

# WATER • POWER • PEOPLE

News for our residential customers

  
EWEB  
September 2025

## Building a strong, resilient community – *TOGETHER*

Everyone deserves to feel safe, capable, and secure during emergencies. As your community-owned utility, EWEB is taking action—rebuilding and modernizing the systems that deliver your power and water, and carefully planning for the future, while keeping affordability in mind.

But true resilience goes beyond infrastructure. Preparedness is a shared responsibility—when more of us are ready, all of us are safer.



## NOT SURE HOW TO PREPARE FOR AN EMERGENCY? WE CAN HELP.

Have you noticed a pattern of extreme weather events—here in Eugene and across the country? These events are becoming more frequent, and with them come disruptions to power, water, and other essential services. Yet many of us still feel unprepared. And it's no surprise—if you've ever tried to create an emergency plan, you know it can feel overwhelming.

So in 2019, we created the Pledge to Prepare program—an award-winning, step-by-step guide that walks you through becoming “2 Weeks Ready.” Since then, thousands of Eugene residents have taken the pledge.

## WHAT IS PLEDGE TO PREPARE?

EWEB's Pledge to Prepare is a monthly email series that delivers simple, practical steps directly to your inbox. Participants learn:

- How much emergency water you need—and how to store it safely
- What food to include in your emergency kit
- How to secure and access critical household and financial records
- What to consider if you or a loved one has special needs



*Katie and family joined the Pledge to Prepare this year and they are rocking it! They have already stored two weeks of emergency water for their family of three.*



Pledge to Prepare breaks preparedness into manageable, monthly actions—no stress, just steady progress—together.



In honor of National Preparedness Month, we invite you to sign up now to start your journey in 2026. Join the Pledge to Prepare at [eweb.org/Pledge](https://eweb.org/Pledge).

## We're investing today for a resilient tomorrow

From power plants to distribution and transmission lines, substations and transformers, pipes, reservoirs, and pump stations — utility infrastructure is critical to quality of life, public safety, economic vitality, and so much more.

But these essential systems are facing real threats—from age, natural disasters, and climate change.

That's why EWEB is investing in the most critical upgrades now, while carefully balancing cost impacts on our community. To reduce pressure on your utility rates, we're actively seeking savings, improving efficiency, and prioritizing the most important projects.

Roughly 20¢ from every dollar in your EWEB bill is invested in updating and fortifying our electric grid and drinking water systems against the challenges posed by aging infrastructure, climate change, and other risks.

## WHAT DOES RESILIENCE LOOK LIKE?

We are designing and building systems to adapt under uncertain future conditions. Our approach to new water storage is one example. We're replacing aging tanks—built between the 1930s and 1960s—with smaller, modern ones. This distributed system improves flexibility and makes repairs easier, while enhancing resilience.

We're also rebuilding substations to modern seismic standards—designed to withstand a Cascadia Subduction Zone earthquake.

No system is immune to disaster. But by prioritizing resilience, we can reduce how often disruptions happen—and how long they last. The upcoming Willamette Water Treatment Plant, for instance, is being designed to recover within 24 hours after a major earthquake.

Together, through smart investments and shared preparedness, we're building a stronger, more resilient Eugene.



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