



Eugene Water & Electric Board

GLOSSARY - All Utilities

The following terms, when used in EWEB Policies and Procedures, rate schedules, or in the application or contract for utility services, have the following meanings, unless specifically indicated otherwise:

Account Holder: Individual or entity which is responsible for all transactions on behalf of an account. Account Holders may designate one or more Authorized Agents to act on behalf of the Account Holder, but the ultimate responsibility for all actions remains with the Account Holder.

Account Processing Charge: A non-refundable charge will be billed whenever an Account Holder or Authorized Agent establishes, transfers or reactivates service.

Account Security: A Monetary deposit, personal Guarantor, surety bond, letter of credit or other methods determined and accepted by EWEB to financially guarantee an account.

Actual Costs: The sum of direct labor, materials and services (including contracted services), equipment use, operations Overhead and administrative Overhead.

Adverse Credit Actions: Includes but not limited to bankruptcy, Collection Agency referrals, door hangers, final notes, and tampers.

Anti-Islanding: Technology installed to prevent a Customer's generator from energizing a portion of the EWEB electrical system during an EWEB outage.

Applicant: A person or legal entity, who or which has not yet met all requirements as stated under Conditions of Service for approval at a new or existing location.

Authorized Agent: An Authorized Agent is individual or entity that authorized to act on behalf of the Account Holder and bind the Account Holder for Utility Service decisions.

Automatic Hookup Agreement (AHU): A signed contract for billing of Utility Service(s) to a Property Owner as determined by Lane County records during vacant or non-signed periods.

Backflow: The flow of water in the opposite of the intended direction.

Budget Payment Plan: A program that helps balance the seasonal highs and lows, making your monthly payments more predictable throughout the year.

Code Violation: Whenever in the Local, State or Federal Code an act is prohibited or is made or declared to be unlawful or an offense, or the doing of an act is required or the failure to do an act is declared to be unlawful or an offense. Each day a violation continues may constitute a separate offense.

Collection Agency: A business or other entity that specializes in debt collection.



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Cogeneration: A type of distributed generation that simultaneously produces electric power and usable thermal energy from a single fuel source. Cogeneration is sometimes referred to as combined heat and power.

Common-Use Facility: Facilities such as, but not limited to common laundry room, water heater, lighting, irrigation, and water serving more than one unit.

Consumption: The aggregate sum of utilization, demand, satisfaction or benefit that a Customer gains from consuming a given amount of goods or services from EWEB.

Cross Connection: Any actual or potential connection or structural arrangement between a public or a consumer's potable water system and any other source or system through which it is possible to introduce into the potable water system any substance other than the potable water intended for it.

Customer: Any individual, partnership, corporation, firm, or governmental agency which benefits from EWEB's products or services, including Account-Holders and Authorized Agents.

Customer Owned Line (Water): The pipe, valves and fittings leading from the Point of Delivery into the premises served.

Detector Check Meter: A small meter located on the bypass of a fire line Double Check Detector Assembly used to indicate water use such as leaks or unauthorized use.

Distributed Generation: Electrical generating equipment that is located within or close to a Customer's site and that is interconnected in parallel to the EWEB distribution system. Distributed generation includes generator(s) or inverter(s), together with all other protective, safety, and associated equipment necessary to produce electric power and interconnect the generator with the EWEB electrical system.

Diversion: A change in the intended course of water or power without the authorization or consent of EWEB.

Double Check Detector Assembly: A State of Oregon Health Services approved, internally loaded double check valve assembly complete with shut off valves, test ports and a reduced size bypass meter with another internally loaded double check valve assembly complete with test ports and shut off valves.

Downtown Secondary Network: That portion of EWEB's electrical system that consists of two or more medium voltage distribution feeder sources that feed service transformers that are electrically tied together on the secondary (or low voltage) side to form one power source for one or more customers. The location and general requirements for EWEB's Downtown Secondary Network are described in Section E-III of EWEB's Policies and Procedures.



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Facilities: The equipment, material and other appurtenances owned by EWEB including but not Restricted to, poles, guy wires, anchors, transformers, Meters, conductors, conduits, manholes, switching cubicles, padmounts, translosures, valves, pipes, traps, structures and landscaping.

Favorable Credit: Minimum of twelve (12) consecutive months of Utility Service without Adverse Credit Action and not having any arrearages owing to EWEB.

Fraud: Evidence of Fraud includes but is not limited to the following activities:

1. Unauthorized receipt of Utility Services by Theft, Diversion, Tampering or unauthorized connection;
2. Using service without having contracted with EWEB to do so and refusing to establish service in a responsible billing party's name;
3. Making an application for service using fictitious information;
4. Making an application in the name of another member of the family or household or other occupant which assists in avoiding payment or avoiding a prior outstanding debt to EWEB; or
5. Obtaining a Utility Service connection without paying EWEB all monies due by the Customer to EWEB prior to service connection, unless specifically exempted in writing by EWEB.

General Service: A Utility Service used for purposes not included under such classification as Residential, High Voltage, Street Lighting, Private Property Lighting, etc. Living Units used jointly for both domestic and business purposes shall be considered General Services if 50% or more of the square footage of all enclosed structures served is devoted to Commercial Use.

Guarantor: An individual who is qualified and accepted by EWEB to financially secure an EWEB account in lieu of other security.

High Voltage Service: Electric service at 12,000 volts or higher for large industrial customers where the primary function is manufacturing, processing or refining. Customers must contract for 300 kilowatts or more at one point of delivery. High Voltage Service may also be applied to other large customers upon the specific advance approval of EWEB. This service is not available to customers inside the underground secondary network area.

Irrevocable, Stand-By Letter of Credit: A guarantee of payment issued by a bank on behalf of an account holder that is used as payment should the account holder fail to fulfill a contractual commitment with EWEB.

Kilovar (kVAR): A unit of non-productive or reactive power, equal to 1,000 reactive volt-amperes (VAR's).

Kilovar-Hour (kVARH): The amount of reactive energy delivered in one hour when delivery is at the constant rate of one kilovar.



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Kilovolt (kV): 1,000 volts.

Kilowatt (kW): A unit of productive power equal to 1,000 watts, or 1.341 horsepower.

Kilowatt-Hour (kWH): The amount of energy delivered in one hour when delivery is at a constant rate of one kilowatt (3412.8 Btu's).

Late Fee: A charge to a EWEB account when it is not paid on time.

Legitimate and Valid: In accordance with established rules and policy.

Living Unit: An area that is used for residential purposes.

Load: The total demand for service on EWEB's system at any given time.

Load Factor: The ratio of average kilowatt load to the peak kilowatt demand during any designated period, expressed in percent.

Master Meter: Meter that serves a wholesale Customer, such as a water district.

Meter-Pulled Water Service: A service which has been paid for and either the water meter was not set (at the customer's request) or has been subsequently removed due to lack of recent usage.

N.E.C.: The National Electrical Code, current edition at the time of reference, as adopted and administered by the City of Eugene or other jurisdictional agency. (Refer to State of Oregon addendum to N.E.C.)

N.E.S.C.: The National Electrical Safety Code, current edition at the time of reference, without regard to the date these Policies and Procedures were published.

Net Metering: Metering that measures the difference between the electricity supplied by EWEB and the electricity generated by a distributed generator. A net-metered distributed generator is interconnected in parallel to EWEB on the Customer's side of the meter and intended primarily to offset the Customer's load at the site.

Nominal Pressure: The approximate water pressure available to the customer in pounds per square inch (psi).

Nominal Voltage: The approximate voltage between conductors in a circuit or system of a given class, assigned for convenient designation.

Non-Renewable Energy: Energy that is obtained from sources that are not replenished by nature in time scales compatible with its usage. Examples include, but are not limited to, coal, oil, nuclear, and natural gas.

Non-Sufficient Funds (NSF): Payment(s) made to an account that is returned unpaid to EWEB by a financial institution.



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Operational Purposes: The routine functioning and activities of maintaining delivery of services.

Overhead: Overhead shall be levied on all damage claims, billable work and capital work including, but not limited to, line extensions billed to others. Overhead charges are intended to recover the indirect costs that are necessary for the general operation of the Utility and the conduct of the activities it performs. These indirect costs include, and are not limited to, administrative and general expenses, conservation, Customer accounting, planning, engineering studies, construction supervision, work order processing, training, communications, staff meetings, GIS mapping, information technology, safety, risk management, Customer field support, 24/7 dispatch and inspections. Overhead is applied as a percentage of Actual Costs.

Parallel Interconnection: A distributed generator that is electrically interconnected to a bus common with the EWEB electrical system, either on a momentary or continuous basis.

Payment Arrangement: A Payment Arrangement gives qualified accounts extra time to pay past due or the total balance on their account.

Point of Delivery: The Point of Delivery shall be the point of attachment of EWEB's Water Service Line or electric conductor to the Customer's **line or** conductor without regard to the location of EWEB's Metering equipment. In all cases, EWEB shall designate the Point of Delivery.

Point of Service Lateral Connection: The designated point of connection of the service lateral conductors to EWEB's electric distribution facilities.

Preinstalled Water Service: A water service line installed in conjunction with a Water Main Extension and paid for by the developer/customer prior to installation.

Premises: A tract of land including some or all of its building(s).

Pressure Reducing Valve: An automatic valve used to reduce and limit water pressure.

Prima Facie: A fact presumed to be true unless it is otherwise disproved.

Primary Voltage: Any voltage above 480 volts, phase to phase (at EWEB, this generally refers to services at 12.47 kilovolts).

Property Owners: The owner or owners of record title, or the purchaser or purchasers under a recorded land sales agreement, and other persons having an interest of record in the described real property.

Qualified Medical Professional: A United States-licensed physician, nurse practitioner, or physician's assistant authorized to diagnose and treat the medical condition described without direct supervision by a physician.



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Raceway (Also known as “Duct”): Any channel for holding wires, cables or busbars, which is designed expressly for, and used solely for, this purpose. Raceways may be of metal or insulating material and the term includes rigid metal conduit, rigid nonmetallic conduit, flexible metal conduit, electrical metallic tubing, underfloor or underground raceways, cellular concrete floor raceways, cellular metal floor raceways, surface raceways, structural raceways, wireways and busways.

Rate: A dollar amount or total sum required to produce any given Utility Service. Costs may be fixed or variable according to time or conditions.

Rate Classification: The different type of Rates that EWEB charges, usually four in number—residential, commercial, industrial, and others.

Rate Schedule: A statement/schedule of the utility charge to the Customer for receipt of a Utility Service.

Renewable Energy: Energy that is obtained from sources that are replenished by nature in time scales compatible with its usage. Examples include, but are not limited to, solar, wind, geothermal, biomass, and hydroelectric.

Restrict: To reduce or limit the amount of electric or water that is allowed through a Meter.

Rights of Way: A legal right of passage over another person's ground.

Sale of Water: Generally refers to the sale of water to districts, municipalities, and other water providers.

Secondary Distribution System: An alternating current system connecting the secondaries of distribution transformers to the service drop or service lateral.

Secondary Network System: A method of alternating current distribution in which the secondaries of the distribution transformers are connected to a common network for supplying power directly to the customer's services.

Secondary Voltage: Any voltage of 480 volts or less, phase to phase.

Service Drop: The overhead service conductors from the last pole or other aerial support, including the splices, if any, which connect to the service entrance conductors at the building or other structure.

Service Entrance: The service conductors and conduit/cable between the terminals of the service equipment (see National Electrical Code requirements) and point of attachment of the service drop or service lateral.

Service Lateral: The underground service conductors between the secondary distribution system (including any risers at a pole or other structures or from transformers, secondary box or underground vault) and the first point of connection to the service entrance conductors.



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Shared Meter: Single Meters which serve more than one residential or commercial unit. Utility Service provided through a Shared Meter remains the billing responsibility for one Customer, but may serve multiple units.

Shut-Off Valve: A valve to be used by the customer to shut water off on the customer's side of the meter to conform to the State Plumbing Code.

Surety Bond: A bond that is a financial guarantee which secures an account by ensuring it receives payment.

Tampering: To rearrange, injure, alter, interfere with, or otherwise prevent from performing normal or customary function, any property owned by EWEB for the purpose of providing Utility Services. Including but not limited to, any unauthorized breaking of EWEB's Meter seals, rings, plate covers, locking devices, or Meter glass; placing of a foreign object in a Meter or otherwise interfering with an accurate registering of Consumption; unauthorized connection or reconnection of shut off services; any act which interferes with the delivery, billing, and compensation of EWEB's services.

Temporary Service: A Utility Service of a short-term or transient nature, which may or may not be to a support or structure designed for permanence.

Utility Service: Generally refers to the supplying of Utility and Utility related services to the end-user.

Verifiable Funds: A form of payment that is guaranteed to clear or settle by EWEB certifying the funds.

Water Main Extension: A branch from, addition to, continuation or replacement of EWEB's existing water distribution system, as required to provide water service to a specified parcel or parcels of land and adjacent areas. This may include mains, services, hydrants, and other Facilities necessary to serve specific parcels or developments.

Water Service: Generally refers to the supplying of water and water related services to the end-user.

Water Service Installation: A water service line, meter, and customer-owned shut-off valve connected to an existing water main whether installed at the specific request of the customer or preinstalled but not yet paid for.

Water Service Line: The tap, service pipe, valves, fittings, meter, and meter box installed from the water main to the Point of Delivery.



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REVISION HISTORY

Version	Definition Revised / Revision Description	Resolution No.	Approved	Effective
1	<ul style="list-style-type: none">• Updated glossary definitions to clarify decision making authority• Combined All Utilities, Electric and Water glossaries into one comprehensive document	No. 1713	06/06/17	06/07/17