

# Your EWEB statement has a new look!

EWEB is making it easier for customers to do business with us. We want to shift more power in your hands, and that starts with improving some of the basics. We have created a new bill that delivers information in a clear, readable way so you can make informed decisions about your energy and water use.

## Contact information

For water, electric or account and billing questions, contact EWEB. Contact the City of Eugene for stormwater and wastewater related questions

## Message center

Check here for important notices about your account, as well as timely information and seasonal tips.

## Usage Details

Refer to details from the current and previous months to help make informed decisions about your water and energy use.

### Billing summary

Hi Happy Customer, Get anywhere, anytime access to your utility services bills by logging in to your account at eweb.org. And while you're there, check out the convenience and control of paperless billing. We know a lot of customers like a paper bill as a reminder to pay. With paperless billing, you can select to receive email or text reminders so you never miss a due date. Give it a try and if it doesn't work for you, switch back to paper bills with just another click of a button.

**DID YOU KNOW?**  
The water heater is one of the biggest energy users in the home. You can save money and reduce energy waste by setting the temperature to 120 degrees and washing laundry in cold. When it's time to replace, consider a super-efficient Heat Pump Water Heater, which uses half the energy of a standard electric unit and with an EWEB rebate, you can save \$800 - \$1,700. Learn more at eweb.org.

### Account information

ACCOUNT NUMBER: 565656-11111  
Happy Customer-Customer  
4567 This Street as Long Name St.  
Eugene, OR 97404

Bill Date: 7/9/2019  
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### Amount due and due date

**TOTAL AMOUNT DUE**  
**\$210.36**

### BILLING SUMMARY

PREVIOUS BALANCE	\$223.97
PAYMENT(S) MADE	-\$223.97
<b>BALANCE FORWARD</b>	<b>\$0.00</b>
<b>CURRENT CHARGES</b>	<b>\$210.36</b>
<b>TOTAL LOCATION BALANCE</b>	<b>\$210.36</b>

### CURRENT CHARGES

6/4/2019 - 7/2/2019 (28 DAYS)

**\$210.36**

EWEB City \$150.76  
City \$59.60

EWB Electric	\$95.15
EWB Water	\$55.61
City of Eugene Wastewater	\$44.60
City of Eugene Stormwater	\$15.00

Cost per day: Electric \$3.40, Water \$1.98

See Back for Charge and Meter Details

Please include this portion of your bill with payment.

ACCOUNT NUMBER	565656-11111
Current Charges due by 07/24	\$210.36
<b>Total Amount Due</b>	<b>\$210.36</b>
AMOUNT ENCLOSED	\$

Pay online, by phone or in person. Details

MAIL PAYMENT TO:  
EUGENE WATER & ELECTRIC BOARD  
PO BOX 3519  
SEATTLE, WA 98124-5192

### ELECTRIC USAGE

Meter # 564  
Present Reading: 18285 kWh  
Previous Reading: 17469 kWh  
Usage: **816 kWh**

THIS MONTH	28 Days Billed	63° F Avg. Temp.	Avg. 29 kWh/day
LAST MONTH	33 Days Billed	59° F Avg. Temp.	Avg. 27 kWh/day
LAST YEAR	29 Days Billed	61° F Avg. Temp.	Avg. 23 kWh/day

### CURRENT CHARGES DETAIL

6/4/2019 - 7/2/2019 (28 DAYS)

EWB SERVICES | 541-685-7000

<b>ELECTRIC</b>	
Cost of Basic Service	\$20.50
Delivery Charge (816 kWh x 0.02624)	\$21.41
Energy Charge (816 kWh x 0.06524)	\$53.24
<b>TOTAL</b>	<b>\$95.15</b>
<b>WATER</b>	
Cost of Basic Service	\$20.37
Consumption Charge (8 kgal x 1.416)	\$11.33
Tier Two Consumption (10 gal x 2.391)	\$23.91
<b>TOTAL</b>	<b>\$55.61</b>
<b>CITY SERVICES   541-682-4900</b>	
<b>WASTEWATER</b>	
Cost of Basic Service	\$13.55
Consumption-based Charge (6.043 kgal x 5.139)	\$31.05
<b>TOTAL</b>	<b>\$44.60</b>
<b>STORMWATER</b>	
Stormwater Service Fee	\$15.00
<b>TOTAL</b>	<b>\$15.00</b>

### WATER USAGE

Meter # 564  
Present Reading: 185 kgal  
Previous Reading: 167 kgal  
Usage: **18 kgal**

THIS MONTH	28 Days Billed	18 kgal/month
LAST MONTH	33 Days Billed	21 kgal/month
LAST YEAR	29 Days Billed	19 kgal/month

### WAYS TO PAY

Online: www.eweb.org  
Phone: 541-685-7000  
In Person: 500 East 4th Ave, Mon-Fri 9 a.m. - 5:30 p.m.

Create a profile at eweb.org for more tools and information. Learn more about managing your usage, set up alerts and notifications and manage your account.

### Understanding your bill

**Cost of Basic Service:** supports fixed costs such as metering, billing and customer service. This is a charge for having service available and is billed even if no water, electricity or wastewater services are used.

**Delivery Charge:** covers the cost of bringing power to your home or business, including maintaining the poles, lines and substations.

**Energy Charge:** covers the cost of producing the electricity and sending it long distance to EWEB's distribution system.

**Wastewater Consumption-based Charge:** Dec. - April based on actual water consumption. May - Nov. based on previous winter's average water consumption.

**Who do I contact?** Contact EWEB at 541-685-7000 for all billing and account related concerns, or for water and electric questions. Contact the City of Eugene at 541-682-4900 for wastewater/stormwater questions.

## Current charges

A new at-a-glance breakdown of your current charges across services. Also find the average cost per day for water and electric services during the billing period.

## Current charge details

Find more information about charges below in "understanding your bill".

## Ways to pay