

Ready for Winter: Simple Steps to Stay Safe & Prepared

As the days grow shorter and temperatures drop, winter storms become more likely. Winter weather can bring down power lines and tree limbs, and can also damage underground cables, water pipes, and other buried equipment when the ground freezes and thaws. That's why November is a good time to prepare your home and family for the season ahead.

✓ PREVENT FROZEN PIPES

To avoid costly flood damage:

- Wrap pipes in unheated areas with foam insulation.
- Drain water from underground sprinkler systems and wrap the backflow assembly with foam insulation.
- Disconnect and drain garden hoses and install insulated faucet covers.

Pro Tip: Know how to shut off your main water valve in case a pipe does freeze or break. We offer a \$150 rebate to install a customer-side main water valve. Learn more at eweb.org/waterrebates.

✓ PREP YOUR EMERGENCY KIT

Make or refresh your emergency kit with:

- Flashlights and fresh batteries
- Back-up power for your phone
- Water and non-perishable food
- Off-grid cooking devices
- Medications and pet supplies

Pro Tip: Make plans for someone to check on special-needs folks during an emergency and, if necessary, transport them to a site with electricity, such as an emergency center, hotel, or neighbor's.

✓ INSPECT & TRIM TREES

Check the trees around your property for dead or overhanging limbs. If you know of a location where trees are interfering with our power system, call us at 541-685-7148 or report online at eweb.org/trees.



ADDRESSING AGING INFRASTRUCTURE

Much of Eugene's electric infrastructure was built between the 1950s and 1970s during a period of rapid growth. Today, that infrastructure is aging and no longer meets modern needs. Even so, EWEB's electric service remains highly dependable—99.25% reliable in 2024, or 90.7% when including January's major ice storm. This reliability reflects decades of planning, maintenance, and investment.

YOUR RATES AT WORK

To keep your power reliable and ready for the future, EWEB's 10-year Capital Improvement Plan focuses on investing in the health of the full electric system—from transmission lines and substations to local delivery systems that serve homes and businesses. eweb.org/electricreliability.

✓ CONSIDER BACK-UP POWER

Backup power can provide peace of mind during unexpected outages. EWEB offers zero-interest loans to help with the purchase and installation of a generator or battery energy storage system. Learn more at eweb.org/backuppowers.

Prep Like You Mean It

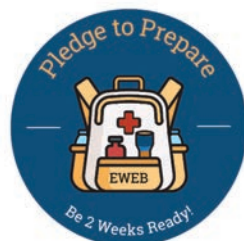
Strong, resilient communities are built when everyone does their part to prepare.



If preparing a two-week emergency kit and plan feels overwhelming, let EWEB help! When you join EWEB's Pledge to Prepare, you'll get:

- A monthly checklist starting in January with simple steps to becoming "Two-Weeks Ready."
- Bonus preparedness tips and resources.
- Chances to win monthly preparedness raffle prizes.
- Confidence that you are ready for an emergency.

Join thousands of EWEB customers who have already taken the pledge. Together, we can make 2026 the year our community gets ready. Sign up at eweb.org/P2P or scan the QR Code below.



Balancing Affordability and Reliability for 2026

As a community-owned utility, EWEB does not operate to earn a profit. The prices you pay are designed to cover the true cost of providing service in a way that is fair, stable and affordable.

While the cost of producing and delivering electricity and water continues to rise, we are working hard to limit the financial impact on customers. Your elected Board of Commissioners is currently reviewing proposed 2026 rate changes aimed at maintaining reliable service and supporting responsible investments in Eugene's water and electric infrastructure.

For an average single-family household, the projected changes are:

- Electric: About \$8 per month
- Water: About \$2.75 per month

Final budget and rate decisions will be made in December, with new rates taking effect in February 2026.

PUBLIC PROCESS

Because EWEB is customer-owned, utility rate-setting and other business is conducted in open public meetings. To watch monthly Board meetings, provide public comment, or contact your elected Commissioner, visit eweb.org/Board.



If you need assistance with your bill, please contact us at 541-685-7000 or visit eweb.org/Assistance.