWEB over the years I’d say that *the level of trust is not there between the city and EWEB.*”

“I would say middle of the pack. Lately they haven't been doing a good job.”

“They need to settle down and think more intentionally about partnerships but we like working with EWEB. Despite all the changes we think of them as a *trusted and reliable partner.*”

“*My perception has improved, only because I connect with EWEB reps through water district meetings and have found them to be very helpful and pleasant to work with. I still do not trust EWEB to make sound financial decisions though.*”

EWEB’s Future Organizational & Resource Preparedness

Feedback on how well EWEB is prepared to address **future challenges reflected overall high confidence in the organization**. This was **tempered by concerns** about the magnitude of uncertainty climate change is creating, limited information about EWEB plans and participant knowledge of the complex considerations about the future. Ongoing active and transparent communication about planning and proposed strategies was a common theme. Overall scores showed a range of 6 – 10 with an average for all participants of 8.5 (1-10 scale).

“I think they’re very well prepared. I think that’s always been a strong point for EWEB is strategically and structurally they’ve been very successful. I think they have some good leadership.”

“I do think it’s well run. I do believe that they manage assets and resources responsibly.”

“I’d put them in the ninetieth percentile. I’ve got a lot of confidence; I think there’s room for improvement. And I think particularly I mean I don’t really know ultimately the preparedness, but I think there’s a focus on that that’s appropriate.”

“I can just say none of us are doing enough, and that’s not a criticism of EWEB it’s more just Cascadia Subduction zone, climate change impacts, which are going to include drought, fires, climate refugees these are all huge things that we’re probably not talking for 100 years out we may be talking 5 or 10 years out and probably seeing larger changes than we’ve really grappled with yet. I trust that EWEB is doing some things in that direction but given the magnitude I’m fairly confident without knowing, that they’re not doing enough.”

“Tightening up” **communication about planning was an area of opportunity** noted by many participants.

“I’d rate as 8.5 they are great. If they tightened up their communication on rates, then that would move them up I haven’t had to test their responsiveness in a crisis. Which is good they haven’t had one. Things are going smoothly.”

“Well I can’t answer that, that’s maybe one thing with the communication or whatever is maybe EWEB should make an effort to annually provide a report that answers that question so people would know.”

“I don’t know. I assume they are because I don’t hear anything about it - in the past if there were things going on with EWEB regarding rates or other topics you would hear about it and I don’t hear anything but I don’t know if that’s good or bad but I assume it’s good.”

“Well I can’t answer that, that’s maybe one thing with the communication or whatever is maybe EWEB should make an effort to annually provide a report that answers that question so people would know.”

“I don’t know. I assume they are because I don’t hear anything about it - in the past if there were things going on with EWEB regarding rates or other topics you would hear about it. I don’t hear anything. I don’t know if that’s good or bad but I assume good.”

Staffing and human resource issues surfaced for some they considered EWEB preparedness for the future.

“I compare the salaries of EWEB employees with other public agencies it does feel that they’re significantly higher than most public entities in town and then you parlay that into the intentional staffing reductions that have occurred at EWEB I surmise that Frank and the leadership team are positioning EWEB for the future by making cost reductions but again I don’t get communications from them on a regular basis that communicates that clearly. I’m sort of making a guess without a lot of clear communication about that.”

“I hope they’re in a good position ...are going to be challenged with the loss of knowledgeable workers because of aging so hopefully they will be able to deal with that. The 20 25-year work force is starting to age out and it’s tough to find their replacements and the challenge is systemic. Hopefully they’ve got a plan and ways to bring in younger workers and get them to the level they need to be at because in that industry it’s super important.”

“I’m going to say two tiers: I think upper management is 9+ and then rank and file a little lower at maybe 7 because ...I’ve also heard that there are issues.”

“Some personnel at EWEB seem very well suited for their duties, but we have had instances where EWEB staff cannot seem to properly direct questions to the right people.”

Community Benefit

Participants were asked to review ten different areas of potential public benefit investment for EWEB and identify those that might be appropriate and aligned with the organization’s mission. For the top ranked areas, they were also asked to provide an estimate of the amount of funding they felt would be reasonable as a percentage of their EWEB bill.

There was **strong consistency with participants feeling that**, while there is potentially a very wide range of activities under the ten categories, **focusing in on utility-specific applications would be key** for EWEB. Select comments provided below are placed in declining order of importance as ranked by participants (Refer to Appendices Table C).

Property Acquisition to Protect Drinking Water (Tier 1 – Highest)

“Property acquisition to protect drinking water, yes absolutely. Water supply is the future you have to secure.”

“Property acquisition to protect drinking water, absolutely. Drinking water is critical to what EWEB does and EWEB has really high-quality clean water that they’re proud of and what it takes to continue being able to provide that is essential.”

“It seems there’s between the watershed councils, McKenzie trust and the nature conservancy there’s a fair number of organizations but EWEB could certainly work with those organizations and support non-profits who are doing that land acquisition. I don’t think EWEB needs to go out and just plunk its dollars down necessarily. I would want to see you using your dollars as leverage or as incentive or to add to the bigger picture. Being collaborative with the people who can help you do that so that you get a bigger bang for your buck.”

“I guess I don’t like this property acquisition to protect drinking water so much as prudent investments to protect drinking water. I don’t think that acquisition is a good word frankly, that one kind of brings up some hackles.”

Research/Innovation (Tier 1 – Highest)

“I think that’s critical. I think that EWEB is probably already doing this but investing in the development of new technologies that could enhance the system.”

“Yes, and as long as it’s very closely tied to mission. I think honestly the most important is to be looking to the future and the research and innovation.”

“I kind of feel like research innovation is applying to futurist sort of line of thinking. In terms of preparedness or adapting, evolving, forward looking strategy in terms of really again going back to the mission statement I think the organization should focus on this.”

“Yes, water treatment with limited chemicals.”

“Related to energy or water conservation.”

“Cutting edge conservation measures from other countries to be tested or piloted by EWEB for replication.”

“I guess it depends upon exactly what it is. If it’s sort of more internal of EWEB is doing research and innovation whereby EWEB can do its own business more productively or better in some way, then it should just be a purely business decision.”

“EWEB has the expertise and I don’t sense a political agenda in their research, and that concerns me with others who have a strong passion and may not be willing to look at various points of view. For example, tell the community based on your analysis of all homelessness and housing costs in this area impact EWEB and the rest of the community.”

“I’m not really sure. They could put money toward research in the industry and being a good corporate citizen, not only in the community but also industry.”

Schools/Educational Programs (Tier 2 – Mid)

“I could see some school and education programs being also strategic investment if it’s related to future work force. I mean it is kind of a big deal, there’s a lot of turnover with baby boomers retiring. And then conservation as well feels appropriate.”

“Well education obviously that’s the future. If you’re going into schools and educating people about the mission that helps carry the mission on to the next generation.”

“I feel that school educational programs need to be really carefully aligned with water quality and electric, consistent with their mission.”

“I initially didn’t see the connection to school education programs, but I could see how it relates to energy conservation, water conservation, disaster preparedness, climate change and then all that - yes.”

“I still think that the absolutely best place that they could ever start at any time to help with energy and water conservation is always kids. So I would probably say use sports or after school activities and schools and educational programs because some of us are just a lost cause so start with the kids because they are the important ones that might follow their mom around and turn the lights off or you know be conscious of how were washing clothes and dishes and all that sort of stuff, and they’re the future. We need to concentrate and funnel our focus on the ones that are still teachable.”

“Should EWEB do things to educate the next generation of community leaders or customers or whatever where they can educate them, yes absolutely. Is EWEB in the 4J or Springfield school district business, no, that’s not their primary responsibility. I would say that for school programs a modest level of investment.”

Carbon Offsets (Tier 2 – Mid)

“I like the carbon offsets. I wonder how much impact that would have on such a localized level, but naturally smaller communities would have to start planning that and depending on it to grow so I like that idea. So maybe a little more future focused which I appreciate.”

“I guess I feel like it is appropriate if it’s to reach their state mandated goals of the renewable the requirements around their portfolio being renewable. If it’s that context I would say yes otherwise I’m not sure.”

“People want carbon offsets for flying, I don’t know that EWEB should do that. Unless people are buying carbon offsets which then EWEB is able to use for programs that reduce carbon like funding hookups for low income people. If a carbon offset means that EWEB is a pass-through organization that I could go with because it would be putting our money locally and that makes sense to me. Right now, if you buy carbon offsets for air travel your investing in reforestation in somewhere which is good but if there was a local carbon offset program that helped our community decarbonizes then sure.”

“Carbon offsets I think that’s a little too vague I would say if it’s related to renewable energy incentive or conservation programs that are in our community, I wouldn’t favor buying carbon offsets for some offshore wind project in Scotland. If they’re reinvesting here in carbon neutral or carbon mitigation, then sure.”

“I think I’d like to see us build more towards reduction in carbon use rather than purchasing offsets. Overall as a strategy it’s easier to just throw money at it whereas if you can actually reduce.”

“I’m not exactly sure about carbon offsets, I guess I’m skeptical of whether they’re real.”

Economic Development Grants (Tier 2 – Mid)

“The development grants I think I would probably be more in favor of staying within the energy sector.”

“I think the responsive need for growth is kind of an issue. I guess that would have to be selective with the community goals.”

“I do feel like depending on the cost associated with doing business with EWEB if there are ways to kind of increase the pools of customers that are going to be paying in by some strategic investments I think that makes sense.”

“I’m lukewarm unless again it’s very targeted to projects that really meet the needs of the community. When I think in terms of extending high speed internet that is an economic opportunity that, extending that into low income areas, extending that to people who don’t have access. That makes sense to me because that allows people to be more self-sufficient it is a form of economic development.”

“It is important that we have economic development but I think we can sell our community if your services are as good as I think they are and if they’re as accessible as I think they are I think you’ve taken care of a grant by doing what you’re doing yourself already. While I’m an economic development advocate that doesn’t mean that EWEB has to be the advocate. Others can be advocate for it.”

“Economic development grants I don’t think so. Let’s just stick to the business.”

Customer Incentives for Electric Vehicles (Tier 2 – Mid)

“Well yes incentives for electric vehicles, I don’t know if you need to make the incentive the electric vehicle but you sure could make incentives for the hook up so they can charge it.”

“I’m looking for a clear nexus to the mission. I mean electric vehicles aren’t conservation per se, I mean in a sense they’re the opposite if we have fewer people paying for gasoline and more people drive electric vehicles that actually increases the demand for electricity. So nonetheless I feel like that is in line with what where EWEB needs to help the move community and that’s part of their broader mission.”

“Talk to me about these electric vehicles, EWEB doesn’t maintain roads. Charging stations yes (but not EV incentives).”

“A modest investment in customer incentives for electric vehicles it’s something I think EWEB morally should do but it’s kind of an odd thing because it’s EWEB kind of trying to get people to use more electricity by having more electric vehicles. I’m not sure that it’s something the ratepayers should be paying for to in effect increase the rates more by increasing the demand for electricity. It’s probably something that needs to happen in other ways, but I wouldn’t make it a major investment for EWEB.”

“Because I understand that having a rebate for electric vehicles might truly make a dent in carbon emissions but I also feel like I’m maybe not just personally understanding the connection between someone’s choice of transit and why they would do that for an electric vehicle and not maybe help, partner with like LTD on their switch to electric buses, why they would only focus on electric vehicles, like personal vehicles.”

“I think it’s hard for EWEB with that money to motivate someone to make that change. It’s tough because I don’t think we’re going to be able to give an incentive that would be big enough to make a difference.”

“And then customer incentives for electric vehicles that I think is at a higher level than a local utility. I know they’ve done it in the past but it just I don’t want to write my check to pay my electric bill to buy my neighbors car.”

Housing Affordability/Homelessness (Tier 3 – Lower)

“I think just because EWEB permitting and the pieces they play within housing development they have a role in which they could potentially reduce to positively impact the overall affordability of housing.”

“So for example under housing affordability and homelessness like energy retrofits feels like a really good investment but should, and I know I probably shouldn’t be like nixing them investing in affordable housing but as like a capital investor I don’t think so but energy retrofits is something that I would definitely say yes to. And then I do think, and

I'm trying to think of the right terminology for it, so for new construction waivers for utility infrastructure would also be a yes for me."

"I think the housing affordability and homelessness is important. Just kind of addressing the challenges of our communities specifically making sure people have access to clean affordable water and electricity."

"That's a tough one because I don't think that can address the housing affordability that much but you can advocate for, you can lend your voice for a conversation around providing more options for low, more options for smaller housing. You want to prevent homelessness by keeping people in their homes, so programs that are designed to assist people with fixed charges or to insulate their homes, to do the things they do so people can actually pay their bills. Very mission aligned. Because otherwise you're going to have mission creep, you've really got to watch that because there's a lot of things that EWEB has to do, you can't do all of them. You've got to stay closely aligned. And EWEB's always been generous and you are going to get asked and as every major donor knows you have to turn some people down but it's hard."

"Housing affordability, again that's probably more the social service, left to some other agencies in that area, however, affordability around weatherization I think there's still a role to play, that's the low hanging fruit."

"Housing affordability and homelessness - no I don't think that's an EWEB problem."

Equity/Diversity Programs (Tier 3 – Lower)

"That's so generic I would want to shape that up a little bit. I'm trying to think what equity and diversity inclusion is. I would say are the EWEB customers of color in less efficient housing, so correlating their communities of color where they live and seeing if there's a disparity there it's important."

"I would love to see EWEB within their programs incentivize communities that are not well reached. But I don't think that EWEB should really be looking at equity and diversity in any other broader sense."

"I feel like if they were supporting equity programs that's kind of been trendy. And I say that because in the world of housing and non-profits we go to a million seminars and summits and all of this on equity and diversity inclusion and I can see how it's relevant to like fair housing but not necessarily with public utilities. I don't know if I see the tie-in. And I think there's a lot of different industries' already addressing that."

City Services Like Public Safety & Parks (Tier 3 – Lower)

“Parks, I think that that goes to the fact that EWEB is a city-chartered utility. And so that helps to build the relationship between the two entities. The fact that people of the city of Eugene like their parks EWEB is the fact that they are a part of the city of Eugene so building network relationship that’s a good way to build that relationship.”

“We have a parks department, we have parks in open space, we have city engineering - I don’t see that. If there’s an ability to cooperate between the parks to do something cheaply or effectively put in solar panels or do something so cooperation is good, but I don’t see you taking the initiative to do something like that.”

“I’d say if it relates to their direct facility and things but I’m not sure you’d need EWEB out patrolling for hypodermic needles or unless it’s essential to their own project safety or something.”

“For me city services public safety or parks is like a clear no.”

Youth Sports or Afterschool Activities (Tier 3 – Lower)

“I kind of feel about the youth sports like I do with education that’s a good way to give the young an understanding when you actually turn on the light where’s it come from.”

“I think youth sports afterschool activities while that’s important I don’t know if that goes to helping drinking water and electrical services.”

“Youth sport and afterschool activities, I would say no unless, sports definitely aren’t aligned, and there’s a lot of people who support, I don’t think EWEB needs to be supporting youth sports. Afterschool activities if it was very specific within a school educational program (but not) recreational activities, no.”

“I don’t think that’s EWEB’s responsibility, that’s the community’s responsibility as a whole.”

Funding to Pay for Community Benefit Programs

Transparency of investment choices made with **regular reporting on performance outcomes** was a common theme for participants. Acceptable funding levels increase as activities more closely align with the mission, strategic initiatives and operational sustainability vs. activities that might be considered more general community goodwill and public relations driven. Because of the huge potential spectrum of options there is a **wide range of responses on acceptable billing levels**. This group is passionate about many issues and some were bullish on

financial contributions for high priority initiatives while also recognizing that the wider community population may not be as enthusiastic - particularly if it might entail increases in bills vs. a budget neutral approach. Estimates ranged from \$3- \$20, 3-7% and between 10-20% per month.

“It’d depend on what it is. I’m okay with that if you want to take a certain percentage out of my bill and redirect it. I watch people all the time agonizing about climate change. It’s about making an investment in the world you want to see. So that’s the line, make an investment in the community we want to see. A little bit from everybody kind of thinking.”

“For closely mission aligned activities I would say a significant portion should probably allocated toward that, at least 25%. Again, it’s very difficult not knowing what their operational budget is and overhead. I’d like to think that a considerable portion of my EWEB bill is going toward those things that I find critical. ...directly related to EWEB’s mission and so is not just a community benefit but one of the things they should be working on. ...inherent to what their role is.”

“EWEB is a public utility, it’s publicly owned, so it has an obligation to directly service customers, to do so most cost effectively but as a public entity it has sort of a larger mission than just make a profit and deliver things at the lowest cost possible. If it’s clear what the objectives are and there’s community support then that’s indication that the community said yes, we think that’s important we’re willing to pay a few pennies more, a few dollars more a month to support this.”

“10% but I don’t see that as probably being reasonable for a lot of people in the community which is the challenge of course, it’s tough. From what I understand there’s a lot of people who just get by and it’s partly what we’re trying to do with equity or diversity, in that sense.”

Can EWEB do some kind of voluntary program that customers could opt-in to?”

“EWEB is not a social agency. It’s not an obligation of them to do that unless they’re looking for PR. Most companies that are looking for the PR are in a competitive environment. They’re not really competing they’re selling water and electricity. They’re job is to sell water and electricity at a low rate but at a rate that will allow them to sustain themselves technologically, physically, over the years. I’m going to say 5%, I don’t know. Well how much of your income are you willing to give to charity? It’s the same deal.”

Many participants noted that **other agencies have better mission alignment and ability to leverage community benefit** investment opportunities than EWEB for many social needs. As one participant expressed the sentiment:

“These things are better for other non-profits versus EWEB ... I would rather write checks to those organizations than see my rates increase for this.”

APPENDIX D DISCUSSION GUIDE

EWEB Community Conversations V2019 - Questions

FINAL APPROVED

INTRODUCTION

- Thanks & interviewer introduce self/role.
- We'll be talking about... (EWEB and helping it prepare to future)
- Goal... (gather community perspectives to shape plans/approach for future development)
- You were invited because... (perspective, constituents)
- Orient: (Not expert; confidential* permission to record; honor time; backgrounder; donate)
- Questions? Ready?

CURRENT PERCEPTIONS/AWARENESS

Q1. Tell me a little about your (business) (role) (experience) as it relates to EWEB. (PRIOR INTERVIEWEE PROMPT/ADD: Since we spoke, has your (organization) faced major changes in your world? Has that has shifted your needs of EWEB? Describe.)

Q2. When it comes to EWEB what comes to mind for you? PROBE: Why? Tell me more about that... (PROMPT IF NEEDED: What is your general perception of EWEB as an organization?) (PRIOR INTERVIEWEE PROMPT: Has that changed over time? More or less. What contributes to that?)

Q3. Put yourself in EWEB shoes, what changes or challenges do you think they're facing?

MAJOR TOPICS: PRIORTIES AND REACTIONS

Q4. I'd like to get your opinions about major topics EWEB and many utilities face. We'll talk about each one, but first just take a moment to scan this list ... (OFFER CARD STACK)

4a. Which stand out as top tier priority?

4b. Anything missing?

4c. Any surprises? (PROBE: View of appropriate role for EWEB)

MAJOR TOPICES: ISSUES AND CONCERNS

Q5. You picked (INSERT TOPIC) as a priority. Why? Tell me more about why that's important...

5a. What if (TOPIC) wasn't treated as a priority? What issues surface? What are consequences?

5b. How well do you think EWEB is prepared or preparing for the future as it relates to (TOPIC)? (PROBE: For example,)

Now, let's talk about (INSERT TOPIC. REPEAT Q5 SERIES FOR INTERVIEWEE IDENTIFIED TOPICS).

COMMUNITY BENEFIT

Q6. Shifting gears. As a public utility, EWEB supports a number of community initiatives that are paid for through your rates. As you can imagine, EWEB gets many requests for financial support from different community partners and causes. Their intention is to limit community investments in terms of total dollar amount and the types of initiatives to those that align with their mission.

6a. Among potential areas for public benefit investment, which do you feel are appropriate or not appropriate to fund from EWEB? (SHARE RESPONSE AID: MISSION/CHECKLIST – Y/N/?)

“Our mission is to enhance our community’s vitality by delivering drinking water and electric services consistent with the values of our customer-owners.”

Customer incentives for electric vehicles
Carbon offsets
Schools/Educational programs
Housing affordability/homelessness
Youth sports or after-school activities
City services like public safety or parks
Economic development grants
Equity/diversity programs
Property acquisition to protect drinking water
Research/innovation (if yes, type?)

6b. Of those you find appropriate, which top two do you think should be the focus? Tell me more about why you see these as priority for EWEB discretionary funds.

6c. (IF SPONTANEOUS RESPONSE NOT OFFERED TO Q6) Stepping back a bit from the particular areas, what funding amount seems reasons to help pay for public benefit programs... as a percent of your EWEB bill?

PARTNER CREDIBILITY

Now, we'll shift gears for the last couple of questions, then wrap up...

Q8. If I said “EWEB is a credible and trusted (PROJECT) (CUSTOMER) partner” to what degree would you agree or disagree? – Why is that...

Q9. Overall, how well prepared for the future do you think EWEB as an organization – said another way, are they doing a good job as financial stewards - managing assets/resources and adapting to changes?

(PROMPT IF NOT CLEARLY ELICITED IN Q2: What is your perception of EWEB as an organization... how well run is it? Has this gotten better/worse/stayed about the same over time? Examples come to mind or is it more of an overall sense...For fun, scale 1 – 10.)

CLOSE & FOLLOW-UP

Q10. Are you interested in staying informed or getting involved? (IF YES, OFFER)

Summary report

Q11. Others suggest?

Q12. Anything closing thoughts or advice to add? (INVITE E-MAIL KATHY IF ADDITIONAL THOUGHTS)

Thank you! DONATION DESIGNATION: _____

APPENDIX E – PRIORITY TOPICS DESCRIPTIONS DISCUSSION AID

Energy & water conservation

Rebates, incentives and technical support for homes and businesses to invest in equipment to lower usage

Reliable electricity and water supply & Disaster preparedness

Making investments to improve an aging infrastructure system for continued reliability and to be resilient in event of earthquake or other disaster, e.g., emergency water supplies, reinforcing critical facilities.

Social needs support

Providing low income bill and energy efficiency support, education grants to local schools, overall affordability/lower rates for everybody etc.

Economic development & prosperity

Encouraging ‘smart load growth’ through business growth support, loans, and special pricing programs, expanding high speed fiber projects beyond the downtown core.

Climate change initiatives

Incenting purchase of electric vehicles or solar panels, encouraging fuel-switching from carbon emitting energy sources to electrification more rapidly, testing new technologies like battery storage or hydrogen power, buying carbon offsets, etc.

Customer service & responsiveness

Modernizing the way EWEB does business and using technology to enable more self-service options to meet changing customer expectations for access to programs and services and prompt response times.

APPENDIX F – COMMUNITY BENEFITS DISCUSSION AID

“Our mission is to enhance our community’s vitality by delivering drinking water and electric services consistent with the values of our customer-owners.”

Potential Public Benefit Area	Appropriate to fund from EWEB?	
	YES	NO
a. Customer incentives for electric vehicles.		
b. Carbon offsets.		
c. Schools/Educational programs.		
d. Housing affordability/homelessness.		
e. Youth sports or after-school activities.		
f. City services like public safety or parks.		
g. Economic development grants.		
h. Equity/diversity programs.		
i. Property acquisition to protect drinking water.		
j. Research/innovation (if yes, type?).		



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