MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

TO:	Commissioners Mital, Simpson, Helgeson, Manning and Brown
FROM:	Brad Taylor, Water Operations Manager & Jill Hoyenga, Planner III
CC:	Mel Damewood, Engineering Manager & Wally Mccullough, Water Engineering Supervisor
DATE:	October 19, 2015
SUBJECT:	2014 - 2019 Water Reliability Emergency Water Supply Container Campaign Update
OBJECTIVE:	Provide Board with Information

Background

State of Oregon recommendations from Chapter 8 of the Oregon Resilience Plan published in February 2013 have advised energy, water and wastewater utilities to begin aggressive public information efforts to re-set public expectations for a realistic response time [to catastrophic failure due to earthquake] and that there is clear value in members of the public having robust emergency supplies. The Water Reliability Emergency Water Supply Container Campaign (the Water Campaign) is one way that EWEB has responded to this call to action.

The Water Campaign is a public education campaign to increase customer awareness of water emergencies that can occur, what EWEB is doing to mitigate or respond to such emergencies (especially alternate water source development) and what customers can do to prepare for water emergencies.

The arc of the Water Campaign is intended to span at least three to and up to five years. 2014 was the pilot year. In 2015 the Water Campaign transitioned into a well-supported program. Customer response has been enthusiastic.

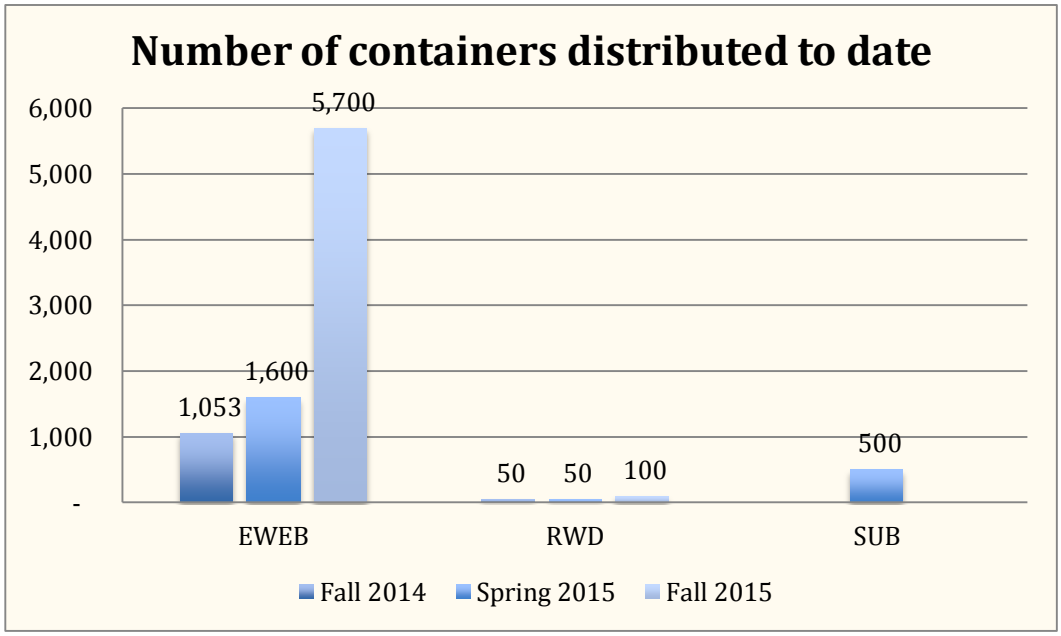
2015 opinion research results indicate that awareness about the need for EWEB to develop alternate water sources has increased by double digits (32%) and willingness to pay for the project has also significantly increased (17%) since 2012. The outstanding success indicated by these results can be attributed in part to the Water Campaign since it has been a key public education vehicle. While some of the increased awareness is undoubtedly due to recent media attention to the Cascadia Subduction Zone earthquake risk; EWEB's readiness with quality information and meaningful preparedness action steps has enhanced EWEB reputation and customer support for investment in community resilience.

Project Status

A funding partnership for the Water Campaign has convened under the moniker "Resilient Lane County: A Partnership to Cultivate a Culture of Preparedness". Due to generous partners more containers have been distributed to date than originally planned. When more funding partners

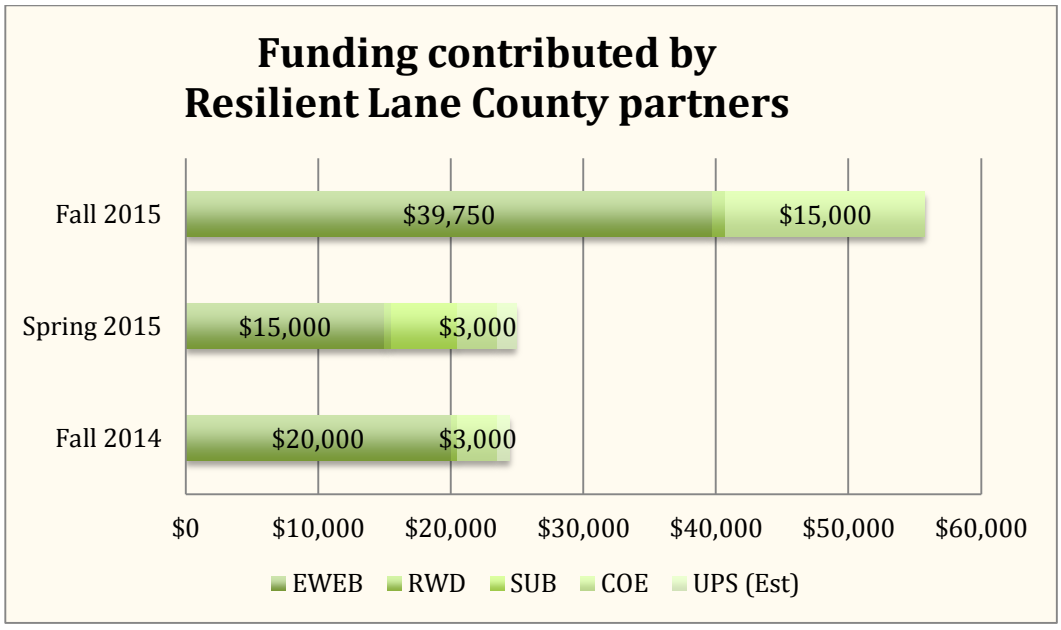
participate, the price per container goes down. EWEB is actively seeking funding partners for the 2016 Water Campaign.

A snapshot view of Water Campaign activity to date is provided in the following graphs.



Total containers distributed to date (October 2014 – 2015)		
EWEB	RWD	SUB
8,353	200	500

EWEB and the city of Eugene contributions purchase containers distributed to EWEB customers. Contributed dollar amounts from these two partners are shown as data labels in the graph below. UPS is United Parcel Service.



Total partner contributions to date (October 2014-2015)				
EWEB	RWD	SUB	COE	UPS (Est)
$74,750	$2,000	$5,000	$21,000	$2,373

If there are any questions or if more information is needed, please contact Brad Taylor, Water Operations Manager 541-685-7385 or brad.taylor@eweb.org.

MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

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

FROM: Lance Robertson, Public Affairs Manager; and Monica Shovlin, Marketing & Creative Services Supervisor

DATE: October 23, 2014

SUBJECT: 2015 Customer Satisfaction Survey Results

OBJECTIVE: Information Only

Attached is a report summary of our annual customer satisfaction survey, once again conducted by Riley Research Associates of Portland.

A total of 1,109 randomly-sampled residential EWEB customers completed or partially completed interviews (816 online and 293 by phone) for a response rate of about 16%, an increase of 2% from 2014. Customer respondent characteristics are detailed in the report.

There are a few important points to note when reviewing the 2015 survey results:

First, overall customer satisfaction with EWEB service remains very high: 7.9 on a 10-point scale, compared to 7.7 last year. Riley Research noted that "Satisfaction has largely remained comparable over the past three years, though there have been some notable improvements. Customer satisfaction has significantly improved for *responsiveness to customer needs and concerns* and *efforts to control costs*, and appears to be on an upwards trend for both *water conservation programs* and *energy conservation programs*."

About one-quarter of survey respondents had contacted EWEB in the past six months, down from about one-third of respondents in 2013 and 2014. Top reasons for contacting EWEB are to start/stop/change service, billing questions, make a payment and power outages. Those contacting EWEB to report a power outage decreased from 17% in September 2014 (which included a significant snowstorm in February) to 10% in September 2015.

Secondly, we made a few changes to the survey questionnaire. While the majority of questions remain the same to preserve the ability to benchmark customer satisfaction and better understand customer priorities, the 2015 questionnaire also was revised to reflect emerging and current issues, including: interest in electric vehicles, rooftop solar power systems and community solar. In 2014, we introduced questions about alternate water source planning, the value of public power, current usage of and likelihood to add natural gas services, and interest in potential technology-enabled services and pricing plans, all of which we included again in the 2015 questionnaire.

Here are just a few more high-level results:

- Reliability and our core business functions remain extremely high, both in customer satisfaction and perceived importance. Customer respondents had the highest satisfaction with drinking water quality

and water and electric service reliability, which received average ratings between 8.3 and 8.8 on a 10-point scale.

- Customer satisfaction has significantly improved for *responsiveness to customers' needs and concerns*, moving from 7.3 in 2014 to 7.6 in 2015, and for *efforts to control costs*, which moved from 5.7 in 2014 to 6.0 in 2015.

- EWEB's plans to diversify and add alternate water sources was considered very important by most customers (88% felt it was important to do so, including 59% who felt it was *very important*); however, only 28% were familiar with any of EWEB's current plans to do so.

- The value of public power: As in 2014, nearly two-thirds of EWEB customers considered a public utility to be more valuable than a private utility (64%), including nearly half who felt it was *much more valuable*.

- Modernization efforts: About half of respondents were familiar with advanced meters (51%), a decrease of 6% from 2014. This included 13% who considered themselves to be *very familiar*. An increasing proportion of customers have a favorable opinion of "smart" meters, with 62% indicating some level of favorability in 2015, compared to 53% in 2014.

  A higher proportion of respondents indicated that each feature or service made possible with more modern metering technology was either very or somewhat valuable in 2015 than in 2014. The most valuable features or services continue to be *water leak* and *electric outage detection*. Aspects that received the highest increase in value were *access to account information and outages through smartphones and apps, pricing programs,* and *pre-pay options.*

- EWEB's involvement in solar programs was considered important by a majority of customers, and about half indicated interest in participating themselves. However, most (65%) are unaware of EWEB's current participation and support of solar power projects.

  While a vast majority of customers were unfamiliar with Community Solar projects (76%), about three-quarters still felt that it was important for EWEB to participate in such a program (73%), and nearly half were interested in participating themselves (46%).

- Three-quarters of customers do not have an electric or hybrid vehicle, nor do they have plans to get one in the next few years (75%). Of the remaining respondents, 9% currently have one, and 9% have plans to get one.

Once you've had a chance to review the report summary, please let us know if you have any questions or whether we can be of further assistance in your understanding of the results and implications for action. The full report also includes verbatim responses to open-ended questions and cross-tabulations, which are available upon request (note: these are large electronic files). Please contact either of us via email with questions.

These results also will be posted on EWEB's internal network, and will be shared with employees via an article and link in The Daily News.

RILEY RESEARCH ASSOCIATES
Research for Marketing, Public Relations, and Planning

CUSTOMER SURVEY

REPORT SUMMARY

SEPTEMBER 2015

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RESEARCH | INSIGHT | KNOWLEDGE

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KEY TAKEAWAYS

Riley Research Associates conducted a survey of Eugene Water & Electric Board (EWEB customers) to gauge levels of satisfaction, priorities, perceptions of various EWEB programs, and communication preferences. The survey was conducted both online and by phone.

Satisfaction and Importance

- Customer ratings for satisfaction are comparable to previous years, but appear to be on a general upwards trend, particularly for:
  - Responsiveness to needs
  - Efforts to control costs
  - Water conservation programs
  - Energy conservation programs
- In general, customers tended to have higher satisfaction ratings for issues regarding basic water and electric service, while satisfaction tended to be slightly lower for issues around EWEB's programs and customer communications. Likewise, importance ratings tended to be higher for basic water and electric service (along with water quality), while importance for programs and customer services was slightly lower.
- About one-fifth of customers were unable to provide satisfaction ratings for EWEB's conservation programs, efforts to protect the environment and drinking water sources, and its involvement in the community, indicating that many are possibly unfamiliar with many of EWEB's outreach and program efforts.
- Looking at the differences between satisfaction and importance, the greatest areas of opportunity exist for improving efforts to control costs, protection of drinking water sources, and responsiveness to customer needs and concerns.
- Customers were asked to name the most important issue facing their community, and while affordable electric and water rates wasn't one of the top responses, when probed further, about half felt that an affordable utility was either more important or the same importance as the other issues they named.

Smart Meters & Other Programs

- Customers are still learning about Smart Meters, but they appear to value the features they offer, and an increasing proportion is indicating favorability for the modernized meters.
  - Customers most value advanced leak and outage detection, while other benefits are not quite as important; the perceived value of each benefit increased significantly from 2014.
- EWEB's involvement in solar programs was considered important by a majority of customers, and about half indicated interest in participating themselves. However, most are unaware of EWEB's current participation and support of solar power projects.
- EWEB's plans to diversify and add alternate water sources was considered very important by most customers; however, few were familiar with any of EWEB's current plans to do so.

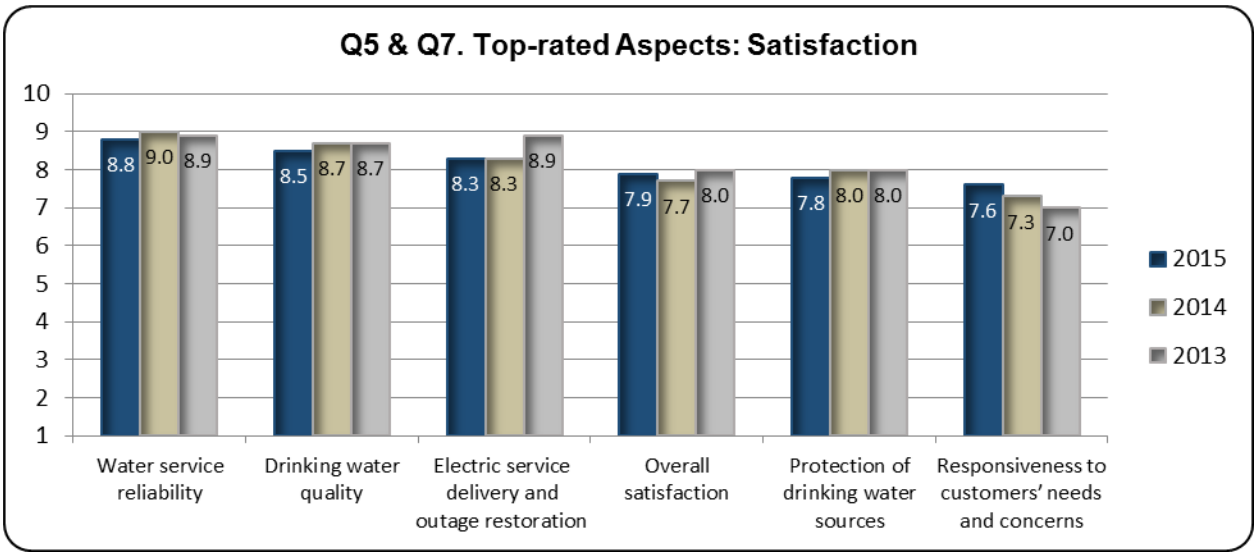
Communications

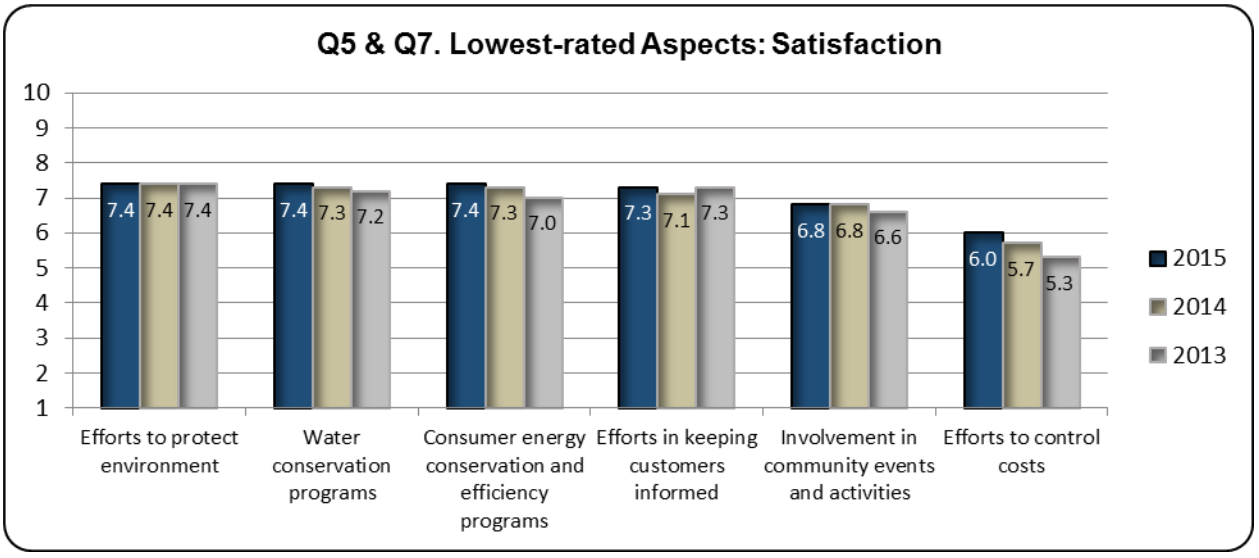
- Customers rely on a variety of sources to learn about and interact with EWEB, and most-heavily rely on direct interactions, such as messages on their bills, bill inserts, emails, and text messages. They feel EWEB's communications are useful, and easy to understand.

EXECUTIVE OVERIVEW: SATISFACTION

- Satisfaction among customers continues to be moderate to high, with an overall satisfaction rating of 7.9 (on a scale where "10" is "very satisfied").
  - Customer satisfaction was highest regarding water quality, reliability and protection efforts, as well as with the electric service.
  - Although satisfaction either increased from 2014 or remained comparable, satisfaction was still lowest for *efforts to control costs* and *involvement in community events*.

- Satisfaction has largely remained comparable over the past three years, though there have been some notable improvements. Customer satisfaction has significantly improved for *responsiveness to needs* and *efforts to control costs*, and appears to be on an upwards trend for both *water conservation programs* and *energy conservation programs*.

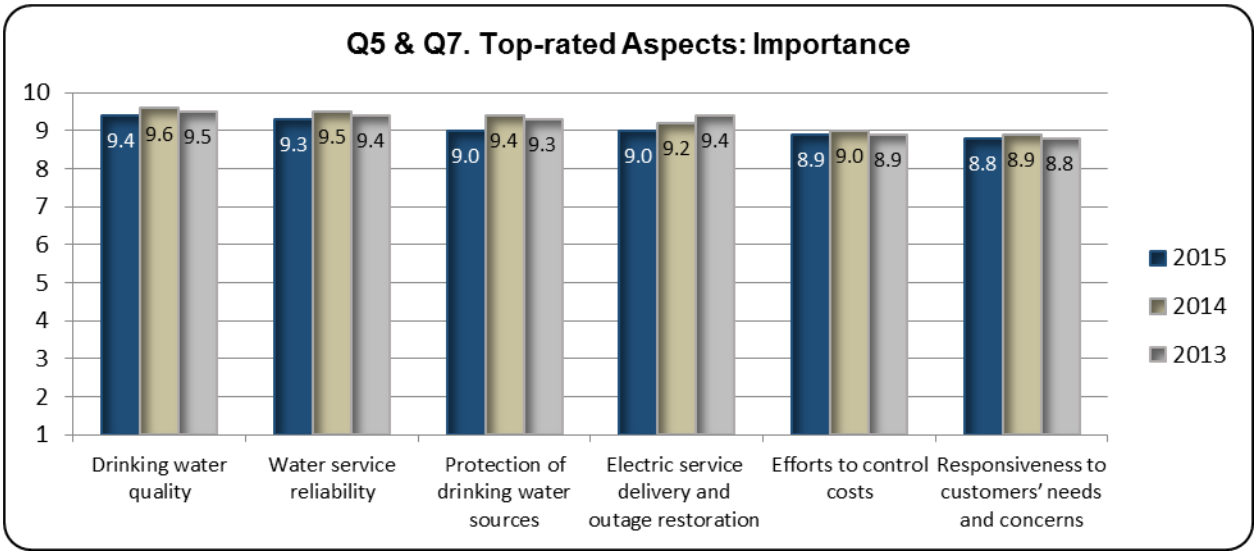


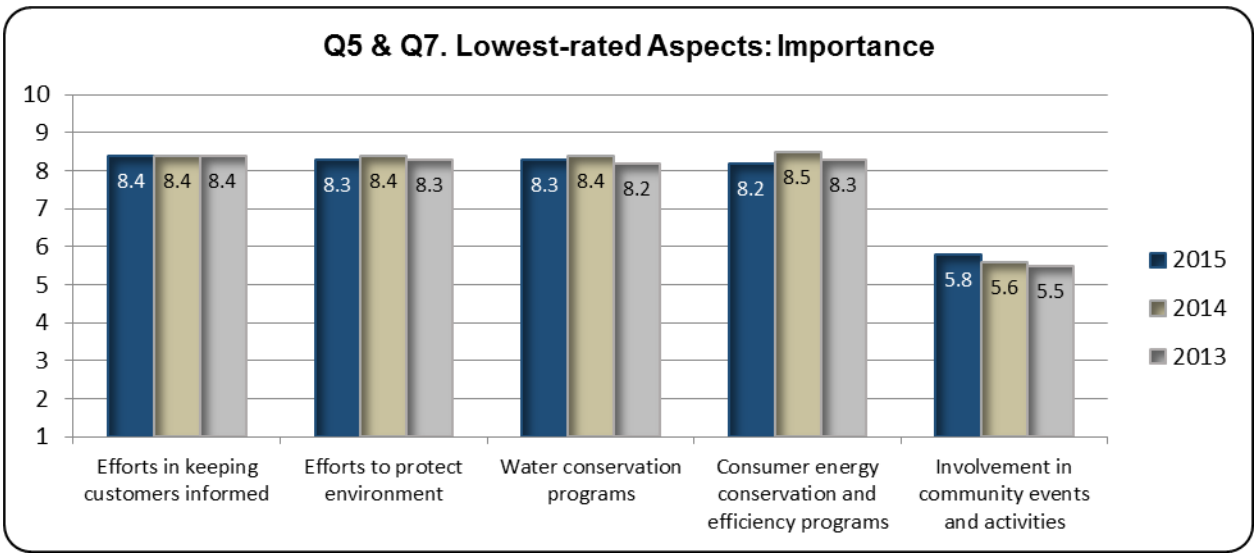


EXECUTIVE OVERIVEW: IMPORTANCE

- Customers continue to rate the various aspects of EWEB's service highly, particularly *drinking water quality* and *water service reliability.*
  - Water service, including quality, reliability, and protection, was the most important issue for customers, along with electric service delivery. Issues around conservation and customer service, while still considered important, weren't quite as critical to customers.

- Importance ratings largely remained comparable to the past years' results, with some notable differences. There were notable (though statistically insignificant) decreases for the importance of *protecting drinking water sources* and *consumer energy and efficiency programs.* There also appears to be a downwards trend for the *importance of electric service delivery*, and an upwards trend in regards to the importance of *EWEB's involvement in community activities*.

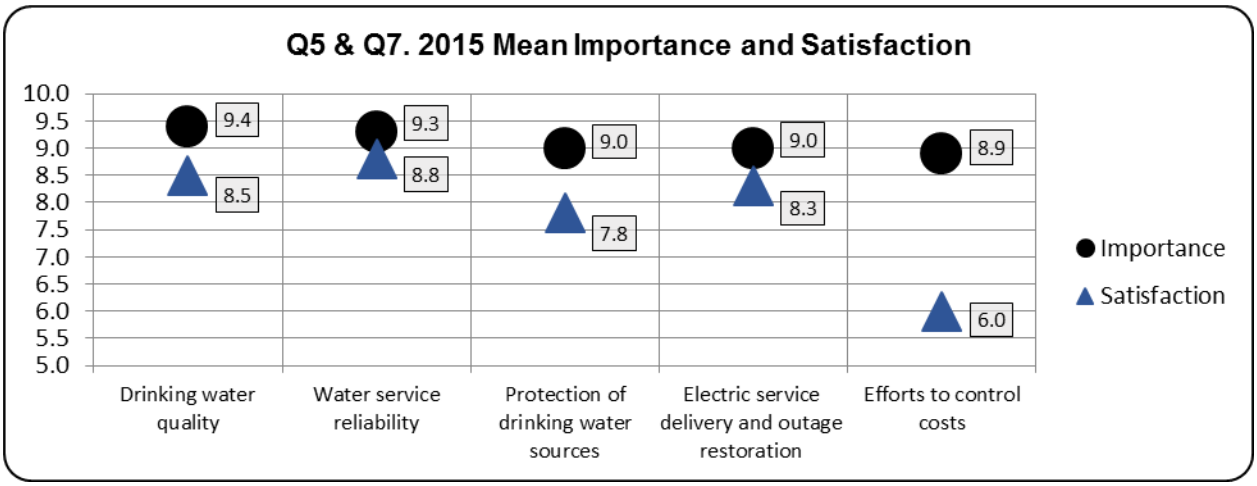


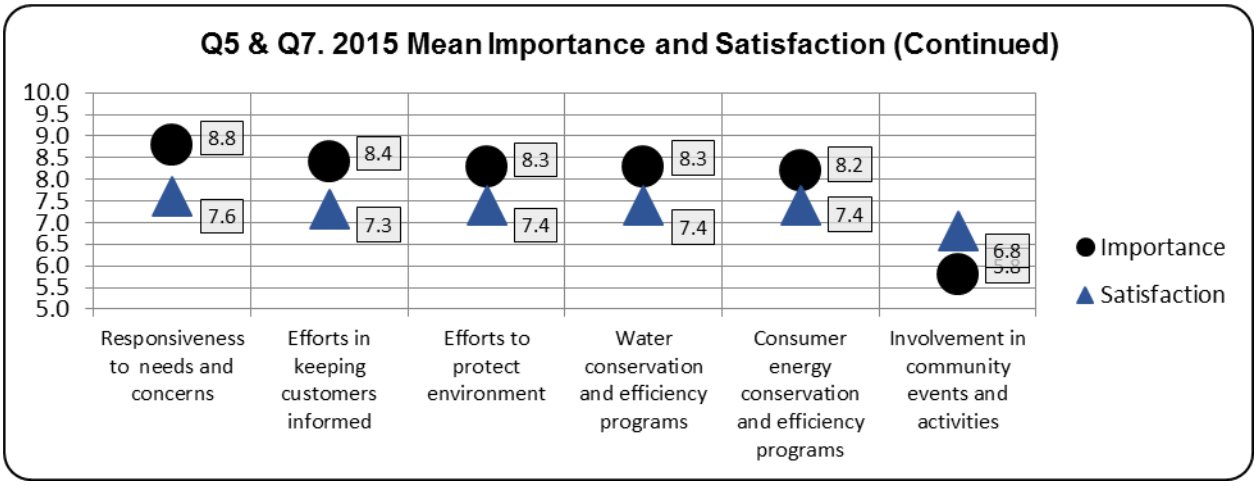


EXECUTIVE OVERIVEW: SATISFACTION & IMPORTANCE

A Gap Analysis provides insights into the relationship between importance and satisfaction. It is calculated by subtracting the importance rating from the satisfaction rating. If the gap is negative, then this indicates importance is higher than satisfaction, and presents clearer insights into the areas of opportunity to increase customer satisfaction.

- The most significant differences between satisfaction and importance exist for *efforts to control costs, protection of drinking water sources,* and *responsiveness to customer needs and concerns.*
- All gaps have either remained the same or shrunk over the past three years, with a notable improvement for *responsiveness to customer needs and concerns* and *efforts to control costs.*

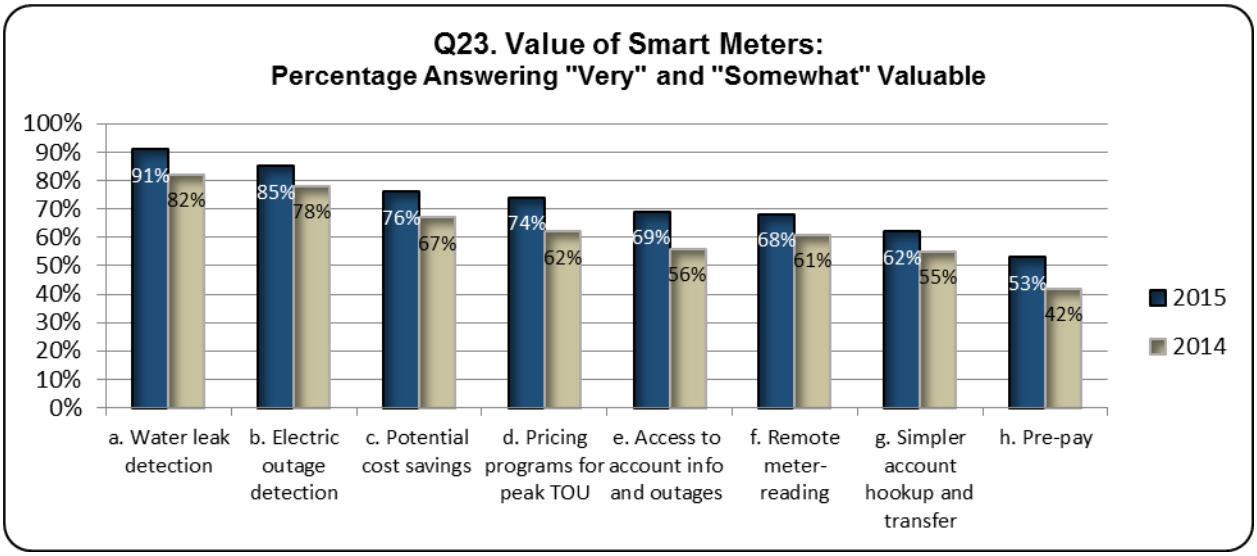




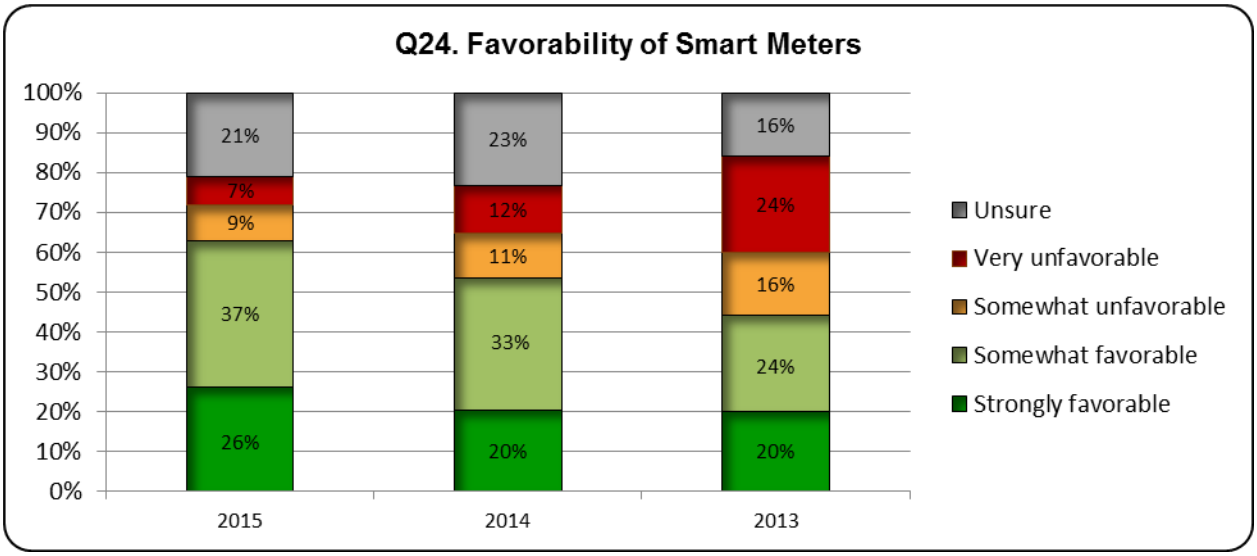
EXECUTIVE OVERIVEW: SMART METERS

- About half of respondents were familiar with Smart Meters (51%), a decrease of 6% from 2014. This included 13% who considered themselves to be *very familiar*. While 44% considered themselves to be *unfamiliar*, 5% were unsure.

- Despite a slight decrease in familiarity, a higher proportion of respondents indicated that each Smart Meter feature was either very or somewhat valuable in 2015 than in 2014.
  - The most valuable features continue to be *water leak* and *electric outage detection*.
  - Aspects that received the highest increase in value were *access to account information and outages through smartphones and apps, pricing programs,* and *pre-pay options.*

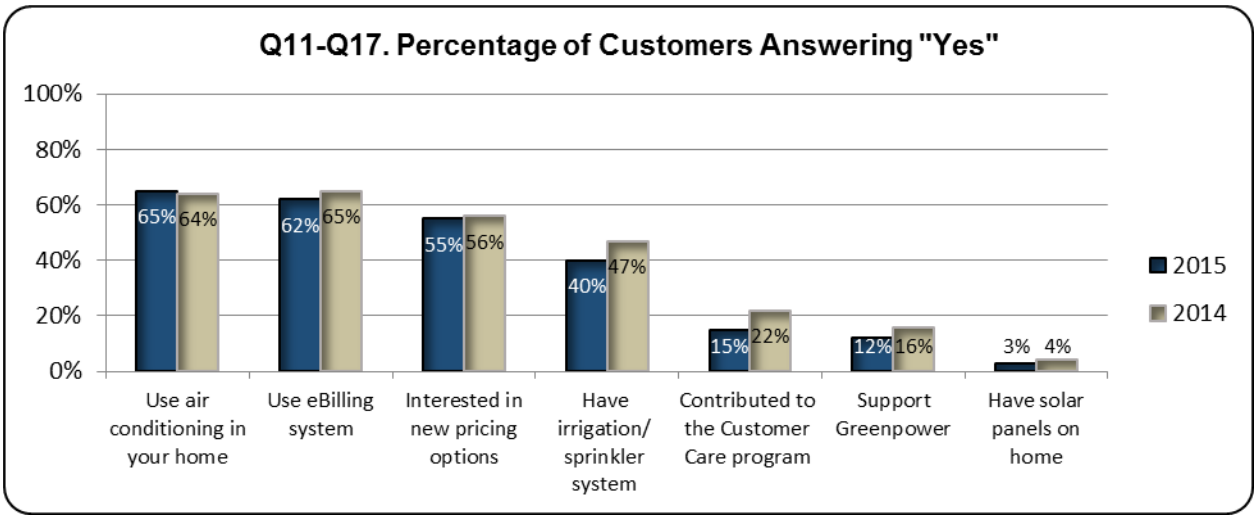


- An increasing proportion of customers have a favorable opinion of Smart Meters, with 62% indicating some level of favorability in 2015, compared to 53% in 2014.



EXECUTIVE OVERIVEW: EWEB PROGRAMS

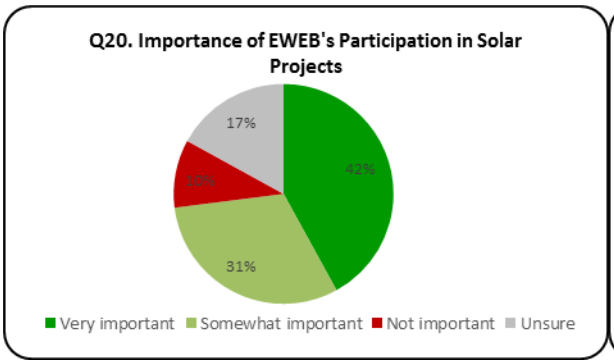
- A majority of customers have air conditioning, use EWEB's eBilling system, and are interested in new pricing options. While most results are comparable to 2014, there was a slight decrease in the proportion of respondents who have a sprinkler system, have contributed to the Customer Care program, and support Greenpower.

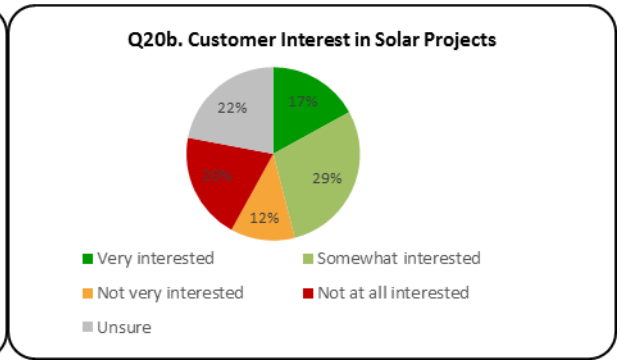


- While only 28% of customers were aware of EWEB's plan to diversify and add alternate water sources, 88% felt it was important to do so, including 59% who felt it was *very important.*

- Most respondents don't participate in EWEB's no- or low-interest loan programs or rebates (63%). The most useful programs according to customers who have participated include:
  - The weatherization program (23%)
  - Rebates (20%)
  - Ductless heat pumps (20%)
  - Limited Income Assistance Program (18%)

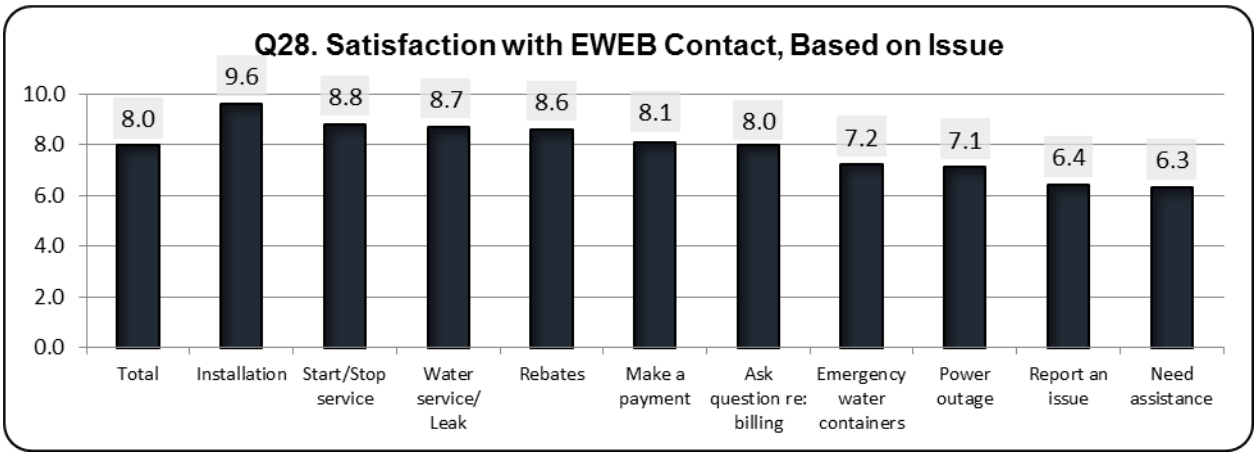
- Most customers were unfamiliar with EWEB's participation in and support of solar power projects (65%). Of the remaining respondents, 17% felt EWEB's participation and support was *too little*, 15% thought it was *about right,* and just 2% thought it was *too much.*
  - While a vast majority of customers were unfamiliar with Community Solar projects (76%), about three-quarters still felt that it was important for EWEB to participate in such a program (73%), and nearly half were interested in participating themselves (46%).





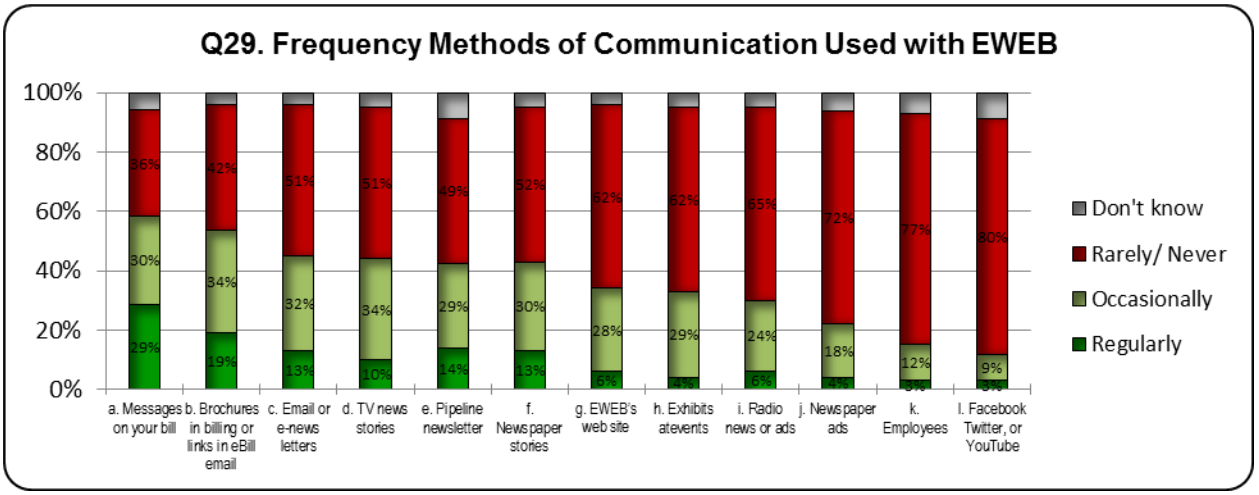
EXECUTIVE OVERIVEW: COMMUNICATIONS

- Customers who had contacted EWEB in the past six months (28%) were generally satisfied with the service they received after calling EWEB (mean of 8.0), particularly around issues of *installation*. Satisfaction was lower among those who called to *report an issue* or because they *needed assistance*.



- About half of customers said they *carefully read* the bill they receive each month, while 5% *rarely* look it, and the remainder either *occasionally* read it or only *look at the total due*.
  - 73% of those who do look at the bill each month find it *easy to understand*.

- Customers use a variety of methods to interact with and receive information about EWEB, namely *messages on their bills* and *brochures in their billing or links on their eBilling*.
  - Customers' most-preferred method of communication with EWEB is through email or e-newsletters (35%), followed by messages printed directly on their bill (19%).
  - When receiving updates about outages or service updates, half of customers would prefer a text message (50%), and many would prefer an email (43%).
  - A majority of customers felt the communications they received from EWEB were either very useful (20%) or somewhat useful (61%), further indicating their satisfaction with EWEB's *efforts to keep customers informed*.



INTRODUCTION

The Eugene Water & Electric Board (EWEB) regularly conducts a satisfaction survey among customers. The primary goals are to gauge customer satisfaction, levels of importance and interest for programs and services, awareness of various programs, and communications preferences. Riley Research Associates (RRA) worked with EWEB to execute a survey among customers in 2013 and 2014, and has updated that survey for 2015.

METHODOLOGY

Approach

EWEB provided RRA with a list of customers that had both phone numbers, and when available, email addresses. The survey was conducted both online and by telephone. RRA sent an email invitation to those with available and valid email addresses. The remainder of the customer contact list was used for the telephone portion.

Virtually the same questionnaire was used for both the phone and online survey. Only minor changes were made to the question language to make the administration of the questions easier and more applicable to the online format. Additionally, some questions that were unaided for the telephone execution (possible answer choices were not read for respondents) were aided for the online survey (possible answer choices were shown, and respondents were also invited to add their own).

The telephone survey took place from August 26th through September 11th, 2015. The online survey took place from September 3rd through 22nd, 2015. This timing was comparable to both 2013 and 2014.

Sample

A total of 1,109 customers are included in the data, including 293 interviews which were conducted by phone, and 816 that were conducted online. The combined sample of 1,109 could be considered accurate to +/-2.8 at a 95% level of confidence.

For the telephone survey, RRA used a customer list of approximately 4,790 customers, and completed 293 interviews. Customers who were contacted by phone were also offered an option of completing it online if they requested to do so; however, none took that option. The sample of 293 produces an estimated margin of error of +/-5.6% at a 95% level of confidence.

For the online survey, RRA sent approximately 5,100 customers an email in which they were invited to click on the embedded link to the survey. Customers were also sent two reminder emails. A total of 903 customers engaged with the survey, and approximately 70% completed the entire survey. Approximately 85 respondents who did not respond to more than the first three questions were removed, for a total of 816 completed or partially completed interviews. Based on the number of emails sent, this produces a response rate of 16%, an increase of 2% from 2014, and generally average for this type of online survey invitation.

Because the online sample is substantially larger, the overall results skew towards the online sample. Page 11 shows the high-level results of the separated online and telephone samples.

Benchmarking

A customer satisfaction survey was previously conducted by RRA in 2013 and 2014. In addition to those surveys, this report also includes responses from the June 2012 Budget Survey, and the October 2011 Benchmark Survey (neither conducted by RRA). Data from previous annual customer surveys have been added for benchmark comparison, where applicable.

The 2011 and 2012 surveys utilized a "likely voter list," rather than a customer list. This change in methodology could account for some of the differences in customer characteristics and responses in subsequent surveys. The results from 2013, 2014, and 2015 are direct comparisons of the comparable EWEB customer audience. The demographic composition of customers is largely comparable for the 2013-2015 surveys. In 2015, a larger proportion of newer customers responded to the survey than in previous years.

Wards

In addition to other demographics, customer data is also presented by ward. Four commissioners represent these eight specific wards of Eugene, and serve as the main connection between EWEB and the community. The commissioners by ward include:

Commissioners	Wards
John Brown	4 & 5
Steve Mital, president	1 & 8
Dick Helgeson	2 & 3
James Manning	6 & 7

Report Tables

The following tables include data on the percentage of respondents that selected each response. The percentages are indicated by '%' for the first line in the table only. Not all responses add to 100%, due to rounding and/or accepting multiple responses. Significant demographic insights have been included, where applicable. Verbatim responses and cross-tabulations are bound separately.

Cross tabulations (Separate appendix)

The first column represents the total sample, which is the best representation of customers as a whole. The other columns represent responses from groups of people (variables such as gender, age, ward, or other characteristics). The numbers under each heading represent the values of that variable (i.e. male and female), which provides contrast among subgroups.

We have included a Chi Square statistic in the cross tabulation report. The Chi Square statistic is a basic tool that compares two or more subgroups of variables (i.e. male / female) and evaluates the probability that apparent differences between subgroups could be due to sampling error. In the cross tabulation report, each mutually exclusive variable has a Chi Square statistic which includes a p-value (or probability value).

Example of a Chi Square figure:	37.46
P-Value:	.045

The smaller the p-value, the smaller the chance any apparent difference between subgroups resulted from sampling error. Traditionally, a p-value of ≤ 0.05 is a strong indicator of statistical significance. For example, a p-value of 0.05 means there would be just a 5% chance that apparent differences between the values (i.e. males versus females) could be due to sampling error. The Chi Square statistic has limited applications, as larger samples tend to produce lower p-values.

That said, not every statistically significant finding is important or useful. For example, if we ran a table for the "length of service" and cross tabulated those numbers with the "age" of the customer, we would naturally expect the findings to be highly correlated. So despite a small p-value, the analysis would not add much insight.

ONLINE VS. TELEPHONE RESPONDENTS

There were many differences between the responses of the online sample and the phone sample, shown below. In general, those who responded by phone tended to have higher satisfaction, and consider each aspect as more important, than those who responded online. There was also a higher propensity towards electronic communications among the online respondents. Online respondents tended to have been with EWEB for a slightly shorter period of time, were more likely to be homeowners, more likely to have a college degree, and more likely to be under age 65.

Q4. Public vs. Private Utility	2015 Online	2015 Phone	2014 Online	2014 Phone
Public is more valuable	69%	52%	66%	50%
Public is less valuable	6	4	7	6
No different	13	31	13	29
Unsure	13	13	13	15

Q5. Programs and Services: Importance	2015 Online	20145 Phone	2014 Online	2014 Phone	2013 Online	2013 Phone	2012 Phone	2011 Phone
Consumer energy conservation and efficiency programs	8.1	8.4	8.5	8.0	8.4	8.0	7.7	8.4
Involvement in community events, activities	5.6	6.4	5.4	6.3	5.3	6.5	5.5	6.8
Protection of drinking water sources	8.8	9.7	9.4	9.7	9.3	9.3	-	9.4
Water conservation and efficiency programs	8.2	8.6	8.5	8.2	8.2	8.2	-	8.2
Efforts to protect environment	8.2	8.8	8.4	8.4	-	-	-	-

Q5. Programs and Services: Satisfaction	2015 Online	2015 Phone	2014 Online	2014 Phone	2013 Online	2013 Phone	2012 Phone	2011 Phone
Consumer energy conservation and efficiency programs	7.2	7.9	7.3	7.5	6.9	7.5	7.6	8.2
Involvement in community events, activities	6.7	7.3	6.8	6.8	6.5	6.7	6.7	8.0
Protection of drinking water sources	7.4	8.7	7.9	8.6	7.8	8.7	-	-
Water conservation and efficiency programs	7.1	8.0	7.3	7.6	7.1	7.8	-	8.0
Efforts to protect environment	7.3	7.9	7.4	7.7	-	-	-	-

Q6b. Aware of Plan to Diversify Water Sources	2015 Online	2015 Phone	2014 Online	2014 Phone
Very aware	8%	7%	11%	10%
Somewhat aware	22	16	31	24
Not aware	67	76	55	64
Unsure	3	0	3	2

Q6c. Importance of Diversifying Water Sources	2015 Online	2015 Phone	2014 Online	2014 Phone
Very important	55%	71%	48%	56%
Somewhat important	31	25	35	35
Not important	1	3	3	5
Unsure	13	2	14	11

Q7. Customer Service Aspects: Importance	2015 Online	20145 Phone	2014 Online	2014 Phone	2013 Online	2013 Phone	2012 Phone
Drinking water quality	9.3	9.6	9.5	9.6	9.6	9.3	9.5
Water service reliability	9.2	9.6	9.5	9.5	9.5	9.3	-
Electric service delivery and outage restoration	9.0	9.2	9.2	9.4	9.4	9.4	9.6
Efforts in keeping customers informed	8.2	8.7	8.4	8.5	8.3	8.4	-
Responsiveness to customers' needs and concerns	8.7	9.1	8.9	8.9	8.7	8.8	-
Efforts to control cost	8.8	9.1	9.1	8.8	-	-	-

Q7. Customer Service Aspects: Importance	2015 Online	2015 Phone	2014 Online	2014 Phone	2013 Online	2013 Phone	2012 Phone
Drinking water quality	8.4	8.7	8.7	8.8	8.7	8.7	9.2
Water service reliability	8.6	9.3	7.6	8.1	8.9	8.9	-
Electric service delivery and outage restoration[1]	8.0	9.0	8.1	8.9	8.8	9.2	9.1
Efforts in keeping customers informed	7.1	7.9	7.1	7.2	7.2	7.7	-
Responsiveness to customers' needs and concerns	7.3	8.5	7.2	7.9	6.8	8.0	-
Efforts to control cost	6.3	7.0	5.6	6.0	-	-	-
How satisfied are you with EWEB overall?	7.6	8.5	8.9	9.2	-	-	-

Q11-Q17. Percentage answering "Yes"		2015 Online	2015 Phone	2014 Online	2014 Phone
Q11.	Use the eBilling paperless online billing system?	80%	17%	76%	18%
Q12.	Are you interested in EWEB offering some new pricing options or plans in addition to its current tiered pricing structure?	55	54	56	54
Q13.	Have you ever contributed to the Customer Care program to help others who are struggling to pay their utility bills?	13	18	22	25
Q14.	Support Greenpower with a voluntary contribution on monthly bill?	13	10	16	15
Q15.	Have an irrigation/sprinkler system for your landscaping?	42	38	49	39
Q16.	Use air conditioning in your home?	68	58	66	59
Q17.	Have solar panels on your home?	4	1	4	3

Q22. Familiarity with "Smart Meters[2]"	2015 Online	2015 Phone	2014 Online	2014 Phone	2013 Online	2013 Phone	2011 Phone
Familiar	54%	44%	58%	50%	62%	52%	36%
Unfamiliar	41	52	42	37	34	44	63
Unsure / No response	5	4	8	5	-	4	1

Q23. Value of Smart Meter Features (Percentage answering "Very Valuable")	2015 Online	2015 Phone	2014 Online	2014 Phone
b. Electric outage detection, which automatically reports an outage	56%	55%	51%	54%
h. Pre-pay to help you track and manage your monthly bills	16	20	13	17
g. Simpler account hookup and account transfer	23	29	19	22
d. Pricing programs for peak times of use	36	30	32	26
e. Access to account info and outages through Smartphones, Apps, texts, emails	33	31	24	22
a. Water leak detection	69	65	56	52
f. Remote meter-reading so employees no longer have to come to your home	33	27	30	23
c. Potential cost savings by being able to remotely manage your energy usage and avoid times or peak demand	45	37	39	33

[1] In 2013 question worded as "Electric service reliability."
[2] In 2013 "smart meters" were referred to "AMI" or "Advanced Metering Infrastructure."

Q24a. Opinion on "Smart Meters"	2015 Online	2015 Phone	2014 Online	2014 Phone	2013 Online	2013 Phone	2011 Phone
Favorable	64%	60%	55%	45%	43%	45%	55%
Unfavorable	16	18	23	25	41	39	17
Unsure / No response	21	22	22	29	15	16	28

Q29. Satisfaction with recent contact	2015 Online	2015 Phone	2014 Online	2014 Phone	2013 Online	2013 Phone	2011 Phone
Mean	7.7	8.8	7.6	7.7	7.5	8.1	8.8

Q32. Typically, how do you get information about EWEB?[3]	2015 Online	2015 Phone	2014 Online	2014 Phone	2013 Online	2013 Phone	2012[4] Phone	2011 Phone
c. Email or e-newsletters	57%	18%	53%	19%	59%	22%	25%	24%
a. Messages printed directly on your bill	54	69	57	56	57	61	64	66
b. Brochures in your billing or links in your eBill email	49	63	50	59	41	76	65	70
f. Newspaper stories	45	40	51	45	55	60	55	52
d. TV news stories	42	49	48	49	51	63	42	41
g. EWEB's web site	42	19	38	14	46	17	34	34
e. Pipeline newsletter	40	47	46	37	26	38	49	53
h. Exhibits at community events	35	29	34	28	24	33	25	28
i. Radio news or ads	28	31	34	27	26	46	28	18
j. Newspaper ads	21	25	25	30	23	48	38	-
k. EWEB Employees	16	12	17	19	24	33	22	19
l. Social media (Facebook, Twitter, or YouTube)	13	7	9	8	4	10	5	1

[3] Percentages indicate "Regularly or occasionally" utilizes that form of communication.
[4] Percentage answering they regularly or occasionally use that method of communication

RESULTS: EWEB PROGRAMS AND SERVICES

Q1. Does EWEB provide you with:

The vast majority of respondents have both electric and water service through the Eugene Water & Electric Board (EWEB) (80%), while 20% have electric service only.

The proportion with both services decreased from the previous surveys.

	2015 Total	2014 Total	2013 Total	2012 Total
Total Participants	1109	1602	1260	412
Electricity and water	80%	86%	90%	86%
Electric service only	20	14	10	12
Water service only	-	0	0	1

Q2. Are you or is anyone in your household an employee of EWEB? (Clarify which as necessary)[5]

Virtually no respondents were EWEB employees (98%).

	2015 Total	2014 Total
Total Participants	1109	1318
No	98%	98%
Yes - Self	1	1
Yes - Household member	0	0
Yes - Both self and household member	-	0

[5] As in past years, employees were included in the survey as customers; the extremely small sample does not affect the overall results.

Q3. What comes to mind in terms of the type or quality of service EWEB provides? (Open-ended verbatim question, coded)

About two-thirds of respondents mentioned a positive attribute of EWEB, namely that it is *dependable/reliable/consistent,* and about one-fifth had a neutral response, remarking that they *have no complaints* with EWEB. About one-fifth had a negative response, namely that EWEB is *expensive*.

The proportion of respondents who offered a positive comment about EWEB increased from 2014.

Those in ward E8 were the least likely to provide a positive remark, along with ages 35-49.

Refer to verbatim appendix for full list of comments.

	2015 Total	2014 Total
Total Participants	988	1461
Positive	**64%**	**56%**
Dependable / Reliable / Consistent	26	16
Good / Great	17	13
Positive (general)	12	16
Good / Great service	9	4
Excellent	6	5
Quality / High quality service	3	4
Efficient	1	1
Negative	**22%**	**24%**
Expensive	17	16
Negative (general)	7	7
Monopoly	1	1
Neutral	**21%**	**18%**
Satisfactory / No complaints / Issues / Problems	12	9
Fine / OK	7	6
Adequate / Average / Basic	3	3
Descriptive	**4%**	**3%**
Water and electric utility	3	2
Clean water	1	1
Miscellaneous	**6%**	**11%**
Miscellaneous	5	10
Necessary	1	1

Q4. As you may know, EWEB is a publicly owned electric and water utility. As a public utility, EWEB does not operate to earn a profit or to serve the investment needs of stockholders. Instead, EWEB is chartered by the city of Eugene to serve the interests of citizens.

Knowing this, would you consider having a public utility to be more valuable or less valuable than a private, investor-owned utility, or does it make no difference? Much or somewhat?

About two-thirds of customers felt that a public utility is more valuable than having a private utility (64%), including nearly half who felt it was *much more valuable.* With 18% saying it was *no different*, just 5% felt it was *less valuable.*

The proportion who felt a public utility was *more valuable* remained comparable to 2014, increasing by 1%.

Customers with a college degree and those with an annual household income of $75,000 or more were more likely than others to feel the public owned utility is more valuable (72% and 71%, respectively), along with those who live in wards E1, E2, and E3 (72% to 78%).

	2015 Total	2014 Total
Total Participants	1109	1598
More Valuable	**64%**	**63%**
Much more valuable	45	42
Somewhat more valuable	20	21
No different	**18%**	**16%**
Less Valuable	**5%**	**7%**
Somewhat less valuable	2	3
Much less valuable	3	4
Unsure	**13%**	**14%**

Q4b. Why is that?

Customers who felt a public utility was more valuable than a private utility mentioned lower prices and that they felt a public utility had more concern about the customers than with profits, and felt it provided better service. However, many said they didn't notice a difference at all. Refer to verbatim appendix for full list of comments.

Q5. For this next set of questions, I'm going to read a program or service that EWEB provides, and ask you first how important that program is, then how satisfied you are with the program. We'll start with a scale of "0" to "10", where "0" is not at all important and "10" is very important. (Aided, Rotated)

Importance

Protection of drinking water sources was the most important aspect to customers, who rated it a 9.0 on a scale where "10" is "very important." *Efforts to protect the environment,* and *consumer water and energy programs* were also considered important (8.2-8.3 ratings). EWEB's *involvement in community events and activities* was considered only of average importance.

While still considered the most important issue, the mean rating for *protection of drinking water sources* decreased by 0.4, from 2014 to 2015. All other ratings also decreased by 0.1 to 0.2 points, with the exception of *involvement in community events and activities,* which increased slightly.

In general, females, those with no college degree, older respondents, and those with an annual income of less than $30,000 tend to rate the importance of EWEB's programs and services higher than others. Those who live in wards E1 and E2 also tended to have higher ratings than others, along with those who only receive electric service from EWEB.

Programs and Services: Importance	Mean Importance				
	2015	2014	2013	2012	2011
a. Protection of drinking water sources	9.0	9.4	9.3	-	9.4[6]
b. Efforts to protect environment	8.3	8.4	8.3	-	-
c. Water conservation and efficiency programs[7]	8.3	8.4	8.2	-	8.2
d. Consumer energy conservation and efficiency programs	8.2	8.5	8.3	7.7[8]	8.4[9]
e. Involvement in community events and activities	5.8	5.6	5.5	5.5[10]	6.8

[6] In 2011 question worded as "Protection of water sources."
[7] In previous surveys, question worded as "Water conservation programs."
[8] In 2012 question worded as "Offer energy conservation programs and rebates."
[9] In 2011 question worded as "EWEB's consumer energy conservation programs."
[10] In 2012 question worded as "Participating in, and sponsoring, community events."

Q5. For this next set of questions, I'm going to read a program or service that EWEB provides, and ask you first how important that program is, then how satisfied you are with the program. We'll start with a scale of “0” to “10”, where “0” is not at all important and “10” is very important. (Aided, Rotated) (Continued)

Satisfaction

Customer satisfaction with EWEB’s services and programs is moderate, with ratings ranging from a low of 6.8 (*involvement in community events and activities)* to a high of 7.8 (*protection of drinking water sources.* The highest-rated aspects in terms of satisfaction are also the highest-rated in terms of importance.

About one-fifth of customer respondents were unable to provide their satisfaction ratings for the aspects, indicating that many are possibly unfamiliar with EWEB’s outreach and program efforts.

Compared to 2014, satisfaction has remained comparable, decreasing by an insignificant 0.2 points for *protection of drinking water sources*, and remaining the same or within 0.1 point for the other aspects.

In general, those with no college degree, older respondents, and those with an annual income of less than $30,000 tend to provide higher satisfaction ratings than others. Those who live in wards E2, E$, and E6 also tended to give higher ratings than others.

Programs and Services: Satisfaction	Mean Satisfaction				
	2015	2014	2013	2012	2011
a. Protection of drinking water sources	7.8	8.0	8.0	-	-
b. Efforts to protect environment	7.4	7.4	7.4	-	-
c. Water conservation and efficiency programs	7.4	7.3	7.2	-	8.0
d. Consumer energy conservation and efficiency programs	7.4	7.3	7.0	7.6	8.2
e. Involvement in community events and activities	6.8	6.8	6.6	6.7	8.0

Q5. For this next set of questions, I'm going to read a program or service that EWEB provides, and ask you first how important that program is, then how satisfied you are with the program. We'll start with a scale of "0" to "10", where "0" is not at all important and "10" is very important. (Aided, Rotated) (Continued)

Gap Analysis

The Gap Analysis provides insights into the relationship between importance and satisfaction. It is calculated by subtracting the importance rating from the satisfaction rating. If the gap is negative, then this indicates importance is higher than satisfaction, and presents clearer insights into the areas of opportunity to increase customer satisfaction.

While most gaps are negative, they are on an upwards trend from 2013 and 2014, indicating that the gap between satisfaction and importance is shrinking.

Gap Analysis	2015	2014	2013
a. Protection of drinking water sources	-1.2	-1.4	-1.3
b. Efforts to protect environment	-0.9	-1.0	-0.9
c. Water conservation and efficiency programs[11]	-0.9	-1.1	-1.0
d. Consumer energy conservation and efficiency programs	-0.8	-1.2	-1.0
e. Involvement in community events and activities	1.0	1.2	1.1

All response data

Importance n=1109	Not at all important									Very important		
	0	1	2	3	4	5	6	7	8	9	10	DK
a. Protection of drinking water sources	1%	0%	1%	3%	3%	3%	1%	1%	6%	10%	69%	3%
b. Efforts to protect environment	1	1	2	3	3	5	2	6	12	11	51	2
c. Water conservation and efficiency programs	1	1	1	4	3	5	3	6	12	14	47	3
d. Consumer energy conservation and efficiency programs	1	1	1	4	3	6	4	7	11	13	46	4
e. Involvement in community events and activities	10	3	4	6	5	14	9	13	9	6	16	3

Satisfaction n=1080	Not at all satisfied									Very satisfied		
	0	1	2	3	4	5	6	7	8	9	10	DK
a. Protection of drinking water sources	2%	1%	1%	2%	1%	9%	5%	9%	13%	14%	26%	18%
b. Efforts to protect environment	1	1	1	2	2	10	6	11	16	11	19	19
c. Water conservation and efficiency programs	2	1	1	2	2	10	6	11	15	11	19	20
d. Consumer energy conservation and efficiency programs	2	1	1	3	2	10	6	10	16	11	20	18
e. Involvement in community events and activities	4	1	2	2	4	12	5	10	12	9	16	23

[11] In previous surveys, question worded as "Water conservation programs."

Q6a. What is the source of Eugene's drinking water? (Aided, multiple responses)

About half of EWEB customers could properly name the McKenzie River as the source of Eugene's drinking water. The remaining customers tended to be unsure (37%), while 17% named some part of the Willamette River and 8% named another source.

Customers who were more likely than others to answer "The McKenzie River" included: males, customers ages 50 and older, home owners, college graduates, and those making more than $75,000 per year. The likelihood of knowing the correct source increased with the number of years as a customer. Those with natural gas as their primary heating source were also more likely than others to give the correct answer, along with those in ward E2.

	2015 Total
Total Participants	1073
McKenzie River	**51%**
McKenzie River	51
Willamette River	**17%**
Willamette River in general	12
Main stem of the Willamette River	5
Middle fork of the Willamette River	3
Other	**8%**
Groundwater wells	7
Another source	2
Unsure	**37%**
Don't know	37

Q6b. EWEB currently relies on only one source of drinking water, the McKenzie River. In order to ensure safe and reliable water supplies, EWEB is looking at additional sources.

Would you say you were currently very aware, somewhat aware, or not aware that EWEB is planning to diversify and add alternate water sources?

The majority of customers were not aware that EWEB is planning to diversify and add water sources (69%), while 20% were *somewhat aware* and just 8% considered themselves *very aware.*

The proportion of respondents who were aware of EWEB's plans decreased by about 13% from 2014 to 2015.

Awareness was lowest among those ages 18-34, females, renters, those with no college degree, those with an annual income of less than $35,000, those who only receive electric service through EWEB, newer customers, and those who live in wards E3 and E7.

	2015 Total	2014 Total
Total Participants	1066	1564
Very aware	8%	11%
Somewhat aware	20	30
Not aware	69	57
Unsure/Refused	2	2

Q6c. How important is it that EWEB has a plan to diversify and add alternate water sources? Would you say very important, somewhat important, or not important?

The majority of customers felt it was *very important* for EWEB to diversify and add water sources (59%), with an additional 29% saying it was *somewhat important.* With 10% unsure, just 2% felt this EWEB having this plan was *not important.*

The proportion indicating that it was *very important* that EWEB has a plan to diversify and add water sources increased by 10% from 2014.

Females, customers ages 50 and older, those who live alone, and those who live in ward E7 were more likely than others to feel it is *very important* for EWEB to have plans to diversify and add alternate water sources.

	2015 Total	2014 Total
Total Participants	1066	1564
Very important	59%	49%
Somewhat important	29	34
Not important	2	3
Unsure	10	14

Q7. Again using those same scales of "0" to "10", I'd like to ask how important some aspects of EWEB's customer service are to you, and then your satisfaction with those same aspects. (Aided, Rotated)

Both *drinking water quality* and *water service quality* were very important to customers, with mean ratings of 9.4 and 9.3, respectively. The other aspects were also considered highly important, with *efforts to keep customers informed* being the lowest-rated with a mean of 8.4.

Compared to 2014, importance ratings have remained comparable, with some showing an insignificant decrease of 0.1 to 0.2 points.

Customer Service: Importance	Importance				
	2015	2014	2013	2012	2011
a. Drinking water quality	9.4	9.6	9.5	9.5[12]	9.5
b. Water service reliability	9.3	9.5	9.4	-	9.6
c. Electric service delivery and outage restoration	9.0	9.2	9.4	9.6	9.4
d. Efforts to control costs	8.9	9.0	8.9	-	-
e. Responsiveness to customers' needs and concerns	8.8	8.9	8.8	-	9.1[13]
f. Efforts in keeping customers informed	8.4	8.4	8.4	-	8.3

Satisfaction with EWEB ranged from a high of 8.8 (*water service reliability)* to a low of 6.0 (*efforts to control costs). Overall satisfaction* was rated a solid 7.9.

Satisfaction increased slightly in some areas from 2014 (*efforts to control costs, responsiveness, keeping customers informed,* and *overall satisfaction),* and decreased slightly for others (*drinking water quality, water service reliability).*

Although not necessarily statistically significant, females, those ages 65 and older, those with an annual income of less than $30,000, and those with no college degree tended to have higher satisfaction than others.

Customer Service: Satisfaction	Satisfaction				
	2015	2014	2013	2012	2011
a. Drinking water quality	8.5	8.7	8.7	9.2	9.0
b. Water service reliability	8.8	9.0	8.9	-	-
c. Electric service delivery and outage restoration	8.3	8.3	8.9	9.1	9.2
d. Efforts to control costs	6.0	5.7	5.3	-	-
e. Responsiveness to customers' needs and concerns	7.6	7.3	7.0	-	8.6
f. Efforts in keeping customers informed	7.3	7.1	7.3	-	8.1
g. EWEB Overall	**7.9**	**7.7**	**8.0**	**-**	**-**

[12] In 2012 question worded as "Provide reliable and clean water," whereas in 2013 it was separated as "Drinking water quality" and "Water service reliability."
[13] In 2011& 2009 question worded as "EWEB's responsiveness to customers."

Q7. Again using those same scales of "0" to "10", I'd like to ask how important some aspects of EWEB's customer service are to you, and then your satisfaction with those same aspects. (Aided, Rotated) (Continued)

Gap Analysis

The Gap Analysis provides insights into the relationship between importance and satisfaction. It is calculated by subtracting the importance rating from the satisfaction rating. If the gap is negative, then this indicates importance is higher than satisfaction, and presents clearer insights into the areas of opportunity to increase customer satisfaction.

While the gaps are negative, they have either remained comparable to previous years, or have improved. The most notable improvements are for *efforts to control costs,* and *responsiveness to needs and concerns.*

Gap Analysis	2015	2014	2013
a. Drinking water quality	-0.9	-0.9	-0.8
b. Water service reliability	-0.5	-0.5	-0.5
c. Electric service delivery and outage restoration	-0.7	-0.9	-0.5
d. Efforts to control costs	-2.9	-3.3	-3.6
e. Responsiveness to needs and concerns	-1.2	-1.6	-1.8
f. Efforts in keeping customers informed	-1.1	-1.3	-1.1

All ratings data

Importance n=1044	Not at all important									Very important		
	0	1	2	3	4	5	6	7	8	9	10	DK
a. Drinking water quality	0%	0%	0%	0%	2%	1%	0%	2%	6%	11%	74%	3%
b. Water service reliability	-	0	0	0	2	2	0	2	7	16	67	3
c. Electric service delivery and outage restoration	0	0	0	0	2	2	2	5	9	17	58	3
d. Efforts to control costs	0	0	0	1	3	3	2	6	10	13	58	3
e. Responsiveness to needs and concerns	0	0	0	1	2	4	2	7	15	15	51	3
f. Efforts in keeping customers informed	0	1	0	1	2	5	5	11	16	13	43	1

Satisfaction n=1026	Not at all satisfied									Very satisfied		
	0	1	2	3	4	5	6	7	8	9	10	DK
a. Drinking water quality	1%	0%	1%	2%	2%	4%	3%	7%	12%	18%	45%	5%
b. Water service reliability	1	0	0	1	1	4	2	5	10	17	51	7
c. Electric service delivery and outage restoration	1	1	1	1	2	6	4	8	13	19	36	9
d. Efforts to control costs	6	3	3	4	4	11	7	11	13	12	17	8
e. Responsiveness to needs and concerns	2	1	1	1	3	8	5	11	15	16	26	11
f. Efforts in keeping customers informed	2	1	2	2	3	11	8	13	17	12	23	6

Q8a. Thinking about the service you receive from EWEB, what do you think they do <u>best</u> in terms of either the type or quality of service they provide? (Open-ended verbatim)

Customers mentioned good water quality, reliable service, and community concern and involvement.

Refer to verbatim appendix for full list of responses.

Q8b. And in what ways could EWEB improve? (Open-ended verbatim)

While some customers had specific suggestions, many mentioned keeping costs down, and making sure that the water quality remains good, and that they continue to deliver quality, reliable services.

Refer to verbatim appendix for full list of responses.

Q9a. EWEB offers rebates and no- or low-interest loan programs for many home improvements that can help customers reduce energy and water use and save money on their utility bills.

Which of these programs that EWEB offers, if any, have you utilized in the past two years? (Unaided, but clarify response as necessary. Multiple responses.)

A vast majority of respondents have not utilized any rebates or loan programs (74%), with about 20% mentioning at least one program they've utilized. The top-mentioned programs included *rebates, weatherization,* and *ductless heat pumps.*

Customers who were more likely than others to indicate they had utilized one of EWEB's programs included those with an annual income of less than $30,000 (49%), those who have been a customer for 16 or more years (44%), those who only receive electric service from EWEB (41%), those who live alone (41%), females (38%), those ages 50 and older (37% to 38%), renters (38%), and those with no college education (38%).

	2015 Total
Total Participants	976
Rebates (other general appliance)	6%
Weatherization program	5
Ductless heat pumps	5
Limited income assistance program	4
Heating and cooling system programs	2
Ducted heat pumps	2
Heat pump water heaters	2
High efficiency toilets	1
Solar	1
Rental property resources	1
New home construction programs	0
Sprinkler timer rebates	0
Miscellaneous	3
None / Have not used any	63
Have not used / Renter	11
Refused / Unsure	4

Q10. Regarding the rebates and no- or low- interest loan programs that have been available to EWEB customers, which, if any, have you found particularly useful or beneficial for electric or water? (Unaided, but clarify response as necessary. Multiple responses)[14]

Of those customers who indicated they have used one of EWEB's rebate or loan programs, about one-fifth mentioned the *weatherization program, general rebates, ductless heat pumps,* and the *limited income assistance program* as being particularly useful.

	2015 Total	2014 Total	2013 Total
Total Participants	224	1389	926
Weatherization program	23%	30%	38%
Rebates (other general appliance)	20	2	-
Ductless heat pumps	20	11	-
Limited income assistance program	18	10	15
Heating and cooling system programs	11	12	35
Solar	11	1	2
Ducted heat pumps	8	6	-
Heat pump water heaters	8	5	-
High-efficiency toilet rebate	7	8	6
Sprinkler timer rebate	5	4	2
Rental property resources	2	3	-
New home construction programs	2	3	3
Miscellaneous	7	5	3
Haven't used any / Didn't qualify	N/A	3	3
Unfamiliar - Don't know of any	N/A	33	31
None	5	8	17
Refused / Unsure	13	11	1

Q10c. (If have not participated) Why haven't you participated in these programs? What could EWEB do or provide to make you more likely to participate in any of these programs? (Open-ended verbatim)

Many customers said they weren't aware of the programs, and some said they simply weren't interested. Others said they had no need for such programs. Refer to verbatim appendix for full list of responses.

[14] In 2015, an initial question (Q9) was added, asking which programs they'd utilized. The 2015 for Q10 data includes only respondents who indicated they had utilized a program in the past two years, so a direct comparison to the 2014 and 2013 data can't be made here.

Q11-17. For the following questions, I just need a yes or no:

The majority of customers use air conditioning (65%), use the eBilling system (62%), and are interested in pricing options (55%). Many also have an irrigation or sprinkler system (40%). Fewer have contributed to the Customer Care program (15%), support Greenpower (12%), or have solar panels (3%).

The proportion of people answering "yes" is comparable to 2014 for most aspects, with the exception of a decrease among customers who have *contributed to the Customer Care program*, and those who have an *irrigation or sprinkler system*.

Those more likely than others to be using the following services include:

- Use eBilling: Ages 18-49, households of two or more people, college graduates, those with higher incomes, newer customers.
- Interested in new pricing options or plans: Ages 18-34, those with annual incomes of $30,000-75,000.
- Contributed to the Customer Care program: longer-term customers
- Support Greenpower: Ages 35-49, home owners, college graduates, those with higher incomes, and those who get both electric and water service through EWEB, longer-term customers.
- Have an irrigation/sprinkler system: Males, ages 65 and older, home owners, college graduates, those with higher incomes, and those who get both electric and water service through EWEB, longer-term customers.
- Use air conditioning: Ages 65 and older, households of two or more people, home owners, those with higher incomes, those who get both electric and water service through EWEB, customers of 6-15 years, and those whose primary heating source is natural gas.

Percentage answering "Yes"	2015	2014
Q11. Do you use the eBilling paperless online billing system?	62%	65%
Q12. Are you interested in EWEB offering some new pricing options or plans in addition to its current tiered pricing structure?	55	56
Q13. Have you ever contributed to the Customer Care program to help others who are struggling to pay their utility bills?	15	22
Q14. Do you support Greenpower with a voluntary contribution on your monthly bill?	12	16
Q15. Do you have an irrigation/sprinkler system for your landscaping?	40	47
Q16. Do you use air conditioning in your home?	65	64
Q17. Do you have solar panels on your home?	3	4

All responses: 2015	Yes	No	Unsure
Q11. Do you use the eBilling paperless online billing system?	62%	37%	1%
Q12. Are you interested in EWEB offering some new pricing options or plans in addition to its current tiered pricing structure?	55	21	24
Q13. Have you ever contributed to the Customer Care program to help others who are struggling to pay their utility bills?	15	79	6
Q14. Do you support Greenpower with a voluntary contribution on monthly bill?	12	82	6
Q15. Do you have an irrigation/sprinkler system for your landscaping?	40	57	2
Q16. Do you use air conditioning in your home?	65	35	-
Q17. Do you have solar panels on your home?	3	96	1

Q16b. (If have air conditioning) Is that central air conditioning or a window unit?

Among those customers who indicated that they have air conditioning, about two-thirds have central air (67%), and 29% have window unit(s).

The proportion of respondents who have central air decreased from 2014.

	2015 Total	2014 Total
Total Participants	639	908
Central air conditioning	67%	74%
Window unit(s)	29	24
Both	2	-
Don't know / Refused	2	2

Q18. How would you rate EWEB's participation in and support of solar power projects? Would you say:

Customers are generally unfamiliar with EWEB's participation in and support of solar power projects, with 65% indicating they weren't sure how to rate it. Those who did offer a response tended to feel EWEB's participation was *too little* (17%) or *about right* (15%), with virtually none thinking EWEB was participating *too much* (1%).

Those more likely to be unsure included customers ages 18-34, those who have been a customer for fewer than five years, and those in ward E3.

	2015 Total
Total Participants	983
Too much	1%
About right	15
Too little	17
Shouldn't participate or promote at all	2
Not familiar / Unsure	65

Q19. Would you say you are very familiar, somewhat familiar, or not familiar with Community Solar programs?

About one-quarter of customers were either very familiar or somewhat familiar with Community Solar projects (3% and 21%, respectively). With 63% saying they were *not familiar* with the programs, 13% were unsure.

The customers with lowest familiarity included those ages 18-34, renters, those with no college education, those with an annual income of less than $30,000, those who receive only electric service through EWEB, customers of five or fewer years, and residents of ward E3.

	2015 Total
Total Participants	984
Very familiar	3%
Somewhat familiar	21
Not familiar / Never heard of	63
Don't know / Refused	13

Q20. Community Solar programs provide output credit and possible tax benefits to utility customers whose homes aren't well positioned to harness solar power, those who rent or may lack the financial capability of installing solar electric systems on their own homes. Customers can either purchase solar panels in a common location, or they can buy specific output from existing solar panels.

How important is it to you that EWEB participates in community solar projects? (Aided)

EWEB's participation in Community Solar programs was important to customers (73%), including 42% who felt it was *very important.* With 17% unsure, 10% felt EWEB's participation in such programs was *not important.*

Customers in wards E1 and E2 were more likely than others to feel EWEB's participation is important.

	2015 Total
Total Participants	981
Important	**73%**
Very important	42%
Somewhat important	31
Not important	**10%**
Not very important	5
Not important at all	4
Unsure	**17%**
Too unfamiliar to say	12
Don't know / Refused	6

Q20b. How interested would you be in participating in this type of community solar project? (Aided)

Nearly half of respondents would be interested in this type of Community Solar program (46%), including 17% who would be *very interested*. With about one-third *not interested*, 12% were unsure.

Interest was highest among those ages 35-49, those with a college degree, and residents of wards E1 and E2.

	2015 Total
Total Participants	982
Interested	**46%**
Very interested	17%
Somewhat interested	29
Not interested	**32%**
Not very interested	12
Not interested at all	20
Unsure	**22%**
Too unfamiliar to say	12
Don't know / Refused	10

Q21. Do you own or lease an electric vehicle or hybrid? (If no) Do you plan to purchase or lease one in the next few years?

Three-quarters of customers do not have an electric or hybrid vehicle, nor do they have plans to get one in the next few years (75%). Of the remaining respondents, 9% currently have one, and 9% have plans to get one.

Customers most likely to currently have or plan on leasing an electric or hybrid vehicle included those ages 35-64, those with a college degree, those with an annual income of more than $75,000, those with natural gas heat, and residents of wards E1 and E3.

	2015 Total
Total Participants	982
Currently own/lease electric vehicle	1%
Currently own/lease hybrid vehicle	8
Plan to purchase lease electric vehicle	3
Plan to purchase/lease hybrid vehicle	6
No plans in the future	75
Don't know / Refused	7

RESULTS: SMART METERS

Q22. Now I'd like to ask some questions about so-called "Smart Meters." Many utilities have modernized with digital smart meters that are connected to the utility's information systems. These are intended to provide a more efficient system that helps improve service reliability and provides easier management of energy and water usage.

Would you say you are very familiar, somewhat familiar, somewhat unfamiliar, or very unfamiliar with smart meters?

About half of customers are familiar with smart meters (51%), including 13% who felt they were *very familiar.* 44% were *unfamiliar,* and 5% were *unsure.*

The proportion of respondents who were familiar with Smart Meters decreased by 6% from 2014 to 2015, while the proportion that were unfamiliar increased.

Those most likely to be familiar with Smart Meters included: males, ages 50-64, home owners, college graduates, those with an annual income of $75,000 or more, those who only receive electric service through EWEB, those with natural gas heating, and residents of ward E2. Additionally, familiarity increases with the number of years customers have been with EWEB.

	2015 Total	2014 Total	2013 Total	2011 Total
Total Participants	976	1402	1059	406
Familiar	**51%**	**57%**	**59%**	**36%**
Very familiar	13	15	16	10
Somewhat familiar	38	42	44	26
Unfamiliar	**44%**	**38%**	**36%**	**63%**
Somewhat unfamiliar	12	17	12	13
Very unfamiliar	32	21	24	49
Unsure / No response	**5%**	**5%**	**4%**	**1%**
Don't know / Refused	5	5	4	1

Q23. I'd like to read a list of features available with smart meters. Please tell me if you find each feature very valuable, somewhat valuable, or not valuable. (Rotated order)

The majority of customers felt each feature was valuable, with nearly all customers saying that *water leak detection* was valuable, and the vast majority also indicating value in *electric outage detection, potential cost savings,* and *pricing programs.*

The proportion of customers who indicated value in the Smart Meter features increased significantly for each feature.

In general, younger respondents and renters tended to be more likely than others to consider the Smart Meter features to be *very valuable*.

Smart Meter Features Percentage answering "Very" and "Somewhat" Valuable	2015	2014
a. Water leak detection	91%	82%
b. Electric outage detection, which automatically reports an outage	85	78
c. Potential cost savings by being able to remotely manage your energy usage and avoid times or peak demand	76	67
d. Pricing programs for peak times of use	74	62
e. Access to your account information and outages through Smartphones, Apps, text messages, or emails	69	56
f. Remote meter-reading so employees no longer have to come to your home	68	61
g. Simpler account hookup and account transfer	62	55
h. Pre-pay to help you track and manage your monthly bills	53	42

All Responses: 2015	Very Valuable	Some what	Not Valuable	Depends	Refused
a. Water leak detection	68%	23%	5%	1%	3%
b. Electric outage detection	55	30	10	1	4
c. Potential cost savings	43	33	17	1	6
d. Pricing programs for peak times of use	34	40	15	2	9
e. Access to your account information and outages	32	37	25	1	4
f. Remote meter-reading	31	37	21	2	9
g. Simpler account hookup and account transfer	25	37	24	2	12[15]
h. Pre-pay to help you track and manage your monthly bills	17	36	38	1	9

[15] While we did not record data for why a respondent refused this question, this higher non-response rate could be due to customers feeling it was not an applicable feature for them.

Q24. Based on those features, and anything else you might know about smart meters, do you have a favorable or unfavorable opinion of EWEB's plan to modernize its systems and offer new services to customers who opt in? Strongly or somewhat?[16]

Nearly two-thirds of customers had a *favorable* opinion on EWEB's modernization plans (62%), including one-quarter who said their opinion was *very favorable.* About one-fifth were *unsure,* and 17% had an *unfavorable opinion.*

The proportion of customers with a favorable view of EWEB's modernization plans increased significantly from 2014, by 9%, while the proportion of those with an unfavorable view decreased.

Customers most likely to have a favorable opinion included: those ages 18-34, those with an annual income of $75,000 or more, those with natural gas heating, and residents of ward E4.

	2015 Total	2014 Total	2013 Total	2011 Total
Total Participants	950	1380	760	406
Favorable	**62%**	**53%**	**44%**	**55%**
Strongly favorable	26	20	20	22
Somewhat favorable	37	33	24	34
Unfavorable	**17%**	**23%**	**41%**	**17%**
Somewhat unfavorable	9	11	16	10
Very unfavorable	7	12	24	7
Unsure / No response	**21%**	**23%**	**16%**	**28%**
Unsure / Refused	21	23	16	28

Q24. And why is that? (Open-ended verbatim)

Some customers appreciated the efforts to modernize the system, and liked the potential cost savings it could provide. They felt Smart Meters could make the system more effective and efficient, and some said they trusted EWEB to make good decisions. Opponents were concerned with the security, privacy, and safety of Smart Meters. Refer to the verbatim appendix for full list of responses.

[16] In 2014 the questions was as follows, "(If familiar) Do you have a favorable or unfavorable opinion of EWEB's plan to install Advanced Metering Infrastructure, including "smart" digital meters?"

Q25. What would you say is the <u>most</u> important issue facing you or your community? (Unaided for telephone survey; Aided for online survey, Single Response) Second?

Looking at the top-two issues combined, the top issues for customers were *homelessness, jobs/unemployment*, and *education*, followed by *crime* and *climate change.*

	Most important issue			2nd most important issue		
	2015	2014	2013	2015	2014	2013
Total Participants	950	1372	1092	757	1139	1032
Jobs / unemployment	13%	23%	26%	8%	16%	18%
Education	11	16	12	10	11	11
Homelessness	11	9	6	16	13	14
Crime	10	10	11	9	12	11
Climate change	10	8	6	6	7	4
Economy / Cost of living	7	1	1	9	1	-
Clean water supply	6	6	5	4	5	4
Affordable electric and water rates	5	8	15	6	9	12
Environment	5	5	5	7	7	6
Conservation: Energy/water	3	2	2	4	5	4
Taxes	2	1	-	3	0	-
Transportation infrastructure	2	2	1	4	3	3
Government / City Council	2	1	-	2	1	-
Renewable power sources	1	1	2	5	5	4
Drought / Water availability	1	-	-	0	-	-
Natural disaster / Preparedness	0	-	-	-	-	-
All of the above	0	0	-	-	0	-
Miscellaneous	5	5	6	6	4	4
Refused / None	6	5	3	-	1	5

Q26. And thinking about the issue you named as <u>most</u> important, how would you compare the importance of that issue to the importance of having a dependable utility service? Would you say the issue you named is more or less important than a dependable utility? Much or somewhat?

	2015 Total	2014 Total	2013 Total
Total Participants	901	1308	1065
More important	**44%**	**48%**	**44%**
Much more important	23	24	25
Somewhat	21	25	20
No difference	**35%**	**34%**	**36%**
The same (no difference)	35	34	36
Less important	**13%**	**11%**	**13%**
Somewhat less important	9	8	10
Much less important	4	3	4
Refused / Unsure	**8%**	**7%**	**6%**

A majority of customers tended to think that climate change and the environment were more important issues than having a dependable utility, while around half indicated that affordable utility rates and a clean water supply were about the same level of importance. Those who listed homelessness or crime as the most important issues were the most likely to think that a dependable utility was more important than those issues.

	Total	Jobs/Unemployment	Education	Homelessness	Crime	Climate change	Economy	Clean water supply	Environment	Affordable utility rates
Total Participants	901	123	107	105	97	96	69	57	52	48
More important	**44%**	**41%**	**50%**	**41%**	**47%**	**64%**	**42%**	**32%**	**54%**	**25%**
Much more important	23	20	21	23	23	44	16	19	25	17
Somewhat more important	21	21	29	18	25	20	26	12	29	8
Same	**35%**	**39%**	**36%**	**29%**	**26%**	**25%**	**39%**	**47%**	**29%**	**58%**
The same / no difference	35	39	36	29	26	25	39	47	29	58
Less important	**13%**	**10%**	**10%**	**22%**	**18%**	**5%**	**10%**	**9%**	**10%**	**10%**
Somewhat less important	9	8	7	17	9	4	9	9	8	4
Much less important	4	2	4	5	8	1	1	-	2	6
Unsure	**8%**	**10%**	**3%**	**9%**	**9%**	**6%**	**9%**	**12%**	**8%**	**6%**

Q27. Have you or someone in your household contacted EWEB in the last 6 months for any reason?

About one-quarter of respondents have contacted EWEB in the past six months (28%), while 65% had not.

Those who had been a customer for 16 or more years were more likely than others to have contacted EWEB (36%), along with those who live in ward E3 (48%).

	2015 Total	2014 Total	2013 Total
Total Participants	952	1380	1057
Yes	28%	35%	35%
No	65	55	58
Don't recall / Unsure	7	10	7

Q28. (If have contacted EWEB) What was the reason for the last time you or someone in your household contacted EWEB? (Unaided, Multiple Responses)

About one-quarter of customers called to *start/stop/change their service*, and about one-fifth called with a *question about billing*. Many also called to *make a payment* or *report an outage*.

	2015 Total	2014 Total	2013 Total	2011 Total
Total Participants	264	487	375	406
Start / stop / change service	27%	17%	7%	20%
Ask question about billing	22	25	29	-
Make a payment	12	10	14	-
Power outage	10	17	9	9
Rebates	7	5	3	3
Need assistance	6	1	-	-
Water service / leak	5	7	7	5
Report an issue (trees[17])	5	6	5	3
Installations / info on new equipment	5	2	-	-
Emergency water containers	5	1	-	-
New bill pay system	3	6	22	-
Complaint / Problem about bill	3	5	10	6
Conservation programs: Electric[18]	2	5	7	6
Conservation programs: Water	2	5	7	6
Complaint / Problem about water service	2	2	2	-
Complaint / Problem about electric service	2	2	2	-
Backflow testing	2	1	-	-
Billing/Payment[19]	-	-	-	20
Miscellaneous	6	5	9	6
Refused	1	0	1	-

[17] In 2011 “Trees” was its own answer choice, whereas in 2013 it was coded under “Report an issue.”
[18] In 2015, “conservation programs: was separated into “Electric” and “Water.” The 2011-2014 data includes combined conservation programs.
[19] In 2011 Billing/Payment were combined, whereas in 2013 they were separated.

Q29. (If have contacted EWEB) Based on that last contact with EWEB, how would you rate the overall satisfaction with the service you received, on a scale of "0" to "10", where "0" is not at all satisfied and "10" is very satisfied?

Customers were satisfied with the response they received, rating their satisfaction a mean of 8.0 (on a scale where "10" is "very satisfied).

Satisfaction increased from 2014, moving from a rating of 7.6 to 8.0.

Residents of ward E3 had the lowest satisfaction (7.4), and were also the most likely to have called EWEB with an issue.

	2015 Total	2014 Total	2013 Total	2011 Total
Total Participants	264	487	375	406
0 - Not at all satisfied	5%	6%	6%	1%
1	2	2	1	1
2	2	4	3	0
3	4	2	3	1
4	2	3	3	0
5	5	4	4	4
6	3	3	5	1
7	8	7	10	6
8	5	11	11	16
9	15	18	15	14
10 - Very satisfied	51	38	38	48
Unsure / Unfamiliar / Refused	1	1	1	7
Mean	8.0	7.6	7.6	8.8

Customers who called to ask about *installations or get information on new equipment* were extremely satisfied with the customer service they received. Those who called to *start/stop/change service*, about *water service/leaks*, or *rebates*, were also very satisfied with the service. Satisfaction was lowest among those who called because they *needed assistance* or to *report an issue*.

	Total	Installation	Start/Stop service	Water service/ Leak	Rebates	Make a payment	Ask question re: billing	Emergency water containers	Power outage	Report an issue	Need assistance
Total Participants	264	14	72	13	18	32	57	13	26	13	16
Mean	8.0	9.6	8.8	8.7	8.6	8.1	8.0	7.2	7.1	6.4	6.3

Q30. Now I'd like to ask you about the bill you receive each month. Do you get your monthly EWEB bill in the postal mail or through EWEB's paperless "e-billing" service?

Just over half of customers use EWEB's eBilling service (57%), while 42% use the postal mail, comparable to 2014.

The likelihood to receive a bill through the postal mail increases with age.

	2015 Total	2014 Total
Total Participants	949	1380
E-billing service	57%	59%
Postal mail	42	37
Unsure	1	4

Q31. Would you say you generally: (Aided, Single Response)

Just over half of customers *read the bill carefully each month* (57%), 22% *look at the amount due*, and 17% *only occasionally look at the bill*; just 5% rarely or never look at it.

The proportion of respondents indicating they read the bill carefully each month decreased from 2014.

Younger customers (ages 18-49) were the least likely to read their bill carefully each month, along with newer customers.

	2015 Total	2014 Total
Total Participants	948	1366
Read the bill carefully each month	57%	63%
Just look at the total amount due	22	18
Only occasionally look at the bill	17	18
Rarely or never look at the bill	5	1
Refused	0	0

Q31b. (If at least occasionally) Do you find the bill: (Aided)

The majority of those who look at their bill at least occasionally find it *easy to understand* (73%), while 19% find it *sometimes confusing*, and just 2% feel it is *difficult to understand.* This is comparable to 2014.

Younger respondents were more likely than others to feel that the bill was sometimes confusing.

	2015 Total	2014 Total
Total Participants	927	1304
Easy to understand	73%	74%
Sometimes confusing	19	20
Difficult to understand	2	3
Unsure / Don't recall	6	3

Q31c. In terms of the look of the bill, what features do you like or not like about it? (Open-ended verbatim)

Many customers said the bill was simple and easy to understand, and they liked being able to compare the usage across the months. Some felt the water usage information was hard to understand, and some said the breakdown of costs could be confusing. Refer to the verbatim appendix for full list of responses.

Q32. I'd like to read a list of ways that EWEB typically communicates with its customers. After each, please tell me if you regularly, occasionally, or rarely utilize that form of communication to interact with or learn about EWEB.

Messages printed directly in your bill and *brochures inserted directly into your billing or links in your eBill email* were the most-used forms of communication with EWEB (59% and 53%, respectively). *EWEB employees* and *social media* were the least-utilized resources.

Utilization of resources has remained comparable to 2014, with the only notable change being a decrease in the proportion of respondents mentioning *newspaper stories.*

In general, older customers tend to be more likely than younger customers to regularly refer to *messages on their bills*, *brochures inserted in their billing*, *Pipeline*, *TV stories*, and *newspaper stories*. *Pipeline*, *TV stories*, and *newspaper stories* are more regularly utilized by longer-term customers than by newer customers.

Percentage answering "Regularly" and "Occasionally"	2015 Total	2014 Total	2013 Total	2012[20] Total	2011 Total
a. Messages printed directly on your bill	59%	57%	58%	64%	66%
b. Brochures in your billing or links in your eBill email	53	52	50	65	70
c. Email or e-newsletters	45	46	50	25	24
d. TV news stories	44	48	54	42	41
e. Pipeline newsletter	43	44	29	49	53
f. Newspaper stories	43	50	56	55	52
g. EWEB's web site	34	33	39	34	34
h. Exhibits at community events	34	32	25	25	28
i. Radio news or ads	30	29	30	28	18
j. Newspaper advertisement	22	26	28	38	-
k. Employees	15	17	26	22	19
l. Facebook Twitter, or YouTube	12	9	6	5	1

2015: All responses	Regularly	Occasionally	Rarely/ Never	Unsure
a. Messages printed directly on your bill	29%	30%	36%	6%
b. Brochures in your billing or links in your eBill email	19	34	42	4
c. Email or e-newsletters	13	32	51	4
d. TV news stories	10	34	51	5
e. Pipeline newsletter	14	29	49	9
f. Newspaper stories	13	30	52	5
g. EWEB's web site	6	28	62	4
h. Exhibits at community events	4	29	62	5
i. Radio news or ads	6	24	65	5
j. Newspaper advertisement	4	18	72	6
k. Employees	3	12	77	7
l. Facebook Twitter, or YouTube	3	9	80	9

[20] Percentage answering they do use that method of communication

Q33. And what is your most preferred way to receive information or interact with EWEB? (Single Response)

Email or e-newsletters were the most-preferred way to interact with EWEB (35%), followed by *messages printed directly in the bills* (19%), *postal mail* (13%), and *brochures inserted into billing or links provided in the eBill email* (10%).

Preferences have remained largely the same from 2014.

The likelihood to prefer emails decreased with age.

	2015 Total	2014 Total	2013 Total
Total Participants	939	1354	1048
Email or e-newsletters	35%	37%	39%
Messages printed directly on your bill[21]	19	17	16
Postal mail	13	10	3
Brochures inserted into your billing or links provided in your eBill email [22]	10	9	16
Phone call	5	5	3
Pipeline newsletter	3	4	2
EWEB's website	4	4	6
Newspaper stories	1	3	4
Facebook, Twitter, or YouTube	1	1	1
Newspapers ads	0	1	0
Exhibits at community events[23]	1	1	0
TV news stories	2	1	3
Employees	0	1	2
Radio news or ads	1	0	1
Miscellaneous	1	2	1
None	-	1	-
Don't know / Refused	2	4	1

[21] 2013 worded as “Bill messages”
[22] 2013 worded as “Bill inserts”
[23] 2013 worded as “Booths at events”

Q34. When receiving information about things such as outages or service updates, through which of the following ways would you prefer to be notified? (Aided, Multiple Responses)

About half of customers would prefer a *text message* when receiving updates from EWEB (43%), followed by *emails* (43%), and a phone call either to their *cell phone* (26%) or *landline* (16%).

The proportion of respondents indicating a preference for *text message* increased significantly from 2014, and there was also a small increase for the preference of *cell phones.* The proportion preferring *emails* and *landlines* decreased slightly.

Text messages were the top-preference for most customers. However, an equal or higher proportion of males, customers ages 65 and older, those with natural gas heating, and residents of wards E2 and E3 prefer emails.

	2015 Total	2014 Total
Total Participants	939	1356
Text message	50%	36%
Email	43	47
Cell phone	26	20
Telephone landline	16	24
Secure website	4	4
Refused	2	4

Q35. Would you say the information you receive from EWEB is generally very useful, somewhat useful, not very useful, or not useful at all?

The vast majority of customers feel the information they receive from EWEB is *useful* (81%), including 20% who feel it is *very useful*. Just 9% feel the information is *not useful*, and 10% are *unsure*.

The proportion of respondents who feel that the information they receive from EWEB is *useful* increased by 4% from 2014.

The proportion of customers who didn't consider EWEB's communications to be useful increased with the number of years they've been a customer.

	2015 Total	2014 Total	2013 Total
Total Participants	938	1356	1048
Useful	**81%**	**77%**	**76%**
Very useful	20	18	19
Somewhat useful	61	59	57
Not useful	**9%**	**12%**	**17%**
Not very useful	7	9	14
Not useful at all	3	3	3
Don't know / No response	**10%**	**11%**	**7%**
Don't know / Refused	10	11	7

Q35b. How could EWEB improve the usefulness of their information? What other information could they provide? (Open-ended verbatim)

Some customers recommended tips on how to conserve energy, and peak time of use information. Some said the information didn't feel relevant to them: for instance, some renters received information about home-owner programs. Refer to the verbatim appendix for full list of responses.

Q36. Are you aware that EWEB now offers an outage texting service in which you can report outages and request updates on outages?

The vast majority of customers were not aware of this service (79%), while 16% were aware.

	2015 Total
Total Participants	938
Yes	16%
No	79
Don't know / Refused	4

Q36b. If you've had an occasion to use this service, did you find the service to be useful?

While about three-quarters of customers had not used the outage texting service, those who have used it generally found it useful.

	2015 Total
Total Participants	599
Have not used	72%
Very useful	5
Somewhat useful	6
Not very useful	1
Not useful at all	1
Don't know / Refused	15

Q37a. Do you have any gas-fueled appliances in your home?

About one-third of respondents have gas-heated appliances (36%), while 63% do not. The proportion of those with gas-heated appliances is slightly lower than in 2014, though it remains comparable.

Gas-fueled appliances were most common among males, those ages 50-64, households with two or more residents, home owners, college graduates, those who receive both water and electricity through EWEB, and those who have been a customer for 6-15 years. Additionally, those in wards E3, E4, and E8 were more likely than others to have gas-fueled appliances.

	2015 Total	2014 Total
Total Participants	907	1266
Yes	36%	40%
No	63	58
Don't know / Refused	0	3

Q37b. (If have gas-fueled appliances) Which appliances do you have? (Aided, Multiple Responses)

About three-fifths of those with gas-heated appliances have a *gas range and oven* (59%), and around half have a *gas furnace* (51%), and a *gas fireplace* (46%).

The proportion of those with a *gas range and oven*, and those with a *gas water heater* decreased from 2014.

	2015 Total	2014 Total
Total Participants	332	502
Gas Range & Oven	59%	69%
Gas Furnace (forced air system)	51	54
Gas Fireplace	46	49
Gas Water Heater (w/ tank or "instant")	26	60
Gas Clothes Dryer	18	15
Heat Pump (w/ Gas Furnace Back Up)	15	17
Gas Grill (hard lined, not tank)	10	15
Gas Room Heaters	2	5
Gas Washing Machine	5	3
Gas Swimming Pool/Hot tub Heater	3	2
Gas range only	3	1
Other (lighting, hydronic heating, warming drawers)	0	2

Q38. What is your primary source of heating for your home? (Aided)

Nearly three-quarters of respondents have *electric heat* for their home's primary heat source, while about one-quarter have *natural gas*.

A slightly larger proportion of respondents indicated they had *electric heat* in 2015 than in 2014.

	2015 Total	2014 Total	2013 Total	2012 Total	2011 Total
Total Participants	936	1354	1040	412	406
Electric	72%	67%	65%	69%	68%
Natural gas	23	25	27	21	21
Miscellaneous	4	4	5	7	9
Refused	1	4	4	2	2

Q39a. (If not Natural Gas) Would you say you are very likely, somewhat likely, or not at all likely to switch to natural gas heating for your home in the next two years?

The majority of those whose primary source of heating is electric were *not at all likely* to switch to natural gas (85%). Of the remaining respondents, 12% were *somewhat likely* and 3% were *very likely*

	2015 Total	2014 Total
Total Participants	683	920
Very likely	3%	4%
Somewhat likely	12	13
Not at all likely	85	83
Refused	0	0

Q39b. (If Natural Gas) About how many years have you had natural gas heating for your home?

Those whose primary source of heat is natural gas have had it for a mean of 14 years, comparable to in 2014.

	2015 Total	2014 Total
Total Participants	215	336
1-2 years	12%	12%
3-5 years	20	10
6-10 years	27	23
11-19 years	25	24
20 or more years	16	32
Mean	13 years	15 years

Q40. Are you aware that 88% of EWEB power comes from renewable, fossil-free power generation resources, such as hydro, solar, and wind?

Just over one-third of respondents were *aware* that 88% of EWEB's power comes from renewable sources (37%), while 56% were *not aware*, and 7% were *unsure*.

	2015 Total
Total Participants	470
Yes	37%
No	56
Don't know / Refused	7

Q41. About how many years have you been an EWEB customer?

The 2015 survey included a higher proportion of newer customers than in previous years (41% who have been with EWEB for 1-5 years, compared to 27% in 2014), with a mean of 10 years vs. 19 years.

	2015 Total	2014 Total	2013 Total	2012 Total	2011 Total
Total Participants	935	1351	1038	412	406
1 year	13%	10%	0%	-	-
2-5 years[24]	28	17	16	26%	28%
6-10 years	25	15	14	17	17
11-15 years	16	9	9	10	12
16 or more years	16	47	57	44	43
Refused	0	2	3	3	0
Mean	10	19	22	-	-

Q42. Do you own or rent your home?

The 2015 survey included a smaller proportion of owners than in 2014 (61% vs. 71%), and also lower than in 2013. The proportion is more comparable to that of 2011 and 2012.

	2015 Total	2014 Total	2013 Total	2012 Total	2011 Total
Total Participants	935	1351	1040	412	406
Own	61%	71%	81%	67%	66%
Rent	38	25	15	31	33
Refused	1	3	4	2	1

[24] 2011-2012 includes data for 1-5 years.

Q43. Including you, how many people live in your household?

The 2015 survey included a higher proportion of single-person households than in 2014 (33% vs. 26%).

	2015 Total	2014 Total	2013 Total	2012 Total	2011 Total
Total Participants	935	1351	1040	412	406
1	33%	26%	26%	19%	24%
2	38	45	46	37	41
3	11	12	13	16	12
4	10	8	7	18	16
5 or more	6	4	4	8	7
Refused	2	4	4	2	0

Q44. What is the highest level of education you've completed? (Aided)

	2015 Total	2014 Total	2013 Total	2012 Total	2011 Total
Total Participants	935	1351	1040	412	406
Some high school	1%	0%	0%	0%	10%
High school / GED	9	7	7	15	27
Some college	18	18	20	31	6
Trade / Vocational / Technical	3	4	4	2	32
College degree	32	32	33	28	22
Graduate degree or higher	34	33	29	21	2
Refused	2	6	6	3	1

Q45. What is your combined annual household income (before taxes)? (Aided)

	2015 Total	2014 Total	2013 Total	2012 Total	2011 Total
Total Participants	935	1351	1040	412	406
Less than $30,000	25%	19%	15%	25%	28%
$30-$50,000	17	17	19	18	17
$50-$75,000	16	17	19	18	17
$75-$100,000	10	12	13	8	12
$100,000 or more	16	14	13	13	10
Refused	17	22	21	18	16

Q46. Which of the following categories includes your age? (Aided)

The 2015 survey included a higher proportion of younger respondents (ages 18-49) than in 2014 (41% vs. 31%).

	2015 Total	2014 Total	2013 Total
Total Participants	935	1351	1040
18-34	21%	16%	8%
35-49	20	15	15
50-64	26	31	34
65 or older	29	31	36
Refused	4	7	7

Q47. Are you currently registered to vote in Oregon?

	2015 Total	2014 Total	2013 Total
Total Participants	935	1351	1040
Yes	86%	89%	91%
No	11	6	3
Refused	3	5	6

Gender

	2015 Total	2014 Total	2013 Total	2012 Total	2011 Total
Total Participants	894	1287	758	412	406
Male	43%	47%	49%	50%	49%
Female	57	53	51	50	51

Record Ward

	2015 Total	2014 Total	2013 Total	2012 Total	2011 Total
Total Participants	1109	1602	1287	412	406
E1	15%	14%	11%	11%	11%
E2	15	13	11	11	10
E3	6	9	5	12	11
E4	13	13	11	9	10
E5	16	14	12	10	11
E6	11	13	10	10	11
E7	11	13	11	10	10
E8	12	11	11	10	10
Not listed	0	0	18	16	16

Collection Method

	2015 Total	2014 Total	2013 Total
Total Participants	1109	1602	1287
Phone	26%	17%	21%
Online	74	83	79

APPENDIX: QUESTIONNAIRE

Hi, is [First name] **available? I'm calling from Riley Research Associates on behalf of Eugene Water & Electric Board, or EWEB, with a survey about your satisfaction with their services. Are you able to speak to the service you receive from EWEB?** (If no: determine primary contact. If yes: continue survey)

(As necessary) we aren't trying to sell you anything or change your service. We're an independent research firm that has been asked to assess customer satisfaction with EWEB's services. No one will contact you based on your participation, and all responses are confidential.

Q1. To start, does EWEB provide you with: (Read list)

- ❑ Electricity and water
- ❑ Electric service only
- ❑ Water service only
- ❑ Neither electricity nor water (Discontinue)
- ❑ (Refused - Discontinue)

Q2. Are you or is anyone in your household an employee of EWEB? (Clarify which as necessary)

- ❑ No
- ❑ Yes - Self
- ❑ Yes - Household member
- ❑ Yes - Both self and household member
- ❑ (Refused)

Q3. First, what comes to mind in terms of the type or quality of service EWEB provides? What else? (Your overall impression) (Be as specific as possible)

Q4. As you may know, EWEB is a publicly owned electric and water utility. As a public utility, EWEB does not operate to earn a profit or to serve the investment needs of stockholders. Instead, EWEB is chartered by the city of Eugene to serve the interests of citizens. Knowing this, would you consider having a public utility to be more valuable or less valuable than a private, investor-owned utility, or does it make no difference? (Much or somewhat?)

- ❑ Much more valuable
- ❑ Somewhat more valuable
- ❑ (No different)
- ❑ Somewhat less valuable
- ❑ Much less valuable
- ❑ (Unsure / Refused)

Q4b. And why is that? (Be as specific as possible)

Q5. For this next set of questions, I'm going to read a program or service that EWEB provides, and ask you first how <u>important</u> that program is, then how <u>satisfied</u> you are with the program. We'll start with a scale of "0" to "10", where "0" is not at all important and "10" is very important. (Read and rotate list)

Q5a-a. How important is: EWEB's involvement in community events and activities

- ❑ 0 - Not at all important
- ❑ 1
- ❑ 2
- ❑ 3
- ❑ 4
- ❑ 5
- ❑ 6
- ❑ 7
- ❑ 8
- ❑ 9
- ❑ 10 - Very important
- ❑ (Unsure / Unfamiliar / Refused)

Q5b-a. How satisfied are you with: EWEB's involvement in community events and activities

- ❑ 0 - Not at all satisfied
- ❑ 1
- ❑ 2
- ❑ 3
- ❑ 4
- ❑ 5
- ❑ 6
- ❑ 7
- ❑ 8
- ❑ 9
- ❑ 10 - Very satisfied
- ❑ (Unsure / Unfamiliar / Refused)

Q5a-b. How important is: EWEB's efforts to protect the environment
Q5b-b. How satisfied are you with: EWEB's efforts to protect the environment

Q5a-c. How important is: EWEB's consumer energy conservation and efficiency programs
Q5b-c. How satisfied are you with: EWEB's consumer energy conservation and efficiency programs

Q5a-d. How important is: EWEB's water conservation and efficiency programs
Q5b-d. How satisfied are you with: EWEB's water conservation and efficiency programs

Q5a-e. How important is: Protection of drinking water sources
Q5b-e. How satisfied are you with: Protection of drinking water sources

Q6a: And moving on... What is the source of Eugene's drinking water? (Read list, multiple responses)

- ❑ Groundwater wells
- ❑ Main stem of the Willamette River
- ❑ Middle fork of the Willamette River
- ❑ Willamette River in general
- ❑ McKenzie River
- ❑ Another source
- ❑ (Don't know)

Q6a-b. Other sources/comments (online survey)

Q6b. EWEB currently relies on only one source of drinking water, the McKenzie River. In order to ensure safe and reliable water supplies, EWEB is looking at additional sources. Would you say you were currently very aware, somewhat aware, or not aware that EWEB is planning to diversify and add alternate water sources?

- ❑ Very aware
- ❑ Somewhat aware
- ❑ Not aware
- ❑ (Unsure/Refused)

Q6c. How important is it that EWEB has a plan to diversify and add alternate water sources? Would you say very important, somewhat important, or not important?

- ❑ Very important
- ❑ Somewhat important
- ❑ Not important
- ❑ (Unsure)

Q7a. And again using those same scales of "0" to "10", I'd like to ask how important some aspects of EWEB's customer service are to you, and then your satisfaction with those same aspects. (Read and rotate list)

Q7a-a. How important is: EWEB's efforts in keeping customers informed

- ❑ 0 - Not at all important
- ❑ 1
- ❑ 2
- ❑ 3
- ❑ 4
- ❑ 5
- ❑ 6
- ❑ 7
- ❑ 8
- ❑ 9
- ❑ 10 - Very important
- ❑ (Unsure / Unfamiliar / Refused)

Q7b-a. How satisfied are you with: EWEB's efforts in keeping customers informed

- ❑ 0 - Not at all satisfied
- ❑ 1
- ❑ 2
- ❑ 3
- ❑ 4
- ❑ 5
- ❑ 6
- ❑ 7
- ❑ 8
- ❑ 9
- ❑ 10 - Very satisfied
- ❑ (Unsure / Unfamiliar / Refused)

Q7a-b. How important is: EWEB's responsiveness to customers' needs and concerns
Q7b-b. How satisfied are you with: EWEB's responsiveness to customers' needs and concerns

Q7a-c. How important is: EWEB's efforts to control costs
Q7b-c. How satisfied are you with: EWEB's efforts to control costs

Q7a-d. How important is: EWEB's electric service delivery and outage restoration
Q7b-d. How satisfied are you with: EWEB's electric service delivery and outage restoration

Q7a-e. How important is: EWEB's drinking water quality
Q7b-e. How satisfied are you with: EWEB's drinking water quality

Q7a-f. How important is: EWEB's water service reliability
Q7b-f. How satisfied are you with: EWEB's water service reliability
Q7b-g. How satisfied are you with: EWEB Overall

Q8a. Thinking about the service you receive from EWEB, what do you think they do best in terms of either the type or quality of service they provide? (Be as specific as possible)

Q8b. And in what ways could EWEB improve? (If necessary) Besides cost (Be as specific as possible)

Q9a. Now I've got some questions about the programs EWEB offers. EWEB offers rebates and no- or low-interest loan programs for many home improvements that can help customers reduce energy and water use and save money on their utility bills. Which of these programs that EWEB offers, if any, have you utilized in the past two years? (Unaided, but clarify response as necessary. Multiple responses)

- ❑ Ducted heat pumps
- ❑ Ductless heat pumps
- ❑ Heat pump water heaters
- ❑ New home construction programs
- ❑ Limited income assistance program
- ❑ Weatherization program
- ❑ Rental property resources
- ❑ Heating and cooling system programs
- ❑ High efficiency toilets
- ❑ Sprinkler timer rebates
- ❑ Solar
- ❑ Rebates (other general appliance)
- ❑ (Have not used / Renter)
- ❑ (None / Have not used any)
- ❑ Other (Specify)
- ❑ (Refused / Unsure)

Q9b. Other rebates / loan programs

Q10. Regarding the rebates and no- or low- interest loan programs that have been available to EWEB customers, which, if any, have you found particularly useful or beneficial for electric or water? (Unaided, but clarify response as necessary. Multiple responses)

- ❑ Ducted heat pumps
- ❑ Ductless heat pumps
- ❑ Heat pump water heaters
- ❑ New home construction programs
- ❑ Limited income assistance program
- ❑ Weatherization program
- ❑ Rental property resources
- ❑ Heating and cooling system programs
- ❑ High efficiency toilets
- ❑ Sprinkler timer rebates
- ❑ Solar
- ❑ Rebates (other general appliance)
- ❑ (None are useful)
- ❑ Other (Specify)
- ❑ (Refused / Unsure)

Q10b. Other rebates / loan programs:

Q10c. Why haven't you participated in these programs? What could EWEb do or provide to make you more likely to participate in any of these programs?

Q11-Q16. For the following questions, I just tell me yes or no after each. Do you…

Q11. Use the eBilling paperless online billing system?

- ❑ Yes
- ❑ No
- ❑ (Don't know / Refused)

Q11b. Why haven't you used the eBilling system? What could EWEB do to make that a more appealing option for you?

Q12. Are you interested in EWEB offering some new pricing options or plans in addition to its current tiered pricing structure?

- ❑ Yes
- ❑ No
- ❑ (Don't know / Refused)

Q13. Have you ever contributed to the Customer Care program to help others who are struggling to pay their utility bills?

- ❑ Yes
- ❑ No
- ❑ (Don't know / Refused)

Q14. Have you supported Greenpower with a voluntary contribution on your monthly bill?

- ❑ Yes
- ❑ No
- ❑ (Don't know / Refused)

Q14b. Customers can support the EWEB Greenpower for as little as $1.50 per month. What would make you more likely to make that contribution each month?

Q15. Do you have an irrigation/sprinkler system for your landscaping?

- ❑ Yes
- ❑ No
- ❑ (Don't know / Refused)

Q16. Do you use air conditioning in your home?

- ❑ Yes
- ❑ No
- ❑ (Don't know / Refused)

Q16b. Is that central air conditioning or a window unit?

- ❑ Central air conditioning (Built-in throughout entire house)
- ❑ Window unit(s)
- ❑ Both
- ❑ (Don't know / Refused)

Q17. Do you have solar panels on your home?

- ❑ Yes
- ❑ No
- ❑ (Don't know / Refused)

Q18. How would you rate EWEB's participation in and support of solar power projects? Would you say: (Read list)

- ❑ Too little
- ❑ About right
- ❑ Too much
- ❑ Shouldn't participate or promote at all
- ❑ (Not familiar / Unsure)

Q19. Would you say you are very familiar, somewhat familiar, or not familiar with Community Solar programs?

- ❑ Very familiar
- ❑ Somewhat familiar
- ❑ Not familiar / Never heard of
- ❑ (Don't know / Refused)

Q20. Community Solar programs provide output credit and possible tax benefits to utility customers whose homes aren't well positioned to harness solar power, those who rent or may lack the financial capability of installing solar electric systems on their own homes.

Customers can either purchase solar panels in a common location, or they can buy specific output from existing solar panels.

How important is it to you that EWEB participates in community solar projects? (Read list)

- ❑ Very important
- ❑ Somewhat important
- ❑ Not very important
- ❑ Not important at all
- ❑ (Too unfamiliar to say)
- ❑ (Don't know / Refused)

Q20b. How interested would you be in participating in this type of community solar project? (Read list)

- ❑ Very interested
- ❑ Somewhat interested
- ❑ Not very interested
- ❑ Not interested at all
- ❑ (Too unfamiliar to say)
- ❑ (Don't know / Refused)

Q21. Do you own or lease an electric vehicle or hybrid? (If no) Do you plan to purchase or lease one in the next few years?

- ❑ Currently own/lease electric vehicle
- ❑ Currently own/lease hybrid vehicle
- ❑ Plan to purchase lease electric vehicle
- ❑ Plan to purchase/lease hybrid vehicle
- ❑ No plans in the future
- ❑ (Don't know / Refused)

Q22. Now I'd like to ask some questions about so-called "Smart Meters." Many utilities have modernized with digital smart meters that are connected to the utility's information systems. These are intended to provide a more efficient system that helps improve service reliability and provides easier management of energy and water usage. Would you say you are very familiar, somewhat familiar, somewhat unfamiliar, or very unfamiliar with smart meters?

- ❑ Very familiar
- ❑ Somewhat familiar
- ❑ Somewhat unfamiliar
- ❑ Very unfamiliar
- ❑ (Don't know / Refused)

Q23. I'd like to read a list of services that may be offered through EWEB's modernization program. Please tell me if you find each feature very valuable, somewhat valuable, or not valuable. Services include: (Read and rotate list):

Q23a. Electric outage detection, which automatically reports an outage
(Would that feature be very valuable, somewhat valuable, or not at all valuable?)

- ❑ Very valuable
- ❑ Somewhat valuable
- ❑ Not valuable
- ❑ (Don't know / Depends)
- ❑ (Refused)

Q23b. Pre-pay to help you track and manage your monthly bills
(Would that feature be very valuable, somewhat valuable, or not at all valuable?)

- ❑ Very valuable
- ❑ Somewhat valuable
- ❑ Not valuable
- ❑ (Don't know / Depends)
- ❑ (Refused)

Q23c. Simpler account hookup and account transfer
(Would that feature be very valuable, somewhat valuable, or not at all valuable?)

- ❑ Very valuable
- ❑ Somewhat valuable
- ❑ Not valuable
- ❑ (Don't know / Depends)
- ❑ (Refused)

Q23d. Pricing programs for peak times of use
(Would that feature be very valuable, somewhat valuable, or not at all valuable?)

- ❑ Very valuable
- ❑ Somewhat valuable
- ❑ Not valuable
- ❑ (Don't know / Depends)
- ❑ (Refused)

Q23e. Access to your account information and outages through SmartPhones, Apps, text messages, or emails
(Would that feature be very valuable, somewhat valuable, or not at all valuable?)

- ❑ Very valuable
- ❑ Somewhat valuable
- ❑ Not valuable
- ❑ (Don't know / Depends)
- ❑ (Refused)

Q23f. Water leak detection
(Would that feature be very valuable, somewhat valuable, or not at all valuable?)

- ❑ Very valuable
- ❑ Somewhat valuable
- ❑ Not valuable
- ❑ (Don't know / Depends)
- ❑ (Refused)

Q23g. Remote meter-reading so employees no longer have to come to your home
(Would that feature be very valuable, somewhat valuable, or not at all valuable?)

- ❑ Very valuable
- ❑ Somewhat valuable
- ❑ Not valuable
- ❑ (Don't know / Depends)
- ❑ (Refused)

Q23h. Potential cost savings by being able to remotely manage your energy usage and avoid times of peak demand
(Would that feature be very valuable, somewhat valuable, or not at all valuable?)

- ❑ Very valuable
- ❑ Somewhat valuable
- ❑ Not valuable
- ❑ (Don't know / Depends)
- ❑ (Refused)

Q24a. Based on those features, and anything else you might know about smart meters, do you have a favorable or unfavorable opinion of EWEB's plan to modernize its systems and offer new services to customers who <u>opt in</u>? Strongly or somewhat?

- ❑ Strongly favorable
- ❑ Somewhat favorable
- ❑ Somewhat unfavorable
- ❑ Very unfavorable
- ❑ (Unsure / Refused)

Q24b. And why is that? (Be as specific as possible)

Q25a. Changing subjects, what would you say is the <u>most</u> important issue facing you or your community? What is the second most important issue? (Unaided, Indicate no more than two issues)

BOTH RESPONSES

- ❑ Crime
- ❑ Jobs / unemployment
- ❑ Education
- ❑ Homelessness
- ❑ Transportation infrastructure
- ❑ The environment
- ❑ Clean water supply
- ❑ Renewable power sources
- ❑ Affordable electric and water rates
- ❑ Conservation: Energy/water
- ❑ Climate change
- ❑ Government / City Council
- ❑ Economy / Cost of living / Affordable housing
- ❑ Taxes
- ❑ All of the above
- ❑ Drought / Water availability
- ❑ Natural disaster / Preparedness
- ❑ Other (specify)
- ❑ (Don't know / Refused)

Q25a. Changing subjects, what would you say is the <u>most</u> important issue facing you or your community? What is the second most important issue?

MOST IMPORTANT ISSUE

- ❑ Crime
- ❑ Jobs / unemployment
- ❑ Education
- ❑ Homelessness
- ❑ Transportation infrastructure
- ❑ The environment
- ❑ Clean water supply
- ❑ Renewable power sources
- ❑ Affordable electric and water rates
- ❑ Conservation: Energy/water
- ❑ Climate change
- ❑ Government / City Council
- ❑ Economy / Cost of living / Affordable housing
- ❑ Taxes
- ❑ All of the above
- ❑ Drought / Water availability
- ❑ Natural disaster / Preparedness
- ❑ Other (specify)
- ❑ (Don't know / Refused)

Q25b. Other issue

Q25a. Changing subjects, what would you say is the <u>most</u> important issue facing you or your community? What is the second most important issue?

SECOND MOST IMPORTANT ISSUE

- ❑ Crime
- ❑ Jobs / unemployment
- ❑ Education
- ❑ Homelessness
- ❑ Transportation infrastructure
- ❑ The environment
- ❑ Clean water supply
- ❑ Renewable power sources
- ❑ Affordable electric and water rates
- ❑ Conservation: Energy/water
- ❑ Climate change
- ❑ Government / City Council
- ❑ Economy / Cost of living / Affordable housing
- ❑ Taxes
- ❑ All of the above
- ❑ Drought / Water availability
- ❑ Natural disaster / Preparedness
- ❑ Other (specify)
- ❑ (Don't know / Refused)

Q25b. Second-most important issue

Q26. And thinking about the issue you named as <u>most</u> important, how would you compare the importance of that issue to the importance of having a dependable utility service?

Would you say the issue <u>you named</u> is more or less important than a dependable utility? Much or somewhat?

- ❑ Much more important
- ❑ Somewhat more important
- ❑ The same (no difference)
- ❑ Somewhat less important
- ❑ Much less important
- ❑ (Refused / Unsure)

Q27. And now some questions about the communication you receive from EWEB. Have you or someone in your household contacted EWEB in the last 6 months for any reason?

- ❑ Yes
- ❑ No
- ❑ (Don't recall / Unsure)

Q28. What was the reason for the last time you or someone in your household contacted EWEB? (Unaided, multiple responses)

- ❑ Make a payment
- ❑ Ask question about billing / Update
- ❑ Complaint / Problem about bill
- ❑ Complaint / Problem about water service
- ❑ Complaint / Problem about electric service
- ❑ Start / stop / change service
- ❑ Conservation programs - Electric
- ❑ Conservation programs - Water
- ❑ Rebates
- ❑ Power outage
- ❑ Water service / leak
- ❑ New bill pay system
- ❑ Report an issue
- ❑ Need assistance
- ❑ Installations / info on new equipment
- ❑ Water bottles
- ❑ Backflow testing
- ❑ Other (specify)
- ❑ (Refused)

Q28b. Other

Q29. Based on that last contact with EWEB, how would you rate the overall satisfaction with the service you received, on a scale of "0" to "10", where "0" is not at all satisfied and "10" is very satisfied?

- ❑ 0 - Not at all satisfied
- ❑ 1
- ❑ 2
- ❑ 3
- ❑ 4
- ❑ 5
- ❑ 6
- ❑ 7
- ❑ 8
- ❑ 9
- ❑ 10 - Very satisfied
- ❑ (Unsure / Unfamiliar / Refused)

Q30. Now I'd like to ask you about the bill you receive each month. Do you get your monthly EWEB bill in the postal mail or through EWEB's paperless "e-billing" service?

- ❑ Postal mail
- ❑ E-billing service
- ❑ (Unsure)

Q31. Would you say you generally: (Read list. Single response)

- ❑ Read the bill carefully each month
- ❑ Just look at the total amount due
- ❑ Only occasionally look at the bill
- ❑ Rarely or never look at the bill
- ❑ (Refused)

Q31b. Do you find the bill: (Read list)

- ❑ Easy to understand
- ❑ Sometimes confusing
- ❑ Difficult to understand
- ❑ (Unsure / Don't recall)

Q31c. In terms of the look of the bill, what features do you like or not like about it? (Be as specific as possible. Specify if good or bad feature)

Q32. I'd like to read a list of ways that EWEB typically communicates with its customers. After each, please tell me if you regularly, occasionally, or rarely utilize that form of communication to interact with or learn about EWEB. The first is: (read and rotate)

Q32a. Messages printed directly on your bill

- ❑ Regularly
- ❑ Occasionally
- ❑ Rarely/Never
- ❑ (Don't know / Refused)

Q32b. Brochures inserted into your billing or links provided in your eBill email
Q32c. Pipeline newsletter
Q32d. EWEB's web site
Q32e. Newspaper ads
Q32f. Newspaper stories
Q32g. TV news stories
Q32h. Radio news or ads
Q32i. Exhibits at community events
Q32j. EWEB Employees
Q32k. Facebook, Twitter, or YouTube
Q32l. Email or e-newsletters

Q33. And what is your most preferred way to receive information from or interact with EWEB? (Single response, help as necessary)

- ❑ Messages printed directly on your bill
- ❑ Brochures inserted into your billing or links provided in your eBill email
- ❑ Pipeline newsletter
- ❑ EWEB's web site
- ❑ Newspapers ads
- ❑ Newspaper stories
- ❑ TV news stories
- ❑ Radio news or ads
- ❑ Exhibits at community events
- ❑ Employees
- ❑ Facebook, Twitter, or YouTube
- ❑ Email or e-newsletters
- ❑ Postal mail
- ❑ Phone call
- ❑ (None)
- ❑ Other (specify)
- ❑ (Don't know / Refused)

Q33b. Other

Q34. When receiving information about things such as outages or service updates, through which of the following ways would you prefer to be notified? (Read list; multiple responses)

- ❑ Telephone landline
- ❑ Cell phone
- ❑ Text message
- ❑ Email
- ❑ Secure website
- ❑ (Refused)

Q35. Would you say the information you receive from EWEB is generally very useful, somewhat useful, not very useful, or not useful at all?

- ❑ Very useful
- ❑ Somewhat useful
- ❑ Not very useful
- ❑ Not useful at all
- ❑ (Don't know / Refused)

Q35b. How could EWEB improve the usefulness of their information? What other information could they provide? (Be as specific as possible)

Q36. Are you aware that EWEB now offers an outage texting service in which you can report outages and request updates on outages?

- ❑ Yes
- ❑ No
- ❑ (Don't know / Refused)

Q36b. If you've had an occasion to use this service, did you find the service to be useful? (Clarify response: Very/Somewhat) CAN select both "have not used" and other response.

- ❑ Have not used
- ❑ Very useful
- ❑ Somewhat useful
- ❑ Not very useful
- ❑ Not useful at all
- ❑ (Don't know / Refused)

Q37a. And now I have a few questions about your heating sources. Do you have any gas-fueled appliances in your home?

- ❑ Yes
- ❑ No
- ❑ (Don't know / Refused)

Q37b. Which appliances are gas-fueled? (Read list as necessary, select all that apply)

- ❑ Range & Oven
- ❑ Range only
- ❑ Water Heater (w/ tank or "instant")
- ❑ Washing Machine
- ❑ Clothes Dryer
- ❑ Swimming Pool/Hot tub Heater
- ❑ Grill (hard lined, not tank)
- ❑ Furnace (forced air system)
- ❑ Heat Pump (w/ Gas Furnace Back Up)
- ❑ Fireplace
- ❑ Room Heaters
- ❑ Other (lighting, hydronic heating, warming drawers) (Specify)
- ❑ (Refused)

Q37c. Other appliances

Q38. What is your primary source of heating for your home? (Read list as necessary)

- ❑ Electric
- ❑ Natural Gas
- ❑ Other
- ❑ (Refused)

Q39a. Would you say you are very likely, somewhat likely, or not at all likely switch to natural gas heating for your home in the next two years?

- ❑ Very likely
- ❑ Somewhat likely
- ❑ Not at all likely
- ❑ (Refused)

Q39b. About how many years have you had natural gas heating for your home? (As necessary) **Your best guess is fine.** (Enter whole number of years; round up if necessary. Enter 99 if refused).

Years ..... ____

Q39b. Categorized

- ❑ 1-2 years
- ❑ 3-5 years
- ❑ 6-10 years
- ❑ 11-19 years
- ❑ 20 or more years
- ❑ Refused

Q40. Are you aware that 88% of EWEB power comes from renewable, fossil-free power generation resources, such as hydro, solar, and wind? (The balance is non-renewable based on the mix of resources in power EWEB purchases from the Bonneville Power Authority.)

- ❑ Yes
- ❑ No
- ❑ (Don't know / Refused)

Q41. I'd like to finish up with a few demographic questions. About how many years have you been an EWEB customer? (Your best estimate is fine) (Enter 999 for refused, enter 1 if less than one year)

Years ..... _____

Q41b. Categorized

- ❑ 1 year
- ❑ 2-5 years
- ❑ 6-10 years
- ❑ 11-15 years
- ❑ 16 or more years
- ❑ Refused

Q42. Do you own or rent your home?

- ❑ Own
- ❑ Rent
- ❑ (Refused)

Q43. Including you, how many people live in your household?

- ❑ 1
- ❑ 2
- ❑ 3
- ❑ 4
- ❑ 5 or more
- ❑ (Refused)

Q44. What is the highest level of education you've completed? (Read list as necessary)

- ❑ Some high school
- ❑ High school / GED
- ❑ Some college
- ❑ Trade / Vocational / Technical
- ❑ College degree
- ❑ Graduate degree or higher
- ❑ (Refused)

Q45. What is your combined annual household income (before taxes)? (Read list as necessary)

- ❑ Less than $30,000
- ❑ $30-$50,000
- ❑ $50-$75,000
- ❑ $75-$100,000
- ❑ $100,000 or more
- ❑ (Refused)

Q46. Which of the following categories includes your age? (Read list)

- ❑ 18-34
- ❑ 35-49
- ❑ 50-64
- ❑ 65 or older
- ❑ (Refused)

Q47. Are you currently registered to vote in Oregon?

- ❑ Yes
- ❑ No
- ❑ (Refused)

Those were all my questions. Thank you for your time and opinions!

Record gender

- ❑ Male
- ❑ Female

Record phone number

Record Zip Code (first 5 digits)

Record Ward

- ❑ E1
- ❑ E2
- ❑ E3
- ❑ E4
- ❑ E5
- ❑ E6
- ❑ E7
- ❑ E8
- ❑ Not listed

Q3. What comes to mind in terms of the type or quality of service EWEB provides?

- ❑ Dependable / Reliable / Consistent
- ❑ Positive (general)
- ❑ Expensive
- ❑ Good / Great
- ❑ Satisfactory / No complaints / Issues / Probles
- ❑ Negative (general)
- ❑ Fine / OK
- ❑ Excellent
- ❑ Good / Great service
- ❑ Adequate / Average / Basic
- ❑ Water and electric utility
- ❑ Monopoly
- ❑ Efficient
- ❑ Clean water
- ❑ Necessary
- ❑ Quality / High quality service
- ❑ Miscellaneous

MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

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

FROM: Sue Fahey, Finance Manager; Susan Eicher, Accounting and Treasury Supervisor

DATE: October 23, 2015

SUBJECT: Alternative Water Source Fund

OBJECTIVE: Information Only

Issue

At the September 1st meeting, Commissioners requested additional information about the history and management of the Alternative Water Source Fund.

Background

In 2013, the Board approved implementing a rate smoothing strategy for the Water Utility, in part to avoid significant rate increases in years of major construction on an alternative water source (AWS). The rates approved at the December 2013 Board meeting included a 3% increase for residential and commercial customers that would be used to pay costs associated with AWS. The revenue generated by the 3% rate increase was to be held until needed for AWS costs, and Finance created a Board designated fund for that purpose.

Transfers into the AWS Fund are made monthly based upon a calculation of 3% of the revenue generated by residential and commercial customers. An additional $1 million was added to the AWS Fund under Board Resolution No. 1515 in June 2015. As of September 2015, the fund balance has grown to $2.65 million. While a few AWS costs have been incurred, no AWS Fund withdrawals have been made. The following chart details AWS Fund transactions.

AWS Fund Transactions	
2014 Deposits	$ 890,000
2015 Board Approved Transfer (Resolution 1515)	$ 1,000,000
2015 Deposits through September	$ 760,000
AWS Fund Total as of September	$ 2,650,000

The balances of all reserves and designated funds, including AWS, are tracked and reported monthly on the *Schedule of Cash Reserves*. This schedule is included in the Board quarterly financial reports. In the accounting records, the reserve has a unique account string that separates it from other designated funds; however, administratively the AWS Fund does not have a separate bank account. Similar to other designated funds, the balance includes a combination of cash in the bank, cash invested in the

Local Government Investment Pool, and various short term investment securities. Transfers and monthly reporting, as well as investment of funds is performed and supervised in General Accounting, with oversight by the investment committee that includes the Finance Manager.

Requested Board Action
No action requested. Information only

MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

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

FROM: Mel Damewood, Engineering Manager

DATE: October 23, 2015

SUBJECT: EL1 Capital Report for Q3 2015

OBJECTIVE: Information Only

Issue

As per EWEB's EL1 Financial Policy that was approved on February 4, 2014, EWEB staff has prepared and attached the 3nd Quarter Capital Report for Electric, Water, and Shared Services for the Board.

Background

According to Financial Policy EL1:

> Throughout the year, staff will provide the Board with quarterly financial reports that compare actual results with budget. Additionally, staff will provide the Board with quarterly updates for all current year projects on the Capital Improvement Plans. General Capital Renewal and Replacement projects (Type 1) will be reported by category (e.g., substations, shared IT infrastructure, transmission & distribution mains). Infrastructure Rehabilitation & Expansion (Type II) and Strategic Projects (Type III) will be reported individually. Type II and III projects are further defined as those that are projected to be greater than $1 million for the life of the project.

Management has attached three reports, Electric, Water and Shared Services Capital Q3 results for the Board's review.

Discussion

There are a few changes that need to be noted in the Q3-2015 El1 Report. The Q3 report reflects the changes from the May True-Up that the Board approved and other "Shared Services" budget changes to align the EL1 report with project budgets in the WAM system Reports using WAM data continue to be developed and refined.

Water

As reported in the Q2 – 2015 EL1 report, water was predicting significant over-runs in the Main Improvement and Replacement work, as well as in Services and Meters. The Q3 report confirms this overrun on those two Type 1 projects. Between the two projects, there is a $2.5 million over-run

projected in 2015. There are several converging events that have caused these over-runs. Although Water is not going to exceed its overall capital budget (Capital is one of the "Four Budget Buckets") for 2015, we are managing the overrun in the following manner:

1) Contribution-in-Aid: There is approximately $1.2 million (over budgeted amounts) in developer and customer work (non-EmX) included in this overrun projection. This portion of the overrun is covered by contribution in aid funds for both main and service work.
2) Equipment Charges: Finance staff has detected about $400,000 in equipment charges that were incurred to capital that should have been charged to O&M. The bulk of this over-run occurred in these two Type 1 projects. Finance staff is working on this to resolve.
3) Shift of O&M to Capital: Due to new capitalization rules, a significant shift of work from O&M to Capital for service and meter work occurred. This accounts for approximately $500,000 of the over-run projection.
4) EmX – At the beginning of the year, EWEB had projected about $2.6 million in work to be conducted by EWEB crews for the EmX project. Because of this predicted work load, Water Engineering also contracted out planned main replacement and improvement work that would have normally been conducted by EWEB crews. EmX work was value-engineered through-out the year which resulted in a significant reduction in EWEB related work for that project, which shifted crews back to other EWEB related main and service work, and hence caused a natural overrun on internally driven capital work. Water projects to conduct $2.1 million out of the $2.6 million budgeted for EmX.
5) Emergent Work: Emergent non-planned customer driven work also came up early in the year, which caused additional EWEB funding needed to complete the work.

Water and Finance are still evaluating these causes and may be bringing a budget amendment in December to reconcile these differences in the budget. If Board action is not warranted, a detailed backgrounder will be provided.

Electric

For the most part, Electric Capital is under-running budget for 2016. Type 1 work is tracking well, with less customer driven work that what was budgeted (opposite of water's experience). For Type 2, the Leaburg Roll Gate projects are tracking well and on schedule. The LTD EmX project has been significantly delayed causing a significant under-run in work, which work will be pushed into 2016. The Holden Creek Substation has a significant budgetary adjustment, see Board Correspondence for an explanation of that project change.

Shared Services

Type 1 projects are moving forward with potential under-runs. Some of this underrun will be rolled over to 2016 (vehicles). WAM stabilization continues and good progress is being made, and all other projects remain on track.

Recommendation and Action

This is an information item only, no action required. If you have any questions or wish to make comments on the reports please contact Mel Damewood a 541-685-7145 or email at mel.damewood@eweb.org

Capital "EL-1" Report: Electric, 2015-Q3

Type 1 - General Capital

Capital Category	2015 thru Q3 Budget (Includes Amendments)	YTD Actual (Note 1)	Year-End Projection	Status/Comments
Electric Infrastructure - Generation	$1,200,000	**$950,303**	$900,000	Implementation delays will shift some planned spending into 2016. Accounting to shift some miscategorized costs to Carmen Type 3. (ZINNIKER)
Electric Infrastructure - Substations & Telecom	$2,000,000	**$1,395,852**	**$1,950,000**	Hilyard Breaker Replacement project was completed and re-energized in September. Prairie Substation breakers are being replaced in Q4 (LAWSON)
Electric Infrastructure - Transmission & Distribution	$8,200,000	**$4,968,407**	$7,000,000	System general rehabilitation work (including PUC & pole compliance) is ahead of schedule (already reached year-end goal) by the end of September. Customer-driven work is less than projected, but $7 MM target seems appropriate overall. Also, see Note 2 below. (LAWSON/FRASER)

In the future, these categories will match the Capital Improvement Plans (CIPs) submitted by Water & Electric.

Type 1 - General Capital is budgeted Year-by-Year for recurring capital expenditures from January through December. Type 1 Capital includes categorized collections of projects of less than $1 million. Typical examples include "pole replacements" as part of Transmission & Distribution. This work typically involves many small projects that up to $1.2-$1.7 million per year.

Type 2 projects have "discrete" scopes, schedules (launch through completion), and cost over $1MM during the project life.

Type 2 Rehabilitation & Expansion Projects

Project	2015 thru Q3 Budget (Includes Amendments)	YTD Actual	Year-End Projection	Project Total Initial Plan	To-Date Actual	Project-End Projection	Schedule Start	Initial Planned Completion	Projected Completion		Status/Comments
Leaburg Roll Gate #2 Re-Build	$1,600,000	**$765,194**	$1,450,000	$1,600,000	**$2,938,137**	$2,950,000	Jul-2012	Jun-2014	Feb-2015		Project commissioned in February 2015, final work to occur December 2015 - Q4 2015 WILL BE LAST APPEARANCE ON EL-1 REPORT.
Leaburg Roll Gate #1 Re-Build	$2,000,000	**$462,065**	$2,000,000	$2,000,000	**$462,065**	$2,000,000	Mar-2015	Nov-2015	**Dec-2015**		Emergent project due to failure of RG1 hoist system in December 2014. CIP updated and budget amendment approved as part of the 2015 April True-Up. Construction progressing well and final work to occur December 2015.
Leaburg Roll Gate #3 Re-Build	$400,000	**$0**	$400,000	$1,550,000	**$0**	$1,550,000	Dec-2015	Nov-2016	Nov-2016		Emergent project due to failure of RG1 hoist and subsequent order from the FERC to replace RG3 hoist due to reliability concerns. CIP updated and approved as part of the 2015 April True-Up. Long lead time equipment ordered. Construction to begin May 2016.
LTD EmX Project (Electric)	$3,370,000	**$378,743**	$800,000	$5,700,000	**$946,462**	$7,548,000	Sep-2013	---	Nov-2016		EWEB electric work will be delayed because of a lack of property rights needed to release EWEB Operations and the contractor to work beyond the existing right of way, pushing more work into next year and winter months. (THOMAS)
Upriver Re-Configuration/Holden Ck. Substation	$500,000	**$52,606**	$139,000	$3,000,000	**$63,806**	$5,700,000 (See Comments)	Jan-2014	Oct-2015	Jul-2017		Board correspondence has been drafted (November 2015) highlighting projected changes to the project prior to making any work or material commitments (LAWSON)
Downtown Distribution Network	$1,000,000	**$104,170**	$500,000	$15,000,000	**$4,559,879**	$20,000,000	Sep-2010	Dec-2015	Dec-2019		2015 work includes required equipment replacement in one or two key vaults. Analysis of technology to allow more distributed generation (DG) in Network are forecasted for late 2015. See Note 2. (FRASER)

Type 3 - Strategic Projects & Programs

Project	2015 thru Q3 Budget (Prior to April Amendments)	YTD Actual	Year-End Projection (incl. April Admendments)	Project Total Initial Plan	To-Date Actual	Project-End Projection	Schedule Start	Initial Planned Completion	Projected Completion	Status/Comments
AMI Deployment - Meter Acquisition Costs										See Shared Services Report
Carmen Smith License Implementation	$6,800,000	**$2,806,318**	$5,000,000	$135,000,000	**$36,935,921**	$181,000,000	May-2009	Dec-2021	Dec-2025	Original $135M equal to approx $166M in 2015 dollars. Continued uncertainty regarding license; renegotiation effort underway; implementing 5-year plan to address aging infrastructure at Carmen Powerhouse, gantry crane rehab and other delays causing shift of some 2015 expenses into 2016 (ZINNIKER, BOYLE)

Note(s) 1 September Financials were not final at the fime of this report. It is anticipated that capital is approximately $300K overstated (to be reclassified as O&M).

2 Distribution transformers are being capitalized when received in inventory, therefore some projects in T&D and Downtown network are understated. This will be addressed before year-end.

Water Capital Projects Quarterly Status Report
2015-Q3

Type 1 - General Capital

Project	2015 Budget	2015 YTD Actual	2015 Year-End Projection	Status/Comments
Source - Water Intakes & Filtration Plant	$575,000	$363,000	$600,000	Includes AWS expenditures through second quarter. These will be charged as Type 3 work for rest of year.
Mains - Replacements, Improvements, & Trans.	$4,307,500	$5,328,000	$5,800,000	Higher than anticipated main replacement costs combined with several opportunity and emergent projects leading to higher than anticipated expenditures. Anticipate a Budget Amendment in December.
Services and Meters	$927,000	$1,408,195	$1,880,000	Increased development and shift of service replacement costs from O&M to Capital have expenditures increasing above budget. Anticipate a Budget Amendment in December.
Pump Stations	$751,000	$304,000	$538,000	Includes new Shasta 1150 pump station and emergent work at Santa Clara. Limited resources are affecting schedule on Shasta 1150
Reservoirs	$24,000	$0	$0	Nothing planned for this year.

These categories will match the Capital Improvement Plans (CIPs) submitted by Water & Electric.

Type 1 - General Capital is budgeted Year-by-Year for recurring capital expenditures from January through December. Typical Type 1 Capital includes categorized collections of projects of less than $1 million.

Typical examples include "main replacements" . This work typically involves dozens of jobs that add up to $3-$3.5 million per year.

Type 2 Rehabilitation & Expansion Projects

Project	2015 Budget	2015 YTD Actual	2015 Year-End Projection	Project Total Initial Plan	Project Total To-Date Actual	Project Total Project-End Projection	Schedule Start	Schedule Initial Planned Completion	Schedule Projected Completion	Status/Comments
Raw Water Intake Improvements	$1,200,000	$1,085,000	$1,160,000	$6,292,000	$7,012,798	$7,090,000	2011	YE-2013	YE-2015	Intake 1 Upgrades complete, Construction at Intake 2 near completion. Costs exceeded initial plan as seismic upgrades were added to scope. (Initial Plan - 2011 CIP)
Hayden Bridge Filter S1-S6 Upgrades	$1,452,500	$357,000	$860,000	$7,713,000	$4,394,690	$8,060,000	2011	YE-2017	YE-2016	Upgrade of Filters N1-N6 Complete. Contract for upgrade of Filters S1-S6 approved by Board in September. (Initial Plan - 2011 CIP)
Hayden Bridge Seismic Upgrades	$480,000	$430,000	$430,000	$1,215,529	$1,075,067	$1,710,000	2014	YE-2015	YE-2018	Phase 1 (Basins and Filters) is complete. Phase 2 (Headhouse) deferred to 2017-2018. Phase 1 costs more expensive than anticipated. (Initial Plan - 2013 CIP)
Distribution System Scada/PLC Upgrades	$315,000	$92,000	$195,000	$3,079,780	$202,109	$2,360,000	2013	YE-2016	YE-2019	Multi-Year upgrade project. 2014 first significant year of work. Developed standard and completed upgrade of first pump station. Currently working on the Crest System. (Initial Plan 2013 CIP)
Willamette 800 Reservoir No.1 Replacement	$632,531	$8,700	$10,000	$1,639,760	$135,550	$1,770,000	2013	YE-2014	YE-2017	After evaluation, project changed from rehab to a replacement. Construction initially pushed back to 2015-2016. Construction further delayed to 2016-2017 to help manage other overages and emergent work. (Initial Plan 2013 CIP)
LTD EMX	$2,600,000	$1,230,000	$2,100,000	$0	$2,258,862	$3,130,000	2014	2015	YE-2015	EWEB has completed service and main work on 6th and 7th Aves and has shifted to W. 11th Ave.

Type 3 - Strategic Projects & Programs

Project	2015 Budget	2015 YTD Actual	2015 Year-End Projection	Project Total Initial Plan	Project Total To-Date Actual	Project Total Project-End Projection	Schedule Start	Schedule Initial Planned Completion	Schedule Projected Completion	Status/Comments
Alternative Water Supply	$1,702,000	$259,000	$1,700,000	$52,707,167	$259,000	$67,000,000	2014 with Planning	YE-2021	YE-2021	Activites to date were minor and were tracked under Type 1 Work. This changed in 2015 as work ramped up. Property costs included in projections for 2015. Cost projection may change in 2016 as estimates are futher refined.

Capital "EL-1" Report: Shared Services, 2015-Q3

Type 1 - General Capital

Capital Category	2015 - Q3 Budget (Includes April Amendments)	YTD Actual	Year-End Projection	Status	Status/Comments	LAST COMMENTS PRIOR TO THIS REPORT……
General Plant - Information Technology (I.T.)	$2,752,000	$115,971	$1,865,970		1.3M currently unspent, may or may not be spent in Q4 2015 and would need to carry over. $900K of unspent is available to be reallocated to other areas. Remaining unspent reflects purchases and invoices not yet processed through WAM.(Armstead)	Areas of work for 2015 include network server & switch replacements,Backup/recovery infrastructure, selective voice/communications upgrades, and electric monitoring & control system firewall replacements. Lower EOY projection due to 300K in Power Ops work deferred from the original 2015 budget.
General Plant - Buildings & Land Management	$1,900,000	$249,145	$1,300,000		HQ HVAC project will be complete in 2015. HQ Elevator Upgrade my finish in 2015 or in the first quarter of 2016. HQ Fire System Upgrade and HQ and ROC Asphalt Sealing deferred to 2016. (Simmons)	Major projects in 2015 include HQ renovation of the HVAC system.
General Plant - Fleet Capital	$1,713,000	$1,232,399	$1,267,118		On the electric side: Budget $1,139,027 Note: We will need to rollover $355,859 into the 2016 budget (two service buckets that will not make year-end delivery) All projects are on track - Overall we are $16,670 under budget for 2015 On the water side: Budget $513,000 (originally $629,504) All projects are on track - Overall we are $29,050 under budget for 2015(Lentsch)	Electric and Water budget is on track with $1,474,598 ***committed.*** Large majority of fleet purchases arriving in Q3. The last two purchases will arrive Nov/Dec. (LENTSCH)

In the future, these categories will match the Capital Improvement Plans (CIPs) submitted by Water & Electric.

Type 1 - General Capital is budgeted Year-by-Year for recurring capital expenditures from January through December. Type 1 Capital includes categorized collections of projects of less than $1 million. Typical examples include "pole replacements" as part of Transmission & Distribution. This work typically involves many small projects that add up to $1.2-$1.7 million per year.

Type 2 projects have "discrete" scopes, schedules (launch through completion), and cost over $1MM during the project life.

Type 2 Rehabilitation & Expansion Projects

Project	2015 Budget (Includes April Amendments)	YTD Actual	Year-End Projection	Project Total Initial Plan	To-Date Actual	Project-End Projection	Schedule Start	Initial Planned Completion	Projected Completion	Status	Status/Comments	LAST COMMENTS PRIOR TO THIS REPORT……
WAM	$1,432,000	$1,220,898	$1,432,000	$9,264,919	$8,681,041	$8,881,041	Jun-2013	Nov-2014	Jul-2016		Primary efforts related to WAM Business Stabilization continue but are being charged to O&M and not Capital. Only minor additional capital work such as components remain. This work will be closed out with the planned completion of WAM Stabilization Phase A in Q3 2016. (Armstead)	Punch list items are significant, adoption has been much more challenging. While the core team dedicated to this work continued to go above and beyond progress is slow. WAM Governance is determining what if anything is in scope for Phase II. (EICHER/ERBEN)
AMI Information Technology & Integration	$2,023,000	$539,135	$1,400,000	$6,475,700	$567,915	$6,475,700	May-2015	Dec-2017	May-2018		Project on track per status reporting. Unspent funds reflect work and invoices currently in process that may or may not complete December 31. If not, funds will need to be carried over. (Armstead)	Technical design work underway. (ARMSTEAD)
Customer Information System (CIS) Replacement	$0	$0	$0	$9.7M	$0	n/a	Sep-2016	Jan-2018	Jun-2018		Work this year was O&M. Increase to initial plan due to new estimates from the CIS consultant. Anticipating 1.7M in labor O&M offset. (Erben)	Project postponed and capital expense postponed to 2016.
River-Front Property Development	$100,000	$106,973	$106,973	$400,000	2.5M	n/a	Feb-2006	n/a	2017		Project on track per budgets, timeline for a sale of the property is not known at this time. (Newcomb)	EOY includes $270K to be funded from other capital projects or capital reserves which will be determined in Q3. MOU with City of Eugene to act as EWEB's agent in progress. (NEWCOMB)

MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

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

FROM: Mark Freeman, Energy Management & Customer Services Manager

DATE: October 1, 2015

SUBJECT: House Bill 2599 Annual Reporting

OBJECTIVE: Information Only

Issue

Earlier this year the Oregon Legislative Assembly passed HB 2599, see attached. This bill requires annual reporting to a utilities governing body by November 1, 2015.

Background

In January of 2015 HB 2599 was presented to the Oregon Legislative Assembly. Initially this bill was created to implement specific procedures that all Oregon utilities needed to follow around the disconnection of service, for nonpayment of a delinquent account, for residential customers belonging to a protected class. These classes were defined as:

a. A low income senior citizen;
b. An active duty member of the Armed Services of the United States;
c. A customer whose household includes a seriously ill individual or a person with a disability;
d. A customer whose household includes a child under the age of 12 months;
e. A customer who belongs to a household where the member of the household whose earnings are the primary source of support for the household has died within the past six months;
f. A customer who belongs to a household where the member of the household whose earnings are the primary source of support for the household has lost their job within the past six months.

Upon testimony from EWEB and other utilities the bill was modified and passed only requiring utilities to prepare a report on the utility's process that mitigate, for nonpayment of a delinquent account, the termination of electric or natural gas service to a residential customer belonging to a protected class if the termination would occur:

a. During the heating season between December 1 and February 15;
b. Where the temperature would exceed 100 degrees for a period of 12 hours or more;
c. Where the temperature would be less than 32 degrees for a period of 12 hours or more;

EWEB has many programs and policies that effectively accomplish this.

Discussion

EWEB has existing programs to assist many of the protected classes listed above. Many require the customer to self-declare that they are having difficulty paying their bill and to self-declare their status.

- A low income senior citizen;
    - EWEB's Customer Care Program (ECCP) is available year round not only for low income seniors but all low income customers of EWEB.
- An active duty member of the Armed Services of the United States;
    - ECCP provides the waiver of low income qualification for any active duty service customers as well as any that have been on active duty within the last 2 years. This includes any wage earner in the household as well.
- A customer whose household includes a seriously ill individual or a person with a disability;
    - Upon low income qualification the customer can qualify for ECCP assistance.
    - If the customer self declares and is approved by EWEB, the customer will be initially restricted to allow the continued use of any electrical medical devices.
- A customer whose household includes a child under the age of 12 months;
    - Upon low income qualification the customer can qualify for ECCP assistance.
- A customer who belongs to a household where the member of the household whose earnings are the primary source of support for the household has died within the past six months;
    - Upon low income qualification the customer can qualify for ECCP assistance.
- A customer who belongs to a household where the member of the household whose earnings are the primary source of support for the household has lost their job within the past six months.
    - Upon proof of receiving unemployment insurance assistance, the low income qualification is waived under the EWEB Job Loss Program.
- During the heating season between December 1 and February 15;
    - EWEB does not discontinue disconnects during this time however we do increase the monthly assistance available to customers during the heating season of October 1 to March 31.
- Where the temperature would exceed 100 degrees for a period of 12 hours or more;
    - EWEB does not curtail disconnects in this situation
- Where the temperature would be less than 32 degrees for a period of 12 hours or more;
    - EWEB does not disconnect services if the temperature is 32 below for any portion of the day.

EWEB has one of the most robust assistance programs offered by a utility our size in the United States. Staff believe we effectively mitigate most of the issues presented in HB 2599 and rely on our relationships with our community partners to help mitigate issues that we are not able to. In addition to the ECCP programs listed above EWEB does a tremendous job of treating each customer individually and trying to find solutions to their individual issues. For example all customers are able to create payment arrangements to help mitigate a disconnection. EWEB tries to encourage customers to communicate with us as soon as they know they will have an issue paying their bill instead of waiting until a disconnection is imminent.

Recommendation and Requested Action

No action required information only. Please contact me if you have any questions.

Enrolled
House Bill 2599

Sponsored by Representatives BUCKLEY, HOLVEY; Representative PILUSO, Senator MONNES ANDERSON (Presession filed.)

CHAPTER .....

AN ACT

Relating to termination of electric or natural gas service; and declaring an emergency.

Be It Enacted by the People of the State of Oregon:

SECTION 1. (1) As used in this section:

(a) "Heating season" means a billing period for a residential customer of a utility any portion of which occurs between December 1 and February 15.

(b) "Residential customer belonging to a protected class" means a person who is a residential customer of a utility who receives state or federal heating assistance and who is:

(A) A low-income senior citizen;

(B) An active duty member of the Armed Forces of the United States;

(C) A customer whose household includes a seriously ill individual or a person with a disability;

(D) A customer whose household includes a child under the age of 12 months;

(E) A customer who belongs to a household where the member of the household whose earnings are the primary source of support for the household has died within the past six months; or

(F) A customer who belongs to a household where the member of the household whose earnings are the primary source of support for the household has lost a job within the past six months.

(c) "Utility" means a public utility as defined in ORS 757.005, an electric cooperative organized under ORS chapter 62, a municipal utility organized under ORS chapter 225 or a people's utility district organized under ORS chapter 261.

(2) Each utility that provides electric or natural gas service to residential customers shall prepare a report on the utility's processes that mitigate, for nonpayment of a delinquent account, the termination of electric or natural gas service to a residential customer belonging to a protected class if the termination would occur:

(a) During the heating season;

(b) On any date for which the National Weather Service forecasts that the temperature of a location both within this state and the service territory of the utility will exceed 100 degrees Fahrenheit for a period of 12 or more hours; or

(c) On any date for which the National Weather Service forecasts that the temperature of a location both within this state and the service territory of the utility will be less than 32 degrees Fahrenheit for a period of 12 or more hours.

(3) A public utility, as defined in ORS 757.005, that provides electric or natural gas services to residential customers shall submit the report described in subsection (2) of this section to the Public Utility Commission no later than November 1, 2015.

(4) Each electric cooperative organized under ORS chapter 62, municipal utility organized under ORS chapter 225 and people's utility district organized under ORS chapter 261 shall submit the report described in subsection (2) of this section to the governing body of the respective electric cooperative, municipal utility or people's utility district no later than November 1, 2015.

SECTION 2. This 2015 Act being necessary for the immediate preservation of the public peace, health and safety, an emergency is declared to exist, and this 2015 Act takes effect on its passage.

Passed by House April 28, 2015

Repassed by House June 1, 2015

.....
Timothy G. Sekerak, Chief Clerk of House

.....
Tina Kotek, Speaker of House

Passed by Senate May 28, 2015

.....
Peter Courtney, President of Senate

Received by Governor:

.....M.,....., 2015

Approved:

.....M.,....., 2015

.....
Kate Brown, Governor

Filed in Office of Secretary of State:

.....M.,....., 2015

.....
Jeanne P. Atkins, Secretary of State

MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

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

FROM: Susan Fahey, Finance Manager and Sarah Gorsegner, Purchasing Manager

DATE: October 23, 2015

SUBJECT: Quarterly Contract Report for Q3 2015

OBJECTIVE: Information Only

Issue
The Board requested that management provide a quarterly report of contracts between $20,000 and $150,000 which would have come to the Board for approval under the previous threshold amounts.

Background
In August 2013 the Board authorized increasing the Board contract approval threshold to more closely align with Oregon Statute solicitation thresholds which streamlined the contract approval process for staff and the Board. This change resulted in the reduction of the number of contract approvals on the Board consent calendar and has allowed the Board to focus on higher level/higher risk contracts and other strategic initiatives. It has also allowed purchasing staff to focus their energies on the higher risk/greater return projects and contracts.

The thresholds are:
Purchase of all Goods, Equipment, Services and Personal Services: $ 150,000 or greater
Purchase of Construction Services: $ 100,000 or greater

Discussion
Attached is the Contract report for the third quarter of 2015. The contracts listed are those that would have previously come to the Board for approval, but which are now below the Board approval threshold.

If you have any questions regarding the contracts, please contact the Purchasing Manager, Sarah Gorsegner.

Recommendation/Requested Board Action
None at this time. This information is provided for informational purposes only.

Contract Execution Date	Contractor	City, State	Description	Contract Amount	Contract Term	Contract Process	LT Manager
7/6/2015	Okta	San Francisco, CA	Single Sign-On License Fees and Implementation Services	$ 116,501.50	7/1/15 - 6/30/18	Direct Negotiation	Erin Erben
8/6/2015	Crane Services	Albany, OR	Crane Services	$ 57,000.00	8/6/15-12/31/16	Direct Negotiation	Mel Damewood
8/17/2015	IDSC Holdings LLC	Crystal Lake, IL	(8) Mechanics Tool Sets	$ 143,114.16	One Time Purchase	Informal Request for Quote	Mike McCann
8/25/2015	Mountain Power Construction*	Bonners Ferry, ID	Smith Creek Pole Replacement	$ 150,000.00	One Time Purchase	Direct Negotiation	Mel Damewood
9/4/2015	Manzo, Inc.	Atlanta, GA	Human Capital Management (HCM) System Solution Consulting Services	$ 38,000.00	9/3/15-12/31/15	Direct Negotiation	Lena Kostopulos
9/10/2015	Ready Rooter	Eugene, OR	Plumbing Services for EMX Projects	$ 30,000.00	9-1-15 to 8-31-16	Direct Negotiation	Brad Taylor
9/21/2015	Make it Happen (MIH)	Eugene, OR	IT Project Management Services	$ 102,500.00	9/21/15 - 12/31/16	Direct Negotiation	Erin Erben
9/22/2015	Overton Safety Training	Aloha, OR	Service Truck Crane Certification Prep Program	$ 35,000.00	One Time Purchase	Direct Negotiation	Lena Kostopulos

*For the Mountain Power Construction Contract, an Emergency Declaration was issued and a time and material contract not-to-exceed $150,000 was negotiated to repair poles damaged in the wildfire. The total spend was $35,273.95

Total # of Executed Contracts between $10,000 - $20,0000 = 8

EWEB association for all above contracts = None

Questions? Please contact: Sarah Gorsegner, 541-685-7348

MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

TO:	Commissioners Mital, Simpson, Helgeson, Manning and Brown
FROM:	Frank Lawson, Electric Systems Engineering
DATE:	October 20, 2015
SUBJECT:	Significant Type 2 Project Update/Cost Increase: Holden Creek Substation
OBJECTIVE:	Information Only – Gather Feedback Prior to Expenditure/Commitment

Issue

Based on early design work, the Holden Creek Substation cost estimate is being increased from a preliminary placeholder value of $3 million to $5.7 million. To date, only design costs totaling $139,000 have been committed to and no contracts have been awarded. This memo is provided to solicit any comments on the project costs before staff moves forward with further obligations.

Background

The Holden Creek substation project supports EWEB's infrastructure goals of improving asset utilization, and system resiliency. The project will replace the substation at Leaburg, and allow EWEB to de-commission the two aging ("A" and "B") transmission lines between Walterville and Leaburg (16 circuit-miles). Additionally, much of the equipment at the Leaburg substation dates back to the 1940's, including the transformers. By building the Holden Creek Substation approximately ¼ mile west of the Leaburg powerhouse, EWEB will connect generation and local distribution to the BPA transmission lines running between Carmen-Smith and EWEB's Thurston substation in east Springfield. The avoided costs if we build the Holden Creek Substation are estimated at $8.5-10.5 million for transmission line replacement and $2.5 million for equipment upgrades at Leaburg, which results in a net investment reduction of $5.3-7.3 million along with least a $50,000 annual reduction in transmission line maintenance.

Discussion

The original estimate of $3 million was an under-projection of cost, Material and equipment costs have increased, with recent similar contracts showing a 20-25% increase over the past year. The original estimate also assumed the re-use of transmission breakers ($400,000) from the present Leaburg site. However, because the existing site will continue to operate until Holden Creek is commissioned, these breakers will be re-purposed at a later time elsewhere in the EWEB system. Finally, the civil work at the site will require additional grading and structural support including a concrete panel fence for security. The additional cost for the Holden Creek substation will impact the latest approved Electric Capital Improvement Plan by reducing the capital reserve by approximately $700,000 in 2016 – 2017, and by shifting some resources from other deferred projects during this time period.

TBL Assessment
In addition to the economic advantages mentioned above, the project includes social and environmental benefits. A new substation will remove 11,000 gallons of mineral oil from within 25 feet of the Leaburg tailrace (McKenzie River), and will remove sixteen line-miles of transmission lines through farmland and communities, including over Walterville School. The potential downsides of the project include the roadside impacts (mostly visual) of a substation along Highway 126.

Recommendation
Staff is recommending that EWEB proceed with the final design and construction of the Holden Creek substation for a budgeted cost of $5.7 million, and a completion date of June 2017, which is the target date for BPA to connect its transmission lines to the Holden Creek substation.

Requested Board Action
No Board action is required. Staff wishes to inform management and the Board of this noteworthy Type 2 project change prior to significant expenditure or commitment, and gather feedback on any conditions to proceed.

If you have any questions, please contact Frank Lawson at (541)685-7621 or frank.lawson@eweb.org .

MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

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

FROM: Sue Fahey, Finance Manager; Susan Eicher, Accounting and Treasury Supervisor

DATE: October 23, 2015

SUBJECT: Third Quarter 2015 Financial Reports

OBJECTIVE: Information Only

Issue
This memo provides a summary of operating results for the third quarter of 2015.

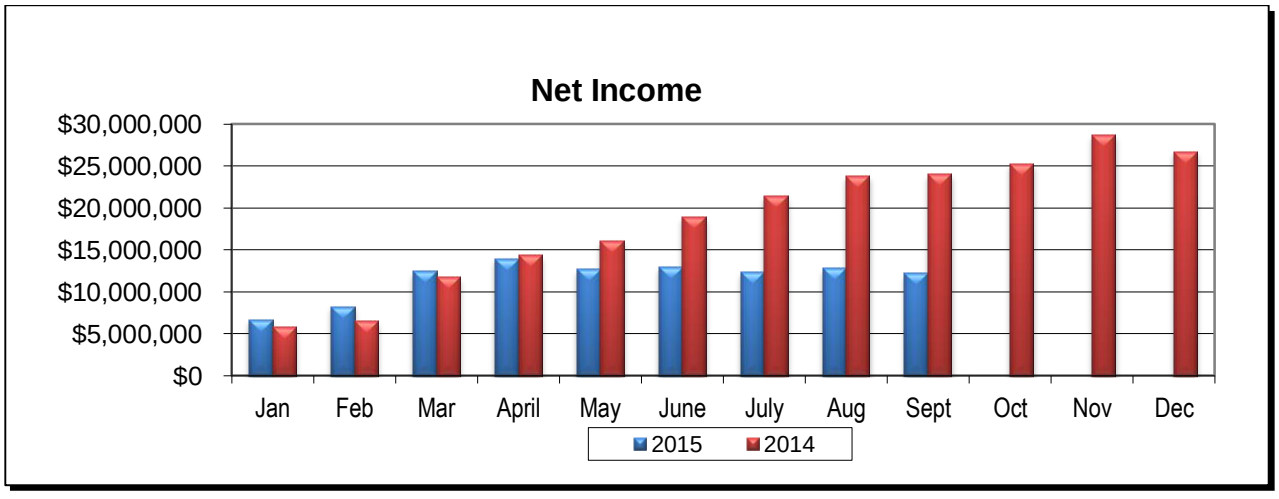
Background
This information is provided to the Board on a quarterly basis to report the ongoing financial performance of both utilities. Below are key highlights relating to the attached reports.

Discussion

Electric Utility: See Financial Statements at Attachment 1

Statement of Revenues, Expenses and Changes in Net Position Analysis

Net Income
Net income before Capital Contributions for the Electric Utility was $11.9 million lower than in 2014 and 2.4% below seasonal budget. The decrease is due to lower electric consumption and wholesale sales compared to the prior year, as well as a reclassification of LTD EMX project revenue from Other Revenue to Contributions in Aid (CIA), and reallocation of a portion of the CIA to the Water Utility.



Operating Revenues
Retail sales to electric residential customers was $1.5 million lower than 2014. The 2014 results included the very cold weather experienced in January and February, and the winter of 2015 was unusually mild resulting in lower residential consumption. Compared to the seasonally shaped budget, residential sales were 7%, or $5.0 million under budget, with January and February making up most of the variance.

Commercial and industrial sales are not as subject to variation due to weather conditions. Sales to Commercial and Industrial customers was $1.0 million higher than 2014, and were $1.5 million higher than the seasonally shaped budget. The small and medium commercial classes showed the strongest growth compared to 2014, with increases of $424 thousand and $401 thousand, respectively. Sales to industrial customers were higher by $262 thousand compared to 2014 and are on target to meet the seasonally shaped budget.

Overall, sales for resale were $13.3 million less than in 2014. The volume sold was 4% less than in 2014. The decrease is due primarily to the lower than normal water year. Additionally, prices have been lower than the prior year. However, sales for resale were $11.5 million above seasonal budget.

Other operating revenue includes customer account related fees, conservation reimbursements and billable Operations & Maintenance (O&M) work. Other operating revenue increased by $2.0 million, largely due to the reclassification of billable work from non-operating revenue, and conservation reimbursements.

Operating Expenses
Operating expenses decreased by $2.3 million, with the biggest decrease being in purchased power. Purchased power includes all purchases from BPA, other contracted resources and market purchases. The decrease in purchased power in 2015 was primarily in the market purchases, where both the volume of purchases and the prices decreased.

Most operating expenses other than purchased power were very close to the prior year amounts with the exception of Depreciation and Transmission and Distribution, which increased by $3.4 million and $1.2 million, respectively. The increase in depreciation is due to the nature of the assets added to plant, which were primarily assets that have shorter lives and depreciate more rapidly. The change in Transmission and Distribution is due in large part to a change in the method of allocating certain expenses, like employee benefits. Additionally, some expenses that had previously been reported as System Control expense are now classified as Transmission and Distribution expense. Operating expenses, excluding depreciation and purchased power are 96.49% of the year to date (YTD) seasonally shaped budget.

Contribution Margin
Contribution Margin (CM) is a measure of the amount power activity contributes to the fixed costs of the utility. CM is made up of retail, wholesale and power related other operating revenue, net of the cost of purchased power, transmission and fuel. The CM revenues and expenses are shaped seasonally based upon forecasts and historical experience. CM for 2015 was budgeted to be $118 million. At this time, the seasonally shaped CM budget is $6.8 million under budget, and is forecasted to be $7.6 million under budget at year-end due primarily to lower than budget sales as discussed in **Operating Revenues**.

Other Non-operating Revenue and Expenses
Other Non-operating Revenues consist primarily of investment earnings and miscellaneous revenues that are not related to the core business of the Utility, such as rental income. At this time, other revenues are $2.9 million under 2014 mostly due to the reclassification of Lane Transit District (LTD) billable work from non-operating revenue to CIA, since the LTD work is capital in nature. Prior to 2015, most O&M billable work was included in non-operating revenue, but the billed expenses were considered operating. Billable work for which there are related operating expenses is now considered other operating income.

Other expenses include non-debt related amortizations, donations, and the costs of environmental remediation at the former coal/gas site as well as on-going work at the riverfront property. Other expenses are $800 thousand less than in 2014 and are over budget by $1.6 million to the YTD seasonally shaped budget. A portion of the variance is due to the O&M costs relating to the ongoing riverfront site preparation work.

Contributions in Aid of Construction (CIA)/Contributed plant assets
CIA were comparable to 2014, and were $3.1 million under the YTD seasonally shaped budget. Certain LTD revenues were reclassified to the Water Utility.

The utility also recognized $150 thousand in assets contributed by developers. Prior to the implementation of a centralized fixed asset system, contributed assets were only recognized at year-end. The new system allows for contributed assets to be recognized in a timelier manner.

Statement of Net Position Analysis

Cash and Reserve Balances
Restricted cash has decreased by $6.7 million, due to draw down of bond funds restricted for construction of capital assets.

The Harvest Wind $27 million reserve was depleted with the May payoff of the note payable. Other designated funds reflect the transfers approved at the June Board meeting. Overall, designated cash has decreased by $1.6 million.

Debt and Financing
Current and non-current long-term debt decreased by $43 million, of which $29 million was the Harvest Wind note, and $14 million was the ongoing payment of principal on long-term debt. There are no plans to obtain any bonded or other debt during the remainder of the year.

Ratio Analysis

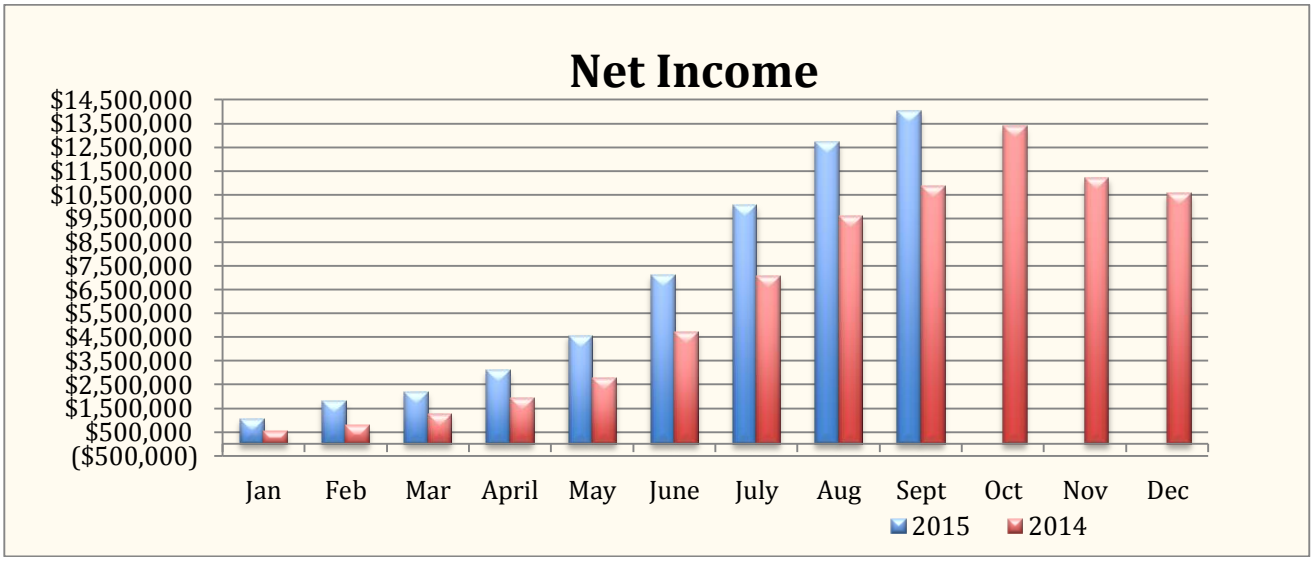
The current ratio, a measure of current assets compared to current liabilities, increased from 3.38 in 2014 to 5.64, primarily due to the May payoff of the Harvest Wind note, and is well above the Board target. The debt service ratio, a measure of our ability to pay debt service with current revenues, is 2.02, and is above the target of 1.75. The debt to assets ratio, a measure of leverage, was 41%, well below the target of less than 60%. The debt to equity ratio is another measure of leverage, with a lower ratio indicating a stronger equity position. The debt to equity ratio was 57%, well below the target of less than 91%. All other ratios are performing better than the Board targeted levels.

Water Utility: See Financial Statements at Attachment 2

Statement of Revenues, Expenses and Changes in Net Position Analysis

Net Income

Net income for the Water Utility increased by $3.0 million dollars compared to 2014 and $6.8 million compared to budget, with the increase due to the rate increase effective February 2015 and higher consumption due to warmer than historical weather conditions.



Operating Revenues

Operating revenue increased by $2.4 million overall, with the largest increase of $1.6 million being in residential sales, an increase of 10.4% in revenue and 4.3% in consumption. As in electric, residential sales are more reactive to weather conditions than commercial. Compared to the seasonally shaped budget, residential sales are 7.1% or $1.1 million higher than budget, and 11.0% or 346 thousand kgals higher than budget for consumption.

Commercial and industrial sales decreased by $866 thousand below 2014. The methodology for shaping the commercial and industrial budget has changed since 2014 and is not comparable between budget years. Compared to the 2015 seasonally shaped budget, commercial and industrial sales are 12.4% or $1.1 million higher than budget.

Sales for resale and other has been updated to include sales to Water Districts and the Willamette Water Company, as well as sales to Veneta that were previously included in Commercial and industrial sales in the April and May financial statements.

Other operating revenue includes revenues from customer account related fees and reimbursements for billable O&M work. Prior to 2015, most O&M billable work was included in non-operating revenue, but the billed expenses were considered operating. Billable work for which there are related operating expenses is now considered other operating income. The increase in other operating revenue category is primarily due to this reclassification.

Operating Expenses
Operating expenses decreased overall by $1.1 million from 2014. Much of the overall decrease is due to a change in the treatment of Unfunded Actuarial Liability (UAL). Prior to 2015, the UAL was considered an Administrative & General (A&G) expense. Starting in 2015, the UAL is considered a part of the benefit load and is spread to labor with other benefits wherever labor is incurred. The second factor is the application of administrative overhead to capital and billable work. Water capital work has been heavy this year resulting in more overhead charges to capital which reduces A&G. Expense classifications are not directly comparable between years due to an accounting structure change and a change in methodology for allocating certain expenses. Depreciation is a non-cash transaction that allocates the amounts spent to build or acquire capital assets over the useful lives of those assets.

Operating expenses without Depreciation were at 50.6% of annual budget. In comparison to the seasonally adjusted budget through September, operating expenses without depreciation are at 70.5%.

Contribution Margin
CM is a measure of the amount water sales activity contributes to the fixed costs of the utility. CM is made up of retail, wholesale and other sales, net of the cost of production expenses. The CM revenues and expenses are shaped seasonally based upon forecasts and historical experience. CM for 2015 was budgeted to be $8.3 million. At this time, compared to the seasonally shaped budget the water utility has realized a $2.3 million positive variance, with the increase in sales revenue discussed above as the primary driver.

Other Non-operating Revenue and Expenses
Other revenue, consisting of investment earnings and miscellaneous non-operating revenue decreased compared to 2014 by $511 thousand, and are $41 thousand over the seasonally adjusted budget. Compared to budget, other revenues are at 76.4%.

Non-operating expenses, primarily interest and amortizations on debt service and other assets, is comparable to 2014, and at 76.5% of budget. In comparison to the seasonally adjusted budget through September, non-operating expenses are above budget by $397 thousand or 17.3%.

Contributions in Aid of Construction (CIA) and SDCs
CIA were $2.2 million higher than in 2014. The balance includes the reclassification of LTD EMX project revenue from Non-operating Other revenue to CIA and a reallocation of CIA from the Electric Utility to the Water Utility. LTD EMX work makes up the majority of 2015 CIA. SDC revenue is recognized as projects qualifying for SDCs are completed. At this time, SDC revenue is $214 thousand less than in 2014, and is 73% of seasonal budget.

Statement of Net Position Analysis

Cash and Reserve Balances
Restricted cash has decreased by $3.8 million, due to using $4.9 million in construction funds for capital projects that was partially offset by an increase in the SDC reserve.

Designated cash reflects the transfers approved by the Board at the June meeting.

Debt and Financing
Long-term debt, including bonds and amounts payable to the Electric Utility, decreased by $1.9 million, due to the ongoing payment of principal on long-term debt. There are no plans to obtain any bonded or other debt during the remainder of the year, but planning has begun for borrowing in 2016.

Ratio Analysis

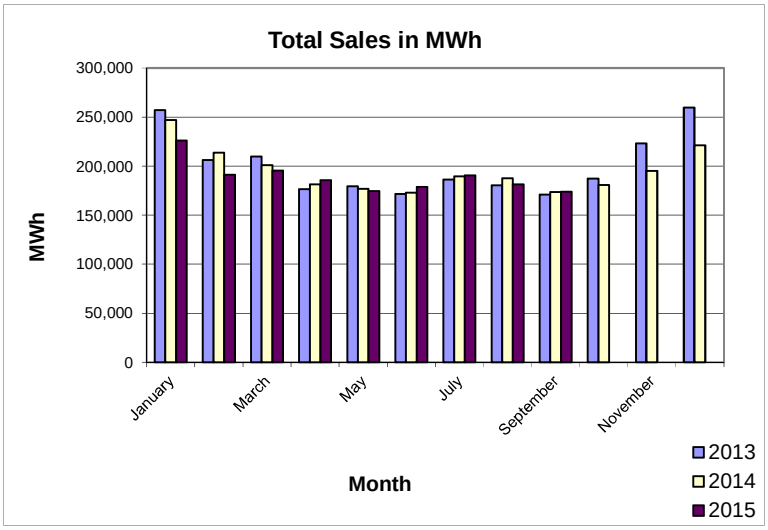
The current ratio, a measure of current assets compared to current liabilities, as of September is 7.97, more than twice the Board target of 3.25. This ratio includes the effects of increase in prices and consumption that have allowed the utility to accumulate cash and reserves. The debt service ratio, a measure of our ability to pay debt service with current revenues is 4.92, is more than double the target of 2.0. The debt to assets ratio is one measure of leverage and as of September was 34%, well below the target of less than 60%. The debt to equity ratio is another measure of leverage, with a lower ratio indicating a stronger equity position. The debt to equity ratio as of September was 48%, well below the target of less than 89%. The measurement of day's available cash is also very strong. All other ratios are performing better than the Board targeted levels.

Requested Board Action
Information only. No action requested.

Electric Utility Sales in MWh
September 2015

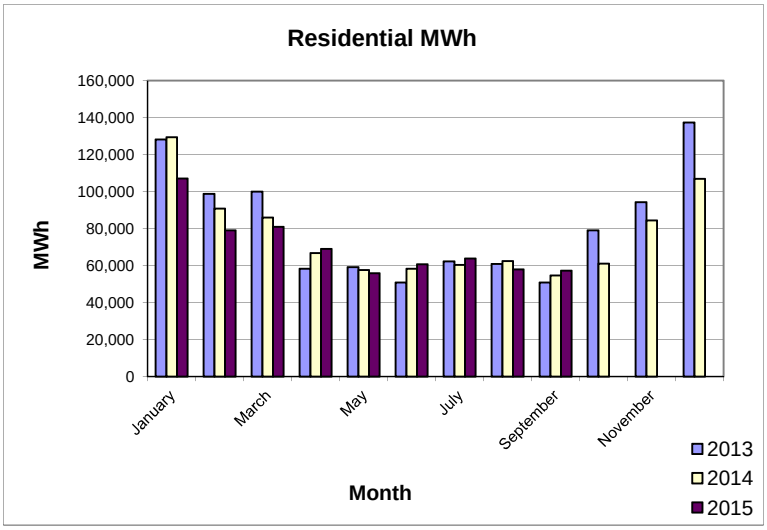
Total Electric Utility Sales in MWh

	2013	2014	2015
January	257,093	246,897	226,208
February	206,073	213,721	191,281
March	209,892	201,085	195,492
Q1 total	673,058	661,703	612,981
April	176,531	181,338	185,698
May	179,544	176,849	174,491
June	171,487	172,861	178,629
Q2 total	527,562	531,048	538,818
July	186,179	189,368	190,535
August	180,320	187,651	181,414
September	170,968	173,396	173,902
Q3 total	537,467	550,415	545,851
October	187,228	180,848	0
November	223,065	194,991	0
December	259,701	221,321	0
Q4 total	669,994	597,160	0
Annual total	2,408,081	2,340,326	1,697,650



Residential Sales in MWh

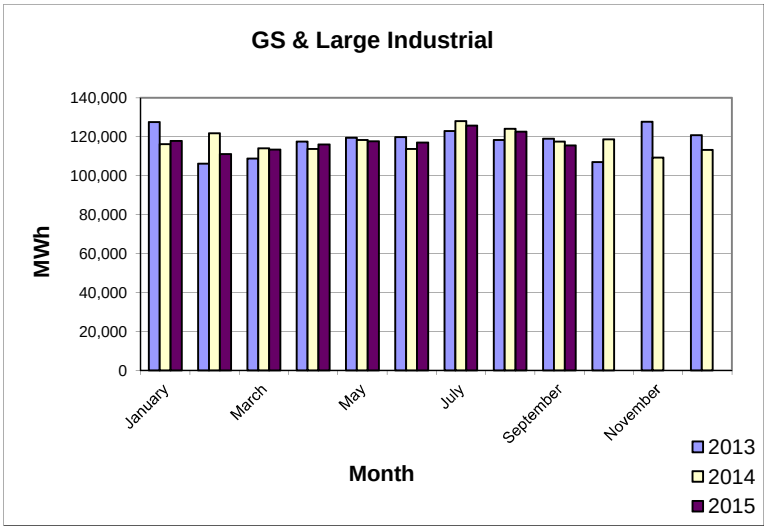
	2013	2014	2015
January	128,308	129,434	107,136
February	98,751	90,865	79,168
March	100,089	86,008	81,006
	327,148	306,307	267,310
April	58,331	66,739	69,023
May	59,174	57,652	55,898
June	50,849	58,311	60,721
	168,354	182,702	185,642
July	62,311	60,462	63,866
August	60,936	62,552	57,890
September	50,898	54,751	57,313
	174,145	177,765	179,069
October	79,087	61,020	0
November	94,314	84,506	0
December	137,467	106,876	0
	310,868	252,402	0
Total	980,515	919,176	632,021



Electric Utility Sales in MWh
September 2015

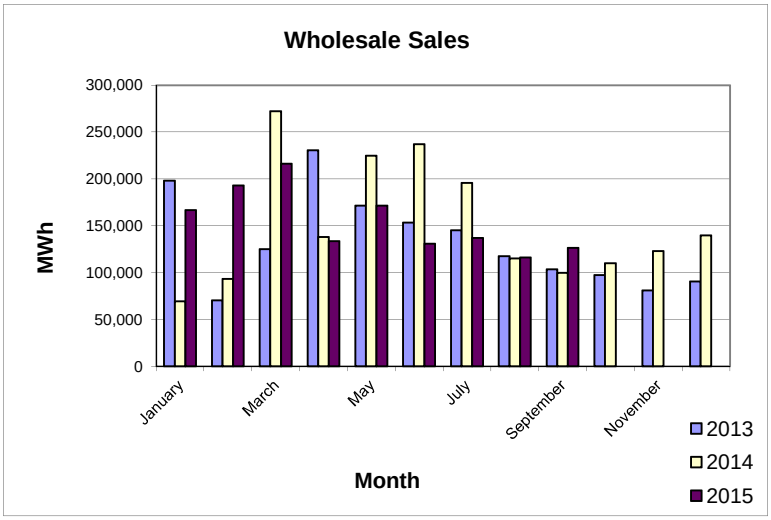
General Service & Large Industrial Sales in MWh

	2013	2014	2015
January	127,580	116,239	117,866
February	106,201	121,842	111,091
March	108,764	114,007	113,463
	342,545	352,088	342,420
April	117,486	113,740	116,038
May	119,518	118,322	117,742
June	119,787	113,703	117,015
	356,791	345,765	350,795
July	122,885	127,947	125,672
August	118,305	124,008	122,673
September	118,943	117,531	115,459
	360,133	369,486	363,804
October	106,929	118,635	0
November	127,714	109,278	0
December	120,800	113,195	0
	355,443	341,108	0
Total	1,414,912	1,408,447	1,057,019



Total Wholesale Sales in MWh

	2013	2014	2015
January	198,192	69,372	166,562
February	70,543	93,166	192,878
March	124,994	272,177	216,315
	393,729	434,715	575,755
April	230,512	137,930	133,635
May	171,488	224,853	171,384
June	153,436	237,088	130,835
	555,436	599,871	435,854
July	145,163	195,718	136,993
August	117,527	115,137	116,194
September	103,682	99,891	126,384
	366,372	410,746	379,571
October	97,400	110,036	0
November	81,125	123,128	0
December	90,633	139,559	0
	269,158	372,723	0
Total	1,584,695	1,818,055	1,391,180
Average Price Per MWH	$ 30.60	$ 31.75	$ 23.12
Generation %	97%	97.2%	85.0%



Eugene Water & Electric Board
Electric System
Statement of Revenues, Expenses and and Changes in Net Position
for the nine months ended September 2015 and 2014

	2015	2014
Residential	$ 66,387,277	$ 67,922,125
Commercial and industrial	73,647,357	72,689,359
Sale for resale and other	39,142,031	50,445,571
Operating Revenues	179,176,665	191,057,055
Purchased power	81,423,257	88,009,692
System control	4,398,453	4,894,674
Wheeling	9,431,961	9,439,361
Generation	8,755,932	8,845,342
Transmission and distribution	15,435,781	14,233,330
Customer accounting	5,673,822	6,155,877
Conservation expenses	2,570,986	2,146,717
Administrative and general	14,576,562	14,266,363
Depreciation on utility plant	17,604,415	14,196,697
Operating Expenses	159,871,169	162,188,053
Net Operating Income	19,305,496	28,869,002
Investment earnings	651,628	750,003
Interest earnings, Water	841,347	856,615
Other revenue	1,444,780	4,434,206
Non-operating Revenues	2,937,755	6,040,824
Other expenses	1,602,556	1,553,550
Interest expense and related amortization	8,487,405	9,337,186
Other Non-operating Expenses	10,089,961	10,890,736
Income Before Capital Contributions	12,153,290	24,019,090
Contributions in aid of construction	2,738,511	2,639,169
Contributed plant assets	150,000	-
Increase in Net Position	15,041,801	26,658,259
Total net position at beginning of year	396,751,636	367,222,016
Total Net Position at End of the Period	$ 411,793,437	$ 393,880,275

Overview and Definitions – Statement of Revenues, Expenses in Net Position

Residential – Retail sales to residential electric customers.

Commercial and industrial– Retail sales to commercial and industrial electric customers.

Sales for Resale and Other – Wholesale sales, power marketing services, REC and other miscellaneous sales.

Regulatory credits – net - Deferral of revenue from the current year and/or recognition of revenue previously deferred.

Purchased Power – Power purchases from BPA and wholesale counterparties.

System Control – Trading and dispatching of power sales and power purchases (including labor).

Wheeling – Fees for movement of power across transmission and distribution (T&D) lines not owned or under contract for general EWEB use.

Generation – Maintenance, labor and other fixed costs of power generation at EWEB hydroelectric sites and co-generation sites.

Transmission and Distribution – Labor and other costs to maintain T&D infrastructure and transport power and steam to customer sites.

Customer Accounting – Primarily the Customer Service function, also meter reading, bad debt expense and low-income assistance.

Conservation Expenses – Labor and other costs to provide energy saving measures to customers.

Administrative and General – Salaries and other expenses for management and support functions.

Depreciation– Systematic expensing of acquisition costs for all capital assets (fixed assets which degrade over time: buildings and equipment other than land).

Investment Earnings – Earnings on investments, including changes in market value while investments are held and changes in the market value of investment derivatives.

Interest Earnings, Water – Interest paid by the water utility to the electric utility for intercompany loans.

Allowance for Funds Used During Construction – Estimated financing costs associated with self-construction of assets. Costs are deferred/added to income and the asset balance then expensed over time through depreciation.

Other Revenue – Nonoperating revenues such as leases of real property and telecom, gains on disposals of assets, equity increases in WGA, and reimbursable work.

Other Expenses – Nonoperating expenses including amortization of conservation assets and losses on disposals of property.

Interest Expense and Related Amortization – Interest on debt and amortization of bond issuance costs, discounts and premiums.

Allowance for Borrowed Funds Used During Construction – Costs of borrowing for self-constructed assets. Costs are deferred/reducing interest expense and added to the cost of fixed assets for eventual expensing through depreciation.

Contributions in Aid of Construction – Payments from customers or contractors to offset the cost of new services.

Contributed Plant Assets – Value of plant assets that are constructed by contractors and donated to EWEB

Net Position – Accumulated equity

Eugene Water and Electric Board
Electric System
Statement of Net Position
September 30, 2015 and 2014

	2015	2014	December 2014
Assets			
Capital assets			
Utility plant in service	$ 733,959,377	$ 710,239,978	$ 728,250,069
Less - Accumulated depreciation	(389,324,353)	(366,687,534)	(371,953,881)
Net utility plant in service	344,635,024	343,552,444	356,296,188
Property held for future use	827,449	3,436,406	827,449
Construction work in progress	18,525,506	23,539,454	10,790,207
Net utility plant	363,987,979	370,528,304	367,913,844
Current assets			
Cash and cash equivalents	8,079,345	6,708,190	1,700,961
Short-term investments	26,502,425	36,712,498	8,152,378
Restricted cash and investments			
Debt service reserve	9,337,020	9,335,549	9,336,247
Customer deposit reserve	2,486,322	2,739,150	2,314,877
Harvest Wind escrow accounts	2,111,954	2,109,075	2,105,446
Construction reserve	19,285,128	25,763,024	23,760,249
Investments for debt service	4,100,766	4,047,135	10,122,606
Designated cash and investments			
Power reserve	27,245,436	23,310,780	14,271,470
Rate stabilization	12,392,112	147,295	147,488
Capital improvement reserve	23,896,462	17,535,675	10,271,710
Carmen-Smith fund	15,733,905	15,687,691	8,424,738
Harvest Wind reserve	-	26,942,578	26,941,010
Operating reserve	5,833,687	5,413,989	12,123,383
Pension and medical fund	8,274,495	5,963,255	5,097,591
Receivables, less allowances	28,722,770	26,869,576	32,838,274
Due from Water System	788,488	769,074	867,503
Materials and supplies, at average cost	4,908,830	4,793,839	4,547,729
Prepaids	8,102,810	8,889,688	8,969,275
Total current assets	207,801,955	223,738,061	181,992,935
Non-current assets			
Prepaid retirement obligation	10,308,184	11,252,445	11,016,380
Long-term receivable, conservation and other	4,895,382	4,779,997	4,857,478
Due from Water System	17,436,013	18,100,379	17,936,309
Long-term investments	-	-	52,449,749
Investment in WGA	1,368,010	(837,744)	432,010
Investment in Harvest Wind	25,314,834	26,296,569	26,278,520
Nonutility Property	7,939,893	10,411,792	10,439,457
Other assets	57,724,277	55,351,030	57,895,225
Total non-current assets	124,986,593	125,354,468	181,305,127

Eugene Water and Electric Board
Electric System
Statement of Net Position
September 30, 2015 and 2014

	2015	2014	December 2014
Deferred Outflows			
Deferred outflows of resources	1,593,400	2,171,614	1,731,136
Total Assets and Deferred Outflows	$ 698,369,927	$ 721,792,447	$ 732,943,042
Liabilities			
Current liabilities			
Payables	$ 16,564,843	$ 17,085,968	$ 20,965,415
Accrued payroll and benefits	4,927,853	4,534,153	4,535,917
Accrued interest on long-term debt	1,846,634	2,472,336	5,055,897
Long-term debt due within one year	13,510,000	42,081,349	41,452,398
Total current liabilities	36,849,330	66,173,806	72,009,627
Non-current liabilities			
Long-term debt	233,197,855	248,047,839	247,703,815
Other liabilities	10,301,562	8,561,901	9,874,664
Total liabilities	280,348,746	322,783,546	329,588,105
Deferred Inflows			
Deferred Inflows of resources	6,227,743	5,128,626	6,603,300
Net Position			
Net investment in capital assets	169,006,798	168,451,131	164,313,120
Restricted	15,030,194	14,593,094	17,843,802
Unrestricted	227,756,445	210,836,050	214,594,714
Total net position	411,793,437	393,880,275	396,751,636
Total Liabilities, Deferred Inflows, and Net Position	$ 698,369,927	$ 721,792,447	$ 732,943,042

Eugene Water and Electric Board
Electric System
Financial Ratios
September 30, 2015

	YEAR-TO-DATE			
	2015	Status	2014	Performance Standard
Current Ratio	5.639		3.381	≥ 3.250
Debt to Total Assets	0.410		0.454	≤ 0.600
Debt Service Coverage	2.025		2.623	≥ 1.750
Operating Ratio	0.794		0.637	
Days Unrestricted Cash	247		263	
Days Available Cash	153		136	≥ 90
Debt to Equity	57%		64%	≤ 91%

Notes: The debt service ratio methodology was revised in 2014 to include the Harvest Wind note payable paid off in May of 2015. Effective, 9/30/2015 - Rate Stabilization Fund was added to the calculation for Days Available Cash. While Board approval is required - this fund would be available for use in an emergency.

See next page for Ratio definitions and benchmark sources

Eugene Water and Electric Board
Electric System
Financial Ratios
September 30, 2015

Current Ratio
Total current assets to total current liabilities.
This ratio measures the utility's short-term liquidity (ability to pay bills).

Debt to Total Assets
Long-term debt plus current liabilities to total assets.
This ratio measures a utility's ability to meet its current and long-term liabilities based on the availability of assets.

Debt Service Coverage
Ratio of annualized net revenues available for debt service to total long-term debt service for the year. This ratio measures the utility's ability to meet its annual long-term debt obligation.

Operating Ratio
Total electric operation and maintenance expenses to total electric operating revenues.
This ratio measures the proportion of revenues received from electric sales and other electric activities required to cover operation and maintenance costs associated with producing and selling electricity.

Days Unrestricted Cash (Rating Agency Model)
Ratio of total unrestricted cash and cash equivalents
to average daily cash requirements for operating expenses (defined as yearly budgeted operating expenses net of depreciation divided by 365 days in the year).
This figure measures the length of time the utility can carry on normal operations with available unrestricted cash not otherwise designated for future capital needs.

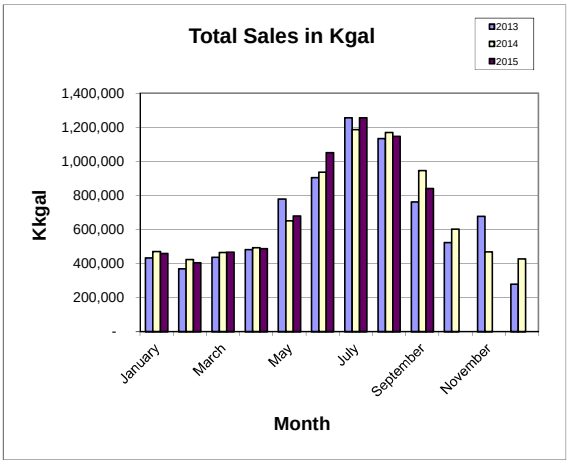
Days Available Cash (EWEB Internal Model)
Ratio of total available cash (defined as working cash and equivalents plus general operating reserves) to adjusted average daily cash requirements for operating and other non-capital expenses (defined as actual YTD expenditures plus remaining pro-rated budget expenses for the year divided by 365 days in the year). This is a modification of Days Unrestricted Cash measuring the length of time (in calendar days) the utility can carry on projected non-capital related operations with readily available cash (defined as working cash and equivalents plus general operating reserves, including the power and rate stabilization reserves).

Debt to Equity
Ratio of total liabilites, net of current liabilities, to total equity (net assets), expressed as a percentage.
If the ratio exceeds 100% it means that outside borrowing (liabilites) exceeds the utility's own equity (net assets).

Water Utility Sales in Kgal
2015

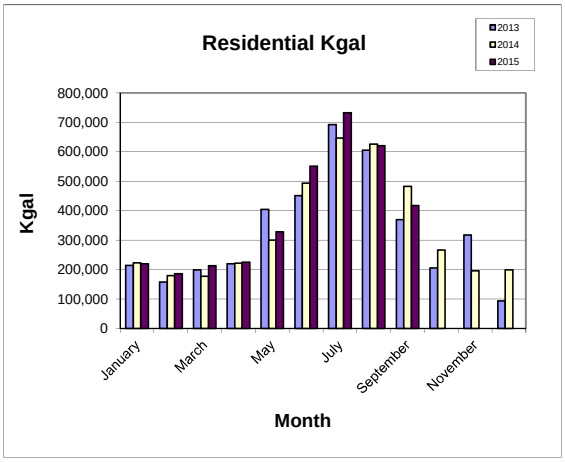
Total Water Sales in Kgal

	2013	2014	2015
January	432,590	469,967	459,108
February	368,791	424,408	404,303
March	436,077	463,973	467,462
Q1 total	**1,237,458**	**1,358,348**	**1,330,873**
April	482,298	493,852	487,636
May	777,945	650,078	679,838
June	903,495	935,507	1,051,349
Q2 total	**2,163,738**	**2,079,437**	**2,218,823**
July	1,255,686	1,185,522	1,255,528
August	1,132,833	1,168,830	1,145,986
September	762,099	946,113	840,585
Q3 total	**3,150,618**	**3,300,465**	**3,242,099**
October	523,088	601,568	0
November	676,720	468,583	0
December	278,689	427,484	0
Q4 total	1,478,497	1,497,635	0
Annual total	8,030,311	8,235,885	6,791,795



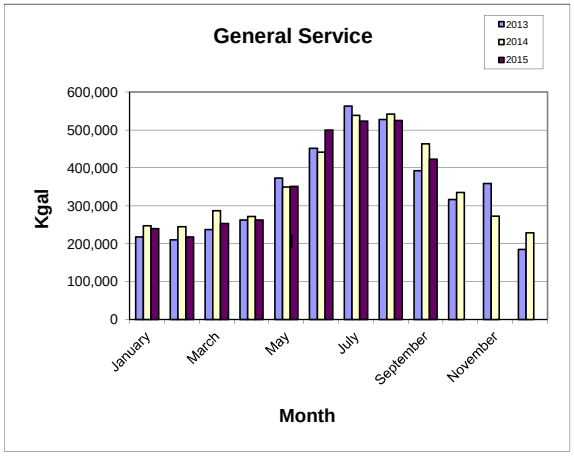
Residential Sales in Kgal

	2013	2014	2015
January	214,316	222,490	219,363
February	157,996	179,454	186,053
March	199,000	176,867	213,577
Q1 total	**571,312**	**578,811**	**618,993**
April	219,449	221,689	225,226
May	404,918	300,111	328,179
June	451,444	493,850	551,652
Q2 total	**1,075,811**	**1,015,650**	**1,105,057**
July	692,568	647,084	732,314
August	605,424	626,527	620,535
September	369,368	482,893	417,603
Q3 total	**1,667,360**	**1,756,504**	**1,770,452**
October	206,009	266,075	0
November	317,555	195,852	0
December	93,757	198,845	0
Q4 total	617,321	660,772	0
Total	3,931,804	4,011,737	3,494,502



General Service in Kgal

	2013	2014	2015
January	218,274	247,477	239,745
February	210,795	244,954	218,250
March	237,077	287,106	253,885
Q1 total	**666,146**	**779,537**	**711,880**
April	262,849	272,163	262,410
May	373,027	349,967	351,659
June	452,051	441,657	499,697
Q2 total	**1,087,927**	**1,063,787**	**1,113,766**
July	563,118	538,438	523,214
August	527,409	542,303	525,451
September	392,731	463,220	422,982
Q3 total	**1,483,258**	**1,543,961**	**1,471,647**
October	317,079	335,493	0
November	359,165	272,731	0
December	184,932	228,639	0
Q4 total	861,176	836,863	0
Total	4,098,507	4,224,148	3,297,293



Eugene Water & Electric Board
Water System
Statement of Revenues, Expenses and Changes in Net Position
for the nine months ended September 30, 2015 and 2014

	2015	2014
Residential	$ 17,016,409	$ 15,415,201
Commercial and industrial	11,223,592	12,089,440
Sale for resale and other	2,496,287	737,705
Operating Revenues	30,736,288	28,242,346
Source of supply, pumping and purification	4,613,161	2,208,121
Transmission and distribution	2,535,283	5,129,511
Customer accounting	658,728	1,017,571
Conservation expenses	110,021	122,586
Administrative and general	1,980,302	2,519,724
Depreciation on utility plant	4,267,618	4,263,956
Operating Expenses	14,165,113	15,261,469
Net Operating Income	16,571,175	12,980,877
Investment earnings	79,496	63,710
Other revenue	82,878	610,092
Non-operating Revenues	162,374	673,802
Other revenue deductions	205,104	224,005
Interest expense and related amortization	1,643,103	1,684,930
Interest expense, Electric	846,447	867,993
Non-operating Expenses	2,694,654	2,776,928
Income before capital contributions	14,038,895	10,877,751
Contribution in aid of construction	3,118,352	919,258
Contributed plant assets	993,478	-
System development charges	1,149,686	1,364,148
Capital Contributions	5,261,516	2,283,406
Increase in net position	19,300,411	13,161,157
Total net position at beginning of year	108,281,417	94,762,701
Total Net Position at End of Year	$ 127,581,828	$ 107,923,858

Overview and Definitions – Statement of Revenues, Expenses and Net Assets

Residential – Retail sales to residential water customers.

Commercial and industrial– Retail sales to commercial and industrial water customers, including Santa Clara and River Road Water Districts.

Sales for Resale and Other – Miscellaneous sale and other operating revenues, including Water District and Sewer service/billing charges.

Source of supply, pumping and purification - Costs of delivering water to distribution system.

Transmission and Distribution – Labor and other costs to maintain T&D infrastructure and transport water to customer meters.

Customer Accounting – Primarily the Customer Service function, also meter reading, bad debt expense and low-income assistance.

Conservation Expenses – Labor and other costs to provide water saving measures to customers.

Administrative and General – Salaries and other expenses for management and support functions.

Depreciation– Systematic expensing of acquisition costs for all capital assets (fixed assets which degrade over time: buildings and equipment other than land).

Interest and Investment Revenue – Earnings on investments, including changes in market value while investments are held.

Allowance for Funds Used During Construction – Estimated financing costs associated with self-construction of assets. Costs are deferred/added to income and the asset balance then expensed over time through depreciation.

Other Revenue – Non-operating revenues such as leases of real property, gains on disposals of assets, and reimbursements for work billed to customers.

Other Revenue Deductions – Non-operating expenses including amortization of prepaid retirement obligation and disposals of property.

Interest Expense and Related Amortization – Interest on debt and amortization of bond issuance costs, discounts and premiums.

Allowance for Borrowed Funds Used During Construction – Costs of borrowing for self-constructed assets. Costs are deferred/reducing interest expense and added to the cost of fixed assets for eventual expensing through depreciation.

Contributions in Aid of Construction – Payments from customers or contractors to offset the cost of new services.

Contributed Plant Assets – Value of plant assets that are constructed by contractors and donated to EWEB

System Development Charges – Charges collected from customers, primarily contractors and developers, for new water capital development.

Net Assets – Accumulated equity

Eugene Water and Electric Board
Water System
Statement of Net Position
September 30, 2015 and 2014

	2015	2014	December 2014
Assets			
Capital assets			
Utility plant in service	$ 238,874,444	$ 227,192,878	$ 237,294,361
Less - Accumulated depreciation	(104,875,679)	(98,714,090)	(100,581,170)
Net utility plant in service	133,998,765	128,478,788	136,713,191
Property held for future use	968,578	968,578	968,578
Construction work in progress	17,580,890	11,919,644	7,015,689
Net Utility Plant	152,548,233	141,367,009	144,697,458
Current assets			
Cash and cash equivalents	8,639,218	6,858,088	8,750,418
Restricted cash and investments			
Debt service reserve	2,368,223	2,367,850	2,368,027
Construction fund	519,979	5,455,121	2,460,567
System development charge reserves	2,472,565	1,347,141	1,726,809
Investments for debt service	656,498	654,331	1,637,027
Designated cash and investments			
Rate Stabilization Fund	3,612,040	-	-
Capital improvement reserve	5,434,492	3,895,873	3,322,466
Alternative Water Supply	2,646,694	509,469	890,369
Operating reserve	1,455,233	1,206,206	1,212,491
Pension and medical reserve	964,312	481,049	481,682
Receivables, less allowances	6,531,297	6,154,657	3,254,441
Material and supplies, at average cost	858,080	1,083,670	918,358
Prepayments and special deposits	1,661,972	1,650,476	1,633,138
Total current assets	37,820,603	31,663,931	28,655,794
Non-current assets			
Prepaid retirement obligation	2,262,781	2,470,058	2,418,238
Other assets	1,122,596	1,473,253	979,593
Total non-current assets	3,385,377	3,943,311	5,218,119
Deferred Outflows of Resources			
Deferred Outflows of Resources	707,898	784,246	764,555
Total Assets & Deferred Outflows	$ 194,462,111	$ 177,758,497	$ 179,335,925

Eugene Water and Electric Board
Water System
Statement of Net Position
September 30, 2015 and 2014

	2015	2014	December 2014
Liabilities			
Current liabilities			
Payables	$ 526,969	$ 1,091,168	$ 1,829,473
Accrued payroll and benefits	1,172,556	1,140,271	1,095,928
Accrued interest on long-term debt	336,097	342,732	870,069
Long-term debt due within one year	1,920,000	1,840,000	1,840,000
Due to Electric System	788,488	769,075	867,504
Total current liabilities	4,744,110	5,183,246	6,502,974
Non-current liabilities			
Long term debt			
-note and bonds payable	43,930,716	45,869,785	45,864,998
Due to Electric System	17,436,013	18,100,379	17,936,308
Other liabilities	441,464	353,249	422,248
Total liabilities	66,552,303	69,506,659	70,726,528
Deferred Inflows of Resources			
Deferred inflows of resources	327,980	327,980	327,980
Net Position			
Net invested in capital assets	89,733,357	83,150,139	83,589,681
Restricted	5,123,802	4,033,255	4,850,766
Unrestricted	32,724,669	20,740,464	19,840,970
Total net position	127,581,828	107,923,858	108,281,417
Total Liabilities, Deferred Inflows & Net Position	$ 194,462,111	$ 177,758,497	$ 179,335,925

Eugene Water and Electric Board
Water Utility
Financial Ratios
September 30, 2015

	YEAR-TO-DATE			PERFORMANCE STANDARD
	2015	Status	07/31/2014	
Current Ratio	7.972		6.109	≥ 3.250
Debt to Total Assets	0.344		0.393	≤ 0.600
Debt Service Coverage - Annualized	4.929		4.678	≥ 2.000
Operating Ratio	0.322		0.389	≤ 0.570
Days Unrestricted Cash	425		255	
Days Available Cash	256		159	≥ 90
Debt to Equity	48%		59%	≤ 89%

Note that the target ratios are based on annual results. Year-to-date amounts may vary from annual results. Effective 9/30/15, the Rate Stabilization Fund was added to the calculation for Days Available Cash. While Board approval is required, this fund is available for use in an emergency.

See next page for Ratio definitions

Water Utility
Financial Ratios
September 30, 2015

Definitions

Current Ratio
Ratio of current assets to total current liabilities. Measures the utility's short-term liquidity (ability to pay bills).

Debt to Total Assets
Ratio of long-term debt plus current liabilities to total assets. Measures a utility's ability to meet its current and long-term liabilities based on the availability of assets.

Debt Service Coverage
Ratio of annualized net revenues available for debt service to total long-term debt service for the year. This ratio measures the utility's ability to meet its annual long-term debt obligation.

Operating Ratio
Ratio of total water operation and maintenance expenses to total water operating revenues. This ratio measures the proportion of revenues received from water sales and other water activities required to cover operation and maintenance costs associated with producing and selling water.

Days Unrestricted Cash (Rating Agency Model)
Ratio of total unrestricted cash and cash equivalents, net of designated SDC reserves, to average daily cash requirements for operating expenses (defined as yearly budgeted operating expenses net of depreciation divided by 365 days in the year).
This figure measures the length of time the utility can carry on normal operations with available unrestricted cash not otherwise designated for future capital needs (ie SDC reserves)

Days Available Cash (EWEB Internal Model)
Ratio of total available cash (defined as working cash and equivalents plus general operating reserves) to adjusted average daily cash requirements for operating and other non-capital expenses (defined as actual YTD expenditures plus remaining pro-rated budget expenses for the year divided by 365 days in the year). This is a modification of Days Unrestricted Cash measuring the length of time (in calendar days) the utility can carry on projected non-capital related operations with readily available cash (defined as working cash and equivalents plus general operating reserves, and the rate stabilization reserves)

Debt to Equity
Ratio of total liabilities, net of current liabilities, to total equity (net assets), expressed as a percentage. If the ratio exceeds 100% it means that outside borrowing (liabilities) exceeds the utility's own equity (net assets)

MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

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

FROM: Lance Robertson, Public Affairs Manager

DATE: October 23, 2014

SUBJECT: Web site migration project update

OBJECTIVE: Information Only

At your Oct. 6 meeting, Commissioner Mital asked for an update on EWEB's efforts to migrate its external web site (www.eweb.org). This memo provides a brief overview.

EWEB's current web site was redesigned in 2008 and resides on internal servers. While the 2008 redesign represented a major step forward in online communications, nearly eight years later, the current web-management software is obsolete, is no longer is supported by the original vendor, and has become extremely time-consuming to manage internally.

Meanwhile, modern "cloud-based" content-management systems have matured, offering high levels of security, superior functionality and increased features to enhance the customer experience. The current web site is a key component in EWEB's communication with its customers, and as the utility expands its range of services, it will be increasingly important to communicate those changes in real time and to meet customer expectations for access to important information and services. This project will move our web site to a platform that will position EWEB to meet these demands in the future.

In 2013, Public Affairs began planning to migrate our web site to a modern content-management system (CMS). The project was put on hold in 2014 due to other organizational priorities as EWEB modernizes its business systems, but was reactivated by the Business Systems Planning team in mid-2015.

Current projections are that EWEB's web site will migrate to a new, modern content-management system and off-site hosting service by the spring of 2016. EWEB has solicited proposals from content-management vendors and hosting services. Six responses were received. Those proposals will be evaluated in the month of November, and Public Affairs expects to select a CMS vendor and hosting service by mid-December.

Once vendors are selected and contracts are signed, Public Affairs will migrate the current web site's content to the new CMS platform, with Information Services providing a lead role with technical needs. Completion of this task is expected by the spring of 2016. The current effort does not include a redesign of the web site's appearance, but some navigation or graphical features may need to be altered to meet the new content-management system's technical requirements.

Once the new web-platform project is completed, Public Affairs will create a work plan for adding more customer-facing enhancements, such as an outage map, the ability to provide news or social media "feeds," interactive forms, online surveys, blogs with customer comment capabilities, audio and videos, and other features. An outage map is on the Business Systems Planning team's list of projects for completion in 2016.

Please feel free to contact me via email with any questions.