

How Your Rates Enhance Preparedness and Resiliency

For more than a century, EWEB has planned, built, and maintained the systems that deliver safe, reliable, and environmentally responsible power and water to Eugene homes and businesses—approximately 8.5 billion gallons of drinking water and 2.4 billion kilowatt-hours of electricity every year.

But the electric grid and drinking water systems we all rely on are threatened by age, natural disasters, and climate change.



National Preparedness Month is observed every September to bring awareness to the importance of preparing for emergencies that could happen at anytime.

With necessary rate increases planned for 2025, we want to share some ways your dollars are used to mitigate risks and ensure our community has clean, safe, reliable water and power, even as critical infrastructure ages and new challenges arise.

CUSTOMER PROGRAMS

A small portion of your rates (about 2¢ from every dollar) funds voluntary programs such as rebates to upgrade to energy efficient appliances and insulation. In addition to energy and water efficiency rebates, EWEB offers customer programs specifically aimed at emergency preparedness, including:

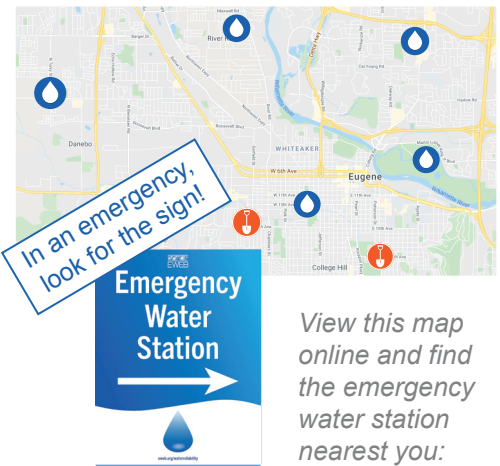
- **Backup Power Program:** Electric customers can apply for a zero-interest loan to purchase a backup generator or home battery storage system. eweb.org/BackupPower
- **Pledge to Prepare:** Participating customers receive monthly guidance and checklists to develop a two-week emergency kit. eweb.org/Pledge

INFRASTRUCTURE INVESTMENTS

The clean, safe water and electricity we all rely on would not be possible without the infrastructure that delivers it. From power plants to distribution and transmission lines, substations and transformers, pipes, reservoirs and pump stations — utility infrastructure is a complex system that requires investment and maintenance to provide constant, reliable power and water.

Approximately 11¢ from every dollar in your EWEB bill goes to rehabilitating, replacing or installing new infrastructure, including the following resiliency projects:

- Five emergency water distribution sites have been constructed throughout the community using groundwater wells, and two additional sites are under construction.
- To increase service capacity and improve reliability, we are rebuilding 10 aging substations.
- We are upgrading water storage tanks and pipelines, including building new earthquake-proof tanks near E. 40th Ave. and replacing College Hill Reservoir with modern, seismically resilient storage.
- Plans are underway to build a water treatment plant on the Willamette River to diversify and improve the resiliency of our community's water supply.
- We are upgrading the Carmen-Smith Hydroelectric Project to continue generating cost-effective, clean, local power.



eweb.org/EmergencyWater

Learn more about these and other projects at eweb.org/Projects.

PLANNING FOR THE FUTURE

Energy supply and demand are changing due to a global shift away from fossil fuels, evolving regulations, and new technology developments. Some of the ways we are preparing for a changing energy landscape include:

- **Planning for future energy needs** by forecasting electricity demand 20 years into the future and examining a variety of energy resources that may fit those future needs.
- **Updating metering and information technology** to enable more choices for customers and support a cleaner, more resilient grid.
- **Developing new programs** focused on energy conservation, peak demand management, and customer savings.

Learn more about your rates & where your dollars go:
eweb.org/RateInfo

Your Board of Commissioners

Wards 1 & 8	Matt McRae (President)
Wards 2 & 3	John Barofsky (Vice President)
Wards 4 & 5	John Brown
Wards 6 & 7	Sonya Carlson
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.

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