



# MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

*Rely on us.*

TO: Commissioners Mital, Simpson, Helgeson, Manning and Brown

FROM: Mel Damewood III, Engineering Manager,  
Alan Fraser, Industrial Engineering Supervisor

DATE: March 25, 2015

SUBJECT: Update to EWEB Customer Service Policies & Procedures E-V and All Utilities Glossary

OBJECTIVE: Information Only

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## **Issue**

EWEB Staff has conducted a review of Customer Service Policies & Procedures, Electric Section V.

## **Background**

EWEB staff routinely review the Customer Service Policies & Procedures to ensure these documents meet the needs of both EWEB and its customers. In this revision, only minor language changes were made in order to clarify the policy.

## **Discussion**

Staff reviewed and edited EWEB Customer Service Policies & Procedures, Section E-V Electric Service Charges and Rates to improve and update. The changes were not rate related; a high level summary of the changes includes:

- Updated language about Primary Service customers; delineating ownership and responsibilities.
- Eliminated some legacy language that was no longer germane.
- Provided some consistency between definitions such as active and reactive Demand. These definitions are also contained in the All Utilities Glossary which has also been updated for uniformity.
- Eliminated language that was redundant; such as available voltages which are listed elsewhere in the Policy and Procedures.
- Clarified language in regards to Dark Fiber ownership.

## **Recommendation**

There is no recommendation or Board action required. This memo is for informational purposes only to inform the Board of non-rate updates to EWEB Customer Services Policies and Procedures Electric Section V.

## **Requested Board Action**

There is no requested Board action. These minor revisions will be made available online on May 1, 2015 and can be viewed online at EWEB's webpage at <http://www.eweb.org/policies>.