



MEMORANDUM

EUGENE WATER & ELECTRIC BOARD
GENERAL MANAGER'S OFFICE

Rely on us.

March 9, 2010

TO: Commissioners Brown, Cunningham, Cassidy, Ernst and Farmer
FROM: Karl Morgenstern, Drinking Water Source Protection Coordinator
SUBJECT: Acquisition opportunity for protection of critical riparian resources and creation of demonstration farm to promote drinking water source protection goals in the McKenzie.

Issue Statement

EWEB's Drinking Water Source Protection Program is developing long-term solutions to help mitigate a number of high priority threats to Eugene's sole source of drinking water, the McKenzie River. Mitigating and slowing development along the river and in the floodplain and reducing pesticide use associated with agriculture are a couple areas where significant progress can be made in 2010. In support of these efforts, EWEB staff is working with the McKenzie River Trust (MRT) and Bonneville Power Administration (BPA) to acquire a piece of property that will become the cornerstone for implementing and demonstrating long-term solutions to protect this critical resource.

Background

On September 23, 2008, EWEB staff provided the Board with an overview of the Drinking Water Source Protection Program and suggested creating a Watershed Stewardship Policy that could provide guiding principles and direction for protecting the McKenzie River as a critical resource that is directly tied to the long-term health of EWEB and our community (see Board Memorandum dated September 17, 2009 for more details). The Board memo outlined a number of goals and objectives that should be included in a comprehensive watershed stewardship policy including:

- EWEB assumes a leadership role in promoting watershed stewardship through its actions;
- Develop the ability to measure the balance between watershed health and human use over time and implement actions on EWEB property and facilities that demonstrate how individual actions can result in sustainable utilization of watershed resources;
- Promote and incorporate the use of markets that economically reward farmers, foresters, developers, residents and others that transition to sustainable practices and third party certification.
- Increase watershed coordination of EWEB activities in the McKenzie thru inter-departmental project teams or other mechanisms that leverage funding, resources, data, partnerships and technical expertise to develop sustainable solutions and enhance project implementation;
- Actively promote resource stewardship and seek sustainable solutions relating to water and energy resource use in the McKenzie Watershed;
- Establishing watershed level geographic information systems (GIS) and data repository that allows and encourages internal sharing of data, information and models;

- Work to build the capacity and capabilities of local governments and organizations to respond to and support watershed stewardship in ways that align with EWEB's mission; and,
- Be transparent in our actions and intentions.

The Board indicated widespread support for the principles outlined in the memo and reiterated the importance of focusing on mitigating high priority threats in the watershed. Two of these threats, pesticide use on agricultural lands located along the valley floor upstream of EWEB's intake and residential development along the river, are addressed as part of the property acquisition project described in this memo.

Discussion

Over the last two years, EWEB staff have been working with the McKenzie Watershed Council, MRT and the Oregon Department of Fish & Wildlife to pursue acquisition of properties located in priority areas per the Leaburg Walterville FERC license #2496 Article 412 and Article 413, which established funds that are to be used to mitigate for impacts from operations of these hydroelectric facilities (see Figure 1). These funds are to be used to restore and/or protect fish habitat in areas potentially impacted by the operation of EWEB's Leaburg and Walterville hydroelectric projects. As part of this effort, an opportunity surfaced to acquire a 92 acre parcel located on Camp Creek Road downstream of the Walterville tailrace. This property provides more than 50 acres (including nearly a mile of McKenzie River frontage) of riparian area with key side channel, island and floodplain forest habitat for protection and restoration. The property also contains 34 acres of farmland with a house, barn and large shop and has irrigation water rights for the farmland (Figure 2).

The MRT has been working with EWEB, BPA and the landowner, Richard Hunsaker, to develop a proposal for acquiring this 92-acre parcel. Although negotiations continue, the current status is that BPA is interested in funding approximately \$775,000 toward purchase of the property and in return would claim wildlife habitat credits to mitigate for damages to salmon habitat due to the operation of hydroelectric facilities in the Willamette River basin. EWEB is looking at contributing approximately \$310,000 toward the acquisition and about \$240,000 into a long term fund that will be used to assist with development and operation of the demonstration farm. The mix of EWEB funds would be about \$250,000 from FERC License Article 412/413 funds (Leaburg Walterville license) and \$300,000 from cash reserves.

The proposal is to establish a demonstration farm that is transparent, educational and documents all aspects of projects implemented on the farm (e.g., costs, limitations, advantages, lessons learned, environmental benefits, etc.). Specific objectives include to

- Track all aspects of transitioning from conventional pasture to organic food crops (the majority of farmland in the McKenzie is pasture);
- Demonstrate how crops can be sold to local markets (including school districts) via the Food Hub online tool (www.food-hub.org);
- Demonstrate how the Food Hub tool can be used to assess market opportunities and trying to grow different crops to meet those opportunities;
- Show how agricultural land can coexist with and enhance riparian, floodplain and upland habitat (a preferable land use to houses);
- Demonstrate access to ecosystem service markets (as they come available);
- Show how energy efficiency and renewable energy can be developed on a farm to reduce operation costs and help increase the economic viability of farming;

- Incorporate soil and water conservation projects, including efficient irrigation systems;
- Demonstrate healthy riparian habitat, invasive weed control and floodplain forest management;
- Show how active agricultural and conservation easements can be used to protect land from future development; and
- Provide educational opportunities for grades K-12 (including as an outdoor classroom and part of the farm-to-school program), and provide research and education opportunities for Lane Community College, Oregon State University (OSU) and University of Oregon.

The current partners that have indicated a commitment to this project are Cascade Pacific Resource Conservation & Development, Upper Willamette Soil & Water Conservation District (SWCD), OSU, OSU and Lane County Extension Service, Willamette Farm & Food Coalition, Lane Council of Governments, Oregon Tilth, Ecotrust, McKenzie Watershed Council, MRT and BPA. There are also about a half dozen growers in the McKenzie who are interested and supportive of this concept. EWEB staff are engaged in discussions with the various partners (some of who have experience running experimental or demonstration farms) about the best practices for managing and operating the demonstration farm (nonprofit, SWCD, OSU, etc.).

EWEB staff will be working with MRT to apply for a RARE intern (application due in April 2010), who would work full time for about a year to develop a farm management plan with all the partners as the implementation tool. The property currently has renters who would stay on the farm until EWEB and its partners are ready to implement the plan and enter agreements for fiscal and operational management. MRT would hold the title to the land and BPA would have an easement on the property that does not restrict the activities associated with the demonstration farm.

The benefits of this acquisition, to protect critical riparian and floodplain habitat while developing a demonstration farm that provides information and on-the-ground examples for other farmers in the McKenzie to learn from as well as an educational tool for youth, are many. A few of the benefits as they relate to the principles of a watershed stewardship policy are outlined below:

- Implement a project that fulfills FERC license obligations (Articles 412/413), benefits BPA and protects Eugene's sole source of drinking water, and leverages funding, resources, partnerships and technical expertise to develop sustainable solutions and protect critical habitat;
- Actively promote resource stewardship and assume a leadership role in seeking sustainable solutions relating to food, water and energy in the McKenzie Watershed;
- Promote and incorporate the use of markets that economically reward farmers who transition to sustainable farming practices and third party certification;
- Work to build the capacity and capabilities of local governments, schools and organizations to respond to and support watershed stewardship in ways that align with EWEB's mission;
- Establish an education facility that can engage tomorrow's leaders; and,
- Be transparent in our actions and intentions.

Recommendations/ Requested Action

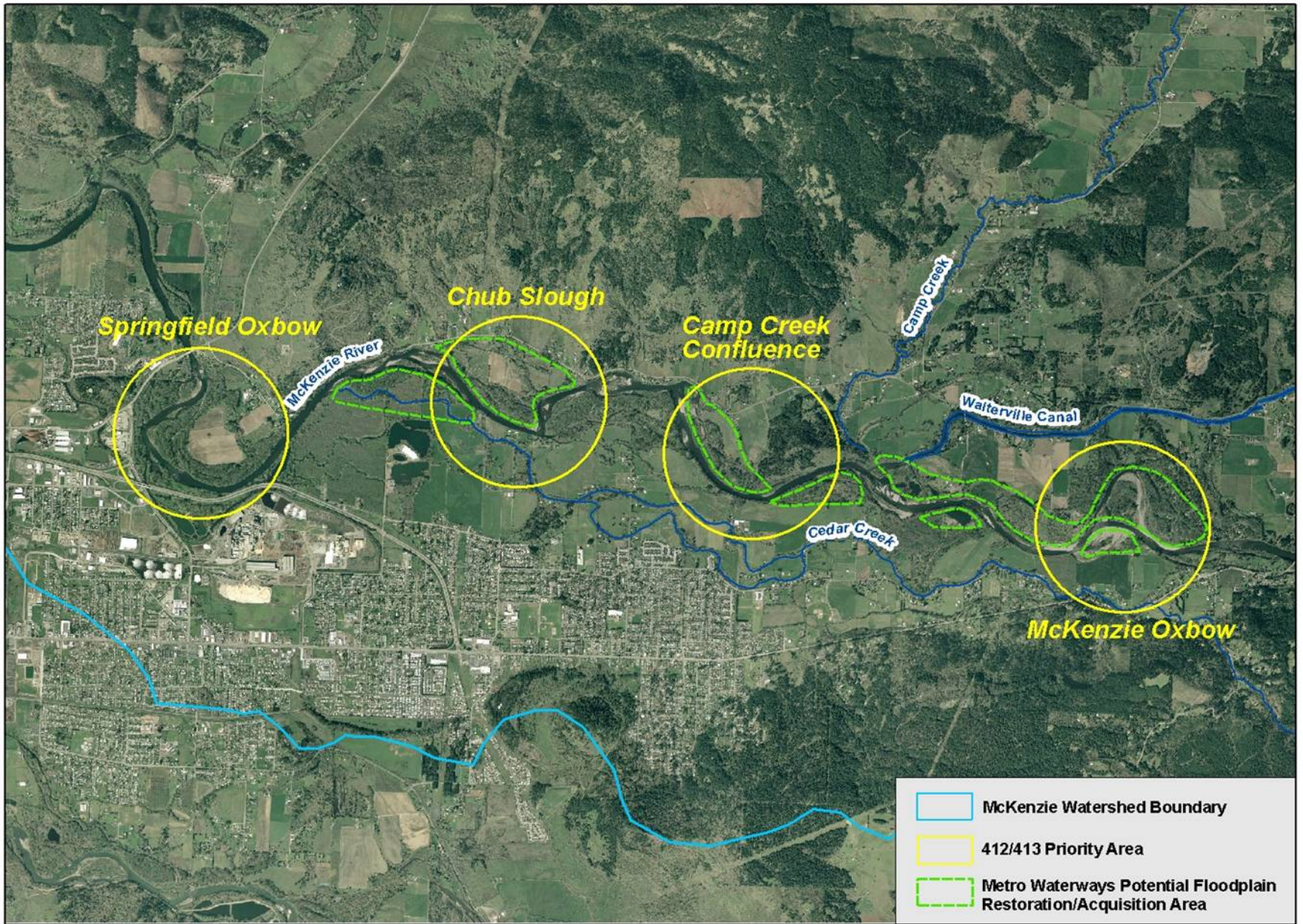
Staff request that the Board support staff's efforts to continued property acquisition with MRT and BPA to fulfill FERC Articles 412/413 requirements and protect Eugene's drinking water source. Once details are worked out with MRT and BPA and a preliminary demonstration farm management

Board Memorandum

March 9, 2010

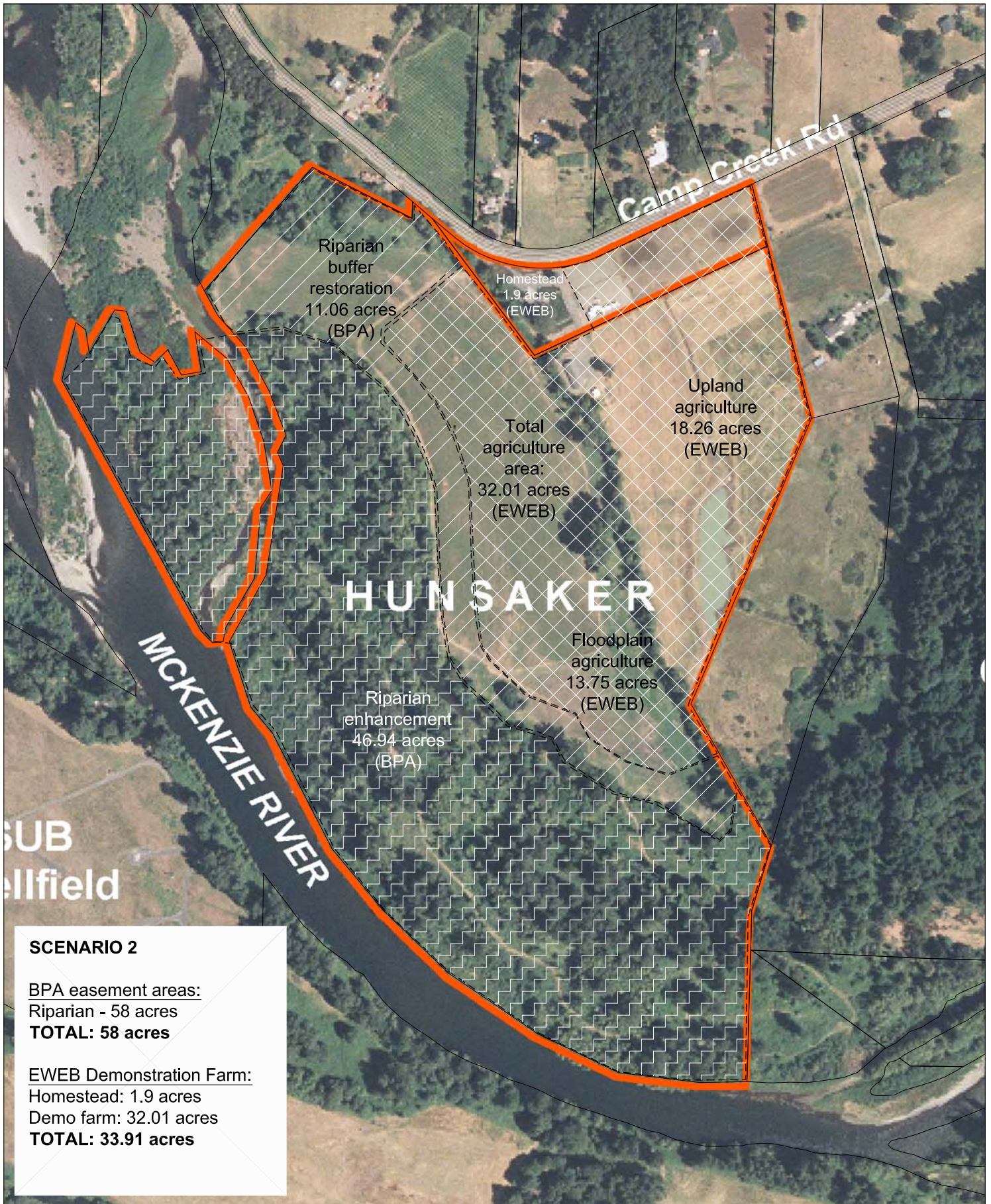
Page 4 of 4

approach is reached with the various partners, EWEB staff will bring this back to the Board for approval, which is anticipated to be in April 2010.



Articles 412/413 Priority Areas

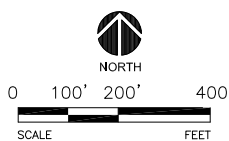




SCENARIO 2

BPA easement areas:
 Riparian - 58 acres
TOTAL: 58 acres

EWEB Demonstration Farm:
 Homestead: 1.9 acres
 Demo farm: 32.01 acres
TOTAL: 33.91 acres





MEMORANDUM

EUGENE WATER & ELECTRIC BOARD
GENERAL MANAGER'S DIVISION

Rely on us.

TO: Commissioners Brown, Cunningham, Cassidy, Ernst, Farmer
FROM: Ken Beeson
DATE: March 9, 2010
SUBJECT: Roosevelt Building Project – Status Report

Issue Statement.

This memo provides a status report on the Roosevelt Operations Center Project. The current project cost summary is attached.

Overall Construction Status.

General. Project construction is proceeding on schedule and consistent with the schematic design and budget of \$83.5 million approved by the Board in February 2008. Completion of construction is expected by November 2010 and within the project budget.

Project construction is being completed for EWEB by Lease Crutcher Lewis (EWEB Construction Manager General Contractor CMGC). All construction bids have been awarded. An additional package for site and building signage will be awarded in March 2010.

Site. Site preparation, rock work and initial paving of access drives and employee parking has been completed. Roosevelt intersection improvements and traffic signal, and paving of the equipment yard are scheduled for summer 2010. Wetlands grading and initial planting work was done in 2008. Additional planting will be done in early 2010. Monitoring and maintenance in compliance with US Army Corps and Oregon Department of State Lands permits will continue until 2014.

Foundations and Structures. All foundations, slabs, concrete tilt walls, structural steel (roof and canopy structures, interior bracing, floor deck) and related work required for the Operations & Engineering building, Warehouse, Fleet building, and various yard structures is complete.

Interiors and Finishes. Interior and exterior building construction and finishes, including electrical, mechanical, plumbing, equipment, wood finishes, etc is underway in all three buildings as well as the site structures.

Furniture and Equipment. The RFP process for office furniture is underway. Equipment for the data center and related information systems has been ordered.

Contract Approvals and Revisions. There are two Roosevelt contracts scheduled for Board review and approval in the next two months. The first, scheduled for March 16, is a contract with Environmental Consultants to perform monitoring work required by our US Army Corps wetlands permit for the Roosevelt wetlands. The second, planned for April 6, will be a contract with a furniture dealer for purchase and installation of the project office furniture. Additional detail on these contracts is provided below.

Discussion.

Following is a more detailed review of certain issues and/or areas of interest related to the project:

Furniture. We are completing an RFP process for new office furniture which includes work stations and related equipment and furniture for offices, conference rooms, break areas, etc. We will request Board authorization on April 6 to execute a contract (approximately \$1.7 million) for purchase and installation of the furniture. More detailed background will be provided to the Board before April 6.

Wetlands Completion and Monitoring. A requirement of the US Army Corps wetlands permit is that once the initial restoration and planting work is complete, EWEB will monitor the site for a five year period (2010 – 2014). The March 16 Board consent calendar includes a request for Board authorization of a contract with Environmental Consultants to complete this work. Environmental Consultants (EC) has been working on this project since 2005 under the PIVOT agreement. EC prepared the EWEB wetland permits (Corps and Oregon Department of State Lands) and has been working with the CMGC and EWEB to establish the wetlands since restoration work was started in 2008. The monitoring work includes completion and submission of annual reports in accordance with Corps requirements and specifications. The work will cost approximately \$150,000 (\$30,000 per year) and is included in the final cost projection for the project (see “Project Cost Status and Summary” below). There are no agency monitoring or reporting requirements after this 5-year period assuming EWEB meets the success criteria in the agency permits.

There will also be a contract with a landscape company for related site maintenance and support work (estimated to be approximately \$200,000) coming to the Board for authorization later in 2010. That estimated contract amount is also included in the final cost projection for the project.

Data Center. An important part of the Roosevelt project is installation of the data center and various ancillary equipment, and also the fiber interconnection between Roosevelt and the downtown HQ data center. Facilities and equipment being installed under the construction contract includes the data center and the IDF (independent data frame) rooms, the supporting electrical and mechanical service infrastructure (primary and backup), and the related security systems. Costs for these facilities and equipment are included in the construction costs shown on Attachment A.

EWEB is responsible for design and installation of the fiber communications tie between HQ and ROC; the required switches, router and servers at Roosevelt and HQ; and the required configuration, programming, wiring and connection of all electronic data equipment to ensure that Roosevelt employees are able to access and use all the information systems they presently use at the HQ site. The current estimate for this EWEB work is \$2.5 million, an amount allocated for under the “Utilities” portion of the Owner’s budget (see Attachment A).

Staff has been working during the past year to ensure that the new facilities (including the data center, IDF rooms, backup dispatch and power trading space, and security systems) are constructed in compliance with the evolving NERC reliability and security standards.

The EWEB work on the data center has been specifically organized with a designated project Manager (Greg Armstead) and a steering committee that includes the General Manager and member of EMT.

Change Orders. We have currently processed two change orders (\$742,151) for changes related to site work and building structures. Change orders for the project are covered by the project contingency (\$4.634 million) included in the original \$83.5 million budget. Change order costs are for additional construction work that was not included in the design and specifications (i.e., not included in the construction bid packages). This additional work includes 1) unforeseen construction work that is required; 2) construction changes and modifications required due to phased construction (i.e., portions of the project designed and bid before other portions of the project designed); and 3) work that is requested by EWEB as construction proceeds (after bidding is complete and construction contracts are in place with sub contractors).

There are no changes that have been made that are not consistent with the original scope of work. The attached estimate of final completion costs for the project (column 4- "Estimated Completion Cost") assumes \$4.6 million in contingency will be spent.

Project Cost Status and Summary. Refer to Attachment A for a summary of the current project costs.

- Column 1 ("Approved Project Budget") shows the final project budget approved by the Board in February 2008.
- Column 2 shows the current Guaranteed Maximum Price (GMP) for the EWEB-Lewis construction contract. This amount (\$49,149,981) is only construction costs (not Owner costs) and includes all direct construction costs and construction overheads for Bid Packages A, B and C (described above). It also includes change orders for \$742,151.
- Column 3 shows the actual project costs (construction costs and owner costs) to date.
- Column 4 shows the estimated completion costs.

Additional notes related to project costs:

- "Estimated Completion Costs": Based on the results of Package A, B and C bids and based on the way the project work continues to progress, I estimate that final total costs for the project (construction and owner's costs) will be approximately \$72 million or about \$11.5 million under the project budget.
- "Owner's Costs". I am currently estimating that the final costs here will approximately \$1 million over the original budget.
 - "Equipment, Furniture". I am estimating final costs for furniture and equipment to be \$2.4 million which is \$200,000 less than the original budget.

- *“Utilities”*. I am currently estimating \$2.9 million for “Utilities” which is \$700,000 more than the budget estimate in 2007. This includes EWEB costs for installation of all utilities (including gas, water, electric, telephone, cable TV, and EWEB fiber) into the site. It also includes costs for some of the data center equipment (servers, routers, connections) and also some of the distributed communications systems wiring and connections (data, phone) within the various shop and office work spaces. I will continue to refine this estimate over the next few months as EWEB work on the data center installation progresses.
- *“Owner’s Services”*. Currently includes costs for project management and moving.
- *“Permits, Fees”*. I am estimating final permit costs to be \$1.95 million which is approximately \$70,000 less than the original budget. The wetland monitoring and maintenance work discussed above is included here. There will also be additional inspection and review charges from the city.
- *“Architects, Engineers”*. The final costs for the design work (schematic design, design development, construction documents, construction administration) are estimated to be approximately \$7.75 million which will exceed the Board authorization (\$7.2 million) by approximately 8%.
- *“Other services”*. I am estimating final costs for this work to be approximately \$750,000 which is approximately \$420,000 less than the original budget. This work includes costs for an independent commissioning agent (Systems West Engineers), an independent testing company (FEI Testing), and pre-construction services from LCL. This amount also includes \$150,000 for art.

Recommendation / Requested Action.

There is no requested action. Please call me if you have any particular questions about the project or if you want additional information.

We are conducting tours of the project site at 10 a.m. on the first and third Fridays of each month. There is no need to sign up in advance; come out (entrance off Roosevelt and follow signs to the project office) a few minutes before 10 and wear sturdy shoes that can get muddy.

Attachments

revised: March 8, 2010				ATTACHMENT A
Roosevelt Project Cost Summary	1	2	3	4
Roosevelt Project Budget	Approved Project Budget (Feb 2008)	Current GMP Total (2.06.10)	Actual Cost to Date (3/1/10)	Estimated Completion Cost (3.06.10)
DIRECT CONSTRUCTION COSTS				
Site, Yard, Parking	\$ 14,955,000	\$ 12,587,250	\$ 5,497,972	\$ 12,780,000
Operations Building (109,374 sf)	\$ 20,521,000	\$ 20,286,075	\$ 8,745,000	\$ 20,550,000
Warehouse (38,097 sf w/canopies)	\$ 3,594,000	\$ 4,695,788	\$ 2,509,400	\$ 4,650,000
Fleet (22,440 sf)	\$ 4,658,000	\$ 4,531,403	\$ 2,220,000	\$ 4,520,000
TOTAL - DIRECT CONSTRUCTION	\$ 43,728,000	\$ 42,100,516	\$ 18,972,372	\$ 42,500,000
CONSTRUCTION OVERHEADS AND ESCALATION				
General Conditions	\$ 3,058,000	\$ 3,108,571	\$ 1,802,971	\$ 3,170,000
PL/PD, Performance Bond, BOLI Fee	\$ 1,172,000	\$ 1,024,053	\$ 736,512	\$ 1,040,000
Builders Risk	\$ 295,000	\$ -	\$ -	\$ -
Contractor Contingency (2.5%)	\$ 1,206,000	\$ 1,155,828	\$ 277,399	\$ 1,170,000
Contractor Fee (2.15%)	\$ 1,064,000	\$ 1,018,862	\$ 468,677	\$ 1,030,000
Estimating Contingency (12%)	\$ 5,871,000	\$ -	\$ -	\$ -
Escalation (Sept 06 - Dec 07) and (Jan 08 - Oct 09)	\$ 5,052,000	\$ -	\$ -	\$ -
TOTAL - CONSTRUCTION OVERHEADS, ESCALATION	\$ 17,718,000	\$ 6,307,314	\$ 3,285,559	\$ 6,410,000
Change Orders	\$ -	\$ 742,151	\$ 742,151	\$ 4,600,000
TOTAL - CONSTRUCTION WITH OVERHEADS + CHANGE ORDERS	\$ 61,446,000	\$ 49,149,981	\$ 23,000,082	\$ 53,510,000
OWNER COSTS				
1 Equipment, Furniture	\$ 2,600,000		\$ 31,840	\$ 2,400,000
2 Utilities	\$ 2,200,000		\$ 472,225	\$ 2,900,000
3 Owners Services	\$ 943,000		\$ 382,800	\$ 1,050,000
4 Permits, Fees	\$ 2,020,000		\$ 1,218,244	\$ 1,950,000
5 Architects, Engineers	\$ 6,850,000		\$ 6,401,992	\$ 7,750,000
6 Other Services	\$ 1,170,000		\$ 367,503	\$ 750,000
TOTAL Owners Costs	\$ 15,783,000		\$ 8,874,604	\$ 16,800,000
TOTAL CONSTRUCTION AND OWNER COSTS	\$ 77,229,000		\$ 31,874,686	\$ 70,310,000
Project Contingency (change orders)	\$ 4,634,000		\$ -	\$ -
EWEB Administrative Overhead (2%)	\$ 1,637,000		\$ 693,385	\$ 1,420,000
ESTIMATED TOTAL PROJECT COST	\$ 83,500,000		\$ 32,568,071	\$ 71,730,000



Eugene Water & Electric Board

500 East 4th Avenue/Post Office Box 10148
Eugene, Oregon 97440-2148
541-685-7000
www.eweb.org

March 8, 2010

Re: Walterville Canal & River Fluctuations

Dear McKenzie River Guides:

Your e-mails to EWEB regarding the Walterville Canal were forwarded to me for a response. By way of introduction, I am EWEB's Generation Manager, in charge of all of the utility's electric generation facilities, including the McKenzie River Projects.

I understand your concerns about fluctuating river levels, and we have made efforts over the past several years to become more aware of the impact that unannounced fluctuations in the river level can have on the experience of the angling public and river guides. We also realize that our facilities can have an impact on fisheries and habitat, and we are committed to mitigating those impacts under the guidance of EWEB biologists, the Federal Energy Regulatory Commission, as well as state and federal fisheries and other natural resources agencies. This commitment is balanced with the electric power needs of our customer-owners who rely on hydropower as their main source of electricity and as an energy source to accommodate intermittent renewable energy, such as wind power.

The annual three-week maintenance shutdown of the Walterville Canal is normally scheduled to coincide with the peak wild salmon migration in early June. This schedule allows us to assist the wild salmon migration while also allowing us to do necessary maintenance work. In addition, between April 15 and October 31, we may shut down the canal for a day or so weekly, as needed, and as agreed to with federal and state fisheries resource agencies to manage fish at the Walterville fish barrier. However, EWEB has not had any weekly shutdowns of the canal for fish delay at the Walterville tailrace barrier since 2007. Other shutdowns can occur throughout the year due to extremely low or high flows. Our aim is to provide you and others who use the river as much advanced knowledge as possible about planned shutdowns or changes in the river flow to meet these fisheries and power-production obligations.

This year, the annual shutdown (or "outage") is scheduled to coincide with fish passage construction on the Walterville fish barrier return channel. This outage is likely to be fairly lengthy, three to five weeks. Currently, we are planning to shut down the canal, or reduce flows into it greatly, between late July and September. The start date is contingent on receiving federal and state permits, and adhering to the state in-water-work period: July 1 to August 31. Permit issuance is unpredictable and may even mean postponing the project until 2011. These facility improvements are intended to eliminate the need for weekly canal outages during the migration season.

Please contact Joe Harwood 541-685-7471 from our public affairs department if you have any further questions.

Yours,

C. van Donkelaar, P.E.
Generation Manager

Cc: EWEB Board; EWEB records retention

Rely on us

-----Original Message-----

From: Steve Schaefers [mailto:sgsfish@aol.com]
Sent: Wednesday, March 03, 2010 1:19 PM
To: Electric Ops Coordinators
Subject: [EWEB.org] walterville tailrace

Dear EWEB,

The 2010 spring salmon run is forecast to be in the 60,000 range over Oregon City Falls and during the peak of the run (May 15 to June 15) a good portion of these fish will delay their migration by entering the Walterville tailrace. Your efforts last year of dewatering the canal on a weekly basis did move the salmon but these 18" fluctuations of the main river does have a negative impact on angling success and on the aquatic life along the river. I suggest a 30 day period starting May 15 where the canal would be not be used for generation purposes. This increased flow in the river would draw the salmon away from the tailrace.

In a related matter, thanks so much for the new boat landing at the head of Leaburg Lake. It will be a great facility for river and lake users.

Steve Schaefers

-----Original Message-----

From: Aaron Helfrich [mailto:aaron@helfrich.com]
Sent: Tuesday, March 02, 2010 9:16 AM
To: HOWELL Dena; PENSELIN Stephanie
Subject: [EWEB.org] Walterville Canal

Your operations on the Walterville Canal in 2009 had a very negative impact on my guiding business and the business of others. By dewatering and rewatering the canal weekly, fishing in the section effected by the canal, was extremely poor. Fish do not bite well with the water level going up or down. As the water rises, debris floats in the river fouling hooks. For all practical purposes, the section was unfishable 5 days a week.

There has been a recent push to improve the native fishery below Hendrick's. ODFW will not stock the section in 2010 and have no plans to resume in the area. Now would be a great time for EWEB to step up by dewatering the Walterville canal during the prime fishing season also a time some rainbows are spawning in the area. I ask you to dewater the canal on May 15th and do not rewater until July 1st.

Please pass this on to the Board.

Sincerely,

Aaron Helfrich

Relyonus



INTEROFFICE MEMO

EUGENE WATER & ELECTRIC BOARD
EMPLOYEE, CUSTOMER & COMMUNITY SERVICES DIVISION

Rely on us.

TO: Commissioners Brown, Cunningham, Cassidy, Ernst and Farmer
FROM: Wendi K. Schultz-Kerns, Cash Accounting Supervisor
Mark Freeman, Customer Service Manager
DATE: February 18, 2010
SUBJECT: Customer Care Programs – Service Evaluation Committee

Issue Statement

On January 5, 2010, the Board approved a three-year Intergovernmental Agreement (IGA) with Lane County Human Services Commission (HSC) for their coordination and execution of EWEB's assistance programs. The Board also requested staff to outline an action plan to evaluate the benefits of administering these programs in-house in lieu of continuing to contract these services outside.

Background

EWEB staff best describes our Customer Care Programs in two categories; one is an assistance program; EWEB Customer Care (ECC), and the other is an education program; EWEB Customer Care Plus (ECCP). Both programs are funded annually by the Board approved budget and voluntary public donations.

ECC is an income eligible assistance program which currently offers \$300 assistance once during the Program Year, Oct. 1st through Sept. 30th. Intake appointments are conducted by HSC and their sub-agents located throughout the community; Saint Vincent DePaul, Catholic Community Services of Springfield, and Celeste Campbell Senior Center. EWEB serves approximately 3500-4500 households annually with ECC.

ECCP is an income eligible education program which contains a "menu of services" designed to meet the varied needs of our customers. Intakes are conducted by HSC. EWEB serves up to 1,000 households annually. Upon enrollment, customers are assigned a HSC Energy Advocate who works directly with the household throughout the annual enrollment period to help them achieve energy conservation and improved payment behavior. The program offers budget counseling, energy conservation kits, appliances, and educational activities that the customer can complete to receive credit toward their EWEB bills. Each household can receive up to \$350 of incentives during their annual enrollment period in addition to any ECC assistance they may receive.

Discussion

Customer Service Supervisory Staff has discussed how to establish a committee that brings a diverse set of perspectives together from inside and outside of customer service to review the current contract work. Staff recommends that we convene a group this summer and have a series of discussions to define the scope of the project and resources required for successful completion.

Some key drivers for consideration will include:

- Staffing
 - Intake
 - Energy educators
 - Administration
 - Bi-lingual customer services
- Customer Access / Intake Process
 - Appointment setting; 3rd party vendors, or in-house appointments.
 - One stop shop convenience
 - Social service leveraging
 - Home visits
- Intake Eligibility
 - Access to OPUS (OR State computer system used for income eligibility and customer tracking)
- EWEB to gain full understanding of ECCP Program operations from HSC Contractor, including 3rd party vendors.
- Political / Community impacts
- Office space

Some commissioners have expressed an interest in participating in that committee work. In looking at EWEB project protocols the following options have been identified:

Option A:

Staff does the work and reports to a steering committee, including senior management, EMT and possibly the General Manager.

Option B:

Staff does the work and reports to a steering committee similar to Option A, including Board member(s).

We anticipate to have report and final recommendations complete by June 2011.

Recommendation

Staff is neutral to the above options and will be available to discuss with the Board on April 20, 2010. If you need additional information please contact Mark Freeman via email or at 541-685-7061.