



Share the Warmth

As a citizen-owned utility, the Eugene Water & Electric Board will continue to lend a hand to those of our customers in need. EWEB will again make available our Customer Care economic assistance funds to help families and seniors citizens in need, along with other people with limited incomes.

Even though EWEB provides assistance at a higher level than many Oregon utilities, there are not enough funds to serve everyone in need. You can make a difference by donating to one of our Customer Care programs. To donate, contact Customer Service at **541-685-7000**. For more information, visit eweb.org/assistance.



EWEB's no-cost energy tips

There are many no-cost and low-cost actions you can take to save energy and shave dollars off your electric bill. Below are a few simple ideas to help you start saving now. For more information, go to: eweb.org or <http://bit.ly/2gfj7IG>



1. Turn down the thermostat

Set your thermostat to 68 degrees or lower to heat your home. Each degree that you lower the thermostat can reduce your heating costs by as much as 3 percent.



2. Heat only when home and awake

If you have resistance heat such as ceiling heat, wall heaters or baseboards, turn down the thermostat before you go to bed at night and when you are away from home. You will significantly reduce your electric use by heating your home for only eight to 10 hours per day instead of 24.



3. Seal drafts

Keep doors and windows closed and block all gaps, cracks and openings to the outdoors. Keep woodstove and fireplace dampers closed when not in use. Close fireplace doors as well.



4. Clean furnace filters

Clean furnace filters regularly during the heating season and replace as needed. Forced-air furnace filters trap dirt and dust, clean the air you breathe, and help the furnace operate more safely and efficiently.



5. Maximize warm air flow

Make sure that furniture and window coverings are not blocking the flow of heat. Increase the efficiency of ceiling and baseboard heat by running a small fan to get the air moving.



Run to Stay Warm

SUNDAY, NOV. 19

8:30 a.m. Kids 400 meter dash
9:00 a.m. Half marathon
9:15 a.m. 10K and 5K

Registration is still open for EWEB's annual "Run to Stay Warm," one of the few fall season races that includes a half marathon as well as a kids' 400-meter dash, 5K and 10K.

All proceeds from the Nov. 19 event will benefit income-eligible customers who are struggling to pay their utility bills and stay warm through the winter months. In 2016, more than 1,000 people registered to help struggling families. The event has raised more than \$212,000 to date.

sign up today at:
runtostaywarm.org

In preparation for storm season, we want 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.

For faster outage reporting, restoration and status updates during prolonged outages such as the December 2016 ice storm, please make sure your current cell phone number is tied to your EWEB account. This helps avoid extra steps during an outage. To update your account, call Customer Service at **541-685-7000**, or email eweb.answers@eweb.org.

Customers can now request a follow-up phone call or text message to let you know an estimated restoration time or when the power has been restored.

At this time, EWEB does not have the technology in place that would alert us about individual power outages. In order for your outage to be recorded and put on a restoration plan, you must report the outage using one of the methods listed on page 1.

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.
- 3. If you see a downed power line outside, stay away** from it and call EWEB (or 911 if the downed line is across a street or sidewalk).



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.

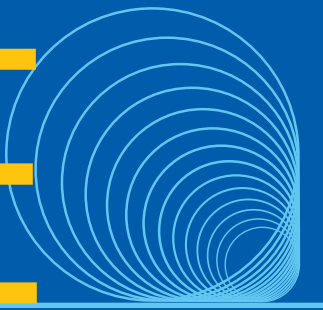
The citizens of Eugene elect a five-member Board of Commissioners, which retains full control of the utility and sets policies that guide its operation. Four commissioners represent specific wards within the city; the fifth member is elected "at large."

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.



PIPELINE



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Storm season just around the corner

TWO WAYS TO REPORT AN OUTAGE:

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

With fall in full swing and winter approaching, storm season in the southern Willamette Valley isn't far behind.

These storms can include high winds and rain that bring down trees and branches onto overhead electric lines, resulting in outages. Sometimes, such as in December 2016, the Eugene area receives freezing rain, ice and snow, which can cause havoc on the roads as well as to power lines and trees.

Although storms do cause outages, EWEB has been nationally recognized for our high level of reliability and our ability to quickly and safely get your power back on when outages do occur.

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Tax credits sweeten EV purchase

Here in the Pacific Northwest, where we enjoy abundant, low-cost hydroelectric power, electric vehicles are a smart economic choice and an important piece of the region's move away from fossil fuels. In our area, it will cost you \$3.41 to go 100 miles in an electric vehicle, compared to \$12.16 in an average gas-powered car. Tax credits sweeten the deal. In addition to the existing \$2,500 to \$7,500 federal tax credit, the State of Oregon's new rebate of up to \$2,500 goes into effect in 2018.

For more information, visit: eweb.org or <http://bit.ly/2y0kjFJ>

Your Commissioners



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Wards 2 and 3



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Wards 4 and 5



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Wards 1 and 8



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