

## This Month, EWEB Celebrates 115 Years of Serving Eugene

In 1911, Eugene residents made a bold choice rooted in a shared belief: everyone deserves safe, reliable power and drinking water. Instead of depending on a private, for-profit business, they built a community-owned utility, designed to serve people first and invest for the long-term. That decision still shapes how EWEB operates today.

Unlike investor-owned utilities, EWEB does not answer to shareholders. Your rates are set to cover the cost of providing service, and any revenue beyond that is reinvested right here — into infrastructure and programs that support customers and quality of life in Eugene.



### INVESTING FOR GENERATIONS

Many of the power and water systems you rely on today were paid for by Eugene residents who came before you. When customers paid their EWEB bills 50, 60 — even 100 — years ago, they weren't just paying for that month's service. They were investing in water treatment plants, power generation, pipelines, substations, and river protections designed to serve for decades. Those long-term investments are still working for you today.

Thanks to investments made by previous generations, Eugene benefits from:

- One of the cleanest power portfolios in the nation, with about 90% carbon-free energy
- Exceptional drinking water quality protected by a proactive source protection program
- Energy efficiency incentives and bill assistance programs that help customers save money
- Reliable infrastructure that keeps the power on 99% of the time (based on 2025 industry standard reliability metrics)



*In 1927, EWEB customers invested in this steel water pipe to deliver McKenzie River water to Eugene homes and businesses.*



*In 2025, your rates funded a new welded steel pipeline along Hilyard St. — one of the most seismically robust materials available with a lifespan of over 100 years.*

## Investing today for a resilient tomorrow

As our community grows and challenges increase from aging infrastructure, extreme weather, and climate impacts, EWEB is making thoughtful, long-term investments to ensure safe, reliable service for decades to come.

Major projects we're planning and budgeting for include:

- Developing a second water source and treatment plant, adding resilience to Eugene's drinking water system.
- Replacing aging water storage tanks and pipelines with modern, seismically resilient facilities.
- Upgrading hydroelectric projects and substations to maintain reliable, low-cost power.
- Securing a reliable, affordable energy supply for our customers, while keeping that energy largely carbon-free.

### AFFORDABILITY MATTERS

Our job isn't just to plan ahead – it's to do so responsibly. We know affordability matters to our community, and that means ...

 Planning carefully

 Operating efficiently

 Investing wisely

... to protect essential services while managing costs for customers today, tomorrow, and the next 115 years.



## Helping You Save Energy & Lower Bills

EWEB reinvests in programs that lower bills and support income-qualified households.

**IN 2025:**

**4,900+ CUSTOMERS**  
received \$1.4 million in bill assistance

**549 LOANS**  
totaling \$4.75 million for energy and water-saving upgrades

**1,400 HEAT PUMPS**  
installed with \$1.6 million in grants and rebates

**66 MILLION GALLONS**  
of water conserved through efficiency programs & leak detection

**14.5 MILLION KILOWATT-HOURS**  
of electricity saved through energy efficiency projects

**\$7.6 MILLION**  
in total rebates and grants invested back into our community



EWEB's 2026 budget includes \$2.1 million in bill assistance for income-qualifying customers — an increase of \$500,000 from 2025. If you need assistance with your bill, please contact us at 541-685-7000 or visit [eweb.org/Assistance](https://eweb.org/Assistance).

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