

# WATER · POWER · PEOPLE

News for our residential customers



## Understanding and planning for rate changes

At the Dec. 5 public meeting, EWEB Commissioners approved a 2024 budget that includes rate changes due to increased costs of providing electricity and water services. For the average residential customer, here is the bill impact:



Basic charge: ↑\$1.50 per month  
Usage charge: ↑Less than 1¢ per kilowatt hour

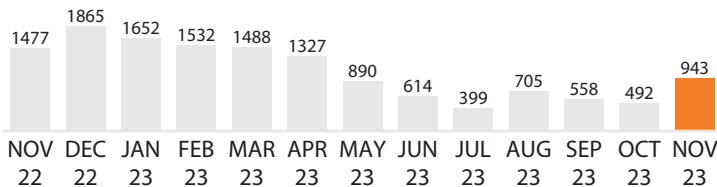


Basic charge: ↑\$1.85 per month\*  
Usage charge: ↑Approximately 14¢ per kgal\*

*\*Inside City limits based on 9 kgal average usage.  
Excludes wholesale customers & elevation pumping fees.*

Increases in basic charges are an important part of our efforts to recover the fixed costs of providing service, such as meters, poles, transformers, pipes, trucks, and labor to provide customers with safe and reliable service. These costs don't change regardless of how much energy or water you use in a month.

To understand how new prices will affect your EWEB bill, you must first know how much energy and water you use. Your EWEB bill includes details about your usage designed to help you budget and see how changes in your home energy use impact your monthly bill.



This is the actual electricity usage for an all-electric 1500 sf home in Eugene. The home was built in 1955, has a ductless heat pump and an efficient electric water heater, and houses 2-3 people.

In colder months (Nov - Feb), this home uses an average of about 1630 kWh per month. In the warm season (June - Sept), the average drops to about 570 kWh per month. Based on this customer's usage, here is how their electric bill will change when new rates go into effect in February 2024:

	2023	2024	Change
Average cold weather bill	\$169	\$180	\$11
Highest month's bill	\$205	\$217	\$12
Average warm weather bill	\$79	\$84	\$5
Average annual bill	\$125	\$133	\$8

## Bill Calculator

Visit our website to download a calculator that you can use to estimate changes to your 2024 electric bill.

[eweb.org/RateInfo](http://eweb.org/RateInfo)



## Why are rates going up?

Because EWEB is not-for-profit and community-owned, rate increases are used only to reinvest in utility infrastructure and operations that provide safe, reliable electricity and drinking water. Those costs are going up.

- Aging infrastructure and technology needs investment.
- Inflation is driving up the price of equipment such as pipes (up 50% in the past two years), transformers (up 50-85%), and power poles (up 30%).
- The costs to generate and purchase electricity are rising in response to nationwide grid modernization efforts.

## EWEB is here to help you manage your use & costs

Even as the costs of electricity and water rise, there are steps you can take to reduce your monthly bill and even make your home feel more comfortable.

You can find a variety of low- or no-cost tips on our website. And if you are looking to invest in upgrades—such as installing a smart thermostat, improving your heating system, hot water heater, windows or insulation—we have rebates and zero-interest loans that can help offset the upfront costs.

We continue to offer an annual \$280 bill credit for income-qualifying customers in need.

Find more information:  
[eweb.org/SaveEnergy](http://eweb.org/SaveEnergy)  
[eweb.org/Assistance](http://eweb.org/Assistance)

## WHERE DOES \$1 GO?

38¢	Power purchases (from BPA & other)
14¢	Electric infrastructure investments
12¢	Customer service & administrative costs
10¢	Electricity transmission and delivery
7¢	Water infrastructure investments
6¢	Debt payments
4¢	Generating electricity
3¢	Required contributions to city general fund
3¢	Water treatment
2¢	Water transmission and delivery
1¢	Energy conservation programs

## Your Board of Commissioners

Wards 6 & 7	Sonya Carlson (President)
Wards 2 & 3	John Barofsky (Vice President)
Wards 4 & 5	John Brown
Wards 1 & 8	Matt McRae
At-large	Mindy Schlossberg

The citizens of Eugene elect five commissioners to four-year terms. They dedicate their service to the utility as volunteers without pay. Commissioners hold regularly scheduled public meetings on the first Tuesday of each month, typically at 5:30 p.m. Our customer-owners are welcome and encouraged to participate. Meetings are streamed live and archived on [eweb.org/Board](http://eweb.org/Board).