EWEB

STRATEGIC & OPERATIONAL QUARTERLY REPORT | NOVEMBER 2021

November 2, 2021

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EXECUTIVE SUMMARY

The Management of Eugene Water & Electric Board (EWEB) are pleased to provide this quarterly report, including preliminary unaudited financial results, operational performance measures, and the status of strategic initiatives and annual goals. Most metrics are presented through the previous quarter, with noteworthy, milestones, and qualitative information updated as to the publication date of this report.

The financial results for the Electric and Water utilities are mixed. The Electric Utility is operating at a greater than budgeted net loss year to date, with two financial metrics missing their targets. Delays in capital spending are deferring capital projects and increasing O&M expenses. Power market prices have increased during the year and an O&M budget amendment will be requested. Increased purchased power expenses are offset by positive variances in retail and wholesale revenue.

Water revenues are exceeding budget assumptions, which were reduced to allow for COVID impacts. Capital and O&M spending are in line with budget thresholds. The Watershed Recovery Fee took effect in July and will sunset after 60 months. It has raised $489,000 through September.

Supply chain restrictions are impacting both water and electric operations and projects. The warehouse is stocked with inventory for the majority of routinely used materials required to provide water and electric service, and storm restoration. However, supply chain issues are being seen in all areas of procurement. The Utility has seen supply chain issues impact Water Construction, AMI Electric Smart Meter Deployment projects, Electric Construction, and may limit some of the project work that is scheduled for 2022 because of supply constraints. AMI is the most strategic project impact by supply chain issues, with meters being estimated at 52-week lead time to resume existing orders.

Despite some challenges, the organization is making progress on most of the strategic goals. Due to supply chain issues with residential electric meters, mass AMI electric deployment has been postponed until sufficient stock is on hand (20K meters & commitment for the remainder to complete the project). Water meter deployment continues with minimal supply chain impacts. After several discussions throughout the year, the Board approved the first revision to the 2018-2028 EWEB Strategic Plan since July 2018.

Watershed restoration efforts are proceeding as planned and presented to the Board in the September meeting. All lower-McKenzie (Leaburg) action items are on track relative to the stormwater conveyance vs. generation decision-making timeline presented to the Board in August. An update on the multi-year Information System/Technology Investment Plan, in support of both business continuity and strategic priorities, including 10-year annual spending projections for incorporation into EWEB's Long-Term Financial Plan and 2022 Annual Budget will be presented to the Board in November. A preliminary Wildfire Mitigation working plan was discussed with the Board at a work session in October. The multiyear cost-of-service analysis (COSA) was used to form the basis for the 2022-2024 customer rate proposals.

Final draft of the Electrification Impact Analysis (Phase 2) Study Report will be presented to the Board at the November Board meeting. Once the board has commented on the report, it will be finalized. From the study, the likelihood, degree, and pace of Electrification, or the conversion of fuel-based consumption to electricity, will be used as planning criteria in EWEB's Integrated (Electricity) Resource Plan, scheduled to begin immediately for completion in early 2023.

Overall, EWEB continues to work on building organizational and customer confidence through the transparent communication of our results, including those discussed herein. We appreciate your ongoing support.

Frank Lawson
CEO & General Manager

GENERAL MANAGER'S OFFICE

BOARD ACTIVITY REPORT

During the months of August, September, and October the Board of Commissioners took significant actions and held meaningful discussions including, but not limited to, the following:

- Commissioners began to contemplate future decisions around the lower McKenzie River Hydroelectric Project. To deepen their understanding, the Board participated in a tour of the Leaburg project and held a public meeting discussion of a preliminary triple bottom line analysis.
- The Board reviewed and discussed the preliminary results from the Electrification Impact Assessment which focused on transportation and building sector electrification including the impacts of costs and benefits between EWEB participants, EWEB ratepayers, and society.
- Commissioners examined the components of EWEB's Cost of Service Analysis (COSA) as the Utility prepares to shift from a single year to a multi-year analysis to better align with the time frame of our strategic initiatives and rate making principles.
- Commissioners affirmed the direction and investment levels outlined in the McKenzie Watershed Recovery and Restoration Plan for 2022-2023.
- Updates were provided to the Board related to the 2020 Audit Management Letter.
- The Board convened for a special work session to continue dialog around the Utility's strategic priorities and values. Subsequently updates to the Strategic Plan were unanimously approved in October. Refer to Goal #3 for additional details.
- A joint Work Session with the City of Eugene was held to discuss electrification and climate issues.
- Two Commissioners toured the Hayden Bridge water filtration plant.
- The Board conducted its second of four discussions around EWEB's 2022 electric and water budgets and long-term financial plans in preparation for their decision in December.
- After hearing an update on the Water Utility's second source project, the Board gave direction to proceed with planning for the new water treatment plant
- Commissioners received an update on the initial step toward the EWEB Headquarters property disposition. Next the Board will consider which type of process to use for soliciting offers for the lease or sale of the property.
- Commissioners participated in a special work session for their first review of the Utility's draft Wildfire Mitigation Plan.
- The Board visited Deer Creek, Finn Rock Reach, and Quartz Creek to eye witness the advancements made to watershed protection in that area.

MANAGEMENT HIGHLIGHTS

- Diversity Equity and Inclusion: The Executive Team prioritizes the strengthening of EWEB's Psychological Safety and Community focus values and is building a framework to focus on these areas more intentionally. As a next step, the Team has scheduled a facilitated discussion in early November in pursuit of greater understanding and education around DEI and anti-racism in particular.

- Dynamic Workforce Model: EWEB's Strategic Plan emphasizes the need for more resilient and sustainable infrastructure, finances, people, and processes. Achieving this will require a commitment to a dynamic workforce model dedicated to continuously improving the performance of the organization. Leveraging an evolving mobile employment landscape is one piece of that model. Management developed a set of guiding principles with intent to foster a workforce that is motivated, nimble, resilient, aligned, and accountable to the organization's mission, vision, and values independent of work location.

COMMUNITY INVESTMENT

In accordance with Board Policy EL3 - Public Requests for Board Expenditures, Appendix G outlines the sponsorships, donations, grants and in-kind services, efforts, and events of EWEB's Community Investment Program. In addition, the Community Investment report outlines other investments including EWEB's Energy Efficiency and Water Conservation products and services, Limited Income Assistance programs, System Development Charge Waiver program, and contributions in lieu of taxes to the Cities of Eugene and Springfield.

APPENDICES

Management is obligated to report explicit information as guided by Board policy and voluntarily reports additional supplemental information, contained as follows:

REQUIRED REPORTING PER BOARD POLICY

- Appendix A: Electric Utility Financial Statement (EL1)
- Appendix B: Water Utility Financial Statement (EL1)
- Appendix C: Electric Utility EL1 Capital Report
- Appendix D: Water Utility EL1 Capital Report
- Appendix E: Capital Spending Summary (Supplement to EL1 Reports)
- Appendix F: Contracts Awarded Report (EL2)
- Appendix G: Community Investment Report (EL3)

ADDITIONAL APPENDICES

- Appendix H: Electric Division Metrics Scorecard
- Appendix I: Water Division Details
- Appendix J: Workforce Composition
- Appendix K: EWEB Education Grant Update

EWEB STRATEGY & ANNUAL GOALS

The Eugene Water & Electric Board Strategic Plan (2018-2028) was approved August 2, 2017, revised October 5, 2021, and provides the basis for policies, decisions, and the annual goals established for the organization. This Quarterly Report is organized to provide status and progress information based on those annual goals. On January 5, 2021 the EWEB Commissioners approved the following annual goals for the organization.

- **GOAL #1:** Maintain or improve our "day-to-day" performance consistent with Board direction, policies, and organizational values, with an emphasis on increasing workforce resiliency
- **GOAL #2:** Effectively execute and operationalize a multi-divisional information system program by successfully scaling-up advanced metering for revenue management purposes
- **GOAL #3:** Revise and update the strategic plan in order to identify and prioritize the most impactful 3-5-year strategic issues, decisions, and projects
- **GOAL #4:** Collaborate and align with the Board to develop directional guidelines and decision criteria on issues having long-term strategic and policy-setting impacts, including development and approval of:

  a.) revised/updated Watershed Recovery & Protection Program, including appropriate 2021 budget amendments and future revenue mechanisms, and

  b.) TBL-based plan for the lower McKenzie River Hydroelectric Projects in compliance with FERC, and collaboration with the McKenzie Valley community, and

  c.) multi-year Information System/Technology Investment Plan, in support of both business continuity and strategic priorities, including 10-year annual spending projections for incorporation into EWEB's Long-Term Financial Plan and 2022 Annual Budget, and

  d.) Initial risk-based Wildfire Mitigation Plan, for likely filing with Oregon Public Utility Commission, and

  e.) first multi-year COSA, including revised ratemaking principles.
- **GOAL #5:** Continue electrification impact assessment, specifically analyzing the future decarbonizing trends of electricity and natural gas, and the division of costs/benefits between participants, utilities, and society at-large -- a.k.a. who benefits and who pays?

GOAL 1 – UTILITY OPERATIONS

Goal #1 – Maintain or improve our "day-to-day" performance consistent with Board direction, policies, and organizational values, with an emphasis on increasing workforce resiliency.

ELECTRIC UTILITY FINANCIAL REPORT

See Appendix A: Electric Utility Financial Statement

Submitted By: Deborah Hart

Overall Status

Status Summary

The Electric Utility is operating at a greater than budgeted net loss year to date, with two financial metrics missing their targets. Delays in capital spending are deferring capital projects and increasing O&M expenses.

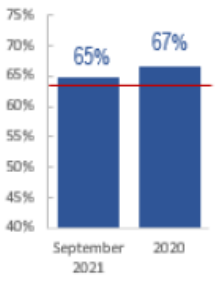
Item of Interest

Power market prices have increased during the year and an O&M budget amendment will be requested. Increased purchased power expenses are offset by positive variances in retail and wholesale revenue.

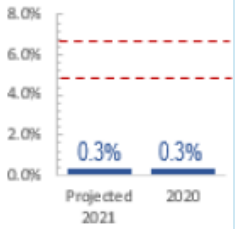
FINANCIAL METRICS

Financial metrics are indicators of financial condition and presented within Appendix A. The following metrics are not in line with Board targets.

Debt as a % of NBV
Target: Less than or equal to 60
Measures overall leverage of the system by aligning debt service with the useful lives of assets.



Rate of return
Target: 5 - 7%.
Measures the utility's ability to pay current and future infrastructure costs.

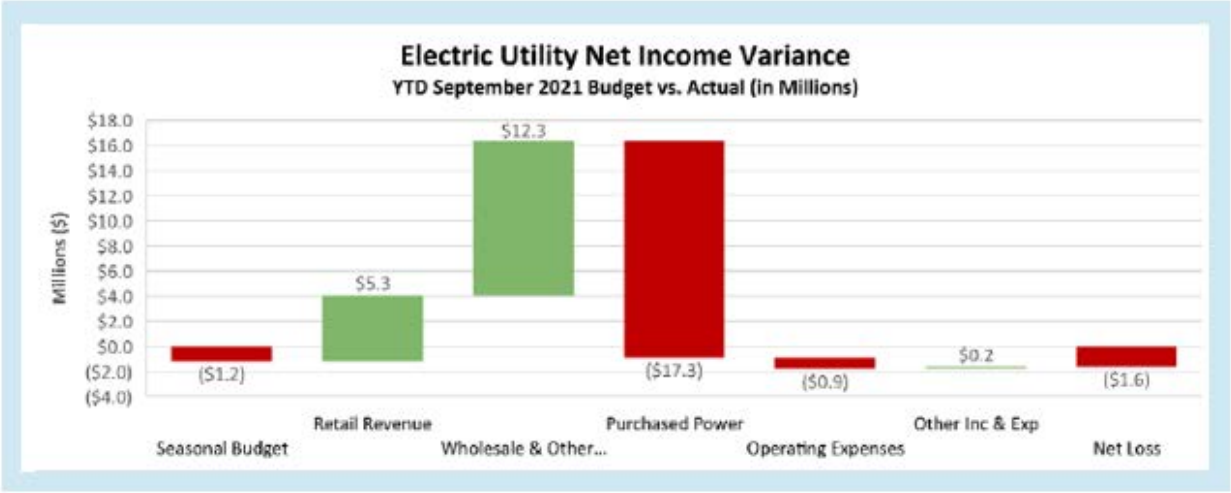


The Debt as a % of Net Book Value metric rose above target due to a 2020 bond issuance and reclassification of Leaburg assets until the future of the project can be determined. The metric improves as capital work is commissioned and as scheduled debt principal payments are made.

The Rate of Return metric was below target in 2020 due to reduced generation from EWEB hydro resources and reduced customer demand from COVID. Revenue assumptions were reduced in 2021 to account for continued COVID economic impacts which continue to suppress the metric.

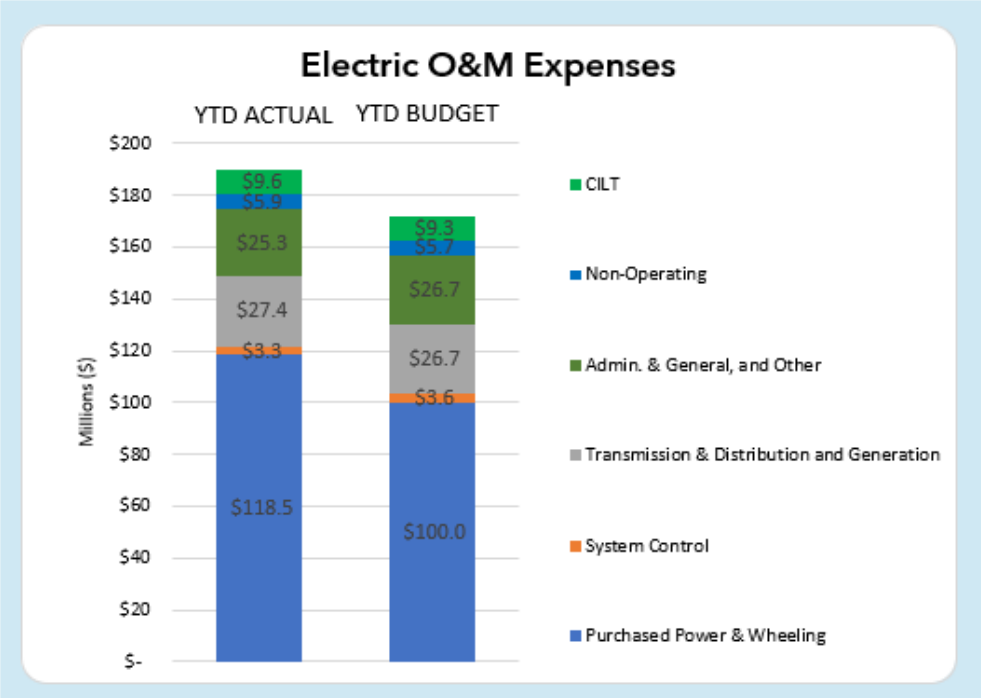
NET INCOME

Historically, energy demand increases in the final few months of the year with winter heating loads. The Electric Utility is operating at a net loss as of the end of September but is projecting an increase to unrestricted cash reserves of $3.5 million by the end of the year.



BUDGET CONTROLS

Energy market prices in the 3rd quarter were double where they began the year, impacting the variance in purchased power expense. Other O&M categories were generally in line with budget. Staff anticipate bringing an O&M budget amendment to the Board in December.



WATER UTILITY FINANCIAL REPORT

See Appendix B: Water Utility Financial Statement

Submitted By: Deborah Hart

Overall Status

Status Summary

Revenues are exceeding budget assumptions, which were reduced to allow for COVID impacts. Capital and O&M spending are in line with budget thresholds.

Item of Interest

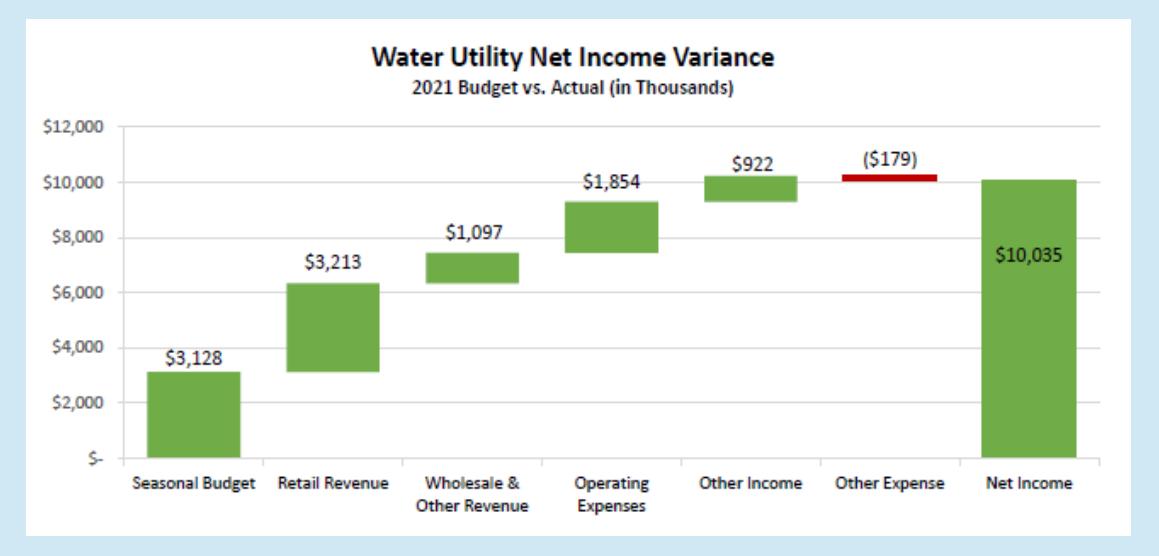
The Watershed Recovery Fee took effect in July and will sunset after 60 months. It has raised $489,000 through September.

FINANCIAL METRICS

Financial metrics are indicators of financial condition and presented within Appendix B. All metrics conform with Board targets.

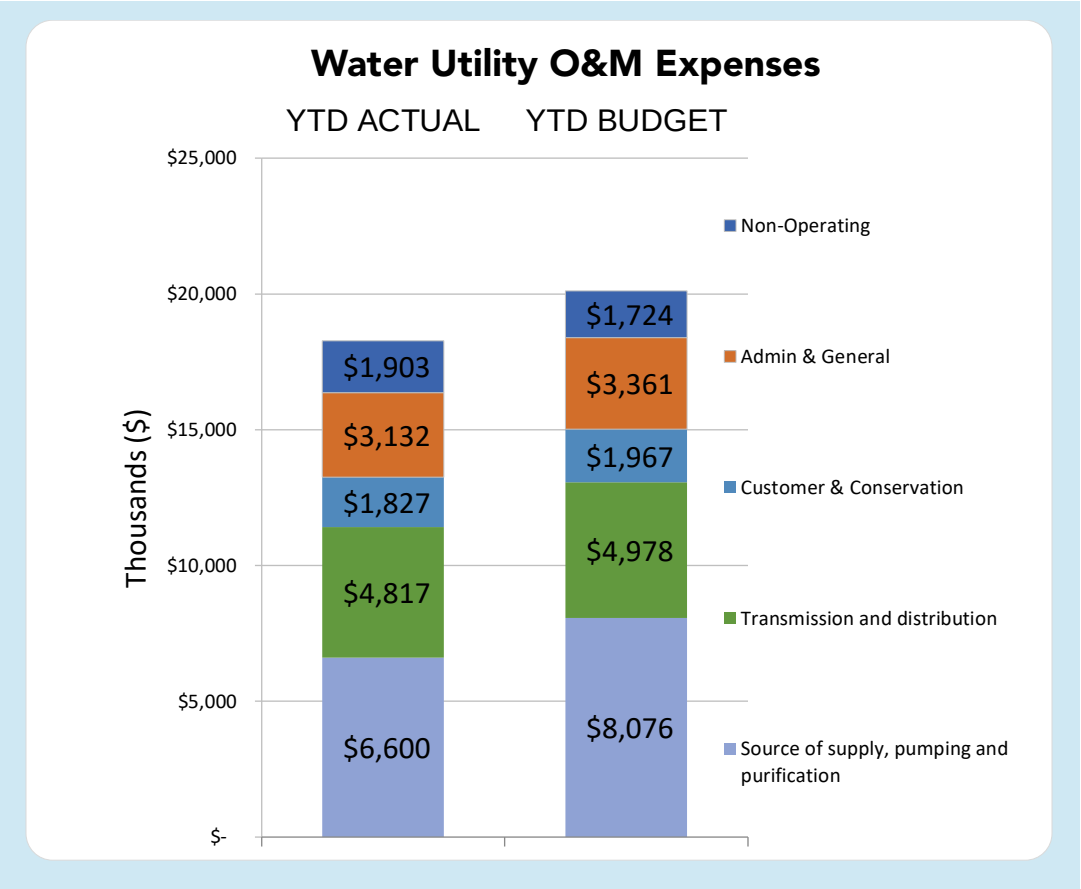
NET INCOME

Year to date water consumption was 25% above budget, driving the favorable variance in revenues. A $4.0 million budget amendment was approved at the March Board meeting geared toward Watershed Recovery and contributes to the favorable operating variance.



BUDGET CONTROLS

Year to date, O&M costs are below budget. The large variance in the Source of supply, pumping and purification category and is due to the $4.0 million budget amendment approved by the Board in March for Watershed Recovery.


Water Utility O&M Expenses
YTD ACTUAL
YTD BUDGET
Thousands ($)
$25,000
$20,000
$15,000
$10,000
$5,000
$-
$1,903
$3,132
$1,827
$4,817
$6,600
$1,724
$3,361
$1,967
$4,978
$8,076
Non-Operating
Admin & General
Customer & Conservation
Transmission and distribution
Source of supply, pumping and purification

CUSTOMER PROGRAMS & SERVICES REPORT

Submitted By: Julie McGaughey

Overall Status

Status Summary

Customer Service is not meeting service level targets due to increased call volume and staffing issues.

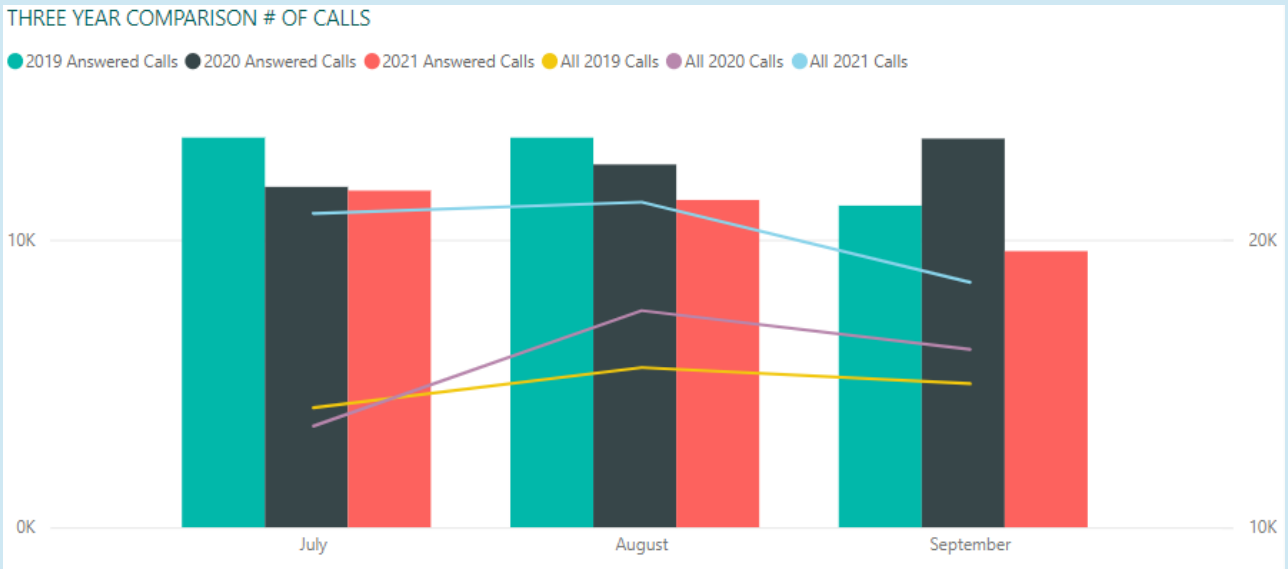
Conservation and Bill Assistance are both meeting targets.

Item of Interest

The Communications team created a new page on the website and portal called Account & Service FAQ to help mitigate some of the calls to Customer Service about bills and payments.

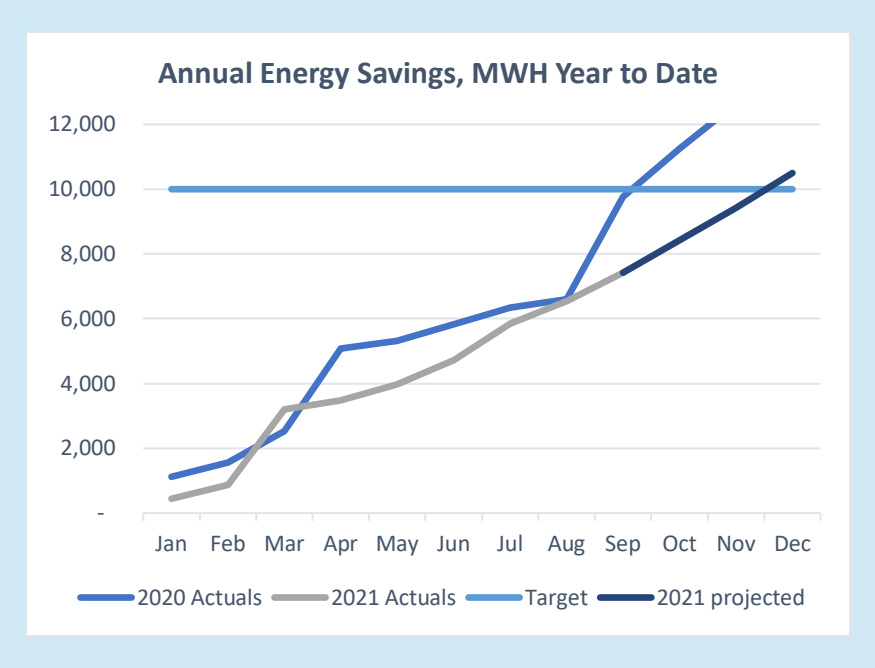
CUSTOMER OPERATIONS RESPONSE & EFFECTIVENESS

EWEB received 60,737 calls in Q3 of this year, an increase of 29% from the same period last year. However, because calls were more technical and took longer, an average of 10.8 minutes including after call work (an increase of 19%), hold times and abandoned calls increased significantly, while number of answered calls decreased. EWEB is increasing staff and taking other measures to mitigate impacts.

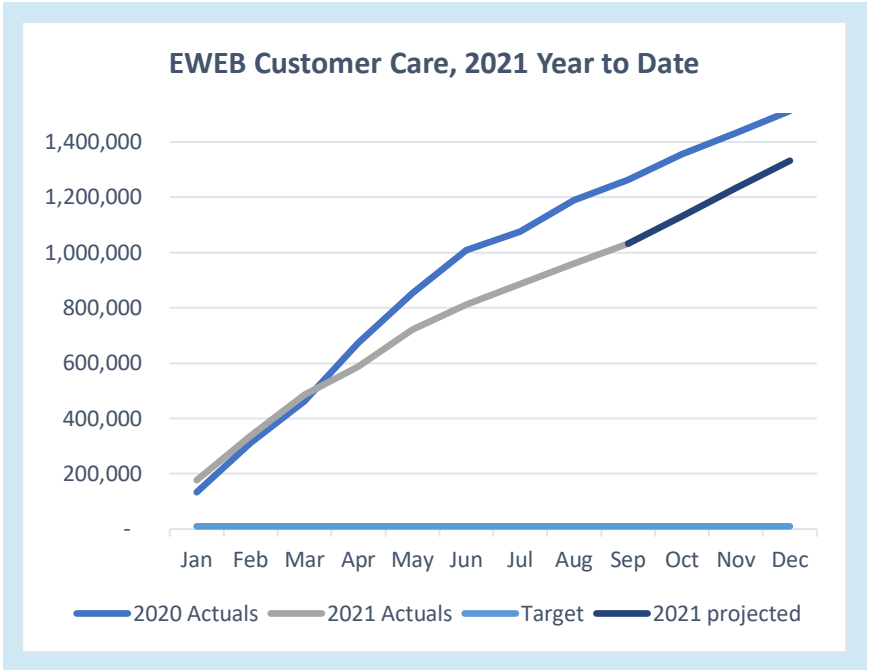


ENERGY & WATER CONSERVATION & BILL ASSISTANCE PROGRAMS

Conservation is at 7,423 MWh year to date, trending on target (74% attained) and slightly under budget (67% spent).



EWEB Customer Care (ECC) bill assistance is at $1,032k year to date, and expected to exceed budget ($1,200k) by approximately $150k, which will be covered by customer donations. Energy Share bill assistance totals $96k year to date.



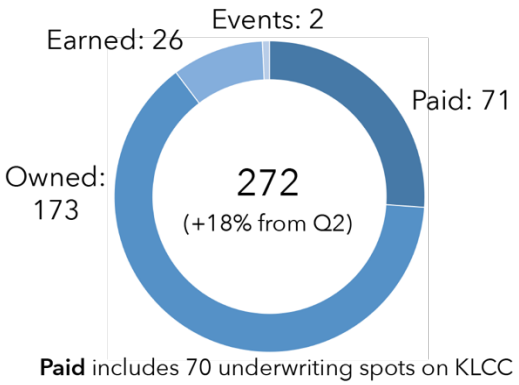
COMMUNICATIONS EFFECTIVENESS

COMMUNICATIONS & MARKETING Q3 2021

PRIORITY TOPICS

1. National Preparedness Month
2. Source Water Protection Week
3. HFF Watershed Recovery
4. E. 40th Storage Project
5. Energy Efficiency
6. Climate Week

TOTAL CONTENT DELIVERED

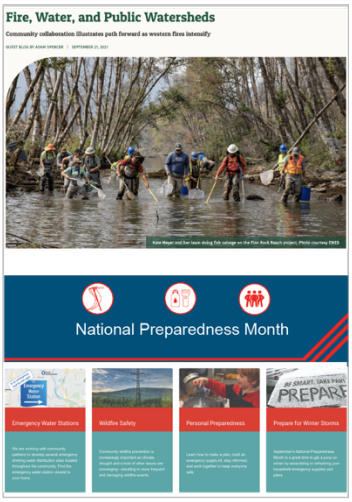


Paid includes 70 underwriting spots on KLCC

Owned includes email, social, print/digital collateral, internal, and direct mail

Earned includes TV, print, radio

SHOWPIECES

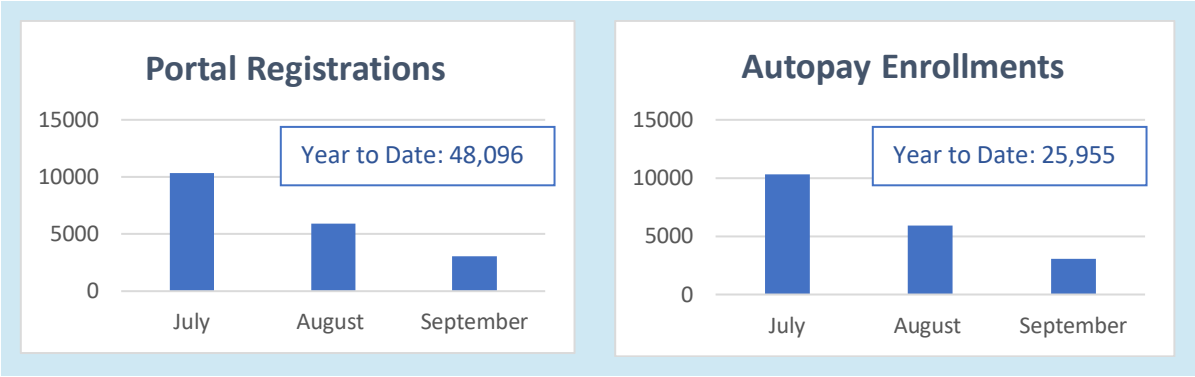


Showpieces

EWEB Communications Specialist Adam Spencer wrote a guest blog post for the National Wildlife Federation on the topic of wildfire and watershed recovery, which featured several of Adam's beautiful photographs and the video he produced about EWEB/PWP's work in the aftermath of the Holiday Farm Fire.

For National Preparedness Month EWEB created a website and series of public service announcements designed to share how we are preparing our water and electric supply and infrastructure to be more resilient to the challenges we face – and what community members can do to be ready.

ONLINE CUSTOMER PORTAL



ENERGY OPERATIONS

ENERGY PRODUCTION & PLANNING

Submitted By: Megan Capper, Lisa Krentz

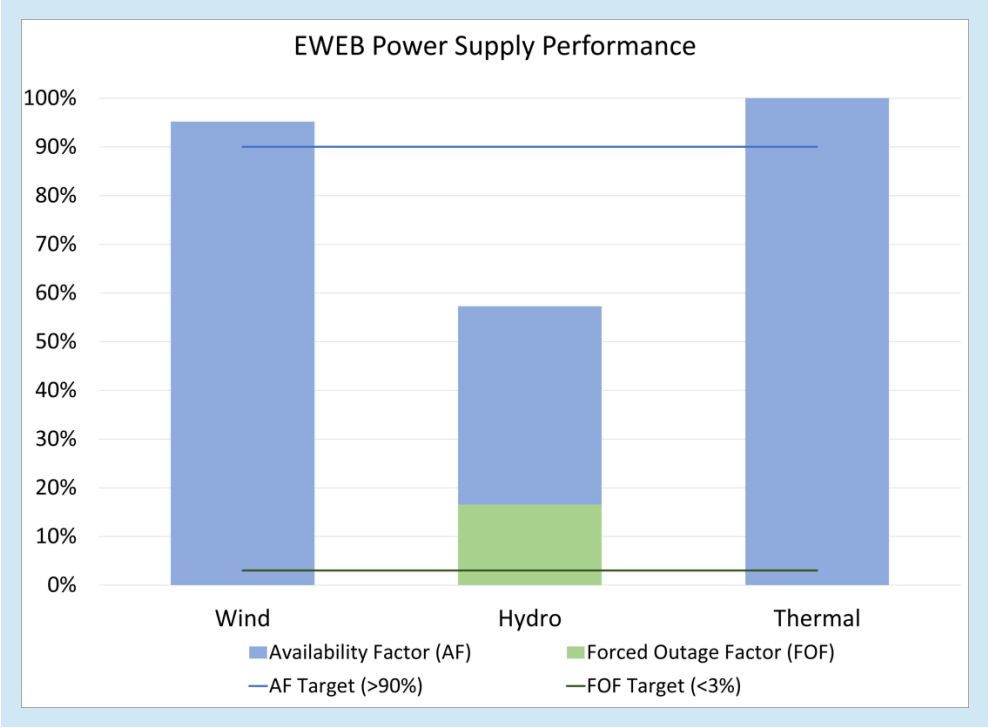
Overall Status

Status Summary

EWEB-Owned hydroelectric production was significantly below target.

EWEB POWER SUPPLY PERFORMANCE

EWEB- Owned hydroelectric production was significantly below target due to both planned and unplanned outages. The Leaburg Project has been offline since 2018 related to concerns about the seismic stability of the embankment. The Carmen and Trail Bridge powerplants were offline periodically in Q3 due to the Knoll Butte Fire that burned near the project, dam safety investigations, and inadequate river flows required to generate.



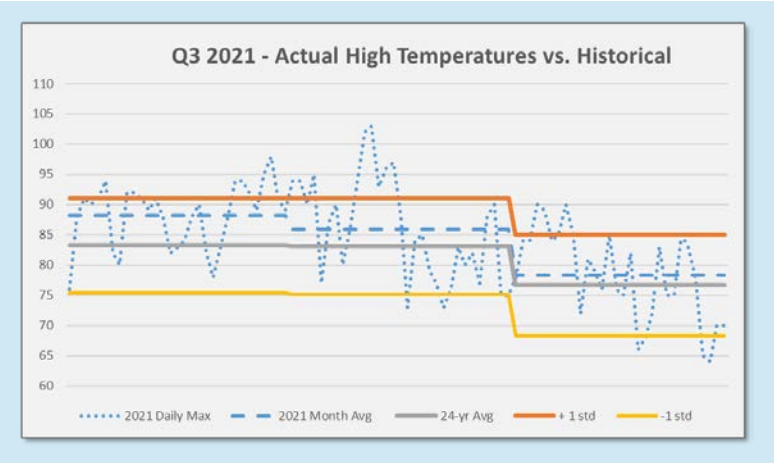
POWER TRADING PERFORMANCE & COMPLIANCE

Year to date 2021 has presented operational challenges due to increased weather variability, lower-than-normal water supply, and unexpected EWEB-owned generation outages. The impacts of these challenges have been mitigated by relying on markets to secure additional power when needed, and higher-than-expected purchase power costs have partially been offset by surplus sales at higher-than-budgeted prices.

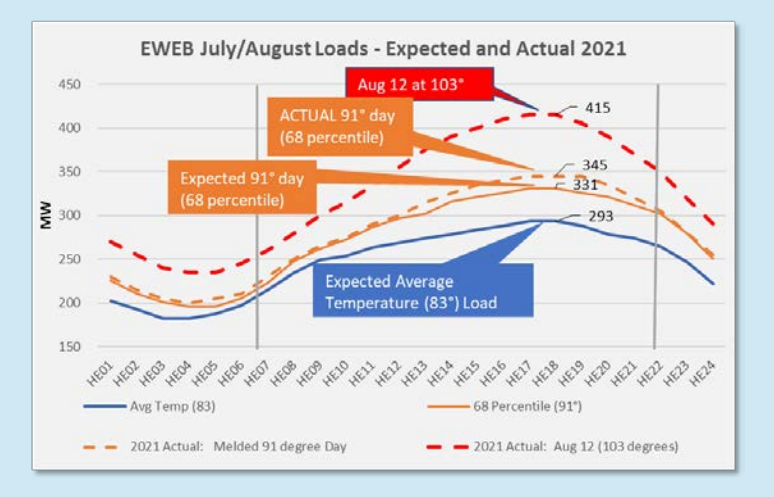
Weather Variance

The forecasts for above average temperatures Summer 2021 proved true. High temperatures for Q3 were 3 degrees above average for the period (see Graph 1). Planning and Trading floor staff improved summer readiness by planning for warmer days, continuously incorporating new information, and purchasing additional generation for high temperature days. (see Graph 2). In addition to above average temperatures, staff noticed loads reacted stronger than expected for heat events which raises questions about the growth of cooling load in EWEB's service territory.

Graph 1 – Q3 2021 – Actual High Temperatures vs. Historical



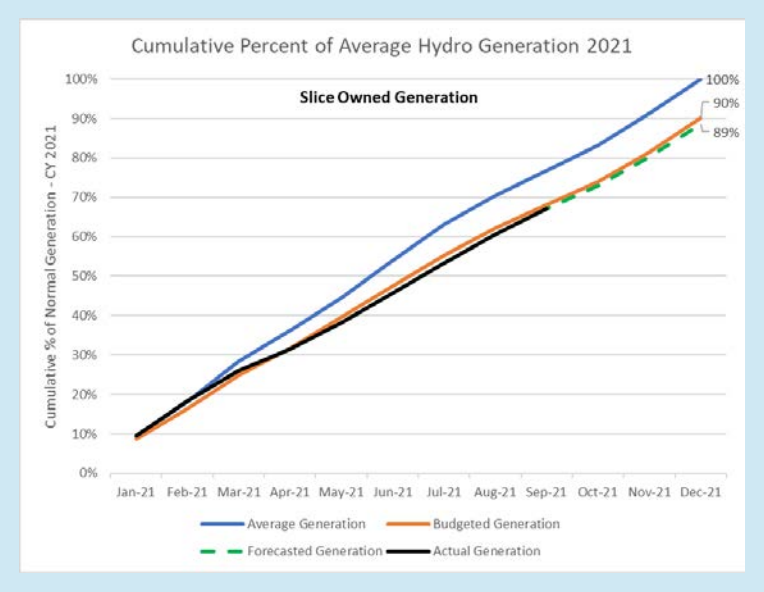
Graph 2 –July/August 2021 Loads and Temperatures



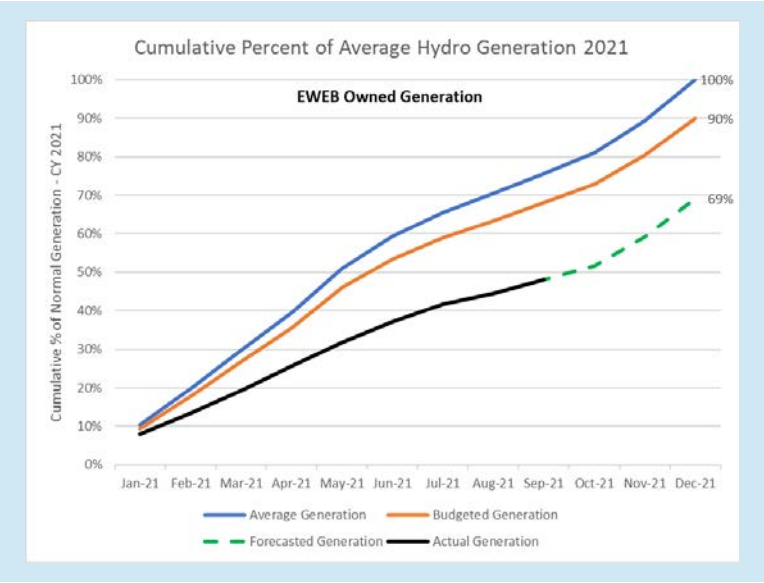
Hydro Generation Variance

BPA Slice generation is expected to perform slightly below budget in 2021 due to lower than normal water supply (see, Graph 3). EWEB-owned hydro generation has also experienced lower-than-normal water supply (see, Graph 4). In addition, EWEB hydro assets have lost generation and capacity due to unexpected outages caused by fires and other emergent issues like the recently discovered sink holes at Trail Bridge Reservoir. As a result, EWEB-owned hydro is expected to generate substantially less than budgeted generation in 2021.

Graph 3 – Hydro Generation – Columbia River



Graph 4– Hydro Generation – McKenzie River



Market Price Variance

Market prices have been higher than budget assumptions on average. This increases the value of EWEB's remaining surplus length, but it also increases the cost of market purchases made during extreme peak load events like the June "Heat Dome," and market purchases made necessary by unbudgeted hydro variances. Overall, market price variances are expected to result in a net benefit EWEB in 2021 due to our surplus length on average.

Risk Compliance

Compliance Summary
as of September 2021

All compliance metrics below are within limits set by EWEB's Power Risk Management Procedures.

Compliance Metric:	Limit	In Compliance?	Notes:
Short-Term Market Position (Individual Months):	±100 aMW	✓	throughout Q3
Short-Term Market Position (Compliance Period):	±75 aMW	✓	throughout Q3
Short-Term Financial Pos. (VaR) (Compliance Period):	$2,000,000	✓	throughout Q3
Mid-Term Firm Market Position (Months 3-60):	±25 MW	✓	throughout Q3

POWER PLANNING ACTIVITIES

Western Resource Adequacy Program

- EWEB continues our commitment to regional Resource Adequacy as the program moves forward and seeks Board approval at the November Board meeting for Phase 3 WRAP participation.
- Having successfully completed the primary design phase (Phase 2B) of program development, the newly minted Western Resource Adequacy Program (WRAP), is kicking off the first stage of its program in which program participants will commit to meeting a common resource adequacy planning standard.
- This stage (Phase 3A) is "non-binding", meaning there will be no penalties for failing to meet adequacy obligations. Work during this phase will focus on finalizing program design and data requirements, successful integration of the Program Operator (SPP), and filing with the Federal Energy Regulatory Commission (FERC).

Bonneville Power Administration & Northwest Markets

- **Post--2028 Efforts** – EWEB staff continue to engage with BPA and the region on the ongoing "Provider of Choice" effort, developing and presenting alternatives to BPA's current Block and Slice products, Tier 1 System Capability considerations, and GHG accounting methodologies designed to ensure that EWEB retains preference to the carbon-free attributes of the Federal Columbia River Power System (FCRPS).
- **Energy Imbalance Market (EIM)** – Bringing over 3 years of assessment a public process to a close, on September 27th BPA published a Final EIM Close-out letter formally confirming the agency's plan to participate in the Western Energy Imbalance Market (EIM) beginning in March 2022. While not without operational concerns, EWEB is enthusiastic about the opportunity that BPA's decision to join the EIM represents for both BPA and EWEB and looks forward to continuing to work with BPA, CAISO, and our regional partners to ensure EWEB is best positioned to optimize our resource portfolio on behalf of our customer owners.

- **Day-Ahead Market Analysis** – In coordination with several regional utilities and stakeholder organizations, EWEB helped research, analyze, and quantify the impacts of various market design elements of a regional day-ahead market. Key takeaways include the importance of properly compensating hydro capacity, the pricing of NW RA products, and the benefits of enhanced or expanded interregional transmission.
- **Regional Transmission Organization (RTO) Study: Oregon Perspectives** - With the passage of SB 589, the Oregon Department of Energy (ODOE) was directed to identify the opportunities, challenges, and barriers to Oregon entities participating in an RTO. As one of the key stakeholders identified by ODOE to provide input, EWEB submitted comments this past September and continues to engage with ODOE in accordance with the legislated timeline. A final report will be provided to the Oregon State Legislature by the end of 2021.

ELECTRIC DISTRIBUTION

Submitted By: Lisa Krentz, Tyler Nice

Overall Status

Status Summary

Capital Plan Budget trending favorable spend approximately 83% of Budget.

System reliability indices trending within five-year average.

Wildfire risk mitigation activities in good standing for high-risk areas, and favorable progress on plan development.

Division Safety Metrics in good standing compared to three-average and continued Good Catch Reports being received on a regular basis.

Item of Interest

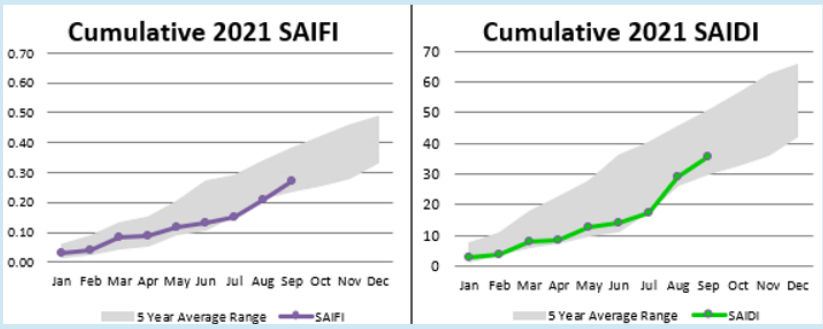
Continued staffing shortage for key areas in distribution workflow resulting in extended customer queue times for design up to 13 weeks.

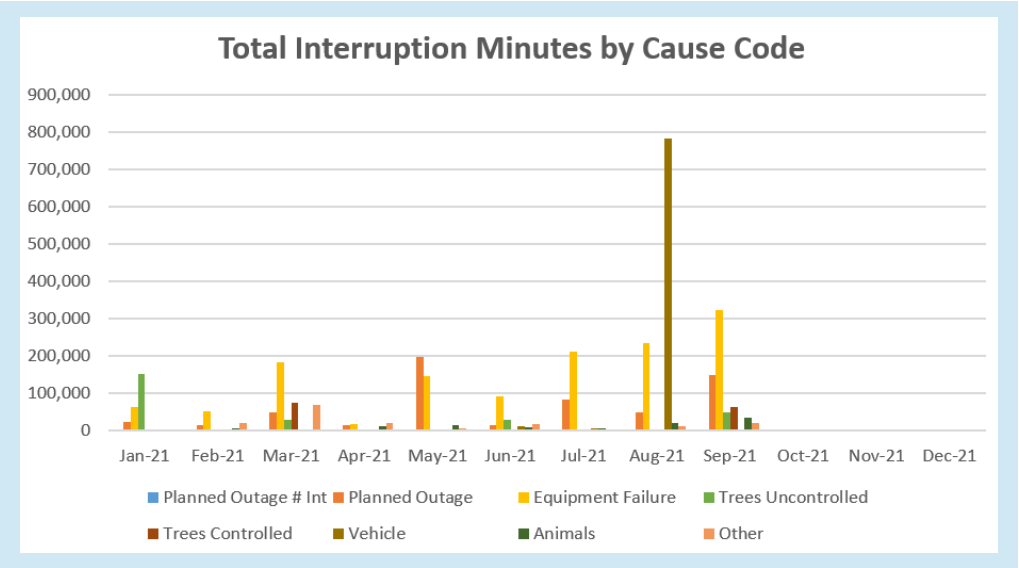
Multiple supply chain issues resulting in project deferment and delays in Distribution Workflow. Staff currently working on mitigating measures to limit impact to customer connection work and communication plan in development.

Vegetation program trending 9-12 months behind due to limited resources and holiday farm fire related delays. Staff are prioritizing work and perusing additional external crew resources.

ELECTRIC SYSTEM RELIABILITY

Outage Frequency & Duration vs. 5-Year Averages





Major Outages of Note

August – Vehicle: A vehicle hit a transmission pole that caused the transmission conductor to fall and contact a distribution feeder conductor below resulting in the Prairie substation and a Spring Creek feeder to trip offline causing an outage for about 2,500 customers for about 4.5 hours.

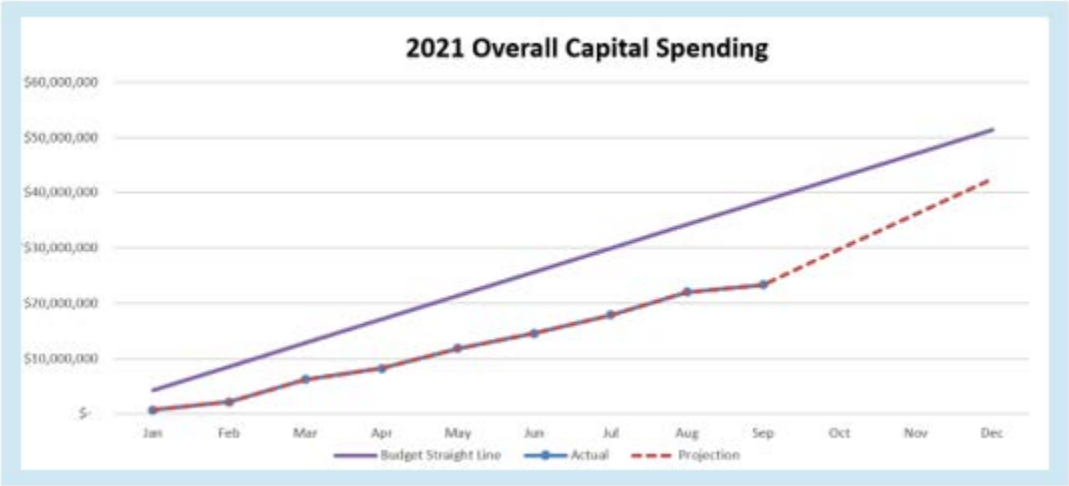
September – Equipment Failure: A feeder cable connection failed which tripped off a Jefferson feeder that was also backing up a Westmoreland feeder resulting in an outage for 1,557 customers for an hour and a half.

CUSTOMER CONNECTIONS

Q3 2021 cumulative customer inquiries have seen a 5% increase over Q3 2020. Trending suggests a sustained rise through the last 7 quarters over the average inquiry amount. Distribution Engineering is completing a Continuous Improvement Effort for the customer inquiry process to reduce resource efforts, and as well as partnering with operations to reduce design effort for routine jobs. Distribution is recruiting engineering technicians to reduce customer lead times for design; however, positions are not yet filled. All internal distribution strategic work has been deferred to focus on customer, PUC, and consultant driven work.

CAPITAL INVESTMENTS & PROJECTS

The Electric Capital Plan is projected at year end to reach 83% of budget. Main contributors to the underspend are associated with manufacturer supply chain delays to AMI meters resulting in project delays, and internal design resource constraints resulting in deferral of internal strategic and reliability related distribution work. Please see Appendix C - Electric Utility EL-1 Capital Report for additional information. Below are definitions of budget categories.



TYPE 1 – General Capital Projects (Electric and Shared Services)

Type 1 General Capital is budgeted year-by-year for routine capital expenditures totaling less than $1 million and is funded with rates and customer contributions. Typical examples include “pole replacements” as part of Transmission & Distribution.

Type 1 Capital work is generally on target for year-end spending. Favorable variances in Transmission and Distribution work and IT related work have been offset by overspending in Buildings and Land due to procurement of the Bertelsen Property and additional Fleet Purchases accelerated from 2022 budget year.

TYPE 2 – Rehabilitation & Expansion (Electric and Shared Services)

Type 2 capital projects are discrete, with a defined completion period, and lifetime expenditures over $1 million. Depending on the project, this work may be funded with rates, customer contributions, or bond funds.

Type 2 Capital work is trending below budget at 55% projected year end spend. Major factors include underspending on the Downtown Network system due to deferred projects, and a delay in the AMI Meter Upgrade due to manufacture supply chain issues. IT currently represents an additional underspend however, some funding has been transferred to O&M and Type 1 and will be corrected in future reporting.

TYPE 3 – Carmen-Smith License Deployment (Electric and Shared Services)

Type 3 projects are large strategic programs with long term impacts and are generally bond-funded.

CARMEN-SMITH LICENSE DEPLOYMENT

2021 activity continues to focus on the completion of fish passage design and initiation of design for habitat improvement projects and Smith Spillway expansion. Relocation of a section of the transmission line and rebuilding the Chinook Salmon Spawning Channel are complete and rehabilitation of a turbine generator unit is underway.

Project Schedule

- Majority of license deployment activities are on schedule, although understaffing continues to be a challenge towards completing projects or requesting extensions to compliance deadlines.
- Recently discovered sinkholes in Trail Bridge Reservoir will have a significant direct and indirect impact to projects with upcoming design and construction deadlines.
- Delays to construction of upstream and downstream fish passage projects are expected for several reasons, including unanticipated review and actions to satisfy FERC dam safety requirements.
- Four Settlement Parties initiated Dispute Resolution in 2020 due to delay of fish passage projects. EWEB has proposed a mitigation package to these Parties to resolve the dispute.

Status	Number of Projects	Proportion of Tracked Projects
Out of compliance[1]	3	4%
On track for compliance[2]	55	78%
Completed	6	9%
On hold, no fault[3]	7	9%

[1] Overdue License deadline but FERC has not issued a notice of violation. Does not include Extension of Time Requests (EOT) awaiting FERC approval.
[2] Projects that are scheduled/in progress and expect to be completed on time. Assumes FERC approval of EOT.
[3] Awaiting Agency comments or submitted on time and awaiting FERC approval.

WATER DIVISION

Submitted By: Ray Leipold

Overall Status

Status Summary

Contractors broke ground on the E40th reservoir site and the Water Operations Emergency action plan was approved. Compliance and reliability KPIs are on target.

Item of Interest

In early October Water Operations delivered a live multi-agency ICS event Including source protection, water production, distribution operations and the water quality laboratory.

WATER QUALITY & RELIABILITY (SOURCE TO TAP)

The Water Operations Division uses the Multiple Barrier Approach to Safe Drinking Water, an integrated system of procedures, processes and tools that collectively prevent or reduce the contamination of drinking water from source to tap. The purpose of this approach is to provide safe, reliable drinking water to customers 24/7/365 and to reduce the operational risks to public health while being good stewards of our customer/owner's infrastructure and funding resources.

WATERSHED MONITORING

EWEB staff are maintaining 14 real-time water quality instruments in the field that help us track changing water quality conditions in our source water and prepare for any necessary treatment adjustments. Monitoring runoff associated with the Holiday Farm Fire and from urban sources resumed in September and targeted runoff/1st flush events associated with fall storm events.

Cyanotoxins

EWEB began monitoring for harmful algal blooms (HABs) and cyanotoxins in mid-March 2021. While HABs were detected in both Cougar and Blue River Reservoir in Q3, no reportable levels of cyanotoxins have been measured in either the reservoirs, tributaries, or the mainstem McKenzie River. For more information visit our Cyanobacterial Harmful Algae Blooms website.

Urban runoff monitoring and mitigation

Installation of a monitoring station at Keizer Slough is moving forward. A contractor will be surveying the site in October. The survey was needed prior to applying to Springfield for the easement. Once the easement is approved, we will install a housing to keep our equipment safe, a water quality probe, and an auto sampler.

Kaiser Slough and 42nd street discharge

International Paper (IP) plans to stop using the cooling water ponds by 2024. IP is tentatively planning to recirculate water on site so that less flow is taken from the McKenzie, no water is discharged into the cooling water ponds, and the water is reused until it is treated on site and then discharged below the Hayden Bridge intake. EWEB will collaborate with IP to explore future restoration opportunities for Keizer Slough at the cooling pond site. If these plans are implemented by IP, they will no longer discharge into 42nd street. Springfield has two conceptual capital improvement projects that pertain to 42nd street outflow. One is a stormwater detention pond on the west side of 42nd in the Irving Slough system to divert flows for treatment and could also be used for spill containment if needed.

The other project is flood control work on the levy which is north of Keizer Slough and south of Marcola Rd on the east side of 42nd.

DRINKING WATER SOURCE PROTECTION

Pure Water Partners Program

The Pure Water Partners (PWP) program is an incentive-based strategy that aims to protect existing healthy riparian and floodplain areas and restore degraded riparian forests along the McKenzie River through voluntary actions with landowners. We worked with our partners to develop tools that result in an efficient workflow from property assessment to contractor delegation. Our new comprehensive 7-year Watershed Stewardship Agreement for landowners encompasses riparian restoration and protection, erosion control, invasive species management, fuels reduction, and Firewise/naturescaping principles. We are finalizing the new Watershed Stewardship Agreement and the work flow tools, and we expect to start reporting metrics this winter. – see Goal 4a.

Water Treatment Effectiveness

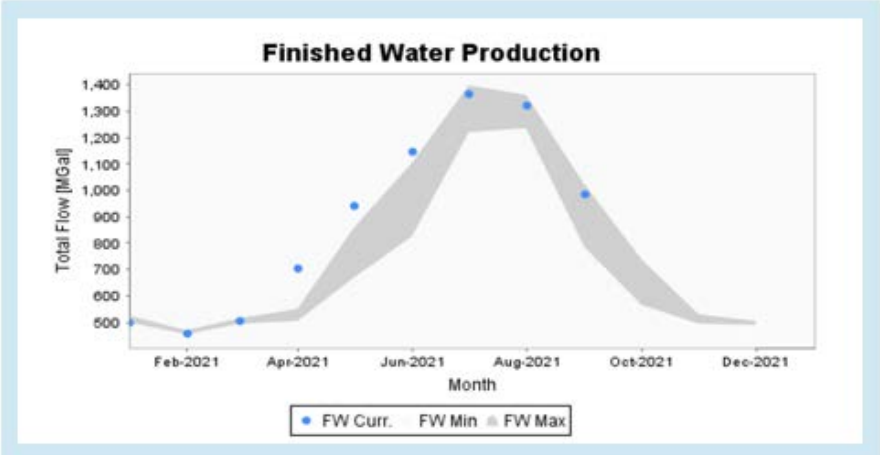
McKenzie River water is treated to drinking water standards using conventional treatment trains that include redundancy to protect from treatment failures. The treatment process is closely monitored and constantly adjusted to ensure production of safe drinking water prior to delivery to customers.

Q3 Project Updates

The pilot testing partnership with the University of Toronto continued in Q3. The focus was on replication of treatment outcomes for the toxin Cylindrospermopsin using Granular Activated Carbon (GAC). Final results are pending the October 2021 sampling runs. Staff also began jar testing of the Powder Activated Carbon (PAC) which is our current process to understand what a multi-barrier approach using both GAC and PAC could provide. Tangible results still rely upon investigation into if there is a linear relationship with the surrogate dye and actual toxin. Testing in Toronto will be required to ascertain these correlations. Covid is still hampering those efforts.

PRODUCTION

Production levels for the third quarter were within five-year norms. The near record second quarter should yield the largest production year since 2008 by years end. Chemical costs are up 10% when compared to Q3 2020. The primary drivers are high demand and fire impacts from the Holiday Farm Fire.



Delivery/System Reliability

There were no significant outages or EWEB caused boil notices during Q3.

Reliability Metrics		Unit	AWWA Median Benchmark*	EWEB 2-Year Average	YTD Results	On Target?
Water Operations: System Integrity	Leaks and Breaks per 100 Miles of Pipe	#	9.6	11.1	8.6	
Customer Relations: Water Service Disruptions	Minimize Frequency of Unplanned Outages	#	61.1	101	60	
	Average Duration of Unplanned Outages	Minutes	222	118.5	115	
	Percentage of Customers who Experience a Planned or Unplanned Water Outage	%	N/A	3.91%	0.84%	
Water Operations: Regulatory Compliance	Boil Water Notices caused by EWEB	# of Notices	N/A	1.5	0	

*AWWA Median Benchmark from 2019 data.

Preventative Operations & Maintenance

Exercising valves is important preventative maintenance because easily identifiable and properly functioning valves can help reduce the size and duration of outages. Due to higher priority work, very little valve exercising has taken place in 2020 and 2021. Exercising distribution system valves (2-12") is currently below target but the crews are actively working on them. All critical distribution valves (16-20") have been inspected and operated for the year. Arterial transmission valves (30"+) are currently ahead of schedule, while system pressure separation valves, along with reservoir and pump station valves, are currently right on schedule. Residential backflow testing is critical to ensuring backflow devices properly protect our system from contamination. In Q3 a staff member was reassigned to the Cross Connection program and should help in the effort to increase residential compliance.

Reliability Metrics		Unit	Goal	EWEB 2-Year Average	YTD Results	On Target?
Customer Relations: Water Service Disruptions	Exercise distribution system valves (2-12")	18,522	20% Annually	650	951	
	Exercise critical distribution valves (16-20")	292	Annually	163	292	
	Exercise arterial transmission valves (30"+)	43	Annually	10.7	33	
	Exercise system pressure separation valves	84	Semi-annually	42	126	
	Exercise reservoir and pump station valves	339	Semi-annually	127.1	339	
Water Operations: Regulatory Compliance	Testing compliance on residential backflow devices	%	95%	93.3%	87%	

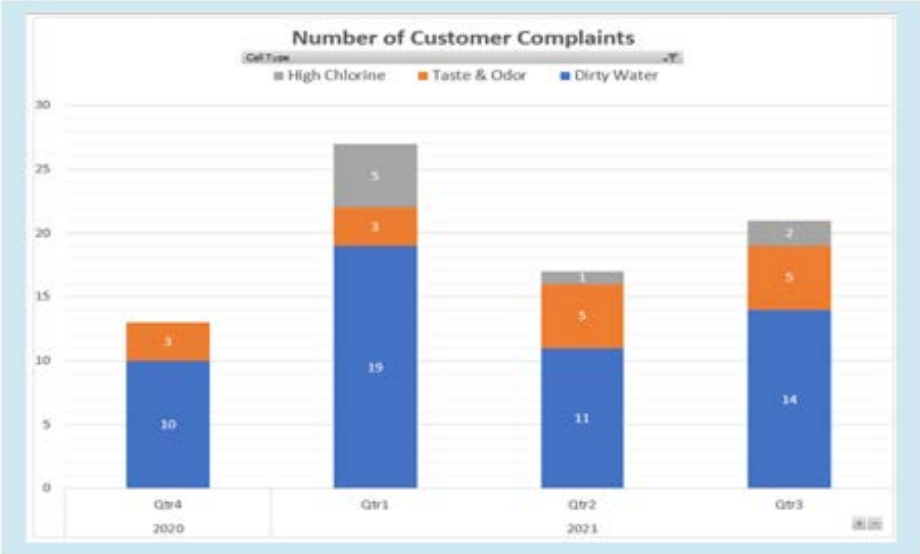
Drinking Water Quality & Complaints

From the Holiday Farm Fire, samples were comparable to baseline monitoring pre-fire during Q3. During the first flush of the year, organic matter in the samples was slightly elevated as would be expected during a first flush storm event. Our treatment plant has been able to reduce organic material in the finished drinking water and maintain compliance with all state and federal requirements for public health.

We completed the triennial Lead and Copper monitoring in August. 51 samples were collected from kitchen or bathroom faucets in Eugene's highest risk homes containing copper pipe with a lead solder that were installed prior to the federal lead ban. EWEB must ensure that in at least 90 percent (90th percentile) of homes sampled, the customer's tap water does not exceed the action level of 15 ppb. The 90th percentile for homes sampled in 2021 was 0.065, well below the action level and therefore all results are within EPA and OHA requirements.

For more information on the water quality impacts from the Holiday Farm Fire and on finished drinking water quality generally, including the 2020 Water Quality Report published in May, visit our Water Quality Reports website.

Safe Drinking Water Act	
Q3	



CUSTOMER CONNECTIONS

Metric	2020 Quarterly Average	Q3 2021
Number of New Service Requests	22	16
Design Time (Avg)	7 Days	4.9 Days
Time Waiting on Customer (Avg)	19 Days	22 Days
Construction Time (Avg)	15 Days	9 Days

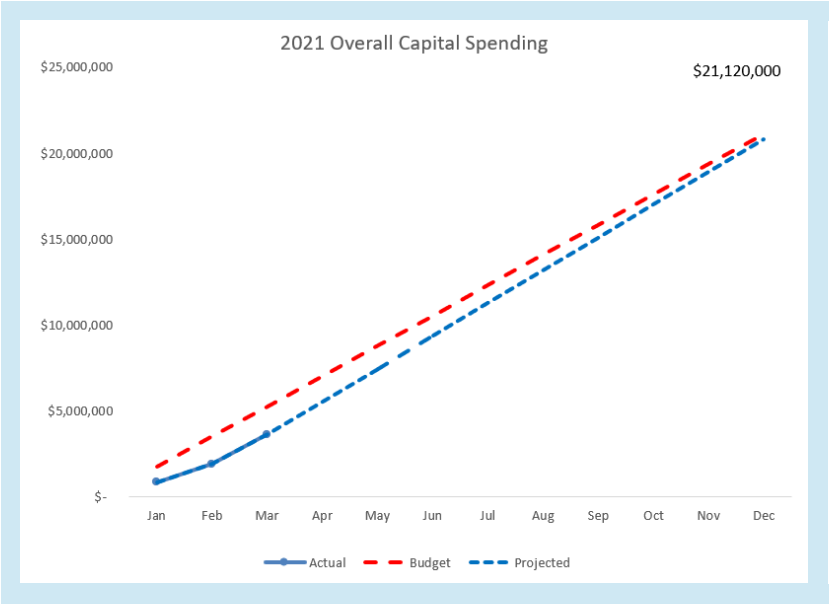
EMERGENCY PREPAREDNESS ACTIVITIES

Natural hazard and security response mitigation plans along with resiliency plans are a final barrier in place to protect the public if harmful contaminants should make it through the other water system barriers. Our enhanced Emergency Response Plan is approved and ready for testing and training in Q4. The multi-agency intertie drill took place at the Henderson intertie in Q3. The COVID 19 Pandemic has hampered our ability to conduct the McKenzie Watershed Spill Drill and emergency well drills which are now scheduled for Q4.

Metric	2021 Goal	YTD Status	On Target?
Finalize Enhanced Emergency Response Plan	Q2	Complete	
McKenzie Watershed Spill Drill	Annual	Complete	
Emergency Well Drill (2 sites)	Annual	Complete	
Exercise Emergency Intertie (EWEB, SUB, Rainbow)	Annual	Complete	
Emergency Water Treatment Trailer Exercise	Quarterly	Completed	
Emergency Water Distribution Trailer Exercise	Semi-Annual	Completed	
Emergency Response Plan Testing & Exercise	Annual	Incomplete	

CAPITAL INVESTMENTS & PROJECTS

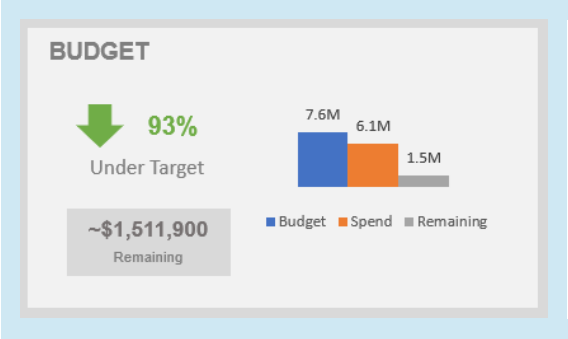
Overall, water capital expenditures are projected to end the year a bit over 90 percent of budget. This is less than projected in the Q2 report, primarily due to the good bids received for the E.40th Reservoir excavation contract and the projected timing of those invoices.



See Appendix D – Water Utility EL-1 Capital Report - Shared Services project updates are provided within the Electric Utility Capital section, but the project budget and costs are split between Electric and Water in the appendices.

TYPE 1 – General Capital Projects (Water)

Type 1 General Capital is budgeted year-by-year for routine capital expenditures totaling less than $1 million and is funded with rates and customer contributions. Typical examples include "main replacements" as part of Distribution & Pipe Services. Overall water Type 1 capital expenditures are projected be a bit over 93% of budget at year end due to delays in some pump station work.

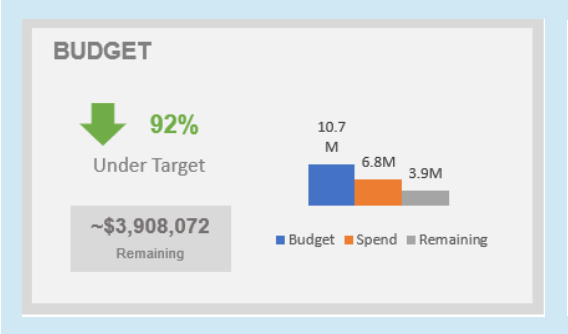


TYPE 2 – Rehabilitation & Expansion (Water and Shared Services)

Type 2 capital projects are discrete, with a defined completion period, and lifetime expenditures over $1 million. Depending on the project, this work may be funded with rates, customer contributions, or bond funds.

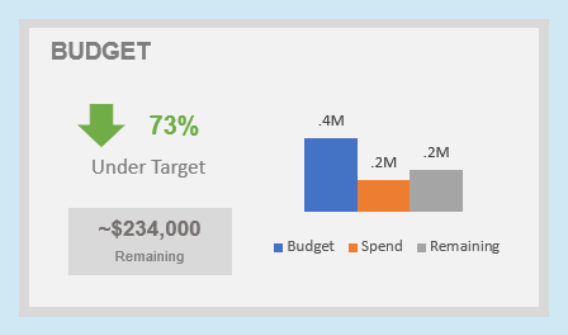
Overall water Type 2 capital expenditures are projected be a bit over 90% of budget at year end. In 2021 there are several large projects in this area including the second phase of a large transmission main project extending from the EWEB headquarters site across University of Oregon property and the E. 40th Reservoir. The bids received and

the timing of the construction invoices, particularly for the E. 40th Reservoir are the primary reason for the underage in this area.



TYPE 3 STRATEGIC - Emergency Water Supply

Type 3 projects are large strategic programs with long term impacts and are generally bond-funded. 2021 water Type 3 capital work is focused on continued efforts to construct emergency water distribution sites. This year, this effort is largely focused on the South Eugene site. Expenditures are anticipated to be below budget.



WORKFORCE SERVICES

See Appendix J: Workforce Composition

Submitted By: Lena Kostopulos

Overall Status

Status Summary

Workforce Services programs are performing as expected and meeting established targets.

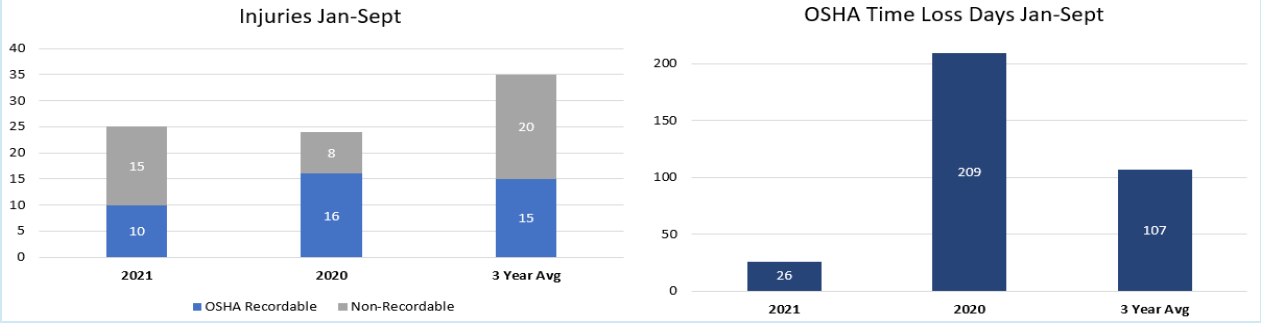
Item of Interest

Healthiest Employer award
Total Worker Health Affiliate
Better than projected Health Insurance Premium Renewal

TOTAL WORKER HEALTH

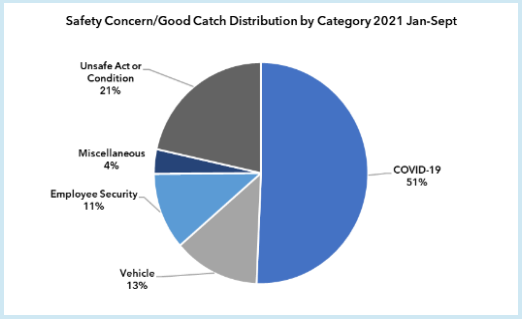
SAFETY PROGRAM

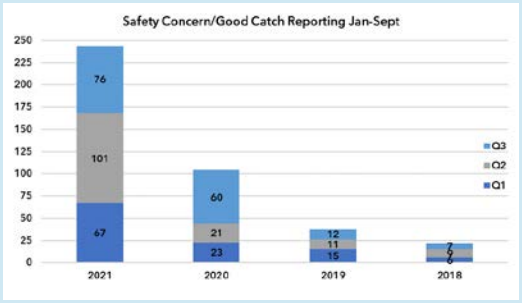
EWEB was awarded second place in the Oregon's Healthiest Employer and placed in the top 100 nationally. EWEB is the first and only utility to be designated as a NIOSH Total Worker Health® Affiliate. The Affiliate designation is awarded to organizations whose practices demonstrate a strong commitment to creating safe and healthy workplaces and are aligned with the principles of Total Worker Health®.

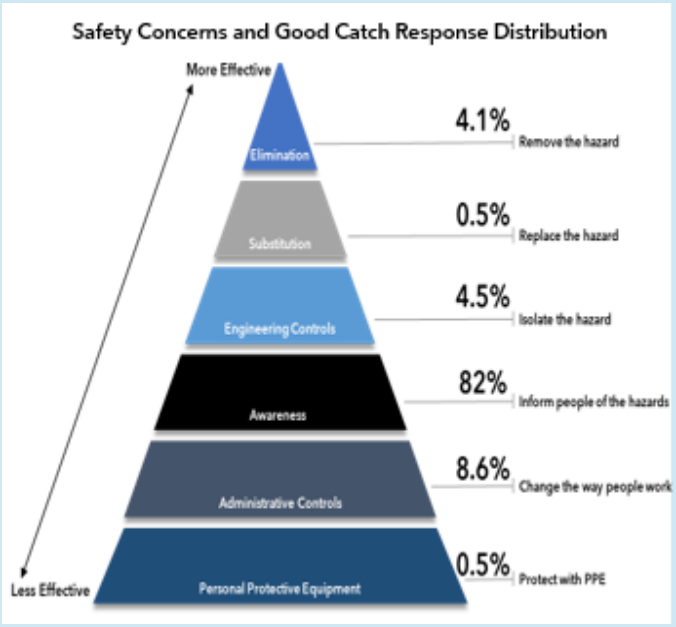


*OSHA Recordable Injury: any injury resulting in days away from work, restricted duty or job transfer, or any injury requiring medical treatment beyond first aid.

*OSHA Time Loss Days: Number of full days of work missed because of a recordable injury or illness.



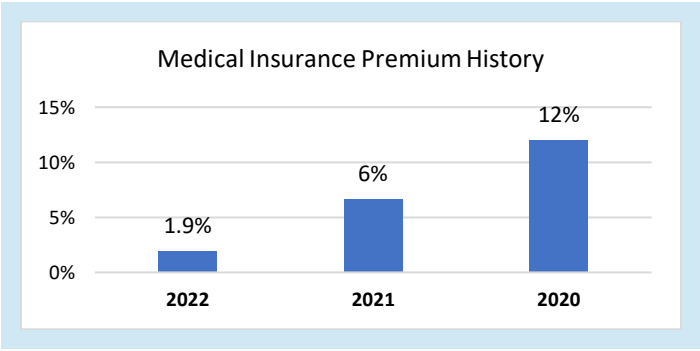




*Near-miss and safety concern reporting helps create a culture that seeks to identify and control hazards, which will reduce risks and potential for harm. Controlling exposures to occupational hazards is a fundamental method of protecting workers. The hierarchy of controls is used as a means of determining how to implement feasible and effective control solutions.

HEALTH INSURANCE PREMIUM RENEWAL

Health plan utilization rates were dramatically lower that previous years resulting in a premium renewal of 1.9%, far below the 5% projection. Retirees under age 65 continue to represent the greatest share of plan utilization.



Dental plan utilization was also lower than expected, resulting in a rate hold.

The vision plan premium increased by 7.1% due to an uptick in utilization, possibly due to a 2020 plan enhancement. Visits to vision care providers may also have increased as Covid restrictions were relaxed.

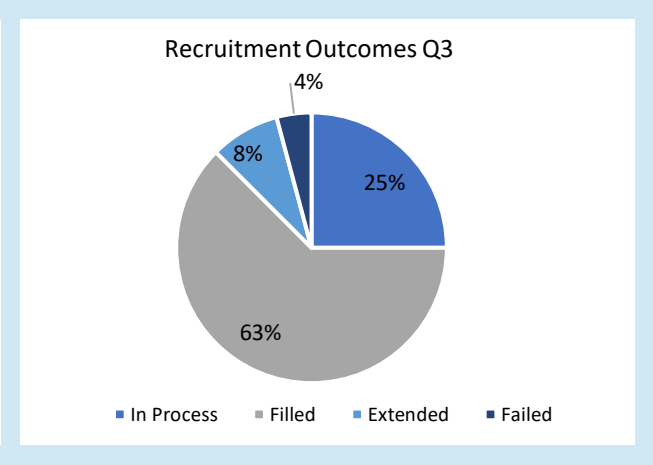
WORKFORCE MANAGEMENT

WORKFORCE RESILIENCY

Departments continue to work on resiliency and capacity plans. Progressive regional employers are adopting programs to enable greater worker flexibility. To remain competitive, EWEB is adopting a dynamic workforce model to afford post-pandemic telework. The dynamic workforce model also encourages and enables the continuous evaluation of work processes to maximize efficiencies and enable resiliency.

Filling specialized technical jobs remains challenging. The Utility continues to explore strategies to attract and secure candidates for hard-to-fill jobs. For example, signing bonuses have been revisited and increased, with upper limits based on candidate qualifications. Relocation policies are being amended to allow exceptions to support extraordinary conditions. Advertising language and sources are under continual review. The services of hiring firms are also being enlisted.

Recruiting



Recruitment volumes and activity remains consistent, with 24 recruitments yielding 445 applications, demonstrating continued interest and sufficient candidate pools for most EWEB positions.
The services of a utility-specific hiring firm were engaged to solicit candidates for the following hard-to-fill positions, delivering the following results:

Position	Total Contacts	Responses
Electric Meter Technician	385	45
Engineering Associate	183	23
Engineering Technician III	135	9
Civil (Geotechnical Engineer)	207	25

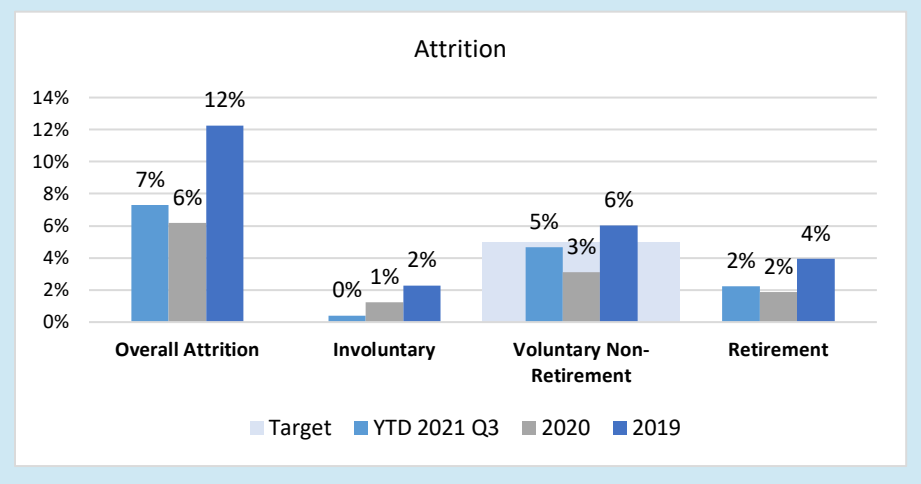
Even with the help of the agency, response rates continue to be disappointing, with no candidates hired via this channel. Agency candidates cited the following among the reasons for their lack of interest:

- Location (relocation costs, housing availability, presumed political climate of Eugene and/or Oregon)
- COVID related concerns such as associated state requirements or mandates
- Level of position
- Personal reasons

A protracted vacancy for Electric Meter Technician resulted in EWEB falling below BOLI's journey-to-apprentice ratio requirements, putting the program at risk of interruption or discontinuation. However, EWEB was able to meet the ratio following an October 18th hire, resulting in only a brief interruption to apprentice progression.

Attrition

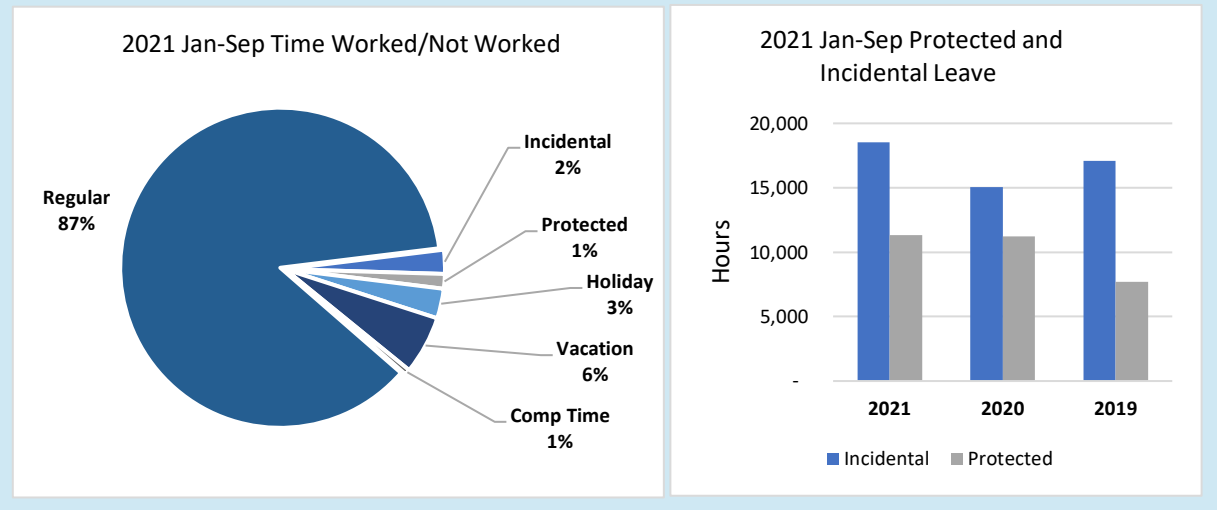
Voluntary, non-retirement attrition is 4.7%, just below the annual target of 5%. Currently, no categories are cause for concern.



Other Workforce Capacity Disrupters

Protected leave usage and incidental absence rates rose slightly over 2020 and 2019 pre-covid levels for the same period; possibly due to the Delta variant spiking in Q3.

Absence due to leave utilization, including vacation and comp time, represents only a fraction of available work time and therefore, continues to indicate minimal disruption risk.

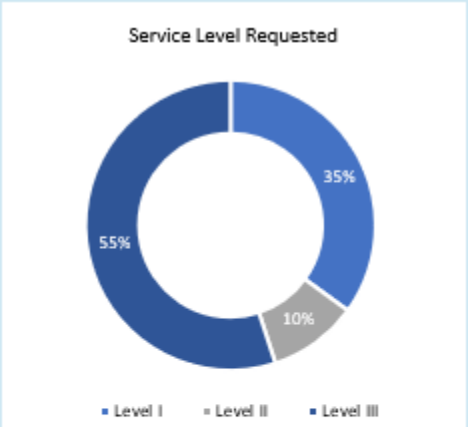


*Incidental leave includes protected Oregon sick leave entitlement

CONTINUOUS IMPROVEMENT & CHANGE MANAGEMENT PROGRAM

The CI/CM team continues to deliver training and education on tools, methodologies. CI/CM facilitation is also embedded in teams supporting both operational and strategic initiatives and their implementation, as illustrated in diagrams below.

Projects
1 Utility Locate
2 Work Order Close
3 AMI
4 Customer Access Refusal
5 Mobile Work
6 Safety Dashboard
7 ERP Change Mgmt
8 Pandemic Support
9 Real Time Trading
10 Benefits Metrics
11 Water > 1.5" Service
12 Energy Change Mgmt
13 Compliance Tracking
14 Misc Projects



The projects listed above have been prioritized by EWEB leadership and were active in the previous quarter	**GOAL #1** - Maintain or improve our "day-to-day" performance consistent with Board direction, policies, and organizational values, with an emphasis on increasing workforce resiliency.	**LEVEL I (1 to 9 hours)** - Basic consultative support
	GOAL #2 -Effectively execute and operationalize a multi-divisional information system program by successfully scaling-up advanced metering for revenue management purposes.	**LEVEL II (10 to 99 hours)** - Intermediate consultative and advanced skill support
	GOAL #3 – Revise and update the strategic plan in order to identify and prioritize the most impactful 3-5-year strategic issues, decisions, and projects.	**LEVEL III (> 99 hours)** - Comprehensive consultative and advanced skill support as a member of the project team

SHARED & STRATEGIC OPERATIONAL UPDATES

CYBER SECURITY

Submitted by: Rod Price & Ed Penn

Overall Status

Status Summary

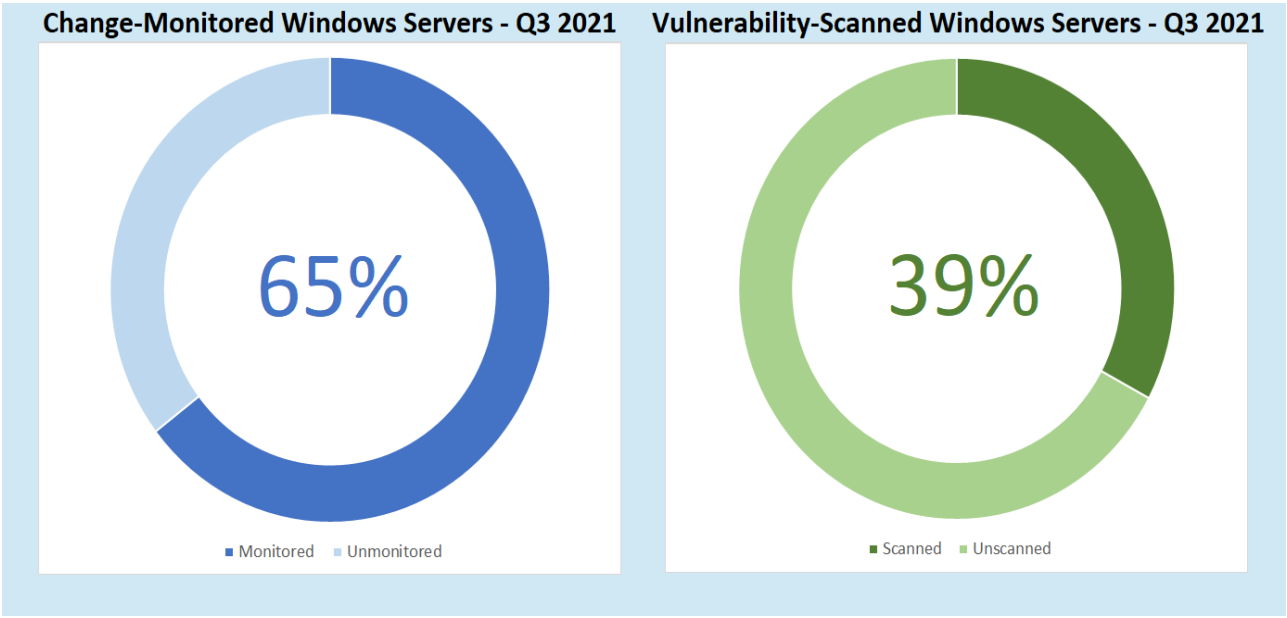
Cyber Security is on target for our 2021 goals. We continue to see a rise in phishing emails, but so far it has not led to an increase in malicious software being downloaded.

Item of Interest

- Added new metrics to measure visibility
- Completed a new program for ISMS.
- Completed 2 of the ESA recommendations.
- Saw security awareness improvements this quarter.

THREAT AND VULNERABILITY MANAGEMENT AND INCIDENT RESPONSE

Managing cybersecurity risks that could adversely affect the sensitive data entrusted to us by our customer owners and those that impact the ability to deliver water and electricity safely and reliably is the mission of the Cyber Security Department. To manage risks effectively the Cyber Security Department needs to understand the vulnerabilities unique to each system and have automated alerts that are based on anomalous behaver. The two charts below show metrics for Windows Servers in our corporate environment. The chart on the left shows coverage of Windows server event monitoring tool. The chart on the right shows coverage of our vulnerability-scanning tool. The goal is to move both numbers to 100% by the end of 2022.



ISMS programs

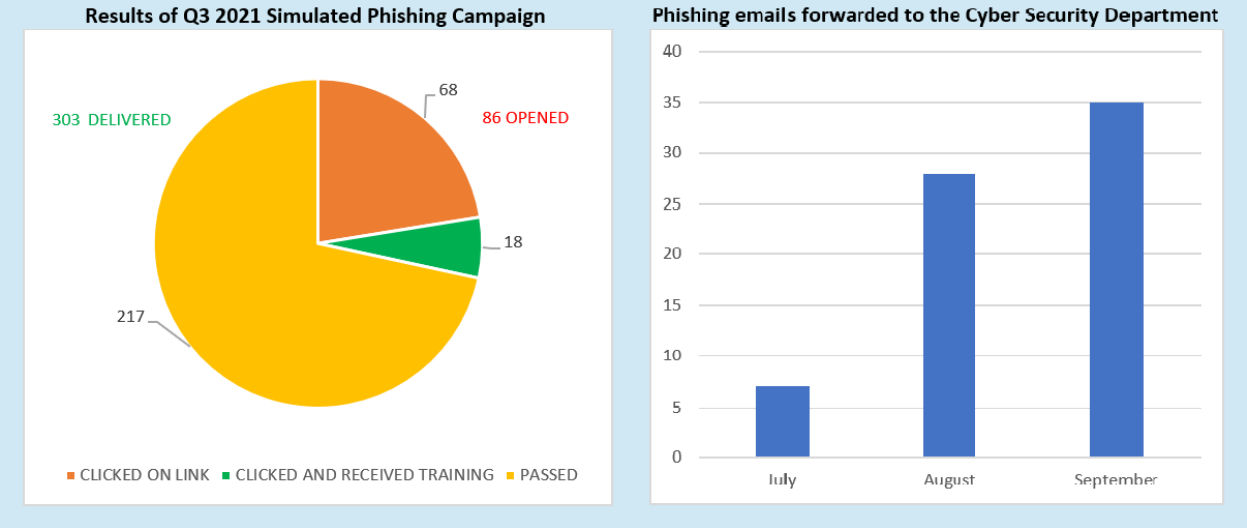
There are 11 programs in Cyber Security's Information Security Management System (ISMS) which are the keys to creating secure data and information for EWEB. This quarter, we were able to begin implementation of another program, bring the number of functional programs to 9, fulfilling our program goals for the year.

ESA Cybersecurity recommendations

In 2019, the Enterprise Risk, Physical Security, and Cyber Security departments completed and Enterprise Security Risk analysis of the Roosevelt Operations Center. 10 Recommendations were identified, and Cyber was able to complete 2 recommendations this quarter. The rest of the recommendations are on track.

Security Awareness Program

The Cyber Security Department does a quarterly simulated phishing campaign with EWEB employees. This helps to improve awareness and helps us measure the effectiveness of our training. The Cyber Security Department regularly reinforces email security best practices with employees as they interact with us. The charts below show the results of the last simulated phishing campaign as well as the number of phishing emails that were reported. The number of employees who opened the simulated phishing email went down from last quarter's 45% to this quarter's 28%. The number of phishing emails reported to us has continued to climb over the months. This is not only due to the increased number of phishing emails, but also due to increased awareness. The Networking and Cyber Departments continue to work together to decrease the number of phishing emails without disrupting normal business communication.



INFORMATION SERVICES OPERATIONS

Submitted by: Daniele McCallum & Bruce Debysingh

Overall Status

Status Summary

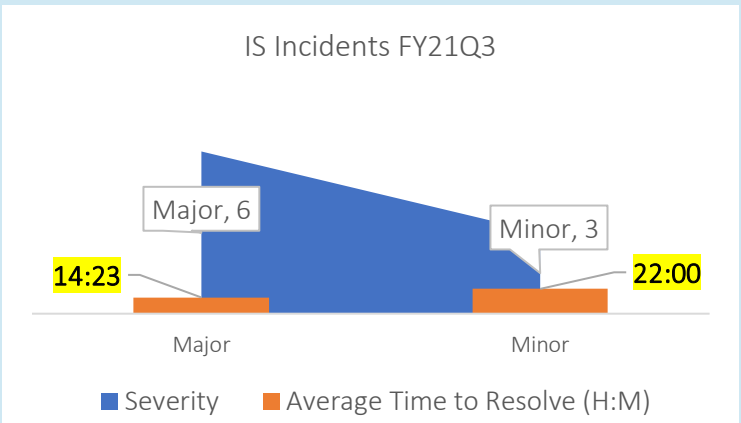
Information Services is operating within its O&M and Capital budgets. Operational activities are being quantified to establish baseline benchmarks to develop KPIs.

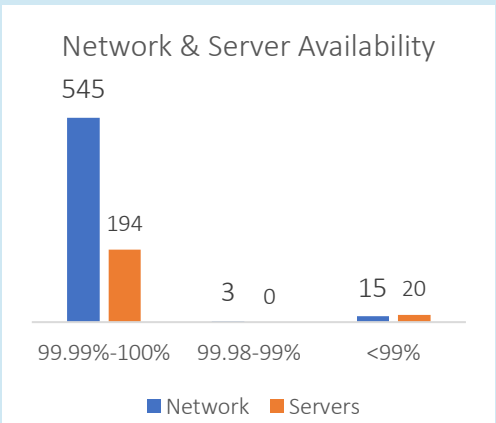
Item of Interest

MDM Platform Refresh program completed on schedule, budget and on time to meet the Mass Meter Deployment Objectives.

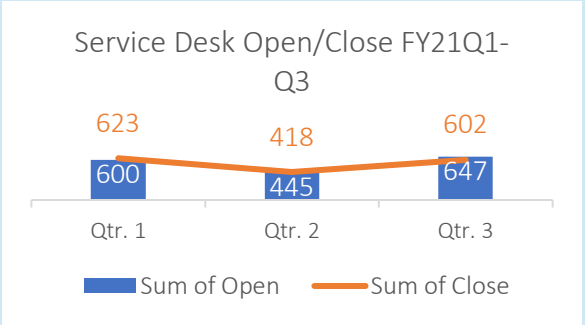
OPERATIONS REPORT

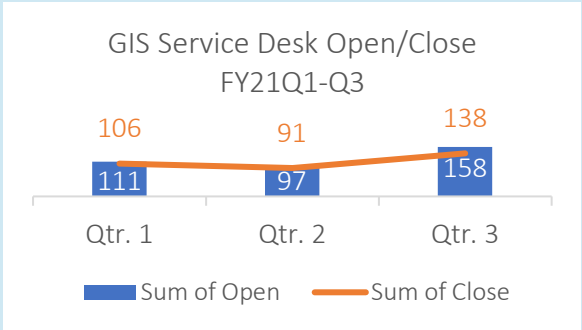
INCIDENT MANAGEMENT AND NETWORK AND SERVER AVAILABILITY





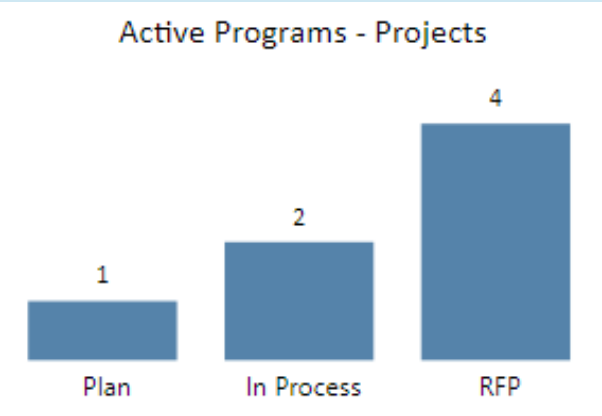
SERVICE DESK AND GIS SERVICE DESK QUARTERLY TICKET OPEN/CLOSE COUNT

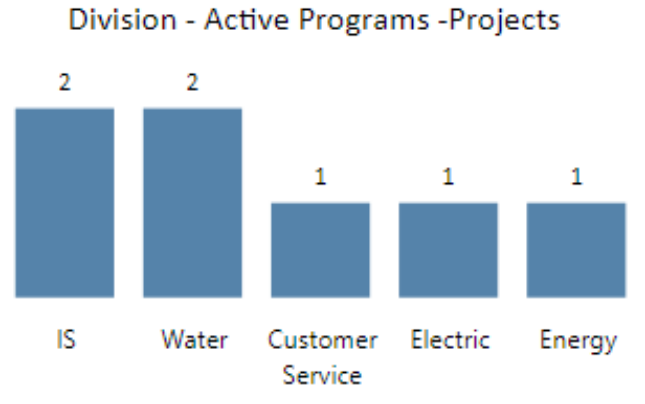


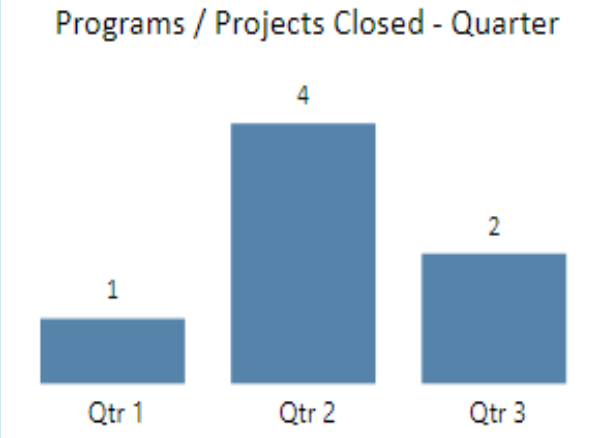


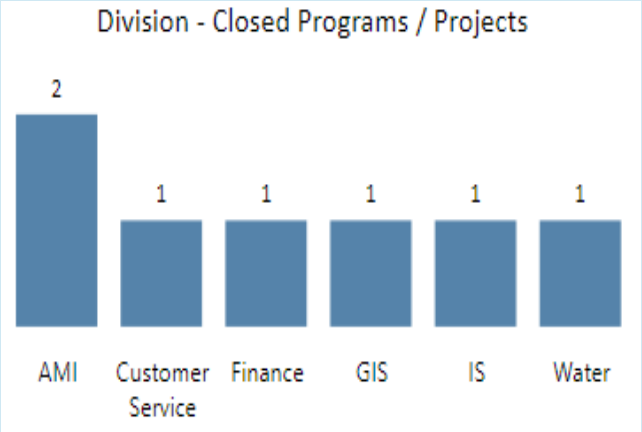
STRATEGIC REPORT

The Information Services scope for the CEI Program was closed in Q3. Likewise, the MDM Platform Refresh Program is complete and meet the objective required to support the Mass Meter Deployment Program. These illustrations represent count of active vs. close program/projects.









LEGAL MATTERS

Submitted by: Deborah Hart & Sarah Creighton

- Central Lincoln PUD v. Oregon Department of Energy et al.: EWEB has joined with other utilities, including cooperatives and people's utility districts, to challenge aspects of the Energy Supplier Assessments (ESA) imposed by the Oregon Department of Energy (ODOE). ODOE appealed the trial court's decision favoring the plaintiffs. The Court of Appeals issued their written decision on October 7, 2020, substantially ruling against the Petitioners, reversing refunds of past assessments, and remanding the case for further action by the trial court. However, the ruling in the lower court that the ESA is a tax was upheld, as a result future ESA increases must be approved by the legislature -- by a 3/5ths majority in both the House and the Senate. This higher threshold for the approval of any future ESA rate increase may result containing future growth of the ESA. The matter has been administratively closed by the Marion County Circuit Court without further judgment, and this will constitute the last Board litigation report on this matter.
- N. Harris Computer Corporation v. EWEB: In May 2018, EWEB issued a letter notice of termination on a vendor contract with a division of N. Harris Computer Corporation, relating to the installation and configuration of a replacement customer information system (CIS). Despite efforts to resolve the conflict by mediation, N. Harris Computer Corporation filed a lawsuit against EWEB on December 17, 2018, asserting Breach of Contract, seeking approximately $740,000. The parties underwent mediation in July 2021 and resolved all claims for payment. The matter has been dismissed, and this will constitute the last Board litigation report on this matter.
- Jody Anderson, et. al. v. Eugene Water & Electric Board and Lane Electric Cooperative, Inc.: Complaint was filed in Lane County Circuit Court on April 16, 2021 (amended May 17, 2021) by 175 plaintiffs claiming damages alleged on theories of statutory wildfire liability, negligence, gross negligence, trespass, nuisance, and inverse condemnation arising from the Holiday Farm Fire which began on September 7, 2020. Procedural motions against the Amended Complaint are currently pending before the court. Pre-trial document discovery among the parties has recently commenced.
- Karen Anderson, Devine Restorations Investment Trust, et al. v. Lane Electric Cooperative, Inc., and Eugene Water & Electric Board: On May 24, 2021, Complaint was filed by 76 plaintiffs claiming damages on theories of wildfire liability, negligence, trespass, and nuisance arising from the Holiday Farm Fire which began on September 7, 2020. The plaintiffs have served their complaint on each of the parties. EWEB's response will be filed in a timely manner.

LEGISLATIVE UPDATES

Submitted by: Anne Kah & Jason Heuser

FEDERAL LEGISLATION – INFRASTRUCTURE INVESTMENT AND JOBS ACT – PENDING

The U.S. House of Representatives had been expected to vote this September on the Infrastructure Investment & Jobs Act already passed by the U.S. Senate, but the bill has stalled for the time being while new negotiations on the bill ensue with the possibility of a November vote. Of the $550 billion in new spending proposed by the bill, $55 billion would be allocated for the water, wastewater, and storm water sectors, which would be spent over a five-year period.

- Allocates $11.7 billion to the Drinking Water State Revolving Fund (SRF) program, a federal-state partnership to help ensure safe drinking water. It is a loan program that can incorporate partial grants in some instances.
- Re-Capitalizes Water Infrastructure Finance and Innovation Act (WIFIA) Loan Program: $50 million annually through FY 2026. WIFIA is a federal credit program administered by EPA for eligible water and wastewater infrastructure projects. The WIFIA program offers longer-term, supplemental loans for regionally and nationally significant projects.
- Authorizes $15 billion through FY 2026 to mitigate lead in school drinking water systems.
- Appropriates $50 million annually for the Drinking Water System Infrastructure Resilience and Sustainability grant program and corresponding $25 million per year Clean Water Infrastructure Resiliency and Sustainability Program, both of which would provide financing for resiliency and conservation projects.

PHYSICAL SECURITY

Submitted by: Ken Baldwin

Overall Status

Status Summary

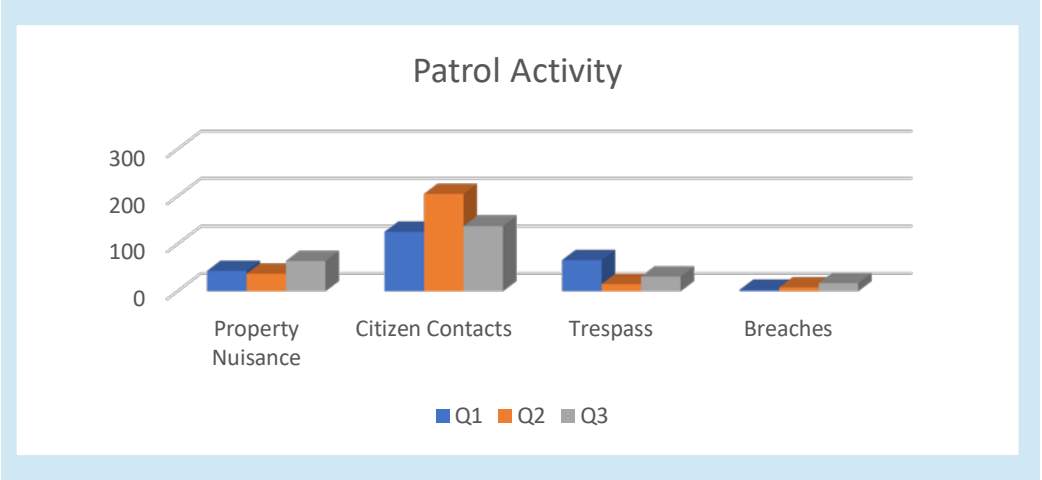
Physical Security is fully staffed and increasing our visibility on outlying properties. We investigated a record number of intrusions into secure perimeters with one significant theft.

Item of Interest

Physical Security Systems Team has brought three new digital video monitoring systems online at outlying properties and service agreements are being established for patrol monitoring and response

In Sept, there was a breach at Coburg Substation with forcible entry into the secure perimeter, but with no impact on energized equipment. The repair and replacement costs are estimated at $8100 for materials and labor. This is the first large copper theft since November 2019 which validates the deterrent effect of our patrol strategy.

Physical Security has increased patrols to include upriver properties in Walterville and Leaburg. This compliments our recently enhanced security systems monitoring and access control support of our generation properties.



The chart above outlines the areas where patrols frequently intervene to limit exposure risk to EWEB. Property nuisance continues to be a challenge, primarily caused by graffiti and trash accumulation. Our primary engagement is with community members or internal staff requesting support.

Q3 Stats:
PNR – 64
Citizen Contacts – 138
Trespass – 31
Breaches – 17
Calls for Service - 88

PROPERTY

Submitted by: Jared Rubin, John Marshall, and Sarah Gorsegner

Overall Status

Status Summary

Supported the acquisition, sale, and marketing of four key EWEB properties.

Item of Interest

- MGP property PSA executed.
- Glenwood property (second water source) PSA executed

MAJOR PROPERTY SUMMARIES

Headquarters – A Survey of Interest directed at government and community service organizations was initiated by the General Manager's Office for the HQ Property in response to direction from the Board. Multiple responses of interest were received, leading to several tours of the property. Work at HQ continues, including the solicitation of further direction from the EWEB Leadership on the preferred process for determining the building's disposition, obtaining current property valuations, and planning efforts around vacating staff, equipment, and systems. The current Lease Agreement with our tenant, Magstim EGI, is set to expire this November, but discussions are taking place to create an extension into 2022.

MGP – A Purchase and Sale Agreement (PSA) between EWEB and the City of Eugene for the MGP property has been executed. Included in the negotiated PSA the City has relinquished its sole right to negotiate for the purchase of the surplussed HQ property and is also changing the City Code pertaining to the surplussing of EWEB properties. Staff are currently working with the City on the concurrence review for the City's planned improvements on the MGP site and the Declaration of Easements for EWEB's Water, Electric and Fiber infrastructure.

Bertelsen – The Bertelsen Property acquisition has been completed and EWEB staff are now moving into the mitigation and design/construction phases of the project. A small internal EWEB Team is currently at work developing the wetland mitigation scope and contract documents. Discussions have taken place with internal stakeholders regarding operational needs and design options. Additionally, conversations with EWEB Management and NW Natural have taken place, exploring the feasibility of a co-located hydrogen generation facility (with storage potential).

Glenwood – A multiple year process to negotiate and execute a PSA for 1) the grant of easements between SUB and EWEB for electric and water transmission lines through their respective properties and 2) the sale of one of EWEB's Glenwood properties to SUB was finalized during Q3. This complex real estate transaction was crafted by an EWEB team comprised of Water Engineers, the General Manager, Property Management representatives, and EWEB's legal counsel. Within the first closing a total of nine easements were executed and recorded, existing Water Assets were sold to SUB and, EWEB obtained an Option to Purchase several parcels of land currently owned by SUB. This Option to Purchase provides EWEB with greater flexibility in the siting and development of a treatment plant for our second source.

Overall Performance - During the 3rd Quarter of 2021, the Property Management team provided easement, concurrence, entry permits, and lease agreements. Staff are aligned with the 3-week turnaround time for standard easements requests. Nuisance reports received by Property Management are slightly down in Q3.

Service	1st Quarter Count	2nd Quarter Count	3rd Quarter Count	4th Quarter Count
Graffiti Nuisance	26	16	14	
Illegal Camping/ Trash/Biohazards Nuisance	20	23	17	
Easement Reviews Complete	10	4	10	
Concurrence Reviews Complete	45	51	36	

PURCHASING - SUPPLY CHAIN

Submitted by: Deborah Hart & Quentin Furrow

Overall Status

Status Summary

The warehouse is stocked with inventory for the majority of routinely used materials required to provide water and electric service, and storm restoration. However, supply chain issues are being seen in all areas of procurement.

Item of Interest

The Utility has seen supply chain issues impact Water Construction, AMI Electric Smart Meter Deployment projects, Electric Construction, and may limit some of the project work that is scheduled for 2022 because of supply constraints

Purchasing is working with project teams and contractors to consider alternative options and to place orders early. Many times, these alternatives are outside of our established contracts and at higher prices. Some suppliers are limiting the quantities that can be purchased in an effort to limit “panic’ buying and to keep production at realistic levels. Work has been impacted by this limited availability.

REGULATORY COMPLIANCE

Submitted by: Lisa Krentz & Tyler Nice

DAM SAFETY

Overall Status

Status Summary

EWEB's hydroelectric projects are operating in compliance with FERC dam safety regulations. Although the dams and reservoirs are currently in safe operation, several engineering challenges are being investigated.

Item of Interest

Investigation of the Trail Bridge reservoir sinkholes is ongoing. Seismic hazard assessments are being updated for the Carmen Smith fish passage projects and Leaburg Waterville safety evaluations.

- EWEB staff are working closely with the FERC Division of Dam Safety and expert consultants to investigate the root cause and potential remediation measures for Trail Bridge reservoir sinkholes. The investigation phase is expected to continue through 2022.
- New information on rock faults near the Carmen-Smith project may impact earthquake ground motion predictions. If so, seismic design criteria for infrastructure projects will need to be updated.
- Seismic assessments of the Walterville project are underway.

FEDERAL ENERGY REGULATORY COMMISSION (FERC)

Overall Status

Status Summary

EWEB's hydroelectric projects are operating in compliance within FERC regulations and no license violations were issued by FERC.

Item of Interest

Several deviations from required river ramping rates occurred in Q3. However, FERC did not consider any to be violations of our operating licenses. Challenges to the deployment of the Carmen-Smith license are noted in the Electric Distribution Type 3 Capital Investment section of this report.

NORTH AMERICAN ELECTRIC RELIABILITY CORPORATION (NERC)

Overall Status

Status Summary

All NERC potential violations have been resolved with WECC and are in close-out/mitigation phase. No pending non violations or compliance issues known at this time.

Item of Interest

During the 3rd quarter all compliance violations were fully mitigated, including 2 violations reported from the previous quarter.

During the second quarter, the following compliance violations were self-reported, or outstanding, which are now resolved.

1. PRC-025 - The relay settings deployed in November 2019 for the Carmen Substation and Generator protection did not meet standard requirements. The new relay settings were developed using calculations that were assumed to meet the requirements of PRC-025 and were put into service before formal verification of PRC-025 compliance was performed. EWEB has mitigated this violation and has submitted full documentation along with preventative measures which have been accepted by WECC at this time.

2. PRC-019 - EWEB did not perform coordination as required by PRC-019 R2 for Carmen Units 1 & 2 within the 90-day timeframe required under the standard when protection system components and the generator step-up transformers associated with these Units were replaced. EWEB has mitigated this violation and has submitted full documentation along with preventative measures which have been accepted by WECC at this time.

GOAL 2 – ADVANCED METERING

Goal #2 – Effectively execute and operationalize a multi-divisional information system program by successfully scaling-up advanced metering for revenue management purposes.

Submitted By: Rod Price

Overall Status

Status Summary

Due to supply chain issues with residential electric meters, electric deployment has been postponed until sufficient stock is on hand (20K meters & commitment for the remainder to complete the project).

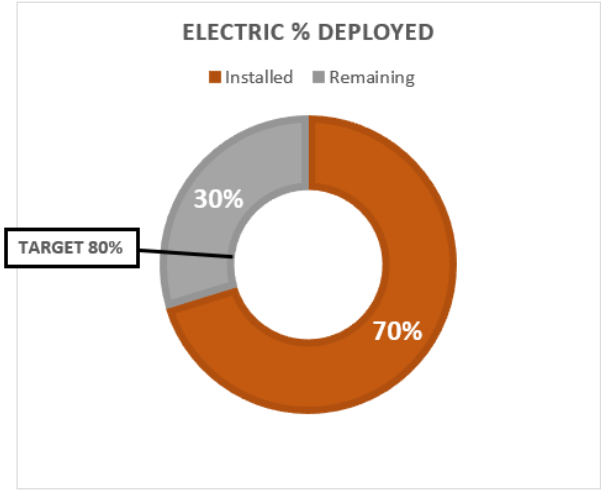
Item of Interest

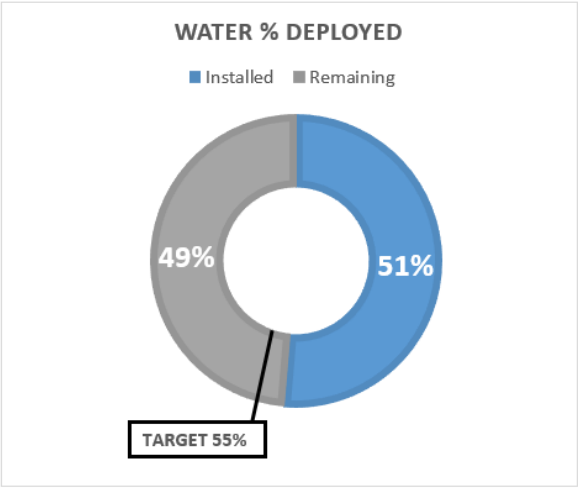
Water meter deployment continues with minimal supply chain impacts.

BUDGET

As of 9/30/2021

Meter Installations
As of 10/4/2021





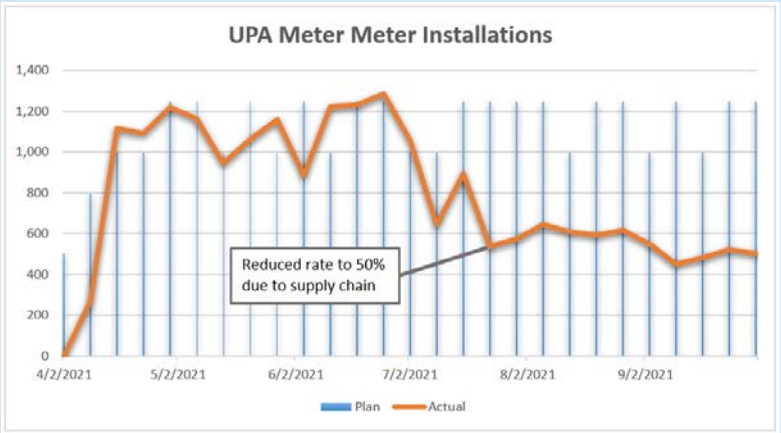
Electric deployment has been postponed as of 10/1/2021 as noted in the status summary. The completion date has been moved to end of year 2023. This may be able to be pulled in as more is known.

Water deployment remains projected to be completed by end of year 2023.

UPA VENDOR PERFORMANCE
As of 10/1/2021

Meter supply chain issues have caused UPA to demobilize as of 10/1/2021. A change order was signed to enable them to return once 20K residential meters are in stock with assurances from Sensus that the remainder required for the project will be available. The current projected date for meter deliveries to return to normal is mid-next year or later. UPA performance has met or exceeded all targets.

	Total to Date	% of Total
Meters Installed	**21,323**	**44.9%**
RTU's (Return to Utility as unable to install)	**291**	**1.4%**
Claims	**5**	**0.02%**
Appointments (contract limit 2%)	**285**	**1%**



GOAL 3 – REVISE & UPDATE STRATEGIC PLAN

Goal #3 Revise and update the strategic plan in order to identify and prioritize the most impactful 3-5-year strategic issues, decisions, and projects.

Submitted By: Frank Lawson

Overall Status

Status Summary
Completed October 5, 2021.

Item of Interest
The objective of this period of the revised Strategic Plan is to build the foundational pieces that facilitate future consumption and operational flexibility

COMPLETED

After several discussions throughout the year, the Board approved the first revision to the 2018-2028 EWEB Strategic Plan since July 10, 2018. The revised plan incorporated several years of feedback and improvements designed to update our present state, planning and operating environment, and more specifically call out key milestones over the next few years. Between now and 2024, EWEB will work to position the utility for more flexibility. Creating operational and consumption flexibility tools, including demand response capabilities, will improve our ability to negotiate and manage supply contracts, integrate clean-energy resources, develop backup and emergency systems, and respond to unanticipated events. The objective of this period is to build the foundational pieces that facilitate future consumption and operational flexibility, including the following elements:

a. Advanced Metering & Analytics – e.g., Meter Data Management (MDM) System, Customer Experience Systems
b. Information Technology & Systems – e.g., modernize legacy systems - Financial & Customer Information System (CIS)
c. Integrated (Electric) Resource Plan – informs electricity supply contracts, energy services, and EWEB-owned asset decisions, EWEB electric resource management/trading
d. Rate Design –pricing agnostic to customer/product choices (prerequisite to new services), Board Policy SD9 (Rate Setting Policy) and rate making principles
e. Resiliency (Electric) – e.g., disruptive-event mitigation plans, fortify/automate system controls (including telecommunications), replace aging high-impact underground conductors, prioritize links between local generation and essential services (resilient spine)
f. Resiliency (Water) – e.g., watershed recovery, base-level reservoirs and inter-connecting transmission, Willamette water treatment plant design

Included in the strategic plan is the reiteration of our vision, mission, and values. Values drive "how" we do things, and provide the fundamental basis for our policies, actions, behavior, and decisions. These values are sacrosanct; they cannot be compromised for convenience, short-term gain, or strategic progress, including the following:

SAFE: We value the physical and psychological health and safety of our workforce and the public, the security and integrity of cyber assets and data, and the protection of our customers' assets.

RELIABLE: We value the continuous on-demand delivery of drinking water and electricity, and the dependability of our response to our customers.

AFFORDABLE: We value and respect our customer-owners' financial resources by making wise investments and controlling costs and rates

ENVIRONMENTAL: We value the prudent and sustainable stewardship of the environment and natural resources, including preserving our watershed, and our role in reducing the greenhouse gases (GHGs) contributing to Climate Change.

COMMUNITY: We value our local governance and obligation to serve our community transparently and equitably.

GOAL 4 – COLLABORATE & ALIGN WITH THE BOARD

Goal #4 – Collaborate and align with the Board to develop directional guidelines and decision criteria on issues having long-term strategic and policy-setting impacts, including development and approval of:

a) Revised/updated Watershed Recovery & Protection Program, including appropriate 2021 budget amendments and future revenue mechanisms.

Submitted By: Karl Morgenstern

Overall Status

Status Summary

Watershed restoration efforts are proceeding as planned and presented to the Board in the September meeting.

Item of Interest

Completed Watershed Restoration Plan to receive $4 million in State funding and launched new property assessment process.

PROGRAM MONITORS

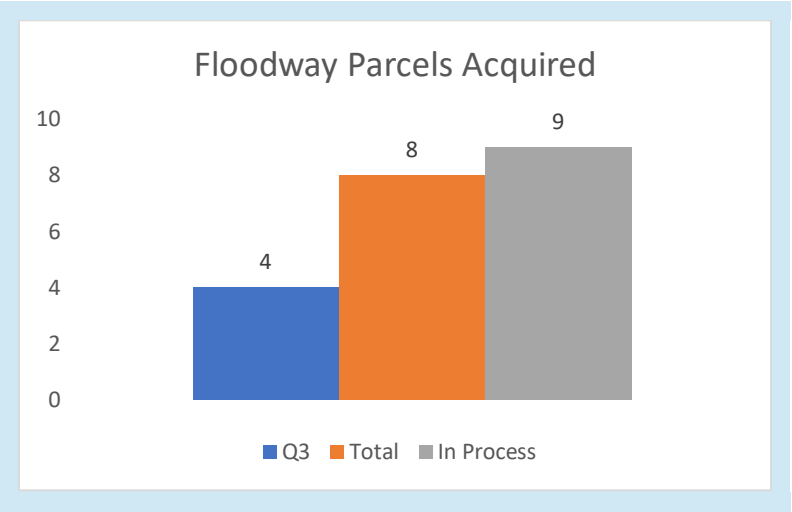
The Holiday Farm Fire (HFF) watershed recovery and restoration completed the transition from emergency response to conducting longer term restoration efforts using a more comprehensive property assessment process that includes identifying revegetation needs for winter 2021/22 planting, excessive fire fuels in need of treatment, invasive weed outbreaks to be treated, and erosion issues that need to be addressed ahead of fall rains (risk-based actions). The following summaries provide an overview of the landowner incentive programs, land acquisition efforts, budget and outside investments, and water quality impacts from the Holiday Farm Fire.

HFF Landowner Incentive Programs

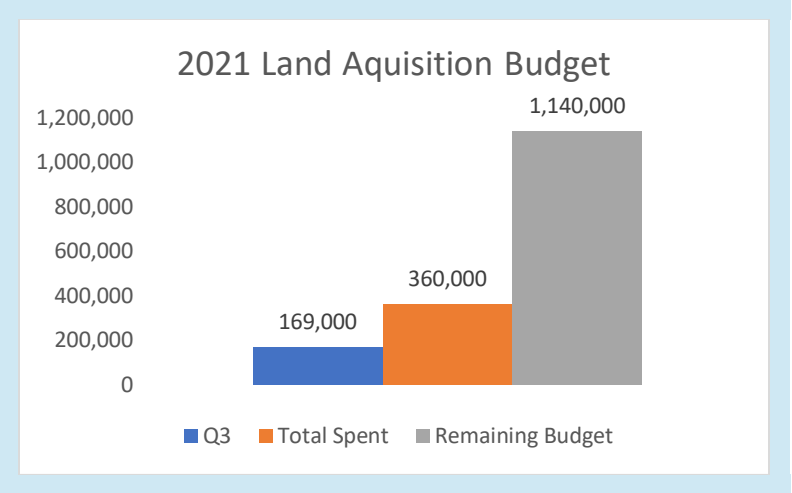
EWEB established a set of programs to provide landowners impacted by the HFF with grant funds and/or 0% interest loans as incentives for septic system repair/replacement, septic system upgrades, and rebuilding homes and structures out of riparian setback or special hazard areas (floodway or floodplain). These efforts are coordinated with Lane County.

- Issued four (4) 0% interest loans (totaling $37,600) in 2021 for septic system replacement or repair and 10 additional landowners are in the application process.
- One landowner has completed the permitting to rebuild farther back from the river and 4 others are in process.

Floodway/Riparian Land Acquisitions



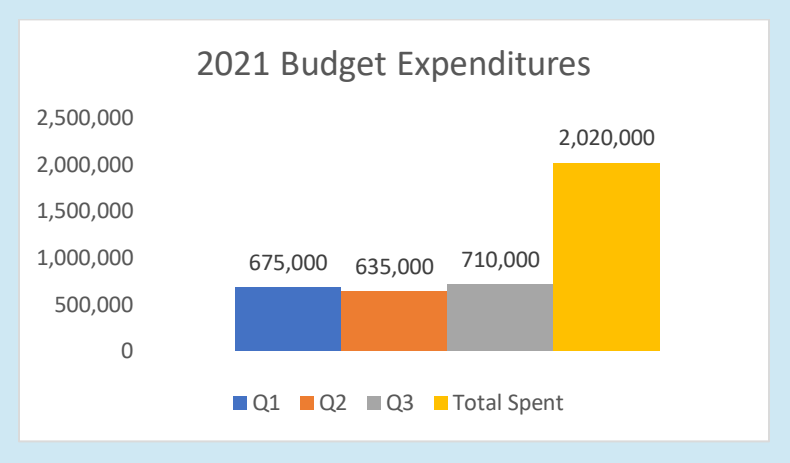
The goal is to acquire 30 parcels that have destroyed structures from the HFF in the floodway/riparian area by 2023. The eight parcels acquired to date total approximately 21.5 acres.



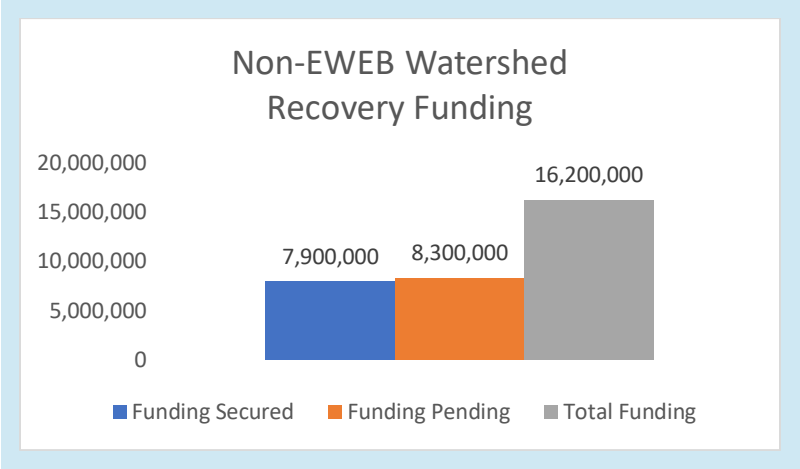
The McKenzie River Trust cost shares land axcquisitions 50/50 with EWEB. The above budget graph is for only EWEB's portion of those costs.

Funding and Budget Tracking (2021 Budget Amendment)

In March 2021, the Board approved a $3.9 million Water budget amendment to fund watershed recovery and restoration efforts (including carry over of $500,000 from 2020) over this year.



As previously indicated, contractor activities will increase in Q4 as property assessments begin to feed contractor work to address fire fuels, fall invasive weed treatments, erosion issues, and preparations for winter plantings. This level of investment will be sufficient to support this ongoing work and is being leveraged by other funding as indicated below.



Holiday Farm Fire Water Quality Impacts

Water quality monitoring through Q3 indicates that impacts from the HFF continue to be muted and are mainly tied to storm events that started producing precipitation later in September. Analytical data from storm event monitoring was not available at the time of the Q3 reporting. Drought conditions have significantly impacted river flows in Q3.

Water Quality Trends

Parameter(s)	Observations	Q2 Status
Water Quantity	McKenzie River flows near Belknap, at Vida and at Hayden Bridge were below the 25 pctl (2007-2021) for extended periods during Q3. Flows will likely remain very low until fall. Drought conditions persist.	
Water Quality - Continuous	Turbidity and fDOM stayed relatively low in the mainstem for most of Q3 and experienced upward trends in September. Upward trends are also evident in some lower tributaries. Water temperatures were consistently above median values across most sites, particularly in July/August. Conductivity saw upward trends across most sites. Diurnal pH swings increased and were greater than 1 standard unit by the end of Q3 at several sites. DO is climbing across most sites from July/August lows.	
Harmful Algal Blooms	Cyanobacteria blooms significantly decreased in Cougar and Blue River Reservoirs in Q3 as we approach the end of HAB season. Some bloom activity observed in Cougar Reservoir near the end of Q3 was non-toxic.	
Cyanotoxins	Cyanotoxins were not detected above method reporting limits at any source water locations during Q2.	
Nutrients	Nitrate levels in several tributaries saw slight increase, but mainstem concentrations remain low. Other nutrient parameters were within normal ranges. Increased nitrate levels observed in Holiday Farm Fire sites during a late September storm event.	
Metals	Total metals remain relatively low across most sites. Several dissolved metals are showing slight increasing trends, although given low water levels and more groundwater inputs, not too surprising.	
Organics	Storm events during Q3 were not all that significant and runoff responses were fairly muted. No significant organics were detected in the Holiday Farm Fire area, but several pesticides and other organics were detected in stormwater outfalls during late September storm events.	
Solids	Total solids and total suspended solids remained low across most sites. Dissolved solids will likely increase as fall storms approach.	
Bacteria	Bacteria levels generally remained within normal ranges across most site. Bacteria levels were significantly higher during late September storm events, particularly at several east Springfield stormwater outfalls.	

fDOM, Fluorescent Dissolved Organic Matter, is a means of tracking dissolved organic matter in natural waters.

COMPLETED

- 107 PWP property assessment surveys to identify revegetation needs, invasive weed problems, need for fuels treatment, and potential erosion issues out of a total of 175 landowner requests for PWP property assessments in Q3.
- Contracting bid processes to support long term watershed restoration efforts across many different areas of work.
- Developed and tested a work force application that will efficiently assign work to EWEB contractors as a result of the PWP property assessments once the landowner signs a Watershed Stewardship Agreement.
- Watershed Restoration Plan (2022-23) for the Oregon Watershed Enhancement Board (OWEB) that details how EWEB will spend the $4 million provided by the State Legislature to support Holiday Farm Fire recovery efforts. The OWEB Board will meet October 26th-27th to authorize expenditure of these funds.
- The USFS and McKenzie Watershed Council completed floodplain restoration on Deer Creek (Phase 3) and the McKenzie River Trust completed Finn Rock Reach Phase 1 floodplain restoration work in Q3. The Board will visit these projects on the October 22nd tour.

IN PROGRESS

- Continue to work closely with State agencies, legislature committee chairs, federal congressional delegation, FEMA, Lane County, and others to promote funding needs and secure outside funding to support HFF recovery efforts.
- Completed property assessments will feed contractor work to address invasive weeds, fuels, revegetation needs, and erosion issues and will be captured in Q4.
- Fall/early winter storm event monitoring will continue to target larger storms to assess HFF impacts to water quality and inform Hayden Bridge treatment operations.
- Three FEMA grants are in process for submittal by the January 2022 deadline.
- Floodplain restoration design, modeling, and permitting is underway for Finn Rock Reach Phase 2, Quartz Creek, and Delta Campgrounds in lower South Fork McKenzie.

GOAL 4 – COLLABORATE & ALIGN WITH THE BOARD

Goal #4 – Collaborate and align with the Board to develop directional guidelines and decision criteria on issues having long-term strategic and policy-setting impacts, including development and approval of:

b) TBL-based plan for the lower McKenzie River Hydroelectric Projects in compliance with FERC, and collaboration with the McKenzie Valley community.

Submitted By: Lisa Krentz

Overall Status

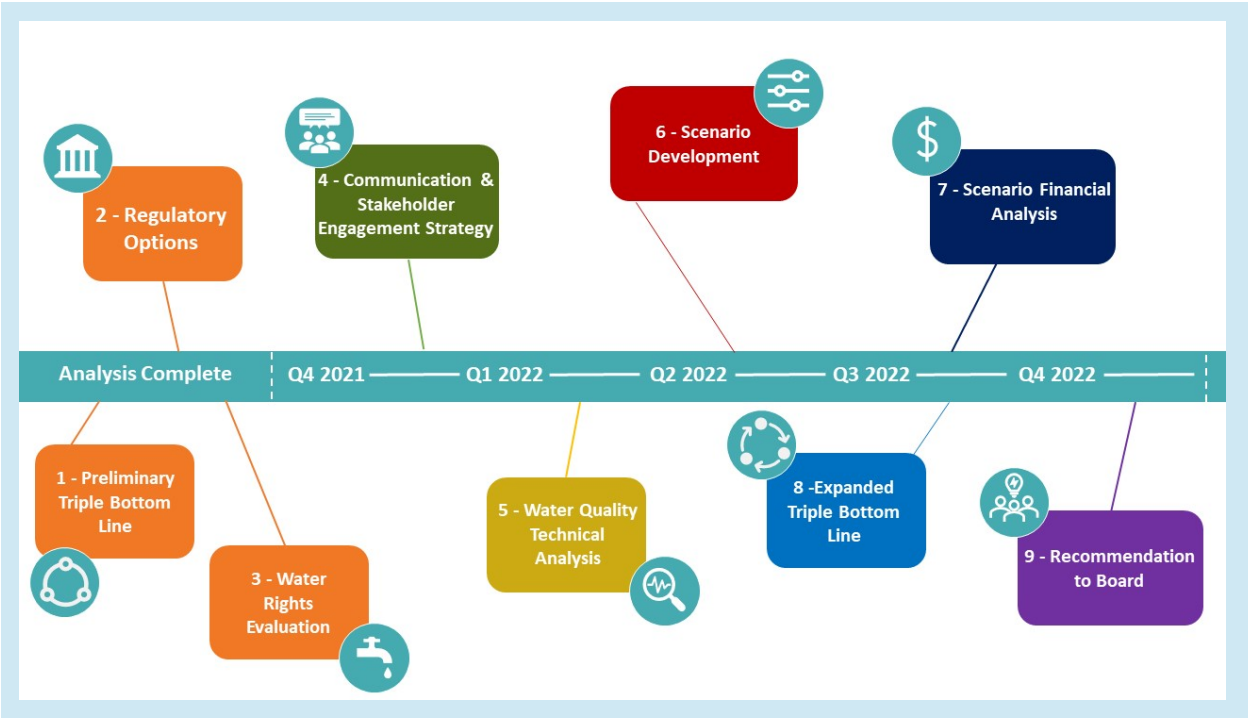
Status Summary

All action items are on track relative to the decision-making timeline presented to the Board in August.

Item of Interest

The water quality technical analysis for stormwater conveyance is underway and a Communication and Stakeholder Engagement Plan is in development.

PROJECT MILESTONES



COMPLETED

- Presented preliminary Triple Bottom Line Analysis (TBL), water rights background, regulatory options, and proposed timeline for decision making to the Board in August.
- Conducted an RFP process for consulting support to develop multiple scenarios (return to service, decommissioning, and hybrid options) and evaluate alternatives from TBL perspective.
- Selected a consultant for evaluating water quality considerations associated with converting Leaburg Canal to stormwater conveyance.
- Identified potential water supply alternatives for water rights holders along Leaburg Canal.
- Advanced planning for near term risk mitigation actions.
- Conducted a Board tour of the Leaburg Project.
- Started development of a communication and stakeholder engagement plan.

IN PROGRESS

- Further develop communication and stakeholder engagement plan, to be shared with the Board in December.
- Complete water quality impact analysis for stormwater conveyance vs. return to service.
- Develop scenarios for comprehensive TBL.
- Complete near-term risk mitigation action plan.
- Negotiate alternative water supply arrangements for water user that EWEB is obligated to serve.

GOAL 4 – COLLABORATE & ALIGN WITH THE BOARD

Goal #4 – Collaborate and align with the Board to develop directional guidelines and decision criteria on issues having long-term strategic and policy-setting impacts, including development and approval of:

c) Multi-year Information System/Technology Investment Plan, in support of both business continuity and strategic priorities, including 10-year annual spending projections for incorporation into EWEB's Long-Term Financial Plan and 2022 Annual Budget.

Submitted By: Travis Knabe

Overall Status

Status Summary

SurePower selected to perform an assessment with the goal of defining roadmap and providing guidance of high-level budget.

Item of Interest

Assessment complete in October, next presentation to board in November.

PROJECT MILESTONES

COMPLETED

- 10 Year Capital budgets incorporated into EWEB's Long-Term Financial Plan and 2022 annual budget
- IS non-labor O&M budget projected to be balanced in 2021. Have worked closely with Finance to incorporate both Labor and Non-labor projections into Long-Term financial plan.
- Developed introductory plan and presentation for business continuity and strategic priorities
- Presentation and review of draft plan by Executive Team
- Draft approved by ET
- Record of Decision for ERP complete
- Introductory presentation to Board

IN PROGRESS

- Roadmap/Timeline development
- Budget and Roadmap presentation to Board

GOAL 4 – COLLABORATE & ALIGN WITH THE BOARD

Goal #4 – Collaborate and align with the Board to develop directional guidelines and decision criteria on issues having long-term strategic and policy-setting impacts, including development and approval of:

d) Initial risk-based Wildfire Mitigation Plan, for likely filing with Oregon Public Utility Commission.
Submitted By: Tyler Nice

Overall Status

Status Summary
Red Flag Warning actions have been operationalized through EWEB Dispatch and Communications Teams.

Third Party Consultant procured and actively performing scope of work including Gap analysis, PSPS development and fire behavior modeling.

Item of Interest
Fire season is now officially over as proclaimed by local authorities.

EWEB completing Helicopter Trimming on Carmen Line to reduce risk of tree related outages.

PROJECT MILESTONES

- Board Update – Completed May 2021
- Develop Communication Plan – Complete July 2021
- Dedicate Internal Resources – Complete July 2021
- Procure Consultant – Complete August 2021
- Board Update – Complete October 2021
- Fire Risk Analysis – Est. Q4 2021
- PSPS Applicability Study and Criteria – Est. Q4 2021
- Internal Response and Protocol Gap Analysis – Est. Q4 2021
- Internal Response and Protocol Enhancements – Est. Q4 2021
- Draft Plan for Review – Est. Q1 2022
- Final Plan Approval – Est. Q2 2022

COMPLETED

Red Flag Warning Responses

- Dispatch procedure finalized and implemented
- Communications team internal and external messaging and processes finalized

- Informational brochures and communications sent out to effected customers

Third Party Consultant

- Kickoff meeting completed
- EWEB internal data and documents for consultant review submitted
- Initial Draft Wildfire Management Plan
- First draft created
- Reviewed with board in October work session for comment

IN PROGRESS

- Consultant Gap Analysis of internal EWEB processes
- Updating of GIS data with newly available wildfire fuel mapping
- Continued development of draft document
- Internal review and comment development of PUC draft rule language concerning Wildfire Updates
- Continuation of communication plan activities to internal staff, partner agencies, and customers

GOAL 4 – COLLABORATE & ALIGN WITH THE BOARD

Goal #4 – Collaborate and align with the Board to develop directional guidelines and decision criteria on issues having long-term strategic and policy-setting impacts, including development and approval of:

e) First multi-year COSA, including revised ratemaking principles

Submitted By: Deborah Hart and Adam Rue

Overall Status

Status Summary

2022 Water and Electric Rate Proposals will be presented at the November and December Board Meetings.

Item of Interest

The multi-year COSA is a long-term strategic objective to support future rate design efforts. The completion of the multi-year COSA will inform the 2022 rate proposals

PROJECT MILESTONES

Executed contract with consultants
Completed initial data gathering
Draft 2022 budget

COMPLETED

April Board presentation and discussion or rate making principles
September Board COSA 101 presentation

IN PROGRESS

2022 COSA informed rate proposal (Nov/Dec Board meetings)

GOAL 5 – CONTINUE ELECTRIFICATION IMPACT ASSESSMENT

Goal #5 – Continue electrification impact assessment, specifically analyzing the future decarbonizing trends of electricity and natural gas, and the division of costs/benefits between participants, utilities, and society at-large -- a.k.a. who benefits and who pays?
Submitted By: Megan Capper

Overall Status

Status Summary
Final Draft Electrification Study will be presented to the Board at the November Board Meeting.

Item of Interest
EWEB and City of Eugene staff met to discuss study results in late August

IN PROGRESS
Final Draft Electrification Study Report will be presented to the Board at the November Board meeting. Once the board has approved the report, it will be finalized and posted on EWEB's website.

GLOSSARY

AF: Availability Factor. Multiplied by 100, this factor indicates the percentage of time that the generating units were available for operation.
BLM: Business Line Manager
CI: Continuous Improvement
CIA: Contributions in Aid of Construction
CIS: Customer Information System
CIP: Capital Improvement Plan
CIP: Critical Infrastructure Protection
CRM: Customer Relationship Manager
CSU1 and CSU2: Carmen-Smith turbine units 1 & 2
FERC: Federal Energy Regulatory Commission
FCRPS: Federal Columbia River Power System
FOF: Forced Outage Factor. Multiplied by 100, this factor indicates the percentage of time that the generating units were forced offline due to an unplanned event.
GCF: Gross Capacity Factor. Multiplied by 100, this factor indicates the percentage of megawatt hours generated relative to the maximum number of megawatt hours that could have been generated if the generating unit had been operating continuously at full capacity.
GIS: Geographical Information System
GOF: Gross Output Factor. Multiplied by 100, this factor indicates the percentage of megawatt hours generated relative to the maximum number of megawatt hours that could have been generated if the generating unit had been operating at full capacity when available to generate.
HW - Harvest Wind
ICS: Incident Command System
IP: International Paper
KGAL: 1,000 gallons
KPI: Key Performance Indicator
LBU1 and LBU2 - Leaburg turbine units 1 & 2
NERC: North American Electric Reliability Corporation
PERS: Public Employees Retirement System
PPE: Personal Protective Equipment
PSPS: Public Safety Power Shutoff
PUC: Public Utility Commission
RCP: Retail Cash Payment
RMC: Risk Management Committee
SAIDI: System Average Interruption Duration Index
SAIFI: System Average Interruption Frequency Index
STC - Stone Creek
TB - Trail Bridge
WGA: Western Generation Agency (WGA) is the name of the intergovernmental entity formed by EWEB and Clatskanie People's Utility District (CPUD). The WGA steam turbine generator is located at the Georgia Pacific paper mill named Wauna.
WV – Walterville

APPENDICES

Appendix A: Electric Utility Financial Statement
Appendix B: Water Utility Financial Statement
Appendix C: Electric Utility EL-1 Capital Report
Appendix D: Water Utility EL-1 Capital Report
Appendix E: Capital Spending Summary
Appendix F: Contracts Awarded Report
Appendix G: Community Investment Report
Appendix H: Electric Division Metrics Scorecard
Appendix I: Water Division Details
Appendix J: Workforce Composition
Appendix K: EWEB Education Grant Update

Disclaimer: The unaudited financial statements provided in this report are intended for management purposes only.

APPENDIX A

ELECTRIC CONDENSED STATEMENT OF REVENUES, EXPENSES, & CHANGES IN NET POSITION (Unaudited)

(In millions)

	Nine Months Ended September 30,		YTD Budget Comparison	
	2021	2020	Budget $	Variance
Operating revenues	$ 192.1	$ 178.4	$ 174.5	$ 17.6
Operating expenses	192.6	179.4	174.4	(18.2)
Net operating income (loss)	(0.5)	(1.0)	0.1	(0.6)
Non-operating revenues	4.8	8.4	4.4	0.4
Non-operating expenses	5.9	5.7	5.7	(0.2)
Income before capital contributions	(1.6)	1.7	(1.2)	(0.4)
Capital contributions	6.2	5.3	1.6	4.6
Increase/(Decrease) in net position	$ 4.6	$ 7.0	$ 0.4	$ 4.2

ELECTRIC CONDENSED STATEMENT OF NET POSITION (Unaudited)

(In millions)

	September 30,		December 31,
	2021	2020	2020
Current assets	$ 205.2	$ 218.4	$ 147.5
Net utility plant	428.4	410.1	429.2
Other assets	62.9	58.1	126.0
Total assets	696.5	686.6	702.7
Deferred outflows of resources	43.0	51.8	43.9
Total assets and deferred outflows	$ 739.5	$ 738.4	$ 746.6
Current liabilities	$ 31.8	$ 30.4	$ 36.5
Long-term debt	218.4	228.9	228.4
Other liabilities	69.9	72.8	70.2
Total liabilities	320.1	332.1	335.1
Deferred inflows of resources	27.4	21.0	24.0
Total net position	392.0	385.3	387.5
Total liabilities, deferred inflows, and net position	$ 739.5	$ 738.4	$ 746.6

ELECTRIC CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

(In millions)

	YTD	Annual Working Budget	
	9/30/2021	Budget $	% of Budget
Type 1 - General capital	$ 10.3	$ 17.7	58.2%
Type 2 - Rehabilitation and expansion	6.9	12.7	54.3%
Type 3 - Strategic projects	8.3	20.9	39.7%
Total capital	$ 25.5	$ 51.3	49.7%

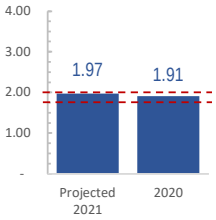
FINANCIAL STRENGTH MEASUREMENTS

Target line

Debt service coverage

Target: 1.75 to 2.0x

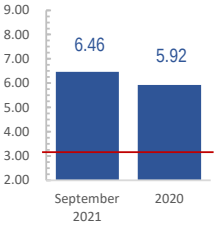
Measures the utility's ability to meet its annual long-term debt obligation.



Current ratio

Target: Minimum of 3.250x

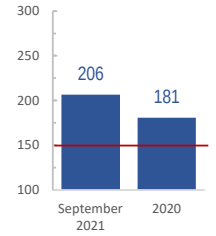
Measures the utility's short-term liquidity (ability to pay bills).



Working capital days cash

Target: Greater than 150 days

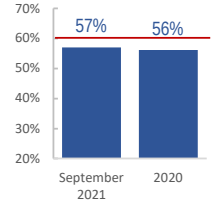
Estimates the number of days the utility can pay its daily O&M before running out of cash.



Age of system

Target: Less than 60 percent

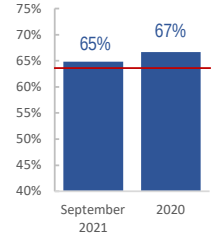
Measures age of system compared to how much has been depreciated.



Debt as a % of NBV

Target: Less than or equal to 60 percent.

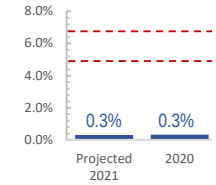
Measures overall leverage of the system by aligning debt service with the useful lives of assets.



Rate of return

Target: 5 - 7%.

Measures the utility's ability to pay current and future infrastructure costs.



APPENDIX B

WATER CONDENSED STATEMENT OF REVENUES, EXPENSES, & CHANGES IN NET POSITION (Unaudited)

(In thousands)

	Nine Months Ended September 30,		Budget Comparison	
	2021	2020	Budget $	Variance
Operating revenues	$ 32,703	$ 30,177	$ 28,393	$ 4,310
Operating expenses	21,736	21,264	23,590	1,854
Net operating income (loss)	10,967	8,913	4,803	6,164
Non-operating revenues	971	817	49	922
Non-operating expenses	1,903	1,680	1,724	(179)
Income before capital contributions	10,035	8,050	3,128	6,907
Capital contributions	1,953	1,450	1,198	755
Increase/(Decrease) in net position	$ 11,988	$ 9,500	$ 4,326	$ 7,662

WATER CONDENSED STATEMENT OF NET POSITION (Unaudited)

(In millions)

	September 31,		December 31,
	2021	2020	2020
Current assets	$ 61.7	$ 66.8	$ 63.6
Net utility plant	205.8	191.0	196.3
Other assets	13.4	10.6	13.1
Total assets	280.9	268.4	273.0
Deferred outflows of resources	13.0	15.7	13.2
Total assets and deferred outflows	$ 293.9	$ 284.1	$ 286.2
Current liabilities	$ 5.5	$ 5.1	$ 6.6
Long-term debt	72.2	75.6	75.4
Other liabilities	21.7	22.8	21.7
Total liabilities	99.4	103.5	103.7
Deferred inflows of resources	7.3	6.4	7.3
Total net position	187.2	174.2	175.2
Total liabilities, deferred inflows, and net position	$ 293.9	$ 284.1	$ 286.2

WATER CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

(In thousands)

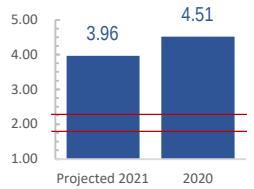
	YTD	Annual Working Budget	
	9/30/2021	Budget $	% of Budget
Type 1 - General capital	$ 6,918	$ 9,133	75.7%
Type 2 - Rehabilitation and expansion	$ 7,573	11,575	65.4%
Type 3 - Strategic projects	$ 178	412	43.2%
Total capital	$ 14,669	$ 21,120	69.5%

FINANCIAL STRENGTH MEASUREMENTS

Debt service coverage

Target: 2.0 - 2.50x

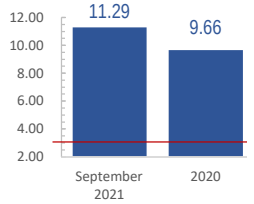
Measures the utility's ability to meet its annual long-term debt obligation.



Current ratio

Target: Minimum of 3.25x

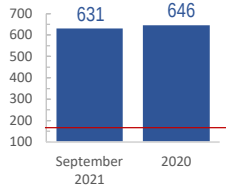
Measures the utility's short-term liquidity (ability to pay bills).



Working capital days cash

Target: Greater than 150 days

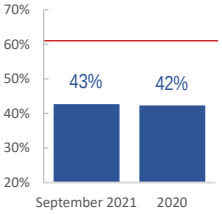
Estimates the number of days the utility can pay its daily O&M before running out of cash.



Age of system

Target: Less than 60 percent

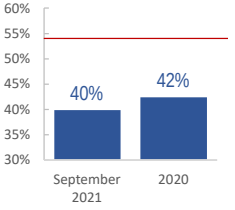
Measures age of system compared to how much has been depreciated.



Debt as a % of NBV

Target: Less than or equal to 60 percent.

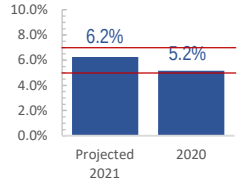
Measures overall leverage of the system by aligning debt service with the useful lives of assets.



Rate of return

Target: 5 - 7%.

Measures the utility's ability to pay current and future infrastructure costs.



APPENDIX C

EUGENE WATER & ELECTRIC BOARD
ELECTRIC UTILITY EL-1 CAPITAL REPORT
Q3 2021

	ANNUAL BUDGET		2021	% OF	YEAR-END
	APPROVED	WORKING	ACTUAL	BUDGET	PROJECTION
TYPE 1 - GENERAL CAPITAL					
Generation Infrastructure	$ 1,440,000	$ 1,440,000	$ 514,800	36%	$ 1,285,000
Substation Infrastructure	2,000,000	2,000,000	1,159,600	58%	1,800,000
Transmission & Distribution Infrastructure	7,211,000	7,211,000	5,422,900	75%	6,690,719
Telecommunications	1,319,000	1,319,000	763,800	58%	1,321,740
Information Technology	4,667,000	4,667,000	720,400	15%	3,683,000
Buildings, Land, & Fleet	1,074,000	1,073,950	1,692,200	158%	2,801,559
TOTAL TYPE 1 PROJECTS	**$ 17,711,000**	**$ 17,710,950**	**$ 10,273,700**	**58%**	**$ 17,582,018**
TYPE 2 - REHABILITATION & EXPANSION PROJECTS					
Downtown Network	$ 1,070,000	$ 1,070,000	$ 436,100	41%	$ 769,000
Consolidation of Operations	-	-	57,100	0%	57,131
Electric T&D - Master Plan	-	760,000	57,600	8%	532,900
Distribution Resiliency Upgrades	2,235,000	1,475,000	548,200	37%	556,819
Upriver Reconfiguration/Holden Creek	-	-	1,900	0%	2,250
Electric Meter Upgrade	6,900,000	7,630,000	4,774,300	63%	4,541,042
Telecommunications	-	-	300	0%	300
Information Technology	2,524,000	1,794,000	911,700	51%	945,000
Hayden-Bridge Lab & Backup Services Building	-	-	179,300	0%	179,300
TOTAL TYPE 2 PROJECTS	**$ 12,729,000**	**$ 12,729,000**	**$ 6,966,500**	**55%**	**$ 7,583,742.00**
TYPE 3 - STRATEGIC PROJECTS & PROGRAMS					
Carmen-Smith Relicensing	**$ 20,900,000**	**$ 20,900,000**	**$ 8,286,800**	**40%**	$ 17,500,000
TOTAL ELECTRIC CAPITAL PROJECTS	**$ 51,340,000**	**$ 51,339,950**	**$ 25,527,000**	**50%**	**$ 42,665,760**

Type 1 - General Capital is budgeted Year-by-Year for recurring capital expenditures from January through December. Type 1 Capital includes categorized collections of projects of less than $1 million, and typically involves dozens of individual projects that add up to $3.5-4.5 million per year.

Type 2 projects have "discrete" scopes, schedules (launch through completion), and cost over $1MM during the project life, and project life can span multiple years.

Type 3 projects are large strategic programs with long term impacts and are typically bond-funded.

APPENDIX D

EUGENE WATER & ELECTRIC BOARD
WATER UTILITY EL-1 CAPITAL REPORT
Q3 2021

	ANNUAL BUDGET		2021	% OF	YEAR-END
	APPROVED	WORKING	ACTUAL	BUDGET	PROJECTION
TYPE 1 - GENERAL CAPITAL					
Source - Water Intakes & Filtration Plant	$ 463,000	$ 464,004	$ 854,400	184%	$ 1,000,000
Distribution & Pipe Services	5,769,000	5,767,999	4,848,500	84%	5,500,000
Distribution Facilities	1,401,000	1,401,004	195,100	14%	550,000
Information Technology	690,000	690,180	200,600	29%	300,000
Buildings, Land, & Fleet	810,000	810,000	819,000	101%	1,100,000
TOTAL TYPE 1 PROJECTS	**$ 9,133,000**	**$ 9,133,187**	**$ 6,917,600**	**76%**	**$ 8,450,000**
TYPE 2 - REHABILITATION & EXPANSION PROJECTS					
Source - Water Intakes & Filtration Plant	$ 100,000	$ 100,000	$ 380,900	381%	$ 430,000
Distribution Facilities	7,416,000	6,694,999	976,700	15%	2,500,000
Distribution & Pipe Services	-	721,002	2,612,300	362%	3,400,000
Water Meter Upgrade	3,200,000	3,480,206	3,360,600	97%	3,800,000
Information Technology	859,000	578,327	227,900	39%	250,000
Consolidation of Operations	-	-	14,300	0%	14,000
TOTAL TYPE 2 PROJECTS	**$ 11,575,000**	**$ 11,574,535**	**$ 7,572,700**	**65%**	**$ 10,394,000**
TYPE 3 - STRATEGIC PROJECTS & PROGRAMS					
Emergency Water Supply	**$ 412,000**	**$ 412,000**	**$ 178,300**	**43%**	**$ 300,000**
TOTAL WATER CAPITAL PROJECTS	**$ 21,120,000**	**$ 21,119,721**	**$ 14,668,600**	**69%**	**$ 19,144,000**

Type 1 - General Capital is budgeted Year-by-Year for recurring capital expenditures from January through December. Type 1 Capital includes categorized collections of projects of less than $1 million, and typically involves dozens of individual projects that add up to $3.5-4.5 million per year.

Type 2 projects have "discrete" scopes, schedules (launch through completion), and cost over $1MM during the project life, and project life can span multiple years.

Type 3 projects are large strategic programs with long term impacts and are typically bond-funded.

CAPITAL SPENDING SUMMARY | Q3 2021

APPENDIX E

In accordance with Board Policy EL1, staff will provide the Board with quarterly updates for all current year projects on the Capital Improvement Plans.

General Capital Renewal and Replacement projects (Type 1) will be reported by category (e.g., substations, shared IT infrastructure, transmission & distribution mains).

Infrastructure Rehabilitation & Expansion (Type II) and Strategic Projects (Type III) will be reported individually. Type II and III projects are further defined as those that are projected to be greater than $1 million for the life of the project.

Electric Utility and Shared Services Capital Spending Summary

TYPE 2 – Rehabilitation & Expansion (Electric and Shared Service)

Shared Services project updates are provided within the Electric Utility Capital section below, but the project budget and costs are split between Electric and Water in Appendix C and D.

Downtown Network

Project Initiation:	Sep - 2010	Initial Scope Budget:	$ 15,000,000
Initial Planned Completion:	Dec - 2015	Actual Project Costs To-Date:	$ 10,604,300
Projected Completion:	Dec - 2028	Total Final Cost Projection:	$ 20,000,000

Electric T&D – Strategic Projects

Early 2020 the Currin Substation rebuild project was initiated and has progressed to Engineering Contractor began work in Q3 2021 with design estimated to be complete Q2 2022. Engineering is procuring long lead items and working on temporary system designs to support construction. Construction planned to begin Q3 2022.

Project Initiation:	Jan - 2020	Initial Scope Budget:	$9,500,000
Initial Planned Completion:	Dec - 2022	Actual Project Costs To-Date:	$104,000
Projected Completion:	Sep - 2023	Total Final Cost Projection:	$9,500,000

Distribution Resiliency Upgrades

Cost related data in this table includes both punch list completion for Howard Microgrid and FEMA related Distribution upgrade work. Date related data in below table represents FEMA related Distribution work; Howard Microgrid related activities will be reported in Type1 going forward.

Project Initiation:	Jan – 2019	Initial Scope Budget:	$ 1,862,000
Initial Planned Completion:	Dec – 2020	Actual Project Costs To-Date:	$ 1,971,000
Projected Completion:	Dec - 2022	Total Final Cost Projection:	$3,175,000

Electric Metering Upgrade

Project Initiation:	Feb - 2018	Initial Scope Budget:	$ 13,695,000
Initial Planned Completion:	Dec - 2021	Actual Project Costs To-Date:	$ 19,715,000
Projected Completion:	Dec - 2023	Total Final Cost Projection:	$ 24,675,305

CAPITAL SPENDING SUMMARY | Q3 2021

APPENDIX E

Leaburg Canal Risk Mitigation Improvements - Generation
EWEB has hired a consulting engineering team to support design and implementation of risk mitigation improvements for the Leaburg Canal. These efforts will begin in Q2.

Project Initiation:	Jul - 2021	Initial Scope Budget:	$ 21,500,000
Initial Planned Completion:	Dec - 2028	Actual Project Costs To-Date:	$ 0
Projected Completion:	Dec - 2028	Total Final Cost Projection:	$ 21,500,000

TYPE 3 – Carmen Smith Relicensing (Electric and Shared Services)

The Carmen-Smith Relicensing Program Summary (below) has been updated to reflect the 2016 renegotiated Settlement Agreement scope, schedule, and budget.

Project Initiation:	Nov - 2016	Initial Scope Budget:	$ 139,000,000
Initial Planned Completion:	Dec - 2027	Actual Project Costs To-Date:	$ 50,400,000
Projected Completion:	Dec – 2029	Total Final Cost Projection:	$ 139,630,000

Water Utility Capital Spending Summary and Project Updates

TYPE 2 – Rehabilitation & Expansion (Water and Shared Services)
Shared Services project updates are provided within the Electric Utility Capital section above, but the project budget and costs are split between Electric and Water in Appendix C and D.

Source – Water Intakes & Filtrations Plant
No significant activity occurred in Q3 2021.

Distribution Facilities and Distribution & Pipe Services
The E. 40th Ave. Reservoirs, the Riverfront Transmission Pipeline and the AMI Water Meter projects listed below are included in these categories on the EL1 report. No other significant activity occurred through Q3 2021.

E. 40th Ave. Reservoir

Project Initiation:	2018	Initial Scope Budget:	$10,250,000
Initial Planned Completion:	Dec 2021	Actual Project Costs To-Date:	$1,243,000
Projected Completion:	Dec 2023	Total Final Cost Projection:	$25,000,000

Final cost projection includes Board endorsed decision to construct two tanks in current project. Project is currently in construction.

CAPITAL SPENDING SUMMARY | Q3 2021

APPENDIX E

Riverfront Transmission Pipeline Phase 2

Project Initiation:	2020	Initial Scope Budget:	$2,850,000
Initial Planned Completion:	Dec 2022	Actual Project Costs To-Date:	$2,653,000
Projected Completion:	Dec 2021	Total Final Cost Projection:	$3,500,000

Project was brought forward one year to coordinate with a city bike path improvement project. EWEB received very good bids on this project. Due to low unit prices, additional length was added to project to complete work outside Right-of-Way. This additional length is the reason for the higher final cost projection.

AMI Water Metering Upgrade

Project Initiation:	Feb-2018	Initial Scope Budget:	$17,828,000
Initial Planned Completion:	Dec-2021	Actual Project Costs To-Date:	$11,887,307
Projected Completion:	Dec-2023	Total Final Cost Projection:	$18,448,000

TYPE 3 - Emergency Water Supply

Project Initiation:	2018	Initial Scope Budget:	$4,000,000
Initial Planned Completion:	2028	Actual Project Costs To-Date:	$1,792,000
Projected Completion:	2023	Total Final Cost Projection:	$2,500,000

Construction of new emergency distribution sites is anticipated to end in 2023 with an anticipated total of 8 sites. Efforts will then shift to operation and maintenance of established sites.

November Quarterly Contracts Report

APPENDIX F

Contract Execution Date	Contractor	City, State	Contract Title, Detailed Description	Expiration Date	Contract Amount	Contract Process	Executive Manager
9/13/2021	Ness & Campbell	Portland, OR	**On-Call Crane Services.** Secondary Contractor for on-call crane services to be used by various departments in the Utility.	8/16/2026	$ 75,000	Formal RFP	Rod Price
9/15/2021	Integrated Electronic Systems	Junction City, OR	**Fire Alarm System Inspections**. System inspections, testing, maintenance, and reporting services at EWEB Headquarter buildings, and Roosevelt Operations Center.	9/14/2026	$ 114,900	Informal ITB	Rod Price
7/29/2021	River Design Group	Corvallis, OR	**Stone Creek Environmental Compliance Monitoring.** Services to support EWEB with Stone Creek monitoring, maintenance, and compliance reporting activities	12/31/2025	$ 111,610	Informal RFP	Karen Kelley
7/28/2021	HABITAT CONTRACTING	Eugene, OR	**Vegetation Maintenance and Irrigation.** Vegetation maintenance and management services through Summer and Fall of 2021 to support ongoing riparian restoration in Holiday Farm Fire affected areas.	12/31/2021	$ 48,020	Informal ITB	Karen Kelley
7/20/2021	HDR Engineering	Bellevue WA	**Oak Grove-Lake Harriet 115kV Fire Remediation**. Engineering services to design pole replacements for 31 poles damaged by forest fire.	10/31/2021	$ 76,967	Direct Negotiation	Karen Kelley
7/26/2021	South Lane School Distric	Cottage Grove, OR	**Al Kennedy Youth Crew Vegetation Management.** Vegetation Management services to support watershed restoration efforts and mitigate impacts of the Holiday Farm Fire.	7/26/2022	$ 40,000	Direct Negotiation	Karen Kelley
6/23/2021	Coast Fork Willamette Watershed Youth Crew	Cottage Grove OR	**Youth Crew Vegetation Management.** Vegetation Management services to support watershed restoration efforts and mitigate impacts of the Holiday Farm Fire.	6/24/2022	$ 40,000	Direct Negotiation	Karen Kelley

Contract Execution Date	Contractor	City, State	Contract Title, Detailed Description	Expiration Date	Contract Amount	Contract Process	Executive Manager
7/7/2021	Black & Veatch	Lake Oswego, OR	**General Engineering Support - Mechanical & Electrical.** As-needed engineering services to provide support to EWEB staff. Services to be issued through a Task Order process.	12/31/2022	$ 100,000	Direct Negotiation	Karen Kelley
7/14/2021	Island Fence and Window Guard Inc	Junction City, OR	**E 40th Ave Storage Tanks - Fencing.** Installation of chain link construction fencing and gate.	4/1/2022	$ 44,950	Informal Quotes	Karen Kelley
7/23/2021	ICF Incorporated LLC	Fairfax, VA	**Wildfire Management Planning Services.** Engineering services to assess compliance gaps and develop a Wildfire Management Plan and safety procedures; services to initiate fire behavior modeling, asset mapping, and fuels model assessment udpates.	5/31/2023	$ 98,500	Direct Negotiation	Karen Kelley
7/21/2021	Schnabel	Seattle, WA	**Trail Bridge Sinkhole Investigation**. Engineering services to facilitate and prepare a potential failure modes analysis report, and provide review of sinkole investigation plan and interim risk reduction plan.	12/31/2023	$ 70,420	Direct negotiation	Karen Kelley
7/27/2021	Willowstick	Spanish Fork, UT	**Trail Bridge Dam Groundwater Seepage Investigation.** Services to conduct a geophysical investigation to identify, map and model preferential seepage flow paths through, beneath or around the Trail Bridge Dam.	10/31/2021	$ 45,000	Direct Negotiation	Karen Kelley
8/16/2021	IncWorx	Schaumburg, IL	**Office 365/Sharepoint Migration Services.** Consulting services for Sharepoint 2010 migration to Office 365.	7/31/2022	$ 132,825	Direct Negotiation	Travis Knabe
9/30/2021	Forth	Portland, OR	**Affordable Mobility Platform Pilot.** Administration of a 2-year electric vehicle sharing pilot program with the intent to bring equitable access to underserved populations and to the public.	9/30/2023	$ 40,965	Direct Negotiation	Julie McGaughey

Contract Execution Date	Contractor	City, State	Contract Title, Detailed Description	Expiration Date	Contract Amount	Contract Process	Executive Manager
8/26/2021	New River Electrical Corp	Cloverdale, VA	**Storage of 115 kV Cables and Terminations.** Storage of spare transmission cable and accessories for University and Hyundai substations. This cable and accessories require specialized maintenance recommended by the manufacturer.	8/26/2026	$ 42,500	Direct Negotiation	Karen Kelley
9/10/2021	Wildish Construction Co	Eugene, OR	**Willamette Street AC and Concrete Restoration.** Willamette Street asphalt and concrete restoration.	12/1/2021	$ 91,795	Direct Negotiation	Karen Kelley
9/9/2021	RailPros	Irving, TX	**Utility Construction Inspection (for Railroad)**. Flagging and observation services for water main improvement on UofO Riverfront connector.		$ 51,600	Direct Negotiation	Karen Kelley
8/30/2021	Scelzi Enterprises	Fresno, CA	**Service Bodies.** Purchase of 5 service bodies for water fleet trucks.	one time purchase	$ 147,804	Informal Quotes	Rod Price
9/15/2021	CloudMoyo	Bellevue, WA	**CLM Implementation**. Implementation services for iCertis Contract Lifecycle Management software.	3/31/2022	$ 49,843	Direct Negotiation	Travis Knabe
9/13/2021	GeoTerra	Eugene, OR	**Aerial Lidar for Eugene Transmission Corridors**. Aerial Lidar mapping for Eugene area transmission corridors.	12/31/2021	$ 47,475	Direct Negotiation	Karen Kelley
9/15/2021	General Pacific	Fairview, OR	**Duraline MicroDuct and Fiber.** Materials for the Currin to Hayden Bridge fiber optic backbone extension.	one time purchase	$ 106,000	Informal Quotes	Karen Kelley

For questions please contact Quentin Furrow, 541-685-7380

COMMUNITY INVESTMENT | Q3 2021

APPENDIX G

Community Investment Program guidelines are in place to ensure consistency and transparency for how we invest our customers' dollars for the betterment and well-being of the community we serve.

● Community safety net - Helping people regain stability during times of hardship ● Emergency preparedness - Encouraging personal preparedness and supporting a disaster-resilient community ● Water - Highlighting the importance of drinking water systems, promoting water quality and reliability, and encouraging stewardship of water resources for future generations ● Energy - Promoting energy efficiency and renewable energy projects ● Education - Inspiring and preparing students to succeed in careers of the future.

$13,459,571

invested year to date

**Does not including Energy Efficiency loans, Water Truck deployments, Greenpower grant awards yet to be paid out/finalized, or volunteer/ambassador efforts and events.*

INVESTMENT TYPE CATEGORIES

BOARD DIRECTED

Items that are funded through rates and specifically approved by the Board of Commissioners. Examples include education grants, limited income programs and system development charge (SDC) waivers.

CUSTOMER VOLUNTARY

Greenpower Program, an optional customer program that allows customers to support clean, sustainable energy and encourage renewable energy projects in our local community.

DISCRETIONARY

Projects, events, sponsorships and/or other requests of support from the community or industry directed to individual departments or the organization as a whole. Requests that provide strong alignment between EWEB's discretionary community investment criteria and the Strategic Plan are vetted through the General Manager's office for consideration. As a customer-owned utility our community giving dollars are reserved for requests that closely align with the main priorities of EWEB's Board-adopted Strategic Plan: providing safe and reliable water and electricity to our customers, and helping our community be prepared and recover from emergencies.

MANDATORY

Because EWEB is a public agency, it is exempt from taxes. Instead, we contribute a portion of electricity sales revenue to the cities of Eugene and Springfield in the form of Contributions in Lieu of Taxes, or CILT.

COMMUNITY INVESTMENT | Q3 2021

APPENDIX G

SPONSORSHIPS, DONATIONS, GRANTS & MUTUAL AID

YEAR TO DATE = $535,276*

**Not including Greenpower grant awards as actual amounts are yet to be paid out/finalized.*

Q3 **JUL-DEC 2021 EDUCATION GRANTS**

Eugene 4J School District	$130,000
Bethel School District	$40,500
McKenzie School District	$11,000
Springfield School District	$24,500

Refer to the EWEB Education Grant Program Update for more details.

OREGON ENVIRONMENTAL COUNCIL — $1,000

21/22 Forum on Business and the Environment

OEC will be hosting two online events (Dec and March) offering insights and discussion into the state of water efficiency. With Oregon's population growing, the climate changing and 90% of the state in drought conditions, water efficiency – making the most of every drop – requires major business and government investment in new technologies. Panelists from Intel Corporation, San Francisco Public Utilities Commission, and the Farmers Conservation Alliance, will share case studies of what's already working, and explore the potential of emerging innovations that can be applied in the manufacturing, municipal and agricultural sectors.

CITY OF EUGENE — N/A

Donation of downed trees

Downed trees from the E. 40th Water Storage project are being donated to a City of Eugene wetlands restoration project, where they will continue to provide habitat long into the future.

SE EUGENE, CITY OF SPRINGFIELD — N/A

Donation of downed trees

Downed trees from the E. 40th Water Storage project are being donated to a City of Eugene wetlands restoration project, where they will continue to provide habitat long into the future.

THE EUGENE MISSION — Up to $50k

2021 Greenpower grant winner - will receive up to $50,000

The Eugene Mission plans to use the grant to install a solar energy system for a new Learning Center on its campus to assist unhoused families and community members. The organization is in the process of renovating one of the 12 buildings on its 7.5-acre campus to create the Learning Center. The Learning Center will include a culinary training kitchen, meeting and classroom spaces, a computer lab and a therapeutic day use area for the growing population of homeless families.

COMMUNITY INVESTMENT | Q3 2021

APPENDIX G

FRIENDS OF TREES - EUGENE METRO — Up to $50k

2021 Greenpower grant winner - will receive up to $50,000

This year marks the second award for Friends of Trees, which won a grant in 2018 to fund a large-scale volunteer tree planting event in west Eugene. The 2021 grant will be used for another tree planting effort with a focus on urban areas and communities historically excluded from the benefits of green space. The project will also include engaging volunteers in the stewardship of trees to promote more sustainable neighborhoods and urban habitat areas.

LANE COUNTY AND DEV NORTHWEST — $115,000

Surplus House Donation

In Nov 2020, EWEB purchased property along the Leaburg Canal for dam safety and canal repair access purposes, which included a manufactured home. Rather than renting and maintaining the home, it was decided that EWEB would donate the home to a family in need impacted by the Holiday Farm Fire. EWEB contacted Lane County who worked with DEV Northwest, a low-income housing agency, to identify a recipient family and manage the logistics and costs for relocation of the home. The recipient family, who lost their home and business to the fire, attended the June 15 Upriver board presentation to express their appreciation. We expect the transfer to occur at the end of August. RLID real market value of the house is $115,000.

LANE COUNTY FAIR — $0

Co-Sponsorship of Comfort Station Water Booth

07/21-07/25 - The annual Booth Fee was carried over from last year's event since the fair was cancelled in 2020 due to the pandemic. EWEB will provide the use of a drinking water fountain w/chiller for the event, as well as Ambassador staffing for shifts throughout the duration of the fair.

BLUE RIVER WATER DISTRICT — N/A

Mutual Aid

A Water Troubleshooter and Warehouse Storekeeper responded to an afterhours mutual aid request from Blue River for parts assistance.

Q3 SUBTOTAL* $322,000

**Not including Greenpower grant awards as actual amounts are yet to be paid out/ finalized.*

Q2

ANDREW REASONER WILDLIFE PRESERVE, LOCAL YOUTH CENTERS, AND NURSERIES — N/A

Remove and replant fawn lilies

May 2021 - EWEB teamed up with volunteers from the Columbines School of Botanical Studies to remove/replant fawn lilies at the E. 40th Water Storage project site as part of our effort to preserve and protect the site and habitats on it. The volunteers plan to distribute the bulbs to local native youth centers and nurseries. Some bulbs will be replanted at the Andrew Reasoner Wildlife Preserve as part of a native youth nutritional and ecological internship program.

Q2 SUBTOTAL $0

COMMUNITY INVESTMENT | Q3 2021

APPENDIX G

Q1

FRIENDS OF TREES — N/A

Tree planting at E. 40th Water Storage project site

02/27/21 - EWEB teamed up with Friends of Trees to plant a variety of native trees on the south side of the ridgeline on the site of the water storage project at E. 40th. EWEB donated the mulch and plant stock for the 18 trees, while FOT coordinated the volunteers. Species included white and black oaks, valley ponderosa, pine, incense cedar, pacific madrone and Oregon myrtles – species that are more adaptable to warmer, drier climates, making the habitat more acclimated to the future.

EMERALD VALLEY ELECTRIC VEHICLE ASSOCIATION — $5,000

rEV Up! EV Education Workshops

Event Dates - Multiple throughout 2021 - As part of EWEB's transportation electrification efforts, EWEB is sponsoring rEV Up workshops for our community through the Emerald Valley Electric Vehicle Association (EVEVA) group. These workshops provide EV education and secure dealership discounts for attendees. Monthly workshops will be provided in 2021 (the $5000 sponsorship supports those workshops for the entire year); Q1 workshops have already taken place.

PORTLAND GENERAL ELECTRIC — N/A

Mutual Aid

02/15/21 - Three electric line crews were dispatched to the Salem area to provide mutual aid to PGE during the February snow and ice storm that saw roughly 300,000 PGE customers out of power system wide. EWEB crews spent several days assisting in restoration efforts.

SHELTERCARE — $2,276

Water service to ShelterCare facility

The Water department has been working to expand water service to a ShelterCare facility. ShelterCare is a private, nonprofit human-services agency directed by a board of community volunteers offering a range of housing and support services for individuals and families who are homeless, or on the verge of homelessness, with a committed focus on individuals living with mental illness. Because this is not a "new" service, the associated development charge is not eligible to be waived under the System Development Charge Waiver program, however, we feel it meets the spirit of the program therefore we are "waiving" the charge through the application of the discretionary community investment budget funds.

JAN-JUNE 2021 EDUCATION GRANTS

Eugene 4J School District	$130,000
Bethel School District	$40,500
McKenzie School District	$11,000
Springfield School District	$24,500

Refer to the EWEB Education Grant Program Update for more details.

COMMUNITY INVESTMENT | Q3 2021

APPENDIX G

LEABURG CANAL PROPERTY $3,925

Grant Match under EWEB's Healthy Farms Clean Water Program

Match for a nutrient management project on a property near Leaburg Canal, under EWEB's Healthy Farms Clean Water Program. Other funding sources include OWEB, the landowner, and the Upper Willamette Soil & Water Conservation District. The composting facility reduces nutrients and runoff into the canal and ultimately the McKenzie River. EWEB is contributing $3,925 of the overall $14,764 project cost.

Q1 SUBTOTAL **$213,276**

COMMUNITY INVESTMENT | Q3 2021

APPENDIX G

CUSTOMER SOLUTIONS PRODUCTS AND SERVICES

ENERGY EFFICIENCY INCENTIVES

YEAR TO DATE = $2,175,561

Q3

EWEB ENERGY EFFICIENCY PROGRAMS — $394,958
Incentives – Residential
388 residential projects.

EWEB ENERGY EFFICIENCY PROGRAMS — $199,696
Incentives - Non-residential
31 commercial projects.

EWEB ENERGY EFFICIENCY PROGRAMS — $136,100
Incentives - Efficient Growth
33 residential heating conversions, 2 commercial projects, and the conversion of a city pool to electric heating.

EWEB ENERGY EFFICIENCY PROGRAMS — $29,500
Transportation Electrification
57 residential and 1 commercial EV charger.

EWEB GREENPOWER PROGRAM — $32,914
Solar Electric Incentives
20 residential projects.

EWEB WATER CONSERVATION PROGRAMS — $9,500
Hand Valve and Toilet Rebates, Septic Maintenance Incentives
23 efficient toilets, 45 hand valves and 14 septic pumping rebates.

Q3 SUBTOTAL **$802,668**

Q2

EWEB ENERGY EFFICIENCY PROGRAMS — $299,813
Incentives – Residential
326 customers – 10% of projects (35% of dollars) were for limited income customers and 13% were rentals.

EWEB ENERGY EFFICIENCY PROGRAMS — $111,460
Incentives - Non-residential
28 non-residential customers.

COMMUNITY INVESTMENT | Q3 2021

APPENDIX G

EWEB ENERGY EFFICIENCY PROGRAMS — $60,524

Incentives - Efficient Growth

11 residential and 1 commercial customer.

EWEB ENERGY EFFICIENCY PROGRAMS — $21,343

Transportation Electrification

39 residential and 2 commercial customers received rebates for Level 2 EV Chargers.

EWEB GREENPOWER PROGRAM — $49,734

Solar Electric Incentives

18 residential net-metered projects were completed and received Greenpower-funded incentives. 1 commercial direct generation project was completed (City of Eugene).

EWEB WATER CONSERVATION PROGRAMS — $10,250

Hand Valve and Toilet Rebates, Septic Maintenance Incentives

36 residential hand valve rebates, 21 toilet rebates, and 21 septic pumping rebates.

Q2 SUBTOTAL **$553,124**

Q1

EWEB ENERGY EFFICIENCY PROGRAMS — $400,391

Incentives – Residential

335 customers - 15% of projects (40% of dollars) were for limited income customers and 14% were in rentals.

EWEB ENERGY EFFICIENCY PROGRAMS — $322,780

Incentives - Non-residential

40 non-residential customers.

EWEB ENERGY EFFICIENCY PROGRAMS — $24,776

Incentives - Efficient Growth

9 residential and 2 commercial customers.

EWEB ENERGY EFFICIENCY PROGRAMS — $17,672

Transportation Electrification

39 residential and 2 commercial customers received rebates for Level 2 EV Chargers.

EWEB GREENPOWER PROGRAM — $36,375

Solar Electric Incentives

22 residential net-metered projects were completed. 17 received Greenpower-funded incentives, and 5 did not qualify. 1 commercial direct generation project was completed (City of Eugene).

COMMUNITY INVESTMENT | Q3 2021

APPENDIX G

EWEB WATER CONSERVATION PROGRAMS $17,775

Hand Valve and Toilet Rebates, Septic Maintenance Incentives

35 residential hand valve rebates, 49 toilet rebates, and 43 septic pumping rebates (25 of the septic rebates were payments for the Q4 2020 $300 promotion).

Q1 SUBTOTAL **$819,769**

LIMITED INCOME ASSISTANCE

YEAR TO DATE = $1,149,180

Q3

EWEB CUSTOMER CARE PROGRAM $255,630

Limited Income Energy Assistance

795 customers served through ECC program ($220,080) and 385 through Energy Share ($35,550).

EWEB LIMITED INCOME ASSISTANCE $3,450

Electric Line Repair Grants (Income eligible)

1 project in Q3.

EWEB WATER CONSERVATION PROGRAMS $6,206

Water Line Repair Grants (Income eligible)

2 projects in Q3.

Q3 SUBTOTAL **$265,286**

Q2

EWEB CUSTOMER CARE PROGRAM $349,696

Limited Income Energy Assistance

EWEB provided Customer Care (ECC) bill assistance to 1,041 customers in Q2 and increased assistance to $280 retroactive to January 1, for a total of $326,400. Energy Share contributed $23,296 to 132 customers. EWEB credited federal LIHEAP funds to 666 customers, and federal funds distributed through COE and Lane County to 26 customers. Total does not include federal funds.

EWEB LIMITED INCOME ASSISTANCE $2,929

Electric Line Repair Grants (Income eligible)

3 electric repair grants.

EWEB WATER CONSERVATION PROGRAMS $7,090

Water Line Repair Grants (Income eligible)

2 water leak repair grants.

Q2 SUBTOTAL **$359,715**

COMMUNITY INVESTMENT | Q3 2021

APPENDIX G

Q1

EWEB CUSTOMER CARE PROGRAM — $522,886

Limited Income Energy Assistance

EWEB Customer Care (ECC) credited $485,940 to 1,869 customers. Energy Share contributed $36,946 to 208 customers. EWEB credited federal LIHEAP funds to 1309 customers, and federal funds distributed through COE and Lane County to 74 customers. Total does not include federal funds.

EWEB LIMITED INCOME ASSISTANCE — $1,128

Electric Line Repair Grants (Income eligible)

3 electric repair grants.

EWEB WATER CONSERVATION PROGRAMS — $165

Water Line Repair Grants (Income eligible)

1 water leak repair grant.

Q1 SUBTOTAL $524,179

ENERGY AND WATER LOANS

YEAR TO DATE = $1,329,376

Q3

EWEB ENERGY EFFICIENCY PROGRAMS — $427,513

Loans – Residential

77 residential energy efficiency loans.

EWEB WATER CONSERVATION PROGRAMS — $22,145

Water Line Repair & Septic Repair/Replacement Loans

2 water line repair and 2 septic system replacements.

EWEB RESILIENCY PROGRAM — $4,000

Generator Loan Program

1 residential generator loan.

EWEB ELECTRIC SERVICE LINE UPGRADE LOAN PROGRAM — $16,610

Electric Service Line Upgrade Loan Program

6 residential electric service upgrade loans.

Q3 SUBTOTAL $470,268

COMMUNITY INVESTMENT | Q3 2021

APPENDIX G

Q2

EWEB ENERGY EFFICIENCY PROGRAMS — $380,312

Loans – Residential

64 residential energy efficiency loans.

EWEB WATER CONSERVATION PROGRAMS — $14,061

Water Line Repair & Septic Repair/Replacement Loans

4 residential water line repair loans.

EWEB RESILIENCY PROGRAM — $11,231

Generator Loan Program

3 residential generator loans.

EWEB ELECTRIC SERVICE LINE UPGRADE LOAN PROGRAM — $9,018

Electric Service Line Upgrade Loan Program

2 residential electric service upgrade loan.

Q2 SUBTOTAL **$414,622**

Q1

EWEB ENERGY EFFICIENCY PROGRAMS — $393,391

Loans – Residential

71 residential energy efficiency loans.

EWEB WATER CONSERVATION PROGRAMS — $40,099

Water Line Repair & Septic Repair/Replacement Loans

12 residential water line repair loans.

EWEB RESILIENCY PROGRAM — $8,551

Generator Loan Program

3 residential generator loans.

EWEB ELECTRIC SERVICE LINE UPGRADE LOAN PROGRAM — $2,445

Electric Service Line Upgrade Loan Program

1 residential electric service upgrade loan.

Q1 SUBTOTAL **$444,486**

COMMUNITY INVESTMENT | Q3 2021

APPENDIX G

SYSTEM DEVELOPMENT CHARGE (SDC) WAIVERS

YEAR TO DATE = $13,660

Q3 No new SDC waivers in Q3 — N/A

Q3 SUBTOTAL $0

Q2 No new SDC waivers in Q2 — N/A

Q2 SUBTOTAL $0

Q1

HOMES FOR GOOD & LANE COUNTY — $6,829

The Nel

Homes for Good and Lane County have partnered to build 45 units of supportive housing for people experiencing chronic homelessness. The Nel, at 1100 Charnelton St., qualified for a $6829 water SDC waiver (total development costs were about $14.5M).

11TH AND LINCOLN, LLC (PRIVATE DEVELOPER) — $6,831

The Lincoln Apartments

The Lincoln Apartments (11th and Lincoln) consist of 59 units of affordable housing. This project, to begin construction in October 2021, qualified for a $6831 water SDC waiver (like the project above, an existing 1.5" water meter will be replaced with a 2" meter, so the waiver is just for the increased capacity costs).

Q1 SUBTOTAL $13,660

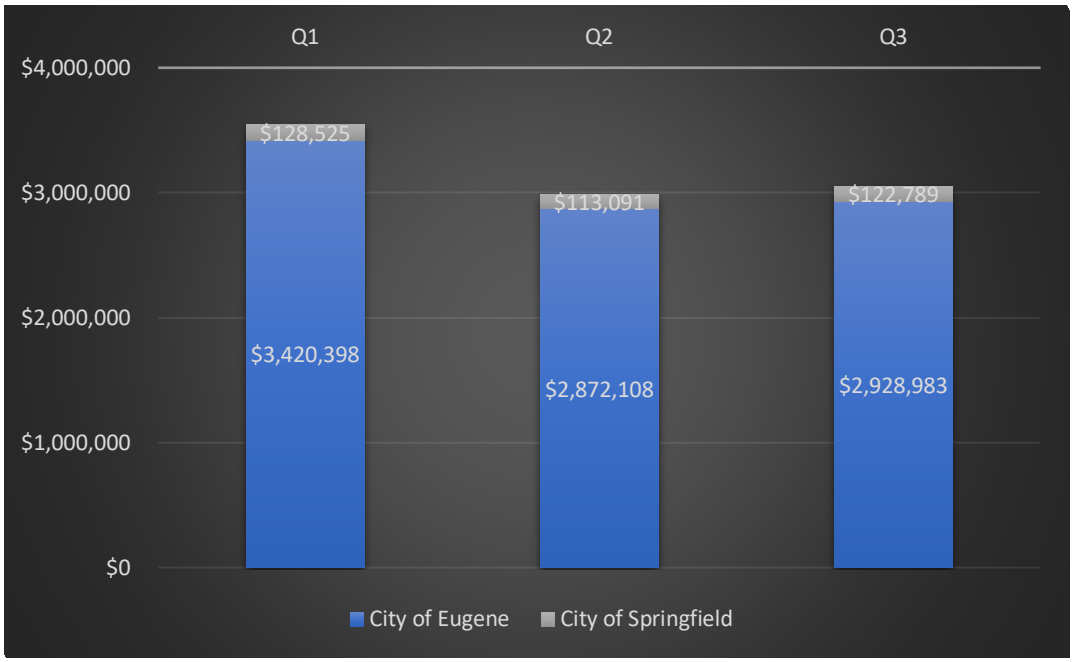
COMMUNITY INVESTMENT | Q3 2021

APPENDIX G

CONTRIBUTIONS IN LIEU OF TAXES (CILT)

YEAR TO DATE = $9,585,894

	YEAR TO DATE
City of Eugene	$9,221,489
City of Springfield	$364,405



COMMUNITY INVESTMENT | Q3 2021

APPENDIX G

EWEB AMBASSADOR EFFORTS AND EVENTS (PAID)

Year to date = EWEB Ambassadors provided over 100 hours of services to the Community

Q3

RIVERBEND STROKE SURVIVORS GROUP

Emergency Prep/Pledge to Prepare presentation

09/01/21

LANE COUNTY FAIR

Co-Sponsorship of Comfort Station Water Booth

07/21/21-07/25/21 – EWEB provided the use of a drinking water fountain w/chiller for the event as well as Ambassador staffing for shifts throughout the duration of the fair.

Q2

EUGENE YMCA CAMP DOGWOOD

Electric Generation Presentation

EWEB Communications staff delivered a 30-minute presentation to a group of 25 kids (ages 8-10) about EWEB, where their water and electricity comes from, how electricity is generated, and how solar power works.

EUGENE AREA/SPRINGFIELD CHAMBER OF COMMERCE

Greeters Breakfast

05/17/21 - EWEB Communications staff spoke briefly at the Greeters Breakfast providing information on EWEB's commercial energy programs to approximately 150 participants and provided a nominal sponsorship and door prizes.

Q1

CERT NORTHWEST (COMMUNITY EMERGENCY RESPONSE TEAM)

Pledge to Prepare presentation

03/13/21

CONSULATE OF MEXICO IN PORTLAND > MEXICAN MOBILE CONSULATE IN EUGENE

Assistance obtaining legal documents

02/20/21-02/21/21 - Based on feedback from the community, the agency requested EWEB's participation. EWEB provided Spanish language materials offering guidance on accessing our limited income bill assistance program. EWEB also provided general information regarding weatherization programs available to customers including weatherization grants for qualifying households.

MULTI-AGENCY

Locals Helping Locals Holiday Farm Fire event

02/05/21-02/06/21 - EWEB staffed an information table at this event held at McKenzie High School to answer questions and provide information about what EWEB is continuing to do to help customers affected by the Holiday Farm Fire. Staff was able to connect with and support local upriver organizers.

COMMUNITY INVESTMENT | Q3 2021

APPENDIX G

VOLUNTEER EFFORTS AND EVENTS (UNPAID)

Year to date = EWEB employees, friends and families have volunteered almost 50 hours

Q3 **UNITED WAY DAY OF CARING**

Lane County History Museum

09/17/21 - 5 employees volunteered to provide feedback on how the Lane County History Museum can better connect and serve our community. Discussion points included accessibility, inclusion, and visitor experience.

UNITED WAY DAY OF CARING

Owen Rose Garden

09/17/21 - 7 employees volunteered their time edging and weeding the Owen Rose Garden.

Q2 **MCKENZIE WATERSHED COUNCIL**

Annual McKenzie River Clean-Up

06/26/20 - 5 employee volunteers plus their family members picked up trash in five areas around Leaburg Dam for the annual event.

Q1 No events in Q1

UPCOMING AND/OR COMMITTED INVESTMENTS

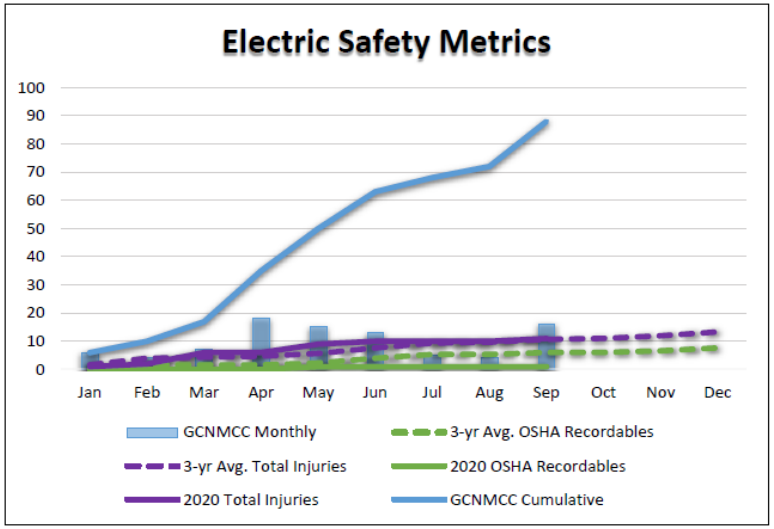
EWEB CUSTOMER CARE

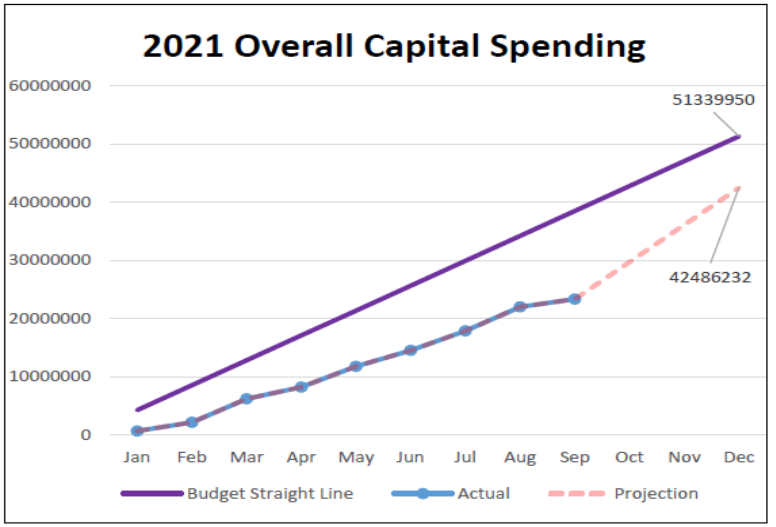
Run to Stay Warm

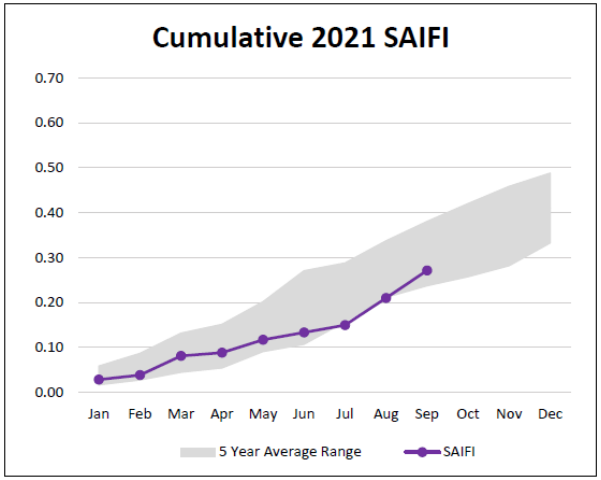
For more than a decade, runners from all over have been gathering on the third Sunday in November to run a Half Marathon, 10k, or 5k on Eugene's beautiful river paths, all while raising money to benefit EWEB's Customer Care Program. With a flat course, great swag, a fun after-party, and an incredible cause, circle November 21 on your calendar and get ready to Run to Stay Warm!

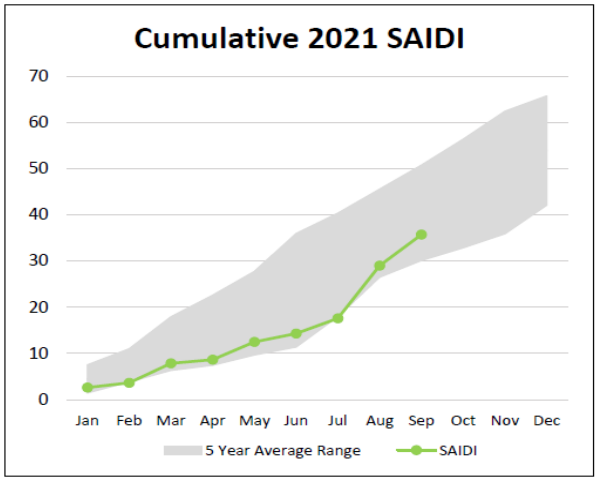
ELECTRIC DIVISION | Q3 2021

APPENDIX H









ELECTRIC DIVISION | Q3 2021

APPENDIX H

Key

Meeting target

Not meeting target

Not reported

Dept	Category	Metric	Q1 Final	Q2 Final	Q3 Final	Q4 Final	Explanation for Not Meeting Target
Substation	Customer Response Time:	Complete 39 NERC battery testing in Q1	Not meeting target	Meeting target	Meeting target	Not reported	
	Work Queue:	Complete 12 Power Transformers Maintenance	Meeting target	Meeting target	Meeting target	Not reported	
	Turn Around:	Complete all ECR's in 30 days	Meeting target	Meeting target	Meeting target	Not reported	
Relay	Customer Response Time:	Test 86 NERC Devices annually	Not meeting target	Not meeting target	Not meeting target	Not reported	Competing Emergent Work
	Work Queue:	Test 331 non-NERC Devices annually	Not meeting target	Not meeting target	Not meeting target	Not reported	Competing Emergent Work
	Turn Around:	Complete All ECR's in 30 days - (internal customer)	Meeting target	Meeting target	Meeting target	Not reported	
Transformer	Customer Response Time:	Stage crew material within 24 hours of request	Meeting target	Meeting target	Meeting target	Not reported	
	Work Queue:	Prepare all Scrap Material Quarterly	Meeting target	Meeting target	Meeting target	Not reported	
	Turn Around:	Complete Live line tool testing within 3 days	Not meeting target	Meeting target	Meeting target	Not reported	
Line	Customer Reponses Time:	Customer driven project "wait time" less than 3 weeks	Meeting target	Meeting target	Meeting target	Not reported	
	Customer Response Time:	Line crew emergent call out less than 30 minutes	Meeting target	Not meeting target	Not meeting target	Not reported	Performance Issues
	Work Queue:	Backlog of "form 3" work less than 8 jobs	Meeting target	Meeting target	Meeting target	Not reported	
	Work Queue:	Preventative Maintenance for Network completion	Meeting target	Meeting target	Meeting target	Not reported	
	Work Queue:	Preventative Maintenance for Switch inspections	Meeting target	Meeting target	Meeting target	Not reported	
	Work Queue:	Identified NESC feeders repaired per 2021 schedule	Not meeting target	Not meeting target	Not meeting target	Not reported	Staffing Limitations
Meter	Customer Response Time:	Customer bills accuracy	Meeting target	Meeting target	Meeting target	Not reported	
	Work Queue:	40 Site Visits & PUC audits	Not meeting target	Not meeting target	Meeting target	Not reported	
	Work Queue:	10% Meter Testing (SPh)	Not meeting target	Not meeting target	Meeting target	Not reported	
	Work Queue:	100% Meter Testing (3Ph)	Not meeting target	Meeting target	Not meeting target	Not reported	Staffing Limitations
	Work Queue:	100% Meter Testing Refurbished	Not meeting target	Not meeting target	Not meeting target	Not reported	Staffing Limitations
	Work Queue:	100% Tamper Checks	Meeting target	Meeting target	Meeting target	Not reported	

ELECTRIC DIVISION | Q3 2021

APPENDIX H

	Work Queue:	10 CT Sites per month	🔴	🔴	🔴	○	Staffing Limitations
	Work Queue:	100% Investigating zero consumption	🔴	🟢	🟢	○	
	Work Queue:	100% Recheck New installed CT jobs	🔴	🔴	🔴	○	Staffing Limitations
Vegetation Management	Customer Response Time:	Back log for plan less than 8 weeks	🔴	🔴	🔴	○	Competing Emergent Work
	Work Queue:	Vegetation plan greater than 23 miles per month	🔴	🔴	🔴	○	Competing Emergent Work
	Turn Around:	Customer Tags response less than 48 hours	🔴	🟢	🟢	○	
Landscape	Customer Response Time:	Incoming Jobs - 15-20 per quadrant within 5 days	🟢	🟢	🟢	○	
	Work Queue:	Cycles of Daily work finish all stops in quadrant each month	🟢	🟢	🟢	○	
	Turn Around:	Customer Jobs within 3 days	🟢	🟢	🟢	○	
Dispatch	Customer Response Time:	Processing switching orders less than 3 days	🟢	🟢	🟢	○	
	Work Queue:	Posting 100% of completed switching orders to Outlook calendar	🟢	🟢	🟢	○	
	Turn Around:	Time between receiving a Hold Order and processing Hold less than 15 minutes	🟢	🟢	🟢	○	
Coordinators	Customer Response Time:	Service Request pending approval to active within 10 minutes	🟢	🟢	🟢	○	
	Turn Around:	Taking action on Service Requests from other depts less than 2 days	🟢	🟢	🟢	○	
Troubleshooters	Customer Response Time:	First Responder Emergent Call out response within 10 minutes	🟢	🟢	🟢	○	
	Turn Around:	100% completion of items scheduled	🟢	🟢	🟢	○	
Service Crew	Customer Response Time:	After hours response completed within the same day	🟢	🟢	🟢	○	
	Turn Around:	100% completion of items scheduled	🟢	🟢	🟢	○	
Systems Engineering	Customer Response Time:	System Event Response by next business day	🔴	🔴	🔴	○	Staffing Limitations
	Work Queue:	No Engineering Change Requests greater than 1 year	🔴	🔴	🔴	○	Staffing Limitations
	Turn Around:	System Event Root Cause Analysis less than 30 days	🔴	🔴	🔴	○	Staffing Limitations
Distribution Engineering	Customer Response Time:	90% of Customer Inquiries response within 24 business hours	🟢	🟢	🟢	○	
	Work Queue:	Customer (Internal/External) Design Requests assigned within 3 weeks	🔴	🔴	🔴	○	Staffing Limitations
	Turn Around:	90% of High-Level Estimates provided within 3 business days	🟢	🔴	🔴	○	Staffing Limitations

ELECTRIC DIVISION | Q3 2021

APPENDIX H

NERC Compliance	Customer Response Time:	Completed Compliance Deadlines		
	Work Queue:	Complete 2 Compliant department Spot Checks monthly		
	Turn Around:	Train 50 employees per year		Competing Emergent Work

WATER DIVISION | Q3 2021

APPENDIX I

WATER DIVISION DETAILS

The Water Operations Division uses the Multiple Barrier Approach to Safe Drinking Water, an integrated system of procedures, processes and tools that collectively prevent or reduce the contamination of drinking water from source to tap. The purpose of this approach is to provide safe, reliable drinking water to customers 24/7/365 and to reduce the operational risks to public health while being good stewards of our customer/owner's infrastructure and funding resources. For more information: http://www.eweb.org/outages-and-safety/water-safety-in-your-home-or-business/drinking-water-quality

DRINKING WATER SOURCE PROTECTION

The purpose of the Source Water Protection Program is to minimize adverse impacts on the source of our community's drinking water. Specifically, the program aims to 1) identify and understand the threats to our drinking water through watershed monitoring and 2) reduce the risk of pathogens and pollutants entering the treatment plant through source water protection to ultimately manage or reduce the degree of treatment required.

ROBUST WATER TREATMENT

McKenzie River water is treated to drinking water standards using conventional treatment trains that include redundancy to protect from treatment failures. The treatment process is closely monitored and constantly adjusted to ensure production of safe drinking water prior to delivery to customers.

PRODUCTION

Production levels for the second quarter were above the 5-year average.

YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2016	508.8	465.5	501.4	546.6	742.0	1070.1	1218.1	1342.1	973.2	598.0	493.6	488.2
2017	521.8	450.2	495.4	500.7	682.2	969.7	1338.1	1360.6	966.3	636.3	511.0	495.9
2018	497.4	457.3	501.8	521.9	778.1	1066.7	1393.7	1355.5	1001.1	734.6	529.1	498.6
2019	511.0	456.7	513.3	532.8	851.9	1100.4	1242.8	1232.5	779.6	563.9	504.7	494.1
2020	497.2	463.3	497.0	545.0	667.9	822.6	1253.1	1333.1	1021.8	661.8	507.5	504.4
MAX	521.8	465.5	513.3	546.6	851.9	1100.4	1393.7	1360.6	1021.8	734.6	529.1	504.4
MIN	497.2	450.2	495.4	500.7	667.9	822.6	1218.1	1232.5	779.6	563.9	493.6	488.2
CUR	498.2	457.6	505.2	704.0	941.2	1146.8	1365.4	1322.0	985.3	<NA>	<NA>	<NA>

	Yearly Total	Daily Average	Peak Daily Flow
5 Year Max	9335.8	25.6	52.1
5 Year Min	8774.8	24.0	46.0
Year to Date for 2021	7925.8	29.0	50.1

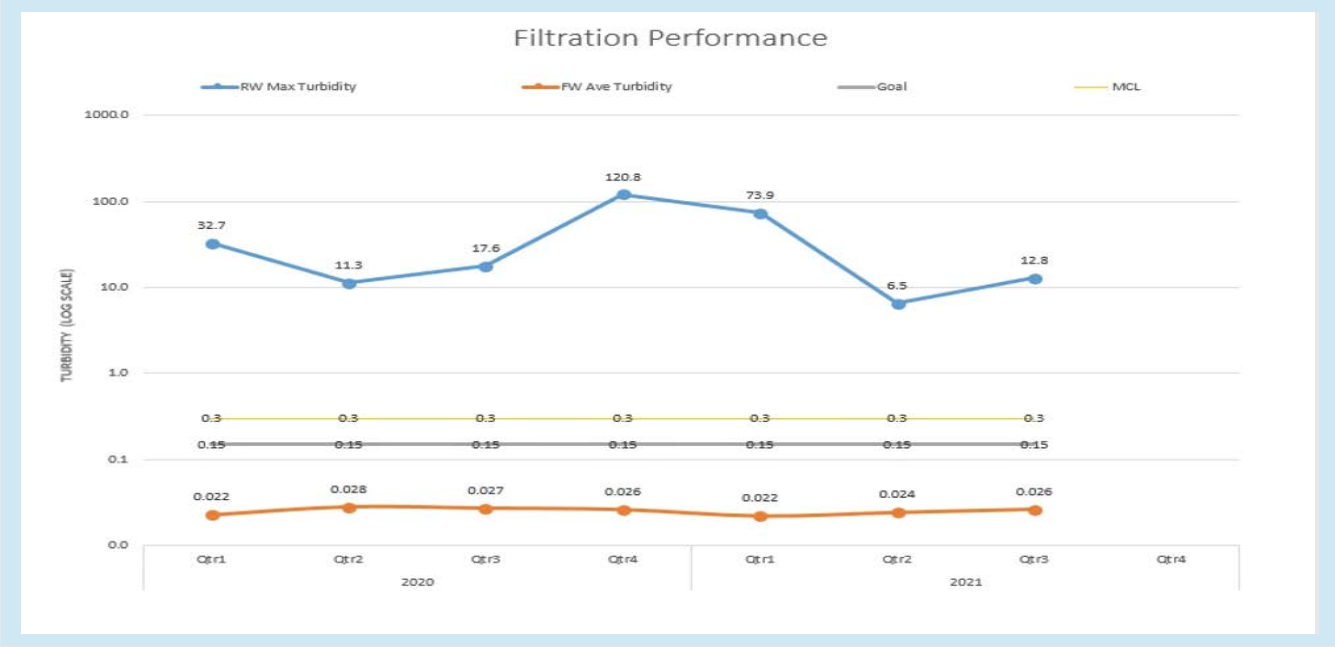
3 Day Consecutive Max Date	Total Flow
Jun 26	47.1
Jun 27	50.1
Jun 28	50.1
3-Day Average	49.1

WATER DIVISION | Q3 2021

APPENDIX I

FILTRATION PERFORMANCE

Turbidity is a measurement of the clarity of water, which is an important indicator of filter performance that tells us if we are effectively removing microorganisms in the water. The Maximum Contaminant Level (MCL) for turbidity in drinking water is 0.3 NTU in 95% of the samples. The national performance optimization goal for turbidity in drinking water is 0.15 NTU in 95% of the samples. Filtration performance continues to show our filtration process is optimized.



SECURE WATER SUPPLY NETWORK

Once the water is adequately treated, the quality must be maintained as it is delivered to EWEB customers. Replacing aging infrastructure, repairing leaks, flushing, maintaining a disinfectant residual and positive pressure, and protecting against cross-connections are critical aspects of the program to ensure water quality, reliability and adequate fire flow.

WATER QUALITY MONITORING

Monitoring the quality of our raw, treated and distributed drinking water is essential to ensuring safe water for EWEB's customer/owners. Monitoring data gives water operations staff the ability to adjust treatment and system operation to safeguard quality for human consumption. We track customer complaints as another means to evaluate long-term water quality trends in the distribution system.

EMERGENCY PREPAREDNESS

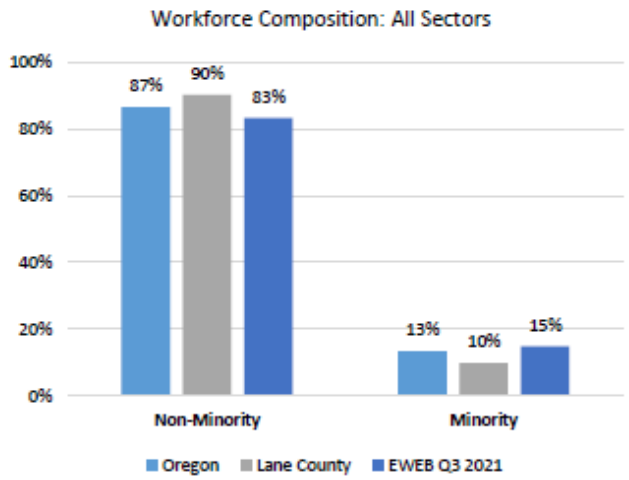
Natural hazard and security response mitigation plans along with resiliency plans are a final barrier in place to protect the public if harmful contaminants should make it through the other water system barriers (source water protection, water treatment, water supply system reliability, and water quality monitoring).

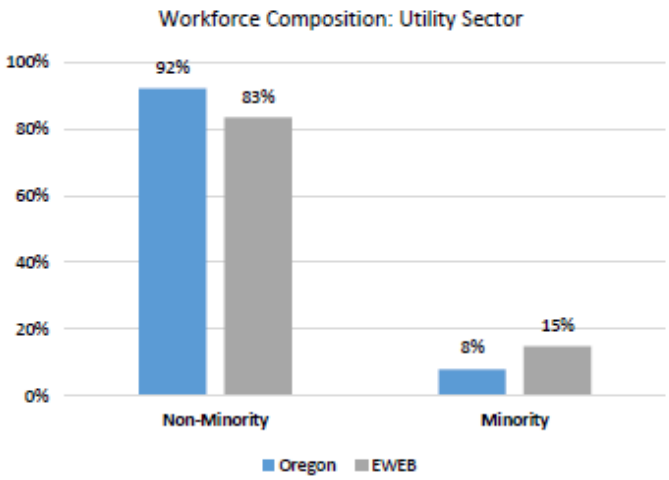
Refer also to Emergency Water Supply in the Water Utility Capital Spending Summary and Project Updates.

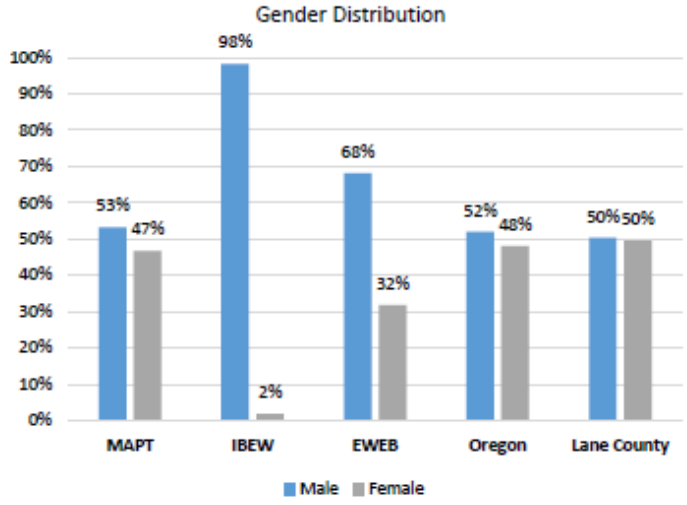
WORKFORCE COMPOSITION | Q3 2021

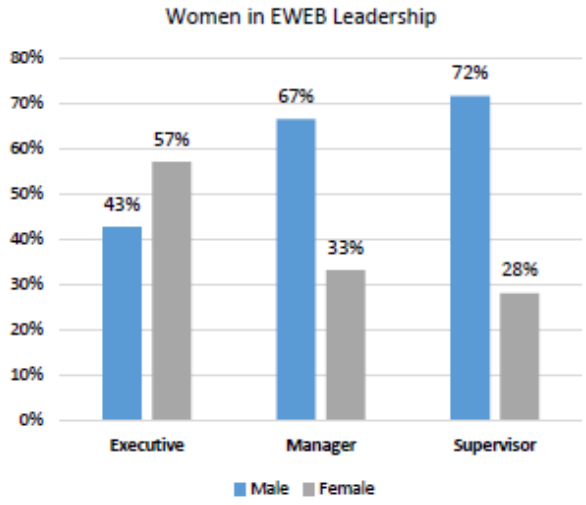
APPENDIX J

The following charts are demographic snapshots of EWEB's workforce composition as compared to that of the State of Oregon and Lane County, as reported by the US Census Bureau in Q3 of 2021, the most recent quarter for which they have data.









APPENDIX K

MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

TO: Commissioners Schlossberg, Brown, Carlson, Barofsky and McRae

FROM: Jeannine Parisi, Resiliency Program Manager

DATE: October 21, 2021

SUBJECT: EWEB Education Grant Program Update

OBJECTIVE: Information Only

Issue

This is an informational update on the use of EWEB Education Grant funds. The information presented is based on the annual reports submitted from each of the four participating school districts.

Background

EWEB has a long-standing track record of financial support to area schools for educational programming on our energy and water resources. The primary avenue for this support is through 5-year contracts with each of the school districts in EWEB service territory, with supplemental funding provided for the multi-district Solar Challenge.

In preparation for the 2020-2025 grant cycle, the EWEB Board requested additional specificity in the contracts to align the use of educational grant funds with Board strategic priorities. The approved contracts now require grant funding to support at least one of following priority topic areas:

- *Cascadia subduction earthquake and household-scale emergency planning and preparation;*
- *Water: local source, watershed protection, water quality and conservation*
- *Energy: Pacific Northwest power supply mix, options for the future and pros and cons of different energy technologies*
- *Climate change: science, expected regional impacts and carbon reduction strategies"*

The updated educational grant contracts were approved in December 2019, and just a few months later, the COVID-19 pandemic forced school closures. Over the last year, several of the grant coordinators attended the public input portion of the EWEB Board meeting to share how they were able to pivot some of the existing programs to a virtual learning format and how grant funds were utilized to support teachers with distance learning tools and curricula.

Discussion

As with prior agreements, the contracts require submission of an annual report that documents the prior school year's grant-funded activities and expenditures. The following information is a high-level summary based on these reports which are available upon request.

School District 4J ($260k annual grant)

- Purchased supplies and provided logistical support for K-5 science kits
- Grant coordinator staff (1.5 FTE) for consultation and support to teachers for aligning Oregon learning standards with specific curricula on energy, water, and climate topics (for distance and hybrid learning environments)
- Developed distance learning tools:
    - Websites that house digital resources
    - Eco-experience newsletter for teachers/staff (6 publications)
    - Eco Chick YouTube channel for read aloud stories, virtual field trips, lessons
- Provided middle school energy education/hands-on learning materials (wind/solar and solar/battery cars)
- Organized special events/projects:
    - Earth Day Action Week (activities for all grades)
    - No Time to Waste (K-5 home outreach partnership with City, Lane County, BRING)
    - 4J Climate Justice Team (high school students/teachers working together to develop permanent climate-based education system across all subject areas and age groups)
- Led virtual Salmon Education (50 teachers with students in grades K-5)

Bethel School District ($81k annual grant)

- Purchased supplies and provided logistical support for K-5 science kits & Discovery Labs
- Grant coordinator staff (0.5 FTE) for consultation and support to teachers for aligning Oregon learning standards with specific curricula on energy, water, and climate topics (for distance and hybrid learning environments)
- Water Web/Salmon Raising for 6th graders via zoom (375 students)
- Wind/renewable energy unit for 100 7th graders (zoom with some in-home projects)
- Electric/solar building projects for middle school (200 students using hybrid learning)
- Renewable energy curricula revamped to include climate change concepts and incorporated into environmental science classes at Willamette HS (200+ students)
- Electrathon car challenge supplies and instruction for Industry & Engineering HS students

Springfield School District ($47k annual grant)

- Grant coordinator staff (0.25 FTE)
    - maintained STEM Equipment library for all teachers
    - supported middle school teachers in developing virtual resources for salmon and watershed studies
    - completed review of science standards against grant priority topics for new climate change project or program to be implemented this year. Lesson plans/projects developed for third, nine and tenth grades.

McKenzie School District ($22k annual grant)

- Staffing for part time grant coordinator/science teacher
- Watershed room activities and supplies
- Global climate change and energy education
- Outdoor school support
- Project WILD sites (pollinator gardens)

Requested Board Action

None at this time.