

# Bill and Final Notice Redesign

## Overview

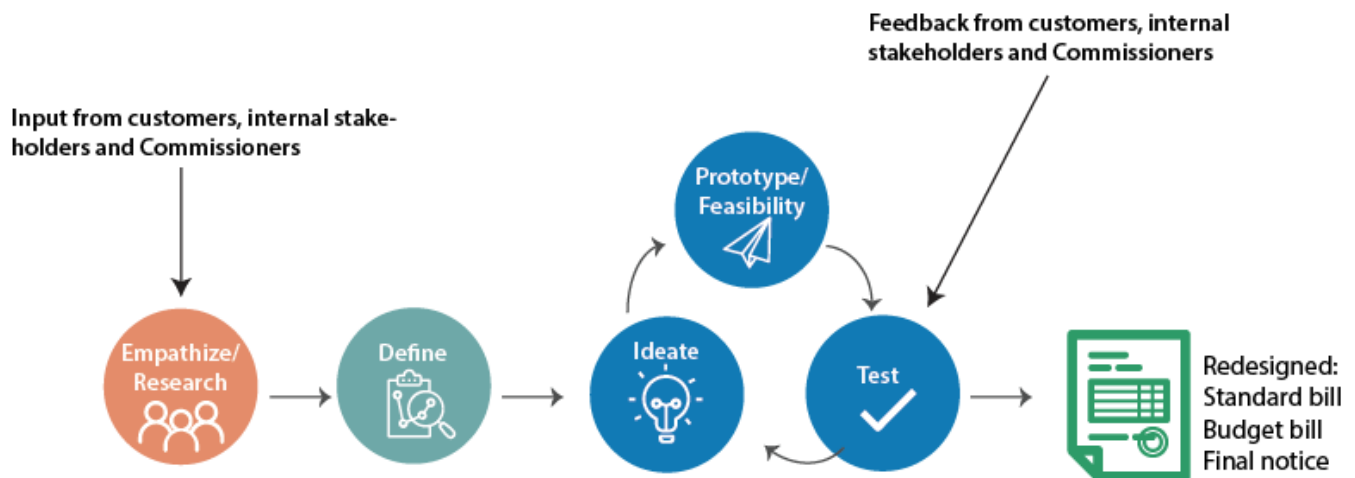
As a part of the Customer Experience Improvement (CEI) project, EWEB had the opportunity to redesign the customer bill. Regardless of customer characteristics the monthly bill is a routine touchpoint that had not been redesigned since the late 1990's.

## Design Objectives

- Deliver clear and transparent communication of charges/fees, providing customers an accurate and understandable bill
- Make evident the bill contains charges for both EWEB and City services
- Better leverage the bill for communicating past due balances and consequences of late payment to help customers avoid disconnection for non-pay and additional fees
- Begin laying the foundation for driving consumption flexibility: help customers make the connection that behavioral choices impact usage, which contributes to overall utility costs

## Design Process

We used Design Thinking methodology, which relied on input from customers, employees and Commissioners.



## Attachments

Sample of standard bill  
Sample of budget bill  
Sample of final notice



**EUGENE WATER &  
ELECTRIC BOARD**  
541-685-7000



**CITY OF EUGENE**  
Wastewater & Stormwater  
541-682-4900

CHARLIE BROWN  
1292 DISNEY  
EUGENE OR 97401

Bill Date: 01/27/2021

**MESSAGE CENTER**

Check out the convenience and control of paperless billing by logging into your account at [eweb.org](http://eweb.org). With paperless billing, you get anytime, anywhere access to your bills and you can select to receive email or text reminders so you never miss a due date.

**DID YOU KNOW?**

We offer weekly watering recommendations to give your yard just the right amount to drink. Visit [eweb.org](http://eweb.org) to sign up to have weekly recommendations delivered straight to your inbox May through September.

**BILLING SUMMARY**

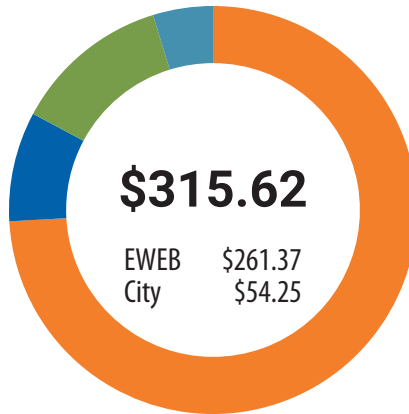
<b>PREVIOUS BALANCE</b>	<b>\$428.83</b>
PAYMENT(S) MADE	-\$428.83
<b>BALANCE FORWARD</b>	<b>\$0.00</b>
<b>CURRENT CHARGES</b> due 02/15	<b>\$315.62</b>
<b>TOTAL AMOUNT DUE</b>	<b>\$315.62</b>

**TOTAL AMOUNT DUE**

by 02/15/2021

**\$315.62****CURRENT CHARGES**

12/30/2020 - 01/27/2021 (28 DAYS)



EWEB

**Electric****\$233.92**

EWEB

**Water****\$27.45**

City of Eugene

**Wastewater****\$39.25**

City of Eugene

**Stormwater****\$15.00**Cost per day  
\$8.35Cost per day  
\$0.98*See Back for Charge and Meter Details*

**EWEB**  
4200 ROOSEVELT BLVD  
EUGENE OR 97402

**ACCOUNT NUMBER****123456-12343**

Current Charges due by 02/15

**\$315.62****Total Amount Due****\$315.62**

AMOUNT ENCLOSED

*Pay online or by phone. Details on reverse side.*

0209697-EWES169426-UQ.UTQ-000010  
CHARLIE BROWN  
1292 DISNEY  
EUGENE OR 97401



SEND REMITTANCE TO:



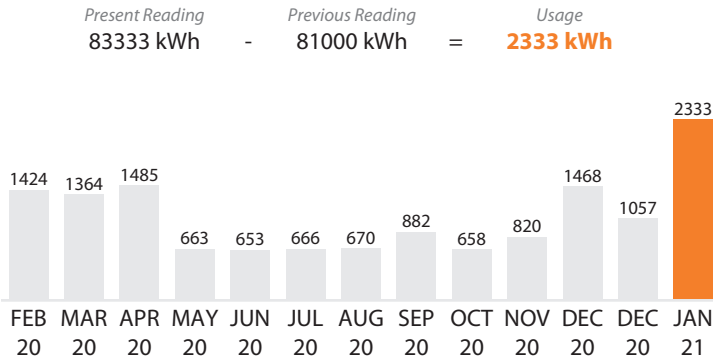
EUGENE WATER & ELECTRIC BOARD  
PO BOX 35192  
SEATTLE WA 98124-5192

000100024771400123430000003156200000031562

## ELECTRIC USAGE

 Ten 100 W light bulbs for 1 hour = 1 kWh

Meter # 132057

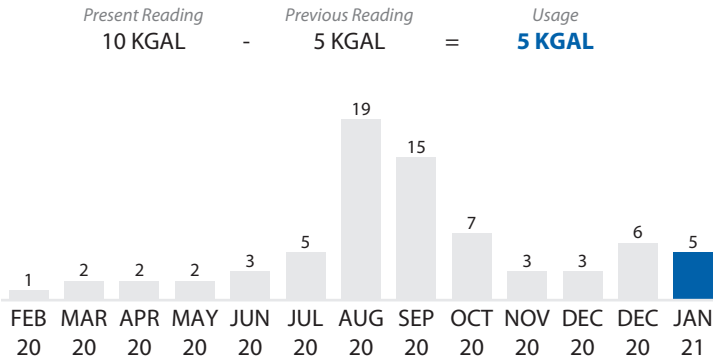


THIS MONTH	28 Days Billed	0 Avg. Temp.	83 kWh/day
LAST MONTH	27 Days Billed	0 Avg. Temp.	39 kWh/day
LAST YEAR	30 Days Billed	45 Avg. Temp.	47 kWh/day

## WATER USAGE

 One thousand gallons = 1 KGAL


Meter # 92038920



THIS MONTH	28 Days Billed	5 KGAL/month
LAST MONTH	27 Days Billed	6 KGAL/month
LAST YEAR	30 Days Billed	1 KGAL/month

## WAYS TO PAY

 Online [www.eweb.org](http://www.eweb.org)  Phone 541-685-7000

 Create a profile at [eweb.org](http://eweb.org) for more tools and information. Learn more about managing your usage, set up alerts and notifications and manage your account.

## CURRENT CHARGES DETAIL

12/30/2020 - 01/27/2021 (28 DAYS)

 **EWEB SERVICES | 541-685-7000**

### ELECTRIC

Cost Of Basic Service	\$20.50
Delivery Charge (2333 kWh x \$0.02624)	\$61.22
Energy Charge (2333 kWh x \$0.06524)	\$152.20
<b>TOTAL</b>	<b>\$233.92</b>

### WATER

Cost Of Basic Service	\$20.37
Water-Residential-Inside City (5 KGAL x \$1.41600)	\$7.08
<b>TOTAL</b>	<b>\$27.45</b>

### CITY SERVICES | 541-682-4900

EWEB serves as the billing agent for City of Eugene wastewater and stormwater services. For more information, please go to [www.eugene-or.gov](http://www.eugene-or.gov) and click on Services.

### WASTEWATER

Cost Of Basic Service	\$13.55
Consumption-Based Charge (5 KGAL x \$5.139)*	\$25.70
<i>*based on actual water used</i>	
<b>TOTAL</b>	<b>\$39.25</b>

### STORMWATER

Medium Residential	\$15.00
<b>TOTAL</b>	<b>\$15.00</b>

## Understanding your bill



**Cost of Basic Service:** supports fixed costs such as metering, billing and customer service. This is a charge for having service available and is billed even if no water, electricity or wastewater services are used.



**Delivery/Demand Charge:** covers the cost of bringing power to your home or business, including maintaining the poles, lines and substations.



**Energy Charge:** covers the cost of producing the electricity and sending it long distance to EWEB's distribution system.



**Wastewater Consumption-based Charge:** Dec. - April based on actual water consumption. May - Nov. based on previous winter's average water consumption.

**Who do I contact?** Contact **EWEB** at **541-685-7000** for water and electric questions and any account servicing requests. Contact the **City of Eugene** at **541-682-4900** for wastewater/stormwater questions.



**EUGENE WATER &  
ELECTRIC BOARD**  
541-685-7000



**CITY OF EUGENE**  
Wastewater & Stormwater  
541-682-4900

CHARLIE BUDGET  
1234 BROWN ST  
EUGENE OR 97405-3638

Bill Date: 12/24/2020

**MESSAGE CENTER**

As of **01/10/2021** your actual EWEB account balance is **\$38.28**. If you were to close your account today, you would have a balance owed.

Check out the convenience and control of paperless billing by logging into your account at [eweb.org](http://eweb.org). With paperless billing, you get anytime, anywhere access to your bills and you can select to receive email or text reminders so you never miss a due date.

**DID YOU KNOW?**

We offer weekly watering recommendations to give your yard just the right amount to drink. Visit [eweb.org](http://eweb.org) to sign up to have weekly recommendations delivered straight to your inbox May through September.

**BILLING SUMMARY**

<b>PREVIOUS BALANCE</b>	<b>\$136.00</b>
PAYMENT(S) MADE	-\$136.00
<b>BALANCE FORWARD</b>	<b>\$0.00</b>
<b>BUDGET CHARGES</b> due 01/10	<b>\$136.00</b>
<b>TOTAL AMOUNT DUE</b>	<b>\$136.00</b>

**TOTAL AMOUNT DUE**

by 01/10/2021

**\$136.00****BUDGET BILL PROGRAM**

Comparing the average of your actual charges to your budget payment amount can help avoid surprise balance or credit during renewal month.

**CURRENT STATUS: TRACKING OVER BUDGET**

Average of past  
12-months  
actual charges  
**\$88**

You are currently tracking  
**8% over**  
your fixed budget payment,  
which may contribute to a  
balance during program renewal.

**CURRENT STATUS: ON TRACK WITH BUDGET**

Average of past  
12-months  
actual charges  
**\$23**

You are currently right on track  
with your fixed budget payment.

**BUDGET CHARGE BREAKDOWN**

EWEB

**Electric****\$81.00**

EWEB

**Water****\$23.00**

City of Eugene

**Wastewater****\$21.00**

City of Eugene

**Stormwater****\$11.00***See Back for Charge and Meter Details*

**EWEB**  
4200 ROOSEVELT BLVD  
EUGENE OR 97402

**ACCOUNT NUMBER****123456-58665**

Budget Charges due by 01/10

\$136.00

**Total Amount Due****\$136.00**

AMOUNT ENCLOSED

*Pay online or by phone. Details on reverse side.*

0209697-EWES169426-UQ.UTQ-000020



SEND REMITTANCE TO:



EUGENE WATER & ELECTRIC BOARD  
PO BOX 35192  
SEATTLE WA 98124-5192

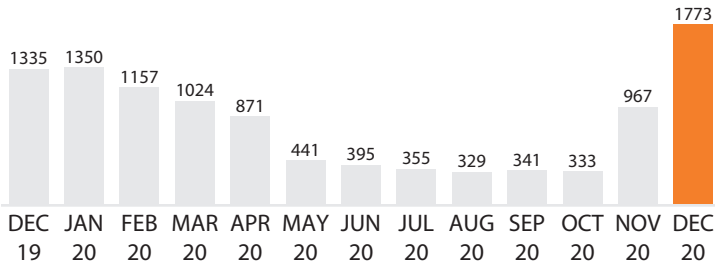
000700001526600586650000001360000000013600

# ELECTRIC USAGE

 Ten 100 W light bulbs for 1 hour = 1 kWh

Meter # 89448

Present Reading 41000 kWh - Previous Reading 39227 kWh = Usage **1773 kWh**



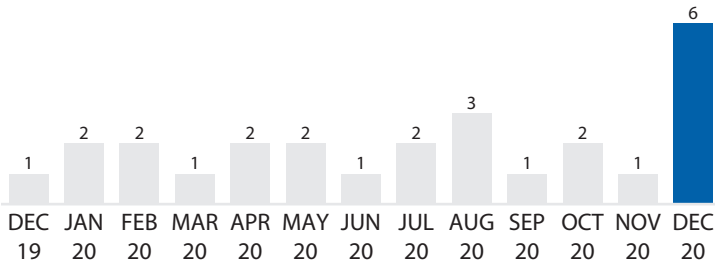
THIS MONTH	35 Days Billed	0 Avg. Temp.	51 kWh/day
LAST MONTH	29 Days Billed	46 Avg. Temp.	33 kWh/day
LAST YEAR	30 Days Billed	40 Avg. Temp.	45 kWh/day

# WATER USAGE

 One thousand gallons = 1 KGAL

Meter # 52213120

Present Reading 615 KGAL - Previous Reading 609 KGAL = Usage **6 KGAL**



THIS MONTH	35 Days Billed	6 KGAL/month
LAST MONTH	29 Days Billed	1 KGAL/month
LAST YEAR	30 Days Billed	1 KGAL/month

# WAYS TO PAY

Online [www.eweb.org](http://www.eweb.org) Phone 541-685-7000

 Create a profile at [eweb.org](http://eweb.org) for more tools and information. Learn more about managing your usage, set up alerts and notifications and manage your account.

# ACTUAL CHARGE DETAIL

11/19/2020 - 12/24/2020 (35 DAYS)

 **EWEB SERVICES | 541-685-7000**

## ELECTRIC

Cost Of Basic Service \$20.50  
 Delivery Charge (1773 kWh x \$0.02624) \$46.52  
 Energy Charge (1773 kWh x \$0.06524) \$115.67

**ACTUAL CHARGES \$182.69**

## WATER

Cost Of Basic Service \$20.37  
 Water-Residential-Inside City (6 KGAL x \$1.41600) \$8.50

**ACTUAL CHARGES \$28.87**

## CITY SERVICES | 541-682-4900

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## WASTEWATER

Cost Of Basic Service \$13.55  
 Consumption-Based Charge (6 KGAL x \$5.139)\* \$30.83  
*\*based on actual water used*

**ACTUAL CHARGES \$44.38**

## STORMWATER

Small Residential \$10.34

**ACTUAL CHARGES \$10.34**

# Understanding your budget bill

Upon enrollment, your budget bill payment amount is calculated based on the average 12-month usage history at your home. Each year, during your renewal month, this payment amount is automatically recalculated to reflect the most recent 12-month usage history, plus or minus any balance or credit on the actual account balance.

Learn more at [eweb.org/budgetbilling](http://eweb.org/budgetbilling)

**Who do I contact?** Contact **EWEB** at **541-685-7000** for water and electric questions and any account servicing requests. Contact the **City of Eugene** at **541-682-4900** for wastewater/stormwater questions.



EUGENE WATER & ELECTRIC BOARD

541-685-7000

ACCOUNT NUMBER: 123456-123

Notice Date: 04/09/2020

KERMIT FROG  
222 SESAME ST.  
EUGENE OR 97405-2253

Page 1 of 1

## NOTICE OF SERVICE DISCONNECTION FOR NON-PAYMENT

Payment to this account is past due. **The power at the service address above is scheduled to be turned off as early as 8 a.m. on 04/23/2020 if a minimum payment of \$122.06 is not received.**

After power is turned off, the full account balance must be paid before power will be turned back on. Your account balance as of this notice is provided below. With reconnection, a security deposit may be required, and a reconnection charge may be applied.

If the past due amount has been paid, disregard this disconnection notice. Please contact us at **541-685-7000** if you have questions or need additional information.

<b>PAST DUE AMOUNT</b>	<b>PAY IMMEDIATELY TO AVOID DISCONNECTION OF SERVICE</b>	<b>\$122.06</b>
<b>ACCOUNT BALANCE AS OF NOTICE</b>	<i>If power is turned off for non-payment, full balance must be paid before power will be turned back on.</i>	<b>\$122.06</b>

**If power is turned off for non-payment, the full account balance will be owed prior to turning service back on. Additional charges may also be incurred if payment is not received by 04/23/2020, including, but not limited to:**

Disconnection charge: \$40

Reconnection charge: \$25 during regular hours / \$160 after hours

Account collection charge: \$10

Security deposit: Twice the amount of the average bill at the service address over the previous 12 months

### EWEB SHALL PROVIDE NO FURTHER NOTICE

*As a courtesy, EWEB may perform an outbound call when disconnection is imminent. Subsequent notice is not guaranteed and would not extend or replace this notice.*



**EWEB**  
4200 ROOSEVELT BLVD  
EUGENE OR 97402

ACCOUNT NUMBER

**123456-123**

Past Due Amount

**\$122.06**

**See back for ways to pay this notice**

**Pay online or by phone. Details on reverse side.**



0108899-EWEN106816-DN..1GRP-000003



**IT IS TOO LATE  
TO PAY BY MAIL**



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# AVISO DE DESCONEXION DEL SERVICIO POR FALTA DE PAGO

El pago a esta cuenta se ha vencido. **En la dirección indicada el servicio de luz esta programado para una desconexión tan pronto como 8 a.m. el 04/23/2020 si la cuenta no recibe un pago mínimo de \$122.06.**

Si los servicios estan desconectados el saldo completo de la cuenta tiene que ser pagado antes de restaurar servicios. El balance de la cuenta esta en la parte inferior. Con la reconexión se puede requerir un depósito de seguridad y se puede aplicar un cargo de reconexión.

Si el pago fue realizado, ignore este aviso de desconexión. Por favor contáctenos al **541-685-7000** si tiene algunas preguntas o necesita información adicional.

**Si el pago no es recibido puede causar cargos adicionales incluyendo, pero no limitado:**

Cargo de desconexión: \$40  
Cargo de Reconexión: \$25 durante horas de oficina \$160 despues de horas de oficina.  
Cargo de Colecciones: \$10  
Deposito de seguridad: El doble del importe promedio de la factura en los últimos 12 meses en esta dirección.

## EWEB NO PROPORCIONARA MAS AVISOS

Como cortesía EWEB puede realizar una llamada cuando la desconexión es inminente. El aviso posterior no reemplaza o extiende el plazo de este aviso.

### EQUIPO MEDICO

Si usted tiene un equipo médico que requiere de electricidad, por favor avísenos. Las formularios para certificados médicos se pueden obtener del servicio al cliente. Sin embargo, la presentación de un certificado médico no es excusa para que los clientes no paguen por los servicios recibidos.

### ASISTENCIA FINANCIERA

EWEB ofrece asistencia con el programa de asistencia al cliente. La calificación es basada en los ingresos y las personas que residen en el hogar. Llame al **541-685-7000** para hablar con un representante sobre una posible ayuda financiera.

### CARGOS ADICIONALES DE COLECCION

También se pueden cobrar cargos por honorarios y cobros de una agencia de colecciones y cargos por honorarios legales. Los montos del cobro adicional de la agencia de colecciones no superaran el 29.87% del monto total adeudado a EWEB.



Pay online with  
Visa or Mastercard  
[www.eweb.org](http://www.eweb.org)



Call 541-685-7000  
to make a Visa or  
Mastercard payment



To discuss cash payment  
options, call Customer Service  
at 541-685-7000



IT IS TOO LATE  
TO PAY BY MAIL

### FINANCIAL ASSISTANCE

EWEB offers bill assistance through the Customer Care Program. Qualification is based on size and income of the household. Call 541-685-7000 to speak with a customer service analyst about potential financial assistance.

### ADDITIONAL COLLECTION FEES

Collection fees of a private collection agency and/or costs and fees for legal action could also be incurred. Added collection fees of a private collection agency will not exceed 29.87% of the total debt owed to EWEB.

### MEDICAL EQUIPMENT

If you have medical equipment which requires electricity, let us know. Life support forms can be obtained from Customer Service. However, submission of a life support form does not excuse customers from paying for utility services.