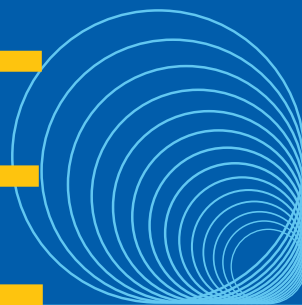




PIPELINE



No Electric or Water Price Changes in 2020

Eugene Water & Electric Board Commissioners in December unanimously approved a \$329 million 2020 budget that includes no overall residential electric or water price increases.

This year will mark the fifth time in the past six years with no residential electric price increase, and the third year in a row with no jump in residential water prices. While water prices for EWEB customers will remain flat, our wholesale water customers such as the city of Veneta and the River Road and Santa Clara Water Districts will see a slight increase. Holding prices steady is part of EWEB's ongoing Affordability Initiative to become more efficient, lower operating costs and reduce and restructure debt while still investing in capital projects that help improve reliability and emergency preparedness.

"Fostering customer confidence by maintaining sustainable spending levels will continue to be a primary focus for EWEB as is assessing the trend of how much of customers' median income is spent on utility bills," said General Manager Frank Lawson.

The "utility burden" is a good benchmark for measuring the utility's progress on affordability. In 2017, for

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EWEB Re-Launches Emergency Preparedness Group for 2020

More than 1,600 people joined EWEB's Pledge to Prepare in 2019, and the utility is looking forward to helping even more customers assemble emergency kits by re-launching the popular program this year.

EWEB in January started Round 2 of the Pledge to Prepare, a 12-month blueprint for emergency preparedness. Each month through the year, EWEB will share a new set of tasks aimed at incrementally building what will become a two week-ready emergency supply kit.

The Oregon Office of Emergency Management encourages residents to be prepared to be on their own for a minimum of two weeks following a disaster. That means storing 14 days of water, food, medicine and other supplies. Starting your kit from scratch can feel like a daunting task.

When you join the Pledge to Prepare, you'll receive a monthly email with step-by-step recommendations. The idea is to start small with a basic three-day kit, and then build it slowly over time.

To help our customers stay motivated and engaged in building your supplies through the year, EWEB will raffle off useful emergency preparedness supplies such as water storage containers, solar chargers and first aid kits. There will be a new drawing every month.

To join the Pledge to Prepare and get started on your two-week emergency kit, visit eweb.org/pledge.

You must be an EWEB customer to participate in the monthly prize drawings.

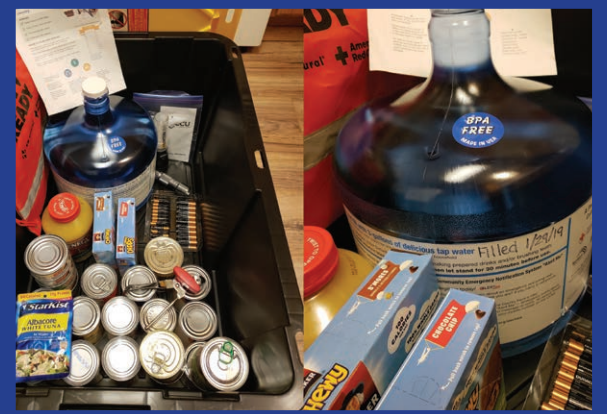
Feedback from last year's participants shows this incremental approach works:

"Thanks for the easy-to-follow checklist. We even got friends and family involved when we created our emergency plan. We all agreed on meeting spots and an emergency contact outside of the area."

(EWEB Customer Remie L.)

"Thanks for putting this program together. It makes the daunting task of preparing for an emergency much more reasonable. Up until now, I had done nothing and often felt worried about it."

(EWEB Customer Matt B.)



"What a great program this is! I had done a few things before but had been unsure how to proceed. Now, I have small steps which I can easily complete. Lots of fun."

(EWEB Customer Sue W.)



Last year, Pledge to Prepare participants sent in 160 photos of the supplies they managed to assemble by following the monthly recommendations. Thanks to all who shared!

(Continued from the cover)

example, the monthly water and electric bill for the average residential customer was about 4.1 percent of the Eugene median household income. Through various cost-containment and efficiency strategies, that burden has been reduced to 3.7 percent. EWEB will continue to look for ways to further ease the utility burden, Lawson said.

The improved financial metrics haven't escaped the notice of the major credit rating services. Fitch Ratings last November awarded EWEB's Electric System an "AA-," and Moody's Investor Service followed with an "Aa2" rating for the Water System. These strong credit ratings will help reduce borrowing costs when EWEB issues future bonds for capital investments like rebuilding the Carmen-Smith Hydroelectric Project and our planned water storage improvements over the next decade. Lower borrowing costs will help the utility mitigate the impact of future electric and water price increases.

Storm Season Outage Tips



Following the destructive snow storm that hammered the Eugene area in late February 2019, EWEB wants to remind all of our customers of the best ways to report an outage so crews can quickly respond and restore service.

If your lights go out, the first thing to check is your circuit breaker box for tripped circuits or blown fuses. If there are no tripped breakers, contact EWEB. There are two convenient methods to report an outage:

- **Phone:** Call EWEB's automated outage reporting line at 1-844-484-2300. The automated system will ask you to input the 10-digit phone number associated with your billing address. If you do not complete the prompts tied to the automated system, your outage will not be recorded.
- **Mobile phone texting:** Simply text the word OUT to TXEWEB (893932). If you are texting from a mobile phone that EWEB does not recognize, an additional prompt will appear to confirm a phone number associated with your EWEB account.

After reporting your outage, take these steps:

1. Turn off electrical equipment such as computers, TVs and stereos that aren't guarded with surge protectors.
2. Turn down your thermostats. This helps prevent overloads in your neighborhood when power is restored.

For outage updates, go to EWEB's Power Outage Map at eweb.org/outage.

As the repair crews gather and report details from the field, a pop-up window associated with the outage location will be populated with additional information as it becomes available, such as how many customers are affected, the estimated restoration time and the general cause.

While losing electric service is never fun and always inconvenient, the outage map can provide basic self-service information on the location, cause and the estimated time of restoration. The map automatically refreshes every 5 minutes and information will be updated as restoration progresses.



Founded in 1911, Eugene Water & Electric Board is one of the oldest publicly

owned electric utilities in the Northwest. Today, EWEB is Oregon's largest customer-owned utility.

The citizens of Eugene elect a five-member Board of Commissioners, which retains full control of the utility and sets policies that guide its operation. Four commissioners represent specific wards within the city; the fifth member is elected "at large."

Commissioners meet on the first Tuesday of every month, in the EWEB North Building at 500 E. Fourth Ave. Time is reserved at each meeting for you to speak to the Board on any utility-related issue. Check eweb.org for meeting times.

Rely on us.

Your Commissioners



STEVE MITAL
President
Wards 1 and 8



MINDY SCHLOSSBERG
Vice President
At large



DICK HELGESON
Wards 2 and 3



JOHN H. BROWN
Wards 4 and 5



SONYA CARLSON
Wards 6 and 7