



MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

TO: Commissioners Brown, Carlson, Barofsky, McRae, and Schlossberg,
Executive Team, EWEB Managers, Water Engineering

FROM: Frank Lawson, CEO/General Manager

DATE: December 28, 2022

SUBJECT: Record of Decision: Future Disposition of the Leaburg Hydroelectric Project

OBJECTIVE: Action - Approval of Resolution No. 2302

The following engineering and/or operational decision(s) are hereby formalized and communicated. A Record of Decision is a tool to communicate, within EWEB and/or the Board of Commissioners and the public, decisions made that may have significant public impact or interest.

RECORD OF DECISION

Title: Future Disposition of the Leaburg Hydroelectric Project

Decision: After several years of collaboration with EWEB Commissioners including 20 public Board Meetings, substantial staff research and assessment, triple-bottom-line analysis, and significant public outreach, the EWEB General Manager and Board of Commissioners jointly agree to direct staff to pursue the development of a Leaburg Hydroelectric Project Decommissioning Action Plan consistent with the direction and conditions presented in the “Management Recommendation: Future Disposition of the Leaburg Hydroelectric Project” (Attachment B), deliberated by Commissioners on December 6, 2022. Additionally, it is directed that the development of the Decommissioning Action Plan will be completed in 2023 with progress tracked quarterly as a 2023 Organizational Goal. As directed by Commissioners in December, the Decommissioning Action Plan shall include detailed information on future Board oversight, milestones, and opportunities for directional alterations and decisions.

Effective Date: January 3, 2023

Expected Impact: As part of the evaluation process and collaboration with the Board and community, a triple-bottom-line (TBL) analysis identified economic, environmental, and social impacts of different alternative dispositions of the Leaburg Hydroelectric Project. The roster of potential areas identified in the TBL are included in the attachment.

In summary, investing in electricity generation at the Leaburg Hydroelectric Project is not economically viable, bears substantial regulatory and economic risk, obligates EWEB in a long-term direction with limited future flexibility, and places a further economic and social burden on our customer-owners. Not generating electricity at the Leaburg Hydroelectric Project also triggers other outcomes, including the removal of the dam and the repair, and potential decommissioning, of the canal. Removing the dam has positive water quality and fish and wildlife benefits, an attribute for which the community depends.

It is anticipated that the direction conditionally set forth in this Record of Decision will take between 15-20 years to complete, involving new staff along with Board transitions.

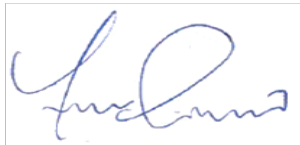
Referenced Attachment(s):

- A. RESOLUTION 2302: EUGENE WATER & ELECTRIC BOARD RESOLUTION IN SUPPORT OF THE RECORD OF DECISION INITIATING THE DEVELOPMENT OF A LEABURG HYDROELECTRIC DECOMMISSIONING ACTION PLAN
- B. Board Memorandum: *"Management Recommendation: Future Disposition of the Leaburg Hydroelectric Project"*; Frank Lawson, November 30, 2022.
- C. Board Memorandum (included with aforementioned Attachment B): *"Goal #3(a) Leaburg Canal TBL & Strategic Assessment Update & Recommendation Analysis"*; Lisa Krentz, Mark Zinniker, Jeremy Somogy (includes customer outreach information provided by Adam Spencer and financial information provided by Alicia Voorhees), November 29, 2022.

Method of Implementation: Record of Decision

Board ("Action") on the following Motion: *"...move that the Board approve Resolution No. 2302 supporting the Record of Decision as presented by the General Manager initiating the development of a Leaburg Hydroelectric Decommissioning Action Plan, consistent with the "Management Recommendation: Future Disposition of the Leaburg Hydroelectric Project" as discussed by this Board on December 6, 2022."*

Decision Maker(s): Frank Lawson, CEO & General Manager; Board of Commissioners (via Action on Resolution 2302)



Frank J. Lawson
CEO & General Manager
Eugene Water & Electric Board

**RESOLUTION NO. 2302
JANUARY 2023**

**EUGENE WATER & ELECTRIC BOARD
RESOLUTION IN SUPPORT OF THE RECORD OF DECISION
INITIATING THE DEVELOPMENT OF A LEABURG HYDROELECTRIC
DECOMMISSIONING ACTION PLAN**

WHEREAS, the Eugene Water & Electric Board (EWEB) owns and operates the Leaburg Hydroelectric Project and associated assets, originally commissioned in 1928; and

WHEREAS, according to Board Policy BL4, the “Board will instruct the General Manager through written policies that define the results that the organization is to achieve, and which describe the delegation of authority to the General Manager”; and

WHEREAS, the Leaburg Hydroelectric Project is designated to serve EWEB load as stipulated in EWEB’s contract with the Bonneville Power Administration (BPA); and

WHEREAS, the Federal Energy Regulatory Commission (FERC) ordered the emergency drawdown of the Leaburg canal, yielding the project unusable for electricity generation, on September 27, 2018, because of deterioration and condition not to present safety and construction standards; and

WHEREAS, without significant investment, the Leaburg Hydroelectric Project has reached its end of life; and

WHEREAS, analysis indicates that investing in future electricity generation at the Leaburg Hydroelectric Project is not economically viable, bears substantial regulatory and economic risk, obligates EWEB in a long-term direction with limited future flexibility, and places a further economic and social burden on our customer-owners; and

WHEREAS, the EWEB Commissioners have had the opportunity to collaborate with staff to understand the impacts of the recommendation resulting in this resolution.

NOW THEREFORE, BE IT RESOLVED by the Eugene Water & Electric Board that:

- i. The General Manager or delegee is directed to develop, for Board consideration, a Leaburg Hydroelectric Decommissioning Plan, consistent with the “Management Recommendation: Future Disposition of the Leaburg Hydroelectric Project” (attached), including, but not limited to the following stated recommendations:
 - a. Permanently discontinue electricity generation at the Leaburg Hydroelectric Project; Leaburg ceased generating electricity in 2018.
 - b. With the decommissioning of the Leaburg Hydroelectric Facility, Leaburg Dam should, and will likely be required to, be removed, returning the McKenzie River to unobstructed flow in the bypass reach impacted by the hydroelectric facilities.
 - c. The dam’s removal warrants alternative access development at the east end of the project boundary, south of the river.
 - d. Initially, canal infrastructure should be repaired and used to channel tributary stream flows, including storm water, for conveyance to the river as the most practical alternative, still preserving the option to incrementally return a portion or the entire project, including the canal, to pre-project conditions. Where practical in the near term, portions of the canal should be decommissioned to pre-project conditions by arranging for tributary streams to flow directly to the river.
 - e. EWEB should work specifically to mitigate water rights and water access issues where legally obligated and facilitate water access where possible specifically for fish hatcheries.

- f. Before 2030, a similar triple-bottom-line analysis should be completed to inform potential directional decisions (relicense or decommission) associated with the Walterville project.
- ii. The Leaburg Hydroelectric Decommissioning Action Plan shall include detailed information on future Board oversight, milestones, and opportunities for directional alterations and decisions.

DATED this 3rd day of January 2023.

THE CITY OF EUGENE, OREGON
Acting by and through the
Eugene Water & Electric Board

President

I, ANNE M. KAH the duly appointed, qualified, and acting Assistant Secretary of the Eugene Water & Electric Board, do hereby certify that the above is a true and exact copy of the Resolution adopted by the Board at its January 3, 2023 Regular Board Meeting.

Assistant Secretary

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Management Recommendation:

Future Disposition of the Leaburg Hydroelectric Project

Presented To: Eugene Water & Electric Board of Commissioners

From: Frank Lawson

Chief Executive Officer & General Manager

November 30, 2022

Issue

Based on extensive staff research and analysis, including outreach and public input, the General Manager is providing a conditional recommendation for the future disposition of the Leaburg Hydroelectric Project and associated infrastructure. While it is recognized that the Walterville Hydroelectric Project is included in a combined Federal Energy Regulatory (FERC) operating license, and some interdependency exists in the future disposition pathways, this recommendation only pertains to the Leaburg Hydroelectric Project.

Background

Over the past two years, staff have shared, discussed, and collaborated with EWEB Commissioners on information related to the future of the Leaburg Hydroelectric Project, which has been operating as a stormwater conveyance only facility since October 2018, when observations of internal erosion of the canal embankments prompted

EWEB to dewater the canal and cease power generation until the dam safety issue could be resolved. Eleven future disposition options were initially identified, and ultimately narrowed to four to facilitate discussion and further triple-bottom-line (TBL) assessment of economic, environmental, and social impacts. The four alternatives include 1) Decommissioning to Pre-Project Conditions, 2) Return to Full Service (Generation), 3) Partial Return to Service, and 4) Decommission to Storm Water Conveyance.

Significant background information exists, and is provided in the attached November 29, 2022, memorandum entitled "Goal #3(a) Leaburg Canal TBL & Strategic Assessment Update & Recommendation Analysis" (Krentz et al.).

Recommendation

With respect to the future of EWEB's Leaburg Hydroelectric Project, Management offers the following recommendation to the Board for consideration:

1. Management's recommendation is to permanently discontinue electricity generation at the Leaburg Hydroelectric Project; Leaburg ceased generating electricity in 2018. However, if this recommended decommissioning becomes further economically challenged as design and implementation begins, the cost premium to facilitate generation should be reexamined and could be cause for reconsideration of long-term generation.
2. With the decommissioning of the Leaburg Hydroelectric Facility, Leaburg Dam should, and will likely be required to, be removed returning the McKenzie River to unobstructed flow in the bypass reach impacted by the hydroelectric facilities. Removing the dam eliminates EWEB's long-term obligation and liability, as well as is a likely regulatory outcome.
3. The dam's removal warrants alternative access development at the east end of the project boundary, south of the river. Because of cost and ongoing obligations and liability, Management is not recommending EWEB construct a new bridge to replace the dam's

role as cross-river transport, but rather utilization of the Goodpasture Bridge and road improvements.

4. Initially, canal infrastructure should be repaired and used to channel intersecting side stream flows, including storm water, for conveyance to the river as the most practical alternative, still preserving the option to incrementally return a portion or the entire project, including canal, to pre-project conditions.
5. EWEB should work specifically to mitigate water rights and water access issues where legally obligated and facilitate water access where possible specifically for fish hatcheries.
6. Before 2030, a similar triple-bottom-line analysis should be completed to inform potential directional decisions (relicense or decommission) associated with the Walterville project.

Recommendation Impact(s)

It is recognized that the aforementioned recommendations will have a negative net present value (cost to customer-owners) baseline impact of \$159 million (midpoint estimate, without bridge replacement cost) and a significant discrete (additional from other costs and investments) rate impact on EWEB customer-owners, incrementally in the range of 9-10% if cost recovery were implemented immediately. The timing of any rate impacts to customers will be discussed in 2023, in the context of other investments, for potential implementation as early as 2024.

Permanently discontinuing electricity generation at the Leaburg Hydroelectric Project will result in the removal of the dam, restoring the McKenzie River to unobstructed flow and eliminating the human-made Leaburg Lake behind the dam. This will have a positive impact on water quality, fish and wildlife. Lakeside recreation facilities will shift to riverside recreation facilities for the decommissioning alternatives and trails will need to be re-configured for all altered reaches of the canal. Lakeside residences will become riverside residences.

Recommendation Considerations

Although several alternative paths forward have been evaluated for economic, environmental, and social impacts, Management's recommended future of the Leaburg Hydroelectric Project is also influenced by the following:

- A. Consistency with EWEB's Mission and Organizational Values
- B. Alignment with Customer-Owner Priorities
- C. Understanding and Mitigating Risks and Uncertainties
- D. Impacts of Long-Term Obligations and Commitments
- E. Directional Resiliency/Flexibility

Consistency with EWEB's Mission and Organizational Values

Any recommendation should examine how the outcomes of the alternatives best support EWEB's mission and values. EWEB's mission is *"to enhance our community's vitality by delivering drinking water and electric services consistent with the values of our customer-owners."* EWEB recognizes that our two primary services are "vital" to the health and welfare of our community, and that our methods are important to our customer-owners. Examining how the Leaburg Hydroelectric Project supports "delivering drinking water and electric services" is a logical starting point.

Our methods are guided by our Organizational values that drive "how" we do things, and provide the fundamental basis for our policies, actions, behavior, and decisions. These values are sacrosanct; they cannot be compromised for convenience, short-term gain, or strategic progress. Safe, reliable, affordable, environmental, and community encompass our stated organizational values.

With respect to the future alternatives of the Leaburg Hydroelectric Project, EWEB's mission is most impacted or influenced by the project's potential to generate electricity (or not) and any subsequent impacts on the water quality of Eugene's only drinking water source. EWEB's mission does not specifically identify electricity generation but focuses on "delivering" electric services. EWEB's mission does not directly prioritize creating or managing

127 recreational facilities, transportation assets, or other non-
128 electricity or drinking water activities.

129 **Alignment with Customer-Owner Priorities**

130 EWEB routinely surveys customers to better understand general
131 customer-owner priorities. Additionally, significant specific outreach
132 was performed to understand the perspectives of stakeholders,
133 including customer-owners, on the potential future options of the
134 Leaburg Hydroelectric Project. Staff conducted multiple forms of
135 direct outreach (articles, letters, emails, media tours) to
136 stakeholders, customers, neighborhood associations (23 direct
137 efforts), conducted ten (10) listening sessions (Lloyd Knox Park,
138 Roosevelt Operations Center, Virtual), a topic-specific survey, and
139 received 18 letters or emails and 15 phone calls.

140 According to general customer surveys, once a basic threshold of
141 performance is achieved (e.g., reliability, water quality, etc.), cost
142 of service or rates/affordability becomes a clear priority for EWEB
143 customer-owners at large. Throughout decades of surveys, the top
144 three customer priorities, ranking above environmental and social
145 preferences, are water quality, reliability of delivery, and cost. In
146 our most recent residential customer survey (2022), when asked to
147 distribute points based on importance in decision-making, respondents
148 placed nearly equal importance on reliability (26% of points) and
149 affordability (25%), followed by environmental responsibility (19%),
150 safety (17%) and lastly community (12%). When asked about EWEB's role
151 in the community, nearly two-fifths (39%) of respondents place
152 controlling costs as their top priority.

153 Feedback distinctly gathered to gauge stakeholder perspectives on the
154 future options of the Leaburg Hydroelectric Project were demographic
155 sensitive. According to a Leaburg Hydroelectric Project survey many
156 McKenzie Valley residents placed importance on the recreational and
157 economic value of the lake, while most Eugene residents did not and
158 placed a higher value on fisheries and rate impacts. Two letters
159 received by EWEB also included petitions signed by multiple

individuals - one petition (305 signatures) advocated decommissioning; the other (586 signatures) stated a preference for return to service, emphasizing the importance of Leaburg Lake to the local economy.

Understanding and Mitigating Risks and Uncertainties

Long-Term "legacy" decisions often involve forecasting future uncertainties and mitigating for the potential negative impacts of inaccurate predictions or assumptions. Climate change and increasing regulations associated with generation and dam operations pose ongoing risks to the economic viability of the Leaburg Hydroelectric Project.

Obligating EWEB to continued long-term electricity generation at the Leaburg Hydroelectric Generation Project presents ongoing and future risks to the organization, including regulatory, environmental, social, and economic. The regulatory environment is getting more expensive and difficult to navigate, with requirements becoming stricter. It is fully anticipated that regulations impacting hydroelectric operations involving water quality, safety, and fish and wildlife will become more restrictive and expensive over time. As an example, if these hydroelectric projects are required to increase bypass reach flows from 1,000 to 2,000 cubic feet per second (cfs), then forecasted generation scenario NPVs will be negatively impacted between \$5-13 million (partial - full return to service).

Environmental shifts associated with climate changes, and thus river flows, are likely to impact electricity generation at the Leaburg Hydroelectric Generation Project. Most climate change models identify less snowpack and more volatile winter storm runoff, thus reducing summer run-of-river hydroelectric production potential. Because of climate changes, summer electricity demand is growing faster than winter demand, meaning Leaburg generation will not align with premium future needs across the region, reducing the value of the electricity produced or cost of replacement energy.

Impacts of Long-Term Obligations and Commitments

Many electricity generation options now require 10- to 30-year commitments, depending on the type of resource and investment (lease, power purchase, facility ownership). If EWEB should choose to continue electricity generation at the Leaburg Hydroelectric Project, this would be at least a 54-year commitment with a likely extension to 94 years upon relicensing in 2076. If the relicensing in 2076 is uncertain, and a decommissioning sinking fund necessarily created, the levelized cost of energy increases incrementally by at least \$67/MWh above already uncompetitive rates.

Under electricity generation scenarios (partial or full return to service), ongoing dam operations, maintenance, and capital investment will be required, along with the ongoing liability associated with river flow obstruction and water management, and the liability associated with the dams use as a transportation facility (bridge/roadway).

In options that retain a portion of the canal, whether for storm water management or electricity generation, ongoing operations, maintenance, capital costs, and liability remain.

Directional Resiliency/Flexibility

EWEB acknowledges the importance of decision resiliency, making decisions that can provide for future flexibility where possible. For example, a decision to generate electricity at the Leaburg Hydroelectric Project requires the dam remain, but does provide some flexibility for canal restoration depending on the size of generation (full return to service vs. partial return to service). On the other hand, setting the direction towards decommissioning electricity generation likely requires dam removal, but provides for future choices and flexibility associated with canal restoration scope and timing (return to pre-project conditions or canal use as storm water conveyance). In the case of partial canal restoration for storm water conveyance or electricity generation, portions of the canal may be returned to pre-project conditions, while the remainder is used to convey water.

225 Electricity Generation Economics

226 Investing in electricity generation at Leaburg is not economically
227 viable, creating a cost of energy at least three times higher than
228 other carbon-free options, with the most affordable incremental cost
229 option (above safety-driven required/mandated investments) of
230 electricity generation requiring an additional \$104.9 million or
231 \$173.5 million, for partial or full return to service with Walterville
232 relicensed in 2040. The levelized cost of energy produced for partial
233 and full return to service is \$117/MWh without a sinking fund, jumping
234 to \$195/MWh and \$207/MWh, respectively, if a sinking fund is included.
235 A sinking fund should be included if decommissioning is anticipated in
236 2076 but should not be included if relicensing is expected.

237 If Walterville is decommissioned, the \$117/MWh costs increase to
238 \$121/MWh and \$127/MWh for partial and full return to service
239 generation, indicating that if Leaburg returns to electricity
240 generation, Walterville should be relicensed also. Walterville's
241 projected LCOE is \$147/MWh if relicensed alone, also non-competitive
242 to other alternatives.

243 Because both generating facilities are dedicated to load in the BPA
244 contract, EWEB will petition the BPA Administrator to have EWEB's net
245 requirement (Tier 1) increased by the decommissioned amount of Leaburg
246 Hydroelectric Project, so that replacement energy from BPA is
247 available. Presently, EWEB's cost for Tier 1 energy is approximately
248 \$33/MWh.

249 Levelized Cost of Energy

Levelized Cost of Energy (per MWh)	Leaburg Full Return-to-Service	Leaburg Partial Return-to-Service
Walterville Relicensed*	\$117	\$117
Walterville Decommissioned	\$188	\$207

250 * Under generation scenarios, it would be unlikely that decommissioning would occur in
251 2076 given the infrastructure condition, thus a sinking fund would be not an
252 appropriate way to recover future relicensing costs.

Additional information on electricity generation economics is provided on pages 43-45 of the attached November 29, 2022, memorandum entitled "Goal #3(a) Leaburg Canal TBL & Strategic Assessment Update & Recommendation Analysis" (Krentz et al.).

Decision Summary

EWEB Commissioners and staff have shared, discussed, and collaborated on information related to the future of the Leaburg Hydroelectric Project, and have listened to community members about the impacts and importance of this directional decision.

Investing in electricity generation at the Leaburg Hydroelectric Project is not economically viable, bears substantial regulatory and economic risk, obligates EWEB in a long-term direction with limited future flexibility, and places a further economic and social burden on our customer-owners. Not generating at the Leaburg Hydroelectric Project also triggers other outcomes, including the removal of the dam and the repair, and potential decommissioning, of the canal. Removing the dam has positive water quality and fish and wildlife benefits, an attribute for which the community depends.

Requested Action(s)

Commissioners are asked to consider this recommendation and the direction set forth herein. As part of a formal "endorsement" process, a Record of Decision will be presented for future Board approval at a time determined by the Board. Approval of a Record of Decision will not launch an immediate decommissioning, but will initiate an implementation and action plan, which may include contingencies and conditions that the Board feels are necessary to mitigate certain impacts of the direction chosen.

Frank Lawson



MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

TO: Commissioners Brown, Carlson, Barofsky, McRae and Schlossberg

FROM: Lisa Krentz, Electric Generation Manager; Mark Zinniker, Generation Engineering Supervisor; and Jeremy Somogyi, Generation Engineering Planner IV

DATE: November 29, 2022 (Board Meeting December 6, 2022)

SUBJECT: Goal #3(a) Leaburg Canal TBL & Strategic Assessment Update & Recommendation Analysis

OBJECTIVE: Informational / Direction

Memoranda Formatting

Due to the extensive amount of information included in this update, staff has formatted the memorandum to assist your review with color-coded text to distinguish between information that was previously shared, new information, and what has changed since the past update, as follows:

- Black Text is new information that has not been presented to the Board previously
- Blue Text signifies information that has been provided in past correspondence but remains herein for context and reference.
- Bold Purple Text signifies data and values, primarily depicted in tables, that have been updated since past briefings based on refined analysis.

Issue

This memo provides an update on our progress toward achieving the 2022 EWEB organizational goal #3a to *work in collaboration with the Board and the McKenzie Valley Community to set the direction of the Leaburg Hydro Electric Project toward either a power producing asset or a storm water conveyance asset.*

This memo provides the final Triple Bottom Line Analysis (TBL) results for EWEB's long term options, supporting analysis, and additional information/clarification requested by the Board at the October 25th Work Session. Note that EWEB staff re-opened the public comment survey until mid-December. A summary of the additional feedback will be provided in the January Board Correspondence.

Background

The Leaburg Canal has been operating as a stormwater conveyance facility since October 2018, when observations of internal erosion of the canal embankments prompted EWEB to dewater the canal and cease power generation until the dam safety issue could be resolved. Following subsequent findings that some canal embankments may also present earthquake safety risks, EWEB initiated a comprehensive risk assessment of the entire canal to better understand the level of investment that would be required to ensure long term safe and reliable operation. This assessment indicated that the necessary level of investment would be considerable and the Net Present Value (NPV) for the Leaburg Project would be substantially negative with less than 20 years remaining on the Federal Energy Regulatory Commission (FERC) operating license. Based on this understanding, pursuing a rapid return-to-service (RTS) was not considered appropriate in the short term. Instead, the Board directed staff to pursue near-term risk reduction measures for safe stormwater

conveyance while, in parallel, performing a Triple Bottom Line (TBL - social, environmental, and economic) analysis of long-term options. The fundamental long-term options are to pursue a return-to-service/relicensing of the Project or move toward permanent decommissioning of the Project.

In order to provide the Board with information to make an informed selection on the most appropriate long-term path forward by the fourth quarter of 2022, EWEB staff retained a consulting team (GEI Consultants, Harvey Economics, Cornforth Consulting) to assist in developing detailed analyses of the social, environmental, and financial impacts of various scenarios. Current results from this effort are detailed in this memo.

Eleven alternatives were initially identified and ultimately narrowed to four options that will be fully evaluated using the TBL and key decision parameters. The four alternatives that have been selected for detailed TBL analysis are:

- **Alternative 1 – Decommission to Pre-Project:** Return site to pre-project conditions
- **Alternative 2 – Full Return to Service:** Full facility restoration of existing power generation configuration
- **Alternative 3 – Partial Return to Service:** New hydro powerhouse at Luffman Spillway and conversion to stormwater conveyance downstream of the proposed powerhouse
- **Alternative 4 – Decommission to SWC:** Combination of decommissioning to storm water conveyance (SWC) and return to pre-project conditions

Please see Appendix A for a more detailed description of the above alternatives, as well as the alternatives that were not selected for further evaluation.

Triple Bottom Line Assessment Overview

A Triple Bottom Line (TBL) analysis is a comparative assessment and decision-making tool typically applied in complex circumstances when the outcome of a selection among options has significant and broad consequences. The theoretical foundation for this tool is that improved decision-making will result if the full spectrum of issues are objectively and comprehensively considered. Harvey Economics (HE), the consultant leading the TBL analysis, has provided their TBL Report, the highlights of which are summarized in the following sections.

Methods and Information Sources

Information for the TBL analysis was gathered through multiple means, including:

- Workshops with EWEB and consultant staff
- Review of the preliminary Leaburg analysis and TBL report developed by EWEB in 2021
- Review of notes from public meetings (still in process)
- Review of results from public outreach surveys (still in process)
- Secondary source research
- Structured interviews with EWEB Subject Matter Experts (SME)

HE's TBL framework was reviewed with a broad group of EWEB staff to ensure comprehensive inclusion of potential effects and public input.

The following caveats and limitations should be kept in mind when reviewing the TBL analysis:

- The TBL is limited to the four proposed alternatives and does not consider solutions that were not selected for further evaluation or a blending of the four options

- Electric power pricing projections are subject to a high level of uncertainty due to EWEB being in the early stages of the Integrated Resource Plan (IRP) process
- Relative impacts from TBL categories were derived from EWEB SMEs, stakeholder group feedback, upriver listening sessions and social impact surveys that were not designed for statistical confidence intervals
- The TBL is a comparative analysis and not a feasibility study

Public Outreach Update

The EWEB Communications team and project staff have completed substantial public outreach to date and continue to inform the public about the status of the Leaburg Canal evaluation. A highlight of work completed to date includes:

- EWEB Employee News update – March 17, 2022
- Launch Leaburg Canal Strategic Evaluation Website – March 23, 2022
- Letter to Canal Neighbors providing current update – March 24, 2022
- Email update to river guides and irrigators – March 24, 2022
- Status update press releases to McKenzie River Reflections and Register Guard – April 6, 2022
- Social impact survey launched – June 15, 2022
- Update letter to Canal Neighbors providing an invitation to participate in the survey – July 1, 2022
- Upriver listening sessions (6 completed)
- Listening sessions held at the ROC and Via MS Teams (4 completed)
- Media Tour of the LB Canal, Cogswell Reach
- Notification of project status and social impact survey availability distributed in September customer billing
- Facilitated a Leaburg tour and strategic evaluation project overview for a University of Oregon student and faculty group
- Directed outreach to neighborhood associations (23 total)
 - Presented the strategic evaluation to the Santa Clara Neighborhood Association on November 2, 2022
 - Fairmount Neighborhood Association highlighted the strategic evaluation in their November newsletter
 - Jefferson-Westside Neighborhood Association highlighted the strategic evaluation in their November Newsletter
 - Bethel Neighborhood Association plans to highlight the Leaburg project in their December Newsletter
 - Scheduled to present to the Fairmount Neighborhood Association in January
- Met with FERC Division of Hydropower Administration and Compliance (DHAC) staff on November 10, 2022
- Presented the strategic evaluation to the Eugene Chamber of Commerce Local Government Affairs Committee on November 16, 2022
- Presented the Strategic Evaluation to the Lions Club of Springfield on November 28, 2022

Forthcoming and ongoing outreach includes:

- Public comment and survey period extended to Mid-December
- Updates to the neighborhood associations
- Periodic press releases in the McKenzie River Reflections, Eugene Weekly and Register Guard
- Routine updates to the hatchery stakeholders (U.S. Army Corps of Engineers, NOAA Fisheries and Oregon Department of Fish & Wildlife)

Summary of Outreach Efforts

The EWEB Communications Team led an extensive effort to gather input from the public related to the four alternatives and the overall Leaburg Strategic Evaluation process and timeline. The effort included multiple outreach channels ranging from direct mailers to property owners living near project facilities to a bill insert for all EWEB customers. In addition, the Communications Team coordinated directly with local media outlets, utilized social media, developed a comprehensive webpage, and facilitated in-person and virtual listening sessions.

Public “Listening Sessions”

EWEB staff hosted five separate “listening sessions” at the Lloyd Knox Park Pavilion near Leaburg Lake between May and August 2022 (upriver listening sessions) and five additional listening sessions in September and October 2022 (Eugene listening sessions), including three at EWEB’s Roosevelt Operations Center and two virtual sessions. These sessions were intended to give community members and others interested in the Leaburg Project an opportunity to learn about the alternatives, ask questions, and provide comments to EWEB staff and Commissioners.

More than 100 people attended the upriver listening sessions, including McKenzie Valley and Eugene/Springfield residents, as well as visitors from outside the immediate area. Comments and questions addressed during those sessions focused on the following:

- Importance of recreation on Leaburg Lake and support for local businesses
- Environmental stewardship and green power generation
- Irrigation concerns for local commercial agriculture
- Impacts of the proposed Luffman Powerhouse to adjacent landowners

The Eugene listening sessions, including the in-person and virtual sessions, were attended by a total of 28 people. Comments and questions addressed during those sessions included the following:

- TBL process and NPV calculations
- Project costs, rate increases, and power generation
- Fisheries and other environmental impacts

Leaburg Project Public Comment Form / Survey

A public comment form with questions related to the process of choosing an alternative, the importance of Leaburg facilities, and tradeoffs among different priorities was released in mid-June and open through mid-October. The form was advertised at in-person events, such as listening sessions and EWEB Board meetings, in the September customer bill insert, on social media and EWEB’s website, and promoted by local news outlets. Following the October 25th Board Work Session, the comment form was re-opened through mid-December to allow for additional feedback on the final Triple Bottom Line report and recommendation to the Board. The survey and comment details shown below include results collected through mid-October. Comments received after mid-October, will be summarized in a January Board correspondence.

Between mid-June and mid-October 2022, a total of 422 people responded to the form, including 128 from the Eugene area and 211 from upriver communities; 89 respondents were not EWEB customers.

In addition to questions on specific topics, each respondent was asked to rank a list of 10 different issues (nine specified and one write-in) from most important to least important. Responses to the public comment form provided the following information:

- Fisheries impacts were the highest priority for all respondents combined, with recreation at Leaburg Lake ranked as the second highest priority. However:

- o Recreation at Leaburg Lake ranked highest among upriver respondents.
- o Upriver respondents valued recreation much higher than Eugene respondents, as related to both Leaburg Lake and the Leaburg Canal Trail.
- o Fisheries impacts was the highest priority among Eugene respondents.
- o Eugene respondents place a higher priority on rate impacts and carbon footprint than on recreation concerns.

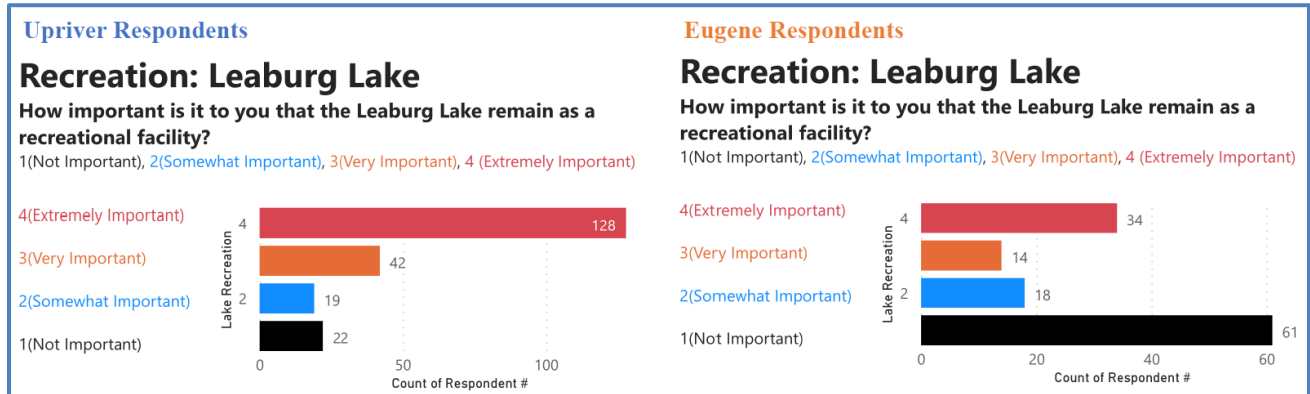


Figure 1: Polarizing Perspectives on Recreation among Upriver and Eugene-based Customers

- For all respondents combined, the survey results offered the following ranking of priorities, in order of importance from most important to least important:
 - o Impacts to fish
 - o Recreation at Leaburg Lake
 - o Hydropower production
 - o Resiliency
 - o Recreation along Leaburg Canal
 - o Electric rates
 - o Carbon footprint
 - o Historic structure preservation
 - o Project costs

Overall, respondents placed low emphasis on the total project cost and rate impacts, with slightly higher importance on rates:

Priorities Ranking

Please rank the importance of the following values in order of your top priorities. A Smaller Bar indicates a Higher Priority (#1 Priority).

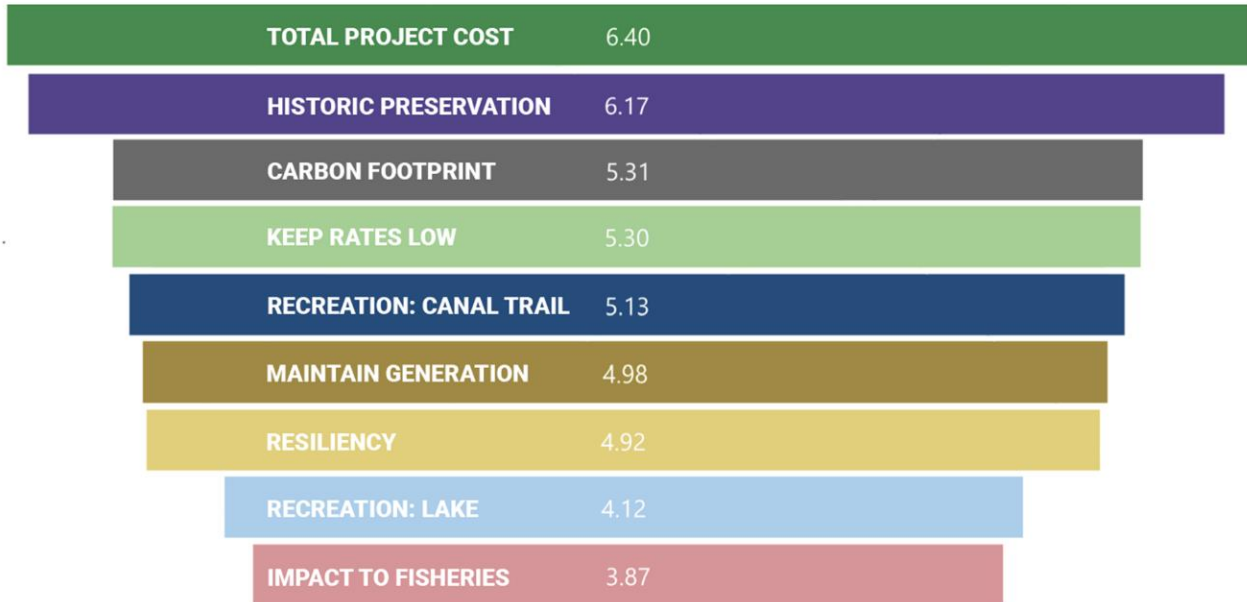


Figure 2: Tornado Diagram of Public Comment Form Priorities Rank Order. A narrower bar indicates a higher priority.

Additional Leaburg Project Comments Submitted

EWEB staff also received e-mails, letters and phone calls from individuals, businesses, community and environmental groups.

- 18 letters or e-mails, including:
 - Three (3) indicating a preference to prioritize hatchery management concerns in decision-making
 - Ten (10) indicating a preference for decommissioning, citing fisheries, water quality, and climate change associated with return to service scenarios
 - Two (2) indicating a preference for return to service, citing resiliency and electricity demand concerns
 - Five (5) indicating a preference for return to service, citing recreation at Leaburg Lake and local economics concerns
 - Two (2) letters also included petitions signed by multiple individuals – one petition (305 signatures) advocated decommissioning; the other (586 signatures) stated a preference for return to service, emphasizing the importance of Leaburg Lake to the local economy.
- 15 phone calls, including nine (9) callers concerned specifically about Leaburg Lake. Other calls addressed fisheries impacts, dam safety, impacts to rates, other recreation, questions about the decision-making process, and several stating a preference for the full return to service alternative.

EWEB Customer Satisfaction Surveys

Two customer satisfaction surveys of EWEB's entire customer base have been completed in recent years:

- **2019 Customer Benchmark Survey** - Conducted to measure customers' satisfaction with EWEB services and programs. A total of 915 customer households participated in the survey. The following results are relevant to the evaluation of the Leaburg Project alternatives:
 - Overall satisfaction with EWEB is high at 4.4 (on a 5.0 scale) and is up from 4.2 in 2017.
 - Despite higher satisfaction in 2019, efforts to control costs still represents the issue with largest gap between importance and satisfaction.
 - In terms of ranking importance of EWEB programs and services, "electric service reliability" ranked slightly higher than "efforts to control costs" and "efforts to protect environment." The latter two were ranked as equally important.
 - Roughly three-quarters of those surveyed are concerned about lowering their carbon footprint (77%).

- **2022 Residential Customer Satisfaction Survey** – Aimed to "check in with customers to gauge satisfaction and better understand customers' needs, values and priorities related to key utility functions and strategic initiatives." A total of 1,044 surveys were completed, offering the following information relevant to the evaluation of the Leaburg Project alternatives:
 - Respondents placed more importance on reliability and affordability regarding EWEB's decision-making.
 - When asked about importance in decision-making, respondents placed nearly equal importance on reliability (26%) and affordability (25%), followed by environmental responsibility (19%), safety (17%) and community (12%).
 - Respondents prioritize controlling costs and electric service reliability when it comes to EWEB's core services.
 - More than half (55%) of respondents place controlling or reducing costs as one of their top two priorities. Enhancing electric reliability follows closely with just over half (51%) of respondents placing it as one of their top two priorities
 - With respect to core services, respondents in EWEB's McKenzie River Valley territory prioritize reliability above affordability by a larger margin than other zip codes within EWEB service territory.
 - Respondents prioritize protecting the local watershed when it comes to environmental responsibility.
 - Protecting the watershed is one of the top two priorities for about 58% of respondents.
 - Respondents are split on addressing climate change as a priority for EWEB's role in the community.
 - When respondents left a comment regarding areas for improvement, the primary topic was related rates/costs/fees.

The customer satisfaction surveys included a broader customer base and responses reflect the overall values and sentiment regarding social, environmental, and economic issues associated with EWEB's mission to provide reliable services to the community without consideration of a specific project in mind when completing the survey.

Additional information about the outreach effort, including detailed survey information, media coverage, public comments, listening session summaries, stakeholder letters, and petitions can be found in Appendix F.

Regulatory Assumptions and Process

During the October 25th work session, the Board inquired about the regulatory process and constraints for the four alternatives and asked if it is possible to obtain direction about project specifics from our regulatory

stakeholders prior to finalizing a directional decision. Based on the experience of EWEB staff, including those who worked through recent Carmen-Smith relicensing negotiations, and a legal review performed by our consultant team, there are viable pathways to regulatory acceptance for all four alternatives. However, the regulatory, consultation, negotiation, and licensing (amendment or relicensing) requirements would vary significantly between alternatives.

There will be regulatory oversight from multiple governmental agencies regardless of the alternative and regulatory pathway selected. The primary regulator will be the FERC. EWEB will consult with the following three divisions of the FERC regarding our conceptual proposal and the most appropriate regulatory pathway:

- FERC Division of Dam Safety and Inspections (D2SI): EWEB provides routine updates about the Leaburg Canal to the D2SI with the next update due by December 12, 2022. D2SI is the division of FERC that directed EWEB to de-water Leaburg Canal, ultimately leading to the initiation of the Strategic Evaluation project.
- FERC Division of Hydropower Administration and Compliance (DHAC): DHAC manages compliance with the existing license or would be the division processing any applications for license amendment.
- FERC Division of Hydropower Licensing: The Division of Hydropower Licensing manages relicensing or license surrender applications.

In addition to the FERC, EWEB will consult with additional regulatory agencies to determine the details of any license-action proposal. These include, but may not be limited to:

- Oregon Department of Environmental Quality (DEQ): Clean Water Act Section 401 Water Quality Certification.
- U.S. Fish and Wildlife Service (USFWS): Section 7 Endangered Species Act Consultation for threatened bull trout and Federal Power Act Section 18 Fishway Prescriptions.
- National Marine Fisheries Service (NMFS): Section 7 Endangered Species Act Consultation for threatened spring Chinook salmon and Federal Power Act Section 18 Fishway Prescriptions.
- U.S. Army Corps of Engineers (USACE): Clean Water Act Section 404 Permit for the Discharge of Fill into Waters of the U.S.; Rivers and Harbors Act Section 10 Permit for Structures or Work in Navigable Waters.
- National Park Service, Advisory Council on Historic Preservation: Memorandum of Agreement and management plans for the Leaburg Hydroelectric Project Historic District on the National Register of Historic Places.
- Oregon Parks and Recreation Department, State Historic Preservation Office: National Historic Preservation Act Section 106 consultation including that necessary for effects to the Leaburg Hydroelectric Project Historic District.
- Oregon Division of State Lands: Oregon Removal Fill Law (ORS 196.795, Removal-Fill Permit)
- Oregon Department of Transportation (ODOT)
- Lane County Division of Land Management & Roads Division
- Oregon Water Resources Department (OWRD)
- Oregon Department of Fish and Wildlife: Habitat, Wildlife, Fish, and Hatchery Divisions.

Additional stakeholders that could be part of any formal negotiation process include local Native American Tribes, organized Non-Governmental Organizations (NGO's), and the public. The regulatory authorities, jurisdictions, goals, and interests of the stakeholder groups vary, and many of the regulatory agencies, to different degrees, are required to take into consideration public comment in the administration of their authorities.

EWEB staff met with two staff members from the DHAC on November 10, 2022, to give them an overview of our Leaburg Canal challenges and the four options being considered by the Board. They provided helpful feedback regarding potential license-action options and consequences for our existing license based on their experience. The primary takeaways from the meeting with DHAC are:

- Confirmation that EWEB's overarching assumptions about the FERC's regulatory processes and constraints are appropriate.
- The FERC will not provide feedback on the strategic alternatives under consideration but will provide guidance on process and answer questions regarding regulations.
- The FERC recommended close communication with key stakeholders prior to proceeding with any formal license action in order to reduce the potential for adverse interventions.
- DHAC would be willing to coordinate a joint consultation meeting with the other two FERC divisions (Dam Safety, Division of Licensing) once we have formulated a conceptual proposal.
- D2SI typically consults with DHAC with respect to dam safety measures requiring a license amendment.
- If substantial investments are made at a project, the licensee can request an extension to the existing license term.
- Substantial amendments to a license require essentially the same three-stage process as relicensing: 1) pre-application consultation with federal and state resource agencies, Native American Tribes, and the public, 2) conducting studies and obtaining information, and 3) filing an application with FERC.
- Many, but not all, Licensees have negotiated settlement agreements for both applications for surrender and license amendments.
- DHAC has seen developments split off from a License by way of a License amendment. For example, it is possible for the Leaburg and Walterville developments to be separated, from a licensing perspective, through an amendment process.
- A licensee can coordinate with DHAC, the Licensing Division, and D2SI at the same time.
- The Commission has not favored large license amendments close to a license expiration date.

The EWEB Board and several community members asked if EWEB could negotiate with the FERC to reduce the design parameters from the million-year flood event to a more reasonable 10,000-year flood event to save cost. EWEB staff feels it is unlikely the FERC will reduce the design requirements because they are based on standards that FERC applies to all hydroelectric projects in the same classification as Leaburg. If the flood design parameters were reduced, the cost savings would likely be minimal due to the need to also mitigate the seismic vulnerability of the embankments in the same reaches. The consultant team provided an analysis to determine the potential cost savings and the most optimistic savings of reducing the flood design parameters would be approximately 2 percent.

TBL Attributes

HE gathered input from EWEB staff, consultants, and public stakeholders to compile a master list of issues and organized them into TBL attribute categories. The categories considered in the TBL analysis are shown below in Table 1:

Table 1: Triple Bottom Line Attributes		
Social	Environmental	Economic
<ul style="list-style-type: none"> • Public Safety • Local Economic Activity • Wildfire Response / Mitigation • Social Justice • Environmental Justice • Recreation - Lake • Recreation – River • Recreation - Trails • Cultural / Historical Resources • Visual / Aesthetics • Domestic Groundwater Wells • Surface Water Supplies • Local Community Property Values • Fish Hatcheries • Local Transportation Networks • Noise Levels 	<ul style="list-style-type: none"> • Water Quality – McKenzie River • Aquatic Resources • Carbon Footprint • Terrestrial / Avian Species Wetlands • Vegetation 	<ul style="list-style-type: none"> • Project Cost / Rate Impacts • Financing and Bond Rating Impacts • Power Price Risk Reduction (via EWEB owned generation) • Future Economic Risk • Access to Grant Funding • Access to Partnership (i.e., ODFW, USACE, LCPW) • Future Economic Opportunity

Table 2: Triple Bottom Line Attribute Scores				
	Full Decomm	Full RTS	Partial RTS	SWC
<u>Social</u>				
Public Safety	4	1	2	3
Local Economic Activity	-2	1	1	-2
Wildfire Response /Mitigation	-5	0	-1	-3
Social Justice	-5	-5	-3	-3
Environmental Justice	0	0	0	0
Recreation - Lake	-4	0	0	-4
Recreation - River	1	0	0	1
Recreation - Trails	0	0	0	0
Cultural / Historical Resources	-3	0	-1	-2
Visual / Aesthetics	1	0	-1	-1
Domestic Groundwater Wells	-2	-2	-2	-2
Surface Water Supplies	-2	0	-1	-2
Local Community Property Values	-1	0	-1	-1
Fish Hatcheries	-4	0	-2	-4
Local Transportation Networks	-2	-1	-1	-1
Noise Levels	-1	-1	-1	-1
<u>Environmental</u>				
Water Quality – McKenzie River	2	0	1	2
Aquatic Resources	2	0	0	2
Carbon Footprint	-3	-2	-4	-1
Terrestrial / Avian Species	1	0	0	1
Wetlands	-1	-1	-1	-1
Vegetation	2	0	1	2
<u>Economic</u>				
Project Costs / Impacts to Rates	-5	-5	-3	-3
Financing & Bond Rating Impacts	-5	-5	-3	-3
Power Price Reduction (Via EWEB Owned Generation)	-3	0	-2	-3
Future Economic Risk	-1	-5	-3	-2
Access to Grant Funding	2	1	1	2
Access to Partnership (i.e., USACOE, ODFW, LCPW)	1	1	1	1
Future Economic Opportunity	1	1	1	1

Attribute Scoring Approach

A scoring system was developed to define the relative impact of each attribute for each alternative in relation to current conditions. This approach allows attributes to be considered individually within the context of each alternative. The attribute scoring is shown above in Table 2.

Comparative scoring ranges from +5 to -5. If the effect is significant, a score of +5 or -5 is assigned. If the effect is minor, the attribute will be assigned a +1 or -1. The range for negative effects relative to current conditions is -5 to -1. A score of -5 represents a major negative effect and -1 represents a minor negative effect,

comparatively. The range for positive effects relative to current conditions is +5 to +1. A score of +5 denotes a major positive impact, while +1 denotes a minor positive impact, comparatively. A score of zero means no effect from the alternative for that attribute. For example, looking at project costs/rate impacts, Alternative 1 receives a score of -5 while Alternative 3 gets a score of -2. Project costs are highest for Alternative 1 and lowest for Alternative 3. While this attribute is relatively straightforward, many other attributes have more complexity and needed to be carefully considered with regards to scoring.

The scores for each attribute and for each Leaburg Canal alternative are based upon factual information gathered by the consultant and project team. Impact assessments for the economic category were based primarily on a quantitative analysis, whereas assessments for the environmental and social impacts were primarily determined qualitatively.

In mid-June, the consultant conducted a preliminary TBL workshop with EWEB staff to review the preliminary results. Based on the feedback, HE made minor revisions to the TBL. However, EWEB staff generally agreed with the scoring approach.

Social Impact Assessment

The social impact assessment scores were devised using input from EWEB SME's and public comments that have been received to date (outreach events, survey results, and direct contact). Table 3 shows some examples of the considerations used as inputs to their respective assessment scores.

Table 3: Social Impact Assessment Considerations	
Attribute	Considerations
Public Safety	<ul style="list-style-type: none"> • Landslides / Slope Stability • Breach Flooding • Canal Safety
Local Economic Activity	<ul style="list-style-type: none"> • Construction Employment, Income, Benefits • Recreation Economy • Commercial Irrigator Operations • EWEB Employment – Local Operators • Property Values / Tax Revenues
Wildfire Response /Mitigation	<ul style="list-style-type: none"> • Canal / Lake Availability for Water • Canal as a Fire-Break
Social Justice	<ul style="list-style-type: none"> • Rate Payer Impacts • Rural and Underserved Community Impacts
Environmental Justice	<ul style="list-style-type: none"> • River Restoration Impacts
Recreation	<ul style="list-style-type: none"> • Changes in Local Recreational Opportunities • Boating / Fishing on Leaburg Lake • Boating / Fishing Downstream of Dam • Hiking / Walking on Canal Trail
Cultural / Historical Resources	<ul style="list-style-type: none"> • Tribal Resources • Project Facilities on National Historical Registry
Visual / Aesthetics	<ul style="list-style-type: none"> • Change from Current Conditions <ul style="list-style-type: none"> ○ At Leaburg Lake ○ Along the Canal • Impacts Near Luffman Spillway (New Powerhouse)
Domestic Groundwater Wells	<ul style="list-style-type: none"> • Shallow Well impacts
Surface Water Supplies	<ul style="list-style-type: none"> • Impacts to those with and without EWEB Agreements
Local Community Property Values	<ul style="list-style-type: none"> • Lake vs. River Frontage • Impacts of Canal Configuration
Local Transportation Networks	<ul style="list-style-type: none"> • Leaburg Bridge Impacts • Construction Phase Traffic (Detours, Delays) • Operational Phase Traffic
Noise Levels	<ul style="list-style-type: none"> • Construction Activities • Operational Activities

The social impact assessment evaluates effects to stakeholders, such as customers or community members, and to the resources or conditions that those stakeholders value. The TBL considers a large number of social attributes and compares how those attributes are affected by the alternatives relative to current conditions. The following sections provide a description of each attribute and key differences in impacts between the alternatives that affects their scoring.

Public safety – This attribute addresses human safety associated with local landslides, slope stability related to canal embankments, canal breach flooding and other canal safety issues that pose potential risks to people. Although EWEB has fielded limited concerns about public safety risks created by the Leaburg facilities, there are differences between the alternatives in terms of public safety risk. Even though upgraded facilities under

the return to service scenarios would greatly reduce public safety risks relative to current conditions, the presence of stored water at elevation presents a greater hazard relative to the decommissioning alternatives, thus resulting in scoring between the alternatives as follows:

- Alt 1 – Decomm to Pre-Project: +4
- Alt 2 – Full RTS: +1
- Alt 3 – Partial RTS: +2
- Alt 4 – Decomm to SWC: +3

Highlighted example comments received during public outreach to date include:

- Concern that canal safety requirements such as the 10,000-year return frequency seismic event and 1,000,000-year return frequency flood event are unreasonable design criteria relative to the limited hazard presented by the Leaburg hydroelectric facilities.
- Canal related issues during a large seismic or flood event will be minor relative to all of the other impacts from such an event.
- The nuisances created by canal seepage have been of far greater concern to canal neighbors than safety issues. (Note that seepage and elevated groundwater levels were viewed as benefits rather than a nuisance by some canal neighbors)

Local economic activity – The alternatives will produce varying levels of construction benefits, such as employment and income, plus changes to the recreational economy, particularly businesses that cater to visitors and recreators. Certain alternatives can also have impacts to commercial irrigators with EWEB water supply agreements. In addition, there are local economic benefits from EWEB’s local O&M expenditures on skilled labor/materials/supplies. While construction benefits are roughly equivalent among the alternatives, the decommissioning alternatives are expected to have net adverse effects on local economic activity, thus resulting in scoring between the alternatives as follows:

- Alt 1 – Decomm to Pre-Project: -2
- Alt 2 – Full RTS: +1
- Alt 3 – Partial RTS: +1
- Alt 4 – Decomm to SWC: -2

Highlighted example comments received during public outreach to date include:

- Concern that McKenzie Valley businesses catering to recreationalists at Leaburg Lake will lose a significant portion of their customer base.
- The “Save Leaburg Lake” petition highlights the economic impact concern. Signature collection is ongoing with 50 pages of signed petitions submitted to the EWEB Board at their September meeting. The petitions included signatures from McKenzie Valley and Lane County residents as well as visitors from elsewhere in the Pacific Northwest and beyond.
 - “This recreational facility brings tourists and commerce to the McKenzie valley.”
 - “It is not fair to the community and visiting tourists that the dam has not been maintained as it should have all these years. The McKenzie River needs this area for tourism to help the local economy after the 2020 fires.”
- Others emphasize dam removal and return of the natural river as a long-term tourism benefit:
 - “Other recreational lakes are nearby. The value of a free-flowing McKenzie River has far more value.”

- “The “lake” directly borders a state highway. It is therefore very unpleasant to be on or in. I fail to see how anyone other than a wealthy lakeshore landowner would oppose removing the lake.”
- “Even if Leaburg Lake were to disappear, there could still be other recreational activities, potentially both on land with trails and some water-based recreation, too, and the area would return to its more natural setting before it was created.”

Wildfire response and mitigation – The ability of Leaburg Lake to provide a potential water supply source for firefighting, as well as use of the Canal as a potential firebreak. Use of surface water for outdoor irrigation to dampen areas adjacent to structures is also included here. The decommissioning alternatives experience negative impacts for this attribute, thus resulting in scoring between the alternatives as follows:

- Alt 1 – Decomm to Pre-Project: -5
- Alt 2 – Full RTS: 0
- Alt 3 – Partial RTS: -1
- Alt 4 – Decomm to SWC: -3

Highlighted example comments received during public outreach to date include:

- Concern from McKenzie Fire and Rescue about finding timely alternative sources for filling water tanks as they have historically drawn from multiple locations along the canal when fighting both structure fire and wildfires, however, McKenzie Fire and Rescue has implemented additional protocols for ensuring adequate water sources.
- Concern from canal neighbors that flammable vegetation will replace the “firebreak” effect of the canal and increase the risk of wildfire movement into residential areas.

Social justice – This attribute considers disproportionate impacts to low-income or minority populations, specifically due to changes in EWEB electric rates. The alternatives will have variable effects on electric rates, thus resulting in scoring between the alternatives as follows:

- Alt 1 – Decomm to Pre-Project: -5
- Alt 2 – Full RTS: -5
- Alt 3 – Partial RTS: -3
- Alt 4 – Decomm to SWC: -3

EWEB has not received public comment on social justice topics separate from rate escalation concerns.

Environmental justice – Disproportionate adverse effects of environmental resources (i.e., local air quality or noise effects) upon low-income or minority populations during the construction phase or as a result of operational conditions or activities.

Environmental justice impacts associated with the Leaburg decision appear to be limited. The recreation facilities (walking/biking trails, park, and lake) are free to the public, a significant benefit to local low-income populations and, thus, valuable to the low-income community. Recreation facilities are also equally accessible to underserved populations. This free and equal access to recreation is unlikely to change for any alternative, though the nature of the recreation (for example lake vs. river) would be different. Leaburg Lake currently has the only local disabled river access and there are limited nearby lakes with hand-launch craft access, such that the decommissioning alternatives may result in a slight impact to environmental justice.

- Alt 1 – Decomm to Pre-Project: -1
- Alt 2 – Full RTS: 0
- Alt 3 – Partial RTS: 0
- Alt 4 – Decomm to SWC: -1

EWEB has not received public comment on environmental justice topics.

Recreational activity – The recreational attribute incorporates impacts to boating and fishing activities on Leaburg Lake and along the McKenzie River downstream of the Leaburg Dam, as well as the use of trails along the length of the Canal for walking and biking.

Operation of the Leaburg Project includes license-required management of recreation facilities along the full length of the lake and canal. Examples include the Goodpasture Boat Landing at the upstream end of Leaburg Lake, recreational facilities at Leaburg Lake, and the embankment crest trail running the full length of the canal. There are local and regional users of the recreation facilities and, while summertime utilization is the highest, the facilities are used throughout the year.

FERC’s requirement to continue providing recreational opportunities is unlikely to change for any alternative, although the nature of the recreational facilities would change. Except for the full return to service scenario, modifications to the lakeside and canal trail recreational facilities would be necessary. Lakeside recreation facilities would shift to riverside recreation facilities for the decommissioning alternatives and trails would need to be re-configured for all altered reaches of the canal. These changes would disrupt historical recreational patterns, and the most significant disruptions would be related to recreation on Leaburg Lake.

Based on feedback from the Board, the recreation attribute has been separated into lake, river, and canal trail attributes to capture the different impacts to each.

Recreation – Lake:

- Alt 1 – Decomm to Pre-Project: -4
- Alt 2 – Full RTS: 0
- Alt 3 – Partial RTS: 0
- Alt 4 – Decomm to SWC: -4

Recreation – River:

- Alt 1 – Decomm to Pre-Project: 1
- Alt 2 – Full RTS: 0
- Alt 3 – Partial RTS: 0
- Alt 4 – Decomm to SWC: 1

Recreation – Trails:

- Alt 1 – Decomm to Pre-Project: 0
- Alt 2 – Full RTS: 0
- Alt 3 – Partial RTS: 0
- Alt 4 – Decomm to SWC: 0

While hosting six listening sessions at Lloyd Knox Park, EWEB received numerous comments about the recreational impacts. Highlighted example comments include:

- Concern from many recreators that comparable lakes for recreation are distant from Leaburg.
- Sentiments from some recreators that they are not concerned about their ability to find comparable recreational opportunities elsewhere.
- Strong opinions from canal trail users that every alternative should include a comparable trail system to current facilities.
 - “I use it almost daily for exercise for my dog and I.”
- According to the Public Comment Form, recreation access is a polarizing issue. On the question of “How important is it to you that Leaburg Lake remain as a recreational facility?” 28% (N=40) of respondents rank it “Not Important,” while 37% (N=53) rank it “Extremely Important.”
- The question “How important is it to you that the Leaburg Canal Trail remain as a recreational facility?” evokes a similar divergence, with 26% (N=38) ranking it “Not Important,” and 32% (N=45) ranking it “Extremely Important.”
- Those who rank recreational activity as “Not Important” emphasize EWEB’s priorities of serving water and electricity and that EWEB “is not in the recreation business” and that the lake serves to generate electricity with recreation a secondary benefit.
- “The interests of having a healthy and viable ecosystem are far more important than maintaining recreational dams and lakes.”
- “There are so many places to hike and walk in the McKenzie Valley. Walking along a manmade canal is the least inspiring area we have.”
- “While the lake, park, and trails are nice, clean renewable power is extremely important and should be the pivotal concern.”

Cultural and historical resources – Impact to Project facilities that are included in the Leaburg Hydroelectric Project Historic District (District) and potential impacts to Tribes or to Tribal resources. EWEB will engage with Tribes separately from this TBL analysis.

The District encompasses the vast majority of the Project facilities and any changes require mitigation to the satisfaction of the State Historic Preservation Office. The decommissioning alternatives would result in major impacts that would be challenging to mitigate to the satisfaction of all stakeholders. For some facilities, such as the Leaburg Power Plant, there may be opportunities to preserve facilities by re-purposing for alternative uses, though there is significant uncertainty about what ultimate outcome can be achieved in a decommissioning agreement. Except for the full return to service, alternatives have a range of impacts to cultural and historical resources as follows:

- Alt 1 – Decomm to Pre-Project: -3
- Alt 2 – Full RTS: 0
- Alt 3 – Partial RTS: -1
- Alt 4 – Decomm to SWC: -2

Highlighted example comments received during public outreach to date include:

- Particular concern about the potential loss of the iconic Leaburg power plant.
- On the Public Comment Form, “Retain historic structures” is the lowest-ranked priority

Visual / aesthetics – Long-term, permanent changes as compared to current scenic conditions, specifically at Leaburg Lake and along the canal.

Several Leaburg Project features are readily visible from Highway 126 and have come to characterize the visual/aesthetic presence of this portion of the McKenzie Valley over the past 92 years. The Leaburg Power Plant, Leaburg Dam, and Leaburg Lake are familiar features to people from throughout the region and any significant change to the facilities would alter the historic aesthetics of the area. Although decommissioning of the facilities would be performed in a way that intends to replace the historic visuals with comparably favorable aesthetics, the change would be drastic and could take a substantial period of time to achieve the desired visual outcome.

There are portions of the Leaburg Project that could transform into more visually appealing scenes than the existing condition. Decommissioning or conversion of portions of the canal to stormwater conveyance could result in a more natural, less industrial aesthetic that complements the McKenzie Valley surroundings. Portions returned to Pre-Project conditions would tend to have a natural or park like appearance.

Given there are such wide-ranging perspectives on this particular attribute, largely influenced by residential location and aesthetic opinion, it is difficult to score the net impacts. Considering there will be both positive and negative impacts, we estimate the overall total impact to be minor in scale. Except for the full return to service, alternatives have been assigned a range of impacts to visual and aesthetic resources as follows:

- Alt 1 – Decomm to Pre-Project: +1
- Alt 2 – Full RTS: 0
- Alt 3 – Partial RTS: -1
- Alt 4 – Decomm to SWC: -1

Highlighted example comments received during public outreach to date include:

- Some local residents selected their home in part due to the existing visual and aesthetic presence of the Leaburg Project, for example a view of Leaburg Lake.
- Some local residents have expressed that the prospect of having a re-patriated creek located adjacent to their property is highly attractive.

Domestic groundwater wells – Potential effects to properties adjacent to the canal that may have historically benefitted from Leaburg Canal seepage.

In all alternatives, there will continue to be a drastic reduction in contributions to the groundwater table from canal facilities. In the decommissioning alternatives, only the tributary creeks and stormwater will be contributing to the local groundwater. In the return to service alternatives, a canal lining will prevent diverted McKenzie River water from seeping into the subsurface. As such, all alternatives have an equally negative impact on the local groundwater table as summarized by the following scores:

- Alt 1 – Decomm to Pre-Project: -2
- Alt 2 – Full RTS: -2
- Alt 3 – Partial RTS: -2
- Alt 4 – Decomm to SWC: -2

Highlighted example comments received during public outreach to date include:

- Numerous canal neighbors have voiced frustration with the negative impacts to the groundwater table since the canal went out of service.

Surface water supplies – Access to supplemental irrigation supplies by landowners with EWEB agreements to provide water.

Over the past 92 years, EWEB has entered into 17 agreements to supply water to property owners along the length of the canal. Most of these agreements are interruptible in the event that EWEB is unable to maintain water in the canal. The vast majority of water withdrawals from the canal have been small in scale, though the McKenzie Hatchery has an interruptible agreement for the supply of 50 cubic feet per second (over 22,000 gallons per minute). Except for the full return to service, a portion or all of these agreements would be disrupted. The water supply disruption impacts are scored for the alternatives as follows:

- Alt 1 – Decomm to Pre-Project: -2
- Alt 2 – Full RTS: 0
- Alt 3 – Partial RTS: -1
- Alt 4 – Decomm to SWC: -2

Highlighted example comments received during public outreach to date include:

- Multiple commercial irrigators have advised that the canal water supply is critical to the viability of their farming activities.
- Several canal neighbors historically drawing landscaping irrigation water have voiced concerns about the increased wildfire vulnerability of their property.

Local community property values – Effects to property values under these alternatives can occur in numerous ways, including changes in canal related safety risks to property; local recreational amenities and opportunities; aesthetics / visual changes; and availability of groundwater or access to surface water supplies. Changes in property tax revenues for Lane County and other local entities may occur with changes in property values or the acquisition of properties by EWEB.

There are approximately 100 properties located in close proximity to Leaburg Project facilities, such as the power plant, 5-mile canal, Leaburg Dam, and Leaburg Lake. Depending on the specific location, property values could be altered in a variety of ways. There will be temporary construction phase, as well as long-term post-construction changes, that may influence property values. Similar to the visual and aesthetic discussion, the nature of impacts will be highly variable by location. Much of the visual and aesthetics discussion is relevant to this property value discussion as well, as there could be a mix of favorable and unfavorable impacts.

There are wide-ranging perspectives on this attribute, largely influenced by residential location and personal opinion. Considering there will be both positive and negative impacts, we estimate the overall total impact to be minor in scale. Except for the full return to service, alternatives have been assigned a range of impacts to property values as follows:

- Alt 1 – Decomm to Pre-Project: +1
- Alt 2 – Full RTS: 0
- Alt 3 – Partial RTS: -1
- Alt 4 – Decomm to SWC: -1

Highlighted example comments received during public outreach to date include:

- Many Leaburg Lake neighbors expect that a transition from lakeside to riverside conditions would adversely affect property values.
- Some canal neighbors think that a reduction of seepage and reduced risk of canal-related problems would favorably affect property values.

Fish hatcheries – Impacts to Leaburg and McKenzie Hatchery operations associated with changes in water supplies and water availability.

The Leaburg Trout Hatchery and McKenzie Salmon Hatchery have relied on Leaburg Project facilities for the majority of their water supply throughout their history. The loss of gravity supply from Leaburg Lake and the Leaburg Canal would likely force the hatcheries toward pumped water supply systems that are very expensive, both in terms of upfront capital costs and ongoing operation and maintenance costs. Substantial operational changes would require lengthy planning and implementation efforts as well as financial support from the State and Federal agencies that own and operate the hatcheries. The potential hatchery impacts are scored for the alternatives as follows:

- Alt 1 – Decomm to Pre-Project: -4
- Alt 2 – Full RTS: 0
- Alt 3 – Partial RTS: -2
- Alt 4 – Decomm to SWC: -4

Highlighted example comments received during public outreach to date include:

- Impact to fisheries is the top-ranking concern among survey participants, with many prioritizing the return-to-service of the hatcheries as part and parcel of fisheries management.
 - “The Leaburg Project has been screened for many years to protect fish. In partnership with ODFW, hatchery and wild salmon can be separated at the dam if necessary. The salmon fishery on the McKenzie River is very important for the business community.”
 - “The fish ladder and hatchery work in harmony. Migration and breeding are both enabled with the ladder”
 - “The fish need our help and the water supply alone to the hatcheries is a bigger positive impact than retaining the fish passages in my opinion.”
- Others prioritize the benefits of the return to natural river flows as the best way to support the fisheries:
 - “Our salmon populations are continuing to decline and the amount of money spent on hatchery programs has not improved those populations”
 - “We must protect our environment and the salmon. This is a world-renown fishing river-one of the best, last, cleanest rivers in the country. The salmon is our identity and our biggest source of tourism and supports our local businesses”
 - “The McKenzie, in its wild state, is a world class recreational and natural resource. The work being done on the South Fork and in the area of Finn Rock to restore salmon habitat has been extremely encouraging. Dam removal would support these efforts.”
- McKenzie Salmon Hatchery staff have communicated their concern that alternatives other than the full return to service could reduce the long-term viability of the hatcheries.
- Local economic development stakeholders have voiced concern about the potential impact to tourism if the Leaburg Hatchery sturgeon ponds are lost.

- A Puget Sound orca activist voiced concern about adverse impacts to the McKenzie Salmon Hatchery as hatchery fish are valuable forage for that endangered species.
- The “Save Leaburg Lake” petition highlights the hatchery impact concern. Signature collection is ongoing with 50 pages of signed petitions submitted to the EWEB Board at their September meeting. The petitions included signatures from McKenzie Valley and Lane County residents as well as visitors from elsewhere in the Pacific Northwest and beyond.

Local transportation networks – Impacts to roads, bridges, or other transportation infrastructure during the construction phase and during operations, including potential traffic delays, temporary or permanent road closures, or other traffic related effects.

There will certainly be transportation impacts during the construction phase for all alternatives. While investigated as part of the TBL, no significant difference in impacts is discernible, except that the repatriation of all creeks in the decommissioning to pre-Project conditions alternatives would require the largest number of closures to Highway 126. As such, the potential transportation impacts are scored as follows:

- Alt 1 – Decomm to Pre-Project: -2
- Alt 2 – Full RTS: -1
- Alt 3 – Partial RTS: -1
- Alt 4 – Decomm to SWC: -1

Highlighted example comments received during public outreach to date include:

- A local farmer with operations reliant on the Leaburg Bridge expressed concern with transporting their harvest during bridge construction.
- A local resident that relies on the bridge expressed concern over detour and school bus impacts during bridge construction.
- McKenzie Fire & Rescue volunteers emphasized the challenge of staging response teams on both sides of the river during Goodpasture and Bridge Street repairs.

Noise levels – Noise generated by vehicles and equipment during the construction phase. Noise from Project facilities during operation will be minimal.

Construction noise impacts will occur for all the alternatives. However, no significant difference in impacts is discernible. As such, the potential transportation impacts are scored as follows:

- Alt 1 – Decomm to Pre-Project: -1
- Alt 2 – Full RTS: -1
- Alt 3 – Partial RTS: -1
- Alt 4 – Decomm to SWC: -1

Highlighted example comments received during public outreach to date include:

- Several residents near Luffman Spillway expressed concern about potential noise pollution from a power plant situated near their homes.

Environmental Impact Assessment

The environmental impact assessment scores were devised using input from EWEB SME's and public comments that have been received to date (outreach events, survey results, and direct contact). Table 4 shows some examples of the considerations used as inputs to their respective assessment scores.

Table 4: Environmental Impact Assessment Considerations	
Attribute	Considerations
Water Quality – McKenzie River	<ul style="list-style-type: none">• Temperature• Turbidity / Sediments during Construction• Drinking Water Source
Aquatic Resources	<ul style="list-style-type: none">• Fish Migration• Habitat Availability• Fish Sorting Capabilities• Hatchery Water Supply• Lamprey Habitat
Carbon Footprint	<ul style="list-style-type: none">• Construction Phase Emissions• Manufactured Construction Materials• Low-Carbon Electric Power Portfolio• GHG Emissions from Operations
Terrestrial / Avian Species	<ul style="list-style-type: none">• Construction and Operational Phases
Wetlands	<ul style="list-style-type: none">• Mitigation Needs• Regulatory Requirements
Vegetation	<ul style="list-style-type: none">• Extent of Removal• Extent of new planting

The environmental impact assessment evaluates effects to local natural resources as well as more global effects, such as carbon impacts. The TBL considers a number of environmental attributes and compares how those attributes are affected by the alternatives. The following sections provide a description of each attribute and the key differences in impacts between the alternatives that affects their scoring.

Water quality – This attribute takes into account two effects: changes in turbidity due to construction phase activities and ongoing operations, and water temperature changes in reaches of the McKenzie River affected by changes in flow. Other water quality parameters are not expected to exhibit appreciable differences between the alternatives.

Turbidity will be a major water quality concern during construction activities associated with all alternatives. Even though the permits required to perform construction will have extensive turbidity control requirements, any construction activity taking place below the ordinary high-water level of a river or stream will have some unavoidable turbidity impact. The decommissioning alternatives require the largest amount of construction work below the ordinary high-water level and, thus, present the most significant construction phase turbidity issues.

Turbidity impacts during ongoing operations are expected to be minimal for all alternatives. Since Leaburg Lake allows for some turbidity to settle out as silt on the lake bottom, there is some reduction effect during operation, though it is arguably offset during brief periods of maintenance when the lake or canal levels are drawn down and that sediment can mobilize or be intentionally removed.

There are small, but measurable, impacts to river temperatures associated with the diversion of McKenzie River water into the Leaburg Canal. While the narrow and deep canal itself experiences limited warming as it travels downstream, the wide, shallow bypass reach below Leaburg Dam does experience more warming than it would in the absence of the canal diversion. The net warming effect of the Leaburg operation is a concern, due to the potential for adverse impacts on plants and animals in the aquatic environment.

Temperature impacts are widely considered to be the most significant water quality concern, so the different effects on this attribute associated with each alternative appropriately dominate the scoring. The alternatives will have variable effects on temperature, thus resulting in scoring between the alternatives as follows:

- Alt 1 – Decomm to Pre-Project: +2
- Alt 2 – Full RTS: 0
- Alt 3 – Partial RTS: +1
- Alt 4 – Decomm to SWC: +2

EWEB has fielded some public concerns about water quality as it relates to the dewatered canal. During the dry weather season, there are locations with essentially stagnant stormwater that tend to grow algae and breed insects. EWEB is currently conducting a comprehensive water quality assessment, including ongoing monitoring work, and expects that water quality issues can be appropriately mitigated in any of the alternatives.

Aquatic resources – Consideration of impacts to fish migration (particularly species listed for protection under the Endangered Species Act; Willamette Spring Chinook Salmon and Upper Willamette bull trout) and habitat availability at Leaburg Lake and in the McKenzie River. Impacts to Pacific Lamprey, a U.S. Fish and Wildlife Service Species of Concern, are also considered as part of this attribute.

Leaburg Dam is equipped with fish ladders on both the right and left banks of the river for upstream fish passage. For downstream passage, there are screens that prevent fish from entering the canal and, instead, return them to the river immediately below the dam. Both upstream and downstream fish passage facilities were improved in 2003/2004 as part of the new license requirements. EWEB has conducted extensive monitoring and evaluation of fish passage facility performance and has documented the adequacy of performance and ongoing operation to the satisfaction of State and Federal fish agencies. Although slight fish migration delay has been documented, the Leaburg Dam facilities have relatively minor impacts on fisheries, including federally listed species, in terms of fish passage effectiveness.

It is also important to note that both the upstream and downstream fish passage facilities provide Federal and State fishery managers with an opportunity to accomplish important fish population monitoring work (counting and cataloging seasonal fish movement by species). The McKenzie River basin is regarded as a stronghold for native Willamette Spring Chinook salmon, and the area upstream of Leaburg Dam is considered a wild fish sanctuary. The Oregon Department of Fish and Wildlife (ODFW) has used the left bank fish ladder to sort hatchery salmon from wild salmon in an effort to minimize breeding between hatchery and wild fish. As such, the presence of Leaburg dam provides some fisheries management value.

Pacific Lamprey use the silt deposits that have accumulated behind Leaburg Dam as rearing habitat for their lengthy larval development phase, and Leaburg Lake currently supports a large population of the lamprey ammocoetes (larvae). If Leaburg Dam were to be removed, lamprey ammocoetes would be re-distributed into silt deposition in the lower reaches of the McKenzie River.

Leaburg has relatively minor impacts on aquatic resources relative to other hydroelectric operations. Those impacts would remain under both return to service options as there would not be substantial changes to the status quo. The decommissioning options would largely eliminate impacts to fish migration in the long term, although there would be some negative impact to fish population monitoring. The resulting scoring between the alternatives is as follows:

- Alt 1 – Decomm to Pre-Project: +2
- Alt 2 – Full RTS: 0
- Alt 3 – Partial RTS: 0
- Alt 4 – Decomm to SWC: +2

Highlighted example comments received during public outreach to date include:

- Preferences from McKenzie Watershed Protective for completely uninhibited fish movement through the McKenzie River at Leaburg.
- Desire from ODFW for continued reduction of hatchery fish above Leaburg Dam through sorting at the dam.

Carbon footprint – Greenhouse gas emissions (GHG) impacts of the four Leaburg alternatives and relation to EWEB’s Climate Change Policy, SD15.

For this project, three primary categories of potential GHG emissions were identified and estimated for each of the four alternatives: construction emissions, embodied emissions in purchased goods and services, and emissions from power generation / replacement power. The description of the emissions calculations, boundaries, exclusions, data sources, and methods are outlined below.

Construction Emissions: This includes the GHG emissions associated with the construction phase of the project. These emissions primarily come from fuel consumption (mostly diesel fuel, but also some gasoline) by construction equipment at or near the Leaburg project site in the McKenzie River Valley. Additional emissions could come from passenger traffic detours, delays, or idling due to construction, but were excluded from the analysis due to data uncertainties. The results are shown in the table below and range 30,000-43,000 MT CO₂e between alternatives for the full duration (multiple years) of the construction activities. **Alternative 3 is expected to provide the lowest impact.**

Methods: Fuel consumption estimates (as an expected percentage of the total project budget) and the expected fuel split (90% diesel, 10% gasoline) were provided by the consultant construction estimator. These estimates were turned from dollars into expected gallons by applying the average fuel price per gallon for diesel and gasoline over the last 5 years. For diesel, the price per gallon source used was ODOT’s asphalt and fuel pricing between Jan 2018 and Aug 2022. For gasoline, the analysis relied on the Energy Information Administration (EIA) West Coast less California monthly gasoline prices for regular conventional retail prices (\$/gallon). The final emissions value listed in the table below shows the analysis results using the average fuel price over the 5-year period. Sensitivity analysis was conducted using the highest and lowest fuel prices within the same 5-year period but is not shown here. The gallons were turned into metric tons of greenhouse gas emissions using emissions factors for diesel and gasoline from The Climate Registry’s Annual Emissions Factors for 2022.

Embodied Emissions in Purchased Goods and Services: Each of the four project alternatives have significant materials requirements for construction, including products such as concrete, plastics, gravel, pipe, etc., as

well as services such as facility maintenance/repair, waste management and remediation services, or architectural and engineering services. These goods and services have embodied greenhouse gas emissions associated with their manufacture and delivery up to the point of purchase. This analysis sought to provide a high-level estimate of these upstream emissions impacts. These emissions would occur at the manufacturing plants, likely at considerable distance from the project site. While these types of emission calculations are considered above and beyond what is typically expected in an analysis such as this, EWEB includes it here as a measure of best practice and an opportunity to educate our decision-makers about the GHG intensity of construction projects, and an opportunity to identify any potential low-GHG alternatives when the project is being bid. When looking at the results, it is interesting to note that despite its lower cost, Alternative 3 has a higher estimated emissions impact, even compared to Alternative 2. This is because of the high carbon intensity of the replacement materials that would make up the new powerhouse at Luffman Spillway required under Alternative 3 that is not included in Alternative 2. **Alternative 4 is expected to provide the lowest impact.**

Methods: Using the Opinion of Probable Costs provided by the consultant construction estimator for each alternative, the types of costs expected were categorized and matched up with categories in Oregon DEQ's OR2010 CBEI Purchaser Price Model. This consumption-based greenhouse gas emissions inventory (CBEI) model was designed to provide emissions factors for emissions "upstream" of the purchaser (e.g., for petroleum, this model would provide the emissions associated with extracting and refining the petroleum up to the point of purchase, but not using it). The model provides emissions factors for approximately 440 commodities and is based on the IMPLAN database using Oregon-specific consumption values. The most recent version of the model provides emissions factors in units of (MT CO₂e) per \$ spent (using 2014 dollars). Once the expected expenditures for each alternative were matched with categories from the model, emissions estimates were calculated and adjusted for inflation to current year (2022) using the Turner Building Index for construction materials as shown below in Table 5:

Alternative	Construction Emissions (MT CO₂e)¹	Embodied Emissions in Purchased Goods & Services (MT CO₂e)²
1. Decommission to Pre-Project	42,000	170,000
2. Full Return to Service	43,000	123,000
3. Partial Return to Service	30,000	182,000
4. Decommission to Storm Water Conveyance	31,000	52,000

¹Consultant construction estimator assumes fuel costs are a portion of total project costs and the diesel/gasoline split is 90%/10%. Diesel price/gallon is from the ODOT Monthly Fuel Prices (MFP), Gasoline price/gallon is from the US Energy Information Administration (EIA). Emissions factors are from The Climate Registry 2022 Default Emissions Factors. Rounding reflects cost and methodology uncertainty in estimates.

²Construction cost estimates for categories of goods and services was matched to OR DEQ OR2010 CBEI Purchaser Price Model and emissions totals were adjusted for inflation based on the Turner Building Cost Index. Rounding reflects cost and methodology uncertainty in estimates.

Emissions Implications from Replacement Power: The four alternatives identified for the Leaburg TBL process have different implications for the amount of power that could be produced from this zero-carbon, renewable, hydroelectric resource. Replacing that power with a different source, if it were to be taken offline entirely (alternatives 1 and 4) or if the power produced was reduced from historic levels (alternative 3), would undoubtedly have various carbon implications depending on the source of the replacement power.

EWEB's Climate Change Policy (SD15), within the section related to power generation, states: *"The Board is committed to supporting a low-carbon electric power portfolio that maintains, on a planning basis, over 90% of annual energy from carbon-free resources and targets over 95% of annual energy from carbon-free resources by 2030 to the extent possible and practical without distinct adverse impacts to customer-owners."*

In EWEB's current Integrated Resource Plan (IRP) planning process, EWEB has set itself a carbon budget that will allow power planning decisions to meet the 95% carbon-free goal from SD15. This means that whether EWEB selects to return Leaburg to service or not, EWEB will be looking to replace that power with other largely carbon-free resources and therefore the consequences of the question of replacement power are less about actual GHG emissions and more about what it would cost to continue to have access to low-carbon power sources in the future. Looking at the price implications of the Leaburg alternatives and how that decision relates to the language in SD15 is outside the scope of this analysis but could be included in future IRP sensitivities as directed by EWEB's Board of Commissioners.

Due to other planning decisions EWEB would make to meet the goal outlined in SD15 to maintain a 95% carbon-free resource portfolio and replace Leaburg's output with other sources of carbon-free power, none of the Leaburg alternatives are expected to have an emissions impact as it relates to replacement power.

Public Comment and Final Scoring: EWEB has not received public comment on the calculations above for construction and embodied emissions in materials and services, but several attendees at the listening sessions expressed their support for the carbon free hydro-electric power options.

On the Public Comment Form, "Lowest carbon footprint as possible" ranks 4th among the rank-ordered priorities. The resulting scoring between the alternatives is as follows:

- Alt 1 – Decomm to Pre-Project: -4
- Alt 2 – Full RTS: -2
- Alt 3 – Partial RTS: -3
- Alt 4 – Decomm to SWC: -1

Terrestrial species / avian species. Effects on mammals, waterfowl, birds and other wildlife species during the construction phase and from operations. Changes in animal behavior and habitat availability are also considered.

Any decommissioned portions of the canal and lake would be largely converted into terrestrial habitat, transitioning from hosting aquatic animals to terrestrial and avian species. This shift would be favorable for the terrestrial and avian species, though comparable habitat is locally plentiful such that effect on populations

relative to current conditions are not expected to be substantial. The decommissioning options would bring minor improvement, thus resulting in scoring between the alternatives as follows:

- Alt 1 – Decomm to Pre-Project: +1
- Alt 2 – Full RTS: 0
- Alt 3 – Partial RTS: 0
- Alt 4 – Decomm to SWC: +1

EWEB has not received public comment on terrestrial or avian topics.

Wetlands. Changes in the number of wetland acres, including both areas where wetlands may be reduced and areas where wetlands may be generated. Since the canal was taken offline in 2018, wetland areas that were supplied by canal seepage have substantially diminished. Any of the alternatives under consideration will reduce the historic extent of wetlands indefinitely. For the return to service alternatives, the canal will be lined to prevent excessive seepage. For the decommissioning alternatives, there will only be stormwater flows and limited potential wetland development. As such, scoring is uniform for the alternatives and the impact is minor.

- Alt 1 – Decomm to Pre-Project: -1
- Alt 2 – Full RTS: -1
- Alt 3 – Partial RTS: -1
- Alt 4 – Decomm to SWC: -1

EWEB has received some feedback from the canal neighbors that the reduction of wetland areas is not a concern, though there are other neighbors that see the change as adverse to their ponds and similar water features.

Vegetation. Changes in the amount of regional vegetation, including trees, are represented by this attribute. This category takes into account both areas where vegetation may be eliminated and areas where additional vegetation may be planted.

Any decommissioned portions of the canal and lake would transition into largely vegetated areas. This shift would generally expand the local vegetation canopy, though similar canopy is locally plentiful such that the overall effect is not expected to be substantial. The decommissioning options would bring minor canopy expansion, thus resulting in scoring between the alternatives as follows:

- Alt 1 – Decomm to Pre-Project: +2
- Alt 2 – Full RTS: 0
- Alt 3 – Partial RTS: +1
- Alt 4 – Decomm to SWC: +2

EWEB has not received public comment on terrestrial or avian topics.


Economic Impact Assessment

The Economic component of the TBL Assessment accounts for impacts to EWEB's operating costs and profits – the "typical" bottom-line. The Economic component of the Leaburg TBL considers financial impacts to EWEB and our customer-owners directly, including project costs, revenues from power generation, and overall utility bonding capacity. The following sections explain how the economic analysis was performed and presents results for each of the alternatives under consideration.

Upfront Capital Cost Estimates

The consultant team and EWEB staff developed initial cost estimates for the upfront capital investment needed for each of the four alternatives, which are used as inputs into the Net Present Value (NPV), essentially an estimate of “all-in” cost. A variety of additional financial considerations that affect the NPV results are also discussed in the following sections of this memo.

All four alternatives are currently in the feasibility assessment and study phase, creating significant cost uncertainty such that estimates will be in an expected range of -30% to +50% from baseline, in accordance with the American Association of Cost Engineering (AACE) Class 4 guidelines detailed in Table 6.



Estimate Class	Primary Characteristic	Secondary Characteristic		
	Maturity Level of Project Definition Deliverables Expressed as % of complete definition	End Usage Typical Purpose of Estimate	Methodology Typical Estimating Method	Expected Accuracy Range Typical Variation in Low and High Ranges ¹
Class 5	0% to 2%	Concept screening	Capacity factored, parametric models, judgment, or analogy	L: -20% to -50% H: +30% to +100%
Class 4	1% to 15%	Study or feasibility	Equipment factored or parametric models	L: -15% to -30% H: +20% to +50%
Class 3	10% to 40%	Budget authorization or control	Semi-detailed unit costs with assembly level line items	L: -10% to -20% H: +10% to +30%
Class 2	30% to 75%	Control or bid/tender	Detailed unit cost with forced detailed take-off	L: -5% to -15% H: +5% to +20%
Class 1	65% to 100%	Check estimate or bid/tender	Detailed unit cost with detailed take-off	L: -3% to -10% H: +3% to +15%

Table 6: American Association of Cost Engineering Estimate Classes

Baseline cost estimates, including low and high ranges, for the four alternatives are shown below in Table 7. Estimates **include**, but are not limited to, the following categories, all of which fall into AACE Class 4:

- Subsurface Exploration & Feasibility Studies
- Legal and Administration
- Property and Water Right Acquisitions
- Permitting and Relicensing
- Design and Construction Planning
- Construction
- Post-Construction Oversight and Studies

Exclusions from the baseline capital cost include, but are not limited to:

- Inflation/Escalation after 2022 in excess of assumptions for EWEB’s Long Term Financial Plan
- Unknown hazardous materials
- Unforeseen change in site conditions
- Unusual contract constraint risk, including but not limited to:
 - Fixed price contracts
 - Date certain contracts
 - Performance guarantee contracts

Baseline Capital Cost **Assumptions**:

- Typical May through November construction

- Overtime rates based on 50 hours per week
- Standard equipment rates, fuel, and maintenance cost
- Historically consistent crew and equipment productivity levels

The baseline cost estimates for all four alternatives are shown below in Table 7:

Table 7: Baseline Cost Estimates and Expected Range			
Alternative	Baseline	-30%	+50%
1. Decommission to Pre-Project	\$242,700,000	\$169,890,000	\$364,050,000
2. Full Return to Service	\$257,860,000	\$180,502,000	\$386,790,000
3. Partial Return to Service	\$176,608,000	\$123,625,000	\$264,912,000
4. Decommission to Storm Water Conveyance	\$175,862,000	\$123,103,000	\$263,793,000

Assumed Power Value

In earlier versions of the NPV analysis, staff assumed power value based on forecasted wholesale market costs. However, given that Leaburg is a resource that is dedicated to serve retail load, staff determined it is more appropriate to estimate power value with the potential power costs of a replacement resource. EWEB's long-term power supply includes a mix of long-term power contracts, owned generating resources, and limited amounts of market purchases. As such, a replacement resource would likely look more like an owned asset or a long-term power contract. For example, BPA power, or other similar resources, are likely more representative of EWEB's true long-term power supply costs, as opposed to forecasted wholesale market prices. EWEB has not completed our Integrated Resource Plan (IRP), and it's not clear which candidate resource would be the best fit for EWEB's portfolio, so staff are utilizing forecasted BPA costs as a proxy for these replacement power costs, as it generally reflects the resource attributes, including cost, of a collection of resources that EWEB is likely to pick for a least cost portfolio. In the NPV analysis, this replacement cost of delivered power could be avoided by having Leaburg return to service and resume generation.

In the NPV analysis, the expected power value for our replacement resource escalates at a rate that is similar to what is assumed for BPA products in EWEB's long term financial plan: a ~6.3% increase every two years. For our low and high value scenarios we assume ~3% and ~9% escalation every two years. This reflects the potential range of costs that EWEB might incur if we replace Leaburg with another generation resource. This price range also reflects a replacement product that would have similar environmental and capacity benefits. Though we are using forecasted BPA costs as a proxy for estimating replacement power value, it should not be assumed that BPA power products will be available to replace Leaburg generation, as this determination has not yet been made. Staff are working to better understand which resource options can serve EWEB's future portfolio and BPA products will be included in that discussion.

Capital Spending Projections

All scenarios will require extensive planning, regulatory compliance negotiations, and construction. Each scenario requires that near-term risk reduction measures, which are expected to be completed by 2028, are performed in parallel. Table 8 provides an overview of the assumed timelines. We expect an increase in capital spending beginning in 2031, correlating with final design and permitting efforts, followed immediately by intensive construction activities that will take approximately 6 years (Chart 1). It is assumed the RTS scenarios will have a slightly heavier pace of upfront spending for the additional design and planning effort, and the decommissioning scenarios will have the need for additional studies at the conclusion of the work due to extensive restoration efforts.

Table 8: Assumed Project Timeline: RTS and Decommissioning			
Decommissioning	Assumed Schedule	Return to Service	Assumed Schedule
Implementation of Near-Term Risk Reduction Measures	2023-2027	Implementation of Near-Term Risk Reduction Measures	2023-2027
License Surrender & Settlement Agreement Technical Studies	2023-2027	License Amendment and Settlement Agreement studies	2023-2027
FERC Approval, NEPA and ESA Process	2028-2029	FERC Approval, NEPA and ESA Process	2028-2029
Design & Permitting	2030-2032	Design & Permitting	2030-2032
Decommissioning Implementation & Closeout Studies	2033-2040	Re-commissioning Implementation & Closeout Studies	2033-2040

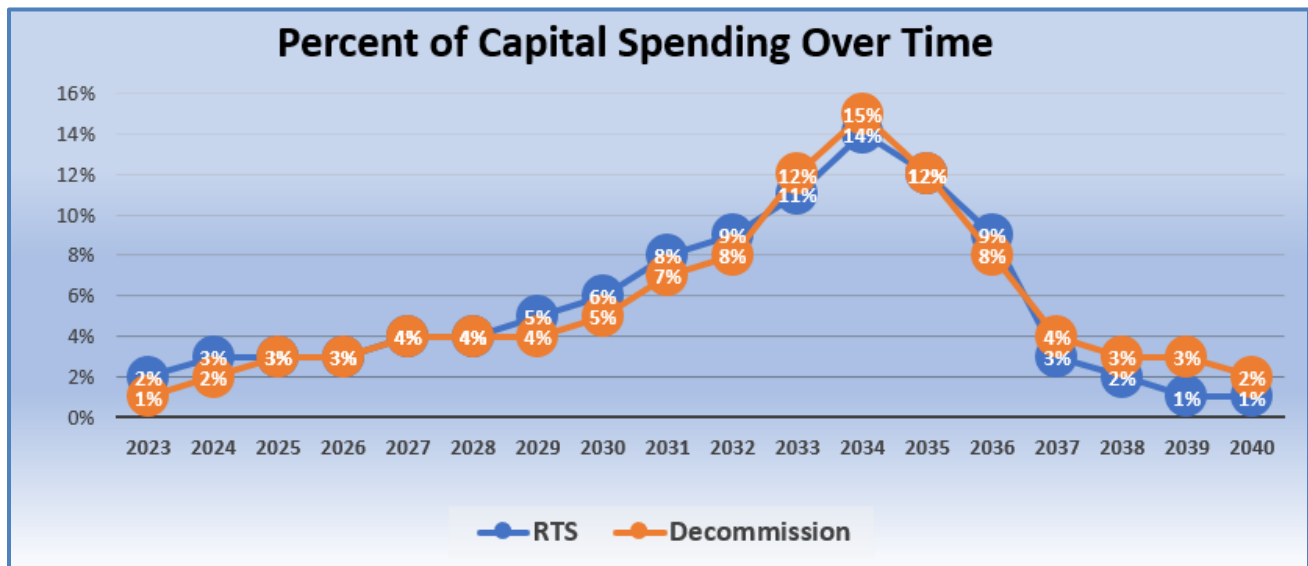


Chart 1: Percent of Capital Spending Over Time: RTS vs. Decommissioning

Net Present Value

For each of the four selected alternatives, the EWEB financial team has calculated the NPV, essentially an estimate of “all-in” cost, to inform the economic assessment portion of the TBL analysis. The primary baseline NPV analysis inputs and assumptions are shown below in Tables 9 and 10. Table 11 summarizes line-item details for the NPV results and Chart 2 graphically shows the NPV results.

Table 9: Baseline Net Present Value Inputs: Leaburg				
Input to NPV (\$ million)	Alternative 1 – Decomm to Pre-Project	Alternative 2 – Full RTS	Alternative 3 – Partial RTS	Alternative 4 – Decomm to SWC
Initial Capital Cost ¹	\$242,700,000 ¹	\$257,860,000	\$176,608,000 ¹	\$175,862,000 ¹
Ongoing Capital Cost: ²				
Normal Year (Annually)	\$125,000	\$282,000	\$230,000	\$215,000
Major Improvements (5-yr)	\$400,000	\$1,474,000	\$1,100,000	\$923,000
Annual O&M Cost ³	\$870,000	\$1,450,000	\$1,305,000	\$1,085,000

¹ Estimated baseline costs for each alternative.

² Estimated costs for equipment replacement and renewal, as necessary to maintain reliability.

³ Annual labor, material, and support service costs.

Additional underlying NPV assumptions for all alternatives:

Table 10: NPV Assumptions for all Alternatives	
Escalation Rates:	
O&M Labor	3.0%
Non-labor Escalation	2.0%
Capital Escalation	3.0%
Capacity Value Escalation (nominal output)	2.1%
Discount Rates:	
Nominal Dollars	6.3%
Uninflated Dollars	4.2%
Historical Inflation Rate ¹	2.1%

¹ Based on historical inflation – Bureau of Labor Statistics headline inflation rate (average 2018-2021)

Table 11: NPV Baseline Summary				
Line Items	Alternative 1 – Decommission to Pre-Project	Alternative 2 – RTS to Existing Power Plant	Alternative 3 – RTS to Power Plant at Luffman	Alternative 4 – Decommission to SWC
NPV: Upfront Capital Expenses	(\$186,200,000)	(\$200,800,000)	(\$137,500,000)	(\$134,900,000)
NPV: Ongoing Expenses				
O&M	(\$33,200,000)	(\$48,800,000)	(\$44,900,000)	(\$39,000,000)
Capital	(\$4,800,000)	(\$6,400,000)	(\$10,900,000)	(\$9,600,000)
NPV – Power Value¹				
Expected	\$0	\$41,900,000	\$16,300,000	\$0
High Replacement Value	\$0	\$61,800,000	\$24,100,000	\$0
Low Replacement Value	\$0	\$26,500,000	\$10,300,000	\$0
Total NPV	(\$222,000,000)	(\$214,000,000)	(\$171,000,000)	(\$178,000,000)

¹ Projected power value based on assumed replacement power similar to a BPA resource

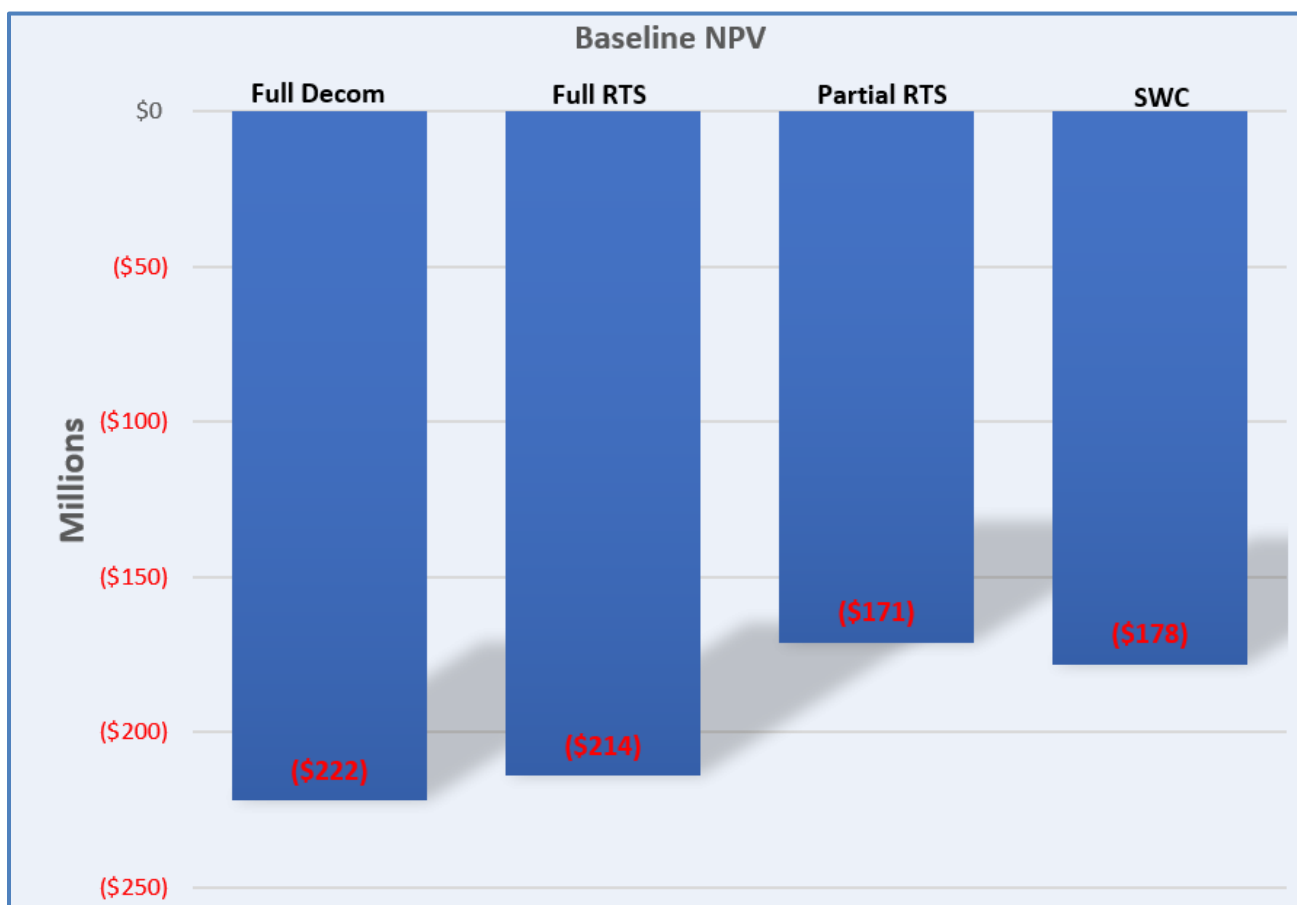


Chart 2: Baseline NPV Results

NPV Sensitivities

In addition to the baseline NPV, staff have also performed sensitivity analyses to better inform the Board of the complexities and uncertainties associated with the financial aspects of the alternatives. Since an NPV is

typically a capital planning and budgeting tool, sensitivity analysis allows for consideration of the alternatives given the inherent risk and uncertainty of relying on assumptions and forecasts. Please note the NPV is still preliminary because the upfront capital cost are based on conceptual plans. Actual cost will not be known until negotiations with key regulators and more detailed planning occurs.

The subsequent discussion, tables, and charts explains the purpose of each sensitivity and interprets the relevancy of the results.

Capital Cost and Power Price Sensitivity: The upfront capital cost estimates are believed to have an accuracy range of -30% to +50%. Future power price projections cover a substantial range of 29 to 42 \$/MWH in the near term and 85 to 390 \$/MWH in the year 2075. To test the sensitivity of the NPV results to these factors, the Finance team ran scenarios for high capital costs combined with low power prices, as well as low capital costs with high power prices. Chart 3 depicts the expected range of power value at Leaburg.

As shown in Chart 4, while the bottom line NPV result was substantially different than the baseline numbers in each case, the relative ranking of the four alternatives to each other did not shift. This sensitivity analysis shifted the ranking slightly between alternatives 3 and 4.

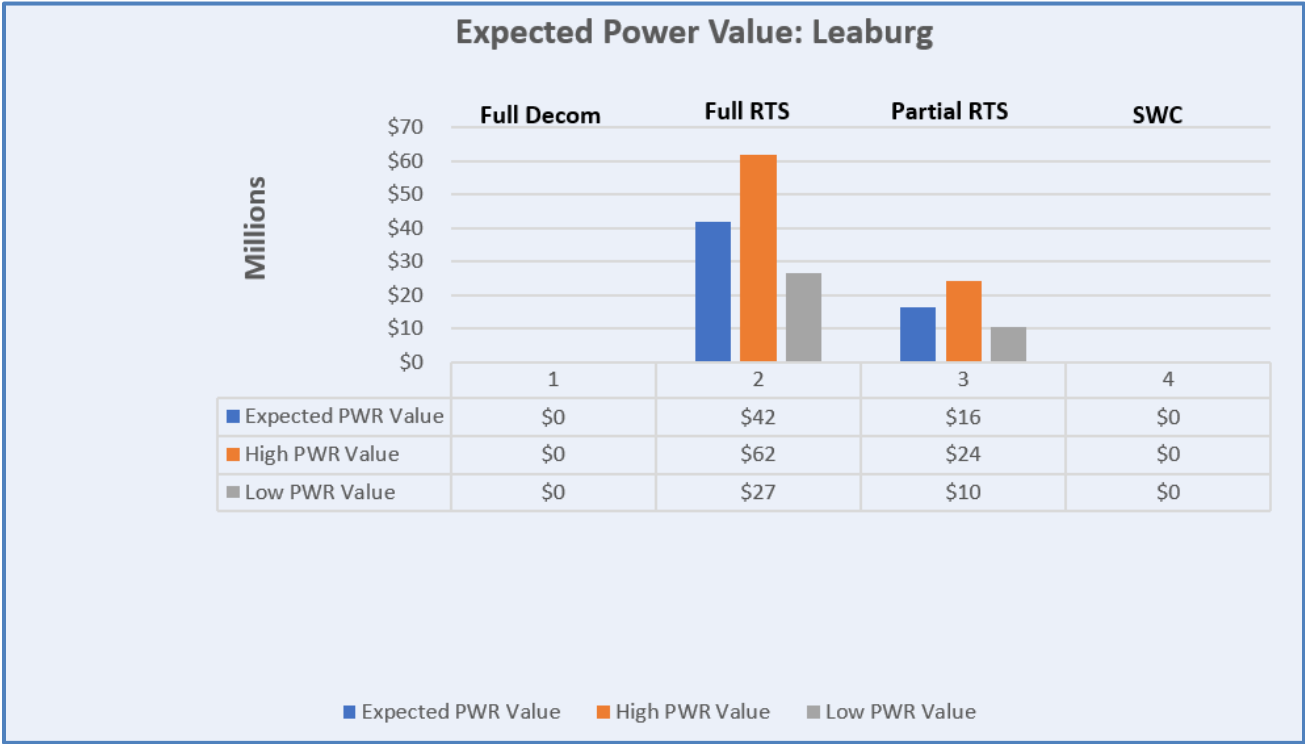


Chart 3: Expected Power Value: Low Replacement Value / High Replacement Value

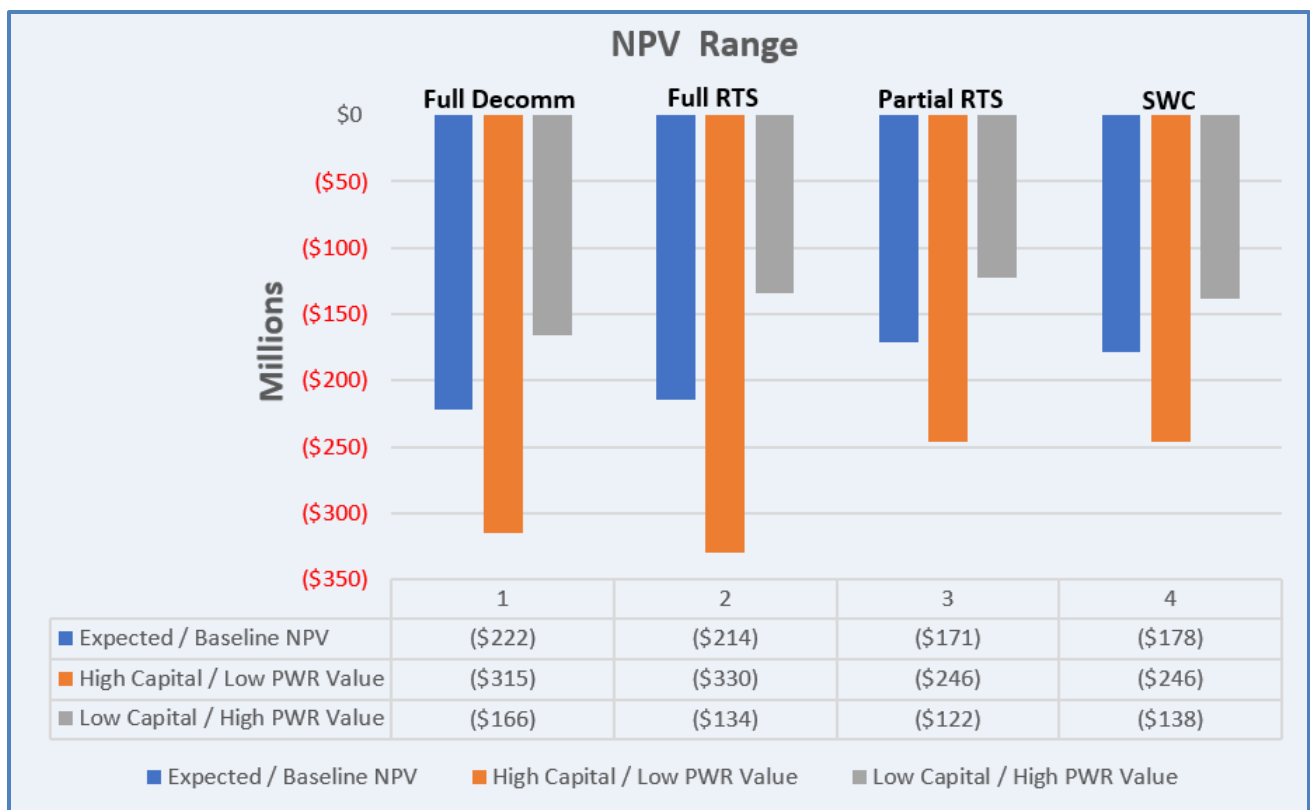


Chart 4: NPV – Sensitivity: High Capital / Low Power Valuer & Low Markets / High Power Value

Tornado Diagram Perspective: To further clarify the scale of change associated with individual key NPV inputs, it is useful to chart the individual NPV input items in a tornado diagram. Charts 5 and 6 depict how variation of the individual key inputs within a reasonable range would impact the NPV of the return to service alternatives. Decommissioning alternatives follow the same logic, although power values are not a factor because no generation is produced. The following charts summarize the results from varying the capital, power price, discount rate, and inflation rate as follows:

- High Capital Cost / Low Capital Cost (-30% - +50%)
- Power Value (High and Low Prices)
- Discount Rate (4% or 9%)
- Low Inflation / High Inflation (2% variation)

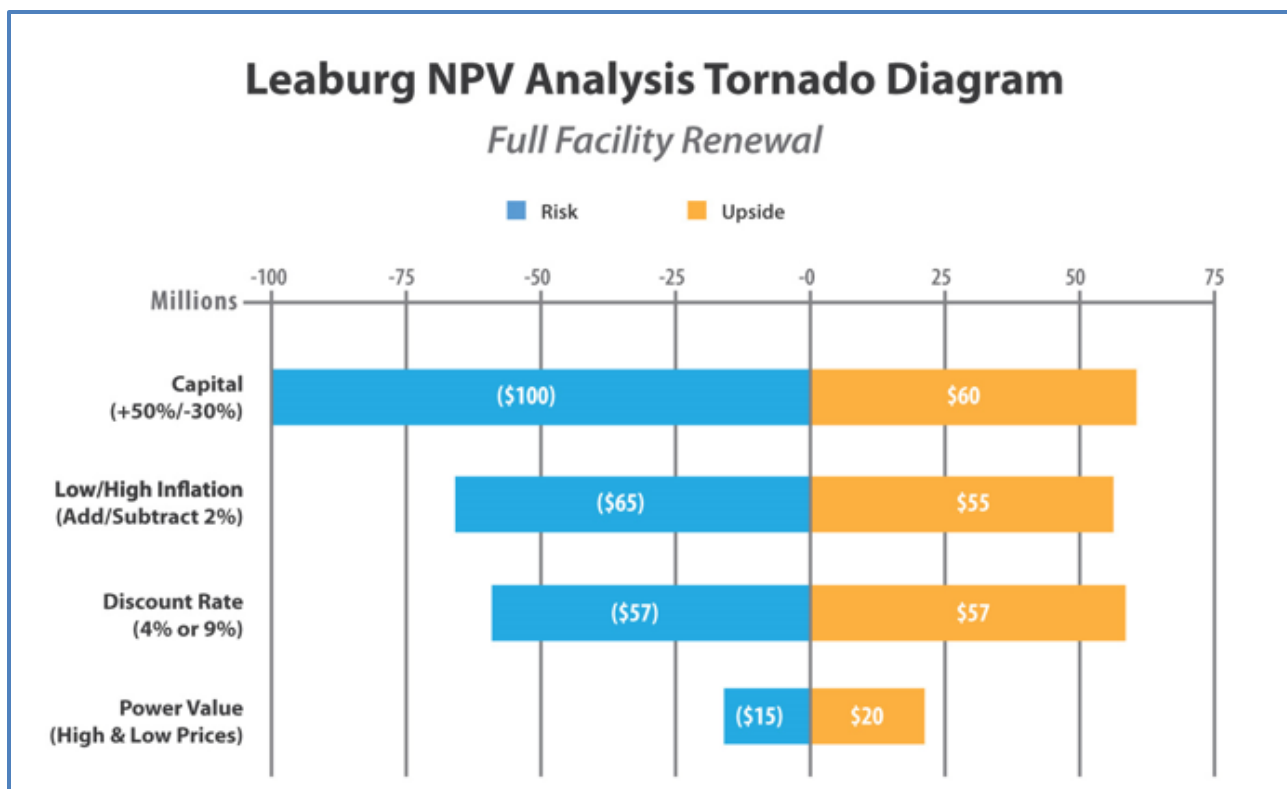


Chart 5: NPV Sensitivities for RTS – Full Return to Service, assuming Cougar Flow Regime

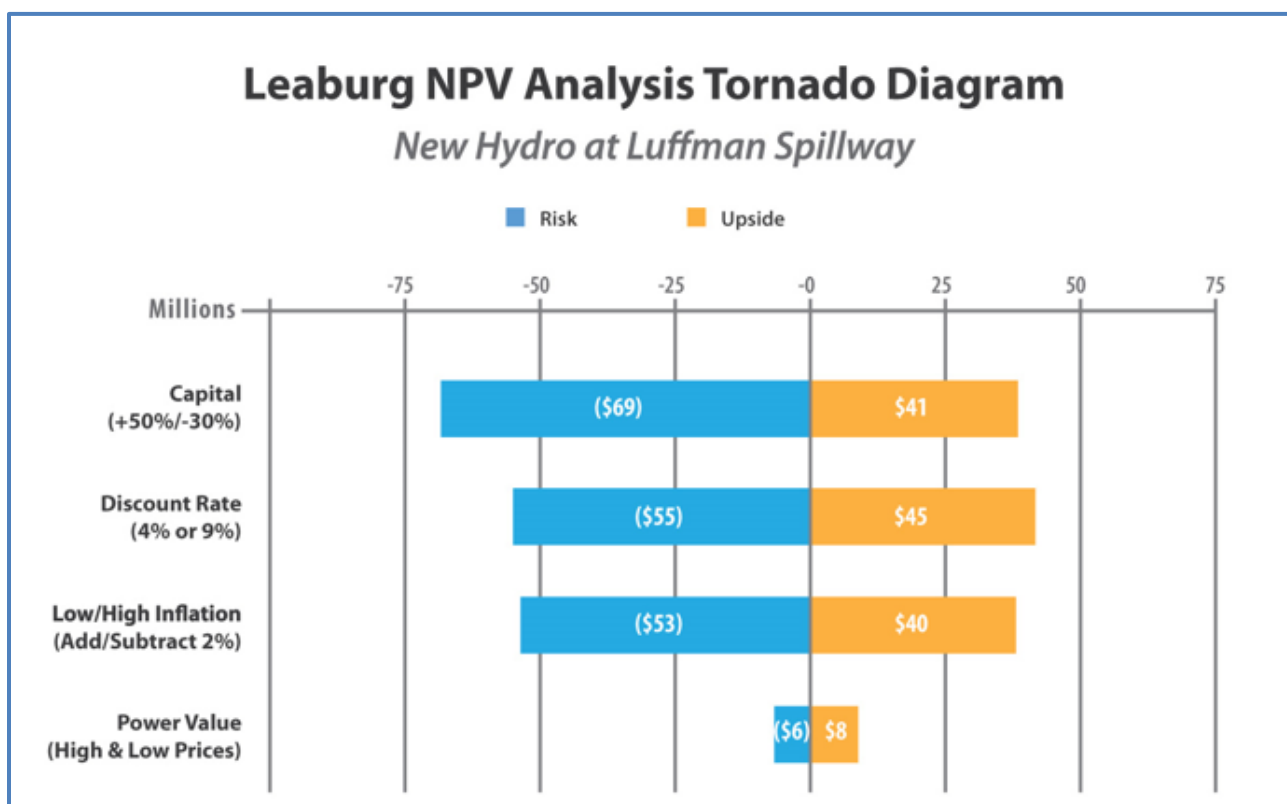


Chart 6: NPV Sensitivities for RTS – Partial Return to Service, assuming Cougar Flow Regime

For all alternatives, based on this analysis, NPV is most sensitive to the potential range of capital costs for each alternative and least sensitive to the potential range of future power prices. The effect of discount and inflation rates are in between, although high interest rates are likely to be accompanied by high discount rates and vice versa and, thus, tend to offset each other and minimize the net change in NPV. As a result, the results are unlikely to be sensitive to these parameters, reinforcing that capital costs are the most influential factor over the NPV results.

Minimum McKenzie River Flow Requirements: Under the existing FERC license, EWEB must release a minimum of 1,000 cubic feet per second (cfs) into the bypass reach below Leaburg Dam at all times. Due to environmental concerns (primarily water temperature), it is possible that a new or amended FERC license would increase the minimum flow requirement. This sensitivity explores the effect of increasing the minimum flow requirement to 1,500 cfs or 2,000 cfs in the future. Increasing the minimum bypass flow requirements would result in a reduction in the amount of water available for generation during the dry weather season, the time of year when there is not enough water available in the river for EWEB to divert its full water right. In drier years, this change would likely trigger shutdowns of the power generation facilities in the late summer when river flows are at their lowest. The results of this sensitivity analysis are shown in Chart 7.

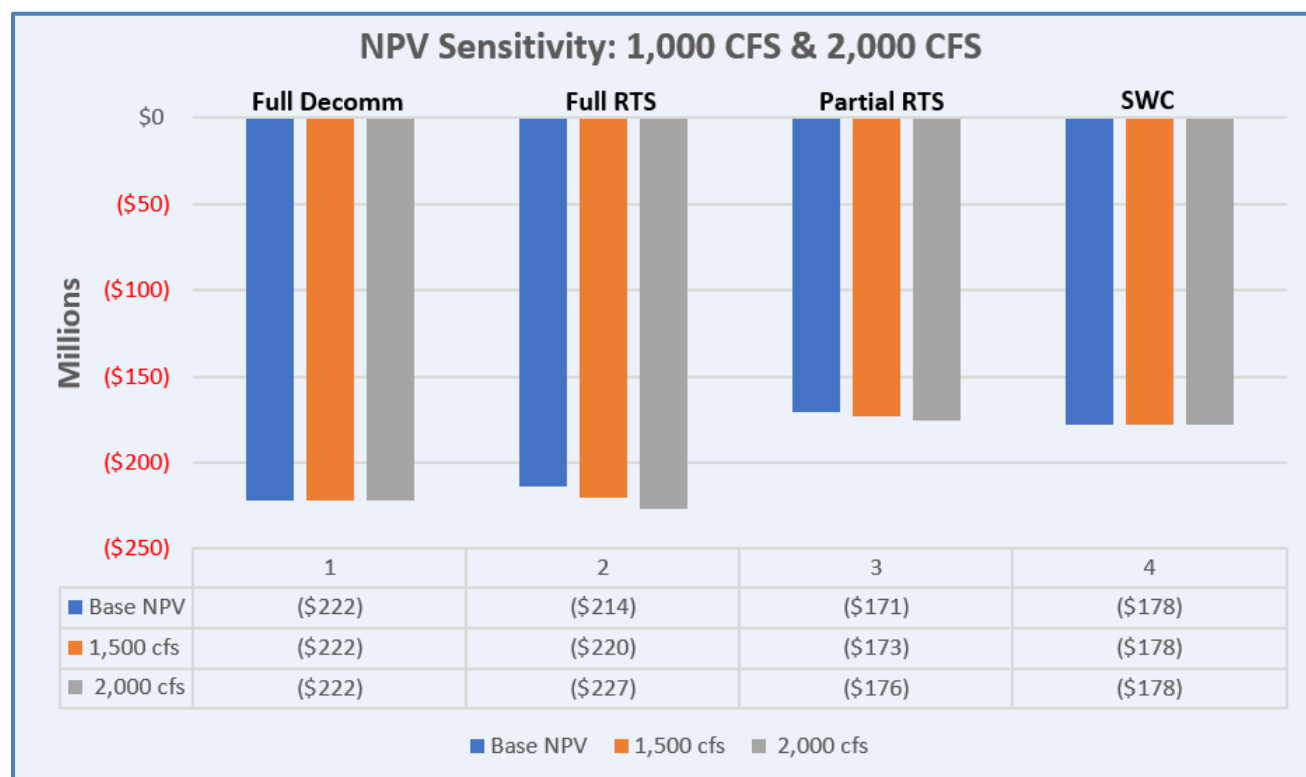


Chart 7: NPV – Sensitivity: 1,500 CFS and 2,000 CFS Instream Requirement (1,000 CFS is current requirement)

As shown in the chart above, an increase in the instream flow requirements would only have a slight impact on the NPV. As discussed earlier, variations in power price (and thus power revenues) have the least impact on the NPV results relative to other sensitivity variables. Since increased instream flows would only be impactful in a portion of the year, the overall impact on the NPV is not substantial.

Decommissioning Sinking Fund: Hydroelectric power projects have historically been considered to be legacy investments, meaning that the power generation facilities would be relicensed and renewed essentially in perpetuity such that the net present value of decommissioning costs were negligible since they were expected

to occur in the very distant future. At this time, there is no longer the same confidence that hydroelectric investments will be relicensed and renewed in perpetuity. The possibility that the Leaburg facility will need to be decommissioned at the end of its license term creates a valid reason for factoring those costs into the economic analysis. EWEB would most likely assemble funding for those future decommissioning costs while the facility remains in operation so that future rate payers are not saddled with decommissioning costs for a facility that no longer benefits them. This sensitivity reflects the accumulation of money in a decommissioning sinking fund for the return to service scenarios during the operating license period, so that EWEB is financially prepared to fund the decommissioning work when power generation goes offline. The following chart shows that this sensitivity increases the difference in NPV between the return to service and decommissioning alternatives and Alternative 4 remains the highest ranked option. For the purposes of this analysis, the sinking fund is also assumed to cover the cost of future re-licensing in the event the project is relicensed instead of being decommissioned. Note that relicensing costs are expected to be less than decommissioning. The sinking fund sensitivity intends to highlight that there will be future costs to either decommission or relicense if a return to service alternative is chosen.

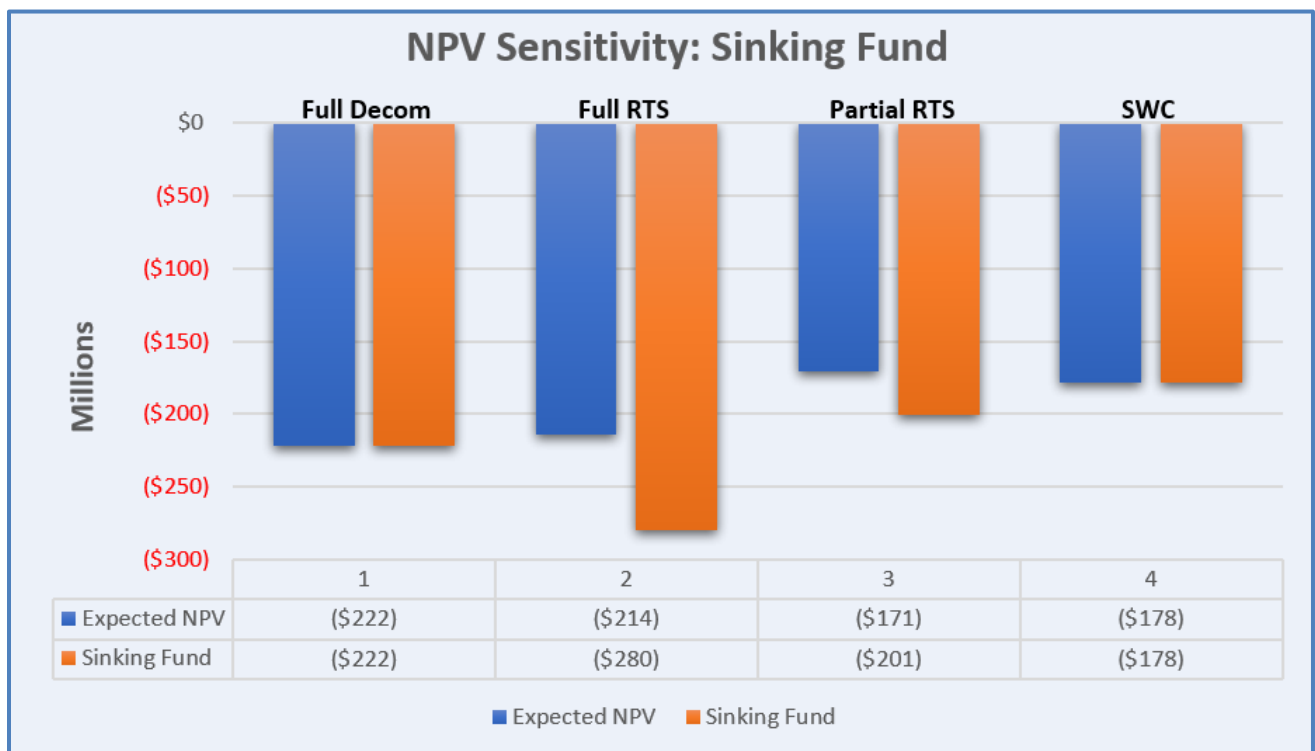


Chart 8: Preliminary NPV – Sensitivity: Sinking Fund for RTS Alternatives

Renewable Energy Credits (RECs), Carbon Values, and Capacity Values Sensitivity: This sensitivity evaluates the effect of including power generation values that are not captured in the wholesale power pricing. The REC and carbon values are analyzed using theoretical (shadow) carbon prices to include the low, medium, and high REC prices multiplied by the baseline Leaburg generation output. This sensitivity assumes a return to service date in late 2036 and generation that extends through 2075. Although the Leaburg product is run-of-river and does not qualify for RECs under Oregon law, the REC, carbon, and capacity “replacement values” for the return to service alternatives are shown in below Table 12 and Chart 9 illustrates the effect of this sensitivity on the NPV. While including these values yields slight improvement to the return to service NPVs, the relative ranking between the alternatives remains the same. Under this sensitivity, Alternative 3 remains the highest ranked option with a slight advantage over Alternative 4 after the recently updated values are considered.

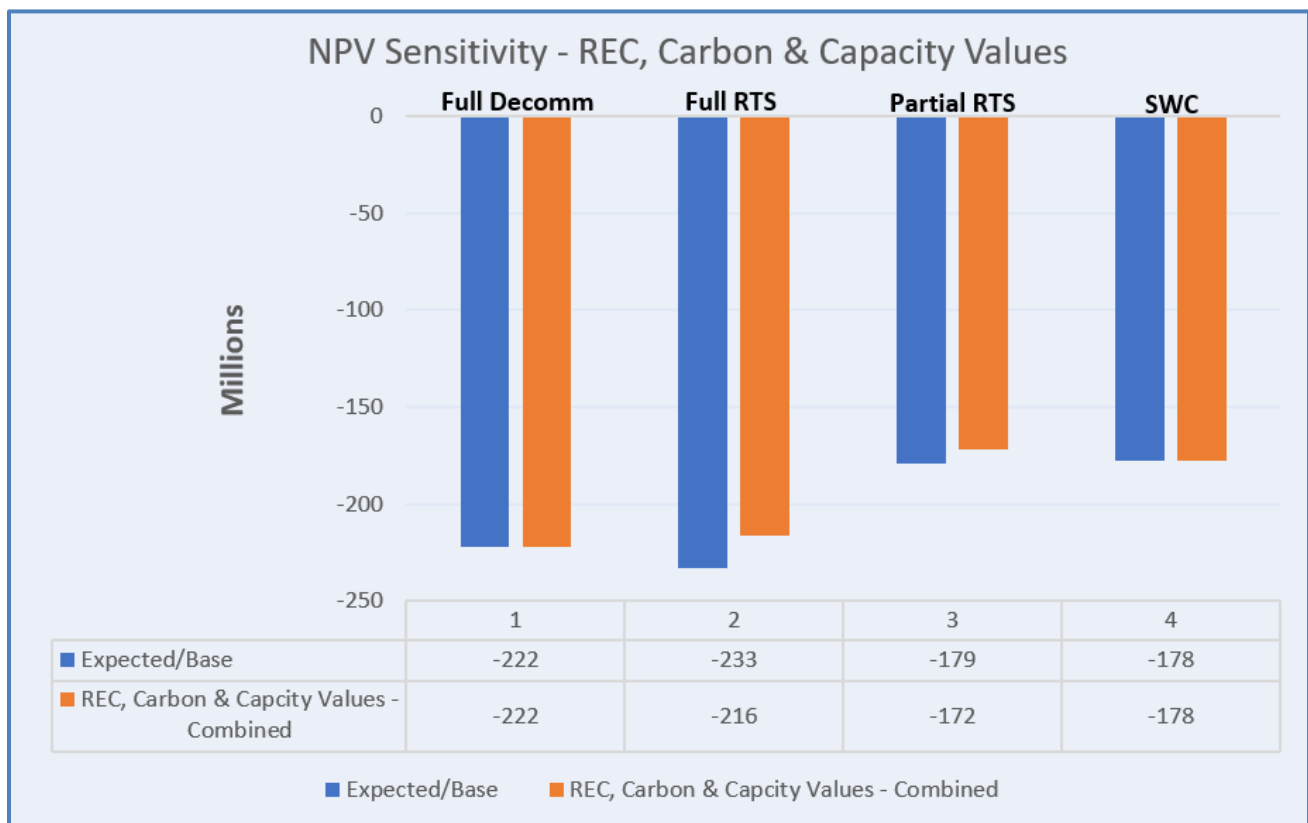


Chart 9: Preliminary NPV Sensitivity: REC, Carbon Value, Capacity Value (Millions)

Bridge vs. No Bridge Sensitivity:

The removal of Leaburg Dam would eliminate the current access route for approximately 19 properties east of the dam including the Leaburg Hatchery. This sensitivity highlights the cost difference between replacing the existing bridge at Leaburg Dam (“bridge”) versus constructing an access road (“no bridge”) in either decommissioning scenario. The no bridge sensitivity includes the assumed cost of constructing an access road using an existing bridge located upriver from Leaburg dam. Constructing a replacement bridge at the current Leaburg Dam location may be outside of the required scope of minimum safety and environmental obligations EWEB is expected to perform as part of a decommissioning. As depicted in the below chart, the results of this sensitivity show that constructing an access road in lieu of a bridge will result in a savings in the NPV of nearly 20 million dollars.

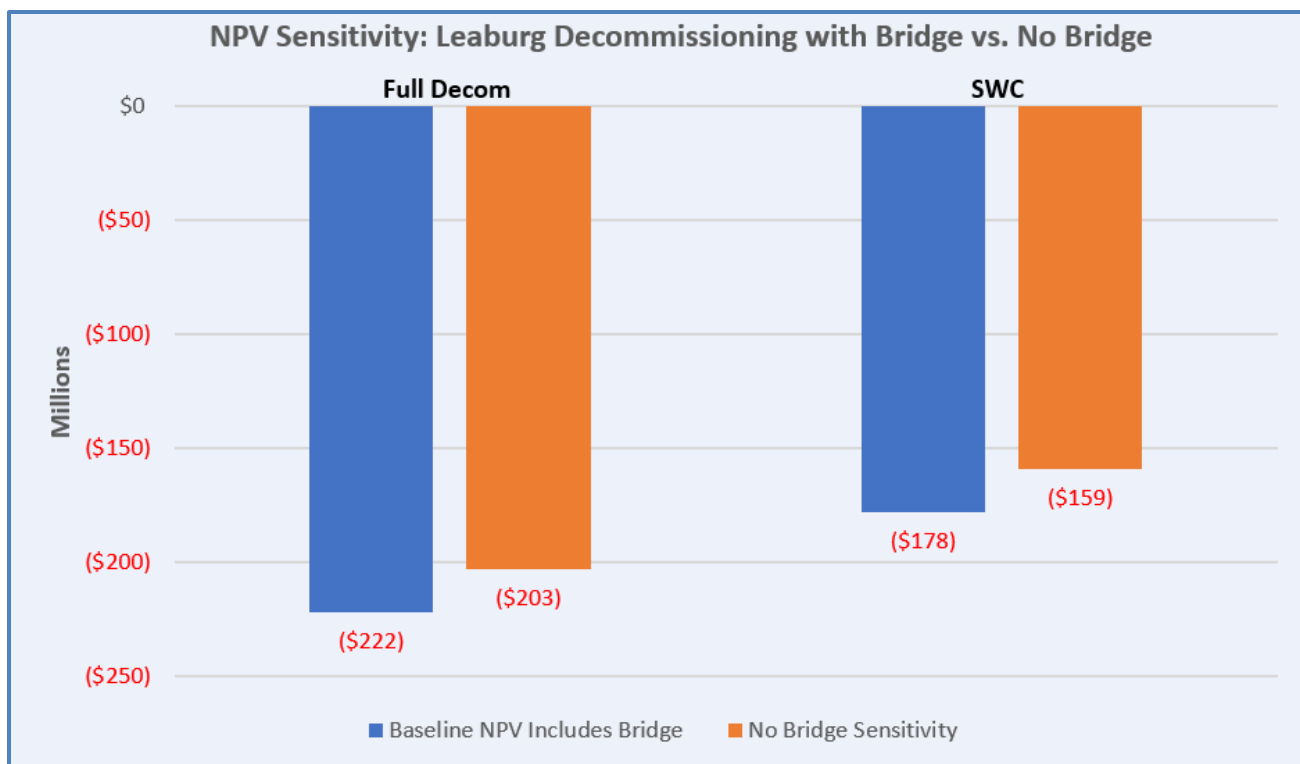


Chart 10: NPV Sensitivity – Leaburg decommissioning scenarios with and without constructing a bridge

NPV Analysis Summary

Table 12 summarizes each of the sensitivities discussed above by showing the dollar amount change associated with the sensitivity scenario. This table can be used to combine sensitivities and quantify the magnitude of change for a combined scenario. For example, combining the effects of high capital costs and low power prices with a decommissioning sinking fund. The information available in the table allows one to assemble the scenario that seems most likely.

Table 12: NPV Summary - Leaburg				
\$ Million	Full Decomm	Full RTS	Partial RTS	SWC
Expected Power Revenue (1,000 CFS)	\$0	\$23	\$9	\$0
Expected NPV	(\$222)	(\$214)	(\$171)	(\$178)
High Capital / Low PWR Value	(\$315)	(\$330)	(\$246)	(\$246)
Low PWR Value/ High Capital	(\$166)	(\$134)	(\$122)	(\$138)
Full Decomm without Bridge Replacement (Expected NPV)	(\$203)	-	-	-
SWC without Bridge Replacment (Expected NPV)	-	-	-	(\$159)
Value Stream Sensitivities				
REC Value	\$0	\$3	\$1	\$0
Carbon Value	\$0	\$5	\$2	\$0
Capacity Value	\$0	\$9	\$4	\$0
Cost Stream Sensitivites				
Sinking Fund	\$0	(\$66)	(\$30)	\$0
1,500 CFS Flow	\$0	(\$6)	(\$2)	\$0
2,000 CFS Flow	\$0	(\$13)	(\$5)	\$0

Sensitivity - Walterville NPV

In order to better understand the financial effects that the Walterville Project has on the Leaburg Project, the financial team has calculated a preliminary NPV for both decommissioning and relicensing scenarios for Walterville. Walterville is currently generating and is expected to do so throughout the current joint-license period that expires in 2040. However, consideration of the all-in costs (NPV) for Walterville is important because the projects share a joint FERC operating license and any license amendment for Leaburg will likely trigger capital spending to either relicense or decommission Walterville. If Walterville is relicensed, the assumed license period will extend to 2076.

The primary baseline NPV analysis inputs and assumptions for Walterville are shown below in Tables 13 and 14. Walterville NPV analysis uses the same assumptions for escalation, inflation, and discount as for the LB NPV analysis (Table 11). Chart 11 depicts the expected power revenue, Chart 12 shows the NPV range, and Table 15 summarizes line-item results for the Walterville analysis. It is important to note that cost estimates for the Walterville relicensing and decommissioning scenarios are much more speculative than the costs used to perform the Leaburg NPV. Although there is good reason to expect that decommissioning costs at Walterville would be significantly lower than at Leaburg due to the absence of a dam/lake, shorter canal embankment heights, and fewer tributaries to repatriate, the cost assumptions warrant additional analysis and verification.

Table 13: Baseline Net Present Value Inputs: Walterville		
Input to NPV (\$ million)	Alternative 1 – Decommission	Alternative 2 – Relicense
Initial Capital Cost¹	\$75,000,000	\$135,000,000
Ongoing Capital Cost:²		
Normal Year (Annually)	\$30,000	\$250,000
Major Improvements (5-yr)	\$100,000	\$1,250,000
Annual O&M Cost³	\$325,000	\$1,250,000

¹ Estimated baseline costs for each alternative.

² Estimated costs for equipment replacement and renewal, as necessary to maintain reliability.

³ Annual labor, material, and support service costs.

Table 14: NPV Baseline Summary - Walterville		
Line Items	Alternative 1: Decommission	Alternative 2: Relicense
NPV: Upfront Capital Expenses	(\$50,100,000)	(\$90,500,000)
NPV: Ongoing Expenses		
O&M	(\$20,800,000)	(\$42,000,000)
Capital	(\$3,500,000)	(\$8,800,000)
NPV – Power Value^{1,2}		
Expected	\$19,200,000	\$42,400,000
High PWR Value	\$20,900,000	\$55,900,000
Low PWR Value	\$17,300,000	\$31,500,000

¹ Projected power value based on assumed replacement power similar to a BPA resource

² Projected power value based on assumed power value through 2076 (except 2035 & 2036 when the plant will be off-line for improvements)

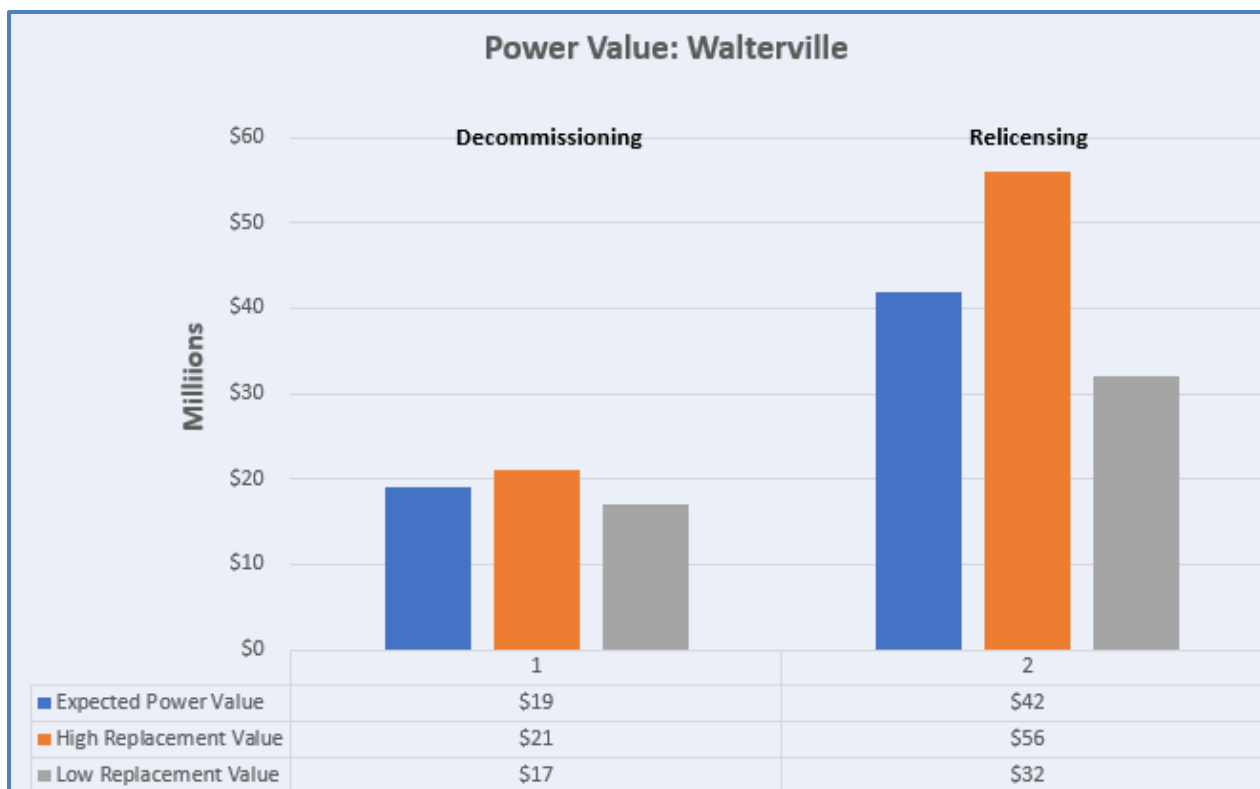


Chart 11: Expected Power Value for Walterville (Millions). Power values shown for decommissioning assume generation throughout current license period. Power values shown for relicensing assume generation until 2076 except during 2035 and 2036 when plant upgrades are expected to occur for relicensing.

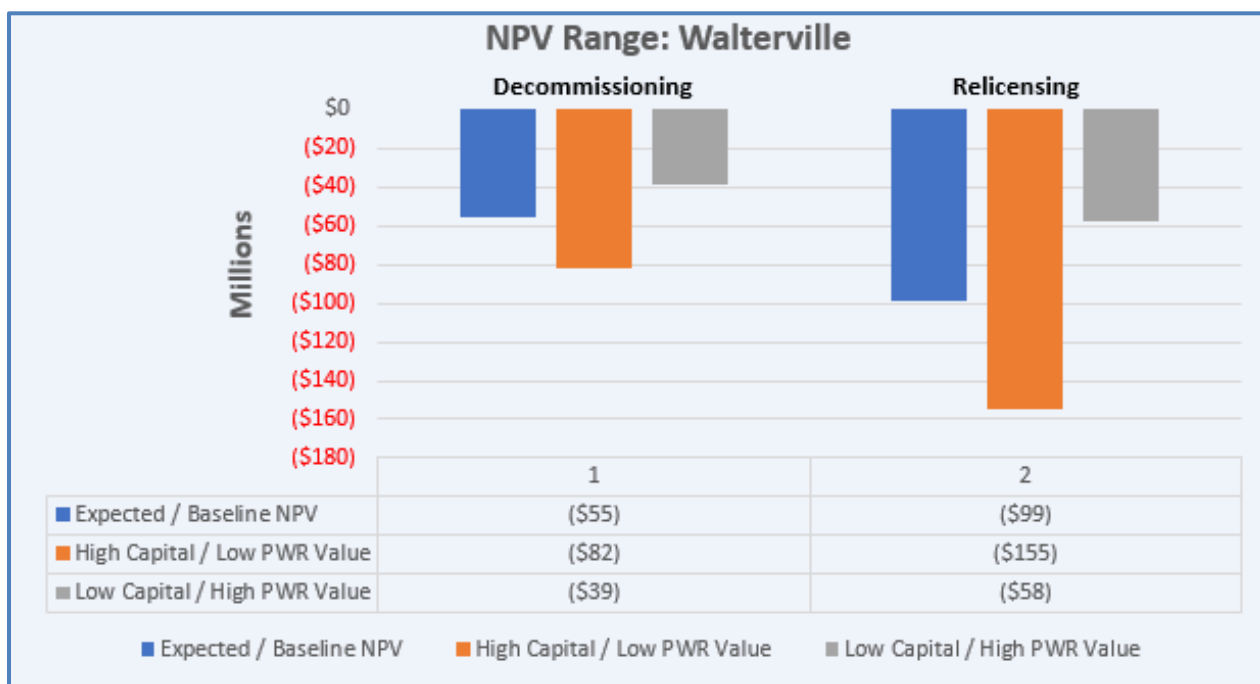


Chart 12: NPV Range for Walterville (Millions)

Table 15: Preliminary NPV Summary - Waltherville		
\$ Million	Alternative 1: Decommissioning	Alternative 2: Relicensing
Expected Power Value (1,000 CFS)	\$19	\$42
Expected NPV	(\$55)	(\$99)
High Capital / Low PWR Value	(\$82)	(\$155)
Low PWR Value/ High Capital	(\$39)	(\$58)
Value Stream Sensitivities		
REC Value	\$0	\$4
Carbon Value	\$0	\$4
Capacity Value	\$0	\$12
Cost Stream Sensitivities		
Sinking Fund	\$0	(\$50)

Replacement Power Considerations and Analysis

The Leaburg NPV analysis compares the investment profitability of various alternatives to one another and is included as an input into the TBL. To add additional context to the financial component of the TBL, we have conducted an incremental cost analysis that estimates the value of Leaburg as a candidate resource in EWEB's generation portfolio in a similar way to other candidate resources considered in the IRP. The key assumption in this analysis is that there is an unavoidable cost of modifying the Leaburg Canal system for safe and reliable performance that is included across all alternatives considered. Therefore, the least cost alternative represents an unavoidable expense (or a sunk cost) that could be removed from consideration when comparing alternatives.

At first glance, the severely negative NPV for the return to service options suggests that EWEB will easily find more affordable replacement power sources if replacement power were necessary. At a NPV of negative \$214M and a discounted power generation volume of 967k MWH, the apparent levelized cost of energy (LCOE) would be \$221/MWH for Alternative 2, the full return to service. The analogous calculation for Alternative 3, new powerhouse at Luffman Spillway, (\$171M for 377k MWH) yields an apparent LCOE of \$453/MWH. However, this sort of analysis ignores the fact that there is not a zero-cost alternative available to EWEB, further it doesn't account for the complex interdependencies that exist between Leaburg and Waltherville. When assessing the whole project, the lowest cost decommissioning alternative will require very large expenditures without any power supply benefit. As such, an incremental cost approach that considers only the additional investment beyond the unavoidable expenditures provides another appropriate perspective on the cost per MWH for generation at Leaburg and Waltherville.

The NPV analysis results show that all four alternatives may result in a substantial loss for the Utility from a project perspective, but different alternatives result in different impacts to EWEB's future power supply. By looking at the incremental cost of generating energy at Leaburg and Waltherville, instead of revenue value, relative to market, we can compare it to the breakeven costs of alternative generating resources currently being considered in EWEB's IRP process. While the method may lack the rigor of full production cost modeling, a Levelized Cost of Energy (LCOE) metric may shed light on whether the return to service alternatives at Leaburg and/or Waltherville have the potential of creating added value to EWEB's power portfolio relative to our replacement power options. The cost and generation information contained in the NPV analysis can be used to create a levelized cost metric. Comparison of LCOE's can help to contextualize the portfolio value of the return to service alternatives.

For added context, Leaburg and Walterville combined generation has historically served approximately 6% of EWEB’s annual loads, so the incremental generation (no matter the costs) are not likely to significantly impact EWEB’s total portfolio costs. Additionally, EWEB is currently “long” on an average energy basis, meaning that we typically have more power than needed in most hours to meet our customer demand. However, EWEB’s long term power needs and market conditions are uncertain and are being evaluated as part of the upcoming IRP.

Basic LCOE Assumptions:

- The LCOE metric inputs do not include revenue assumptions, but they can be tested against the same cost and generation sensitivities included in the core NPV analysis. These sensitivities include alternative flow regimes, capital risk ranges, and estimated non-energy benefits (avoided capacity cost, REC, and Low Carbon values).
- MWh generation was discounted by 4.2% to align Leaburg LCOEs with the LCOEs provided by EWEB’s power planning consultant, E3, for the IRP.
- Decommissioning costs are excluded from LCOE calculations because they are often uncertain, subject to regulatory oversight, and can be difficult to estimate. This supports comparability with other new electricity generating assets. However, sinking funds have been included as a potential LCOE adder in Table 16 below.

Table 16 below illustrates the incremental value of the four Leaburg scenarios where Walterville is assumed to be relicensed and four scenarios where Walterville is assumed to be decommissioned at the end of its current license (eight scenarios total). This incremental analysis assumes Alternative 4 NB, the least cost NPV alternative, as our minimum unavoidable cost, which is compared against the other alternatives.

Table 16: Incremental Cost of Generation Analysis				
<i>Walterville Relicensed</i>				
Leaburg Alternatives	Alternative 1 NB	Alternative 2	Alternative 3	Alternative 4 NB
Incremental Cost (Total \$)	(\$120,400,000)	(\$173,500,000)	(\$104,900,000)	(\$76,100,000)
Discounted Generation (total MWh)	517,993	1,484,542	894,886	517,993
Levelized Cost (Average \$/MWh)	-\$232	-\$117	-\$117	-\$147
Sinking Fund	\$0	(\$115,600,000)	(\$80,000,000)	\$0
Levelized Cost w/Sinking Fund (Average \$/MWh)	-\$232	-\$195	-\$207	-\$147
<i>Walterville Decommissioned</i>				
Leaburg Alternatives	Alternative 1 NB	Alternative 2	Alternative 3	Alternative 4 NB
Incremental Cost (Total \$)	(\$44,300,000)	(\$182,100,000)	(\$77,900,000)	NA
Discounted Generation (total MWh)	-	966,549	376,893	NA
Levelized Cost (Average \$/MWh)	NA	-\$188	-\$207	NA
Sinking Fund	\$0	(\$65,600,000)	(\$30,000,000)	NA
Levelized Cost w/Sinking Fund (Average \$/MWh)	NA	-\$256	-\$286	NA

All alternatives in Table 16 add incremental cost as compared to Alternative 4 NB (Walterville Decomm), however except for Alternatives 1 NB (Walterville Decomm), all comparative scenarios add generation. We divide the incremental cost by the incremental generation to calculate an estimated levelized cost of generation for each alternative compared to the unavoidable costs of Alternative 4 NB (Walterville Decomm). Alternatives 2 and 3 (Walterville Relicensed) have an estimated incremental cost of generation of approximately \$117/MWh, before a sinking fund. For context, BPA provides the vast majority of EWEB’s power today which costs approximately \$33/MWh (Table 17).

By comparing the resource alternatives in this way, Alternative 2 and 3 (Walterville Relicense) appear to be lower cost alternatives for generation at Leaburg/Walterville. However, as Table 19 illustrates all alternatives appear higher on the stack of potential candidate resources, and as such are less likely be part of EWEB's least-cost future portfolios. It should also be noted that Leaburg has existing transmission, whereas new wind or solar generation may require additional investment in transmission to bring the energy to serve EWEB's load.

Both the NPV and LCOE are valuable metrics to evaluate the Leaburg/Walterville alternatives. The NPV is used for capital budgeting decisions whereas the LCOE can be useful for understanding power portfolio resource decisions.

IRP Candidate Resources	LCOE \$/MWh
MT/WY Wind	22
Utility Solar (Eastern OR)	28
North East OR Wind	29
Energy Efficiency Bin 1	33
BPA Contract (Slice & Block)	33
Natural Gas CCCT (80%)	40
Community Solar	69
Cogeneration/Biomass	74
Natural Gas SCCT (40%)	74
Small Modular Nuclear (80%)	76
Offshore Wind	102
Leaburg Alternative 2 (WV Relicense)	117
Leaburg Alternative 3 (WV Relicense)	117
Leaburg Alternative 4 NB (WV Relicense)	147
Leaburg Alternative 2 (WV Decomm)	188
Residential Rooftop Solar	196
Leaburg Alternative 3 (WV Decomm)	207
Leaburg Alternative 1 NB (WV Relicense)	232
Energy Efficiency Bin 2	291

Economic Risk and Uncertainty

Each parameter of the financial analysis contains uncertainty. For example, capital cost estimates have an expected range of -30% to +50% from baseline. Given this, the NPV results should be considered preliminary until a focused and refined feasibility and design effort is completed after an alternative is selected. Additionally, although other assumptions used in the NPV and sensitivity analysis attempt to capture the myriad of uncertainty and risk associated with the following elements, several are outside of EWEB's control:

- Unknown and changing regulatory requirements
- Changing economic climate
- Future market prices and replacement power options
- Changes in available flow for power generation due to climate change or other factors

Because there is inherent risk in relying heavily on analysis that is based on many assumptions, variables, and uncertainty, the NPV analysis should be considered a tool to better understand the general outcome of the different alternatives rather than a conclusive instrument.

Rate Impacts

The financing requirements of any scenario, both to cover the upfront capital costs and ongoing expenses, are expected to have a substantial impact on customer-owner rates. Projecting actual rate impacts for a conceptual project with many uncertainties and a capital cost range of negative 30% to positive 50% has limitations, however, the rate impacts are expected to be proportional to the NPV values shown for each alternative. Table 18 details the estimated electric rate increase associated with the Leaburg project under the following assumptions:

- Finance Rate: 5%
- Finance Period: 30 years
- Debt service coverage policy: 2.0
- Revenue Requirement per 1% (2023 dollars): \$2,218,560

Estimated Customer Financial Impacts							
Alternative	Full Decomm	Full Return to Service	Partial Return to Service	Decomm to SWC	Higher	Lower	Incremental
NPV Baseline (Millions)	\$222	\$214	\$171	\$178	\$300	\$150	\$20
Rate Impact (%)	13.0%	12.5	10.0%	10.4%	17.6%	8.8%	1.2%
Monthly Bill Impact (\$) -Single Family Home: 1,600 KWh/mo	\$22.51	\$21.70	\$17.34	\$18.05	\$30.42	\$15.21	\$2.03
Monthly Bill Impact (\$) - Residential: 1,200 KWh/mo	\$17.58	\$16.94	\$13.54	\$14.09	\$23.75	\$11.88	\$1.58

Table 18: Estimated Electric Rate Increase

As shown above, the rate impacts are expected to be proportional to the NPV of the alternatives. As detailed in the Incremental column, every \$20,000,000 of project cost results in a rate increase of approximately 1.2%. Additional considerations for rate impacts are as follows:

- Rate impact percentages shown above apply to all customer classes (residential, commercial, and industrial)
- Due to the wide variance of commercial and industrial usage, we only show the monthly impact for average residential customers.
- Rate impacts shown above are for electric rates only and do not affect water rates
- Rate impacts shown are associated with the Leaburg Project only and do not include other potential electric rate increases.

Economic Impact Assessment Summary

The economic impact assessment scores were devised using input and analysis from EWEB SME's. Table 19 shows some examples of the considerations used as inputs to their respective assessment scores.

Table 19: Economic Impact Assessment Considerations	
Attribute	Considerations
Project Costs / Impacts to Rates	<ul style="list-style-type: none"> • NPV Capital Costs • Permitting / Licensing • Property Acquisition Cost • NPV Annual O&M • NPV Sensitivities
Financing & Bond Rating Impacts	<ul style="list-style-type: none"> • Impacts to other EWEB projects • Sinking Fund
Power Price Reduction (Via EWEB Owned Generation)	<ul style="list-style-type: none"> • EWEB Resiliency • Community Resiliency

The following discussion draws from the financial information presented above to determine relative impact scores for each economic attribute included in the TBL. Below is a description of each economic attribute and key differences in impacts between the alternatives that affects their scoring.

Net Present Value / Impacts to rates – NPV and proportional rate impact for each alternative. The NPV includes all up-front capital construction costs, land acquisition and easement costs, and on-going costs for operation, offset by power sale revenues where relevant. Costs incurred from permitting and licensure are also included. As presented by the baseline NPV results and accompanying sensitivities, the relative economic performance ranking of the alternatives is consistent in each scenario with Alternative 4 showing as the best option. Using the relative economic performance rankings, the scoring results for this attribute are as follows:

- Alt 1 – Decomm to Pre-Project: -4
- Alt 2 – Full RTS: -5
- Alt 3 – Partial RTS: -3
- Alt 4 – Decomm to SWC: -2

EWEB fielded numerous comments from the public regarding the economic analysis. Highlighted example comments received during public outreach to date include:

- Concern that the baseline projections for future power prices do not reflect the increased demand for electricity due to electrification and the ongoing migration toward carbon-free power generation.
- Concern that capital cost estimates are too high and actual costs will be substantially lower.
- Concerns about the current affordability of electric rates and potential for future increases.
- Residential customer survey respondents indicate affordability and reliability should be EWEB's top drivers of decisions.

Financing and bond rating impacts – Each of the alternatives will need to be funded through bond issuance. Like all entities, there are limits to EWEB's debt servicing and bonding capacity. This attribute looks at each alternative and analyzes the impact on the organization's overall Bonding Capacity. EWEB has many large projects in its Capital Improvement Plan (CIP) and the need to fund Leaburg work likely means that completion schedules for other projects will be affected or those projects will incur higher interest rates. The potential for financing and bond rating impacts are proportional to their NPV such that the same scoring for the NPV attribute is appropriate.

- Alt 1 – Decomm to Pre-Project: -4
- Alt 2 – Full RTS: -5
- Alt 3 – Partial RTS: -3
- Alt 4 – Decomm to SWC: -2

EWEB has not fielded public comments regarding financing and bond rating impacts.

Power price risk reduction (via EWEB owned generation) – The relative importance of power generated from Leaburg versus EWEB obtaining power from outside sources in the future. The key question is the uncertainty of power availability and cost for EWEB in the long term. There is value in possessing long term power supply control, redundancy, and resiliency as a hedge against future power price uncertainty. The return to service options provide this type of value while the decommissioning options would create new power price risks. As such, this attribute is scored as follows:

- Alt 1 – Decomm to Pre-Project: -3
- Alt 2 – Full RTS: 0
- Alt 3 – Partial RTS: -2
- Alt 4 – Decomm to SWC: -3

EWEB has fielded a few comments regarding the value of owned generation. Highlighted example comments received during public outreach to date include:

- Concern that the loss of generation due to carbon reduction efforts will result in a scarcity of affordable power.
- Concern that electrification will result in a scarcity of affordable power.
- The “Save Leaburg Lake” petition highlights the value of local renewable power. Signature collection is ongoing with 50 pages of signed petitions submitted to the EWEB Board at their September meeting. The petitions included signatures from McKenzie Valley and Lane County residents as well as visitors from elsewhere in the Pacific Northwest and beyond.

Future Economic Risk – All alternatives have exposure to economic risk due to uncertainties associated with future regulation, power value, economic climate, on-going liabilities, and potential geohazard or weather-related events that affect the cost of maintenance and operations. The risk exposure aligns with the capital investment needs and the size of the project footprint. All hydroelectric generation projects have inherent economic risk exposure, but the current analysis indicates the return to service alternatives will not generate enough power to off-set the substantial upfront capital cost, and the on-going liabilities poses additional risk exposure that can occur in the event of loss or reduced generation due to regulation or other unforeseen event(s).

The decommissioning alternatives are also exposed to future economic risk. However, risk exposure decreases with reductions in capital investment, operations & maintenance, and project footprint that lowers ongoing liabilities and obligations.

- Alt 1 – Decomm to Pre-Project: -1
- Alt 2 – Full RTS: -5
- Alt 3 – Partial RTS: -3
- Alt 4 – Decomm to SWC: -2

EWEB has fielded comments regarding the long-term risk of generation at the upriver listening sessions, primarily from a resiliency perspective. This attribute was further developed at the request of the EWEB Board to include economic risk associated with continuing to operate a power generation or stormwater facility.

Access to Grant Funding – All alternatives have some opportunity for external funding. However, external funding sources are uncertain, limited, competitive, and have stipulations associated with their allocation that may or may not align with the specific requirements of each respective alternative. Based on research and understanding of currently available funding sources, the decommissioning alternatives are slightly better positioned to be competitive for external funding sources to assist with the overall capital investment, primarily due to the various environmental based resources available, which are more aligned with the restoration aspect of the decommissioning alternatives.

- Alt 1 – Decomm to Pre-Project: 2
- Alt 2 – Full RTS: 1

- Alt 3 – Partial RTS: 1
- Alt 4 – Decomm to SWC: 2

EWEB has received some comments from various community members at the listening sessions, but mostly inquiring if EWEB has explored available grant funding. A recent letter from an external stakeholder group described private and public funding sources for river restoration programs that currently exist. The EWEB Board also has inquired about grant opportunities.

Access to Partnerships – Partnering with the various agencies and stakeholder groups that have interest in the outcome of the project will be necessary for all the alternatives, but the extent and specifics of each partnership is dependent on the various parameters of the alternatives. Key partnerships will be developed regardless of the alternative. Some of the project components that will require partnering are transportation, fisheries / environmental and social.

- Alt 1 – Decomm to Pre-Project: 1
- Alt 2 – Full RTS: 1
- Alt 3 – Partial RTS: 1
- Alt 4 – Decomm to SWC: 1

EWEB has received some comments about partnering from community members at the listening sessions, primarily related to partnering with state and local agencies for operating the existing recreational facilities. EWEB will continue to monitor the potential for a partnership with the affected hatchery stakeholders.

Future Economic Opportunity – The alternatives have been conservatively developed assuming the only value streams come from the avoided cost of replacement power or the environmental value streams (RECs, Carbon, Capacity) in the return to service options. Future economic opportunities may be realized with all the alternatives, such as liquidating project assets/land or shifting operational obligations to a new operator/utility through a sale or agreement. Due to future economic uncertainty and the general uncertainty associated with implementing any of the alternatives, capturing opportunities in the financial analysis was deemed unreliable and not attempted. However, staff assume the opportunity exists equally for all the alternatives.

- Alt 1 – Decomm to Pre-Project: 1
- Alt 2 – Full RTS: 1
- Alt 3 – Partial RTS: 1
- Alt 4 – Decomm to SWC: 1

EWEB staff have been asked by several community members during the listening sessions if EWEB has considered selling the land associated with the project to recuperate some of the project cost or offering the lake to the County Parks department for future operation and maintenance.

Next Steps and Upcoming Project Milestones

- Special Meeting/Work Session December 20, 2022 – TBD as needed

Requested Board Action

No Board action is requested at this time. We encourage questions and request feedback on the information provided.

Attachments:

- [Appendix A – Alternative Scenario Descriptions](#)
- Appendix B – Semi-Qualitative Risk Analysis Report (2020 Workshop), prepared by Gannett Fleming (Critical Energy Infrastructure Information – CEII)
- Appendix C – Water Quality Technical Analysis (Privileged Work Product), prepared by Cable Huston
- Appendix D – Legal Analysis of Ceasing Power Generation at Leaburg Canal (Privileged Work Product), prepared by Cable Huston
- Appendix E - Leaburg Water Rights Summary, dated July 02, 2021, prepared by EWEB staff
- Appendix F – Compilation of Public Outreach Comments, Letters and Outreach Session Summaries

Appendix A

Alternative Scenario Descriptions

Description of Alternatives Selected for Further Consideration

The primary considerations that were used to select the alternatives for further evaluation are as follows:

- Upfront capital investment.
- Operational & maintenance (O&M) costs.
- Potential power generation revenues vs. investment and O&M costs.
- Likelihood of economic and regulatory feasibility.
- Flexibility to incorporate near-term canal modifications into long-term solution(s) with minimal re-work.
- Retention of hydroelectric generation water rights and the FERC operating license.
- Bookended alternatives that will help define the maximum base-line scenarios from cost, regulatory compliance, and complexity perspectives.

Alternative 1 - Decommission by returning the site to pre-construction conditions (Bookend Scenario):

This alternative was selected for further evaluation and consists of returning the site to “pre-construction conditions” to the extent necessary to meet FERC decommissioning and all other regulatory requirements. The Project features, including the dam, canal, and power generating facilities would be entirely removed, and the pre-construction drainage patterns intercepted by the canal would be re-established. The consultant team estimates that there are 8 to 11 drainage pathways that would be routed directly to the river, many of which would require crossing Highway 126. A new access bridge would be required to be constructed in place of Leaburg Dam to provide access to the south side of the river.

Alternative 2 - Full facility restoration of existing power generation configuration (Bookend Scenario): This alternative was selected for further evaluation and consists of a “full facility renewal” to the extent necessary to meet FERC and all other regulatory requirements. The Project features, including the dam, canal intake, canal, and power generating facilities would be rehabilitated and remediated to meet required specifications. The rehabilitated canal embankment would include lining alternatives to reduce seepage and improve slope stability where necessary. Certain reaches, such as the Ames and Cogswell reaches, would be entirely removed and reconstructed to mitigate the identified seismic liquefaction and internal erosion issues. The canal would continue to function as a full-length power canal and the existing intake at the upstream end of the canal would be rehabilitated and maintained.

Alternative 3 - New powerhouse near the Luffman Spillway and conversion to stormwater conveyance downstream of the proposed powerhouse: This alternative was selected for further evaluation and consists of a new powerhouse constructed near the Luffman Spillway (1.25 miles downstream from Leaburg Dam), with rehabilitation of the upstream length of the canal to the new powerhouse. The canal downstream of the new Luffman Spillway powerhouse location would be remediated to allow for stormwater conveyance. Due to identified seismic stability and seepage issues, certain reaches like the Cogswell and Ames reaches would be modified to provide adequate stability for stormwater conveyance. Leaburg Dam would be

maintained to continue controlling Leaburg Lake at current levels. The existing intake at the upstream end of the canal would be rehabilitated and maintained.

Alternative 4 - Decommissioning with a combination of stormwater conveyance and return to pre-construction conditions: This alternative includes construction of a new spillway at Johnson Creek and modifications to the Luffman spillway. The canal downstream of Luffman spillway would be modified to allow for tributary isolation and stormwater conveyance. Due to identified seismic stability and seepage issues, the Cogswell and Ames reaches would be modified to provide adequate stability in those reaches for stormwater conveyance. Leaburg Dam would be removed, and the McKenzie River would be restored to a "pre-construction" configuration. A new access bridge would replace Leaburg Dam to provide access to the south side of the river. This alternative is a flexible option that converts short-term risk reduction measures that are under consideration into a long-term solution.

Description of Alternatives Not Selected for Further Consideration

In addition to the primary considerations identified above for the selected alternatives, the following issues were also considered when determining which alternatives will not be further evaluated:

- The certainty that doing nothing would be unacceptable to EWEB, the public, and all regulatory stakeholders.
- The presence of significant slope instability and potential land-slide risk near the prospective powerhouse location at Hansen Creek which would require extensive mitigation.
- The limited power production revenues vs. overall investment and O&M cost for the close-coupled power generation alternatives.
- The high uncertainty of accomplishing intergovernmental partnerships for funding, obtaining the necessary non-hydroelectric water rights, and successfully completing a jurisdictional transfer of the canal to another entity for use as an environmental amenity.
- The high likelihood that long term use of portions of the canal system for stormwater conveyance will be regulatorily acceptable/preferred over returning the Project to pre-construction conditions.

Do Nothing: Taking no action and leaving the project facilities in their current condition was not selected as an alternative for further evaluation because risk assessment results indicate a safety hazard exists that must be remedied. The no action alternative does not meet the requirements of EWEB organizational goal #3 to *work in collaboration with the Board and the McKenzie Valley Community to set the direction of the **Leaburg Hydro Electric Project** toward either a safe and reliable power producing asset or a safe and reliable stormwater conveyance asset.*

New powerhouse at Luffman Spillway and canal returned to pre-construction conditions downstream of the proposed powerhouse: This alternative consists of a new powerhouse constructed at Luffman Spillway (Sta. 66+00), with rehabilitation of the upstream length of the canal to the new powerhouse and full decommissioning of the canal length downstream of the new powerhouse. The portion of canal extending downstream of the newly constructed powerhouse would be entirely decommissioned, i.e., cut and filled to match the grade adjacent to the canal, to the extent possible, prior to construction, and the pre-construction drainage patterns intercepted by the canal would be re-established. There are 6 to 9 drainage

pathways that would be routed directly to the river, many of which would require crossing Highway 126. Leaburg Dam would be maintained to continue controlling Leaburg Lake at current levels. The existing intake at the upstream end of the canal would be rehabilitated and maintained. This alternative was not selected due to the high likelihood that long term use of portions of the canal system for stormwater conveyance will be regulatorily acceptable/preferred over returning the Project to pre-construction conditions.

New powerhouse at Hansen Creek and stormwater conveyance downstream of the proposed

powerhouse: This alternative consists of a new powerhouse constructed at Hansen Creek (Sta 151+60), with rehabilitation of the upstream length of the canal to the new powerhouse. The canal downstream of the new powerhouse will remain in service to allow for stormwater conveyance. The rehabilitated canal embankment upstream of the new powerhouse at Sta 151+60 would include lining alternatives to reduce seepage and improve slope stability. The portion of canal extending downstream of the newly constructed powerhouse would be maintained to be used for stormwater conveyance. Due to identified seismic stability and seepage issues, the Cogswell and Ames reaches would be modified to provide adequate stability in those reaches for stormwater conveyance. The Cogswell Reach would be reconstructed and lined upstream of the new powerhouse. Leaburg Dam would be maintained to continue controlling Leaburg Lake at current levels. The existing intake at the upstream end of the canal would be rehabilitated and maintained. This alternative was not selected due to the presence of significant slope instability and potential land-slide risk near the prospective powerhouse location at Hansen Creek which would require extensive mitigation.

New powerhouse at Hansen Creek and canal returned to pre-construction conditions downstream of the proposed powerhouse:

This alternative consists of a new powerhouse constructed at Hansen Creek (Sta 151+60), with rehabilitation of the upstream length of the canal to the new powerhouse. The portion of canal extending downstream of the newly constructed powerhouse would be entirely decommissioned, i.e., cut and filled to match the grade adjacent to the canal, to the extent possible, and the pre-construction drainage patterns intercepted by the canal would be re-established. Leaburg Dam would be maintained to continue controlling Leaburg Lake at current levels. The existing intake at the upstream end of the canal would be rehabilitated and maintained. This alternative was not selected due to the presence of significant slope instability and potential land-slide risk near the prospective powerhouse location at Hansen Creek, which would require extensive mitigation, as well as the likelihood that long term use of portions of the canal system for stormwater conveyance will be regulatorily acceptable/preferred over returning the Project to pre-construction conditions.

Close-coupled powerhouse at Leaburg Dam with stormwater conveyance downstream of the proposed

powerhouse: This alternative consists of a new close-coupled powerhouse constructed at Leaburg Dam, with rehabilitation of the immediate upstream length of the canal to the new powerhouse. The remaining portion of the canal downstream of the new powerhouse will be modified to allow for stormwater conveyance. Due to identified seismic stability and seepage issues, the Cogswell and Ames reaches would be modified to provide adequate stability in those reaches for stormwater conveyance. Leaburg Dam would be maintained to continue controlling Leaburg Lake at current levels. The existing intake at the upstream end of the canal would be rehabilitated and maintained. This alternative was not selected due to the limited power production revenues vs. overall investment and O&M cost for the close-coupled power generation alternatives.

Close-coupled powerhouse at Leaburg Dam with canal returned to pre-construction conditions

downstream of proposed powerhouse: This alternative consists of a new close-coupled powerhouse constructed at Leaburg Dam and decommissioning of the canal length downstream of the new powerhouse. The portion of canal extending downstream of the newly constructed close-coupled powerhouse would be entirely decommissioned, i.e., cut and filled to match the grade adjacent to the canal, to the extent possible, prior to construction. A drainage plan would be developed for this alternative to allow for previous runoff into Leaburg Canal to return to the McKenzie River. There are 8 to 11 drainage pathways that would be routed directly to the river for this alternative, many of which would require crossing Highway 126. Leaburg Dam would be maintained to continue controlling Leaburg Lake at current levels. The existing intake at the upstream end of the canal would be rehabilitated and maintained. This alternative was not selected due to the limited power production revenues vs. overall investment and O&M cost for the close-coupled power generation alternatives.

Canal converted into an environmental amenity: This alternative consists of the canal being converted into an environmental amenity through removing the existing powerhouse and penstocks and rehabilitating portions of embankment along the length of the canal. The existing powerhouse and penstocks located at the end of Leaburg Canal would be removed or decommissioned. The remaining existing canal would be maintained to continue to route runoff and convey a limited amount of flow from the McKenzie River (less than 100 cfs compared to up to 2,500 cfs for power generation). Due to identified seismic stability and seepage issues, certain reaches such as the Cogswell and Ames reaches would be removed and reconstructed to provide adequate stability. No lining alternatives would be constructed within the canal. Leaburg Dam would be maintained to continue controlling Leaburg Lake at current levels. The existing intake at the upstream end of the canal would be modified for the proposed use as a low flow diversion. This alternative would allow for continued water conveyance to the McKenzie fish hatchery and irrigators as well as other environmental uses of the canal, such as serving as a fish rearing habitat and possibly spawning habitat. This alternative would require a highly unlikely permanent transfer of the canal to a partnering State or Federal agency for ongoing operation and maintenance. This alternative was not selected due to the high uncertainty of accomplishing intergovernmental partnerships for funding, obtaining the necessary non-hydroelectric water rights, and successfully completing a jurisdictional transfer of the canal to another entity for use as an environmental amenity.

Appendix B

Semi-Qualitative Risk Assessment Report (CEII)

Appendix C

Water Quality Technical Analysis (Privileged Work Product)

Appendix D
Legal Analysis of Ceasing Power Generation at Leaburg
Canal
(Privileged Work Product)

Appendix E

Leaburg Water Rights Summary



INTEROFFICE MEMO

EUGENE WATER & ELECTRIC BOARD
GENERATION

Rely on us.

TO: Frank Lawson, General Manager
FROM: Lisa Krentz, Generation Manager; Mark Zinniker, Generation Engineering Supervisor;
Rafael Sebba, Right-of-Way Agent
DATE: July 2, 2021
SUBJECT: Leaburg Canal Water Rights Summary

Issue

This memorandum is provided as preliminary background information for a Leaburg Canal status discussion scheduled for the August EWEB Board of Commissioners meeting.

Background:

Since the inception and construction of the Leaburg Canal in the 1920s, EWEB has entered into a patchwork of agreements under which water from the canal is made available to individual property owners. EWEB staff have been working with water rights specialists at GSI Water Solutions, Inc. to identify and evaluate these agreements. GSI's work has determined EWEB's obligations with respect to each of the agreements, as well as clarified how each property owner is impacted by the canal's closure.

There are currently a total of 17 active agreements for water deliveries from the canal. The agreements are not uniform and have nuanced differences and discrepancies. However, they generally fall into two categories:

- Those in which EWEB has some limited obligation to provide water; and
- Those where continuity of supply is not guaranteed.

Agreements with Obligations

There are three property owners in the vicinity of Cogswell Creek and one in the vicinity of Hansen Creek who are party to 1928 agreements under which EWEB has certain limited obligations to provide water (Elston Agreement and Hansen Agreement, respectively). The City of Eugene entered into these agreements in the course of acquiring the land necessary for the construction of the canal. The agreements recognized that the canal would intercept the flows of certain creeks, the waters of which were historically used by some downstream property owners.

While the City entered into a number of these agreements at the time of canal construction, most were retired or modified by subsequent agreements or contracts which specified that continuity of supply would not be guaranteed. However, in the cases of the Elston and Hansen agreements, apparently no subsequent action was taken, and the original agreements remain in place.

The Elston Agreement calls for EWEB to pass the mean summer flow of Cogswell Creek into the channel below the canal. Historically, water from the canal has been withdrawn via a shared diversion valve vault and water lines that extends to the individual properties. The three parties to this agreement also hold Oregon Water Resources Department Surface Water Registrations, which are

treated as interim water rights but have yet to be formally adjudicated and memorialized as Water Right Certificates.

The Hansen Agreement involves maintaining what was an existing domestic water supply pipeline and supplying the channel of Hansen Creek with the remaining summer minimum water flow. Under this agreement, EWEB has similarly withdrawn canal water via a diversion valve vault that discharges water directly into the downstream channel of the creek.

Agreements without Supply Guarantees

Of the agreements for which supply is not guaranteed, three are with commercial irrigators whose farming activities are partially or wholly dependent upon water from the canal. One is with the Army Corps of Engineers and is related to the McKenzie Fish Hatchery. There are also agreements with nine additional property owners. Most of the water rights associated with these agreements identify the McKenzie River as the source, with the canal as the point of diversion. The primary method of delivery under these agreements is through pumping systems that draw suction directly from the canal. There are also some additional diversion valve vaults with water lines extending to the individual properties.

In addition to the agreements and water rights discussed above, there are five other water rights that identify the McKenzie River as the source and the canal as the point of diversion. However, there do not appear to be specific agreements between EWEB and the holders of these water rights. Absent agreements for the provision of water, EWEB is not obligated to provide canal water to fulfill these water rights.

Actions to Date:

EWEB staff have been working directly with the three commercial irrigators to identify near-term solutions to deal with the anticipated low flows through the summer months. EWEB has installed short check dams near the irrigator's diversion points to deepen the limited stormwater/creek flow in the canal so that their pumping systems can draw suction. EWEB has also installed a check dam for the party to the Hansen Creek Agreement, which allows gravity flow to the property.

EWEB has also worked closely with the McKenzie Fish Hatchery to assist in their efforts to adapt to the canal outage. The hatchery has three surface water registrations, one for McKenzie River water totaling 50 cfs, as well as two for Cogswell Creek totaling 20 cfs. The Cogswell Creek water source, which includes a dedicated supply pipeline from the hatchery's creek intake uphill of the canal, has been their only reliable supply and has permitted ongoing operation of the incubation facility. However, the water available from Cogswell Creek is minimal in the late summer/early fall. In general, the quality of the residual canal water does not meet the hatchery's needs, primarily due to the warm temperatures associated with the slow moving, shallow flow. Given these water supply vulnerabilities, EWEB has been encouraging the hatchery to develop an alternative or emergency source of supply since at least 1992.

Staff have engaged in ongoing negotiations with one of the three parties to the Elston Agreement. Initially, the party reached out to EWEB to negotiate the transfer of their Surface Water Registration to EWEB. However, the focus has shifted somewhat over the course of negotiations as the property owner has sought greater certainty for their replacement water source. Staff are also in the process of reaching out to the two other parties associated with the Elston Agreement.

Staff have been working with GSI to identify and evaluate long-term options for water users in the face of a possible permanent canal closure. There may be opportunities for water rights holders to transfer or change their points of diversion. However, the complexity of Oregon water law presents a number of challenges for these landowners. The challenges include long procedural timelines, highly technical and site-specific criteria, and the potential for decisions to be appealed which translate into

varying degrees of uncertainty and risk for those parties formerly dependent on the canal water source.

Lastly, in an effort to protect EWEB's own water rights for generation purposes, GSI prepared and submitted an instream lease application for EWEB's Certificates associated with the Leaburg Canal Project. On May 14, 2021, the Oregon Water Resources Department approved the application and lease through 2026. The instream lease essentially serves as a placeholder for EWEB's water rights that will go unused during the duration of the canal's closure and protects against an assertion of forfeiture due to lack of use. EWEB has the option to terminate or extend the instream lease depending on how circumstances surrounding the canal evolve and unfold.

Leaburg Canal Water Rights Summary

Category	Agreement/Location	Party(ies)
Total Properties	Adjacent to the canal	100-125
Agreements with limited obligation to supply water	Elston Agreement/Cogswell Creek	3
	Hansen Agreement/Hansen Creek	1
Agreements without Supply Guarantees	Identify McKenzie River as source, canal as point-of-diversion	12
	Corps of Engineers, McKenzie Fish Hatchery	1
Water Rights without Agreements	Identify McKenzie River as source, canal as point-of-diversion	5

Appendix F

Compilation of Public Outreach Comments, Letters & Outreach Session Summaries

Public Comment Form

Leaburg Hydroelectric Project Strategic Evaluation - Social Impacts

10-24-2022

EUGENE WATER & ELECTRIC BOARD



The Public Comment Form...

...asked respondents to rank the importance of the following considerations:

1. How important is it to you that EWEB select the lowest cost of the four alternatives described above?
2. How important is it to you that EWEB continue to strive for the lowest-possible carbon footprint in its
3. power portfolio?
4. How important is it to you that EWEB continue to keep electric rates as low as possible?
5. Assuming a definition of resiliency as the ability to bounce back when an unexpected event or
6. circumstances occur, how important is resiliency to you?
7. *How important is it to you that Leaburg Lake remain as a recreational facility?
8. *How important is it to you that the Leaburg Canal Trail remain as a recreational facility?
9. *The Leaburg Project is equipped with upstream and downstream passage facilities to mitigate impacts
10. on migrating fish. How concerned are you about the impacts of Leaburg Dam on migrating fish?
11. *How important is the historic preservation of the Leaburg Project to you?
12. *What other concerns should the Board consider in its decision about the future of the Leaburg Project?

...asked respondents to share how frequently they visit Leaburg Lake and the Leaburg Canal Trail, and

...asked respondents to prioritize the following tradeoffs:

- | | | |
|---|--|-----------------------------------|
| 1. Total Project cost | 4. Lowest carbon footprint as possible | 7. Recreation along Leaburg Canal |
| 2. Keep electric rates as low as possible | 5. Resiliency | 8. Minimize impact on fish |
| 3. Maintain Leaburg hydropower production | 6. Recreation at Leaburg Lake | 9. Retain historic structures |
| | | 10. Other (please indicate below) |

...and allowed open-ended comments on questions with (*).

The Public Comment Form...

...was open from June 16, 2022 through October 21, 2022.

...was promoted:

- at all Leaburg Listening Sessions,
- online at eweb.org/leaburgpubliccomment,
- on signs placed at Leaburg Lake, along the Leaburg Canal Trail, and throughout Leaburg, Vida, and Walterville,
- online via all EWEB social media platforms,
- advertised in the McKenzie River Reflections (8x),
- mentioned in multiple media stories (KLCC, KVAL, KEZI, KMTR, Register Guard, McKenzie River Reflections,
- on the September EWEB Bill Message to all customers
- on the “Save Leaburg Lake” signs residents posted throughout the area

...included the video “[Determining the Future of the Leaburg Hydroelectric Project](#)” (1,920 views).

Q2 Promotion for Public Comment Form...

DATE	HEADLINE/TOPIC (LINK)	TEAM MEMBER	CLIENT DIVISION	STRATEGIC INITIATIVE	CHANNEL	OUTLET
6/22/2022	"Short" Leaburg Canal is on the list	Adam	Generation	Leaburg/Waltermville	Earned	McKenzie River Reflections
6/22/2022	Waltermville Canal to be Dewatered through July 1	Adam	Generation	Leaburg/Waltermville	Email	List McKenzie River Bulletin
6/22/2022	Leaburg Listening Sessions	Adam	Generation	Leaburg/Waltermville	Paid Advertising	McKenzie River Reflections
6/22/2022	Waltermville Canal to be Dewatered through July 1	Adam	Generation	Leaburg/Waltermville	Social Media	Facebook
6/16/2022	Leaburg public comment form is live on website	Adam	Generation	Leaburg/Waltermville	Internal	Employee News
6/15/2022	Public Comment Form & Meeting Tonight	Adam	Generation	Leaburg/Waltermville	Email	List Leaburg
6/9/2022	Leaburg Listening Sessions	Adam	Generation	Leaburg/Waltermville	Paid Advertising	McKenzie River Reflections
5/24/2022	Leaburg Listening Sessions	Adam	Generation	Leaburg/Waltermville	Social Media	Facebook
5/19/2022	EWEB to consider town halls	Adam	Generation	Leaburg/Waltermville	Earned	McKenzie River Reflections
4/28/2022	To Rebuild or Remove?	Aaron	Generation	Leaburg/Waltermville	Earned	McKenzie River Reflections
4/20/2022	Upriver Board Meeting	Adam	GM/Board	Leaburg/Waltermville	Social Media	Facebook
4/20/2022	Upriver Board Meeting	Adam	GM/Board	Leaburg/Waltermville	Social Media	Instagram
4/19/2022	Upriver Meeting Booklet	Ashley	GM/Board	Leaburg/Waltermville	Print Collateral	Other
4/14/2022	Leaburg Canal	Aaron	Generation	Leaburg/Waltermville	Earned	McKenzie River Reflections
4/14/2022	Upriver Board Meeting	Adam	GM/Board	Leaburg/Waltermville	Paid Advertising	McKenzie River Reflections
3/17/2022	Upriver Board Meeting	Adam	GM/Board	Leaburg/Waltermville	Paid Advertising	McKenzie River Reflections

Q3 Promotion for Public Comment Form...

DATE	HEADLINE/TOPIC (LINK)	TEAM MEMBER	CLIENT DIVISION	STRATEGIC INITIATIVE	CHANNEL	OUTLET
9/28/2022	Opponents plan lake rally	Adam	Electric	Leaburg/Waltermville	Earned	McKenzie River Reflections
9/15/2022	Canal Conundrum	Adam	Electric	Leaburg/Waltermville	Earned	McKenzie River Reflections
9/12/2022	Leaburg Listening Sessions at the ROC	Adam	Electric	Leaburg/Waltermville	Internal	Employee News
9/12/2022	Leaburg Listening Sessions at the ROC	Adam	Electric	Leaburg/Waltermville	Social Media	Facebook
9/12/2022	Leaburg Listening Sessions at the ROC	Adam	Electric	Leaburg/Waltermville	Email	List Leaburg
9/12/2022	Goodpasture Boat Ramp work	Adam	Electric	Leaburg/Waltermville	Email	List McKenzie River Bulletin
9/12/2022	Leaburg Listening Sessions at the ROC	Adam	Electric	Leaburg/Waltermville	Social Media	Twitter
9/8/2022	EWEB reviews options for aging Leaburg Canal, connected infrastructure	Aaron	Generation	Leaburg/Waltermville	Earned	Radio
9/7/2022	EWEB weighs several options for the future of the Leaburg Canal	Aaron	Generation	Leaburg/Waltermville	Earned	TV
9/2/2022	Leaburg - future of project	Jen	Generation	Leaburg/Waltermville	Bill	Bill Insert
9/1/2022	EWEB looking into options for the Leaburg Canal	Aaron	Generation	Leaburg/Waltermville	Earned	TV
8/24/2022	National Hydropower Day: How Leaburg Works	Adam	Electric	Leaburg/Waltermville	Social Media	Facebook
8/23/2022	Determining the future of the leaburg Project	Adam	Electric	Leaburg/Waltermville	Social Media	YouTube
8/22/2022	Hydropower, landscape in McKenzie Valley may change with future of Leaburg Canal	Aaron	Generation	Leaburg/Waltermville	Earned	Register Guard
8/22/2022	Determining the future of the leaburg Project	Adam	Electric	Leaburg/Waltermville	Social Media	YouTube
8/16/2022	Determining the future of the leaburg Project	Adam	Electric	Leaburg/Waltermville	Social Media	YouTube
8/11/2022	The \$250 million question: Will Leaburg continue to generate hydroelectric power?	Aaron	Generation	Leaburg/Waltermville	Earned	McKenzie River Reflections
8/11/2022	The \$250 million question	Adam	Electric	Leaburg/Waltermville	Earned	McKenzie River Reflections

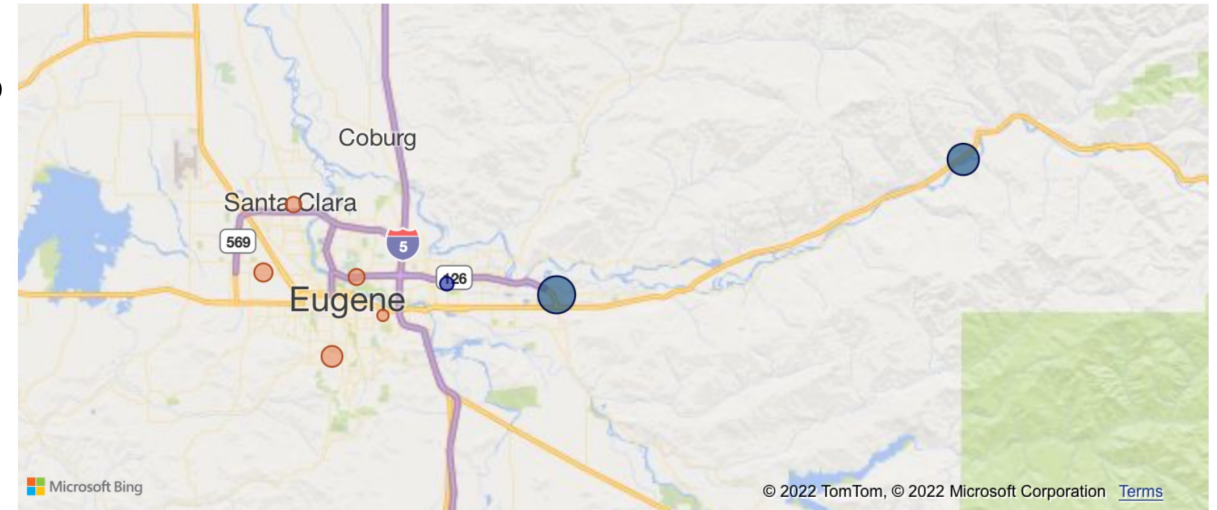
Public Commenters... Who Responded?

422 respondents provided their opinions and comments.

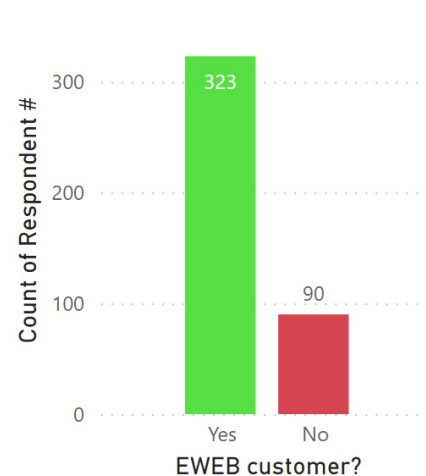
128 “Eugene Respondents” from the Eugene-area zip codes of 97401, 97402, 97403, 97404, & 97405.

211 “Upriver Respondents” from Springfield, Camp Creek, Walterville, Leaburg, Vida and Blue River.

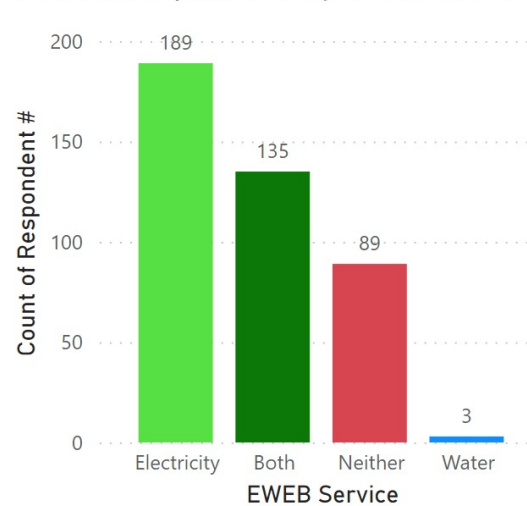
Count of Respondent # by Zip Code



Count of Respondent # by EWEB customer?



Count of Respondent # by EWEB Service



189 respondents are EWEB Electricity Customers

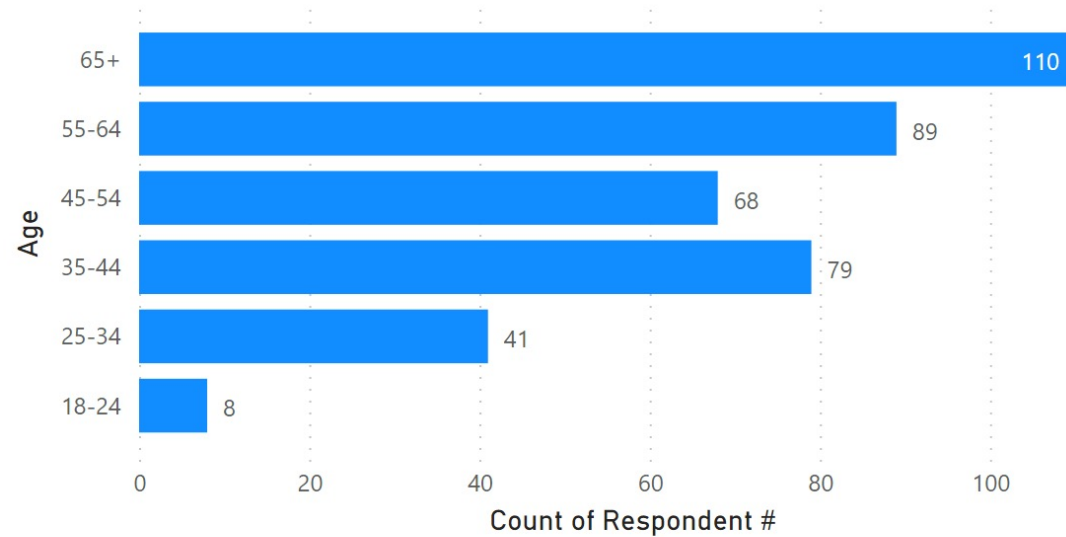
135 respondents are Both EWEB Electricity and Water Customers

89 respondents are Not EWEB Customers

Public Commenters... Who Responded?

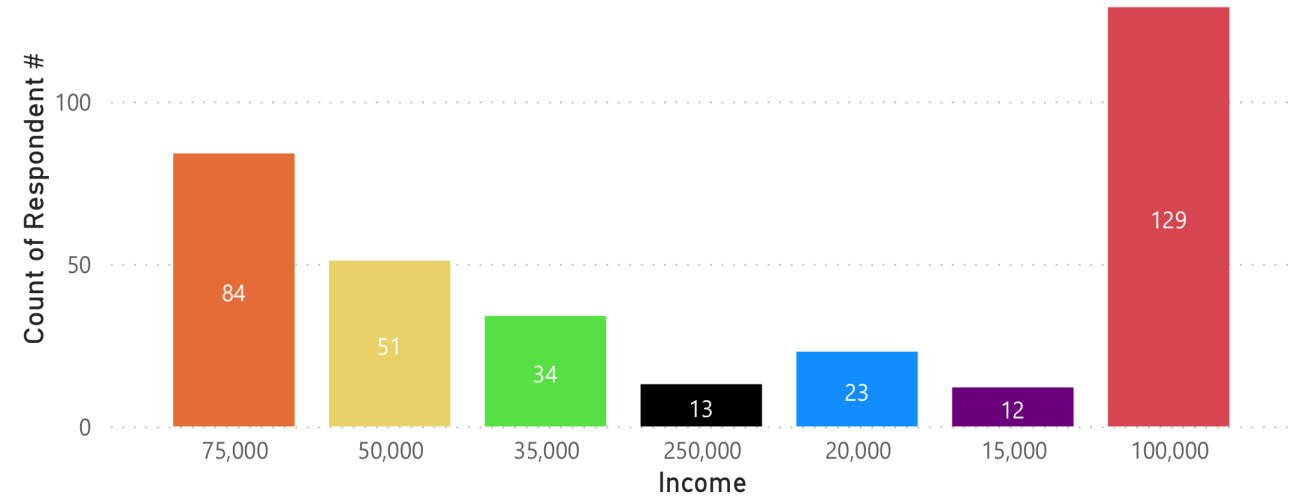
Respondents trend older and higher income

Count of Respondent # by Age



Count of Respondent # by Income and Income

Income ● 75,000 ● 50,000 ● 35,000 ● 250,000 ● 20,000 ● 15,000 ● 100,000



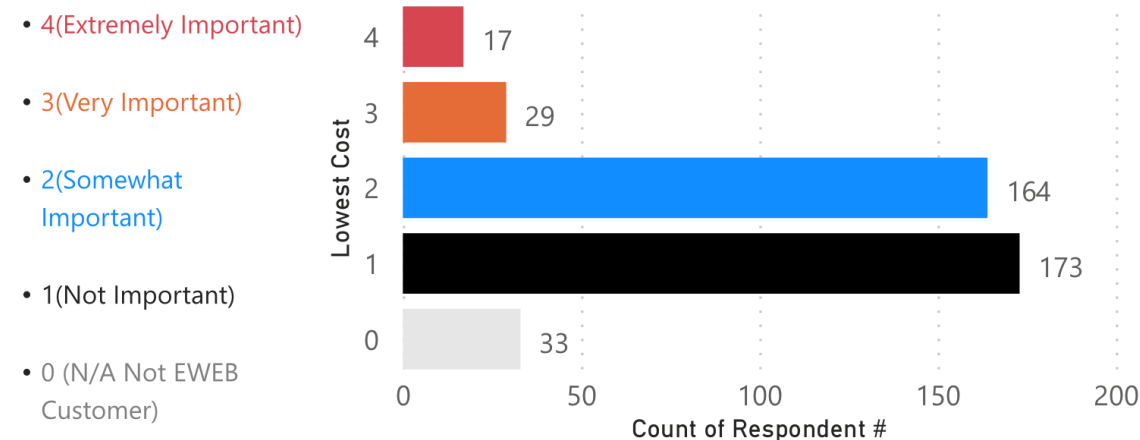
Overall Trends – Low Importance for Costs

Respondents placed low emphasis on Total Project Cost and Rates Impacts, with slightly higher importance on Rates.

Economic: Project Cost

How important is it to you that EWEB select lowest total project cost?

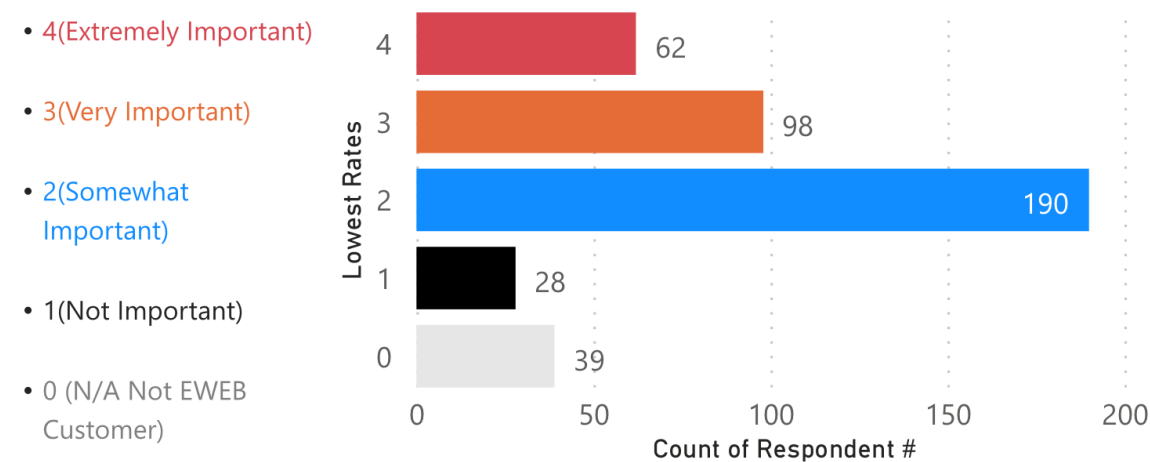
0 (N/A Not EWEB Customer), 1(Not Important), 2(Somewhat Important), 3(Very Important), 4 (Extremely Important)



Economic: Rates Impact

How important is it to you that EWEB keep rates as low as possible?

0 (N/A Not EWEB Customer), 1(Not Important), 2(Somewhat Important), 3(Very Important), 4 (Extremely Important)



Overall Trends – Polarized Opinion on Recreation

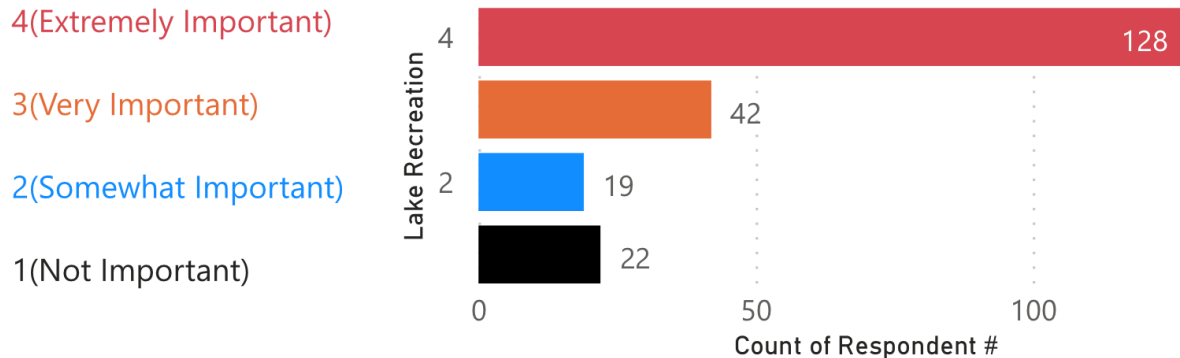
Upriver Respondents valued Recreation much higher than Eugene Respondents

Upriver Respondents

Recreation: Leaburg Lake

How important is it to you that the Leaburg Lake remain as a recreational facility?

1(Not Important), 2(Somewhat Important), 3(Very Important), 4 (Extremely Important)

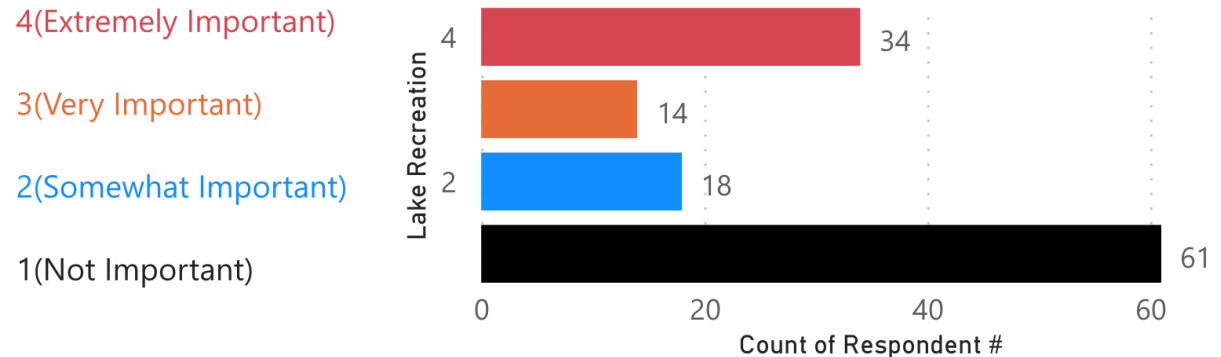


Eugene Respondents

Recreation: Leaburg Lake

How important is it to you that the Leaburg Lake remain as a recreational facility?

1(Not Important), 2(Somewhat Important), 3(Very Important), 4 (Extremely Important)



Overall Trends – Polarized Opinion on Recreation

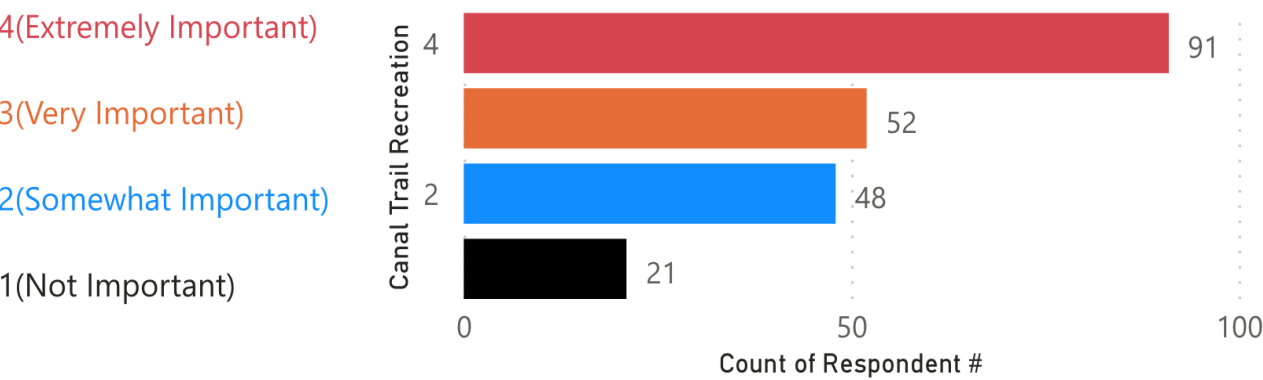
Upriver Respondents valued Recreation much higher than Eugene Respondents

Upriver Respondents

Recreation: Leaburg Canal Trail

How important is it to you that the Leaburg Canal Trail remain as a recreational facility?

1(Not Important), 2(Somewhat Important), 3(Very Important), 4 (Extremely Important)

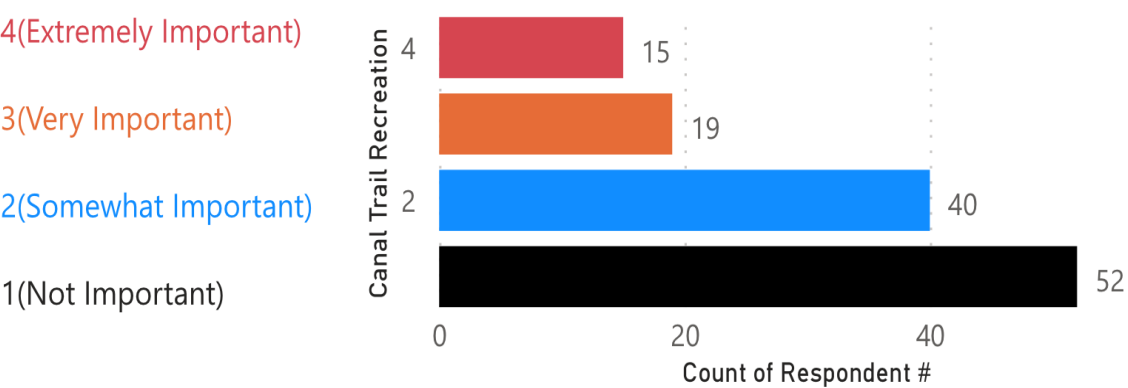


Eugene Respondents

Recreation: Leaburg Canal Trail

How important is it to you that the Leaburg Canal Trail remain as a recreational facility?

1(Not Important), 2(Somewhat Important), 3(Very Important), 4 (Extremely Important)

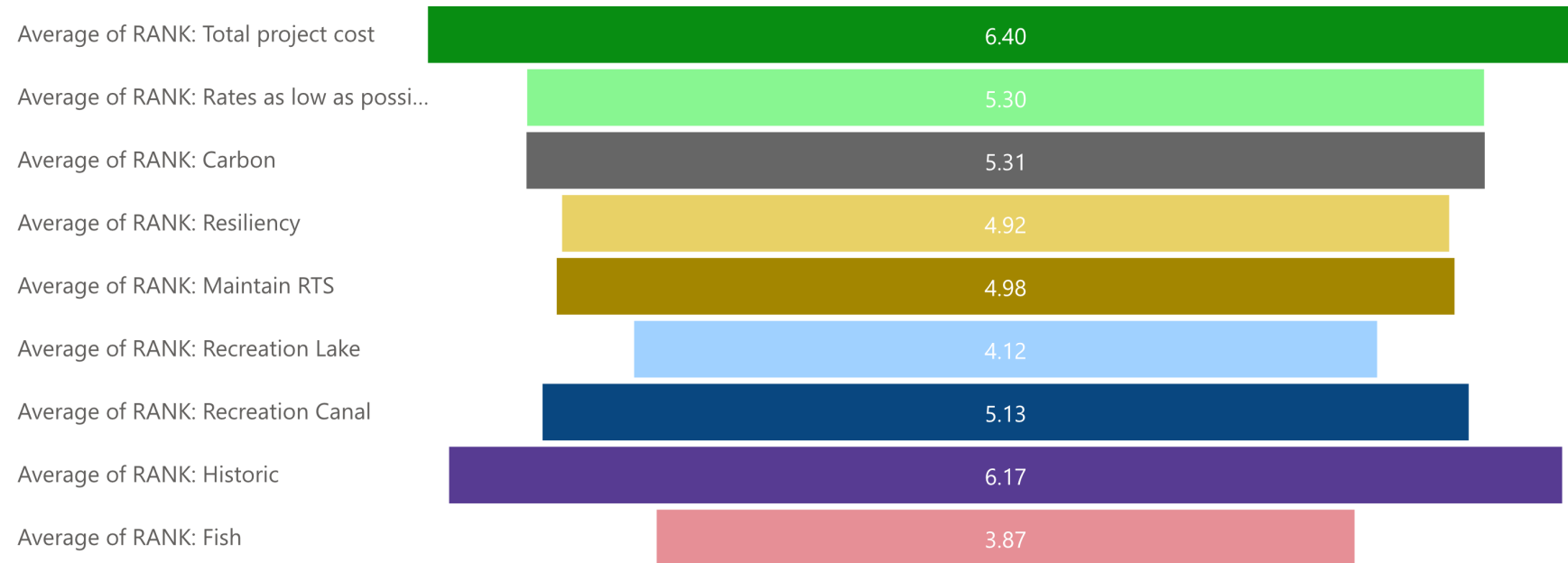


Overall Trends – Fisheries is #1 Priority

Fisheries Impacts is Highest Priority, with 84 Respondents ranking it their #1 Priority.
Recreation at Leaburg Lake ranked 2nd.

Priorities Ranking

Please rank the importance of the following values in order of your top priorities. A Smaller Bar indicates a Higher Priority (#1 Priority).

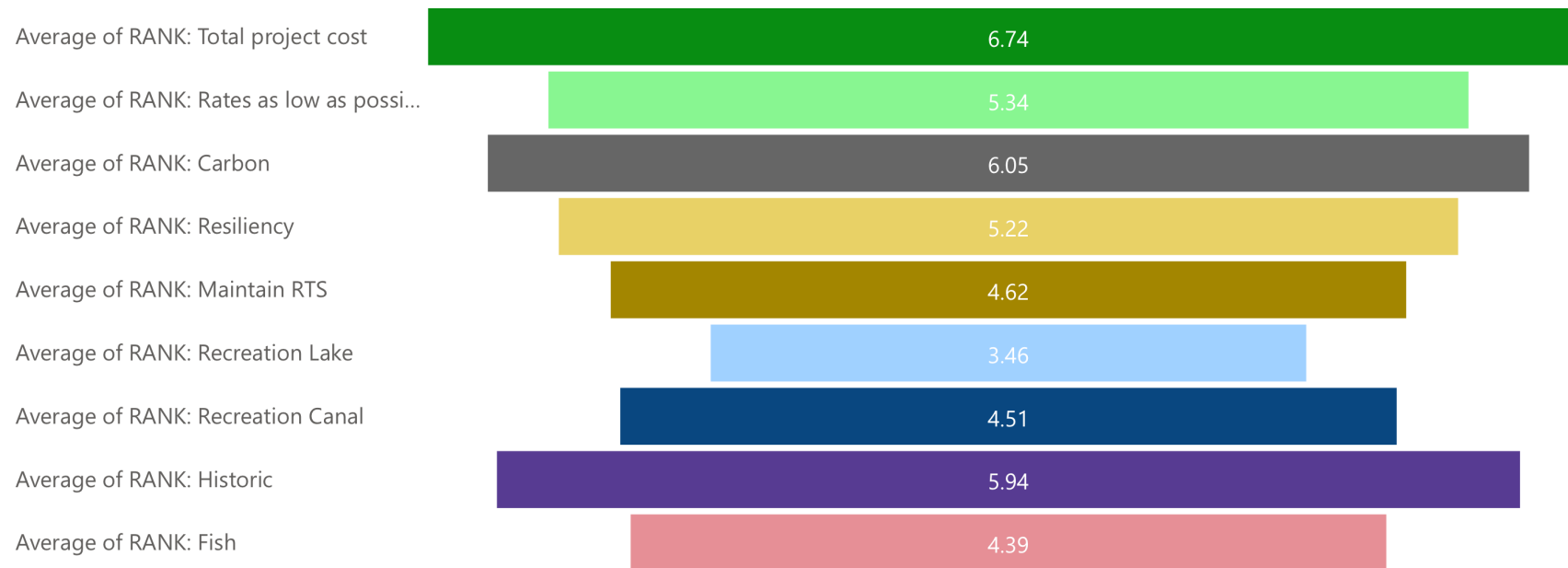


Overall Trends – Upriver prioritizes Recreation

Recreation at Leaburg Lake ranked Highest among Upriver Respondents.

Priorities Ranking

Please rank the importance of the following values in order of your top priorities. A Smaller Bar indicates a Higher Priority (#1 Priority).



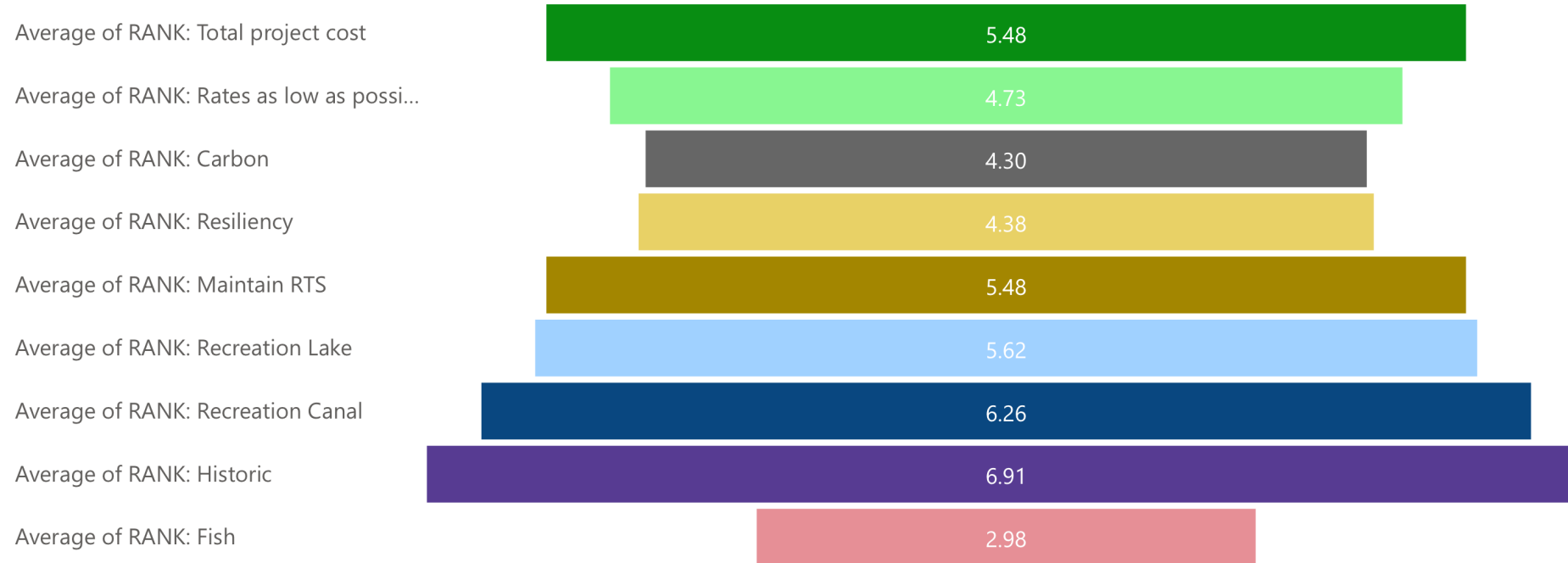
Overall Trends – Eugene prioritizes Environmental Impacts

Fisheries Impacts is the Highest Priority **among Eugene Respondents**.

Eugene Respondents place a Higher Priority on **Rates Impacts** and **Carbon Footprint** than on **Recreation concerns**.

Priorities Ranking

Please rank the importance of the following values in order of your top priorities. A Smaller Bar indicates a Higher Priority (#1 Priority).

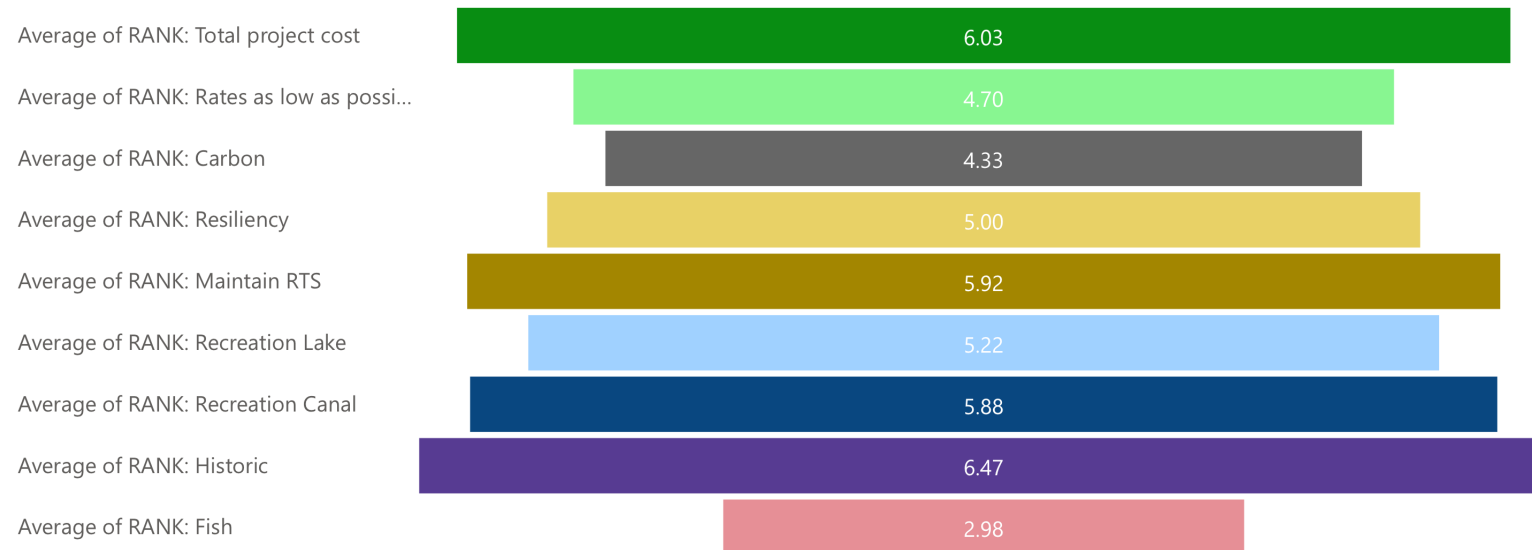


Overall Trends – Lower Income respondents prioritize Environmental Impacts

Fisheries Impacts remains the Highest Priority among respondents who report annual income below \$50,000. **Carbon Footprint** is their 2nd priority, and **Rates Impacts** is their 3rd priority.

Priorities Ranking

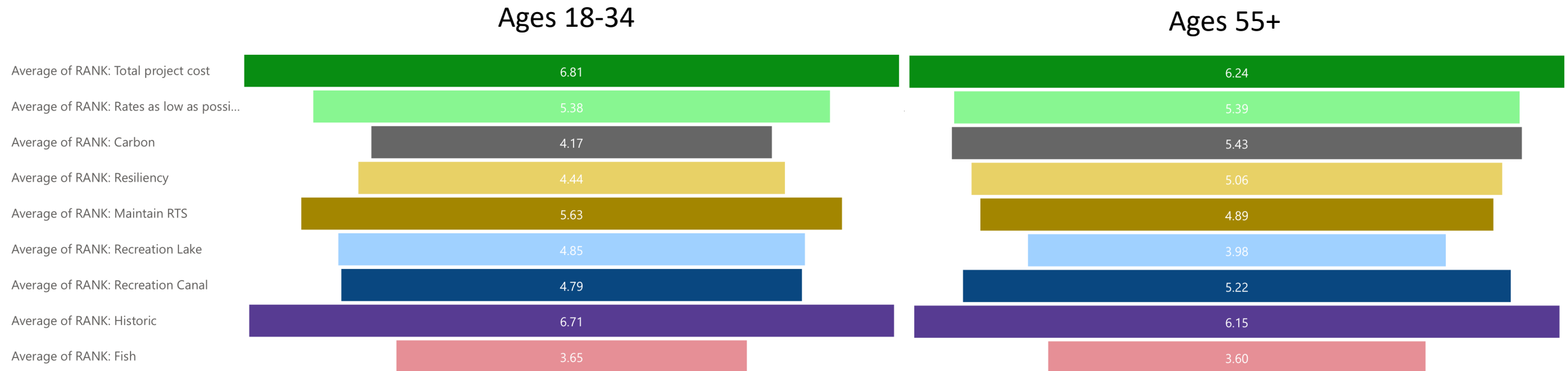
Please rank the importance of the following values in order of your top priorities. A Smaller Bar indicates a Higher Priority (#1 Priority).



Overall Trends – Similarities in Younger vs. Older respondents

Priorities Ranking

Please rank the importance of the following values in order of your top priorities. A Smaller Bar indicates a Higher Priority (#1 Priority).



Overall Trends – TBL Weighting

Respondents who are EWEB Customers placed the lowest priority on Economic Impacts

Eugene Respondents placed the highest priority on Environmental Impacts

(Impact to Fisheries=2.98, Lowest Carbon Footprint as possible=4.30)

Upriver Respondents placed the highest priority on Social Impacts

(Recreation at Leaburg Lake=3.46, Recreation at Leaburg Canal=4.51)

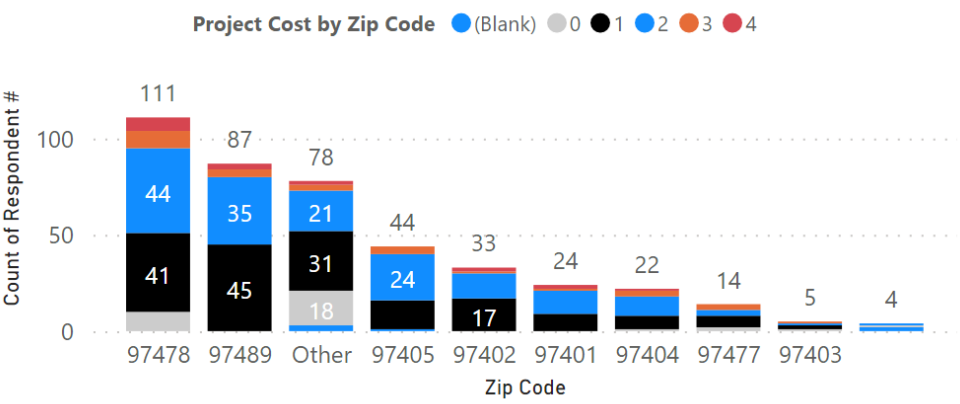
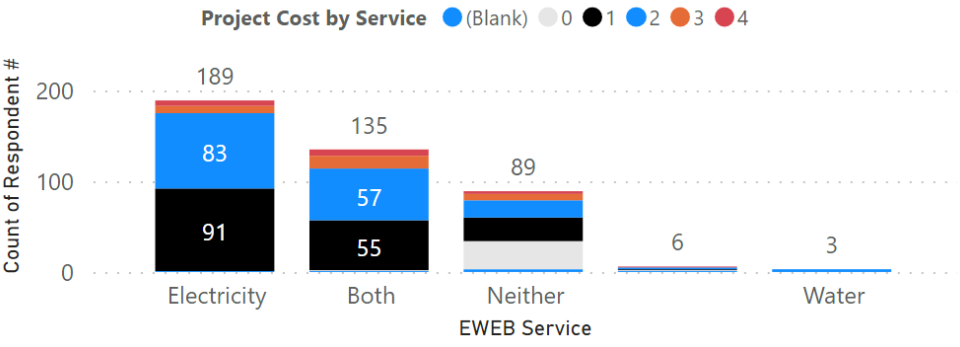
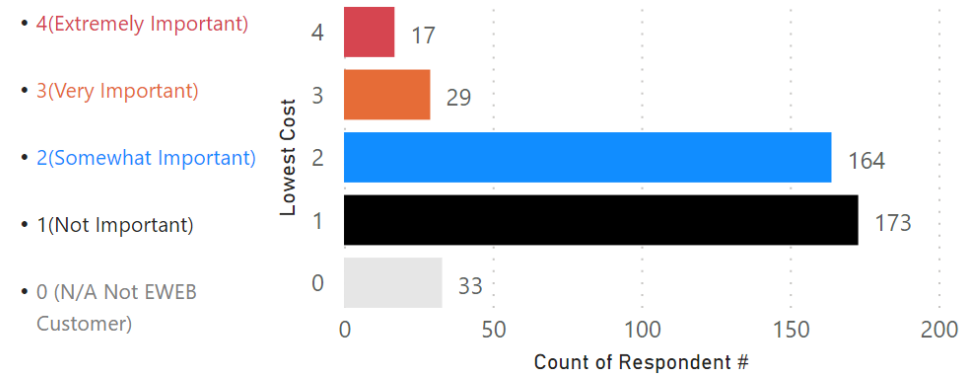
To access and slice the data:

<https://app.powerbigov.us/groups/me/reports/d160f243-a70e-43da-9048-793ce1ec7f42/ReportSection0142c00ef858599cd6d9>

Economic: Project Cost

How important is it to you that EWEB select lowest total project cost?

0 (N/A Not EWEB Customer), 1(Not Important), 2(Somewhat Important), 3(Very Important), 4 (Extremely Important)



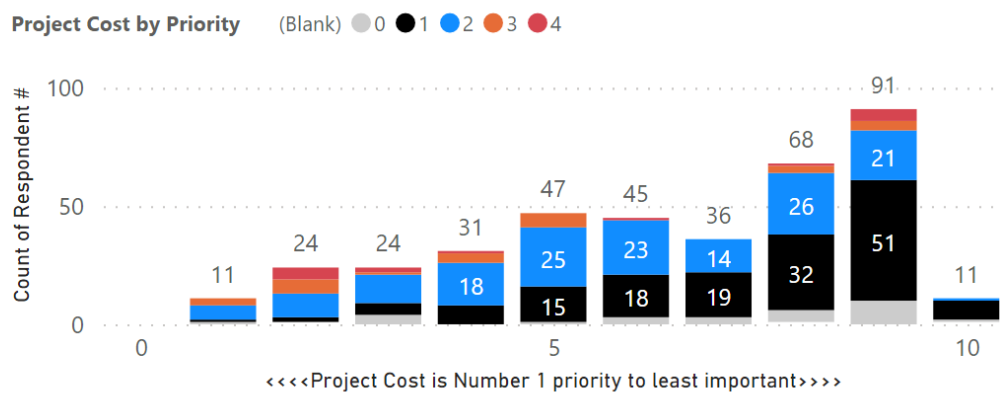
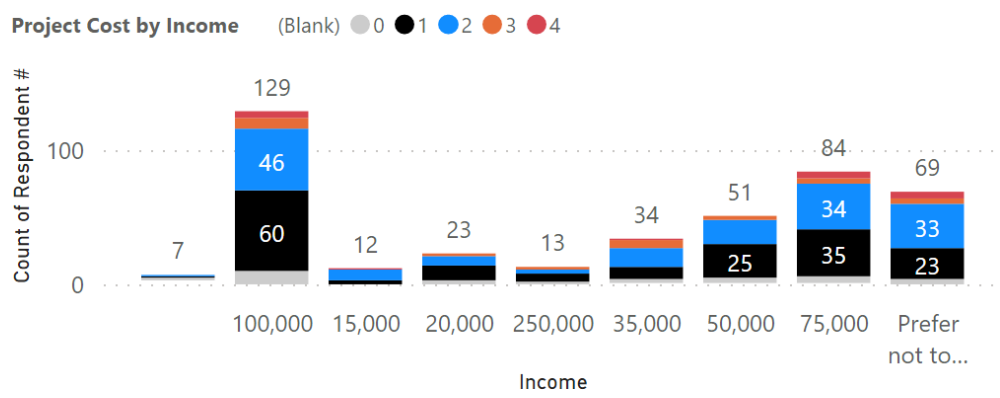
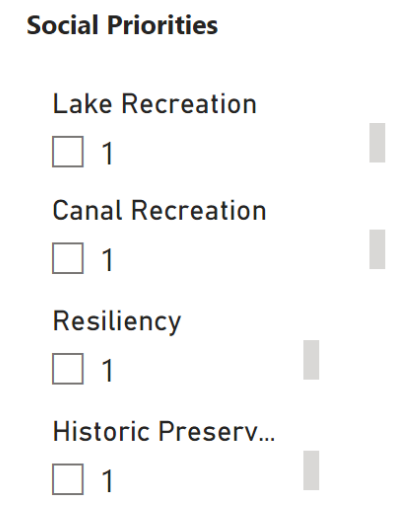
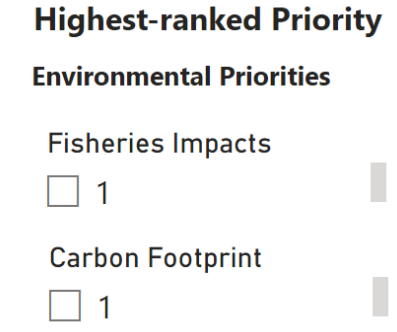
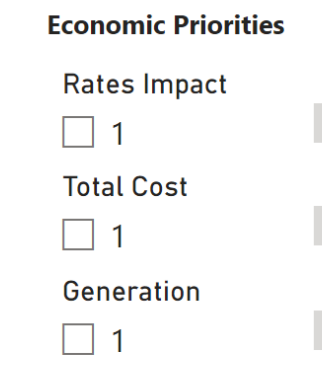
Eugene Zip codes
☐ 97401 & 9740...

Upriver Zip cod...
☐ 97477 & 974...

Income

Age

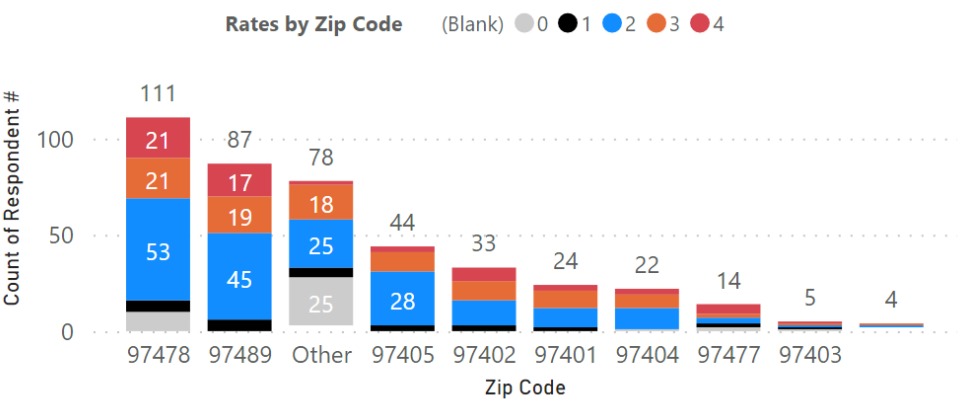
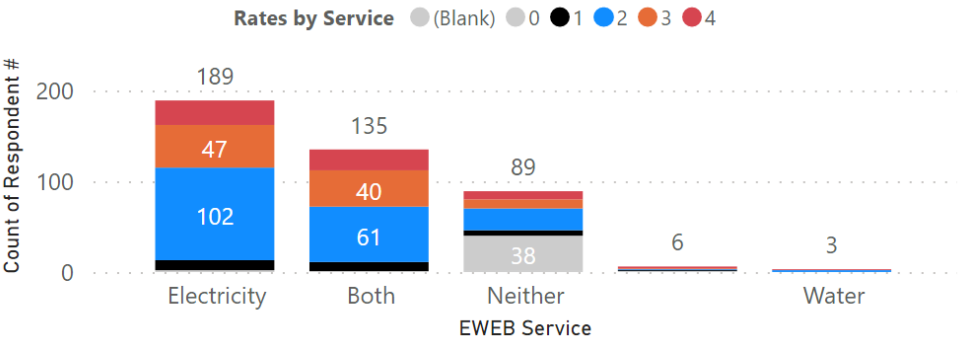
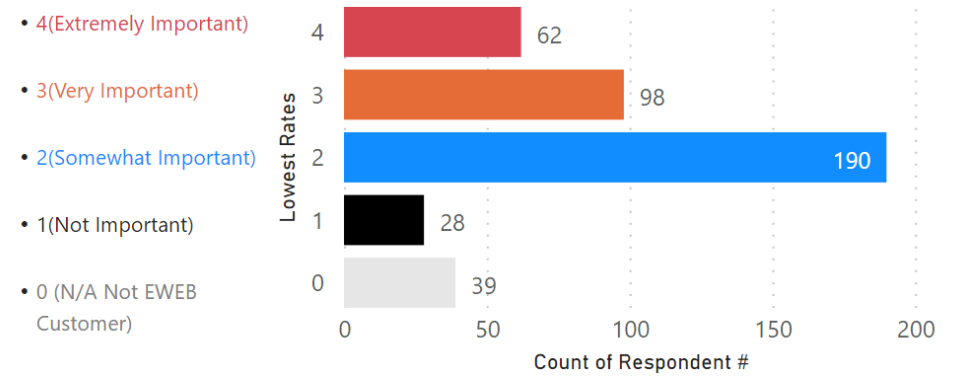
Trust in EWEB



Economic: Rates Impact

How important is it to you that EWEB keep rates as low as possible?

0 (N/A Not EWEB Customer), 1(Not Important), 2(Somewhat Important), 3(Very Important), 4 (Extremely Important)



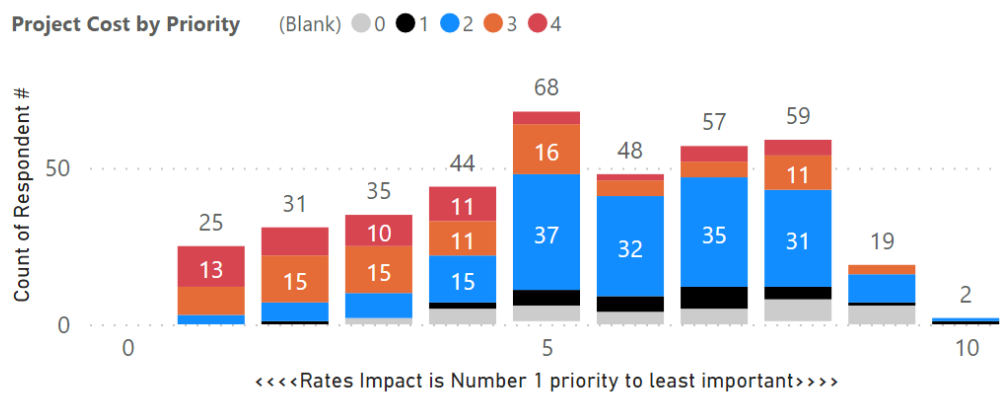
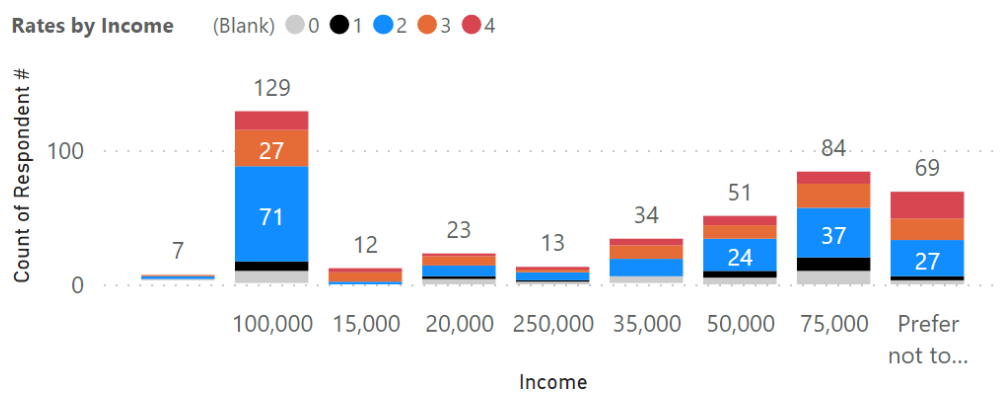
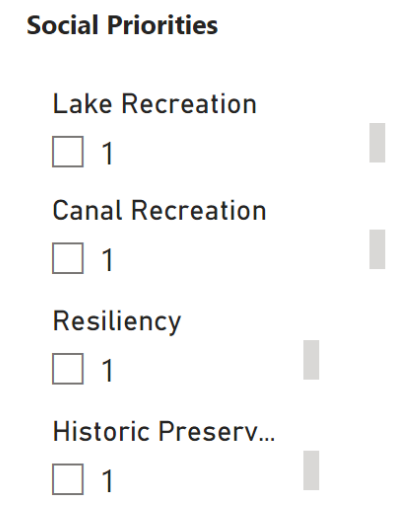
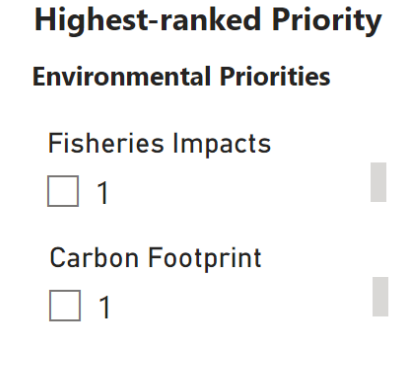
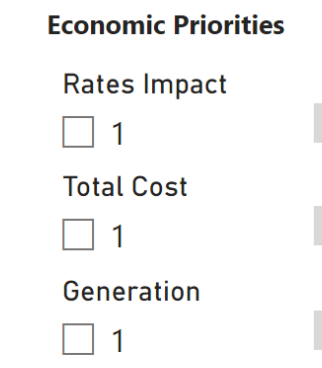
Eugene Zip codes
☐ 97401 & 9740...

Upriver Zip cod...
☐ 97477 & 974...

Income
All

Age
All

Trust in EWEB
All



Environmental: Carbon Footprint

How important is it to you that EWEB strive for lowest carbon footprint?
1(Not Important), 2(Somewhat Important), 3(Very Important), 4 (Extremely Important)

Eugene Zip codes

☐ 97401 & 9740...

Upriver Zip cod...

☐ 97477 & 974...

Income

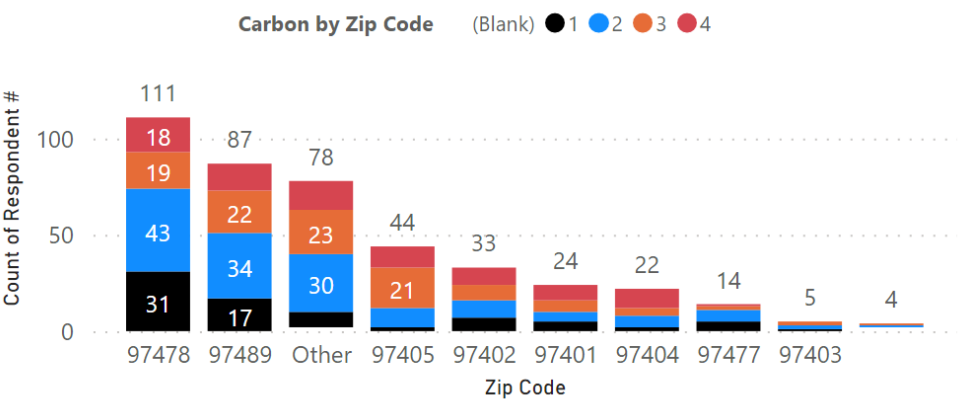
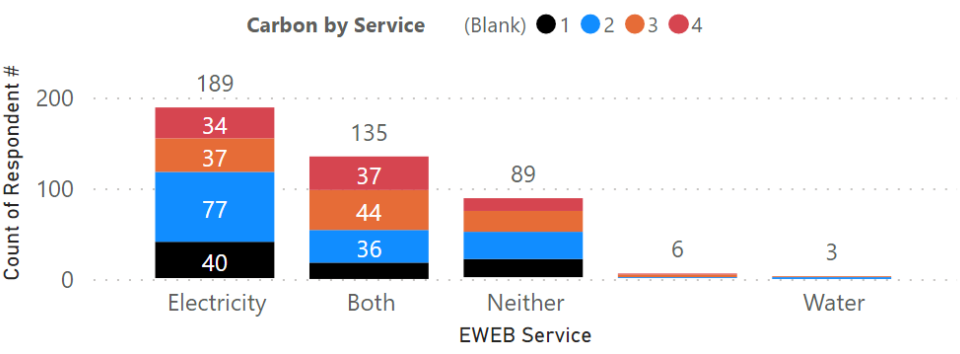
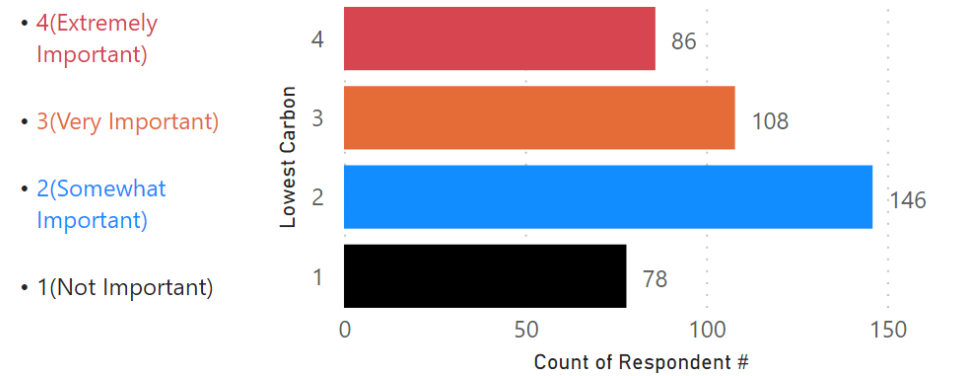
All

Age

All

Trust in EWEB

All



Economic Priorities

Rates Impact

☐ 1

Total Cost

☐ 1

Generation

☐ 1

Highest-ranked Priority

Environmental Priorities

Fisheries Impacts

☐ 1

Carbon Footprint

☐ 1

Social Priorities

Lake Recreation

☐ 1

Canal Recreation

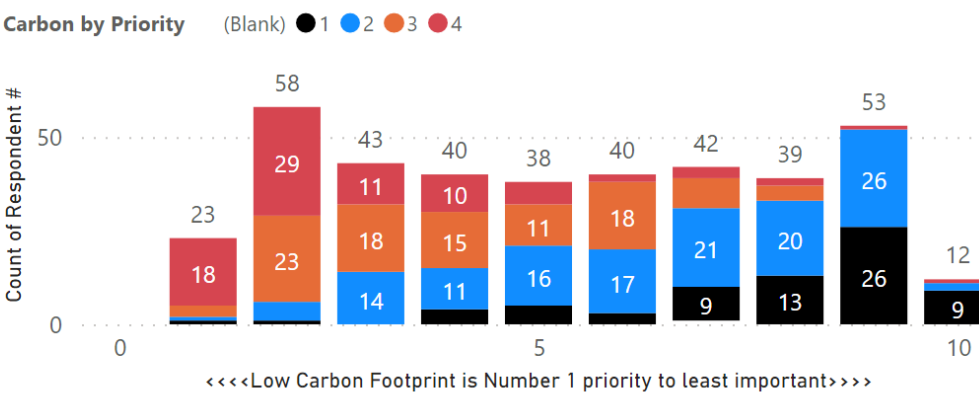
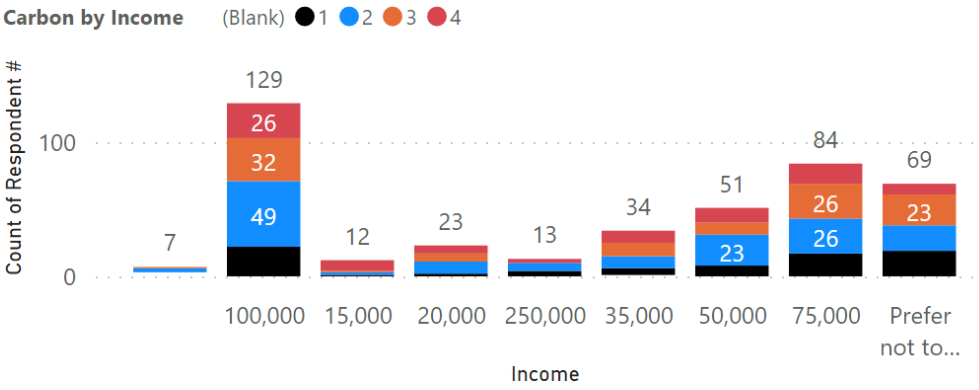
☐ 1

Resiliency

☐ 1

Historic Preserv...

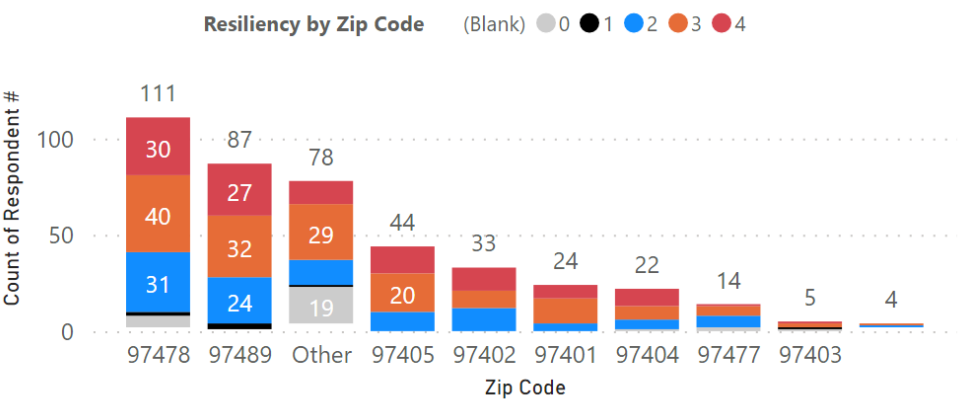
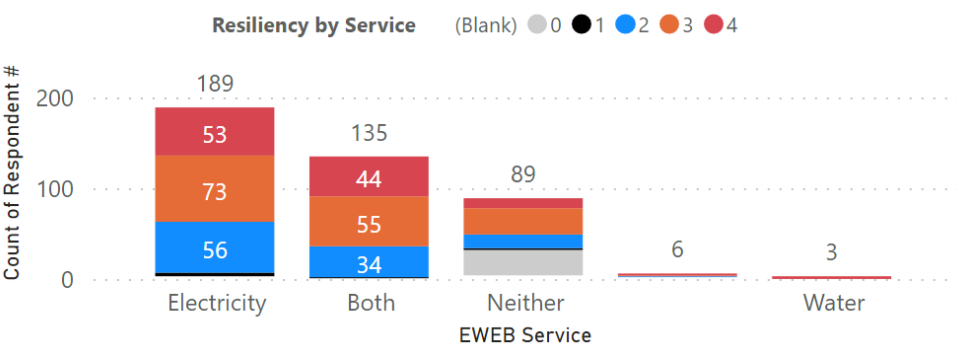
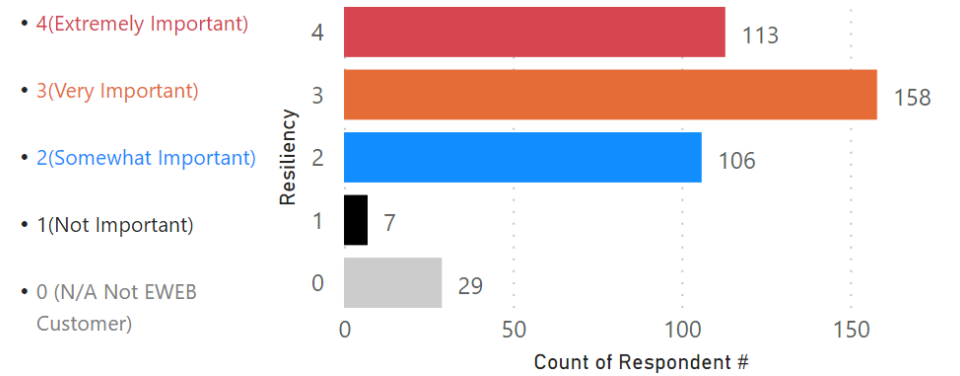
☐ 1



Social: Resiliency

How important is resiliency to you?

1(Not Important), 2(Somewhat Important), 3(Very Important), 4 (Extremely Important)



Eugene Zip codes

☐ 97401 & 9740...

Upriver Zip cod...

☐ 97477 & 974...

Income

All

Age

All

Trust in EWEB

All

Economic Priorities

Rates Impact

☐ 1

Total Cost

☐ 1

Generation

☐ 1

Highest-ranked Priority

Environmental Priorities

Fisheries Impacts

☐ 1

Carbon Footprint

☐ 1

Social Priorities

Lake Recreation

☐ 1

Canal Recreation

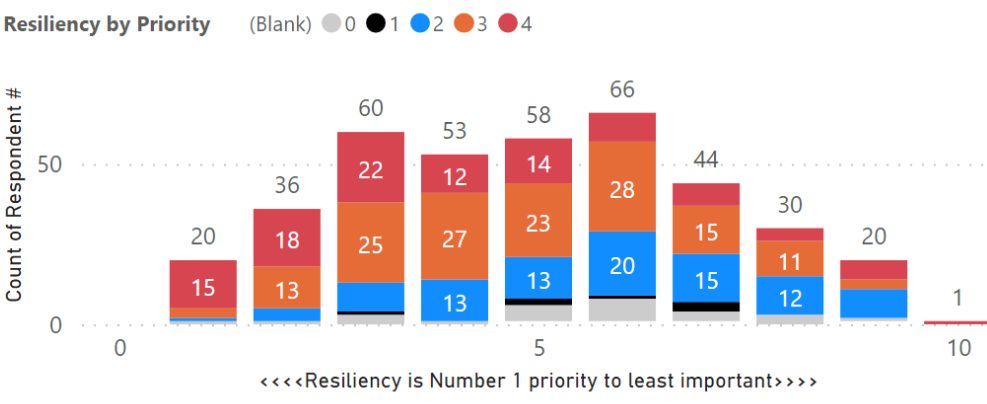
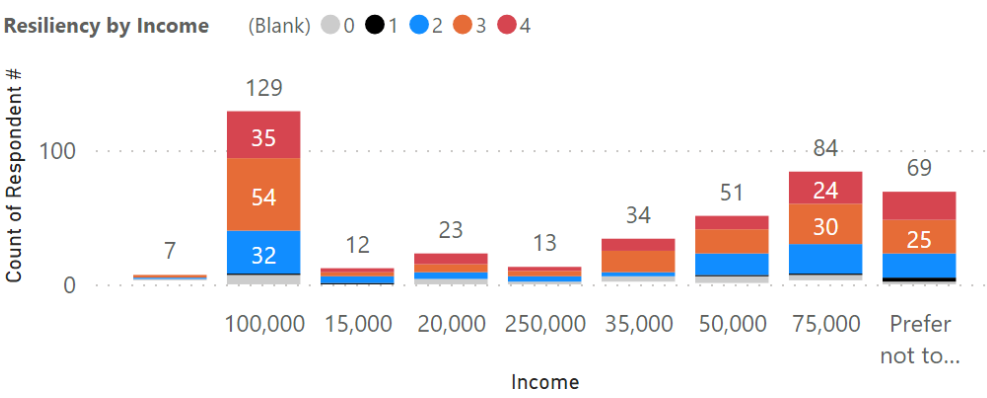
☐ 1

Resiliency

☐ 1

Historic Preserv...

☐ 1



Recreation: Leaburg Lake

How important is it to you that the Leaburg Lake remain as a recreational facility?

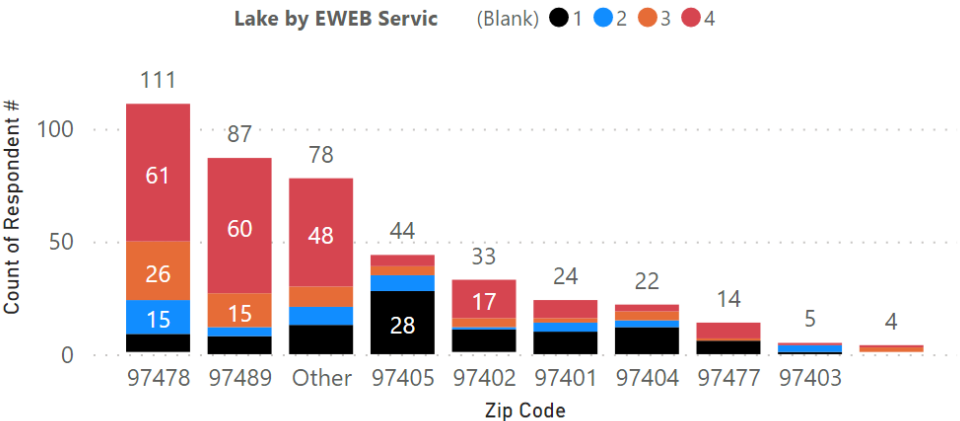
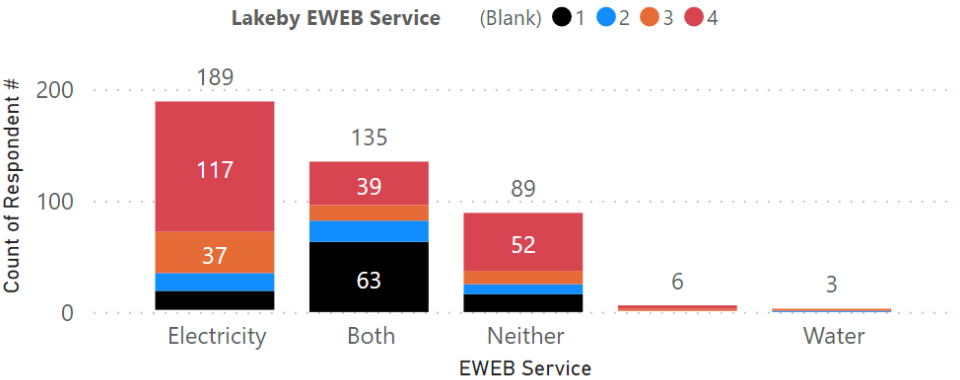
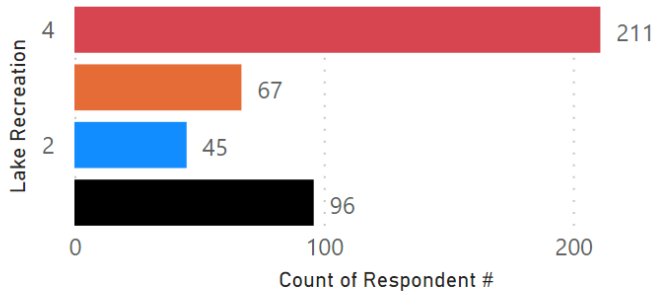
1(Not Important), 2(Somewhat Important), 3(Very Important), 4 (Extremely Important)

4(Extremely Important)

3(Very Important)

2(Somewhat Important)

1(Not Important)



Eugene Zip codes
☐ 97401 & 9740...

Upriver Zip cod...
☐ 97477 & 974...

Income
All

Age
All

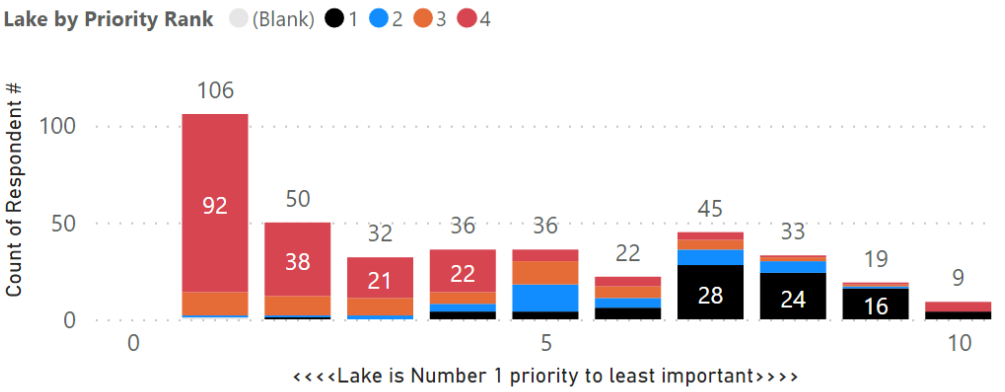
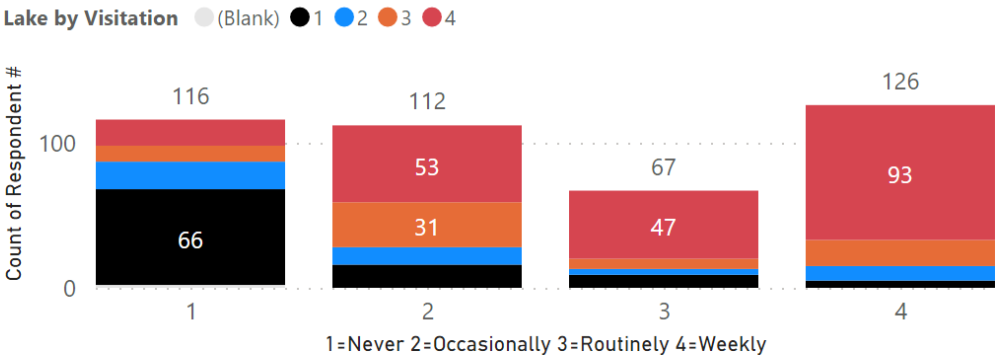
Trust in EWEB
All

Economic Priorities

Highest-ranked Priority

Environmental Priorities

Social Priorities



Lake Recreation Open-Ended

A free flowing river would provide an equal number of recreational opportunities such as hiking and birdwatching.

A free-flowing McKenzie River provides much more recreational potential than Leaburg Lake!

A local resident, RE agent and MRCC Secretary, I value ALL recreation in the Valley. Leaburg Lake is a huge asset to the locals & visitors who use the facility. To eliminate it would be extremely detrimental - PLEASE keep it.

A lot if people use that lake. It's our only lake in close proximity. It's beautiful. I've driven past it 5 days a week for 30 years. Leave it alone.

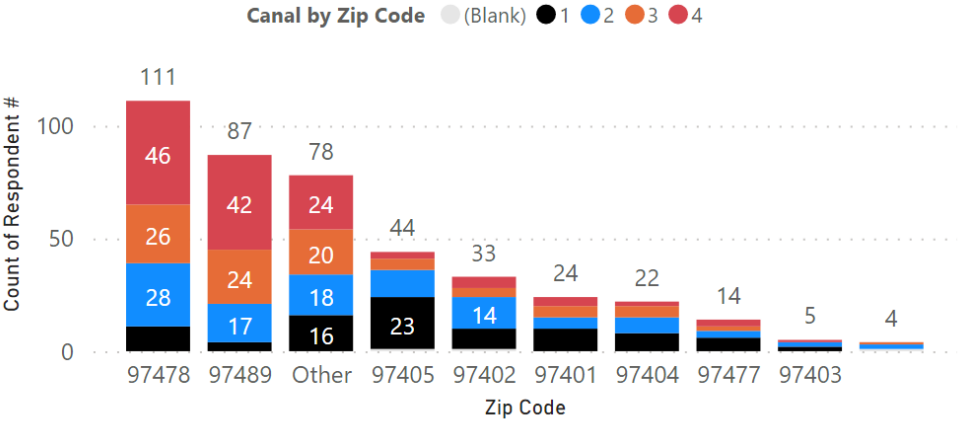
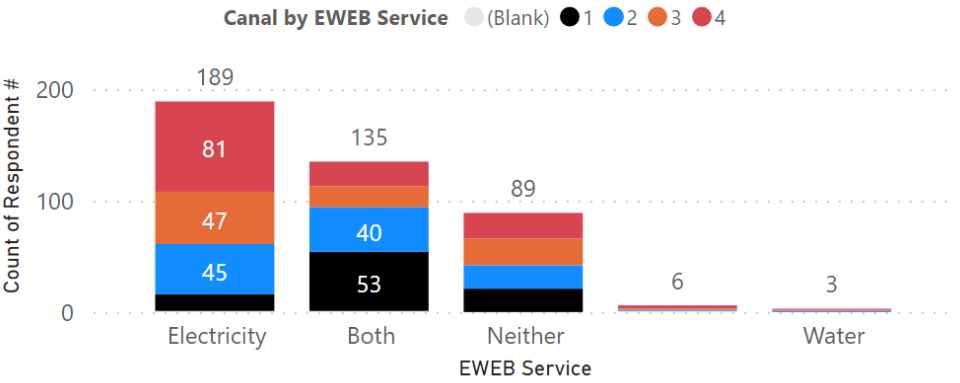
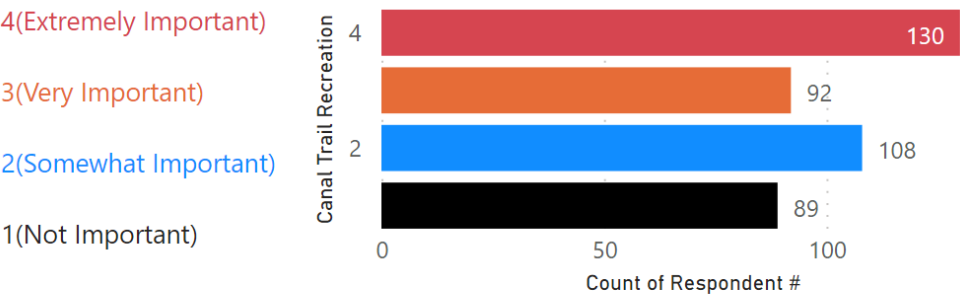
A lot of people, including kids, use it is a recreation access point for numerous activities. Plus you can get up close and personal to a spillway. It's a treasure I'd hate to see the community lose.

After the fire, Leaburg Lake

Recreation: Leaburg Canal Trail

How important is it to you that the Leaburg Canal Trail remain as a recreational facility?

1(Not Important), 2(Somewhat Important), 3(Very Important), 4 (Extremely Important)



Eugene Zip codes
☐ 97401 & 9740...

Upriver Zip cod...
☐ 97477 & 974...

Income
All

Age
All

Trust in EWEB
All

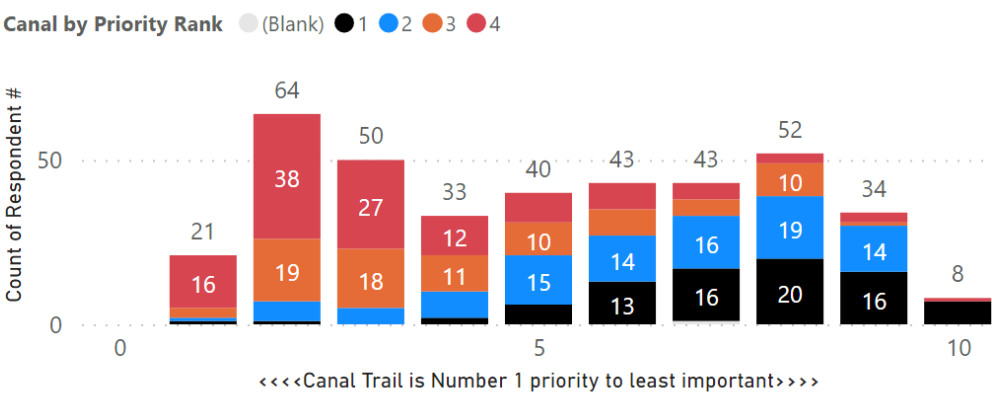
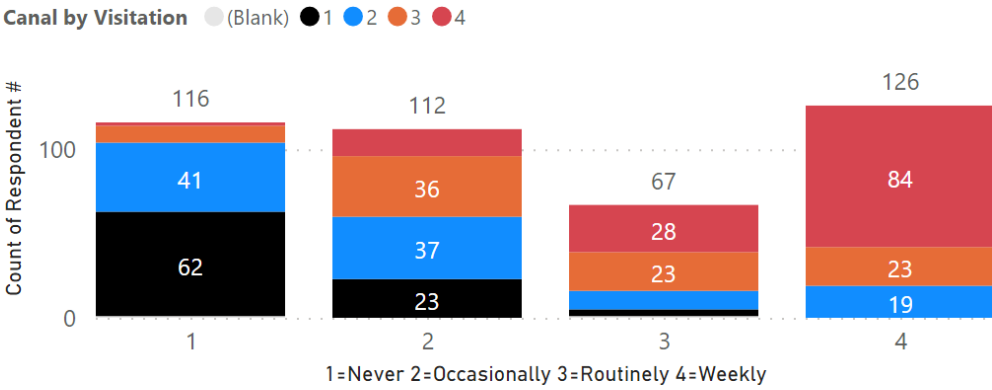
Economic Priorities

Highest-ranked Priority

Environmental Priorities

Social Priorities

Canal Trail Recreation Open-Ended



A great amount of people use it each day for exercise and recreation.

A local resident, RE agent and MRCC Secretary, I value ALL recreation in the Valley. Leaburg Canal Trail is a huge asset to the locals & visitors who use the trail. To eliminate it would be extremely detrimental - PLEASE keep it.

A lot of people in the area use the Leaburg trail on a daily basis. I can walk from my house and choose from several alternative hikes along the canal trail. I am 73 years old, and am on SS, so having a trail this close by is really important to me.

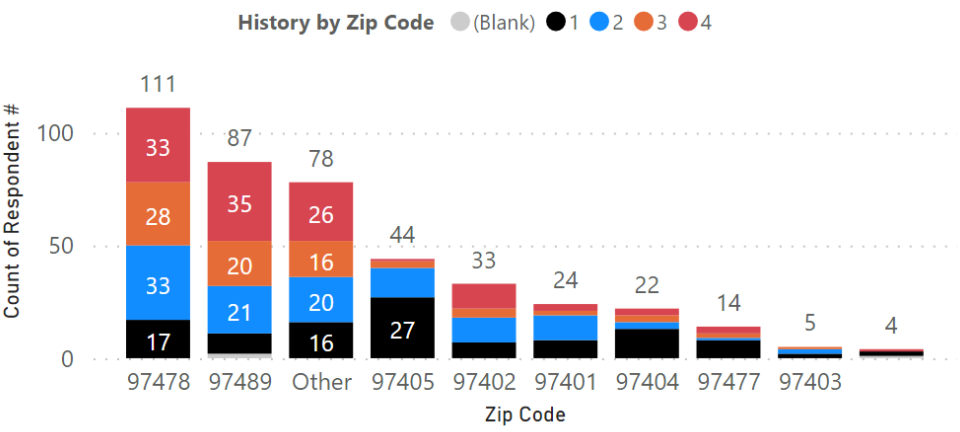
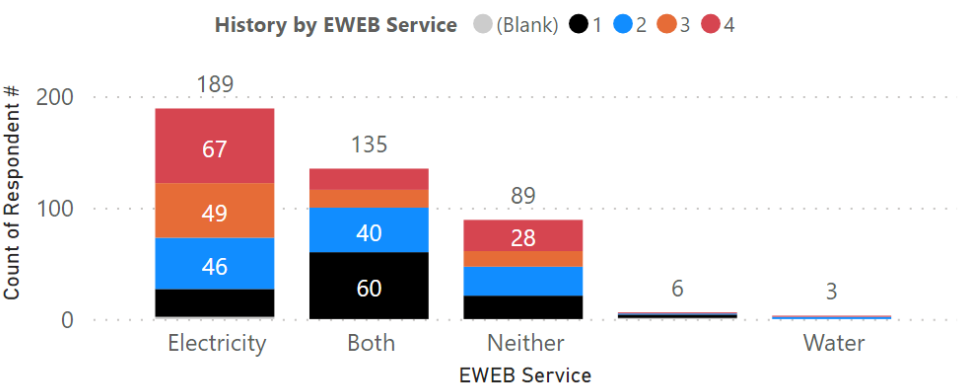
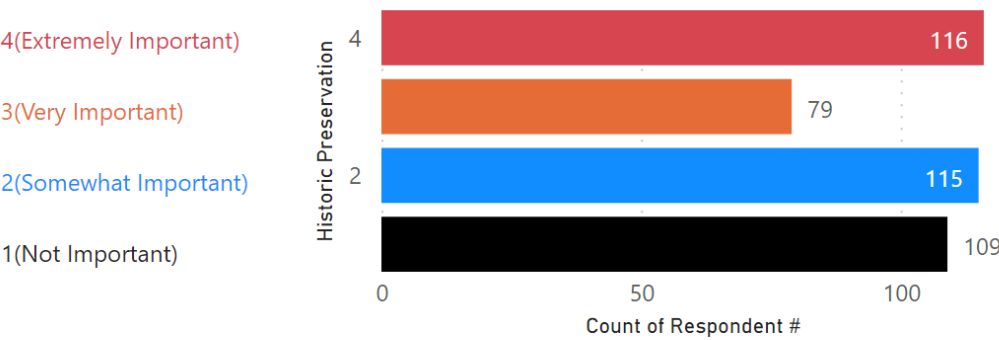
A restored ecosystem is preferable, which also provides plenty of recreational opportunities.

A safe place to walk and teach your kids about nature and beauty. The canal is super IMPORTANT to all of us for watering our property. We have water rights. We really need the water back to protect our land

Social: Historic Preservation

How important is the Historic Preservation of the Leaburg Project?

1(Not Important), 2(Somewhat Important), 3(Very Important), 4 (Extremely Important)



Eugene Zip codes
☐ 97401 & 9740...

Upriver Zip cod...
☐ 97477 & 974...

Income
All

Age
All

Trust in EWEB
All

Economic Priorities

Rates Impact
☐ 1

Total Cost
☐ 1

Generation
☐ 1

Highest-ranked Priority

Environmental Priorities

Fisheries Impacts
☐ 1

Carbon Footprint
☐ 1

Social Priorities

Lake Recreation
☐ 1

Canal Recreation
☐ 1

Resiliency
☐ 1

Historic Preserv...
☐ 1

History by Visitation

Visitation	1	2	3	4	Total
1	65	34	17	0	116
2	19	39	20	33	112
3	10	10	10	28	67
4	10	30	32	48	126

1=Never 2=Occasionally 3=Routinely 4=Weekly

History by Priority Rank

Priority Rank	1	2	3	4	Total
0	13	0	0	0	13
1	10	10	10	9	29
2	10	10	10	12	42
3	10	10	10	9	39
4	10	10	10	8	28
5	10	10	10	12	42
6	10	10	10	11	41
7	22	15	10	13	44
8	44	30	10	5	90
9	16	10	10	4	20

<<<<Historic Preservation is Number 1 priority to least important>>>>

Historic Preservation Open-Ended

Like the history prior to the dam. 1928 ain't that old.

A 100 year project isn't as historic as a millions-year old river.

A fully functional almost 100 year old facility should be celebrated! But apparently EWEB management doesn't share my enthusiasm for such operations and biases the "Options" to disadvantage the "Leaburg Project"!

A healthy McKenzie River and its tributaries are extremely important to a future healthy environment.

Again, the Leaburg Dam is a target for graffiti that has not been cleaned or repainted in years. If EWEB cared about that look of the facility it would have been addressed. Sure they are nice but not essential to the rate payers.

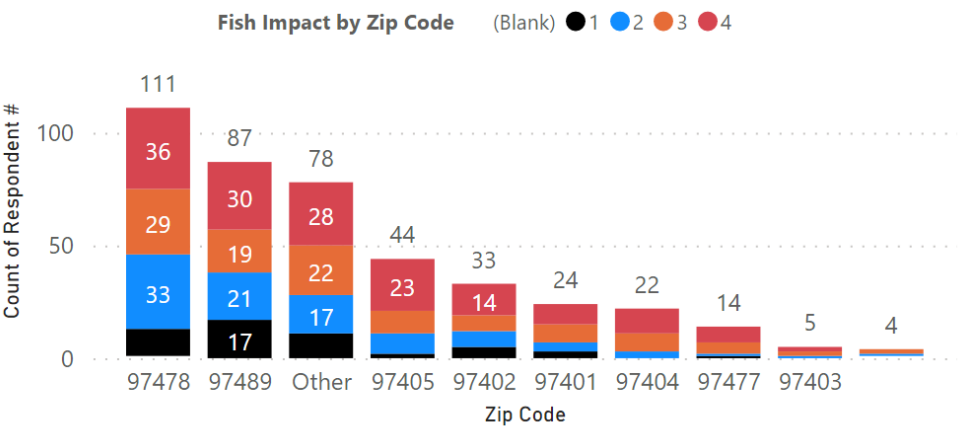
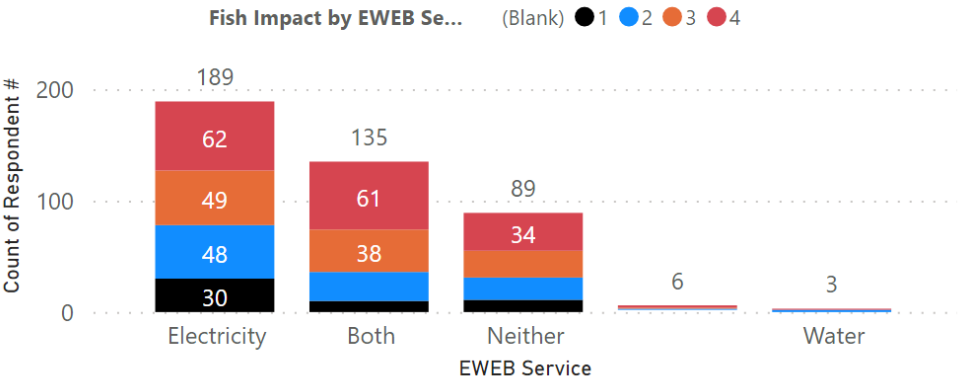
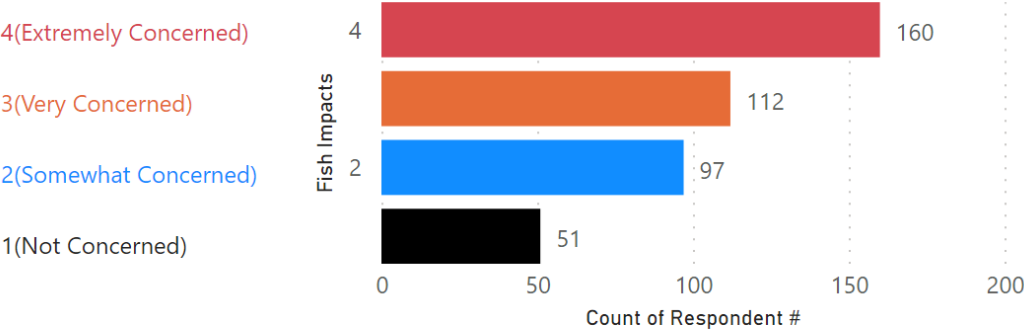
Again, very vital for locals and visitors

Although there is a historical significance in its design, I'm more concerned with the canal's history which is also tied to my

Environmental: Fisheries Impacts

How concerned are you about Leaburg Dam's impact on fish?

1(Not Concerned), 2(Somewhat Concerned), 3(Very Concerned), 4 (Extremely Concerned)



Eugene Zip codes
☐ 97401 & 9740...

Upriver Zip cod...
☐ 97477 & 974...

Income
All

Age
All

Trust in EWEB
All

Economic Priorities

Rates Impact

☐ 1

Total Cost

☐ 1

Generation

☐ 1

Highest-ranked Priority

Environmental Priorities

Fisheries Impacts

☐ 1

Carbon Footprint

☐ 1

Social Priorities

Lake Recreation

☐ 1

Canal Recreation

☐ 1

Resiliency

☐ 1

Historic Preserv...

☐ 1

Fish Impacts Open-Ended

A healthy fish population is crucial to the health and abundance of the river. This is enough reason to correct our past sins and prioritize their health for a change.

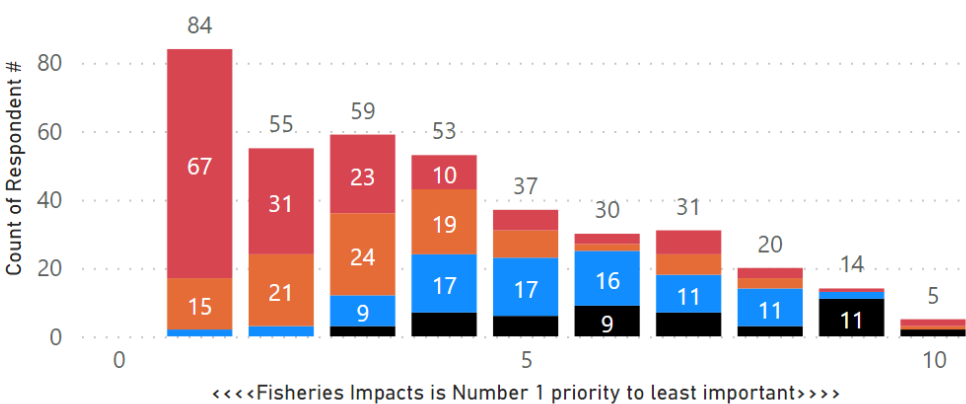
Again, LET THE FISH DO WHAT IS NATURAL...WHATEVER IS BEST FOR THEM..NOT POLITICS GREED and LAZINESS. ONE CHANCE TO DO THE RIGHT THING FOR MOTHER EARTH. WHATEVER THAT LOOKS LIKE FROM THE EXPERTS point of view do it.

Again, providing good habitat and easy passage for our wild salmon and Lamprey populations is vital to the environmental health of our communities, especially to honor the wishes and needs of our indigenous peoples for sustainable salmon runs.

Also concerned about the hatchery and it's future. Especially the show pond which kids of all ages visit to see the sturgeon and feed the trout.

Although low carbon hydroelectric power is extremely important to me, the impact of dams on migrating, highly

Fish Impact by Priority R... (Blank) 1 2 3 4



Priorities Ranking

Please rank the importance of the following values in order of your top priorities. A Smaller Bar indicates a Higher Priority (#1 Priority).

Eugene Zip codes

☐ 97401 & 9740...

Upriver Zip cod...

☐ 97477 & 974...

Income

All

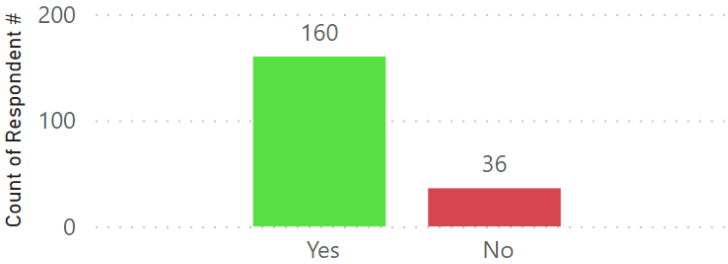
Age

Multi...

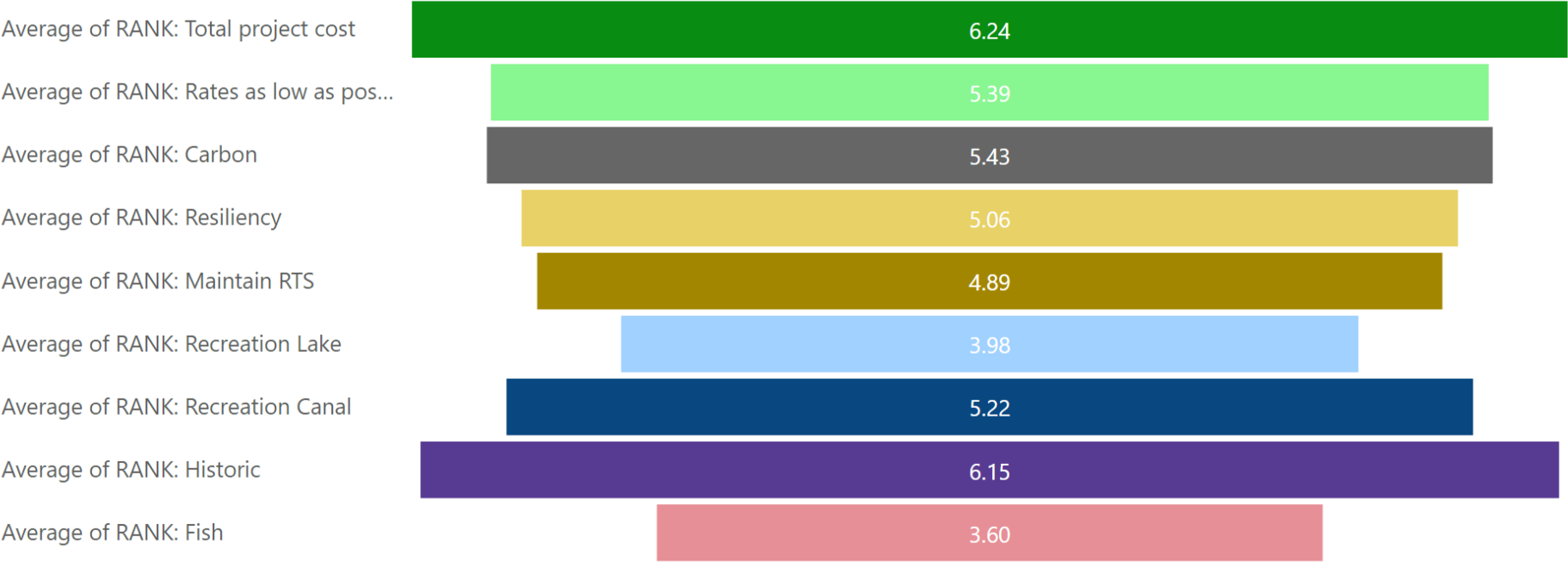
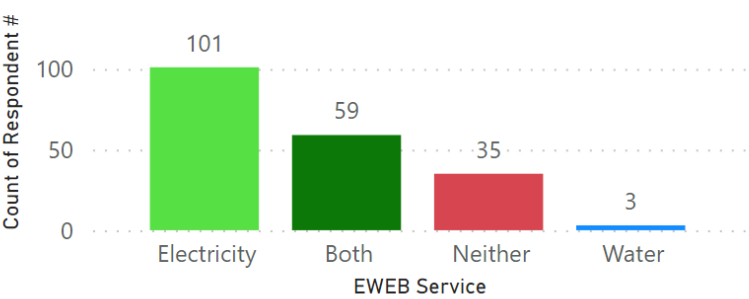
Trust in EWEB

All

Count of Respondent # by EWEB customer?



Count of Respondent # by EWEB Service



Other Concerns Open-Ended

#1 priority for EWEB is to insure alternate drinking water sources in the event of an earthquake. This should trump power production

A diversified portfolio of production assets is critical to long term provision of electrical power to EWEB customers. If the Leaburg facility is closed down, another production capability must be found.

Alternative #3 makes the most financial, environmental and social sense. It provides a new power source, maintains the dam and lake, and rehabilitates the canal for recreational use and creek and stormwater runoff.

As a visible source of power generation attached to a fun recreational area (Leaburg Dam), the Leaburg hydroelectric project has significant educational value. If EWEB decides to build a new power plant at the spillway, I would ask that you consider designing the plant so that visitors can walk to it from the dam and see inside the plant to learn how it operates.

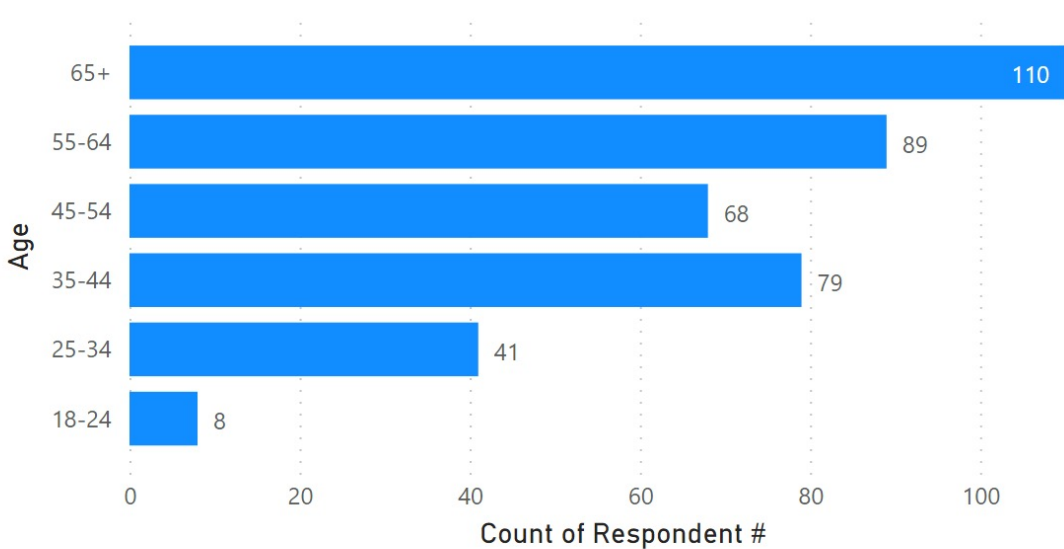
Concerns should be for those of us that rely on the lake/canal for business purposes.

Considering that dam removal is likely inevitable (100+ year old dam will need complete replacement sometime in next 20-50 years), it is critical to ensure

Count of Respondent # by Zip Code

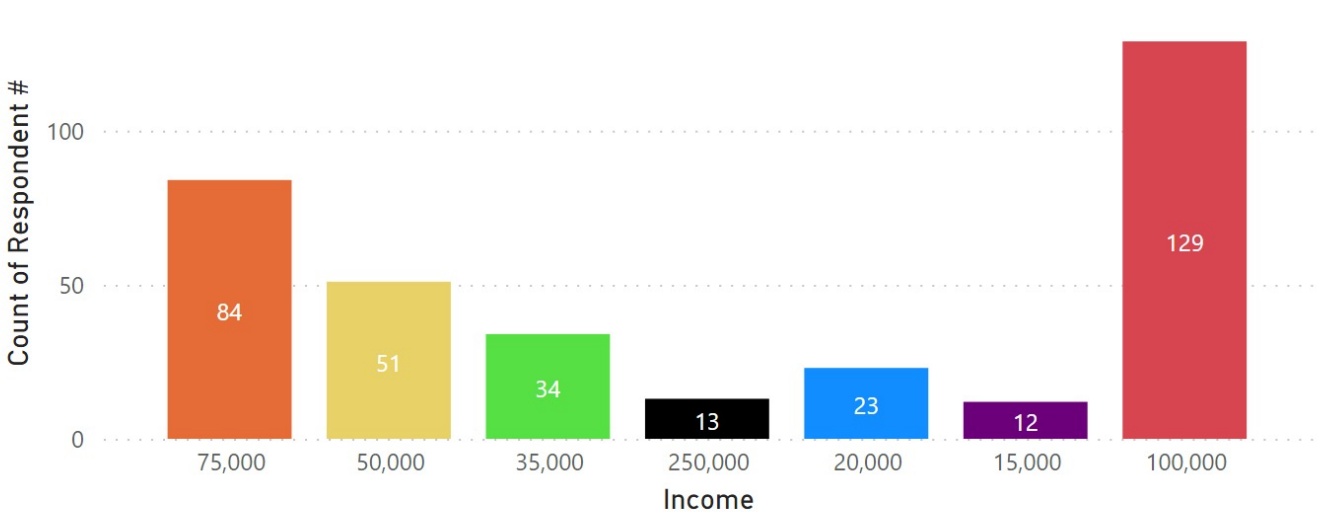


Count of Respondent # by Age

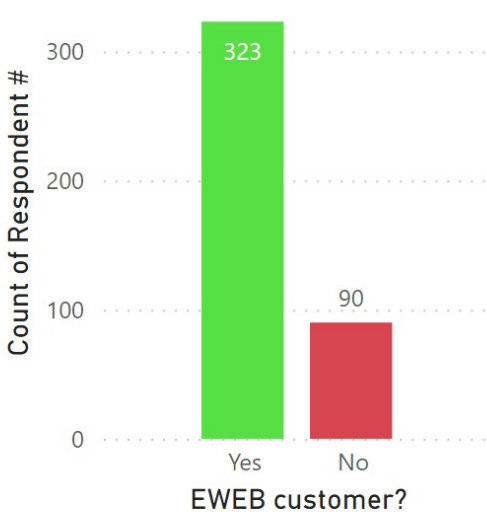


Count of Respondent # by Income and Income

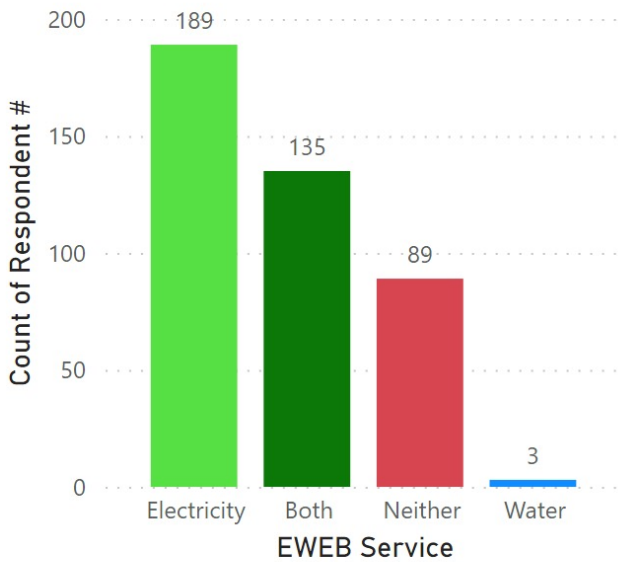
Income 75,000 50,000 35,000 250,000 20,000 15,000 100,000



Count of Respondent # by EWEB customer?



Count of Respondent # by EWEB Service



Comments about Recreation at Leaburg Lake

“How important is it to you that Leaburg Lake remain as a recreational facility?”

105 Comments

92 from respondents who say **Extremely Important**

5 from respondents who say Not Important

Summary of responses:

Respondents who say Leaburg Lake is **Extremely Important point to the tourism economy, local businesses, the fish hatcheries, and nostalgia for their memories at the lake:**

“Leaburg and Vida businesses thrive on the visitors and recreational capabilities of the area. If you take that away, the community as a whole would suffer.”

“As a 30 yr resident as well as business owner of the McKenzie River Corridor, removing the Lake is just another chunk out of the armor for our area.”

“Leaburg Lake is a tourist destination that brings in thousands of people every year to the McKenzie Valley. Tourism is the Primary Economy of the McKenzie Valley. Both fish hatcheries depend on water from the Dam/Lake.”

“Since the Holiday Farm fire, the upriver community has suffered. We need the visitors the lake brings. We need calmer waters for families. The river is beautiful in its wilder stretch upriver, but the contrast downstream is peaceful and inviting.”

“Leaburg lake is a beautiful historic place that I have been going to since I was a child. My parents actually learned how to water ski on that lake. We’ve had picnics, reunions, birthdays and created lifelong memories there. Our community needs it!”

Respondents who say Leaburg Lake is Not Important point to the dam’s effects on salmonids and the benefits of a free-flowing river:

“It is more important that the salmonids that are protected under the endangered species act are protected and be able to spawn without impoundments. Ensuring navigability along the whole river will benefit all users, such as anglers and rafters.”

“It's more important to return the McKenzie River to a free flowing wild river where salmon and fish habitat is prioritized over all other considerations.”

All comments submitted to this question follow below:

From people who answered “How important is it to you that Leaburg Lake remain as a recreational facility?” with **Extremely Important**:

1. We need areas for people to escape to without costing a fortune
2. The Leaburg Lake is the major reason I recently purchased property on Angels Flight Rd.
3. I live about 5 minutes from the lake, I love going up there and kayaking, fishing, and walking around where the park is. It's wonderful and is one of the main reasons we chose to move to this area.
4. Leaburg and Vida businesses thrive on the visitors and recreational capabilities of the area. If you take that away, the community as a whole would suffer.
5. Fishing at Leaburg Lake and exploring the fish hatchery has been a tradition for 4 generations of our family. When anyone comes to visit, a trip to the lake and hatchery are always number one on our list.
6. As a 30 yr resident as well as business owner of the McKenzie River Corridor, removing the Lake is just another chunk out of the armor for our area.
7. Generations of our family have enjoyed picnics, fishing, duck feeding, relaxing and fish hatchery excursions as well as several family reunions. With the ADA friendly platform, it welcomes all, including those with mobility issues.
8. Too many "historical" icons get taken away. What is important to preserve in this life? Mother Nature. We have been gifted a most beautiful, bountiful recreation place to decompress from pressures. The Leaburg Lake area adds sanity to an insane world
9. I care take property on the lake that was purchased because of the lake. Yes it burnt down, but the rebuild will depend on the lake. I live near by and use and value this lake. Do not remove it. Please. So much loss. Don't take this too.

10. I use the lake for kayaking. I would miss it terribly if it were gone. It is a safe venue for that, and pretty close to my. Home.

11. I use it. Its still water that provides a broad range of recreation. We need this after everything burned. Plz dont take it.

12. I live by the lake.

13. It has easy access for those that don't have river boats. It warms our hearts seeing so many people enjoying Leaburg Lake.

14. I take my foster kids here to learn how to fish

15. I purchased my property to be on the lake, enjoy the view and easy accessibility for kayaking and boating. It's nice to enjoy the abundance of wildlife on the lake. It's not far from town for people to enjoy, and it supports local businesses.

16. Leaburg lake and dam are what brings new people to the specific area.

17. Leaburg Lake is a tourist destination that brings in thousands of people every year to the McKenzie Valley. Tourism is the Primary Economy of the McKenzie Valley. Both fish hatcheries depend on water from the Dam/Lake.

18. I see so many families spending time together at the lake. Kids enjoying nature. Even families that do not live up the McKenzie recreate here.

19. I have lived on Leaburg Lake for 24 years. I see firsthand how many people use the lake for fishing, family, paddle boarding and boating. This brings vital economic means to the valley and allows public access and fishing for the disabled.

20. Economics and the social aspects of fishing method diversity

21. I use it weekly for multiple purposes, recreation, fishing, kayaking, exercise, and tourism for our Air B&B

22. Leaburg lake is a beautiful historic place that I have been going to since I was a child. My parents actually learned how to water ski on that lake. We've had picnics, reunions, birthdays and created lifelong memories there. Our community needs it!

23. This recreational facility brings tourists and commerce to the McKenzie valley.

24. I live on the lake & see so many people enjoying it daily. Business owners say the lake is important for drawing people here. My backyard would be a giant mud pit without the lake and I would want to sell but my value would be 25% less-compensated?

25. It is a little gem for tourists and residents. Grandchildren, guests, etc.

26. Tourism is the Primary Economy of the McKenzie Valley. Thousands of tourist visit Leaburg Lake every year from all over the country. The Lake is very user friendly water for families. If tourist go away business will be forced to close.

27. Leaburg Lake is enjoyed by all walks of life. The Lake has been a landmark in this valley since the Dam was put in back in the 1920's and it allows families, individuals, tourists a chance to see nature, picnic, boat, fish. Restore it.

28. I live in Leaburg and value the canal and the lake.

29. As a 40+ year resident I utilize and have many fond memories of the canal and lake. It would be extremely sad to remove this legacy and current outdoor experience for myself and others.

30. It is not fair to the community and visiting tourists that the dam has not been maintained as it should have all these years. The McKenzie river needs this area for tourism to help the local economy after the 2020 fires.
31. Nostalgia and history are extremely important.
32. Since the Holiday Farm fire, the upriver community has suffered. We need the visitors the lake brings. We need calmer waters for families. The river is beautiful in its wilder stretch upriver, but the contrast downstream is peaceful and inviting.
33. It is one of the few places in Lane county that we love to go.
34. Leaburg lake not only provides a recreational site for families and visitors, but it's also a draw for business owners up the McKenzie valley. Having lived in Leaburg for 60 years, I have seen the draw the lake and canal is for many.
35. in order to alleviate community suffering and offer recreation in lieu of drinking.
36. Leaburg lake and the canal are extremely important daily recreation areas for me, my entire family (4 generations!), and our visitors. We utilize them year round. If removed, there would be little to no casual recreation in the entire area.
37. Leaburg lake provides an important role in kids fishing opportunities, easy access for disabled persons, and general public recreation. It also is a economic staple for guides, lodging, and food businesses in the area.
38. I walk the canal daily, it is a safe space for this as the roads are too dangerous and we live far from town where there are bike/walking paths.
I use the lake many times a year for fishing with my family and for kayaking.
39. During summer, we visit Leaburg Lake every few weeks the time with family and friends for recreational boating (kayaks and canoes) and fishing. I am an engineer, and I also use the visits to teach our guests and grandsons about hydroelectricity.

40. Leaburg Lake provides the opportunity for upriver residents to recreate in nature with least impact to fossil fuel consumption. It is also FREE and safe younger children to recreate at Leaburg Lake, an important factor for many families in the area.
41. The lake is a great place to fish kiac and relax
42. This is a staple for the McKenzie river. This is something that has been a extremely important recreational area for all of lane county.
43. I LOVE having Leaburg Lake as a resource to play and enjoy the Oregon outdoors!!!
44. We need as much hydro sourced electricity as possible. Now and especially in the future.
45. I think it should be fully restored. Its is beautiful. More jobs, more educational activities, keep the hatchery running.
46. We live in Vida. I have 2 sm dogs and a daughter with a disability, we have no side walks anywhere! The only place close by we can gp and feel safe to walk is the canal and also the lake paths. My daughter loves the park swings and I love the beauty
47. I live very close, the lake is really important for us and the fishing is as well. And it is the only place for normal purpose to access the river. all off is who can boot afford to buy river front property.
48. Leaburg Lake is not only beautiful but a wonderful area to picnic, fish, paddle board and spend time with family. It would be such a shame to have it go away.
49. All five generations of my family have used and are still using the park and canal as a recreational site for walking, running, fishing, kayaking, and picnicking since the completion. My Father, Uncle, and Grandfather all worked on the Dam Project.

50. Financial impact to area and the lack and dam remove one of the reasons we bought a home up here. This is a serene and relaxing part of the river and we enjoy it immensely. We want the lake and the fish hatchery to remain here. Many memories of bringing family
51. The lake provides entertainment and a wonderful beauty to the area it would be like cutting off an arm of our area. Please don't destroy this beautiful area. Also it will have a dramatic effect on property value.
52. Leaburg lake has been a focal point in this community for years. Fishing, boating, kayaking and birdwatching as well allows for locals to bath in nature basically in their own backyards. Do not remove the dam.
53. Leaburg lake provides many people the opportunity to enjoy a clean lake area close to Eugene and Springfield. Many homes that border the lake would be greatly affected by their home values and use of the lake. Business would be greatly affected.
54. This is a place for people to enjoy the river in a safe environment. Disabled people are able to enjoy outdoor recreation there. It's part of this community and my family's history.
55. This has been a part of my entire life.
56. The Leaburg Lake is a community favorite due to the location and accessibility for everyone. We need to keep recreation areas, especially the quality ones like Leaburg Lake.
57. This is an extremely valuable resource for everyone in my neighborhood we live very close to the canal and it is one of the features that a large portion of us chose when deciding what neighborhood to live in.
58. This lake and site are a getaway for tons of people, please, do not take away something that gives people so much peace.
59. Tourists are IMPORTANT to our community. It is also IMPORTANT for handicapped people to be able to get down to the water. Please, the lake is very IMPORTANT to all of us.

60. The leaburg lake is vital resource to the mckenzie Valley and its surrounding residents. It's numerous attributes are a major attraction for outdoor recreation and residents from down valley in town, which helps the economy of the mckenzie River.
61. It's not only a place of recreation but a historical marker for the McKenzie river area.
62. Since the holiday farm fire, we haven't had many recreational areas where people can come have fun and visit. I feel the lake brings revenue to leaburg from recreational visits to the lake. I even got married there. ☹️
63. I LIVE HERE!!! I do not want a field behind my house. I live on the portion of the canal under discussion. The water already flows at a creek level now. Green scum routinely fills the water, and it looks and smells terrible.
64. Tourism
65. Leaving the dam in place is highly important to me as well as thousands of other people who recreate in the area. The dam also acts as a fish trap to keep wild and hatchery fish separate. Also it creates a regulated flow of cold water for the fish.
66. THIS IS NOT THE TIME. This project can wait. The majority of the workers in our community have already suffered higher prices on EVERYTHING, including rent/housing, gas, insurance, vet bills, car repairs, utility increases, food, etc.
67. Leaburg gives anglers of all age and abilities to have a place to fish a river/lake. It is a Beautiful recreation area that has been there ever since I can remember.. Would be a shame not to be able to share it with My Grandchildren
68. This community is known across the nation. It has a very interesting history and the dam is part of that story. In the last two years, this community has been hit hard enough. Taking out a major source of tourism in the name of ESG scores is evil.
69. Can the dam be decommissioned, but left so the lake can remain? Tourism at the lake and above is an important source of income for the area. Removal of the dam would negatively affect property values of many homes.

70. It is very highly used and is a good source of tourism for the McKenzie.

71. It's a beautiful place our family loves going to. They come from all over the US to visit, and always ask to visit there!! Home values of residents may also go down.

72. Recreation and fishing

73. This is an amazing spot to come with the kids, one of very few safe fishing spots for kids. Please don't take it away!

74. The beautiful lake. Boating and fishing recreation

75. The lake allows families and people with disabilities (and who may not be able to afford a guide service) the chance to access and fish a river that does not have a lot of easy bank access. This point of the river allows education of the river.

76. By removing the dam, it would impact the business close to the lake. It is a large tourist attraction and therefore brings in an immense amount of income for the local business. Also removing the dam could impact the salmon and steelhead population.

77. This has been part of my family history since 1941. Not only my family, but many others recreate on the lake. It is vital to recreation, hence the background picture on the Lane County website, as well as tourist dollars in the economy to locals.

78. It's a place our family loves.

79. I am a resident of the McKenzie community and a EWEB customer. The Leaburg lake is a staple of the area and one of the many attractions for residents of Eugene to enjoy and all those that pass the area on their way to Bend.

80. We need areas for people to escape to without costing a fortune
81. The Leaburg Lake is the major reason I recently purchased property on Angels Flight Rd.
82. I live about 5 minutes from the lake, I love going up there and kayaking, fishing, and walking around where the park is. It's wonderful and is one of the main reasons we chose to move to this area.
83. Leaburg and Vida businesses thrive on the visitors and recreational capabilities of the area. If you take that away, the community as a whole would suffer.
84. Fishing at Leaburg Lake and exploring the fish hatchery has been a tradition for 4 generations of our family. When anyone comes to visit, a trip to the lake and hatchery are always number one on our list.
85. As a 30 yr resident as well as business owner of the McKenzie River Corridor, removing the Lake is just another chunk out of the armor for our area.
86. Generations of our family have enjoyed picnics, fishing, duck feeding, relaxing and fish hatchery excursions as well as several family reunions. With the ADA friendly platform, it welcomes all, including those with mobility issues.
87. Too many "historical" icons get taken away. What is important to preserve in this life? Mother Nature. We have been gifted a most beautiful, bountiful recreation place to decompress from pressures. The Leaburg Lake area adds sanity to an insane world
88. I care take property on the lake that was purchased because of the lake. Yes it burnt down, but the rebuild will depend on the lake. I live near by and use and value this lake. Do not remove it. Please. So much loss. Don't take this too.
89. I use the lake for kayaking. I would miss it terribly if it were gone. It is a safe venue for that, and pretty close to my. Home.

90. I use it. Its still water that provides a broad range of recreation. We need this after everything burned. Plz dont take it.

91. I live by the lake.

92. It has easy access for those that don't have river boats. It warms our hearts seeing so many people enjoying Leaburg Lake.

From people who answered “How important is it to you that Leaburg Lake remain as a recreational facility?” with **Very Important:**

93. It's a nice resource

94. I'm a resident near Luffman Spillway & use the lake & canal trail. I cannot fathom the effort to return the lakebed or canal to prior state, and don't believe you can be successful. A hybrid of canal as stream diversion and modified dam is what I see

95. it is a wonderful place to recreate, hike, fish and take dogs for a swim. It brings tourism in which supports local businesses. If decommissioning it would retain access to it as a part of the river so we can all still enjoy it, i would be 100% for i

96. All other reservoirs are much further away

97. There are very few places in the area safe for children to play. The lake provides a valuable resource for learning water safety, learning to fish, cooling off in the summer. The trails adjacent to the lake are safe and accessible for the littlest.

98. McKenzie River corridor is a Scenic Byway and the Lake is a very popular recreational area for both tourists and locals. There is no other area like it along the corridor. The Dam and Hatchery are Historic.

From people who answered “How important is it to you that Leaburg Lake remain as a recreational facility?” with **Somewhat Important:**

99. The dam should be removed for the health of the river/fish. It should not come down to property values. I grew up with the lake & I fish/kayak on it. My mom worked at the hatchery. I would be okay without it. Lloyd Knox taught me about native plants.
100. It's just a very nice spot to visit

From people who answered “How important is it to you that Leaburg Lake remain as a recreational facility?” with **Not Important:**

101. It's more important that environmental considerations are foremost, especially that enhanced habitat and wild salmon populations are protected.
102. It's more important to return the McKenzie River to a free flowing wild river where salmon and fish habitat is prioritized over all other considerations.
103. It is more important that the salmonoids that are protected under the endangered species act are protected and re able to spawn without impoundments. Ensuring navigability along the whole river will benefit all users, such as anglers and rafters.
104. I believe in 100 years we will look at back on this time and say we wish we would've made more portions of the Mackenzie free and wild. I think it's imperative to get rid of the dam, And return more fish habitat, Thank you for your consideration.
105. I am a resident of the Leaburg Lake area and am concerned about the potential to surrounding homes' well supply. My home is not on the "lakefront" itself, and I look forward to a free flowing river with improved, natural access for recreation.

Comments about Recreation at Leaburg Canal Trail

“How important is it to you that Leaburg Canal Trail remain as a recreational facility?”

206 Comments

70 from respondents who say **Extremely Important**

36 from respondents who say **Very Important**

56 from respondents who say **Somewhat Important**

43 from respondents who say **Not Important**

Summary of responses:

Preserving all the avenues we have to enjoy the beautiful and unique place we call home is of the utmost importance for us and our descendants as more and more of nature's beauty becomes inaccessible to people.

Every year thousands of people on foot, on horseback and bicycle, use the trail along the Leaburg Canal at all hours of the day, every day, in all seasons and weather. The Trail is a huge part of the life of thousands of folks over the years.

A safe place to walk and teach your kids about nature and beauty. The canal is super **IMPORTANT** to all of us for watering our property. We have water rights. We really need the water back to protect our land and home from fire.

I understand and appreciate people's connection to this site, but again, we have got to be less selfish and think about the health of the river and its environs, and providing safe drinking water, providing for healthy fish, etc., first.

We need lower rates not recreation from EWEB. They are a power/water company not entertainment.

EWEB rate payers shouldn't have to pay for recreation. We expect to pay for electricity and water provided in a safe and renewable manner.

All comments submitted to this question follow below:

From people who answered “How important is it to you that Leaburg Canal Trail remain as a recreational facility?” with **Extremely Important:**

1. I walk the canal every night. I also swim in the canal during the summer when it has water in it. I also fished the canal when it was stocked with trout.
2. I hike the canal trail very often
3. Preserving all the avenues we have to enjoy the beautiful and unique place we call home is of the utmost importance for us and our descendants as more and more of nature's beauty becomes inaccessible to people.
4. There are not many places where one can experience nature as well as obtain decent exercise in the process. we need more of this, not less.
5. It is a canal i walk multiple times a week. Allot of the local residents including the elderly use it for exercise and transportation both making our way to Walterville.
6. It's an excellent place for locals to walk without having to travel far, thus helping the overall health of the community.
7. This years high water is a great example of the need for water control in the valley. Also the canal lowering caused multiple wells to dry up when empty. If properly managed this is a vital asset to the whole community and ecosystem.
8. See above
9. I walk it almost daily. It is my safe spot for exercise!

10. So many people, including families and elderly walk these trails. It is very important to everyone.
11. It is one of the few safe places we can walk without having to walk on the highway with commercial trucks and log trucks. There are hundreds of contractors working on the river now after the fire. They are tired and not looking for walkers.
12. A local resident, RE agent and MRCC Secretary, I value ALL recreation in the Valley. Leaburg Canal Trail is a huge asset to the locals & visitors who use the trail. To eliminate it would be extremely detrimental - PLEASE keep it.
13. It's a healthy place to exercise in the Leaburg area
14. So many people use this area as it's a safe place to walk with your children and animals. Exercise and fresh air are necessity in today's lifestyles. To take this away will impact people Mentally and physically. It would be wrong to take this away.
15. Another outdoor activity close by.
16. Same as above
17. This trail lets people and their dogs walk in safety. The Mckenzie Highway is so busy and dangerous to walk on. The trail along the canal is perfect for needed exercise in todays busy lifestyles. Please keep it as it is.
18. Utilization for recreation and community bonding.
19. The McKenzie river community needs these areas for tourism to boost local economy

20. This is where we walk, bike, & run for our exercise. It's always a joy to see the wildlife enjoy the canal, too, especially when it was full compared to the last years.

It's also important for businesses & organizations that depend on the canal.

21. Hiking the trail is great!

22. Public use nature trail.

23. I walk the trails almost daily. This is a great place for people to be able to get out and get exercise if its walking, jogging, or biking. Doing this type of activity is very limited up river, especially for seniors.

24. Every year thousands of people on foot, on horseback and bicycle, use the trail along the Leaburg Canal at all hours of the day, every day, in all seasons and weather. The Trail is a huge part of the life of thousands of folks over the years.

25. Leaburg lake and the canal are extremely important daily recreation areas for me, my entire family (4 generations!), and our visitors. We utilize them year round. If removed, there would be little to no casual recreation in the entire area.

26. I walk it daily. There are few safe walking areas up river.

27. Like I said above. I own/run a kennel and it's so nice to have somewhere beautiful to take the dogs to.

28. We live on Greenwood Drive, and our young adult daughters run on the trail almost every day. We also see and chat with our neighbors on the trail. We *really* wish we could walk to the dam on the trail without being stopped by the spillway fencing.

29. It gives another place and chance for people to enjoy the great outdoors.

30. Many area residents walk the canal trail as a means of safe, free physical and mental health exercise. It's especially important to me that my elderly friends who don't feel safe walking in town have a low-impact, beautiful trail, close to home.
31. As a community we need a place to have weddings, church services, family gatherings, and softball games.
32. I'm very sad when I think about not having this place.
33. Eugene has their bike paths and we have the canal. It's one of the benefits about living where we live in the McKenzie valley.
34. It's nice for those of us who live up here to have a safe place to walk our dogs and kids free from hwy traffic. We don't have neighborhoods so I love walks on the canal where I can run into other folks in the area and chat. Gives that community feel
35. it's the only place close to go for walks. Everything else is privately owned, or far away
36. The canal trail is a recreational hub for our community that is used by hundreds if not thousands daily.
37. We as a family use the trails on both sides of the canal for exercise and walking with friends. Part of our weekly social activities.
38. We brought our kids then grandkids and great grandkids here for treasure hunts this is an important part of our lives.
39. A great amount of people use it each day for exercise and recreation.

40. Provides a safe place to run, walk, bike, and dog walk on the Mckenzie. My family uses the canal daily in the summer and on any breaks from the rain in the winter months. The Hwy is no place to walk with kids or animals, we love our canal!
41. I live in Vida and appreciate the function, as well as the recreational opportunities the lake provides. The „Áútrails,Äù offer a safe place, off the Highway, to walk and exercise.
42. Read above
43. A lot of people in the area use the Leaburg trail on a daily basis. I can walk from my house and choose from several alternative hikes along the canal trail. I am 73 years old, and am on SS, so having a trail this close by is really important to me.
44. I jog on the canal trail every week, between one to three times. It’s a huge contributor to my quality of life and helps me stay fit and healthy in an enjoyable way.
45. i live along the canal and it was so beautiful! & an asset for local plant, wildlife and hikers when it had water. Now it is stagnant, attracts bugs, plant life and wildlife have diminished and being just a ditch is decreasing our property values.
46. I believe a major shift in our economy is coming. As such, I believe more people will be seeking to come to nature, and that the more natural recreational opportunities we preserve/cultivate here, the more of those visits Oregon will enjoy.
47. I walk my dogs on the canal 5 of 7 days of the week usually. Aren’t we effecting the eco system if we drain it? Then it will be a huge eyesore of a ditch and become dirty.
48. The trail provides access to any and everyone, providing all the health benefits of being in nature. Most of the trails are maintained provding a safe enviroment for those not in groups.
49. I am a 73 year old man whose primary form of exercise is my daily walks along the Leaburg Canal. I walk with my dog, so their really is no other SAFE alternative for me, as I refuse to walk along the highway.

50. As I stated in my previous comment it was one of the deciding factors in living in this neighborhood. I would have not chosen to live here if there would not have been recreational opportunities so close by and many of us in the local area use it
51. This gets a lot of use, especially down by Walterville. To lose it would be a pretty major loss for the McKenzie community. There are not a lot of easy to access, flat walking spots out that way. It is irreplaceable in my view.
52. A safe place to walk and teach your kids about nature and beauty. The canal is super IMPORTANT to all of us for watering our property. We have water rights. We really need the water back to protect our land and home from fire.
53. As with the lake the option to have a trail to recreate to is very important to its surrounding residents.
54. See above. I walk the trail almost EVERY DAY. I walk the dog at the lake and fish hatchery. We have already lost so much from the Holiday Farm Fire. The Walterville Pond is now a mud flat, and now you want to take the canal?
55. The canal is heavily used for biking/running/walking as there are no sidewalks or safe places to so do closer to the highway. Removing the canal would impact the whole community
56. There are very few trails along the highway until well past Blue River. The Canal trail is a great, safe spot for running/walking and I personally think could be a safer alternative for a bike path for that stretch of the highway if improved.
57. My wife and I use the trail regularly to hike on.
58. It is used by many local residents and visitors almost all year. It gives them a chance to get exercise in a safe natural environment including taking their dogs for walks away from streets and other hazards.
59. I live along the canal. Not only is it the only source of water for our flower farm, but it is also an emergency escape route in case of a disaster.

60. Rurally there are few places to safely walk and run. Exercising my dog and myself are very important. I love the trail along the canal!
61. It is a safe, peaceful place for residents up river to walk. Please don't take away a part of the local history by destroying the dam!
62. Rails to Trail- esqu bike path!!
63. There are not a lot of safe walking/running options up here.
64. This trail allows an excellent point of access to the sites of the valley, creating appreciation for it and allowing kids in the area the ease hanging out with friends when that that can be difficult in rural areas.
65. It's the best running spot locally! Very fun and important to my enjoyment of the area.
66. See above
67. See above statement re: Trust.
Secondly, we use the recreation facility and do not trust You do do what you say you'll do in taking it down. We dont trust your above mentioned numbers or reporting on the ,Äústudies,Äù you've performed.
68. This is a very scenic, popular walking area. The canal has been in existence for nearly 100 years so should be preserved and maintained as one of Oregon's scenic areas. The loss of the canal flow has caused stagnate water and is bug infested.
69. Our family uses it frequently. Lots of deep conversations, and a beautiful walk

70. I walk and/or run on the Leaburg Canal Trail 5-7 days/week and see other community members using it every day as well. I would be very sad to see it completely decommissioned.

From people who answered “How important is it to you that Leaburg Canal Trail remain as a recreational facility?” with **Very Important:**

71. It has not been fun to walk around the canal trail since the water has been drained.

72. Same reason as above statement

73. Same as response to previous question

74. The canal trail is a way for a lot of community members to get out and exercise!

75. Our house / property has the canal in our back yard; so it's very convenient.

76. At this time we walk it every day.

77. Good place to walk my hound.

78. We use it for a safe place to run and walk.

79. The canal butts up to the back of our property and is convenient for walking.

80. To be able to walk with ease in the country is a pure pleasure and EWEB has provided that for generations. It has been passed down in families as a place of rejuvenation and needs to continue

81. Tourist from all over walk, bike and hike on the trail

82. same as the reason above

to continue my above question what happens if we get theses atmospheric rivers that some states have had and the infrastructure under consideration is gone?

What's left up the Mckenzie will encourage public rebuilding

83. I use it almost daily for exercise for my dog and I.

84. \

85. The canal trail is enjoyed by so many people. It's a lovely place to walk.

86. The canal offers a recreational opportunity for fishing and outdoor enjoyment. It can exist with modifications as a legacy structure.

87. alternative 2

88. The Leaburg Canal Trail is a great way to get exercise by bike, walking or running. It is close to town and gives many people access even if you don't drive and need to take the bus, this is also true of Leaburg Lake.

89. A trail like this is easy and available to all ages. Exercise is so important. Easy access is so important!

90. I use it to walk dogs. Others use it to get to Leaburg without using the highway (on foot and bike). The trail is useful and provides an opportunity for us to exercise and enjoy nature.

91. Same as above, but perhaps slightly less so. More to the point, I don't think EWEB should purposely lose ANY power generation capacity. I know you are confident for the future in this regard, but I urge caution. Keep all power generation capacity.

92. See above.

93. Without access EWEB facilities would be an industrial process with few redeeming qualities

94. The public land that makes up the Leavurg Canal project is important to keep, and could be part of an extension to the McKenzie River National Scenic trail network.

95. It's a great trail for building up strength at the start of the cycling season, or after an injury or surgery etc.

96. It's important for the health of our residents and visitors to have a safe and cool-weather place to recreate and hike during the summer months and all year long.

97. We have had a vacation rental, which we are now rebuilding because of the Holiday Farm Fire which burned it down, and many of our guests have enjoyed the trail. It's a short distance from Eugene, and central to the valley.

98. Ditto

99. The trail is not just recreational, but a safe way to get up and down the River to neighbors without the dangers of traveling by foot or bike on the highway.

100. Lovely walking trail for residents and tourists.
101. It's a wonderful place to go!
102. Again, have spent a lot of family time there.
103. Ability to walk and bike away from the highway
104. Even though I am not a user of this trail (at the age of 81), I provide much value for the hikers, dog walkers and people who want an easy access to a level trail. There aren't many such choices available in the area.
105. It's a beautiful simple and easy trail.
106. One of my goals has been to find a safe bike route along the McKenzie Highway from Springfield/Waltonville up to the McKenzie Pass (242).
107. One of the legs that seems to be convenient is along the Leaburg Canal.

From people who answered “How important is it to you that Leaburg Canal Trail remain as a recreational facility?” with **Somewhat Important:**

108. If it is a free-flowing McKenzie River vs Leaburg Canal Trail, I would prefer free-flowing McKenzie River.
109. I primarily use the canal trails in Waltonville

110. It is an important resource for the community.
111. Anything that gets people out and moving is of significance. I will make a plan soon to find that trail and hike it.
112. If you're not going to use the canal then use it as a solar farm and put up solar panels. EWEB owns so much unused land that they should start thinking about doing this. Wind, water & sun are free, purchasing electricity from other counties is dumb.
113. There are many great walking and hiking areas in our area, the Leaburg Canal is about the least inspiring of these.
114. For the people that live in the area, it is a great place to exercise, take dogs for walks and use as a part of life.
115. I am not a hiker.
116. I live on the canal but hike elsewhere
117. People are losing places to recreate after the fire and public access is important. I don't think it needs to be a tributary but the trails are nice. Native plant restoration and rain gardens could be cool.
118. Hiking trails during the non-rainy season provide an opportunity for exercise and for spending time in nature.
119. I walk both the canal trails. They are well maintained, safe, and close to home.

120. While I don't regularly go there I know a lot of people who do and I know my daughter would love to go.

121. Canal trail is scenic and historic.

122. Most important is generating electricity that does not contribute to climate change.

123. I don't use the leaburg canal trail but others do and value it. It's been in existence since most users have been alive. Save the salmon for salmon sake not because of humans wanting to fish for them. Nature first. Be good stewards first.

124. I don't know what "recreational facility" means. I kayak it a lot, and want that option to remain.

125. Any trails not on Highway 126 or a good thing.

126. Have never used the trail.

127. There is little public recreation on the lower McKenzie. This is important for community members to have access to walking paths/trails.

128. It is used a lot for tourist for hiking, walking and biking.

129. trails should be developed not decommissioned,

Trail development is vital given the unfortunate urbanization of our community in recent years.

130. The canal parking has been an issue for my family because we live on a road the canal access that isn't public road.

131. Not very familiar with the extent of the damage
Would like
More info

132. It is used.

133. I use the Canal Trail occasionally for walks & runs. A great (but perhaps implausible) use for the trail would be an off street Multiuse path for cyclists traveling up the McKenzie river to give them an alternative to riding on highway 126.

134. I occasionally walk the canal and love it, but I am always surprised at how many folks utilize the canal as a safe place to walk, something that is needed badly since the roadways really are unsafe to walk along.

135. Enough damage has been done to our environment in the name of profit. They keep claiming we need more energy production due to increasing population in the area. We don't need more population in the area and as such, no increased energy production.

136. I think many people enjoy the recreational opportunity.

137. though I do not use it , other people do.

138. Well used

139. This is a great place for locals to walk dogs etc. however the focus should be on the dam.

140. Rebuilding the hydro power is #1 of importance. If that disturbs the Canal Trail so be it.
141. I live above the canal. I cross it everyday. I dont care for the extra traffic on our road to access the trail, but I think its beautiful and should stay. I do wish eweb would maintain our road better from the canal to the highway though.
142. As already noted in 7a, even without the canal, there's no reason why a trail system could not be developed as part of plan, too.
143. If it is feasible to maintain the park and remove the dam that would be awesome. It's a great park.
144. i love living here and want to protect what we have left The fire took away alot from us now this its scary
145. Ecological restoration and conservation should be higher priorities than mere recreation though
146. It is inconceivable to me that the EWEB Board would consider removing the ability to generate maximum hydropower from the Leaburg Canal. In fact it should be considering how to increase hydropower production. Maximize non-carbon power now.
147. We hike on the leaburg canal trail all the time, but hopefully the trail could stay intact, even if the canal was decommissioned.
148. There may be other ways to have trails there.
149. I am not a hiker, but I am sure there are many that would be sad to see this go away.

150. Although I don't use it I see that it is well used as a walking site.
151. While the lake, park, and trails are nice, clean renewable power is extremely important and should be the pivotal concern.
152. There are limited close-by hiking and biking opportunities in our narrow valley. A great place to exercise, walk the dog and enjoy our natural beauty without planning a major undertaking.
153. THIS IS NOT THE TIME. We don't need to do anything right now. It is a low level concern. It has lasted this long, wait 5 years. We need time to calm down after all the chaos of the last few years. We need to build affordable housing.
154. I use the trail frequently. It is nice to have since we'd have to drive long distances to find a walking trail otherwise. And even without much water, the Walterville Canal walk is full of wildlife, elk, birds, deer, and more.
155. Local walking opportunities are limited in the corridor. Also, the canal could be utilized to a greater extent for local commuting or as a destination trail.
156. I see a lot of people using this trail. If it was gone they may have to walk on a more dangerous trail.
157. I know a lot of people who use the trail frequently for recreation and walking.
158. Trail is good for hiking.
159. As long as there is a trail there, can't it stay?

160. It is a nice asset to the community.
161. Many residents rely on the water. It is rather ugly empty.
162. There are few recreational trails available in the area. However, it is not my primary choice for recreation because it's too manufactured and not scenic. If the trail is impacted by the Leaburg Dam decision, I will not likely be impacted as others.
163. I enjoy walking the canals with my dogs and the ability it provides to walk along the McKenzie Hwy safely to enjoy scenic views along the path.

From people who answered “How important is it to you that Leaburg Canal Trail remain as a recreational facility?” with Not Important:

164. There are other places to recreate.
165. Iv spent a lot of time on and around the mckenzie river. Iv never even thought about anything recreational on the leaving canal.
166. There are multiple trail opportunities in the area.
167. I would like all parts of the dam removed and the river restored
168. The interests of having a healthy and viable ecosystem is far more important than maintaining recreational dams and lakes
169. The river in a free flowing state is a far greater recreational draw than a man made canal.

170. Same as above. I want my utility to provide clean water and reliable power, I want city councils, county boards, and other gov. agencies concerned with recreational facilities. Keep decision criteria relevant to core mission.
171. plenty of other places to hike & walk dogs
172. NOAA has determined that the Cascades will no longer have a winter snow pack by 2040 due to the effects of burning fossil fuels and climate change. This would reduce the amount of runoff jeopardizing our ability to have hydro power.
173. I've ridden the trail several times - it's not necessary.
174. I would rather have the potential to improve a fishery than the recreational opportunities lost. I'm thinking about my non existent grandkids and how it would be better for them.
175. Never even knew this existed. Given that just upstream 20 miles you have an amazing river trail through old growth forests it seems like this trail may only serve the residents immediately surrounding it.
176. This canal is a terrible eyesore and a massive diversion of water from the river that is needed by native fish. Could still leave a trail here without the canal. But how many people actually use this trail anyway?
177. Habitat is more important than fake-lake recreation.
178. It is under used
179. I want the dam removed

180. There's other places

181. I'm hoping that a restoration of the McKenzie to a free-flowing river would open up other recreation possibilities to replace those of the Canal Trail.

182. I have no vested interest in the trail and believe the relatively minor recreational opportunities that it provides does not outweigh the ecological benefits of removing Leaburg Dam and canal and restoring a free flowing river.

183. A restored ecosystem is preferable, which also provides plenty of recreational opportunities.

184. NA

185. I do not use the canal trail.

186. Plenty of other trails for people to use.

187. There are so many places to hike and walk in the McKenzie Valley. Walking along a man made canal is the least inspiring area we have.

188. I understand and appreciate people's connection to this site, but again, we have got to be less selfish and think about the health of the river and its environs, and providing safe drinking water, providing for healthy fish, etc., first.

189. There are so many beautiful places nearby, no reason to walk along a man made canal when there is true natural beauty not far away.

190. Much better hiking in the area
191. Plenty of other trails around
192. Plenty of other recreation trails available.
193. We need lower rates not recreation from EWEB. They are a power/water company not entertainment.
194. I don't know much about the trail. I guess it could stay open if it was a low cost to be maintained.
195. We have better trails further up river.
196. The hazard is not worth keeping it
197. I've only hiked it twice. But I worked for two years along the canal and saw that it does get used. Lots of dog walkers on the trail everyday.
198. EWEB rate payers shouldn't have to pay for recreation. We expect to pay for electricity and water provided in a safe and renewable manner.
199. Restoring water quality and fisheries is vastly more important than maintaining any recreational facilities.

200. Restore the river and creeks.
201. There are a multitude of hiking trails in the surrounding areas, suitable for people of all ages and abilities.
202. Lots of other trails in the area.
203. There would still be abundant recreating possibilities were Leaburg lake restored as a river.
204. Can still be maintained as a trail, even if canal is empty or restored.
205. Please remove the dam.
206. Why would I care about a canal. You know the Mckenzie river's right there, right?

Comments about Fisheries Impacts

“The Leaburg Project is equipped with upstream and downstream passage facilities to mitigate impacts on migrating fish. How concerned are you about the impacts of Leaburg Dam on migrating fish?”

179 Comments

96 from respondents who say **Extremely Concerned**

38 from respondents who say **Very Concerned**

25 from respondents who say **Somewhat Concerned**

20 from respondents who say **Not Concerned**

Summary of responses:

Fish are one of the signs of health for the environment. The current dam impedes the flow of fish from the upper McKenzie to the ocean. Fish are added by the hatcheries to compensate for this, farm fish carry disease and are not like the wild fish.

Again, providing good habitat and easy passage for our wild salmon and Lamprey populations is vital to the environmental health of our communities, especially to honor the wishes and needs of our indigenous peoples for sustainable salmon runs.

When I heard they may be taking leaburg dam out I was ecstatic so excited, had me thinking about how this would affect salmon and steelhead populations for the better.

I would prefer full natural fish passage and this is most likely the best long term solution for environmental stewardship.

Mitigation practices have been put in place to help provide safety to the fish. The Leaburg Lake has a good relationship with the state, helping maintain the fish in the renowned area.

The passages work on all the dams across Oregon. Why worry about a single dam? Every river in this state is dammed to the hilt. We NEED that canal, and our farms rely on it. What do they do?

People before fish. The people are hurting.

That concern falls to ODFW. I will appeal to them if I believe migrating fish are being impacted by the dam.

All comments submitted to this question follow below:

From people who answered “The Leaburg Project is equipped with upstream and downstream passage facilities to mitigate impacts on migrating fish. How concerned are you about the impacts of Leaburg Dam on migrating fish?” with **Extremely Concerned**:

1. I am glad these passage facilities exist. However, it would be better if the fish could "naturally migrate".
2. Climate change will increase the challenges to fisheries
3. if you mess with natural migrating patterns, it has a snow ball effect and there will be some animal or fish that will suffer upstream.
4. Fish are one of the signs of health for the environment. The current dam impedes the flow of fish from the upper McKenzie to the ocean. Fish are added by the hatcheries to compensate for this, farm fish carry disease and are not like the wild fish.
5. Salmon are a vital piece of our ecosystem. We should do our best to protect them.
6. The fish need our help and the water supply alone to the hatcheries is a bigger positive impact than retaining the fish passages in my opinion.
7. Dams have a significant negative impact on our salmon fisheries. WE should try to utilize every means feasible to mitigate this enormous negative factor.
8. Again, LET THE FISH DO WHAT IS NATURAL...WHATEVER IS BEST FOR THEM...NOT POLITICS GREED and LAZINESS. ONE CHANCE TO DO THE RIGHT THING FOR MOTHER EARTH. WHATEVER THAT LOOKS LIKE FROM THE EXPERTS point of view do it.
9. The Leaburg Dam is an unnatural obstacle for upstream and downstream fish migration. The dam results in delays to migration and in some cases, results in extra mortality events for juvenile and adult fish.

10. I am a fisherman.

11. The presence of a dam reduces fish survival and spawning regardless of mitigating efforts.

12. Fish passage does not return the river to its natural state. Please take down this dam.

13. We need to remove the man-made barriers and take accountability for the disruption to the eco system over the many decades and work with restorative efforts to make migration and spawning as natural as possible. This is a wild and scenic river.

14. When flows are managed properly the fish need our help!

15. The migrating fish resources must be maintained.

16. The ladders are not that effective. Too many fish never make it to where they want to spawn. Without the salmon, the McKenzie would not be a destination for many people.

17. We need a first fish ladder to allow steelhead migration .

18. Sport fishing is important all along the river.

19. The beauty of the McKenzie Valley is the River- no a small lake used by a few.

20. Fishing is one of the primary sources of income and it brings tourist from all over the country to fish on Leaburg Lake without having to hire a guide.
21. Explain? Seriously? Why would we not see our natural sources of food and recreation extremely important?
22. Migrating fish are very important to the river ecosystem.
23. The interests of having a healthy and viable ecosystem is far more important than maintaining recreational dams and lakes. I can only imagine the amount of human trash is at the bottom of leaburg lake
24. I am not well informed on salmon migrating but let's face facts, all dams are bad for salmon. Humans have had this area for recreation a long time and think it's a god-given right, it is not. Ask EWEB officials to do the right thing for Nature.
25. 'passage facilities' are just 'mitigating impacts' and not completely removing impacts
26. Considering the comment above, it makes no sense to invest in hydro power by rebuilding the dam. Fish passage should be priority one for the renovation as slow moving water increases water temperature which hampers fish reproduction.
27. We have to mitigate any impact to the fishery and habitat, these fish were here long before us, what right does eweb have to change that?
28. I would prefer full natural fish passage and this is most likely the best long term solution for environmental stewardship.
- The benefits of improved fish populations will outweigh loss of boating benefits.
29. Salmon population is decreasing already so why not keep the dam to help these migrating fish reproduce naturally. It's a win-win situation for all involved.

30. In light of the status of wild anadromous fish in the northwest, we should use all reasonable measures to help restore the populations. Removal of Leaburg dam would have a significant positive affect, which is highly desirable.

31. When I heard they may be taking leaburg dam out I was ecstatic so excited, had me thinking about how this would affect salmon and steelhead populations for the better.

32. I believe in the sorting of the wild fish from the non wild. If the dam is removed then the genetics of the fish could weaken the wild fish causing all kinds of problems.

33. Spend the money on improving the fish ladder.

34. Fisheries biologists are in consensus agreement that dams obstruct the passage of anadromous and resident fish. A single fish ladder is inadequate. Installing 2 or 3 more fish ladders allows for the retention of the dam and existing bridge, saving \$.

35. Lets be honest, "facilities" does not work when it comes to migrating fish. Every obstacle removes the genetics of the fish populations and segregates the water system itself. If EWEB is not using the dam, it should be removed.

36. Fishing is a primary source of tourism and income for the locals.

37. Salmon are struggling everywhere. Dam mitigation measures are often inadequate.

38. Fish passage at the dam should be improved from the current condition to improve passage of wild fish.

Hatchery numbers should be adjusted to benefit wild fish populations.

39. The fish ladders down work well, the fish pool up at the bottom of the dam and never spawn,Ä¶. It's so frustrating to watch every year

40. The McKenzie is an important waterway and has suffered a lot of damage recently...removing the dam and restoring fish runs would be a good step in repairing that damage
41. We need to protect our native species and ecosystems
42. Healthy ecosystems = healthy planets = a chance at decent places for folks to live.
43. I also want to see McKenzie Fish Hatchery back to full operation.
44. As a fisheries biologist that works on the McKenzie River, I know that Leaburg Dam significantly affects both upstream and downstream fish migration, affects the ecology of the river, and is limiting the recovery of ESA-listed fish.
45. Nature is important to Oregon.
46. Restore the ecosystem to prior to construction to allow unfettered natural behaviors for migrating fish.
47. Once the Leaburg Dam was constructed, the McKenzie River fish population went into decline. Since then the native fish population has not rebounded to historic high levels.
48. I feel as though the fish have been getting the short end of the stick for awhile now. With climate change happening their numbers are already down. Fish impact everything!
49. I want the best possible chance for endangered fish species to thrive and reproduce and continue to survive.

50. The current "fish ladders" are inadequate as proven by the need to physically move fish from the river to the lake. Ideally, there would be no dam but the ramifications for property owners along the lake will not allow that. Repair the fish latter.
51. We have to take care of our fish populations.....it's paramount.
52. A healthy fish population is crucial to the health and abundance of the river. This is enough reason to correct our past sins and prioritize their health for a change.
53. If the dam is removed the salmon can't be sorted and will exceed the HGMP of 10%. If this happens the salmon hatchery will close and an important fishery will end costing our area millions of dollars in revenue. The dam should stay in operation.
54. the migrating fish is also really important too.
55. Even with fish passage facilities dams are very problematic to migrating fish esp. smolt on the way out to the ocean
56. It's time to get beyond "human-centered" decisions and start to think about nature and wildlife. Let's not "mitigate," let's eliminate impacts for wildlife.
57. As a family of fisherman we are very concerned that it be the same or better than in the past.
58. It is our duty to protect our environment and since we altered it in the first place we should be responsible for maintaining it.
59. I recommend removing the dam restoring the lake to river run and closing both hatcheries to restore the wild fish runs on the river.

60. Our salmon populations are continuing to decline and the amount of money spent on hatchery programs has not improved those populations
61. Again, providing good habitat and easy passage for our wild salmon and Lamprey populations is vital to the environmental health of our communities, especially to honor the wishes and needs of our indigenous peoples for sustainable salmon runs.
62. I would like to be able to see migration fish have no man-made obstacles in their journey.
63. We must protect our environment and the salmon. This is a world-renown fishing river- one of the best, last, cleanest rivers in the country. The salmon is our identity and our biggest source of tourism and supports our local businesses
64. I believe the fish's access to the rivers/tributaries above Leaburg Lake are crucial in producing, and sustaining our few remaining natural/native runs.
65. Taking the canal and lake away sure guts all the fish and the animals around it.
66. If Clean power can be generated from alternative means other than a dam, that would be ideal. Although it may still allow some level of migrating fish to get upstream, there are likely other, lesser known impacts of the dam on the broader watershed.
67. No dam is better than fish migration facilities, right?
68. With the dam removed salmon and other migrating fish would have hundreds of miles of additional spawning and rearing waterways.
69. I am very concerned about samonoids in the McKenzie and it's tributaries. It is very important culturally and for the survival of the species. The McKenzie river also creates many economic opportunities with rafting and fishing.

70. Migrating fish provide the backbone to our area's ecosystem.

71. Somehow, someway, fish need to be able to travel upstream.

72. Eweb removed native cut throat trout we they lowered canal water level to do work in 2020 and never returned them. Shame on you!!!

73. Please let's get rid of an
Outdated dam.

74. Also concerned about the hatchery and it's future. Especially the show pond which kids of all ages visit to see the sturgeon and feed the trout.

75. We consistantly do not help our fish, and they are deminishing rapidly for many reasons.

76. We know that fish cannot jump over a dam, there must be a fish ladder or other way of circumventing the dam.

77. Remove the dam and restore the river.

78. The Mckenzie, in its wild state, is a world class recreational and natural resource. The work being done on the South Fork and in the area of Finn Rock to restore salmon habitat has been extremely encouraging. Dam removal would support these efforts.

79. Although low carbon hydroelectric power is extremely important to me, the impact of dams on migrating, highly imperiled, fish is well documented. How much power will eweb forego by decommissioning the dam with the options presented?

80. I prefer that there be unimpeded access for fish to move upstream without the dam or ladders. I know the hatchery benefits from being able to sort fish at the ladders but as I understand it currently only one of the 2 fish ladders is functional.
81. Everything practical must be done to protect ecosystems and fish populations. There are always trade-offs, but clean power cannot come at the cost of ecosystem destruction.
82. Lamprey are not utilizing the dam at acceptable levels.
83. If the dam were to stay I believe a new more efficient fish ladder should be installed to allow safer passage for returning fish.
84. I do have questions about the fish passage facilities at Leaburg and the other upstream EWEB-managed lakes. How effective are these facilities? Are there better ways? This is the one issue that gives me pause about keeping the dam.
85. Anadromous fish such as steelhead are facing unprecedented threats to the ecological health of the watershed. Damming, unsustainable commercial fishing practices, and poor water quality management have pushed the river to the brink. Remove the damn.
86. By protecting the fish migration, while maintaining the dam, allows multiple sectors of our community to be satisfied with the decision.
87. The wild Chinook salmon on the McKenzie are one of the last strongholds for that species. They are iconic to this river. Whatever choice is made should require that their needs are met to the greatest extent possible.
88. As a fisher, the impact on the Salmon and Steelhead population and migration is an important matter. Yet again fishing on the Mckenzie is another form of a tourist attraction that helps the economy. Removing that could be another mark against it.
89. Fishing is a recreation also. We may need to rely more on fish in the future for food. is it Chinook that is one of the species that is now impacted by the dam?

90. Fish are important.

91. Remove the dam because of the negative environmental impact.

92. Dams kill migrating anadromous fish. Hatcheries exist because dams stop fish. Hatchery fish outcompete wild fish, and they are unfit for the wild making them more susceptible to predators. All these factors continue to decimate wild fish returns.

93. Fish passage facilities such as fish ladders are completely ineffective compared to the alternative of removing the dam!

94. We know that you care about money and money only. What will prove to make you and your investors the most money is what you will ultimately decide to do. We understand that the „cute little fish,“ are not something you and your investors consider.

95. Without fish ladders in place inferior hatchery Chinook salmon won't be stopped from breeding with ESA listed native Chinook salmon.

96. As you know there are basically no fish left and that is largely because of dams. Why am I explaining this to you?

From people who answered “The Leaburg Project is equipped with upstream and downstream passage facilities to mitigate impacts on migrating fish. How concerned are you about the impacts of Leaburg Dam on migrating fish?” with **Extremely Concerned:**

97. If it is a free-flowing McKenzie River vs upstream and downstream passage facilities, I would prefer free-flowing McKenzie River.

98. The dam is a detriment for migrating fish.

99. Those fish ladders don't work. A very small percentage of fish make it up. I'm not a fisherman, btw

100. We need to maintain these for fishing and annual spawning.
101. Fish are the lively hood of the McKenzie, if they degrade, we all do. I see no conflict in having the dam and allowing for passage of the fish. We can work it out.
102. Fishing around leaburg and along the McKenzie are the driving factors behind tourism and recreation in the area.
103. It is important for the fish to be able to get up river to spawn! We need our fish to continue into the future.
104. I believe that we should shut down salmon and steelhead fishing until the numbers improve. ODFW is now trapping fish that should be migrating to the upper river to spawn. They have been finding their way for 50 years. Just let them be.
105. Migratory fish are a very important resource.
- My making modifications the dam could be used as a wild fish sorting facility
106. With Salmon runs being decimated by dams and other pressures it only makes sense to remove this dam.
107. Need to have a fish ladder
108. Lamprey cannot use fish ladders as well as salmon. The McKenzie Chinook population is critical and they are endangered. Lots of great investments upstream, why not get the dam out of their way to better capitalize on these stage-based projects?
109. migrating fish need to be able to do what nature intended for them to do. They have been coming up the Mckenzie all their lives and this needs to be maintained to insure a good population of Salmon. Leave well enough alone

110. The fish have already adapted to the dam, what will happen if it is removed?
111. Fish numbers have declined rapidly and must be addressed.
112. The McKenzie river has been known for years of it fishing holes and ease access to the river.
113. I'm interested in removing the dam and allowing the river to its previous form. I'm concerned in a healthy environment and at the same time, creating enough power for customers. Restoring the facility would have a substantial cost - not much power
114. The Leaburg Project never belonged there in the first place
115. Fishing is a great recreational activity and the resource should be optimized and protected.
116. There is a broomstick program for spring chinook salmon in the river and removal of the dam could end this program that we fishermen love.
117. If we get rid of the dam, we'll just have to get rid of the hatchery fish too. We screwed up a river's ecosystem to power a few thousand home, and now it's outdated. Let's chalk it up to history, and not repeat it. Let's restore the natural state.
118. We should try to have the littlest amount of hardship on the fish for future generations.
119. If anyone cares about wild salmon then they should care about this. The fish hatcheries should be closed too. Hatchery salmon will swim upstream and breed with the wild salmon, thus dumbing down the wild species and create an inferior fish.

120. Salmon are in dire straits, but not just because of the dam, the vast majority of our salmon population declines begin in the ocean and many other areas long before hitting the dam. I do believe ODFW should be capturing those that can't pass

121. Aquatic ecosystems are essential for many reasons and dams are always a strong negative impact

122. i love to fish

123. The fish ladder and hatchery work in harmony. Migration and breeding are both enabled with the ladder

124. If the dam were removed there would not be a problem for fish migration.

125. The fish have it pretty hard already

126. The upstream and downstream passage facilities at Leaburg dam are inadequate for protecting migrating fish.

127. There has been a huge loss of the breeding grounds for these fish, so anything that can be done to help maintain these places is a win for everyone.

128. This plan will be a terrible burden on EWEB customers. Please don't do anything to cause utility prices to rise. GIVE US A BREAK FROM STRESS! Wait. Every single item you buy has increased, and added together it makes living a nightmare.

129. Fish migration is vitally important for the continuation of species

130. Fishing is the main reason for the recreation in the McKenzie.
131. Continue studying the impact on salmon.
132. Of all the dams, Leaburg is a low head dam and has not one but too fish ladders. Fish have been migrating over this dam safely for decades. Ocean conditions and the water quality of the Willamette have more impact on migrating fish.
133. We need to continue to mitigate the impact on migrating fish. Leave the dam as is. Support the hatches along the canal. Select Option # 3.
134. Native fish need a better fish ladder design to get upriver at the Leaburg Dam - in conjunction with ODFW - to give native fish population a chance to grow.
135. Fish need to get upstream!

From people who answered “The Leaburg Project is equipped with upstream and downstream passage facilities to mitigate impacts on migrating fish. How concerned are you about the impacts of Leaburg Dam on migrating fish?” with **Somewhat Concerned:**

136. There are other options and ideas out there to help the migrating fish travel up river. Without taking the dam and lake away
137. Fish while they need to be considered and are an important resource, are resilient and if we use forethought to provide a solution for them, they will be able to adapt and thrive.
138. I am for fish conservation but do not want the dam to go away.

139. I don't think it is a large obstacle in the scale of dams. There are fish ladders built into the dam. If we are concerned about fish passage, there needs to be a fish ladder built for Cougar reservoir.

140. It's been here for 93 years. The fish are fine. I'm sure the fish would prefer hydro power over nuclear in the long run

141. Depends on how. Well the current passage facilities work.

142. continuing first question what has beauty and function should stay. river fishing is an important part of Oregon and should not be minimized for a lot of reasons including tourism and quality of life. We saw what dollar signs did to Australia. be wiser

143. Enjoy fishing habitat in the area.

144. healthy river function

145. I'd like to continue good fish conversation practices within reason.

146. Having grown up here in the 1960's, I can recall the big salmon runs we used to get. I honestly do not believe the diminished population of fish has been caused by dams built in the 1960's. Look at the sea lion population at the coast.

147. I think the ladders do their jobs.

148. It's been taken care of so we'll in the past I'm sure it will be in the future!

149. I don't fish but I know it brings lots of folks up here to visit the area just for the fishing
150. The mitigation seems to work, plus the dam is useful for the hatchery
151. While imperfect, the passage facilities seem to work well enough. I think the balance of environment, community, and historic use is key in this issue. Ideally, the fish would swim without obstruction. What we have has been a reasonable balance.
152. They is currently a fish ladder, don't see a need to change that. In addition the fish hatchery attracts a lot of visitors and provides educational and important information about the fish.
153. I think the existing facilities are adequate.
154. It is inconceivable to me that the EWEB Board would consider removing the ability to generate maximum hydropower from the Leaburg Canal. In fact it should be considering how to increase hydropower production. Maximize non-carbon power now.
155. The fish ladder is rather small. Very difficult for spawning fish to find.
156. Use fish ladders already
157. Fish are an important consideration but should not be used as leverage to override other important factors. A great deal has already been to improve the fish accessibility and habitat in the river and streams.
158. Been fishing the Mckenzie for 40 yrs.

159. I don't know a lot about it but I care.

160. There is already a fish ladder in place. This also helps with fish hatchery and should be maintained.

161. Some of the native fish migration is naturally blocked by the Willamette Falls. Apparently there was a native winter migration which has now expanded through fish ladders to more seasons. But I'm not convinced this is a huge migratory river.

From people who answered “The Leaburg Project is equipped with upstream and downstream passage facilities to mitigate impacts on migrating fish. How concerned are you about the impacts of Leaburg Dam on migrating fish?” with Not Concerned:

162. The dam has been there for nearly 100 years, eweb has done a good job making sure fish are able to make it beyond the dam.

163. I believe the more we can use the river for the good of all (both humans and others) the better off we are as a planet. It seems the Mckenzie offers a good balance, so why change it?

164. Eweb does a good job with this already

165. I have learned that it helps to keep native and hatchery fish separated which is a benefit.

166. That concern falls to ODFW. I will appeal to them if I believe migrating fish are being impacted by the dam.

167. People before fish. The people are hurting.

168. The Leaburg Project has been screened for many years to protect fish. In partnership with ODFW, hatchery and wild salmon can be separated at the dam if necessary. The salmon fishery on the McKenzie River is very important for the business community.

169. There seems to be plenty of spawning fish above the dam or fishing would be banned
170. The people at the dam and hatchery are very good at providing what the fish need. No concerns.
171. ODFW's Fish Division protects and enhances Oregon's fish and their habitats for use and enjoyment by present and future generations. ODFW and EWEB meet the objective of the ODFW through mutual agreement & actions, I.E., upstream/downstream mitigation
172. It's been there this long and hasn't hindered migration. Also, the canals contain some of the highest concentrations of native trout left in the state!
173. The dam has been in operation for almost 100 years and has taken every consideration to protect fish in the recent decades. I believe the dam and the lake add positive value to managing and studying the fish.
174. The upstream and downstream passage facilities work. I have a freezer full of fish caught upstream.
175. Fish will be fine. They're fish. Its always been fine in the canal and river. Just retore the plant, generate power for hundreds of homes.
176. There are fish ladders that have been used for years. OPEN THEN BACK UP so the fish can use them
177. ODFW has already measured McKenzie River water temperatures of 64 deg F at Leaburg Lake and 70 deg F at Hayden Bridge. Anadromous fish can't survive at water temperatures above 71 deg F, thus only genetic mods might save these fish long term. IMHO
178. Mitigation practices have been put in place to help provide safety to the fish. The Leaburg Lake has a good relationship with the state, helping maintain the fish in the renowned area.

179. There is a fish ladder.
180. The passages work on all the dams across Oregon. Why worry about a single dam? Every river in this state is dammed to the hilt. We NEED that canal, and our farms rely on it. What do they do?
181. There was much research done when building the dam and fish ladders and science proves this passage does not hurt migration. It is also a very important learning facility for our future generations of children.
182. The salmon population would increase if the sea lions were eliminated at the mouth of the river. The fish ladder is fine.

Comments about Historic Preservation

“How important is the historic preservation of the Leaburg Project to you?”

143 Comments

49 from respondents who say **Extremely Important**

11 from respondents who say **Very Important**

32 from respondents who say **Somewhat Important**

51 from respondents who say **Not Important**

Summary of responses:

I think it's important to protect the history and architecture that reflects periods of the past and tells a story about the people involved with the construction of this project. This information is an important part of Oregon's history.

I've lived in Leaburg my whole life. The dam is beautiful. The canal is beautiful. It lasted how long with the technology we had in 1928? Restore it now and it will last even longer if not forever with current technology.

This dam is a landmark of the history of the McKenzie river, not mention an engineering marvel if its time. Its unfortunate EWEB haven't kept it looking nice over the decades, its architecture is gorgeous beneath the grime that's been allowed to build

It is part of my life. I lived at the end of Leaburg Dam Rd from a child. Lloyd Knox would give me tours of the dam anytime I asked and was passionate about the history. Almost everything has been taken away from this community in the last two years.

The history of the Leaburg Project can be shared as a glimpse into the past to can learn about engineering and ingenuity, as history. This relic doesn't need to remain in place holding back any water, boats or fish beyond its charter to achieve this.

Place a plaque and photos near the site. Do not continue to disrupt the river to preserve the errors of humans.

I think that the historic preservation of colonial activities is less and less appealing to the next generation. Older folks may really prioritize this, but younger (40 below) folks simply are not interested in centering colonial stories.

A healthy McKenzie River and its tributaries are extremely important to a future healthy environment.

All comments submitted to this question follow below:

From people who answered “How important is the historic preservation of the Leaburg Project to you? with **Extremely Important:**

1. It has been a place I have made memories with family and friends and hope to continue that with my children.
2. History is very important to maintain.
3. we need to stay in touch with our past for it is often the key to the future. when one looks at the quality and uniqueness of a project such as the Leaburg Project, it can lead to furthering that outlook.
4. Please leave what doesn't need to be destroyed by "pave paradise and put up a parking lot" alone. It is important to carry on historically cultivated area's to pass on the beauty, information and places to go to our next generations.
5. I believe this project should restore and repair existing structures to previous conditions, keep the lake, fix the canal, affecting all homeowners to a minimum. We will have to sell our property if a new power generation facility is built.
6. History is important
7. I think it's important to protect the history and architecture that reflects periods of the past and tells a story about the people involved with the construction of this project. This information is an important part of Oregon's history.
8. The power house is a work of art, like we do not see in public projects anymore.
9. The canal and its infrastructure are an integral part of our history, and our history needs preserved.

10. History needs to be preserved

11. The Mckenzie River look is a cultural look just like the andirondacks. To change this would be to change devastating to the area. We need to keep the history intact along with the dam and fish hatchery. It is our history. Period.

12. Again, very vital for locals and visitors

13. It's history! Preserving as much McKenzie River history now especially after the 2020 wildfire is so important. Make the damn functional again and give it back to the community.

14. Beautiful architecture!History preservation!

15. We need to preserve History and save what ever water power we can provide

16. We need to preserve what is left of the McKenzie Valley history especially after all that was lost in the Holiday Farm Fire. The Leaburg Canal and Dam show the ingenuity of previous generations and all of that will be lost if it is not maintained.

17. The dam when functioning correctly is necessary as it gives another energy alternative, this is why it was built. I believe it needs to be updated and functional again. Historical architecture is extremely important in the world. Keep it maintained

18. The dam, the old stock ponds, the buildings and all tell the story of the Mckenzie valley history.

19. One of the most beautiful places on earth. Got married there!

20. We don't need to wipe out eras gone by. We can learn and grow from looking back
21. This is one of the most beautiful structures along the river. I've stopped just to take pictures many times. The art deco architecture is stunningly beautiful. It would be a real crime not to protect such a treasure.
22. Having lived up the McKenzie for 60 years, keeping the historic preservation is very important and provides a learning experience for visitors as well as keeping some heritage in our area.
23. One look at the building housing the Leaburg Powerhouse & the Leaburg Dam suffices to appreciate lasting functional elegance of the structure that has been around for decades. This should be preserved for the future. It works, don't try to fix it.
24. You can't redo history. We have to maintain what we have.
25. It's part of our heritage and history which is very important to our community.
26. I've lived in Leaburg my whole life. The dam is beautiful. The canal is beautiful. It lasted how long with the technology we had in 1928? Restore it now and it will last even longer if not forever with current technology.
27. Like I've said before it's a landmark and staple of our community
28. I believe that the historic value of the dam is part of what makes the McKenzie unique.
29. Our history is extremely important it should be passed down to the next generation. If we forget our history we're doomed to repeat.

30. Because I believe it is important to maintain historical sites for future generations.

31. My family has been here since the 1840's.

My great grandfather ran the hatchery.

Two generations mule packed fish to stock.

32. A fully functional almost 100 year old facility should be celebrated! But apparently EWEB management doesn't share my enthusiasm for such operations and biases the "Options" to disadvantage the "Leaburg Project"!

33. The hatchery, buildings and Sturgeon are legendary. i hear stories all the time of folks who remember feeding those wonderful ancient fish when they were children. At least create a group of volunteer caretakers for the sturgeon

34. Why change a a thing that has helped so many people and have been useful for electricity.

35. Too many historical sites are being removed. History needs to be perserved to remind us what we could build for future generations.

36. It's part of the history of the McKenzie Valley.

37. That dam is an example of art deco architecture, and to destroy that with a modern, junk bridge is appalling. It will be one more example of plowing under history for a buck. We already have developers swooping in after the fires.

38. Our future generations depend on having locations like this available.

39. We are still suffering from the attack on the Capitol, coronavirus, shipping delays and costs, items unavailable (even chips for new cars) no available affordable housing, high cost of gas, etc. We need a time out. Take a breath. STOP! Let's rest.

40. Things aren't done the same anymore..for good and bad. To remove one of the last examples would be a travesty
41. It is part of my life. I lived at the end of Leaburg Dam Rd from a child. Lloyd Knox would give me tours of the dam anytime I asked and was passionate about the history. Almost everything has been taken away from this community in the last two years.
42. We need to remember our history to preserve our future.
43. The Leaburg Project is part of life upriver. To destroy it to save a few pennies would be a shame!
44. It's our history
45. I appreciate what our forefathers built.
46. This dam is a landmark of the history of the Mckenzie river, not mention an engineering marvel if its time. Its unfortunate EWEB haven't kept it looking nice over the decades, its architecture is gorgeous beneath the grime that's been allowed to buil
47. It is part of who we are in Lane County.
48. Bottom line: we cannot trust you to complete any of the 4 options mentioned above, with honesty, transparency or integrity.
49. It is a historical district. Leave it alone so later generations can enjoy it.

From people who answered “How important is the historic preservation of the Leaburg Project to you? with **Very Important:**

50. It's another thing that attracts visitors to the area

51. It's our history and heritage. People put there lives into the structures

52. It is a beautiful building,Ä¶ it is part of the history of this river valley.

53. History is important

54. The historic preservation is not the most important issue however the accomplishments of construction at that time makes the Leaburg Project worth saving and respecting.

55. The structures offer insight into the construction challenges of the day and the design of period architecture.

56. Leaburg lake and the canal are extremely important daily recreation areas for me, my entire family (4 generations!), and our visitors. We utilize them year round. If removed, there would be little to no casual recreation in the entire area.

57. Emotional reasons: It's really beautiful and holds a lot of good memories. It has character.

58. Pieces of history are constantly being destroyed especially after the fires. Alot of the beauty, trees and land marks were taken that will never get back. Don't take the dam and lake too. It survived the fires and remains a staple for our area.

59. It seems like the west coast is not concerned enough about preserving history. When I visit the east coast I see many places that are preserved from way back in time.i see a few in this area, but there seems to be not enough. It would be a shame to l

60. Our history is important, it is what makes this area what it is. I am sure there are families that this has played an important part of their lives.

61. We need to keep our historical buildings

From people who answered “How important is the historic preservation of the Leaburg Project to you? with **Somewhat Important:**

62. This was an amazing feat of engineering!

63. preserving historical architecture is important but not at the cost of protecting our environment, future and energy infrastructure.

64. We, as Americans, have not protect our history well. It is important for our society to experience the past in order to better appreciate today's environment.

65. Historic preservation is important but not at the cost of the negative environmental impacts.

66. I believe that some stuff should be preserved. But in this case it should be made functioning.

67. It is cool to look at but not necessary.

68. the history and the culture of a state are one.

69. I am a pro- historical preservation person. I like the old look when I drive by it but that's my need. The choice for EWEB is what is best now and long-term for Nature, i.e. salmon survival.

70. Historic is neat but at what cost in maintenance and ecosystem?

71. History is important but I don't think this should stop the removal of what is necessary.

72. More interested in the next 100 years in relation to safety.

73. I'd love to see historic artifacts from the dam preserved and put on display ,Â but not in the passageway of the McKenzie River.

74. It is interesting but not more important than ethical stewardship of the land and watershed

75. Some aspects more important than others.

76. One branch of our family settled here in the late 1800s, the other in 1994. Dad used to tell stories of the building of the project. None of my relatives ever worked on it, however.

77. NA

78. It provides a stable source of electricity and recreational opportunities.
79. Having the workings of the dam modernized would be less money and easier to maintain and it may be possible to keep the aesthetics looking the same.
80. Again, the Leaburg Dam is a target for graffiti that has not been cleaned or repainted in years. If EWEB cared about that look of the facility it would have been addressed. Sure they are nice but not essential to the rate payers.
81. I love the Deco architecture. I hope at least the facade could be maintained, maybe put a McKenzie River visitor center in it?
82. In this rapidly changing world, so little of our built history is surviving. Historic preservation is important to society in many ways. This project still functions well, so preservation decisions should be easy.
83. My reasons are nostalgic, and personal. However, if modernization will improve the energy output of the dam, I don't really care about the preservation of the historical aesthetic of the existing facility.
84. Ecological conservation and restoration should be the higher priorities than preserving the historic sources of its destruction.
85. Nice historic structures and I'd like to see them remain, but it's not a deal-breaker.
86. I have lots of good memories visiting the Dam my whole life. Would be very sad to see it go. But on the other hand it's aging, it's crossing is only single lane and it's an obstruction to fish migration.
87. The options are so focused on water producing power, or not, an additional option to place large solar panels over and along the canal to generate power has been missed.

88. I think we give too little weight to preserving our historic structures and preserving examples like this gives connection to the past. I believe it is worth investing in measures to preserve, while making structural improvements for safety.

89. I love the way it looks.

90. It is exciting to see how things were done in the past. It helps us understand how we got to where we are today.

91. It was quite an achievement for a small community in early 1900's. Esp, that it has survived this long. I'm assuming the parts of the dam that interfere with fish migration would be dismantled, even if it is saved for posterity.

92. important to preserve.

93. The area lacks recognizable historical buildings already.

94. I feel the leaburg dam is one of the many landmarks for people in the area and those who make the trip from all around Oregon to visit the McKenzie river for the beautiful scenic vies and access to the river.

From people who answered “How important is the historic preservation of the Leaburg Project to you? with Not Important:

95. Normally I consider historic preservation very important, but in this case I believe that restoring the area to what it was like before "man" changed it with the Leaburg Project is more important and predates 1928.

96. Although there is a historical significance in its design, I'm more concerned with the canal's history which is also tied to my family. We wouldn't be here if it wasnt for the canal since our family supplied their workers with meat from Springfield.

97. There are many ways to capture the history of the project and its impacts on the community beyond keeping it as an artifact.

98. The architecture is not impressive.

99. 1928 ain't that old.

100. Was Lloyd Knox's old house a historic property when it flooded and sat there in ruin for years? Let's not kid ourselves. The hatchery facilities are great but if we abandon things let's really commit and clean up things instead of ignoring it forever

101. Because something is old, does not automatically make a good thing or worth saving.

102. Take some pictures for posterity...

103. Take a picture. This should be about providing safe and reliable power at the least cost/least risk.

104. I don't know what that question really means.

105. bad history to dam a river

106. It is important to maintain the electrical infrastructure at the dam site and geo thermal steam generation should be explored as an alternative renewable energy source at this facility.

107. It's a dam.
108. I think that the historic preservation of colonial activities is less and less appealing to the next generation. Older folks may really prioritize this, but younger (40 below) folks simply are not interested in centering colonial stories.
109. Eweb should hire a talented Architect and historic interpretation specialist to pay tribute to the dam. The dam itself is an impressive structure for the time it was built and what it did for the community but the reality is not many people get that.
110. I want to see the river back in its natural state, the hatchery is already barely producing fish, it's all a waste
111. It's not a good representative of architecture of the period; it's a reminder of how much has been lost as a result of the dam.
112. The historic value does not outweigh the ecological benefits of removing Leaburg Dam and canal and restoring a free flowing river.
113. Dams & hydroelectric projects in Oregon that work with nature are few and far between. Older projects are maintainable under existing permits. Very difficult to get permits for any new projects like this, now days. Historic information at site works.
114. It never should have been there in the first place. It wasn't built for the community. It was built for profit.
115. Place a plaque and photos near the site. Do not continue to disrupt the river to preserve the errors of humans.
116. A healthy McKenzie River and its tributaries are extremely important to a future healthy environment.

117. While historic value is worth considering, in this case there is a longer history here-- millennia of hydrological, geological, and biological history that are more worth preserving.
118. Preserve a historic failure? No thanks. Let's preserve a river instead please.
119. The McKenzie River Valley has a typical "boom and bust" history, with most people affiliated with the valley looking only for opportunity and profit, with minimum thought to utilizing the resources and still providing for its health. Let's change.
120. It was a mistake to build a dam there. Let's recognize the error of our forefathers and move on.
121. Not worth the ecological problems
122. The Leaburg Project served its original purpose, and time has changed things to the current situation. We need to look at where we are at now and make decisions accordingly, which may very well mean the historic aspects are no longer preserved.
123. This is just not important to me.
124. It is just a building.
125. I'd rather see money spent on reducing carbon emissions. Take a photo!
126. another example of man taming nature with negative consequences to the natural environment. History would be made by man admitting its mistakes and getting rid of the dam.

127. It's an old, obsolete and failing system that potentially endangers people and property along the canal. The cost of upgrading and maintaining the Leaburg Project is not economical, and would place a huge unnecessary burden on rate payers.
128. It has run its course and served its purpose time to take it down.
129. It is inconceivable to me that the EWEB Board would consider removing the ability to generate maximum hydropower from the Leaburg Canal. In fact it should be considering how to increase hydropower production. Maximize non-carbon power now.
130. History is important. Maintaining old, high maintenance structures, not so much
131. Preserving historically bad decisions that damaged nature doesn't make sense.
132. The dam is old and deteriorating. There are major cracks in the concrete and many temporary repair have been made. The facilities in general would cost way more to just maintain in working order than they are worth. I find very little preservation va
133. Settlers in the area have taken more from the environment than what the environment can afford, and we are seeing the consequences as a result.
134. The project is both an ecological and aesthetic disaster. Return the river to its natural state.
135. Man Made! Let's look to nature to help us....and let's for a change help our earth.
136. Restore the river and remove the dam. Use solar and wind power for electricity.

137. The artwork on the face of the building is nice but the dam itself is an eyesore.

138. It's infrastructure, not art. Infrastructure should not be ugly and should blend with the surroundings, but must be maintained and updated to provide the maximum benefit for its intended purpose.

139. Like the history prior to the dam.

140. This area is already a time capsule of the past and we need to keep costs low going forward so we're not so heavily financially burdened by some vague notion of aesthetics.

141. History is important but not more than livelihood. Without recreation, many businesses would not be able to continue.

142. A 100 year project isn't as historic as a millions-year old river.

143. More interested in the future than the past.

144. Don't care

145. The history of the Leaburg Project can be shared as a glimpse into the past to can learn about engineering and ingenuity, as history. This relic doesn't need to remain in place holding back any water, boats or fish beyond its charter to achieve this.

146. The history of senseless and violent exploitation of the land is not a point of pride for me

Comments about Other Concerns the Board should consider

“What other concerns should the Board consider in its decision about the future of the Leaburg Project?”

175 Comments

62 from Eugene-based Zip Codes and Both Water and Electricity Customers

69 from Upriver Zip Codes and Electricity Customers

Comments from Eugene-based Zip Codes and Both Water and Electricity Customers

1. What flooding will look like. What access firefighters will have to water for fighting wildfires. I heard these topics referred to but not in detail in the video.
I am not able to attend the public comment event this week.
2. My first priority is that Indigenous communities in Oregon are a substantial part of any land use planning project. Hopefully this has already happened in this process, but it was not indicated in the Eweb mailer.
My personal strong preference is decommissioning to allow natural flow for the creeks.
3. I'm concerned about a facility built in the 1920's and the cost of repairs to it. It needs to be removed in my opinion.
Thanks,
Chris
EWEB Customer
4. the long term health of the river
5. Our energy needs are only growing and think about what it would take to build a new hydroelectric facility today, the difficulty, time and money that project would take.
6. I would like to see more about the stormwater run-off power facilities that can be built in the dams place if that's a viable source of clean energy in the future. If you demolish all the infrastructure are you then rebuilding new systems to research this new way of using water for power? Would eweb ever consider wind power in areas where it's feasible?
7. Even though the power generated by the Leaburg Project is a small percentage of the the EWEB total, it is constant, reliable, and low impact. It is local and we will always own it.
8. Leaburg needs to be maintained for recreation and power generation. Eweb has a plan regardless of expense for backup water treatment the same needs to apply for power generation

9. This survey is difficult without knowing the percentage of power produced before shutting it down. We also don't know how much each plan would impact our customer costs. Was Leaburg hydro power a money saver until this retrofit? Are there federal monies available to reduce loan burden?
10. Eweb needs to produce more generation facilities. Could Eweb put in new Generators to produce more power with the same water flow. Make the turbines more efficient
11. General current global energy environment of spiking oil and natural gas costs. Hydropower offers reliable, resilient, as well as clean power and maintaining existing capacity should be prioritized.
12. The board should consider the long term impact when making a decision.
13. Historic Structures and recreation
14. If we continue to push toward electrifying cars we need all the available power sources. Prices for electricity will continue to climb and having our own resource even a limited amount will be beneficial.
15. Global warming effects on Oregon, water storage capacity, emergency reserves, land use future, effects on all wildlife.
16. Consider the impact of doing nothing.
17. The river in it's natural state has intrinsic value far beyond anything we can build or generate. The McKenzie was once teeming with Wild Salmon, Steelhead and Trout. The fish were plentiful like the pristine rivers of Alaska. Now we have only a few wild fish left. Most of the few fish remaining are farmed fish. The wild river holds tremendous value to the region, the residents, and this nation. The dam has served it's purpose and now it is time to return the river.
18. I think they should be concerned with resiliency, resource adequacy, environmental impact of alternative power sources, and rate impact. All other considerations should be outside the purview of the utility. Instead EWEB should ask for other agencies to be involved in providing funds for those considerations if they want them included in benefit/cost analysis.

19. Has EWEB investigated geo thermal energy sourcing through laser drilling at the dam site to take advantage of the electrical infrastructure and provide a renewable source of power besides hydro?

20. A potential water park might be great for the area. Might even save a few dollars and make a few dollars. I know with all of the boating activity on the McKenzie having a water park similar to Bend would be a great idea.

21. Protecting the rivers water quality.

22. Option 5- Leave the dam in place, install 2-3 fish ladders, and reinforce the base of the dam with boulders and cobble for natural waterfall look. Allows for retention of existing bridge. Create a 20-year heritage park master plan for the canal as grant funding opportunities allow. Connect existing creeks to river over time. Leave canal segments in place for warmwater fishing and recreation. Preserve historic structures. Three fish ladders cost \$33 million. Dam reinforcement \$7 million. Saves \$.

23. This survey seems to be oriented towards the people that live near and use the Leaburg area. That's totally wrong approach. This river system affects everyone in the region and those of us living in Eugene are the ratepayers who are supposed to own EWEB.

I don't see you asking us which alternative we support. Alternative 1: removal and restoration.

24. The Leaburg Dam and nearby fish hatchery provide important services to nearby communities. Keeping both in service would benefit people in the long run as the Leaburg Dam provides more power than the cheaper alternative would provide. It is important to build for the future needs, not the quickest and cheapest needs. This doesn't mean ignore all costs, but balance the expenses with the most value for communities. Fiscal accountability is also important.

25. its effect on local economy of small riverside communities .

Native species habitat enhancement opportunities. - fish, birds, river otters ☐ü¶¶

26. Health of the McKenzie R., capacity elsewhere for power and drinking water

27. You have covered all my concerns

28. Spend the money now to completely decommission the dam and restore the natural river ecosystem. Focus future energy projects on solar and wind.
29. The dam is there, removing would already cost a large amount. Hydro is an important aspect of creating clean energy and resiliency in any PNW power generation portfolio. Spend the money to fix and improve. The alternative... Likely natural gas, isn't great.
30. I keep rates low. Minimize environmental impact, and keep our part of the grid resilient.
31. Talk to the tribes.
32. Think of what the growth of electric vehicles will have. Get the hydro built.
33. 13,000 people is not very many in terms of power generation, it seems there must be more efficient/sustainable alternatives to make up that missing power today. Though hydropower is often considered sustainable its impact on fish passage in the PNW clearly indicates it has bad side effects.
34. Leaburg Project presents an opportunity for EWEB to seriously begin considering AND ACTING relative to the future impacts of climate change, when there will increasingly less water available during summer months for power generation AND increased demand for air conditioning as summer temperatures and heat waves increase, and likewise energy consumption. It's time for EWEB to diversify its energy resources, and community solar is one of those. And MORE incentives for people who install solar.
35. Though a fiscal conservative, I think the money spent for a full return to service makes sense in this case. We need all the power generation capacity we can get (think resiliency), and there are other compelling reasons to do so. All options are expensive, but the difference between options is minimal in the big picture, and would cost significantly more at a later date. Just do it!
36. The wild Chinook salmon in the McKenzie River are endangered. I recommend omelet restoration of the river, decommissioning the dam and both hatcheries. Allow the river to return to its natural state. Power lost from this option can be purchased from renewable sources.

37. Isn't there some type of way to line the existing canal and or transport water another way to the existing power plant without this huge expense to rate payers? Wouldn't it be more cost effective just to walk away and buy power elsewhere. Non of these are good alternatives.

38. I vote for Option 3

39. Potential to utilize Leaburg Lake to help fight wild fires in vacuity. HIs there equipment that would enable water behind the dam to be used to fight local fires?

40. water quality

41. Renewable energy sources that avoid further impacts on our environment such as carefully sighted wind and solar should be prioritized over those that do not, such as hydro dams or fossil fuels.

<https://www.americanrivers.org/threats-solutions/restoring-damaged-rivers/how-dams-damage-rivers>

<https://www.nwcouncil.org/reports/columbia-river-history/damsimpacts>

<https://theconversation.com/when-dams-cause-more-problems-than-they-solve-removing-them-can-pay-off-for-people-and-nature-137346>

42. It is inconceivable to me that the EWEB Board would consider removing the ability to generate maximum hydropower from the Leaburg Canal. In fact it should be considering how to increase hydropower production. Maximize non-carbon power now.

We are fighting current problems with a 20th century mindset. We have to electrify fast and we need more power. Priority #1. Trade offs are inevitable. Focus on the top priority. Generate more hydropower.

43. EWEB needs to achieve 100% carbon neutral power but we are also connected to the broader grid, including California, and our hydropower facilities help provide balancing (both directly and indirectly, through market forces such as not needing to buy spot market power, which keeps prices somewhat lower for others buying it). This balancing helps the grid absorb more wind & solar energy, which reduces emissions. Global problems require thinking outside our own silo: it's not just about EWEB's mix.

44. The board should not only consider the initial costs of the options, but the long term operating costs. At 15mw, the project will likely never be profitable, considering the capital costs and operating costs. The project, if made operable, would require relicensing soon afterwards, adding tens of millions more in cost.

45. Please look to the future not the present,“ Fish are dying everywhere,“ Let’s create an environment where we can have salmon runs again please.

46. Health and education of our citizens

47. Stop wasting money. Invest in solar and wind and geothermal renewables and leave rivers and streams alone.

48. A diversified portfolio of production assets is critical to long term provision of electrical power to EWEB customers. If the Leaburg facility is closed down, another production capability must be found.

49. The board needs to take a very long term view. The power needs of our community will increase. Fossil energy is unsustainable and even today's high prices do not reflect the true cost to the environment. We must plan for and build for sustainability.

50. This is not the time to move on this project. We have survived coronavirus, endured forest fires, shipping costs and delays, gas prices through the roof and outrageously high rent and home prices. Everything any of us use or consume has risen significantly causing many to struggle to survive. Do you really think this is the time to add to the burden? Now that interest rates have increased, those who have to pay with a credit card are burdened with higher interest. WHY NOT WAIT FOR A BETTER TIME.

51. Economic considerations only.

52. Replace power generation with other renewables, solar or wind. The value of the McKenzie as a free flowing river with fishing, rafting and other river recreation must be taken into account.

53. #1 priority for EWEB is to insure alternate drinking water sources in the event of an earthquake. This should trump power production

54. What the precedent for dam removal means for other endangered rivers and how it could benefit society as a whole.

55. I would like to see the dam removed, but am worried about the impact of fishery salmon on the wild stock.

56. Avoid anything related to natural gas!

57. The rural economy will take a big hit if this dam is removed.

58. Alternative #3 makes the most financial, environmental and social sense. It provides a new power source, maintains the dam and lake, and rehabilitates the canal for recreational use and creek and stormwater runoff.

59. the above textbox is stuck.

60. All impacts

61. As a resident on Leaburg Dam Rd, there has to be access.

EWEB has done a terrible job the last few years of maintaining Lloyd Knox, removing the dangerous dead trees and has taken zero responsibility when their trees damage resident property. Since the park is only there due to the Dam's existence, will the park be even more neglected?

62. Sell or lease the dam to the private sector so it can be repaired for less cost.

Comments from Upriver Zip Codes and Electricity Customers

63. When people up river lose power, be faster at restoring power so we aren't left in the dark while local electric customers get power back way before we do.
64. Time to get out of a losing situation. The power generated at this site is minimal yet the past, current and proposed expenses are ridiculous. By your own words a new plant would only supply 6 megawatts. Please, cut the bleeding of money and buy cheaper power elsewhere.
65. The community's economic impact. The future generations recreation
66. Diversity in generation. You would be moving my generation point from 4 miles away to 50 miles from my home in general. Although there are interconnection points, the loss in generation would decrease your ability to function during storm events and decreases your resilience and ability to provide reliable power. When I spoke to one of your electric engineers, I asked pretty bluntly about my reliability concerns. His response was that it would definitely decrease the reliability of the system.
67. Fix seepage leaks and prevent flooding to our property.
68. The value to the community and future recreation users
69. Pre-existing tributaries if the canal is removed.
70. Suing FERC, demanding/litigating Federal Infrastructure dollars
71. Tearing down the dam and stress to the environment, not only to residents, but wildlife. The lake is the first body of water to be seen on our scenic highway that is pristine. As you drive further east you see bare mountains, and burned trees for miles. Local businesses need to survive during off season for tourists. The dam brings in locals from town which support businesses.

72. Keep our power generation local. Just like growing our own food locally, the better off we all are. It is a non-polluting source, a rarity today.

73. What impact on surrounding housing? Would it allow for another river-front park?

74. Tourism is the Primary Economy of the McKenzie Valley. After the fire of 2022 the businesses and home owners were devastated and most have still not recovered. Taking away another source of income for business on the river would be another devastation we can not handle. Leaburg Lake is very useable water, unlike the McKenzie River. Families from all over the country come the Leaburg Lake because they can enjoy recreation without a lot of fear. It also has the only handicap accessible area

75. Maintain a healthy environment for the hatcheries and recreational opportunities

76. Tourism

77. Considering that dam removal is likely inevitable (100+ year old dam will need complete replacement sometime in next 20-50 years, it will require another huge investment after this one. At an additional cost of another 100 millions? It will cost more to remove and restore river in the future than it will now. Its a hard choice, but its likely the most cost effective over the long term for EWEB and her ratepayers.

78. The removal of the recreation aspects of the project, and the removal of the irrigation access point for some farms along the canal, are antagonistic to the rural economy and rural health. How will the Board replace the benefit of these lost features in the community?

79. Property owners along the lake being compensated for loss of value in their homes.

80. Tourism is the Primary Economy of the McKenzie Valley. After the fire of 2022 the businesses and home owners were devastated and most have still not recovered. Taking away another source of income for business on the river would be another devastation we can not handle. Leaburg Lake is very useable water, unlike the McKenzie River. Families from all over the country come the Leaburg Lake because they can enjoy recreation without a lot of fear. It also has the only handicap accessible area

81. The canal has created an ecosystem since 1928 that many animals and residents utilized to survive. Drainage of the canal has removed habitat for wildlife, dried up creeks, removed irrigation abilities for some residents, and increased ambient temperatures along the canal in the summer. In addition to all that it seems counter productive to remove a renewable energy source at a time when our nation is striving to become energy independent and less reliant on fossil fuels.
82. Historical Leaburg Dam should not be destroyed or taken out ever. It needs to be updated and maintained to provide hydroelectric power no matter what the cost. The Dam is a landmark on the McKenzie River. The McKenzie River Valley won't be the same without it. I am a native born Leaburg Oregon resident (1958) and my family and I have been going to the dam all our lives. four generations of us and I would like to see five generations of us continuing The Leaburg Dam experience in the future.

83. Irrigation use

84. Alt.#2 please do a full return to service, they all cost a lot of money, at least you will get a return on this plan.

85. We need to return the river to its original form as much as we can, "the salmon are disappearing the steelhead are less and less and the trout are all planters below the dam now," it's a shame

86. If the project is removed, will the properties be returned to the original landowners, much like the properties along the old Weyerhaeuser rail line out the Mohawk?

87. The loss of money from visiting people

88. With the move to electric cars why would we try and remove one of the few renewable energy sources?

89. Concerns should be for those of us that rely on the lake/canal for business purposes.

90. It clear from the "priorities" list that the decision has already been made and this survey is just to placate the customers. If there was a way to actually replace all the board members making these decisions it would happen without delay. Your bills are excessive and unreasonable.
91. EWEB made contracts with property owners along the right of way for the Leaburg Canal, assuring holders of water rights from sources such as Johnson Creek, Cogswell Creek, etc. would maintain those rights. While the Leaburg Canal is dewatered water right holders are deprived of water, resulting in significant economic loss from inability to raise crops, property value loss, and quality of life loss. EWEB needs to invest in the future of the generations to come. Rely more on clean wind and water
92. Oregon is becoming known for its recreation opportunities more every year. Highly important for local economies!
93. Impact on businesses.
94. As a visible source of power generation attached to a fun recreational area (Leaburg Dam), the Leaburg hydroelectric project has significant educational value. If EWEB decides to build a new power plant at the spillway, I would ask that you consider designing the plant so that visitors can walk to it from the dam and see inside the plant to learn how it operates.
95. In an era of both power shortages and water shortages,Ä¿why on earth are we considering NOW to remove the dam!?! We need the ability to hold back water and SAVE for a ,Ä¿rainy day,Ä¿ (lack of actually). If anything, we should be looking at being MORE independent as a community and generating MORE power, NOT at the mercy of much bigger companies that when it comes down to it, will sell our power to the highest bidder.
96. Impact on people living on the lake.
97. My own quality of life would be reduced by not having Leaburg Lake. I kayak there for to maintain physical fitness and mental health throughout the year and meet friends to talk through challenges. During the colder, wet, darker months, there would be less opportunity to safely and conveniently be in nature bc of my work schedule, a time when my mental health needs the lake the most. These days, mental health and peace of area residents is more important than ever.
98. The relatively low amount of power produced by the Leaburg facility compared to the cost to repair and maintain the facility is ridiculous. This was built at a time when jobs were needed for the economy and there were few people in Eugene/Springfield. Many people did not have electricity. The facility is outdated, does not have a decent ROI and it is time to remove the minimal power producing structures.

99. If/when the dam is not producing hydropower, where does difference in energy come from? Seems to me that hydropower is among one of the lowest emissions producing source of energy we have access to.

100. I believe alternative #3 is the best choice.

101. Tourism
Property values
Quality of living

102. How this would effect the Leaburg community as a whole if the dam and canal were destroyed. Properties changed, prices of electricity. Restore the plant and use it to keep home costs down.

103. a more inviting Beach for wading in the water

104. The people in this area have been loyal and and supportive, I feel eweb should be too.

105. The lives & livelihoods of the Mckenzie residents. We live with the river, and have lived with the Leaburg structures for >100 years. I think a hybrid approach to this situation would be better than stark choices. Some of your choices will uproot people and destroy properties developed over generations, whatever your rights to reconfigure stream beds.

106. the beauty of the area

107. Our hatchery program and the impact it would have on our salmon fishery.

108. You guys don't care or give a crap about what really happens up here on the river.

That the World doesn't rotate around your company and last time I checked you guys weren't God yet you act like it.

This might not have become such a big problem if you guys had actually did your job instead of sleeping in your trucks.

109. I would like to see the Leaburg Canal turned into a combination trail/greenway that could be covered with solar panels that would help mitigate some of the cost associated with decommissioning and provide a viable, sustainable and low carbon source of electrical generation. I envision a parklike trail system along a filled in and flattened out canal, with restoration of the original water courses of the small streams that feed into the canal. Think outside the box & make this a win us all.
110. Manipulation of "options" via NPV assumptions (14 year relicensing period, wholesale pricing, bloated construction estimates, limited payback period, not valuing of public usage, etc.). Management would like to sneak Option 3 (should be termed the Luffman/Lawson Option) in the back door, and will then direct the "blowback" at the commissioners when the public discovers they have lost "green" generating capacity and future resiliency.
111. Decommissioning and restoring the river would benefit the salmon, recreational fishing tourism, remove EWEB's headache. Keeping trees at bank will help river temp. Keeping access to river will support recreation and maintain safety. Reverting canal to a river tributary will support wildlife and Upriver Organics- a source of food many of us depend on and also a huge tourist draw. The lake may be gone but a lovely river will remain.
112. I think alternative #3 is the best choice.
113. This should be about community input and those effected that recreate and live around the waterway.
114. It was heartbreaking to watch the Walterville Pond be decommissioned and don't want to see the same thing with Leabur Lake. The whole Walterville/Leaburg trail system, including Leaburg Lake, has been a community staple. It provides lots of activities and is accessible to everyone regardless of gender, race, or income. Anyone can enjoy the health and wellness nature provides. It also used by visitors. We need to maintain our recreation areas.
115. The additional environmental benefits of no facilities at all. Still maintain parks and trails, just not in conjunction with hydroelectric facilities and structures
116. Habitat improvement and protection for fish and wildlife should be the highest priority under consideration. Having a healthy salmon fishery could provide much needed ecological benefits as well as economic benefits for fishing and recreation.
117. I think it would heavily impact the entire neighborhood within at least a 50 MI radius. I believe there are many like myself that would not live in this area if that had not been a feature

118. Quality of life for residents. We will lose our farms without water in the canal. More building, more development, more stores, more houses, more people, and LESS TREES. We have lost so much wilderness from fire and development already. Please do not add to the misery out here by filling in the canal and destroying the dam.

119. Please save the canal!

120. Power can be purchased much less expensive from BPA. Why consider continuing your negative impacts after almost a century.

121. When the earth is facing an extreme climate crisis, failing to preserve a source of carbon-free energy seems like a terrible idea. The cost of not protecting the climate by preserving this energy source should more than outweigh simple dollar cost considerations. Also, given the need to create and/or preserve carbon-free energy sources, I would think that federal money might be available to assist.

122. Economic impacts in terms of businesses, tourism and recreation now and in the future. Once it's gone, I believe it will never be replaced.

123. water available for small farms along the canal.

124. Land values for people with homes on the lake.

125. The river belongs to the residents of the McKenzie Valley. To have a board in Eugene, without McKenzie Valley having any real representation, decide the future of our community is unbelievable! Yes, there have been public meetings, however, my impression is those were more about marking the box that community input was gathered than truly listening to those in attendance. I'm tired of hearing that the board are volunteers....if the burden is too big to be on the board it's time to step down.

126. The impact on the owners of homes and property along the lake

127. You should consider removing the dam without any further discussion on the matter.

128. The impact to water supply for residents' wells that were installed with the current water table conditions established by the existence of Leaburg Lake/Dam. And that the removal of the dam may be a significant opportunity for improving recreation in the area. Longer floats, better (even possibly safer) access to the river for fishing.
129. We believe you need to consider one thing and one only; this community does not trust you. We don't trust you in any facet of operation. Fun fact: you're to do it anyway. And you won't take into consideration any of this input. Many of us have bet money on that. You will waste tax-payor dollars without a single consideration to who it harms as long as it's not you. I truly wish we had more positive input.
130. Proposed PP at Luffman Spillway creates additional scarring to the environment, impacts homeowners negatively and doesn't create enough power to offset the cost. Our vote is reinforce the 5 mile canal in the most environmentally responsible way, update the existing powerhouse and keep the dam creating a better designed fish ladder for the wild salmon. Bottom Line: Consider better options for wildlife and landscape of Leaburg Lake & Canal for beauty/tourism/future generations.
131. I believe that over the next few decades we'll see a steady increase in electricity demands, especially as we see a migration from gasoline vehicles to electric vehicles.

I've never had natural gas heating in Oregon, and we may see a consumer move back to electric heating in the future.

I feel that EWEB should plan on maximizing the renewable power generation for the future, which would include full use of the Leaburg and Walterville power projects.

132. ECONOMY & HOME VALUES ALONG LAKE

Constant Contact Survey Results

Campaign Name: Leaburg Survey

Survey Starts: 1333

Survey Submits: 419

Export Date: 10/12/2022 07:35 PM

MULTIPLE CHOICE

1. How important is it to you that EWEB select the lowest cost of the four alternatives described above?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Not Important			172	41%
Somewhat Important			162	39%
Very Important			29	7%
Extremely Important			17	4%
N/A (I'm not an EWEB customer)			33	7%
Total Responses			413	100%

MULTIPLE CHOICE

2. How important is it to you that EWEB continue to strive for the lowest-possible carbon footprint in its power portfolio?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Not Important			77	18%
Somewhat Important			146	35%
Very Important			107	25%
Extremely Important			85	20%
Total Responses			415	100%



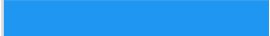


MULTIPLE CHOICE

3. How important is it to you that EWEB continue to keep electric rates as low as possible?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Not Important			28	6%
Somewhat Important			189	45%
Very Important			97	23%
Extremely Important			61	14%
N/A (I'm not an EWEB customer)			39	9%
Total Responses			414	100%





MULTIPLE CHOICE

4. Assuming a definition of resiliency as the ability to bounce back when an unexpected event or circumstances occur, how important is resiliency to you?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Not Important			7	1%
Somewhat Important			106	25%
Very Important			158	38%
Extremely Important			110	26%
N/A (I'm not an EWEB customer)			29	7%
Total Responses			410	100%

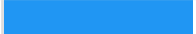



MULTIPLE CHOICE

5. How often do you visit Leaburg Lake?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Never			65	15%
Occasionally (1-2 times per year)			108	26%
Routinely (several times over the summer)			111	26%
Frequently (on a weekly or monthly basis)			131	31%
Total Responses			415	100%





MULTIPLE CHOICE

6. How often do you visit the Leaburg Canal Trail?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Never			115	27%
Occasionally (1-2 times per year)			111	26%
Routinely (several times over the summer)			67	16%
Frequently (on a weekly or monthly basis)			125	29%
Total Responses			418	100%

MULTIPLE CHOICE

7. How important is it to you that Leaburg Lake remain as a recreational facility?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Not Important			96	23%
Somewhat Important			44	10%
Very Important			67	16%
Extremely Important			209	50%

OPEN QUESTION

7a. Optional: Please explain the reasoning behind your choice:

Re: the future of the Leaburg Hydroelectric Project.

In order to be healthy, the McKenzie River, an invaluable treasure, needs to be returned to as closely as possible to its natural state.

I prefer the recreational opportunities and natural resource benefits provided by a naturally flowing river.

The lake was made through human intervention. There are other ways to recreate on McKenzie, ie., fishing. I understand two fish on the Endangered Species List would be better served if dam were not there.

Would rather see the dam removed than have Leaburg Lake.

Leaburg lake and dam are what brings new people to the specific area.

The removal of the dam would be beneficial. I believe it would improve the quality of the river and the habitat it provides for important wildlife, including keystone species like salmon. Better river quality, more fish = more business for locals.

As a public utility, EWEB's fiduciary responsibility to rate payers is to provide services that are safe, dependable at a reasonable expense. They are not in the entertainment business or required to create recreation for rate payers.

The interests of having a healthy and viable ecosystem is far more important than maintaining dams and lakes

EWEBs responsibility is to provide clean water and reasonably priced electricity to it's rate payers. EWEB is not in the recreation business, they are a water and power provider. Leaburg Lake was the result of EWEB power generation, not recreation.

While the lake, park, and trails are nice, clean renewable power is extremely important and should be the pivotal concern.

It is an important resource for the community.

I use it weekly for multiple purposes, recreation, fishing, kayaking, exercise, and tourism for our Air B&B

258 Response(s)

MULTIPLE CHOICE

8. How important is it to you that the Leaburg Canal Trail remain as a recreational facility?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Not Important	<div></div>		88	21%
Somewhat Important	<div></div>		108	25%
Very Important	<div></div>		92	22%
Extremely Important	<div></div>		128	30%
Total Responses			416	100%

OPEN QUESTION

8a. Optional: Please explain the reasoning behind your choice:

- There are multiple trail opportunities in the area.
- As long as there is a trail there, can't it stay?
- There's other places
- Canal trail is scenic and historic.
- Iv spent a lot of time on and around the mckenzie river. Iv never even thought about anything recreational on the leaving canal.
- There are few recreational trails available in the area. However, it is not my primary choice for recreation because it's too manufactured and not scenic. If the trail is impacted by the Leaburg Dam decision, I will not likely be impacted as others.
- There are many great walking and hiking areas in our area, the Leaburg Canal is about the least inspiring of these.
- The interests of having a healthy and viable ecosystem is far more important than maintaining recreational dams and lakes
- There are so many places to hike and walk in the McKenzie Valley. Walking along a man made canal is the least inspiring area we have.
- While the lake, park, and trails are nice, clean renewable power is extremely important and should be the pivotal concern.
- It is an important resource for the community.
- I use it almost daily for exercise for my dog and I.

203 Response(s)

MULTIPLE CHOICE

9. The Leaburg Project is equipped with upstream and downstream passage facilities to mitigate impacts on migrating fish. How concerned are you about the impacts of Leaburg Dam on migrating fish?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Not Concerned	<div></div>		50	11%
Somewhat Concerned	<div></div>		97	23%
Very Concerned	<div></div>		112	26%
Extremely Concerned	<div></div>		158	37%
Total Responses			417	100%

OPEN QUESTION

9a. Optional: Please explain the reasoning behind your choice:

Once the Leaburg Dam was constructed, the McKenzie River fish population went into decline. Since then the native fish population has not rebounded to historic high levels.

The Leaburg Dam is an unnatural obstacle for upstream and downstream fish migration. The dam results in delays to migration and in some cases, results in extra mortality events for juvenile and adult fish.

Fishing is a recreation also. We may need to rely more on fish in the future for food. is it Chinook that is one of the species that is now impacted by the dam?

Fishing around leaburg and along the McKenzie are the driving factors behind tourism and recreation in the area.

Salmon are a vital piece of our ecosystem. We should do our best to protect them.

Dams kill migrating anadromous fish. Hatcheries exist because dams stop fish. Hatchery fish outcompete wild fish, and they are unfit for the wild making them more susceptible to predators. All these factors continue to decimate wild fish returns.

Fish are one of the signs of health for the environment. The current dam impedes the flow of fish from the upper McKenzie to the ocean. Fish are added by the hatcheries to compensate for this, farm fish carry disease and are not like the wild fish.

The interests of having a healthy and viable ecosystem is far more important than maintaining recreational dams and lakes. I can only imagine the amount of human trash is at the bottom of leaburg lake

The current "fish ladders" are inadequate as proven by the need to physically move fish from the river to the lake. Ideally, there would be no dam but the ramifications for property owners along the lake will not allow that. Repair the fish latter.

Everything practical must be done to protect ecosystems and fish populations. There are always trade-offs, but clean power cannot come at the cost of ecosystem destruction.

Climate change will increase the challenges to fisheries

We have to mitigate any impact to the fishery and habitat, these fish were here long before us, what right does eweb have to change that?

180 Response(s)

MULTIPLE CHOICE

10. How important is the historic preservation of the Leaburg Project to you?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Not Important	<div></div>		109	26%
Somewhat Important	<div></div>		114	27%
Very Important	<div></div>		79	18%
Extremely Important	<div></div>		114	27%
Total Responses			416	100%

OPEN QUESTION

10a. Optional: Please explain the reasoning behind your choice:

A healthy McKenzie River and its tributaries are extremely important to a future healthy environment.

There are many ways to capture the history of the project and its impacts on the community beyond keeping it as an artifact.

It was quite an achievement for a small community in early 1900's. Esp, that it has survived this long. I'm assuming the parts of the dam that interfere with fish migration would be dismantled, even if it is saved for posterity.

The canal and its infrastructure are an integral part of our history, and our history needs preserved.

The history of the Leaburg Project can be shared as a glimpse into the past to can learn about engineering and ingenuity, as history. This relic doesn't need to remain in place holding back any water, boats or fish beyond its charter to achieve this.

It's an old, obsolete and failing system that potentially endangers people and property along the canal. The cost of upgrading and maintaining the Leaburg Project is not economical, and would place a huge unnecessary burden on rate payers.

Again, the Leaburg Dam is a target for graffiti that has not been cleaned or repainted in years. If EWEB cared about that look of the facility it would have been addressed. Sure they are nice but not essential to the rate payers.

We need to preserve what is left of the McKenzie Valley history especially after all that was lost in the Holiday Farm Fire. The Leaburg Canal and Dam show the ingenuity of previous generations and all of that will be lost if it is not maintained.

The power house is a work of art, like we do not see in public projects anymore.

It's infrastructure, not art. Infrastructure should not be ugly and should blend with the surroundings, but must be maintained and updated to provide the maximum benefit for its intended purpose.

144 Response(s)

RANK ORDER

11. Please rank the importance of the following values in order of your top priorities. You get only one #1 priority, only one #2 priority, all the way to #10, using each number 1-10 only once. This will help Commissioners understand how EWEB customers evaluate the social impacts and where trade-offs might be made. You must fill out all 10 or none to complete the survey.

Answer Choice	Average Rank	Ranked 1	Ranked 2	Ranked 3	Ranked 4	Ranked 5	Ranked 6	Ranked 7	Ranked 8	Ranked 9	Ranked 10
Total project cost	6.39	11 (2%)	24 (6%)	24 (6%)	31 (8%)	47 (12%)	45 (11%)	35 (9%)	67 (17%)	90 (23%)	11 (2%)
Keep electric rates as low as possible	5.32	24 (6%)	31 (8%)	35 (9%)	43 (11%)	68 (17%)	47 (12%)	57 (14%)	59 (15%)	19 (4%)	2 (0%)
Maintain Leaburg hydropower production	4.98	62 (16%)	31 (8%)	38 (9%)	50 (12%)	30 (7%)	42 (10%)	45 (11%)	38 (9%)	33 (8%)	16 (4%)
Lowest carbon footprint as possible	5.31	23 (5%)	58 (15%)	42 (10%)	40 (10%)	37 (9%)	40 (10%)	42 (10%)	39 (10%)	52 (13%)	12 (3%)
Resiliency	4.92	20 (5%)	35 (9%)	59 (15%)	53 (13%)	58 (15%)	66 (17%)	44 (11%)	30 (7%)	19 (4%)	1 (0%)
Recreation at Leaburg Lake	4.12	106 (27%)	49 (12%)	31 (8%)	36 (9%)	36 (9%)	22 (5%)	45 (11%)	32 (8%)	19 (4%)	9 (2%)
Recreation along Leaburg Canal	5.12	21 (5%)	64 (16%)	50 (12%)	32 (8%)	40 (10%)	43 (11%)	42 (10%)	51 (13%)	34 (8%)	8 (2%)
Minimize impact on fish	3.88	82 (21%)	55 (14%)	59 (15%)	53 (13%)	37 (9%)	30 (7%)	30 (7%)	20 (5%)	14 (3%)	5 (1%)
Retain historic structures	6.18	13 (3%)	28 (7%)	42 (10%)	39 (10%)	27 (7%)	41 (10%)	41 (10%)	44 (11%)	90 (23%)	20 (5%)
Other (Please indicate below. If none, mark 10)	8.78	23 (5%)	10 (2%)	5 (1%)	8 (2%)	5 (1%)	9 (2%)	4 (1%)	5 (1%)	15 (3%)	301 (78%)
Total Responses	385										

OPEN QUESTION

What is another Tradeoff not listed, and where would you rank it with those above?

Make the McKenzie River a free-flowing river

Reestablish native involvement in land stewardship

Environmental- re-connecting existing streams

Would like to see dam the removed.

Error. 10 for recreation and historic structures

Removing a tragic pond and restoring the river.

Focus on keeping our rates low and not recreation.

Cost of power at Leaburg vs alternative sources

Fully intact wild river for health of ecosystem.

Tourism for the McKenzie River Corridor, 4

Ability to recieve water for ponds, gardens, trees

Ability to irrigate adjacent properties

112 Response(s)

OPEN QUESTION

What other concerns should the Board consider in its decision about the future of the Leaburg Project?

In the future, it may be even more expensive to maintain the project as a postive asset in your power portfolio. Your action to address this aging facility. Futher, many of the limitations on your decision are artfically created by the hatchery production elements of this complex - the EWEB Board should make this decision based on what is best for the river and the wide array of low cost benefits a free-flowing river provides to the local communities and to the state of Oregon as a whole.

Have you made any attempts to incorporate land stewardship approaches utilized by the indigenous peoples who lived here for hundreds of years before modern development? Has anyone pursued involving those remaining native voices in the decision making process?

Option 5- Leave the dam in place, install 2-3 fish ladders, and reinforce the base of the dam with boulders and cobble for natural waterfall look. Allows for retention of existing bridge. Create a 20-year heritage park master plan for the canal as grant funding opportunities allow. Connect existing creeks to river over time. Leave canal segments in place for warmwater fishing and recreation. Preserve historic structures. Three fish ladders cost \$33 million. Dam reinforcement \$7 million. Saves \$.

Historic Structures and recreation

The impact to water supply for residents' wells that were installed with the current water table conditions established by the existence of Leaburg Lake/Dam. And that the removal of the dam may be a significant opportunity for improving recreation in the area. Longer floats, better (even possibly safer) access to the river for fishing.

I would like to see the Leaburg Canal turned into a combination trail/greenway that could be covered with solar panels that would help mitigate some of the cost associated with decommissioning and provide a viable, sustainable and low carbon source of electrical generation. I envision a parklike trail system along a filled in and flattened out canal, with restoration of the original water courses of the small streams that feed into the canal. Think outside the box & make this a win us all.

Time to get out of a loosing situation. The power generated at this site is minimal yet the past, current and proposed expenses are ridiculous. By your own words a new plant would only supply 6 megawatts. Please, cut the bleeding of money and buy cheaper power elsewhere.

Please make restoration of the habitat to protect fish wildlife and flora the first consideration and priority of all project planning. There is no more important issue than ensuring the future protections of our ecosystems.

The relatively low amount of power produced by the Leaburg facility compared to the cost to repair and maintain the facility is ridiculous. This was built at a time when jobs were needed for the economy and there were few people in Eugene/Springfield. Many people did not have electricity. The facility is outdated, does not have a decent ROI and it is time to remove the minimal power producing structures.

The board needs to take a very long term view. The power needs of our community will increase. Fossil energy is unsustainable and even today's high prices do not reflect the true cost to the environment. We must plan for and build for sustainability.

Tourism

Fix seepage leaks and prevent flooding to our property.

174 Response(s)

MULTIPLE CHOICE

Are you an EWEB customer?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes	<div><div></div></div>		320	78%
No	<div><div></div></div>		90	21%
Total Responses			410	100%

MULTIPLE CHOICE

If so, what services does EWEB provide for you?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Water	<div></div>		3	0%
Electricity	<div></div>		187	48%
Both	<div></div>		134	34%
Neither	<div></div>		62	16%
Total Responses			386	100%











MULTIPLE CHOICE

What is your zip code?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
97401	<div><div></div></div>		24	5%
97402	<div><div></div></div>		33	7%
97403	<div><div></div></div>		5	1%
97404	<div><div></div></div>		22	5%
97477	<div><div></div></div>		14	3%
97478	<div><div></div></div>		109	26%
97489	<div><div></div></div>		87	20%
Other	<div><div></div></div>		121	29%
Total Responses			415	100%





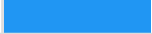


NUMERIC SCALE

10. How would you rate your overall level of trust and confidence in EWEB, on a scale of one (1) to ten (10) where ten is very high trust and one is low trust?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Low Level of Trust)			18	4%
2			18	4%
3			19	4%
4			25	6%
5			57	14%
6			38	9%
7			65	15%
8			92	22%
9			36	8%
10 (High Level of Trust)			39	9%
Mean	6.46			
Median	7.00			
Total Responses			407	100%






MULTIPLE CHOICE

Which of the following categories best reflects your age?*

Answer Choice	0%	100%	Number of Responses	Responses Ratio
18-24			8	1%
25-34			41	9%
35-44			79	19%
45-54			68	16%
55-64			89	21%
65+			108	26%
Prefer not to say			19	4%
Total Responses			412	100%

MULTIPLE CHOICE

How many people are in your household?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1			45	10%
2			185	45%
3-4			125	30%
4-6			47	11%
7+			9	2%
Total Responses			411	100%

MULTIPLE CHOICE

13. Which of the following categories best describes your total household income before taxes?*

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Less than \$20,000	<div></div>		12	2%
\$20,000 to \$34,999	<div></div>		23	5%
\$35,000 to \$49,999	<div></div>		34	8%
\$50,000 to \$74,999	<div></div>		51	12%
\$75,000 to \$99,999	<div></div>		84	20%
\$100,000 to \$249,999	<div></div>		128	31%
\$250,000 or more	<div></div>		13	3%
Prefer not to say	<div></div>		67	16%
Total Responses			412	100%

MULTIPLE CHOICE

Which gender do you most closely identify with?*

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Female	<div></div>		180	44%
Male	<div></div>		187	45%
Not listed	<div></div>		1	0%
Prefer not to say	<div></div>		41	10%
Total Responses			409	100%

CHECKBOXES

Which race(s) or ethnicities do you most closely identify with?*

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Asian	<div></div>		4	0%
Alaska Native or American Indian	<div></div>		12	2%
Black or African-American	<div></div>		2	0%
Latino/a or Hispanic	<div></div>		7	1%
Native Hawaiian or Other Pacific Islander	<div></div>		3	0%
White	<div></div>		323	78%
Prefer not to say	<div></div>		75	18%
Total Responses			412	100%

OPEN QUESTION

Optional: If you would like to be contacted based on your answers, please provide your name, phone number, and email, and EWEB staff will reach out.

David Moskowitz
971-235-8953
moskosalmo@gmail.com

Zo Warnek, 541-740-8055, zwar101@gmail.com

Lou Wentz
610-858-6838
bluegrassbreeze2@gmail.com

Jackson Kellogg
(541) 953-5883

541 915 9396

Ross Fraser
513-314-9530
grfraser104@gmail.com

David Eccles
2175 Mellowood Ct
Springfield, OR 97477
541-735-8808
Grassy.cow@yahoo.com

jim@erussell.org

Mark Caffee
971-678-9426
mark.caffee@yahoo.com

Adam Spencer

No thanks.

James Leitch 864-309-6187 ciaforhim@gmail.com

89 Response(s)



Eugene Water & Electric Board

4200 Roosevelt Blvd.
Eugene, OR 97402-6520
541-685-7000
www.eweb.org

TO: Lisa Krentz, Generation Manager

FROM: Adam Spencer, Communications Specialist

DATE: October, 19, 2022

RE: LB Strategic Evaluation: Written Correspondences: May 27, 2022 - October 11, 2022

Dear Lisa,

This memo intends to summarize the written correspondences I have received relating to the Leaburg Strategic Evaluation Project and associated alternatives. Rather than organizing these correspondences chronologically, I will attempt to organize them by the sender's intended emphasis for a particular concern or alternative.

These concerns/alternative preferences include:

1. Preference to prioritize hatcheries management concerns in decision-making
 - a. Letters include:
 - i. Inquiry from "Just a fisherman who lives in Eugene" as to the effects of the Leaburg Strategic Evaluation upon the ODFW management of hatcheries.
 - ii. Inquiry from Caddisfly Shop of the implications of Alternative 1 to the Leaburg hatchery.
 - iii. Inquiry from McKenzie Community Partnership organizer seeking clarity on the hatcheries implications of the decision.
2. Preference for Decommissioning, citing fisheries, water quality concerns and climate change
 - a. Letters include:
 - i. A letter signed by the President of the McKenzie Watershed Protective advocating for Alternative 1, citing the project age, ODOT deficiencies of the dam as a bridge facility, fish migration impairment at the dam, FERC's 2018 report of the project as a high hazard potential, flow regimes, water temperature concerns, and the potential to reimagine Lloyd Knox Park.
 - ii. A letter from a 30+ year EWEB customer advocating Alternative 1
 - iii. A letter from a 50+ year EWEB customer and retired environmental lawyer advocating decommissioning citing climate change concerns, the health of the McKenzie River and sufficient flow regimes, and the lower cost of alternative energies to accommodate EWEB's portfolio.
 - iv. A letter from a long-term EWEB customer advocating Alternative 1, citing the need for sufficient flow regimes in the McKenzie River to support salmon populations, the low levels of power production at the project, and the negative effect of hatchery fish introduction to the wild genetics of the salmon population.

- v. A letter from the President of McKenzie Flyfishers advocating decommissioning, citing the rising water temperatures, reduced snowpack, and need for improved habitat for fish populations.
 - vi. A letter from the Southern Oregon Program Director of WaterWatch of Oregon advocating for Alternative 1, citing water availability and the effects of flow regimes on the river ecosystems, the benefit of free-flowing river and improved fish populations to the tourism economy of the McKenzie Valley, and future stresses of climate change upon the riverine ecosystems.
 - vii. A letter from the Executive Director of The Conservation Angler advocating for Alternative 1, citing the tension between hatchery fish and wild populations, the elimination of barriers to fish migration, river flow and sediment deposition, and the concerns of the continuing effects of climate change on the river system and fish populations.
 - viii. A letter from the Executive Director of The Native Fish Society advocating for Alternative 1, citing the McKenzie's population of spring chinook and the adverse effects of hatchery fish.
 - ix. A letter from representatives of Willamette Riverkeeper, Cascadia Wildlands, and Oregon Wild, advocating for alternative 1, citing the benefit to Endangered Species Act listed salmon and bull trout, lowering water temperature, future costs associated with RTS alternatives, and EWEB's ability to source electricity elsewhere.
 - x. A petition submitted by Cascadia Wildlands with 305 signatures, including 69 signatories from Eugene, 9 signatories from Springfield, 5 from the McKenzie Valley, and 222 from outside the Eugene-Springfield-McKenzie Valley areas, advocating decommissioning the project to the benefit of fish passage, future costs associated with RTS alternatives, and the future tourism benefits of an unimpeded McKenzie River.
3. Preference for Return to Service, citing resiliency and electricity demand concerns
- a. Letters include:
 - i. A letter advising RTS citing the increased electric demand with Eugene-area population growth
 - ii. A letter advising Alternative 3 citing the rising costs of electricity
4. Preference for Return to Service, citing recreation at Leaburg Lake and local economics
- a. Letters include:
 - i. A letter from a Leaburg Dam neighbor, citing the lake's importance as a recreation site, including the handicap accessible boat ramp, the lake's strategic location for fire fighters to draw water, and the implications to the hatchery program.
 - ii. A letter presented to the Board on August 2, 2022, from Gerry Aster, accompanied by 41 signatures, including 15 from Eugene, 4 from Springfield, 20 from the McKenzie Valley, and 41 from outside the Eugene-Springfield-McKenzie Valley areas, advocating against removing the Leaburg Dam, emphasizing the recreational opportunities at Leaburg Lake, its contributions to the McKenzie Valley economy and property values.
 - iii. A petition from Nadine Scott, accompanied by 568 signatures, including 78 from Eugene, 144 from Springfield, 250 from the McKenzie Valley, and 96 from outside the Eugene-Springfield-McKenzie Valley areas, emphasizing Leaburg Lake's impact upon the local economy.

Preference to prioritize hatcheries management concerns in decision-making

Date: May 27, 2022

Subject: Leaburg project...

Content of correspondence:

“

Adam,

I know nothing about what is best for the four alternatives you listed for the Leaburg project.

I will leave that to the experts, but there is one factor you should consider in any decision, especially item #4.

Currently ODFW is running a trap during the Spring Chinook migration. The purpose is to trap and remove all hatchery salmon so they do not continue upstream and spawn with the wild fish.

I would urge you to be in contact with Jeff Ziller of ODFW at the Springfield office to see how many years they need to operate the trap that is placed just upstream of the dam on the hatchery side of the river.

Without being able to trap, they would not be able to meet certain requirements that have been placed upon the agency.

(name redacted)

Just a fisherman who lives in Eugene.

”

Date: May 27, 2022

Subject: Caddisflyshop Eugene

Content of correspondence:

“

Adam,

Thanks very much for keeping customers engaged with your emails. Very informative.

In terms of option #1 listed as a possible strategy for Leaburg dam :

1. **Alternative 1: Full decommission of the Leaburg Project:** Removing all traces of the dam, the canal, and all facilities. Leaburg Lake would return to original river conditions as best as practical. This alternative would attempt to make the landscape return to “as if the Leaburg Project were never built.”

What would become of the fish hatchery?

Thanks

CHRISTOPHER DAUGHTERS, Caddisfly Shop, Eugene

caddiseug@aol.com

Date: October 7, 2022

Subject: Leaburg Dam Question

Content of correspondence:

“

I am continuing to work on educating the community about the project in the hopes of helping EWEB get good feedback from the community.

At first it seemed that most people wanted to save the lake, and certainly that remains a very vocal crowd fueled by lake side property owners.

I am also hearing a lot of people who want the dam removed to help the fish and the upriver forest that historically were fertilized by larger numbers of spawning salmon that used to go upriver before the dams.

Question: are the fish ladders at Leaburg dam open all the time? I've been told that the gates are not always open. Can you help educate me on when the ladders are open (or closed). I'd like to communicate accurately the dam's impact on fish.

Thank you!
„

Preference for Decommissioning, citing fisheries, water quality concerns

Date: July 11, 2022

Subject: Leaburg Dam and Canals

Content of correspondence:

“

Karl,

I understand EWEB is sponsoring community Leaburg Dam and Canals "input event" upriver. We are very glad to hear there is discussion about these projects. Due to a busy season on the water, we will not be able to attend and I wanted to present our position on the projects.

It is the position of McKenzie Watershed Protective that Leaburg Dam, Leaburg Canal, Walterville Canal and the Carmen Smith Project should be removed and the McKenzie River restored to a free flowing status. The following reasons apply:

1. The projects are aging out. Leaburg Dam and Canals are approaching 100 years old. Maintenance costs will only increase every year. Carmen Smith is a money pit. Common sense says this project will not see a cost benefit achieved. Alteration to the natural environment in this project is extreme.
2. Leaburg Dam is used as a bridge for housing and the hatchery and it was never intended to be a permanent bridge. Leaburg Dam does not meet current ODOT standards for use as a bridge. Mitigation for homeowner access will have to be considered.
3. Fish migration is impaired for migration upstream and downstream. Navigating the fish ladders is an additional stress for all fish. The area immediately below Leaburg Dam is a man made holding area where fish are subject to intense fishing. The mortality rate for downstream migration is unknown but is certainly a factor in impeding migration. Salmon and Steelhead runs in the McKenzie River are at record lows.
4. The FERC Dam Safety Inspection Report from 2018 lists Leaburg Canal, Walterville Canal and Walterville Pond as a "[High Hazard Potential](#)." [link to FERC 03/11/2020 DAM SAFETY INSPECTION REPORT FEDERAL ENERGY REGULATORY COMMISSION, OFFICE OF ENERGY PROJECTS, DIVISION OF DAM SAFETY AND INSPECTIONS, Portland Regional Office] EWEB's response to this report was to close Leaburg Canal. The cost of fixing these deficiencies exceeds the benefits of power generation.
5. Damage to the main river de-watered by the diversion of up to 75% of the natural flow of the river into the canals is occurring. The extreme dewatering adds natural pollutants to the water (Didymo and Filamentous Algae). Water quality is degraded when these conditions appear.
6. Navigation of the river in the dewatered areas is difficult and some days impossible. A minimum of 1900 cfs should be left in the main river at any point in the affected areas of the canals immediately.
7. Water temperatures regularly exceed 70 degrees in the de-watered areas threatening Salmon and Native Trout.
8. Removal of Leaburg Dam will allow the river to return to its natural streambed and expose a huge area that is now Leaburg Lake. This is an opportunity to expand Lloyd Knox Park into the largest park on the

McKenzie River. And, to connect this new park to the Old Fish Hatchery/Discovery Center, and existing fish hatchery.

I am attaching a video we have produced regarding riparian issues. By the way, Thank God for Purewater Partners. They are the ONLY group doing restoration on the river! We need more funding and boots on the ground for this group!

Youtube: "Oregon's Legendary McKenzie - A River in Trouble"

Regards,
Bob Spencer
McKenzie Watershed Protective
541-735-1630
”

Date: October 3, 2022

Subject: Leaburg public comment input

Content of correspondence:

“

Hello Adam

Since your survey does not ask the fundamental question about which of the four alternatives are preferred I will write directly to state for the record that I prefer Alternative 1: Full Decommission. I am a 30+ year customer of EWEB.

(name redacted)

”

Date: October 9, 2022

Subject: Comments on Proposed Alternative Solutions to the Status of the Leaburg Power Canal and Dam

Content of correspondence:

“Dear Mr. Spencer:

Thank you for the opportunity to comment on the alternative solutions proposed by EWEB for the future of the Leaburg Power Canal and Dam (the Project). I commend EWEB for the very helpful video you provided to explain the four Project alternatives being considered. So you will understand the perspective for my comments, I offer the following: My wife, Edith, and I have been EWEB rate payers for more than 50 years. Until my retirement a number of years ago, I practiced law in Eugene for more than 30 years, the last 21 of which were as a partner in a 10 lawyer Eugene law firm. My particular areas of practice emphasis were Environmental Law, Land Use Planning and Business Law. I also taught courses at the University of Oregon Law School on two separate occasions as an Adjunct Instructor. Since my retirement from the practice of law, I have tried to keep current with developments in the area of Environmental Law..

The discussion of the Project alternatives that EWEB has offered has done a very commendable job of pointing out the major actions that would occur, and the variety of issues that effect, the choice of any alternative. That leaves your choice in my mind as to what is best in the long term for EWEB and its rate payers, our community and the river and its fish and wildlife, the continued health of which is of paramount importance to the former two interested groups. **Based on that balancing, I recommend that EWEB select either Alternative 1, Full Decommission (my number one choice) or Alternative 4, Partial Decommission (my second choice) for the following reasons:**

1. The single most pressing environmental issue for the foreseeable future that must effect the lives and health of all three of the interest groups I have referred to is climate change. This very real phenomenon

has created a crises that our lack of anything close to a national unified commitment to address can only be expected to make worse by our head in the sand approach to dealing with it. Failing such an effective national commitment and response, all any of us can do within our respective opportunities to act is answer the question: What is within my power to do to best prepare for and buttress against the worst predicted impacts of climate change.

2. As an organization responsible for the overall “health” of the McKenzie River, the best option for EWEB to choose for the Project, in answer to the previous question, is one that maximizes the chance for a healthy river in the face of the expected much drier and hotter climate with a substantially reduced snowpack in the mountains.. Returning the 2500 cfs of water that is currently diverted by the canal from a 5 mile stretch of the river below the dam (Alternatives 1 and 4) has the best chance of buttressing the river against the climate-caused harm to its human users and the fish and wildlife that depend on it. Though significant, when amortized over our future, the distinction between the estimated cost of the least expensive alternative (Alternative 3 at \$183M) and the most expensive one (Alternative 1 at \$230M) should simply not be the deciding factor. This becomes even more evident when we look at where at the development of the law as regards the responsibility of dam operators who have to address the needs of fish, such as the Mckenzie River spring chinook, who are listed as threatened under the Endangered Species Act. As the future of these fish becomes increasingly imperiled, more and more organizations are coming on board to use litigation to require the return to as much as possible of the natural flow, temperature and health of the water highways that the fish depend upon. With the dam removed, the primary focus for fish protection shifts to where it should be, on state and federal fish and wildlife organizations to stop taking actions that science shows clearly harm the protected species.

3. Finally, clearly developing economics, that indicate EWEB can reasonably expect to pay less for wind and solar power than it would for the power it would get from building a new but reduced canal-based power generating facility, demonstrate that it does not make more immediate or long term rate payer sense to choose Alternative 3.

Thank you for considering my comments,

Bruce H. Anderson

4350 Spring Blvd

Eugene, OR 97405

Cell: 541-913-0710

”

Date: October 10, 2022

Subject: Solutions for the future of the Leaburg Power Canal and Dam.

Content of correspondence:

“

Mr. Spencer:

Thank you for the opportunity to comment on this important issue concerning the future of the EWEB Leaburg Dam power infrastructure. The video presentation of the four options was well done and very informative.

As a ratepayer for many years I want to give you my thoughts on how this issue should be resolved.

1) With the safe operation of the EWEB power facility in question, it seems to me that the best decision would be to discontinue power generation, remove the dam and restore the river to its natural state. The removal of Leaburg Dam will release 2500 CFS of upper McKenzie water to the river, helping to mitigate the effects of reduced snowpack in the future. This will be a great help to survival of the threatened spring Chinook salmon and all other natural inhabitants of this beautiful river.

2) The relatively small power production from Leaburg Dam, along with the problems with the canals makes it difficult to justify a rebuild, in my opinion, with alternate sources of competitively priced power available. Weighing the advantages of a free flowing river, I believe the increased cost of restoration to completely justified.

3) Removing the dam and its infrastructure will necessitate a future decision about the associated two hatcheries. I would recommend closing them. This will allow natural recovery of the Native McKenzie spring Chinook without genetic damage from introgression with hatchery stock.

For these reasons, I recommend the EWEB choose Alternative 1, complete restoration of river conditions. Thank you for the opportunity to submit my thoughts and opinion.

(name redacted)

2582 W 28th Ave

Eugene OR 97405

(contact info redacted)

”



McKenzie Flyfisher's Club

OFFICE OF THE PRESIDENT

October 7, 2022

Dear EWEB Commissioners:

RE: Options for Leaburg Canal

We have studied with interest your four Alternatives that are being considered for dealing with the problems at the Leaburg Canal. In our view, the most important long-term aspect of the proposed modifications is the potential to restore the McKenzie River in that area to its natural condition. Currently about 2500 cfs of water is diverted from a 5-mile section of the river below the dam into the canal. Climate change and the forecast lowering of the snowpack in the mountains that feed the river, along with rising water temperatures, means that the river will need all the water that it can get. Restoration to the river of the water now diverted into the canal will result in more water, lower water temperatures, and improved habitat for fish and other aquatic life.

Therefore, on behalf of the McKenzie Flyfishers, I urge EWEB to pursue one or the other of the two alternatives that completely restore the Leaburg Canal's water to the river; that is, Alternative 1, Full Decommission, or Alternative 4, Partial Decommission.

Sincerely,

Thomas Fauria,
President, McKenzie Flyfishers



October 10, 2022

Eugene Water & Electric Board
4200 Roosevelt Blvd.
Eugene, OR 97402
Submitted Via Email To:
adam.spencer@eweb.org

Re: Future of the Leaburg Hydroelectric Project

Dear Commissioners Brown, Carlson, Barofsky, McRae, and Schlossberg:

WaterWatch of Oregon submits these comments urging Commission adoption of Alternative 1, Decommission to Pre-Project, and outlines a number of concerns regarding a critical omission in the informational materials and analysis provided as part of the evaluation process on the future of the Leaburg Hydroelectric Project. WaterWatch is a statewide conservation non-profit working to protect and restore flows in Oregon's rivers. Our membership includes many individuals in the Eugene area. WaterWatch has a well-established record of success protecting flows in the McKenzie and other Oregon rivers for the benefit of the fish, wildlife, and people who depend on healthy rivers. For example, in recent years WaterWatch led an effort to successfully defeat a local company's bid to withdraw 22 million gallons of water a day from the McKenzie River for speculative purposes.¹

1. Fuller Consideration of Ecosystem Impacts Needed: Under Oregon water law, Alternative 1 would result in the Leaburg hydropower water right of 2,200 cubic feet per second to be converted instream for fisheries and recreational benefits. This water right is unsubordinated, meaning the state of Oregon would be able to regulate to protect this 2,200 cubic feet per second of flow instream in the McKenzie River for perpetuity. This outcome would have significant impacts on the ecology, water quality, economy, climate change resilience, and recreational opportunity of the river and surrounding region, but WaterWatch was unable to find any mention of this factor in any of the informational materials or analysis distributed as part of this process. We believe that EWEB's customers deserve to know about this important factor and consider whether they would like to benefit in perpetuity from a large instream water right protecting fisheries and river recreation in the stretch of McKenzie River currently diminished and impaired by the Leaburg Canal. Beyond this significant omission, WaterWatch would urge the Commission to more fully consider the ecosystem benefits of Alternative 1, including 1) eliminating the water quality impacts of the canal, dam, and reservoir; 2) restoring ecosystem function and native migratory species access to tributary creeks currently entrained by the Leaburg Canal, including a quantification of habitat miles by species available within these tributaries; 3) restoration of 1.5 miles of native salmonid habitat currently submerged under Leaburg Reservoir.

¹ "Protecting the McKenzie" *Eugene Register Guard* Editorial Board, March 18, 2014.

2. Fuller Consideration of Recreational Impacts: The Commission and its customers should be able to more fully consider the recreational benefits of Alternative 1 in light of the instream flow benefits described above. We would also note that the McKenzie River is prized locally, and famed internationally, for its abundant native fisheries, free flowing clean water, natural beauty, and unsurpassed river boating opportunities. It is not a significant draw for recreationist and tourist dollars for the kind of flatwater recreation and hydropower facility vistas provided by Leaburg Dam. Among the alternatives considered by the commission, Alternative 1 would provide the most to maintain and enhance the McKenzie River's most compelling and valuable natural assets which have made the region not only a major draw for recreationists, but an attractive place to live, work, and raise a family.

3. Fuller Consideration of Climate Change Impacts: The McKenzie River has already experienced devastating climate change driven drought, wildfire, and heat waves. Scientists expect these stresses on the McKenzie River and all of Oregon's rivers and river-dependent communities will only increase in the coming years. We urge the Commission to more fully consider climate change impacts and adopt Alternative 1 because it does the most to reduce climate stresses on the river while increasing the McKenzie's natural resiliency to climate change. The alternatives to keep or rebuild some or all of the Leaburg facility's infrastructure will unfortunately exacerbate several well known climate change driven problems, including reduced water quality and algae blooms, increased spread of invasive non-native species, and increased degradation and loss of native salmonid habitat.

For the aforementioned reasons, WaterWatch and Oregon Wild urges adoption of Alternative 1, Decommission to Pre-Project, to secure the greatest benefits for the McKenzie River and the people and communities which depend upon it, both now and in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim McCarthy". The signature is fluid and cursive, with the first name "Jim" and last name "McCarthy" clearly distinguishable.

Jim McCarthy
Southern Oregon Program Director
WaterWatch of Oregon
P.O. Box 261
Ashland, OR 97520
jim@waterwatch.org



October 10, 2022

Adam Spencer, Eugene Water and Power
Andrew Janos, Senior Environmental Specialist
Eugene Water & Electric Board
4200 Roosevelt Blvd
Eugene, OR 97402

Submitted via email

Subject: Comments to the EWE Board regarding the status of the Leaburg Power Canal and Dam.

Mr. Spencer:

The Conservation Angler fights for the protection of wild Pacific anadromous fish populations throughout the Northwest, all the way to Russia's Kamchatka Peninsula.

We rely on the best available science to guide our efforts. We'd rather make friends than enemies—but we're not afraid to stand our ground and raise our voice to ensure the well-being of wild fish populations that have no voice of their own.

TCA cherishes the thought of the McKenzie River having one less manmade obstacle for its Cascades-clear water and many native fish to navigate. TCA is grateful that the EWEB Board is thinking beyond just electrical power capacity. As you well know, many organizations and private parties are working to restore the McKenzie River to maintain the riparian and floodplain habitat quality and processes - as well working to restore the assemblages of native fish which are responding restored river conditions.

There is much value in natural systems and their ability to buffer flooding. Full Decommissioning will help restore and maintain natural flood control processes in the McKenzie River watershed that will enhance the river's ability to absorb water throughout the basin and in connection and conjunction with the entire Willamette Valley.

It is time to remove this obstacle to proper river function and functional wild fish recovery.

TCA respectfully requests that EWEB staff and the EWEB Board consider our comments on the options which lead us to support EWEB Action on Alternative 1 – Full Decommissioning.

Here are a specific set of issues and concerns that lead us to supporting Alternative 1:

1. Fish Issues

- a. Trout: Most sport angling on the McKenzie is for trout. ODFW trout releases are from out-of-basin broodstock. Given the current practices, there is no basis for preserving the trout hatchery operation on the McKenzie River as a significant consideration. Wild McKenzie River trout – given the chance – and managed under appropriate regulations - can support the recreational fishery.
- b. Spring Chinook: The existing fish sorting operations appurtenant to Leaburg Dam are meant to reduce the impacts of hatchery spring chinook on ESA-listed wild spring chinook. This has, by all accounts, not been effective in meeting federal standards for protecting the native

salmon from reduced fitness due to genetic intermixing. Retaining Leaburg Dam to support this failing program is unwarranted.

- c. Summer Steelhead: Non-native, out-of-basin hatchery summer steelhead do not interfere with wild ESA-listed Willamette River winter steelhead in the McKenzie because the wild winter steelhead do not migrate beyond the Calapooia River, but these hatchery fish do negatively interact with the ESA-listed winter steelhead elsewhere in the basin and this program should be terminated or reprogrammed. The project to remove Leaburg should not be postponed or conditioned by this harmful hatchery program.
- d. EWEB should complete the fish-passage projects throughout the Project area which would be very positive salmon recovery actions to expand the range of both spring chinook salmon and Bull Trout – also a threatened species in the basin.
- e. EWEB effort in 2020 wildfire recovery and the ongoing support for multiple restoration projects will be enhanced by the full removal of Leaburg Dam and associated project elements – building resilience for previous investments in restoration of spawning and rearing habitat on the McKenzie River.
- f. The hatchery ponds – either at Leaburg or at McKenzie Hatchery, are not large enough to support all populations of fish (chinook, steelhead, and trout) in the desired numbers. As a result, these hatchery fish are being moved around the basin to various hatcheries and they are released wherever is convenient. All of these current practices are far outside any standards set in applicable HGMPs for these fisheries. ODFW must reform its management and EWEB should not burden its operations with cobbled-together ODFW programs.
- g. Because ODFW is declaring these operations as “temporary” they are not receiving the scrutiny they deserve for their impacts on wild fish populations – not only in the McKenzie but throughout the Willamette Basin.
- h. NMFS has not objected, mostly on the premise that this disruption is temporary - until the McKenzie Hatchery is up and running – which may not (and should not) happen.
- i. EWEB should free itself from these patchwork hatchery operations which will continue to function poorly in the face of accelerating climate change impacts.
- j. The Leaburg hatchery has no HGMP for ESA-listed spring chinook salmon and it is in serious need of repair and updating - which neither ODFW nor US Army Corps will do.
- k. The Leaburg Canal intercepts several creeks from the north side of the valley, conveying them into the McKenzie River, while blocking upstream and downstream migration.
- l. Oregon’s Fish Passage laws require passage and EWEB will trigger fish passage requirements no matter which option is chosen.
- m. As Fish Passage is an issue of statewide interest, EWEB cannot ignore comments from the general public. As the water rights associated with this project are also state resources, the decision here by EWEB must consider public comments as to their disposition.
- n. The overall spring chinook and summer steelhead hatchery programs are crying out for reform regardless of what EWEB decides to do with its facilities. The hatchery fish returns either spawn in the lower McKenzie or attempt to pass the Leaburg Dam to the upper river spawning grounds. A cobbled together fish sorter on one side of Leaburg Dam was manned in 2021 to divert hatchery spring chinook salmon back to the hatchery with mixed results.
- o. The pHOS of Spring chinook has been very high for a number of years which was noted in the HGMP that it needs to be reduced to 10% or less – a standard rarely met.

2. EWEB Staff Positive Findings for Full Decommissioning

- ❖ Eliminates potential for adult Chinook migration delay at tailrace and dam.

- ❖ Full river flow in Leaburg “bypass reach” of McKenzie River (5.8 miles)-improves water quality, improved flows for up and downstream migration, recreation/boating, macroinvertebrates, habitat availability (off channel etc.).
- ❖ Tributaries that currently flow into Leaburg Canal will be reconnected to McKenzie River, opening trout and other migratory fish habitat, and allowing sediments and water flows.
- ❖ More natural sediment transport regime downstream of dam.
- ❖ If hatcheries cannot secure an alternate water supply or continue to fail to meet management standards minimizing adverse interactions with wild fish, full decommissioning would result in decreased impacts of hatchery fish on wild fish populations.

3. Climate Change

- a. With accelerating warming of our climate, weighty consideration should be given to positive impact of the removal of the Leaburg Project to inject natural streamflows throughout the project reach with the flow of water returning to mainstem (approximately 2500 cfs. for 5 miles below Leaburg Dam).
- b. The elimination of the lake-like conditions behind Leaburg and in other ponded water structures associated with the project will contribute to stream temperature cooling to buffer climate-change related warmer temperatures over time.

4. TCA Responses to EWEB Staff Con Arguments to Alternative 1:

This section contains TCA responses to EWEB Staff Descriptions of the “Cons” to Alternative 1.

EWEB Con: Impacts to both Leaburg and McKenzie Hatcheries’ water supply requiring an alternative water supply to maintain operations. This would be expensive and if not feasible, then the loss of the hatcheries would have major impacts to fisheries in the McKenzie, Willamette and downstream the Columbia to the Pacific Ocean.

- ✓ **TCA Response:** ODFW is already operating under these constraints, and while this may not be practical, it demonstrates that there are alternative operational solutions to the result of full decommissioning that would fall on ODFW and US Army Corps, not EWEB.

EWEB Con: Potential loss of sturgeon/trout pond at Leaburg Hatchery.

- ✓ **TCA Response:** There are other facilities where there could be trout and viewing ponds for the public.

EWEB Con: Loss of lake rearing habitat for juvenile fish including spring Chinook, trout, and lamprey.

- ✓ **TCA Response:** These species evolved without lake rearing habitat and will survive and even thrive without the reservoir.

EWEB Con: Loss of very popular boating fishing, and picnicking opportunities at Leaburg Lake.

- ✓ **TCA Response:** These flatwater recreational opportunities abound in the Willamette Valley.

EWEB Con: Loss of fish counting capabilities in the dams two fish ladders. Important component to monitoring the health and timing fish runs etc.

- ✓ **TCA Response:** There are other methodologies for fishing counting and to determine the health, abundance, and timing of migrating anadromous and fluvial fish populations.

EWEB Con: Lose the ability to sort hatchery fish at the dam to prevent them spawning with the wild population (if McKenzie Hatchery secures alternative water supply).

- ✓ **TCA Response:** The existing infrastructure does a poor job of sorting hatchery spring chinook currently, and the other solution to prevent the adverse impacts to wild spring chinook from spawning interactions from hatchery fish is to release fewer hatchery juvenile salmon and in release them in different places.

EWEB Con: Lose the ability to count/tag/monitor juvenile chinook at the fish screen facility outfall.

- ✓ **TCA Response:** This type of fish management activity for juvenile hatchery fish typically takes place within a hatchery and if these facilities do not exist as stand-alone elements of the existing two hatcheries, then this is a facility need that should be filled by ODFW and the US Army Corps, not EWEB or its ratepayers.

Overarching Pro: EWEB would return the project site to a pre-construction state by removing the Leaburg Dam. Leaburg Lake would be restored to river form, and the Leaburg Canal, itself, would be removed with tributary creeks reconnected to the McKenzie River.

Thank you for the opportunity to comment on the alternative solutions under consideration. TCA found staff's presentations of the current issue and alternatives useful. TCA would again like to compliment EWEB in the way it is stepping forward to taking care of this challenge. The United States is burdened by old dams and other fish barriers whose former owners have simply abandoned them. While the many environmental impacts become more evident - and the need for restoration more pressing - there is rarely the ability to establish and hold accountable a responsible party. We believe your proactive action is the start of a new trend in responsibility.

In conclusion, The Conservation Angler supports Alternative 1 - **Full decommissioning**. The estimated \$252.5 million cost will be decimal dust in the rearview mirror once the multiple benefits of a renewed and free-flowing river resulting from the decommissioning begin to be felt in the community, the calculations of the massive, deferred maintenance backlog are fully accounted for, and EWEB and its customers begin realizing the future benefits of discarding an expensive and risky asset from your diversifying portfolio.

Sincerely,

s/ David A. Moskowitz (via email)

David A. Moskowitz
Executive Director



October 10, 2022

To: Adam Spencer (adam.spencer@eweb.org)

From: Mark Sherwood, Executive Director, Native Fish Society

Re: Comments on Alternatives to Leaburg Hydropower Project

Dear Mr. Spencer,

We greatly appreciate the opportunity to comment on the alternatives that your agency has developed for this important issue. The Native Fish Society has long had an interest in the protection and recovery of the iconic native fish of the Upper Willamette Basin. At present, all native anadromous salmonid species (winter run steelhead and spring chinook) and Bull Trout are all listed as threatened with extinction under the Endangered Species Act, and also applicate state designations. Accordingly, anything that can improve the fate of these populations is of great interest to the conservation community and the public in general.

Currently, the McKenzie River is the only Upper Willamette River sub-basin that can support the persistence of unique spring chinook salmon. While this run of fish is the subject of a number of requirements for improving their recovery in the McKenzie River, little, if any, progress has been made on achieving this goal. With this background in mind, we have concluded that the best alternative should restore the river flows, previously diverted in the Leaburg Canal to the mainstem of the river. With this in mind, we support alternative 1, full decommissioning, of those proposed by EWEB. This alternative would provide the most benefits for native fish and river health.

We recognize these preferred alternatives may have a short-term impact on recreational fishing in the river. However, we do not believe this impact will big significant. Currently, hatchery rainbow trout planted in the river are sourced from another river and so this program will not be impacted by any changes to the McKenzie Hatchery water infrastructure. The salmon hatchery program has failed to achieve its once stated goal of aiding the recovery of wild spawning fish and, now has been reduced in output to the level there is very little salmon fishing in the Upper Willamette Basin.

(503) 344-4218 | 813 7th St., Suite 200A, Oregon City, OR 97045 | www.nativefishsociety.org

NATIVE FISH SOCIETY is a 501c3 nonprofit organization | Tax ID number 93-1187474

We believe that it is time to seriously consider whether this hatchery program is more of a hindrance to salmon recovery and sustainable future fisheries than serving any positive effect in the present.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Sherwood". The signature is fluid and cursive, with the first name "Mark" and last name "Sherwood" clearly distinguishable.

Mark Sherwood

Executive Director, Native Fish Society



October 10, 2022

Dear EWEB Commissioners:

These comments are provided on behalf of Willamette Riverkeeper, Cascadia Wildlands, and Oregon Wild (the "Commenters") on the future of the Leaburg Hydroelectric Project.

Willamette Riverkeeper is a non-profit organization, founded in 1996, with thousands of members in Oregon and the Pacific Northwest. Willamette Riverkeeper focuses on protecting and restoring the resources of the Willamette River Basin in Oregon. Willamette Riverkeeper works on programs and projects ranging from Clean Water Act compliance and river education to Superfund cleanup and restoring habitat.

Cascadia Wildlands represents 12,000 members and supporters and is part of a movement to protect and restore wild ecosystems of the Cascadia Bioregion. We envision vast old-growth forests, rivers full of wild salmon, wolves howling in the backcountry, and vibrant communities sustained by the unique landscapes.

Oregon Wild represents 20,000 members and supporters who share our mission to protect and restore Oregon's wildlands, wildlife, and water as an enduring legacy. Oregon Wild's goal is to protect areas that remain intact while striving to restore areas that have been degraded.

The Commenters strongly support Alternative 1, or, in the alternative, Alternative 4, because removal of the Leaburg Dam would benefit endangered species and other wildlife; lower future costs; and EWEB does not need the power generated from the hydroelectric project.

I. Removing the Leaburg Dam benefits endangered species.

Removing the Leaburg Dam would benefit the endangered species and other wildlife that rely on the McKenzie River. The McKenzie River is home to two Endangered Species Act (ESA) listed species: Bull Trout and Spring Chinook Salmon.¹

Currently, the Leaburg Dam has fish ladders and a fish screening system to assist fish moving up and downriver because the dam blocks natural fish passage. The fish ladders are situated on either bank of the dam and lead to a delay in the fish,² specifically Spring Chinook Salmon, moving upriver. This delay is caused by the fish having to find the fish

¹ See EWEB Staff, Memorandum re: Goal #3(a) Leaburg Canal TBL & Strategic Assessment Update for October 6 Board meeting, at 15, https://www.eweb.org/documents/board-meetings/2022/10-06-22/corr_goal_3a_leaburg_canal_tbl_and_strategic_assessment_update_final.pdf.

² *Id.*

ladders and navigate them. The removal of Leaburg Dam would allow the fish to continue upstream naturally without having to scour the river for the ladder and then navigate through it.

Decommissioning and removing the dam will lower the temperature of the water and decrease turbidity of the water.³ Currently, a significant amount of water is diverted from the McKenzie to Leaburg Canal, and this diversion causes a measurable increase in river temperature.⁴ Shallower water is naturally warmer than deeper water because shallow water is more sensitive to warming. Fish species, especially younger salmonids heading downstream, need cold water. Cold water holds more oxygen and slows the metabolic function. As air temperatures continue to rise, having a deeper river will be even more important for these species to ensure the water temperature is viable for the listed species and other wildlife. Additionally, the Leaburg Dam causes increases in turbidity that would not be caused if the river was free flowing. Different occurrences, such as when the lake draws down, can lead to increased turbidity in the river.⁵ Turbidity can reduce food supplies, affect gill function, and reduce oxygen in the river. Water quality in the McKenzie River is already negatively impacted by logging and post-logging forest regrowth in the watershed, which leads to decades-long streamflow deficits and related stresses on fish that are exacerbated by climate change.⁶

The two ESA-listed species in the McKenzie River would benefit from the decommissioning of the Leaburg Hydroelectric Project and the removal of Leaburg Dam. A natural, free-flowing river would benefit fish passage, oxygen levels, and turbidity levels, all of which would assist the listed species in their recovery.

II. A return to service would lead to more costs in the future.

On the “Future of the Leaburg Canal” website, EWEB lists out the four alternatives and the likely costs of each alternative. The costs listed are the costs associated with each action, whether that be fully decommissioning the project and returning it to its natural state or fully returning the hydroelectric project to service. However, the project costs don’t appear to account for future costs associated with each alternative.

Alternatives 2 and 3 are both “return-to-service” options. These alternatives include maintaining the Leaburg Dam, unlike the decommissioning alternatives. EWEB notes that the Leaburg Dam costs “quite a bit of money each year just to maintain it.”⁷ However, that yearly cost is not stated. The continuing costs associated with the canal and the dam will be far greater than the current alternative estimates. Additionally, the costs of relicensing or decommissioning the dam in the future should also be included in the cost estimates. If one

³ *Id.* at 14-15.

⁴ *Id.* at 14.

⁵ *Id.*

⁶ Perry, T.D., and J.A. Jones. 2016. Summer streamflow deficits from regenerating Douglas-fir forest in the Pacific Northwest, USA. *Ecohydrology* 2016:1-13. DOI 10.1002/eco.1790

⁷ EWEB, *Leaburg Canal Strategic Evaluation FAQ*, Q: 23, <https://www.eweb.org/about-us/power-supply/mckenzie-river-hydro-projects/future-of-the-leaburg-canal/leaburg-canal-faq?&page=5>.

of the return-to-service estimates is chosen, EWEB may still need to pay the decommissioning costs later, if at relicensing or another point the project is no longer sustainable and EWEB chooses to decommission the project. However, the costs to decommission the dam are fairly straightforward and will not likely go far beyond the current estimates.

To aid Commissioners in their decision, EWEB staff prepared a draft Triple Bottom Line Analysis (TBL), an updated version of which was discussed during the October 6th board meeting with a finalized version expected in November.⁸ The TBL explains that while dams were once considered legacy investments with little consideration of decommissioning costs deemed too distant and speculative to consider, “there is no longer the same confidence that hydroelectric investments will be relicensed and renewed in perpetuity.”⁹ The TBL continues: “The possibility that the Leaburg facility will need to be decommissioned at the end of its license term creates a valid reason for factoring those costs into the economic analysis.”¹⁰ Because the expenses for any of the alternatives will likely be “largely funded through rate increases to EWEB’s customer-owners,”¹¹ EWEB should focus on minimizing these rate increases as much as possible and recognize that the return-to-service options will include future costs and future rate increases, in addition to the costs and increases proposed for the current project. EWEB should include the full range of foreseeable costs associated with relicensing or future decommissioning in its main cost projections and aim to minimize long-term burdens on rate-payers.

III. EWEB does not need the power generated by the Leaburg Hydroelectric Project.

As stated in a September 27, 2022, meeting on the fate of the Leaburg Hydroelectric Project, EWEB has more power supply than the community requires on average. This excess power supply is then sold into the wholesale market by EWEB.

The Leaburg Hydroelectric Project has not generated power since 2018 and if returned to service, would not generate power until 2036. That is an 18-year lapse in power generation and further proof that EWEB does not rely on the power generated by the Leaburg Hydroelectric project, nor does EWEB require the power generated by the project. If the project was fully returned to service because Alternative 2 was chosen, the Leaburg Powerhouse is only able to provide up to 15.9MW of electricity, approximately 2.5% of EWEB’s electricity supply.¹² If Alternative 3 was chosen, a new power generation facility would be built and less electricity would be generated. While having excess power is not a bad thing, it is not necessary to bring the Powerhouse back online or build a new one to produce such small amounts of power. Electricity needs may rise in the future as the

⁸ EWEB Staff, Memorandum re: Goal #3(a) Leaburg Canal TBL & Strategic Assessment Update for October 6 Board meeting, available at https://www.eweb.org/documents/board-meetings/2022/10-06-22/corr_goal_3a_leaburg_canal_tbl_and_strategic_assessment_update_final.pdf.

⁹ *Id.* at 28.

¹⁰ *Id.* See also Chart 8: Preliminary NPV – Sensitivity: Sinking Fund for RTS Alternatives at 29.

¹¹ EWEB, Future of the Leaburg Canal, <https://www.eweb.org/about-us/power-supply/mckenzie-river-hydro-projects/future-of-the-leaburg-canal>.

¹² *Id.*

population grows, but EWEB is currently working on an Integrated Resource Plan Study to find new sources of power for the future. EWEB should prioritize energy efficiency, transmission, and storage, then seek replacement power as needed from low-carbon renewable sources such as wind and energy. EWEB will likely be able to find supply at a far lower cost and should focus its efforts on that direction instead.

EWEB has a greater power supply than their customer-owners require and should decommission the Leaburg Hydroelectric Project instead of continuing to spend hundred(s) of millions of dollars to generate such a small amount of power that is not needed by its customers.

IV. Further comments

While Commenters strongly support the decommissioning of the Leaburg Hydroelectric Project and the removal of Leaburg Dam, we recognize the recreational value the area provides to the community. Commenters urge the Commissioners to consider maintaining the canal trail system even if the project is fully decommissioned and returned to its natural state. The trail system is well used and beloved by the community and could still be utilized even without the dam. The McKenzie River is cherished by many, near and far, and we are excited by the recreation and ecotourism opportunities presented by a free-flowing river with thriving fish and wildlife populations, including rafting and fly fishing.

Additionally, Commenters want to reiterate that they support Alternative 4 only if it includes the removal of Leaburg Dam. The current proposal only says that the removal of the dam is a possibility, but Commenters encourage the Commission to make that a mandatory part of Alternative 4 if chosen. If the dam is not removed, it will just create additional future costs and perpetuate the seismic worries that prompted EWEB to assess the canal.¹³

However, we do want to recognize that certain water rights holders have operated in reliance on the Leaburg Project's infrastructure and, aside from a full return to service, may be negatively impacted by the alternatives under deliberation. While the full extent of impacts to irrigators are somewhat vague in the materials provided by EWEB, we are concerned about potential negative impacts to water rights holders, especially local farms producing much-needed food for our community. Is EWEB working with these water rights holders to identify alternative supplies? EWEB should provide more detailed information regarding the impacts to irrigators in its final TBL.

Finally, Commenters are wondering if EWEB can guarantee that their FERC license will be amended or renewed if a return-to-service option is chosen? The current license's expiration date is soon after the project would be brought back online, so the unknown of the future of the license should be of great concern.

¹³ *Id.*

V. Conclusion

The Commenters thank EWEB and the Commission for the opportunity to comment on the future of the Leaburg Hydroelectric Project. The Commenters urge the Commission to choose a decommissioning option and use this opportunity to begin the process of removing Leaburg Dam.

Sincerely,

Lindsey Hutchison
Staff Attorney
Willamette Riverkeeper
lindsey@willametteriverkeeper.org

Grace Brahler
Wildlands Director
Cascadia Wildlands
grace@cascwild.org

Doug Heiken
Oregon Wild
dh@oregonwild.org

October 10, 2022

Re: The Future of Leaburg Canal

Dear EWEB Commissioners,

Please accept these comments on the future of the Leaburg Hydroelectric Project. I strongly support the removal of the Leaburg Dam because it would benefit endangered species and other wildlife and minimize financial burdens on rate-payers.

Removing the Leaburg Dam would benefit fish species and other wildlife that rely on the McKenzie River, including two Endangered Species Act-listed species: Bull Trout and Spring Chinook Salmon. The removal of Leaburg Dam would allow for natural fish passage, which is currently impeded by a fish ladder. It would eliminate diversions of water to the Leaburg Canal, in turn restoring streamflows, lowering water temperature, and increasing dissolved oxygen levels. Removing the dam would also lower turbidity in the water, which can lower food supplies, affect gill function, and reduce oxygen in the river. Water quality in the McKenzie River is already negatively impacted by logging and post-logging forest regrowth in the watershed, which leads to decades-long streamflow deficits and related stresses on fish that are exacerbated by climate change. Removing the dam will increase flows, improve water quality, and aid in fish passage, thus assisting ESA-listed species in their recovery.

Returning the hydroelectric project to service would likely lead to greater financial burdens on rate-payers. Because any of the alternatives currently under consideration will be funded in large part through rate increases to EWEB's rate-payers, EWEB should focus on minimizing these rate increases as much as possible and recognize that the return-to-service options will include future costs and future rate increases on top of the costs and increases proposed for the current project. Further, the very little amount of power that would be generated by the project if it were returned to service is not needed. EWEB should continue to pursue other low-cost sources of power for future needs instead.

A free-flowing McKenzie River will present numerous recreational opportunities, such as fly fishing and rafting, to benefit local communities, support guides, and draw in visitors. EWEB should also consider maintaining the canal trail system even if the hydroelectric project is fully decommissioned and returned to its natural state, as the trail system is well used and beloved by the community.

Signed,

First Name	Last Name	City	State
Eric	Anderson	Eugene	Oregon
Jack	Duggan	Jacksonville	Oregon
Susan	Pappalardo	Little Egg Harbor Twp	New Jersey
Karen	Fletcher	Portland	Oregon
Marilyn	Koff	North Las Vegas	Nevada
Caephren	McKenna	Oakland	California
Kate	Kenner	Guilford	Vermont
Vic	Bostock	Altadena	California
Robert M	Reed	Hardyville	Virginia
Carol G	Reed	Hardyville	Virginia
Sabina	Keif	Braintree	Massachusetts
Jain	Elliott	Eugene	Oregon
Gloria	Shen	Asheville	North Carolina
Dennis	Dougherty	Novato	California
Karen	Sjogren	Salem	Oregon
Jodi	Rodar	Pelham	Massachusetts
Natalie	Gillard	Eugene	Oregon
Steve	Green	Burlington	Washington
Dianne	Ensign	Portland	Oregon
Miriam	Champer	Bend	Oregon
Dan	Howard	Eugene	Oregon
Diana	Kliche	Long Beach	California
Gail	Battaglia	Jacksonville	Oregon
Caroline	Sv©villa	Schenectady	New York
Molly	Dunn	Drain	Oregon

Roberta	Boyden	Eugene	Oregon
Sabine	Dyke	Roseburg	Oregon
John	Herberg	Eugene	Oregon
Sophia	Weir	Eugene	Oregon
Tom	Russell	Portland	Oregon
Larry	Morningstar	Talent	Oregon
Diane	Faircloth	Hartly	Delaware
Nikki	Dennis	Portland	Oregon
Andrew	Sheridan	Eugene	Oregon
Dean	Wilson	Plaquemine	Louisiana
Matt	Riley	Oakland	Oregon
Carol	Chappell	High Falls	New York
Paula	Beckley	Eugene	Oregon
Loki	Jones	Portland	Oregon
Travis	Allen	Eugene	Oregon
Dee	Tvedt	Eugene	Oregon
Dawn	Kenyon	Greenfield Center	New York
Ann	Fisher	West Springfield	Massachusetts
Dylan	Plummer	Eugene	Oregon
Tina	Brown	Anacortes	Washington
Wendy	Tsien	Eugene	Oregon
Joan	Silaco	Queens Village	New York
Kelley	Tom	Portland	Oregon
Joanne	Cockerill	Silver City	New Mexico
Laura	Collins	Rancho Cordova	California
Penelope	Kaczmarek	Siletz	Oregon
Jackson	Curtin	Portland	Oregon

Audrey	Collins	Chiloquin	Oregon
Debrayh	Gaylle	Veneta	Oregon
Benton	Elliott	Eugene	Oregon
Carol	Mone	Trinidad	California
Sabine	Wolber	Eugene	Oregon
Stacy	Alaimo	Eugene	Oregon
Betsy	Fairlamb	Eugene	Oregon
Wendy	McGowan	Eugene	Oregon
Claire	Sefiane	Ozark	Missouri
Sheila	Strachan	Blue River	Oregon
Erich	Thalmayer	Eugene	Oregon
Jon	Wood	Portland	Oregon
Fred	Felter	Springfield	Oregon
Chris	Aldrich	Worcester	Massachusetts
Randi	Byron	Avon	Connecticut
Jillana	Laufer	Studio City	California
Franki	Zinke		Colorado
Joana	Kirchhoff	Portland	Oregon
Sandra	Boylston	Sanford	Florida
Simone	Maes	Gent	
Celeste	M Anacker	Santa Barbara	California
Dana	Bleckinger	Yachats	Oregon
Karla	Taylor	Olympia	Washington
Beverly	McDonald	Eugene	Oregon
Lawrence	Siskind	Eugene	Oregon
Laurie	Tabor	Lake Mary	Florida
Gwen	Wolfram	Springfield	Oregon

Steven	Braun	Springfield	Oregon
Bay	Renaud	Bellingham	Washington
Pablo	Bobé	New York	New York
Tom	Scoglio	Concord	California
Helen	Caswell	Salem	Oregon
Sau	Tsang	Las Vegas	Nevada
Timothy	Coleman	Republic	Washington
Daniel	Zarett	Amherst	Massachusetts
Marie	Dickenson	Hayes	Virginia
Helena	Virga	Eugene	Oregon
Joanne	Butkus	Chicago	Illinois
JL	Angell	Rescue	California
Jennifer	Schally	Stillwater	Minnesota
Lorenz	Steininger	Stafford	Virginia
Sandra	Joos	Portland	Oregon
Mark	Mansfield	Geneva	New York
Meredith	Diskin		
Shenandoah	Marr	Spokane	Washington
Jack	West	Portland	Oregon
Deb	Merchant	Albany	Oregon
Midori	Furutate	New York	New York
Susan	Pierson	Doylestown	Pennsylvania
Victoria	Eells	Gold Beach	Oregon
Dorothy	Neff	Coleman	Michigan
Steven	Prince	Eugene	Oregon
Jeffrey	Morey	Eugene	Oregon
Elizabeth	Watts	Boynton Beach	Florida

Audie	Paulus	Portland	Oregon
Astrid	van der Geest	Delft	West Virginia
Carol	Scherer	Eugene	Oregon
Michael	Graney	Eugene	Oregon
Aya	Cockram	Eugene	Oregon
Eric	Smith	Boulder	Colorado
Jason	Fish	Desert Hot Springs	California
Shelley	A Coss	Arlington	Virginia
Timothy	Ream	Eugene	Oregon
Donna Jean	Sharp	Veneta	Oregon
Scott	Tant	Vida	Oregon
Darlene	Chirman	Portland	Oregon
Jorge	De Cecco	Ukiah	California
Steph	Spencer	Bend	Oregon
Terry	Tedesco	Tucson	Arizona
Christopher	Evans	Berkeley	California
Ali	Van Zee	Fort Bragg	California
Forest	Resener	Eugene	Oregon
Cat	Koehn	Fall Creek	Oregon
Stephen a	Johnson	Portland	Oregon
April	Yarbrough	San Diego	California
Fournier	Fernande	Luxembourg	Louisiana
M. Lee	Zucker	Eugene	Oregon
barbara	levedahl	Baltimore	Maryland
Stevenpp	Soltesz	Eugene	Oregon
Norma	Kafer	Phoenix	Arizona
Maryellen	Redish	Palm Springs	California

Laura	Chinofsky	Southampton	Pennsylvania
Sylvan	Thompson	Portland	Oregon
Shelly	Dicks	Eugene	Oregon
Richard	Barker	Beaverton	Oregon
Terri	Silliman	Eugene	Oregon
Carol	Goerke	Tempe	Arizona
Kari	Rein	Williams	Oregon
Jill	Hamilton	Bremerton	Washington
Zachary	Dunham	Portland	Oregon
Rebecca	Ley	Eugene	Oregon
Erika	Leaf	Eugene	Oregon
Terrie	Williams	Vidor	Texas
Kim	Davis	Salem	Oregon
Janice	Jensen	Eugene	Oregon
Barbara	Bernstein	Portland	Oregon
Alexi	Lovechio	Ashland	Oregon
Justin	Truong	San Francisco	California
Virgene	Link-New	Anacortes	Washington
Michael	Manzano	Silverton	Oregon
T	Brown	Sisters	Oregon
Michael	Sanders	Corvallis	Oregon
Frances	Rove	Leawood	Kansas
Ben	Vaughn	Portland	Oregon
Jessica	Campbell	Cheshire	Oregon
Carol	Yarbrough	Eugene	Oregon
Rachel	Troyer	Eugene	Oregon
Madelyn	Reese	Eugene	Oregon

Bee	Vrzak	Eugene	Oregon
Doug	Krause	Fargo	North Dakota
Mary	Duvall	Clatskanie	Oregon
Timothy	Cooke	Portland	Oregon
Philip	Ratcliff	Salem	Oregon
Mark	Blandford	Amarillo	Texas
Mark	Offerman	New York	New York
Serena	Lim	Portland	Oregon
Janis	Millu	Franklin	Pennsylvania
Megan	Kemple	Eugene	Oregon
Leticia	Rios	San Pedro	California
Carrie	Steinbach	Eugene	Oregon
Margaret	Silver	Atlantic Beach	Florida
Julie	Walker	Portland	Oregon
Robin	Risque	Springfield	Oregon
Jane	Marsh	Eugene	Oregon
Chris	Drumright	Murfreesboro	Tennessee
Iris	Waterlin	Portland	Oregon
Crystal	Bryan	Vida	Oregon
Joshua	Welch	Eugene	Oregon
Susanna	DeFazio	Sisters	Oregon
Allen	Hancock	Eugene	Oregon
Leigh	Fabbri	Plano	Texas
Marie	Wakefield	Newport	Oregon
Fred	Chambers	Cottage Grove	Oregon
Hadley	Stewart	Portland	Oregon
Kendra	Hanson	Portland	Oregon

Chris	Hatten	Stayton	Oregon
Carrie	Monohan	Nevada City	California
David	Stone	Springfield	Oregon
Mike	O'Brien	Portland	Oregon
Philip	Simon	San Rafael	California
Frank	Toriello	Montague	California
Judith	Embry	Florida	Massachusetts
Katrina	Chamberlin	Lowell	Oregon
Meryl	Pinque	Bangor	Maine
Letitia	Noel	Chicago	Illinois
Pamela	Shaw	Cincinnati	Ohio
Linda	Burns	Eugene	Oregon
Gloria	Fisher	Portland	Oregon
Susan	Heath	Albany	Oregon
Amy	Harter	Eugene	Oregon
Christopher	Pond	Winston	Oregon
Raleigh	Koritz	Minneapolis	Minnesota
Sandy	Wilson	Wilsonville	Oregon
Devon	Lawson-McCourt	Walterville	Oregon
Betty	Kowall	Penngrove	California
Rosalind	Kotlar	Little Neck	New York
Nancy	Stamm	Fort Pierce	Florida
Darton	Devin	Corvallis	Oregon
Sherry	Franzen	Blue River	Oregon
Lawrence	Crowley	Louisville	Colorado
Sara	Pritt	Eugene	Oregon
Mitch	Williams	Brightwood	Oregon

Nathan	Insko	Eugene	Oregon
Wally	Sykes	Joseph	Oregon
Pierce	Glover		
Mike	Evans	Berkeley	California
Maryann	Staron	Hometown	Illinois
Colin	Colliflower	Redmond	Oregon
Gail	Harris	Eugene	Oregon
Kelly	Lanspa	Portland	Oregon
Drew	Fletcher	Portland	Oregon
Frances	Mackiewicz	Beachwood	New Jersey
Ron	Silver	Atlantic Beach	Florida
Ann	Nowicki	Eugene	Oregon
Anne	Millbrooke	Bozeman	Montana
Maya	Abels	Corvallis	Oregon
Laurie	Roddick	Telluride	Colorado
JAMES	FLYNN	Springfield	Oregon
Xochilt	Diaz	Walterville	Oregon
Jhan	Hochman	Portland	Oregon
G.	Simmons	Meriden	Connecticut
Arjen	Hoekstra	Eugene	Oregon
Matt	Oliphant	Bend	Oregon
Janie	Thomas	Eugene	Oregon
Susan	Applegate	Yoncalla	Oregon
Bob	Wisseman	Corvallis	Oregon
Pamela	Green	Belvedere Tiburon	California
Jordan	Longever	Dorchester	Massachusetts
Edgar	Brandt	Dallas	Oregon

Laura	Ray	Alexandria	Virginia
Bryce	Cumpston	Eugene	Oregon
Alan	Hejnal	Burke	Virginia
Donald	Burton	Eugene	Oregon
Paulette	Meyer	Portland	Oregon
Saran	K.	Los Angeles	California
Bethany	Cotton	Eugene	Oregon
Mark	Goldsworthy	Salem	Oregon
Juanita	Rinas	Eugene	Oregon
Kaye	Waite	Eugene	Oregon
Derek	Benedict	Lynnwood	Washington
Lia	Holland	Portland	Oregon
Sandi	Aden	Lincoln	Nebraska
David	Jackson	Battle Creek	Michigan
Kati	Wilson	Corvallis	Oregon
Kyenne	Williams	Portland	Oregon
Stanley	Taylor	Eugene	Oregon
Dena	Turner	Portland	Oregon
David	Tvedt	Eugene	Oregon
Regina	Shapiro	Chesterfield	Missouri
Lanelle	Lovelace	Columbia	California
Tracy	Ouellette	Bow	Washington
Helena	Kazandjian	Charleston	South Carolina
Joseph	Jones	Bend	Oregon
Edward	Necker	Eugene	Oregon
Scott R	Bowler	Sisters	Oregon
Ryan	Schuster	Portland	Oregon

Andrew	Welle	Eugene	Oregon
Christine	Abbott	Eugene	Oregon
Dean	Grice	Rugeley	Hawaii
Sally	Browne	Roseburg	Oregon
M	Vincent	Newark	California
Bonnie	Faith	Cambridge	Massachusetts
Chris	Daughters	Eugene	Oregon
Carol	Stern	Springfield	Oregon
William	koethke	Wolf Creek	Oregon
Jeffrey	Levicke	Valley Village	California
Michael W	Evans	Los Angeles	California
Dennis	Pennell	Vancouver	Washington
Gwen	Stone	Myrtle Creek	Oregon
John	Chase	Sisters	Oregon
Paul	Cziko	Eugene	Oregon
Marilyn	DeRosa Wilkie	New Rochelle	New York
Jan	Nelson	Lane	Oregon
Kebrhea	Cuellar	Springfield	Oregon
Joanna	Vintilla	Seattle	Washington
Malia	McInerney	Eugene	Oregon
Jennifer	Ferraez	Dorena	Oregon
Sue	Schömmmer	Ulm	Alaska
Kelly	Riley	Hatfield	Pennsylvania
Dana	Gould	Eugene	Oregon
Erin	Ely	Eugene	Oregon
Carrie	Lyons	Grants Pass	Oregon
Gayle	Baker	Sisters	Oregon

James	Neu	Eugene	Oregon
Randall	Gicker	Blue River	Oregon
Zak	Stone	Salem	Oregon
Kelly	Flowers	Springfield	Oregon
Douglas	Kacir	Portland	Oregon
Noah	Mikell	Seattle	Washington
Claire	Regenstreif	Portland	Oregon
Dianne	Douglas	Phoenix	Arizona
Ryan	Adis	Gunnison	Colorado
Courtney	Lemmon	Westport	Connecticut

(305 signatures)

Preference for Return to Service, citing resiliency and electricity demand concerns

Date: July 17, 2022

Subject: Leaburg Dam

Content of correspondence:

“

It would seem to me with the rise in electrical need in our area with people transitioning to electric vehicles that leaving the Leaburg dam in place in case it ever needed to be utilized would be a wise decision and to dismantle it would be an unwise decision

”

Date: October 5, 2022

Subject: Leaburg project feedback

Content of correspondence:

“

Dear Mr. Spencer,

I am in favor of Alternative 3, Partial Return to Service as I believe going forward, we need to harvest all the electrical generation possible as long as it is cost effective for users.

Per this website we are still reasonable, statewide on KWh charges although calculations from my bills over the last 6 months show an all up KWh charges ranging from \$.17 to a low of \$.128. Ironically, the more I use the less the cost per KWh. So much for conservation.

https://www.eia.gov/electricity/monthly/epm_table_grapher.php?t=epmt_5_06_a

Thank you for giving me the opportunity to provide my input.

(name redacted)

1450 Russet Drive

Eugene, OR 97401

541 357 4659

”

Preference for Return to Service, citing recreation at Leaburg Lake and local economics

Date: August 30, 2022

Subject: Leaburg Comment

Content of correspondence:

“

My wife and I, we lived about a mile down below the Leaburg Dam. We saw EWEB is eliciting comments from the public regarding the four options that you have available.

We actually live down below the dam and we are also neighbors to the Leaburg Fish Hatchery. There's a creek that runs by where salmon come up. They raise salmon there and release them. It goes by our house each day. My wife and I, we walk up at the dam. We actually are very familiar with that.

And I would just like to say that I really believe I have a number of several points I'd like to make. First of all, I believe that the Leaburg Dam and that area up there is a significant recreational area for fishing, boating, canoeing, and is handicap accessible. Even just this morning, today there was a fishing event for each of the handicapped youth and they were going to do some fishing from there.

I think that's important to the community. It seems to be well used. The dam also supplies water for the fish hatchery across the street from us. And since the canal has been shut down, you see a significant change in their operation. There are some years when as many as 6000 salmon can pass by our house on the way back over to the fish hatchery, so it's a significant supply to the river here for the fishermen and for the recreational fishing that goes on.

The other thing, too, the last two points, I really believe that the dam also helps to regulate the high waters. And so in a sense, it kind of helps to prevent, I think, some flooding down below the dam.

And the last point that I would like to make, I think in the 2020 Holiday Farm Fire, the fire trucks were pulling water out of the dam, out of the Leaburg Lake. Their dam, which was, I think, was critical in saving a lot of the housing on the west side of Vida in our area.

I think it's a vital resource. It's an important, it's a significant resource to the community. I looked over the four proposals. They're all very expensive. They all run about almost \$200 million. And the most expensive one seems like around an extra \$270 million. So my goal would be to restore it to a safe condition of the dam remains operable, generating electricity, and the canal continues to supply water to the fish hatchery.

Thank you.

”

STATEMENT TO EWEB BOARD OF COMMISSIONERS 8/2/22

Gerry Aster, 46151 Goodpasture Rd., Vida, Oregon 97488

I have lived on the banks of the McKenzie River since 1996. I am an active community member and I value the quality of life the river affords. With that in mind, I wish to stress how Leaburg Lake is a distinct and valuable feature within the McKenzie Valley, not only to community members but to visitors as well. If Leaburg Dam is removed and the lake is lost, there will be an enormous impact to an area already struggling from the results of the Holiday Farm Fire and economic impacts to tourism, the primary industry in the McKenzie Valley.

Leaburg Lake offers local and accessible recreational opportunities:

*Not a day goes by without fishermen, fisherwomen and fisher-children lining its banks or anglers dotting its waters in all manner of watercraft. In fact, many locals recount stories that the first fish they ever caught was on Leaburg Lake.

*Kayaking and paddle boarding are often mastered on Leaburg Lake because of its easy waters and manageable size.

*From May to October, a group of 25+ women who call themselves "Ladies of the Lake," paddle the length of the lake and through the bijou, then lunch in the visitor kiosk.

*McKenzie Bible Fellowship and McKenzie Valley Presbyterian Church utilize the shore of the lake for seasonal, outdoor church services and other community groups use the lake for their gatherings as well.

*The lake lures locals and tourists to the demonstration pond where children of all ages delight in feeding trout and viewing the "giant sturgeon."

Leaburg Lake contributes to the local economy of the McKenzie Valley:

*Situated somewhat half-way between Cedar Flats and McKenzie Bridge, Leaburg Lake serves a "community anchor" of sorts.

*Leaburg Store, Ike's Pizza, Vida Café and Everyone's Market are frequented by locals and visitors to Leaburg Lake.

*As visitors travel along 126, they are drawn linger in the area a bit longer due to the presence of Leaburg Lake. They can buy fuel at Mather's Market, have breakfast at the Stage Stop or Lucky Logger restaurants, pick up supplies at Leaburg Store and spend the day on the Lake.

*Once the Discovery Center is operational, the visitor experience to Leaburg Lake will be enhanced. Without the presence of the lake, however, the story the Discovery Center aims to tell will be greatly diminished.

Property values are enhanced by Leaburg Lake:

While I do not wish to speak for those whose property rims the lake, Leaburg Lake serves as a beautiful focal point for our entire area and there is definitely a "wow factor" to suddenly seeing the lake as you wend your way along the highway. That view is "priceless" every season of the year.

I encourage the Board to consider options that preserve Leaburg Lake, and I am willing to do whatever I can as a community member to assist in this effort.

SAVE LEABURG LAKE

DO NOT REMOVE THE DAM

Tourism is the PRIMARY ECONOMY in the McKenzie River Valley. Leaburg Lake is a distinct and valuable feature not only to the community members but to visitors as well. If the EWEB/Leaburg Dam is removed and the lake lost, it will be an enormous impact to an already struggling area after the fire of 2020. Leaburg Lake offers local and accessible recreational opportunities for thousands of folks. If tourism goes away, the businesses will close, if businesses close, property values will plummet, and homeowners will be forced to sell. If all this happens; who will pay EWEB's electric bills? The Dam is also an alternative power source. The Leaburg Hatchery and Salmon Hatchery both rely on water from the Dam.

NAME/SIGNATURE

ADDRESS

4

J Reed Goodpasture

J Reed Goodpasture

45321 Goodpasture Rd, Vida
Or 97488

Heather Goodpasture

Heather Goodpasture

45321 Goodpasture Rd, Vida Or
97488

Gwen Kephart

Gwen Kephart

89952 Rippling Way, Leaburg, Or
97489

Herald Kelly

Herald Kelly

89952 Rippling Way, Leaburg, Or
97489

SAVE LEABURG LAKE

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NAME/SIGNATURE

ADDRESS

3

Jason Vorhees

Jason Vorhees

44855 Leaburg Dam Rd, Leaburg Or 97489

Stacy Hertz

Stacy Hertz

47766 McKenzie Hwy, Vida Or 97488

Steve Hertz

Steve Hertz

47766 McKenzie Hwy, Vida Or 97488

SAVE LEABURG LAKE

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NAME/SIGNATURE

ADDRESS

3

Kim Scott

5563 Glacier Drive, Springfield, Or 97478

Kim Scott

Breanna Scott

597 Country Club Rd, #22, Eugene, Or 97401

Breanna Scott

Daniel Journey

88904 Ross Lane, Springfield Or 97478

Daniel Journey

SAVE LEABURG LAKE

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NAME/SIGNATURE

ADDRESS

9

Tyler Scharpf

Tyler scharpf

P.O. Box 430 Bend, Or 97709

Bill Drummond

Bill Drummond

45910 McKenzie Hwy, Vida Or 97488

Vicky Drummond

Vicky Drummond

45910 McKenzie Hwy, Vida, Or 97488

Bri Drummond

Bri Drummond

45910 McKenzie Hwy, Vida, Or 97488

Cylas Drummond

Cylas Drummond

45910 McKenzie Hwy, Vida, Or 97488

Jean Vermilyea

Jean Vermilyea

44944 McKenzie Hwy, Walterville Or 97489

Nadine Scott

Nadine Scott

44877 Leaburg Dam Rd, Leaburg Or 97489

Neil R Scott

Neil Scott

44877 Leaburg Dam Rd, Leaburg Or 97489

Alec Amour

Alec Amour

1600 Oak St Eugene Or 97401

SAVE LEABURG LAKE

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NAME/SIGNATURE

ADDRESS

5

Richard Tracy

43025 McKenzie Hwy, Leaburg Or 97489

Richard Tracy

Stan Feagins

46525 McKenzie Highway Vida Or 97488

Stan Feagins

46525 McKenzie Highway Vida Or 97488

Mary Feagins

Mary Feagins

Mike Dove

4315 N W Canal Blvd, Redmond Or 97756

Mike Dove

Steve Baird

26576 Fudge Rd, Alsea Or 97324

Steve Baird

Call Nadine Scott 541-915-0807 to pick up petitions. October 2nd is EWEB deadline to submit to commissioners..

SAVE LEABURG LAKE

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NAME/SIGNATURE

ADDRESS

4

Paul Vermilyea

44944 McKenzie Hwy, Walterville, Or 97489

Paul Vermilyea

Brandon Pearse

1911 N W Cascade Heights, Albany, Or 97321

Brandon Pearse

Stephanie Pearse

1911 N W Cascade Heights, Albany, Or 97321

Stephanie Pearse

Jason Hood

6844 Dogwood St, Springfield, Or 97478

Jason Hood

Kimberly
Reeves-Parker

44192 McKenzie Hwy, Leaburg, Or 97489

Kimberly Reeves-Parker

Tom Miller

TSM United Inc

Tom Miller

Rai McKenzie

1991 NE D St Grants Pass Or 97526

Rai McKenzie

John Kraust

1207 Clinton Dr Eugene Or 97401

John Kraust

SAVE LEABURG LAKE

DO NOT REMOVE THE DAM

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NAME/SIGNATURE	ADDRESS	9
<i>Jeff Calavan</i>	Jeff Calavan 90944 Leashore Drive, Leaburg, Or 97489	
<i>JoAnn Calavan</i>	JoAnn Calavan 90944 Leashore Drive, Leaburg, Or 97489	
<i>Virginia Dimitre</i>	XXXXXXXXXXXX Virginia Dimitre XXXXXXXXXXXXXXXXXXXXXXXXXXXX 87787 Cedar Flat Rd, Springfield, Or 97478	
<i>Virginia Budd</i>	XXXXXXXXXXXX 51288 McKenzie Hwy, Vida, Or 97488 XXXXXXXXXXXXXXXXXXXXXXXXXXXX 51288 McKenzie Hwy, Vida Or 97488	
<i>Dan Patching</i>	Dan Patching 49905 Leaburg Dam Rd, Leaburg, Or 97489	
<i>Jodi Patching</i>	Jodi Patching 49905 Leaburg Dam Rd, Leaburg, Or 97489	
<i>Michelle Spurlock</i>	Michelle Spurlock P.O. Box 212, Vida Or 97488	
<i>Shelly Willford</i>	Shelly Willford 541-747-4692	
<i>James Packnett</i>	James Packnett 4336 Hilton Drive Eugene Or 97402	

SAVE LEABURG LAKE

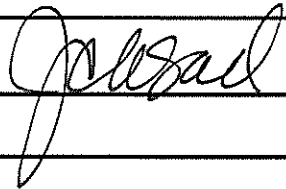
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NAME

ADDRESS

Judy Casad  PO BOX 385, BR OR 97413

I encourage the Board to consider options that preserve Leaburg Lake, and I am willing to do whatever I can as a community member to assist in this effort.

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[illegible]

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NAME/SIGNATURE

ADDRESS

1

Michael Jones

45161 McKenzie Hwy

[Signature]

44221 McKenzie Hwy #9

Hammond

45151 mckenzie Hwy

11605 240 St E

Kiger Plews

46090 McKenzie Hwy.

Glenn Spencer

46014 N Gate Creek RD

Michael Sullivan

49910 Eagle Rock Pl Vida OR

return to Nadine Scott 541-915-0807

11

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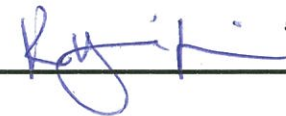
NAME/SIGNATURE

ADDRESS

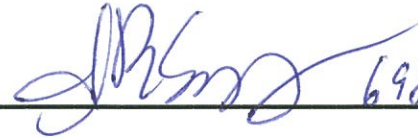
8

Alex Hill 

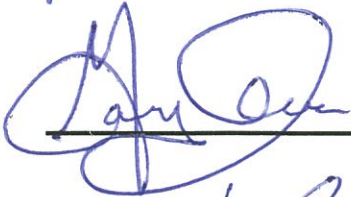
4296 Avalon St Eugene OR

Kylie McElligott 

54799 Hwy 26 Mount Vernon OR

Anita Eminons 

6987 Bluebell Way Springfield OR

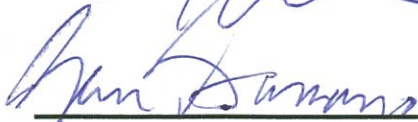


11

11

Dr. Carl 

95019 MYRTLEWOOD LN. Cress Bay, OR

Ann Dorman 

46213 Goodpasture Rd Vicksburg

43633 McKenzie Hwy



Stephanie Carlson 979 Virginia Ave Eugene 97404

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NAME/SIGNATURE

ADDRESS

8

Aaron Baugh
Aaron Baugh

54721 McKenzie River Dr
Blue River OR 97413

Casey Spencer
Casey Sp

46014 N. Gate Creek
Vida OR 97488

Chris James

40974 McKenzie

Richard Evans

2603 Congress Way Medford

Lynn Calhoun

2603 Congress Way Medford 97504

Mark Fry

54721 McKenzie River Dr
Blue River OR 97413

Dawn West

71374 Cedar Creek Rd
Cottage Grove

Jim L. West
[Signature]

31334 CEDAR CR RD.
COTTAGE GROVE.

52511 McKenzie Hwy Sp 5.

return to Nadine Scott 541-915-0807

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NAME/SIGNATURE

ADDRESS

STUART SABATKA

43833 GREENWOOD V.11 Dr
97489

Donna Wical

DONNA WICAL

55673 E. KING RD
MCKENZIE BRIDGE OR
97413-9609

Donna Wical

Scott Clark
Clark

88928 Bridge Street
Springs Rd OR 97478

Chris Steward

386 S. 52nd PL.
Spfld, OR 97478

Chris

Ed Cummings

761 1/2th Street

Ed Cummings

Spfld, OR 97478

Danielle Horner

3000 Camp Creek Rd
Spfld OR 97478

Danielle Horner

JEFFREY PERRY

56498 MCKENZIE HWY
MCKENZIE BR. OR. 97413

Jeffrey Perry

55636 #54 McKenzie river dr
Blue river 97413

Nadine Scott

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19

Name	Address
TINA L SEAL	1923 Lake Isle Dr Eugene OR 97401 <i>lived on / Leaburg Lake</i>
Donna Donohue	1921 " " <i>Daughter lives on Lake</i>
FRANCIS LEROY SITERMAN	1901 LAKE ISLE DR, EUGENE, OR 97401
Marsha Dennis	1911 Lake Isle Dr. Eugene OR 97401
Nancy G. Little	2111 Lake Isle Ct. Eugene OR 97401
Chautey Gates	2101 Lake Isle Ct, Eugene 97401
Andrew G. Ramsey	1936 Lake Isle Eugene 97401
RANDOLPH	1932 Lake Isle drive 97401
Sabrina Schomaker	1986 Lake Isle Dr, Eugene, OR 97401
Gail A. Coleman	1925 Lake Isle Dr., Eugene, OR 97401
Sandra Erickson	1945 Lake Isle Dr. Eugene OR 97401
Shonda Linder	1951 Lake Isle Dr. Eugene 97401
Jimmie	1963 Lake Isle Dr Eugene Dr
Jennie Hays	1961 Lake Isle Dr Eugene, OR 97401
Ann Jane Leach	2053 Lake Isle Dr, Eugene, OR 97401
Jill A. Schenck	2031 Lake Isle Eugene
Alex Day	2021 Lake Isle Ter
Annalyn Dougherty	2021 Lake Isle Ter Eugene, OR 97401
Jean Urose	1903 Lake Island Eugene 97401

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NAME/SIGNATURE

ADDRESS

6

Shirley Fisher

75352 Hwy 101 Reedsport

Joan Crane

75356 US Hwy 101, Reedsport, 97467

Bruce Munn

1035 Greenwood Reedsport
OR 97467

Karen Crane

75352 Hwy 101 Reedsport, OR
97467

Bonnie Hatch

75356 Hwy 101 Reedsport

Mike Adair

75352 Hwy 101 Reedsport OR

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7

1 Carolyn Pyle 1031 Ladd Ave. Junction City Or 97448

2 Judy L Jenby 3827 Hawthorne Ave Eugene Or 97402

3 Thomas J. Roberson 4245 Avalon St Eugene, OR 97402

4 Paula Chambers 2070 River Loop #1 Eugene, Or 97404

5 Mary Fendall Sisk 0733 Summer Ln Eugene, OR 97404

6 Kathy Cleland 1575 Escalante St Eugene 97404

7 Brian Allen 3497 + Miller Rd

8 Lee Shuler Little Fall Creek OR 97438

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NAME/SIGNATURE

ADDRESS

8

Darrel N. Ackerman 2250 Churchill Eugene 97405

Naookie Sato 2210 Churchill St

Picky Braun 2152 Churchill St. Eugene 97405

Cindi Braun / Cind' Braun 2152 Churchill St

Dakota Navano 2192 Churchill St Eugene OR

Jenaro Navano 2192 Churchill St Eugene OR

Meghan Born 2210 Churchill St Eugene OR

Jeff Baker 2115 Churchill St Eugene OR

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NAME/SIGNATURE

ADDRESS

fb

Pamela Meyer

2132 Churchill

Ryan Kilde

3094 Ivy Glen Dr.

Magnolia Kullison-Scheidt

2172 Churchill St.

Kyle Miller

2155 Churchill St

Eloise & Peter

2152 Churchill St

Aleck Garrett

2250 Churchill St

Lynne M Ackerman

2250 Churchill St

Mikayla Roberts

2250 Churchill St

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NAME

ADDRESS

CATHIE MONROE 814 LAGUNA AVE, SANTA MARIA, CA

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NAME/SIGNATURE

ADDRESS

9

Teri Stew 5700 High Banks Rd Springfield, OR 97478

Lorri Haems 90930 LaLone Rd, Spfld. OR 97478

Charlie Cannon 3628 Brenner St. Eugene OR 97404

Brandon Blumme 1817 E. Grant St. Eugene, OR 97402

Monte Nevills 5925 OBSIDIAN SPRINGFIELD OR 97478

Alayna Case 5925 OBSIDIAN AVE SPFLD, OR 97478

Joe Gauderman 1342 Pleasant St. SPFLD, OR 97477

Megan Hagan 1705 NW 87th St Redmond, OR 97750

Zachery Hollenbeck " "

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Name	Address
Sharon J. Wikox	44803 McKenzie Hwy ^{Walterville} OR 97489
Dolly Glover	44827 mckenzie Hwy 97489
Christine Martin	44829 mckenzie Hwy
Sabrina Melheim	38752 Cross Creek Rd Springfield 97478
Michael Conn	44803 McKenzie Hwy Walterville OR 97489
Katherine Thatcher	44803 McLenner Hwy Walterville
Darla West	47995 MCKENZIE Hwy. Vida 97488
ROBERT BURDICK	49527 mck Hwy Vida OR 97488
Teresa Howell	2470 Pheasant Blvd. Apt. 25 SpFD OR 97477
Divonne Johnson	1011 ABBIE LANE Eugene, 97401
Will Rutherford	PO Box 152 Vida, OR 97488
Marlyst Rutherford	90521 Lare Lane 97488
Jessie Allen	30007 Liso Ct, 97478
Jeff Caven	40695 Deer Creek Rd 97478
George Krichbaum	88810 Ross Ln Springfield 97478
Vivian Chase	1190 So A St. #13 Springfield 97477
Jeremy Christman	1064 Hemlock Ln Grant Pass OR 97527
TONY G. BOOR	205 S. 54th Street Springfield OR 97478
	44827 McKencie Hwy Walterville OR 97489

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NAME/SIGNATURE

ADDRESS

Marshall Moyer
Marshall Moyer

52746 Kelvel Court La Pine
Oregon 97739

Tom Chan/Joshua

2096 Buck St
Eugene, OR 97405

David Cueva

3109 Kinslow Ave #20
Eugene OR 97401

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NAME/SIGNATURE

ADDRESS

Bonnie Kennedy-Mogstad
Bonnie Kennedy-Mogstad

6617 Main
Springfield 97478

Kristen
Kristen Mogstad

6617 Main Springfield
97478

Dianne Nowak

SPAD
2985 Yolanda Ave

Deanna Gaston

Vida
45623 Vida Park Lane 97488

Debra Cameron

88520 Missy Lane

Linda Henry

41789 Madrone St

Donna Carter

Leaburg
43945 McKenzie Hwy

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NAME/SIGNATURE

ADDRESS

8

Rick Stuart	Spokane, WA 9922
Rick Stuart	4827 South Palouse Hwy
Peg Stuart	Spokane, WA 9922
Peg Stuart	4827 South Palouse Hwy
Gabe Ritter, Gabe Ritter	91157 Mayor Ct, Coburg, OR
James Ritter, James Ritter	91157 Mayor Ct, Coburg, OR
Pat Nelson	90539 Lure Lane, Leaburg, OR 97489
Paul Cooper	285 74th Street, Spfld OR 97478
Diana Cooper	285 74th St., Spfld OR 97478
Gabe Sansom	2574 NE cordata PL 97701 Bend OR

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NAME/SIGNATURE

ADDRESS

John Stephenson 121868 E ST Springfield OR

Misty Stephenson 721 SW J ST G.P. OR

Kristen Carver 721 SW J ST G.P. OR

Steve Dabenspeck 87460 Cedar Flatt ⁹⁷⁴⁷¹

Tamara Blatny 221 S. 70th St, Springfield, OR 97471

Mary Wilkerson 277 S. 52nd St Springfield, OR 97478

Kim Guzman 2034 Lombard Ave Springfield, OR 97471

Bryan Trotter 92235 Murdock St 97454 OR

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NAME/SIGNATURE

ADDRESS

8

Jose GonSales

926 NW Sycamore

Telia Burrell

4418 Cascade Dr

Heslye Haxton

3663 Westleigh St.

R. Mercurio

1011 Valley River Way

Jody Stuart

5808 Regal St. Spokane WA 99211

Jason Bennett

5808 Regal St. Spokane WA 99211

M. M. A.

90706 Prairie Rd

Duke

27261 Huey Lane

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ADDRESS

8

Bill Stuart 5080 Pacific Dr San Diego CA 92116

Red Bernard 85741 Hwy 99 S. Eugene OR.

JOSH Bernard 85741 Hwy 99 S. Eugene OR

Clayton Lockard 253 C St Springfield OR

Adriana Shaw 35 Nth 4th St Creswell, OR

Angelique Bernard Creswell

Justin Lund 1463 Lannridge Ave Springfield

Tina Shaw 253 C St Springfield OR

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NAME/SIGNATURE**ADDRESS**

B

Robert "Bo" Loder
Jeannette + Jack "Loder"

41605 Madrona St
Spfld, OR 97478

Terri Gundelach

88363 Waterville Lp.
Spfld. 97478

Michelle Cantrell

270 54th st #11
SPRfld, OR 97475

Athena Sexton

38757 Campcreek
Springfield 97478

Kathy Vinyard

91022 LaConel
Springfield 97478

Shirley Braunstein

2135 Westwood Lane
Eugene, OR 97401

Genie Green

89375 Robby Ln Springfield
OR 97478

NANCY ANDERSON

646 53rd place
SPfld OR 97478

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NAME/SIGNATURE

ADDRESS

8

Renee Hill
Renee Hill

PO Box 82
Walterville OR 97489

Leb Schaafers

P.O. Box 30, Vida OR
97488

Randi Cole

6222 Thurston Rd 97478
OR

Kim Applewhite

39067 Hendricks Pk Rd 97478

Shirley Longworth

4536 Hwy 41 Appled 97478

Elizabeth Covert

57511 McKenzie Hwy

Diana Cornacchia

4464 Jessica Dr Spfld 97478

Steve Cornacchia

4464 Jessica Dr 97478

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ADDRESS

8

Doni Ray 2766 Whitworth Ln Spfld 97477

Gayle Fitzgerald 2766 Whitworth Ln Springfield 97477

Paula C. Barnes 39202 Camp Creek Rd #7 Spfld OR 97478
2022

Brianne Hewrich 88088 Millican Rd
SPFD OR 97478

Cecilia Hewrich 88088 Millican Rd Springfield
OR 97478

Mi Tomii 36923 S Mechung Rd. 97478 Springfield,
OR

SCOTTEATHAM/DAVID 25217 PARADISE DR. JUNCTION CITY, OR 97448

Leslie Van Etten P.O. Box 701 Sutherlin OR 97479

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SAVE LEABURG LAKE

DO NOT REMOVE THE DAM

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NAME/SIGNATURE

ADDRESS

8

Melissa Davis

44001 Canal Lane

Leaburg
OR 97489

Evan Davis

44001 CANAL LANE

Leaburg
OR 97489

Lori Loeck

7358 B. ST., Springfield 97478

Lori Woods

90990 Angels Flight Walthamville
97489

Renee Dickey

38350 McKenzie Hwy Sfd.

Le Roy Voyte

4299 Leaburg Dr. Walthamville

Jeanne Ruiz

43063 Deerhorn Sfd.

Mike Ruiz

"

"

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SAVE LEABURG LAKE

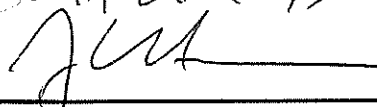
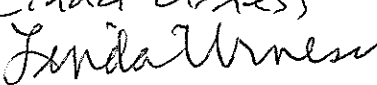
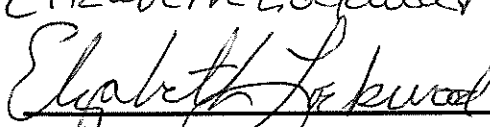
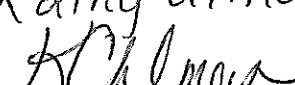


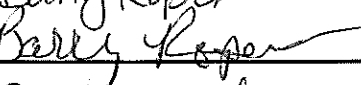
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NAME/SIGNATURE

ADDRESS

8

John Unness 	87998 Keola Cr Springfield, OR 97478
Linda Unness 	87998 Keola Cr Springfield, OR 97478
Elizabeth Lockwood 	5668 Glacier Dr Springfield, OR 97478
Kathy Utman 	85967 Edenvale Rd Pleasant Hill OR 97455
Shaun Schaaft 	434 55th St Springfield OR 97478
Donna Roper 	6750 A St Springfield, OR 97478
Barry Roper 	6750 A St Springfield OR 97478
David Bermudez, Janelle Smith	1510 Goodpasture Island Rd. Eugene OR 97409

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NAME/SIGNATURE	ADDRESS	2
LyAnne Blair LyAnne Blair	88535 Penwinkle Spfld OR 97478	
Kris Brock Kris Brock	83394 Nelson Rd 97402	
Angie Dow Angie Dow	37148 Goats Rd Springfield, OR 97478	
Tugith Olson Tugith Olson	44953 Leaburg Lane Leaburg, OR 97489	
Cathy Stone Cathy Stone	99965th Street Springfield OR	
William Boroy William Boroy	43658 McKenzie Hwy Leaburg, OR 97489	
Karen Berry Karen Berry	43658 McKenzie Leaburg 97489	
Laurel Van Horn Laurel Van Horn	1316 I St Spfld 97477	

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NAME/SIGNATURE

ADDRESS

8

Paula Derrick

88088 Mullican Springfield Ore 97478

Kenn Langlois

38751 E. Cedar Flat 97478

Caen Shaw

42127 Holden Creek Lane 97478

Baker Slater

" " " " "

Lore Kerley

88088 Mullican Rd Spfld 97478

Stefani Myers

39294 Upper Camp Crk Rd Spfld 97478

Elizabeth Carr

57285 N Bank Rd McKenzie Bridge 97413

ABD

395 70th St. Springfield 97478

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NAME/SIGNATURE

ADDRESS

Lilith Dwyer

41743 Deesboro Rd
Spfld 97478

Rebecca Atanassova

88108 Tiki Ln
Springfield, OR 97478

Laurel A. Kash
Laurel Kash

88108 Tiki Lane
Springfield, OR 97478

Judie Taylor

41620 Madrona
Spfld, OR 97478

Bill Taylor

41620 Madrona
Spfld, OR 97478

Donna Stewart

1626 F. St
Spfld. OR 97477

Jain Stewart

1626 F. St.
Spfld. OR 97477

Maureen Manilla

Marcola 97454

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NAME/SIGNATURE

ADDRESS

4

Bob / Linda Smith

48119 T.K. Ln Spfld 97478

Kay & Monty Connelly

P.O. Box 11, WALTERVILLE 97149

Jamie Wilson

5799 Obsidian Ave. Spfld. OR 97478

Brian Wilson

5799 Obsidian Ave Spfld. OR 97478

Judy Ogasawara

40612 McKenzie Hwy Spfld

Trish Kyle

38697 Camp Creek RD

Debra Kyle

38697 Camp Creek RD

Wilma Roche

42040 Holden Cr Ln

Wilma Roche

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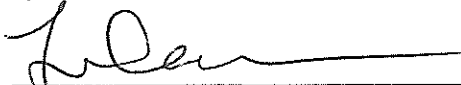
8


Alice Reeve

40083 Deethorn Rd

Travis Cordua

5965 Punice PL
Springfield



LEAH WAGGONER

205 SB 54TH ST
SPRINGFIELD, OR



Jenny Stewart

41939 Holden Creek Ln
Springfield, OR 97478

Rachel Eisele

Deborah Davis

38204 Wendling Rd
Marcola OR 97454

Cheryl - Cassi Hight

38251 mckenzie Hwy
Cptla OR 97478

Maria Heninger

572 N 71st Street
Springfield, OR 97478

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NAME/SIGNATURE

ADDRESS

8

W. V. YODER, JR.

88635 EXMI BEEK

SPRINGFIELD, OR.

97478

W. V. Yoder, Jr.

Jim M. V.

40181 mckenzie Hwy
SPfld, OR 97478

Kenrick Linich

3355 N. Delta Hwy. #96

Enterprise OR 97402

C. Cook

40262 mckenzie Hwy 97478

Edgar O. White

493 N 35th St Springfield, OR

97478

Patricia R. White

493 N 35th St Springfield OR

97478

Mary D.

38701 upper Camp Creek
Springfield, OR 97478

Robert A. White

42805 McKenzie Hwy, Leaburg 97455

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NAME/SIGNATURE**ADDRESS**

8

Cheree Campbell

8080 McKenzie Hwy
97478

James Anderson

446 S 3rd place
Springfield OR 97478

Mike & Tara Schmunk

88200 Millican Rd.
Spfld.

Yvonne Halim

1150 Willagillespie RD

Deana Lewis

4850 Center way
Eug. OR 97405

OR. 97478

Bill Tenrette

3315 Douglas Drive Springfield

RYAN REA

2635 NW AUBREY POINT CIR 97403
BEND

Andrea Walker

1810 N 12th Springfield OK
97477

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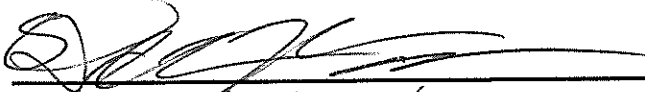
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NAME/SIGNATURE

ADDRESS

9

Dalton Walker 1810 N 12th St Springfield OR 97477



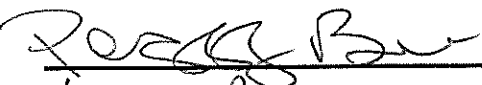
Murielle Wood 3855 Kathy Ave Spfld OR 97478



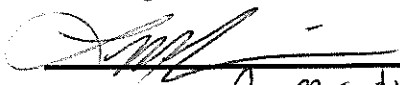
Sandra Shoemaker 3375 Montebello Spfld OR 97477

Ronald L Shoemaker 3375 MONTEBELLO N SPFLD OR

Peggy Burian 38442 Upper Camp Rd



Larry Burian 38442 Upper Camp Creek Rd



Greg Armstrong 40690 MCKENZIE HWY 97478



Shelly Wilford 45805 mckenzie Hwy

Leaburg OR 97489

Brenda DeGree 38700 N. Highway 97456

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ADDRESS

8

CHRIS DESS

7165 A ST SPRINGFIELD

Tony Sousa

88294 Millcreek Rd. Springfield.

Joanne Nestle

46707 McKenzie Hwy Udon

Robert & Denise Richburg 88041 Tiki Ln Springfield 97478

Heather Jodett

11705 SW Houston Lake Rd Powell Butte OR 97753

R

11705 SW Houston Lake Rd Powell Butte OR 97753

RANDY ALLEN

523 Dunham Rd Eugene

JEFF GRANOFF

75 CROCKER LAKE EUGENE

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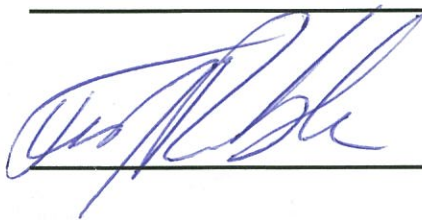
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NAME/SIGNATURE

ADDRESS

8



1566 NE Bailey Way
Prineville, OR 97754



PO Box 201 Vida, OR 97488



Steve Lewis 29525 Dawn Lane JC



51188 Dexter
Blue River



44991 McKenzie Hwy



90226 Greenwood OR



3115 Royal Ave

Peter Suzuki

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SAVE LEABURG LAKE

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VS

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ADDRESS

8

Megan Weiss Hegenlitz 49344 Eagle Rock Pl. Vida

Russell Platt 65831 Manchester Ln. Eugene, OR

Catherine Henry 54850 McKenzie River Dr. Blue River

Gary Olsen 405 Plat Rd. Sutherlin OR

Nana Losh 55410 Delta Rd Blue River

Lindsie Cline 45605 Vida Park Ln. Vida, OR

Brittany Cline 52283 McKenzie Hwy, Blue River, OR

Brendan Burns 45041 McKenzie Hwy, Leaburg, OR

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8

Todd Scurry 50997 McKenzie Hwy Vida OR 97488

Euse Fernan Faria 43790 Greenwood Village Dr, Leaburg, OR 9748

Jon Campbell 44531 McKenzie Hwy Leaburg, OR 9748

Angela Little 90532 Mt N View Ln Blue River, OR 9748

Jelly Kane 55299 Delta Rd.

Shane 55636 McKenzie Rd Blue River, OR 9748

Bryon Bluffin 457 63rd St. Springfield, OR 974

Don Ward 996 S 5th Springfield OR 97478

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SAVE LEABURG LAKE

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✓ 5

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ADDRESS

8

Chad Smith

45929 N Geer Road, Vida

David Vadnake

610 34th ST SEPA OR 97477

Jim Helstrom

47127 Goodpasture Rd, Vida

Quenton Fraser

48065 McKenzie Hwy Vida

Alayna Cuervo

54655 McKenzie River Dr. Blue River

Officer Smith

51550 McKenzie Hwy Vida

Michelle Jandahl

3401 Mary Kay Ave NE Albany

Scott Smith

3401 Mary Kay Ave NE Alb.

return to Nadine Scott 541-915-0807

VS

SAVE LEABURG LAKE

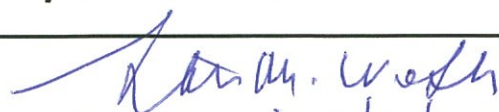
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ADDRESS

8


Stan Welsh

44221 McKenzie Hwy

Karyn Vorhees


44855 Leaburg Dam Rd
97489



46708 McKenzie Hwy

Traci Scully

Bobbi Scully

44326
McKenzie Hwy

Jane Scully

Renee Dickey

39350 McKenzie Hwy

LeRoy Voyid

42799 Leaburg Drive

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ADDRESS

8

Megan Cooper

4412 W. American Dr Eugene OR 97405 ✓

Brandon Shaw B

49625 McKenzie Hwy, Vida OR 97488

Matt Corring

90969 Angels Flight Rd. 97489

Jan Nelbrick

45051 McK-Hwy Leaburg 97489

Deane Bell

90993 Angels Flight 97489

Jeff

45911 McK-Hwy Vida 97488

Timothy

45861 McKenzie Hwy 97489
497 49677 McKenzie Hwy Vida 97488

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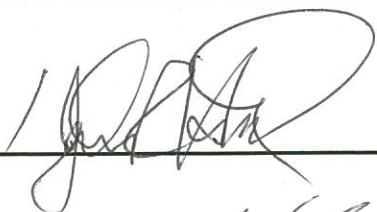
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ADDRESS

4

John Hamlen



6267 S.W. Jaguar Redmond OR

Michael Steene



44221 McKenzie Hwy
SPC. 30 Leaburg OR

48707 McKenzie

William M. Hoge (aka) Mottley

Wade

José Cepa



Ron Winkler

3596 Marshall

Eugene OR

ZACH ZIGLA



89824 Territorial Hwy Elmira, OR

Theresa Hemstrom

55473 McKenzie River Dr

Karla Jh

54655 McKenzie River Dr

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8

NAME/SIGNATURE

ADDRESS

Alex Campbell ~~McKenzie~~ Hwy 43043 Leaburg OR

Cesay Chutkan 43045 McKenzie Hwy Leaburg 97488
44220 McKenzie Hwy Leaburg

Janet Villaso 42850 Leaburg Dr

Derek Watten
MICHAEL CORDUA

Michael Cordua 89976 JOHNSON CR Rd LEABURG

Mary Sabatka 43833 Greenwood Vill. Dr. Leaburg

Cody Calavan 42782 Leaburg Dr Leaburg OR 97488

GAIN Campbell 91070 Leashore Drive, Vida OR
97488

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NAME/SIGNATURE

ADDRESS

Carolyn Broom P.O. Box 115 Vida, OR 97488

Marilyn Howell 1635 Lorane Hwy Eugene 974

Ron Chase Sr 89954 Greenwood Dr 97489

Jay Freida 43790 Greenwood Dr

Harlow Kelle 89911 Greenwood Dr.

Rick 673 S. 41st PL Springfield, OR

Ann 3101 NE PORTLAND, OR 97212

Mike Ceech PO Box 524 WINTERVILLE, OR 97489

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Adrian I Cave 110 N~~W~~ 16th Cottage Grove OR

Bill Schaefer 46106 McKenzie Hwy Vida

Ryan Saluby 49820 McKenzie Hwy Vida

Shane Donoho 365 S. 42nd Street SPFD, OR

Miah Donoho 365 S. 42nd Street SPFD, OR

Dan & Mary 44230 McKenzie Hwy Leaburg OR 97149

Darla West 89800 Greenwood Drive, Leaburg,

Bob Burdick 49527 McKenzie Hwy. Vida -

Call Nadine Scott 541-915-0807 to pick up petitions. October 2nd is EWEB deadline to submit to commissioners..

SAVE LEABURG LAKE

DO NOT REMOVE THE DAM

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NAME/SIGNATURE

ADDRESS

8

KOLE Fredholm

44461 McKenzie Hwy

Casey Spencer
and Son

46014 N. Gate Creek rd.
vide

Shirley Carrner

1006 W. Collins Blaine Rd.
Sisters OR

Mike

48443 Hills St

Chad Sander

40090 mckenzie Hwy
Springfield OR 97478

91014 Leaburg

UIDA

Tyler Wilson

Corrina Davis

50055
McKenzie Rd

Russ Reicheg

Uida OR
4105 Forsyth
Street Springfield, OR

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NAME/SIGNATURE

ADDRESS

8

Doug Murphy Doug Murphy 90904 Leashore dr Vida Ore
Robert J Amel 1171341 E 12 Ave 97141

WILLIAM SWANSON 90860 LEASHORE DR VIDA OR 97148

Donald D Dow 51740 BLUE RIVER Dr

Beverly Stewart 49631 McKenzie Hwy

Jay Sue 90384 Thomson Ln, Vida

Randy Shedd 45556 S. Gate Creek, Vida, OR

Brent Weiss Brent Weiss 49344 Eagle Rock dr, Vida OR

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NAME/SIGNATURE

ADDRESS

Traci Enfield

5442 McKenzie Hwy
Blue River OR, 97413

Traci Enfield

Andrew Sarris

45504 McKenzie Hwy

Vida OR 97488

Jodi Nathan

1491 5th St #23

John Miller

Springsfield, OR 97477

Carol Coduti

48510 McKenzie Hwy
Vida or 97488

GRAIG PATTERSON

91949 Taylor Rd
McKenzie Br Ore

Clayton Wilborn

61500 Old McKenzie Hwy
McKenzie Bridge, OR 97413

Rosie Winters

54775 McKenzie Hwy
Blue River, OR 97413

Jessica Gardner

87828 Upland St
Springfield OR

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NAME/SIGNATURE

ADDRESS

8

Christy Hopkins Christy Hopkins 4147 N Hess Rd
Mt Hood Parkdale OR 97041

Mark Hopkins

Jami Dwyck
Jami Dwyck 36785 NW Long Rd Cornelius, OR 97113

Joseph Dwyck Joseph Dwyck 36785 NW Long Rd Cornelius OR 97113

Joe Harris 13175 Fishhawk Rd Manastash OR 97361

Edythe J. Vermilyea Edythe J. Vermilyea 6850 Alderbrook Rd Tillamook, OR 97141

Sharon Vermilyea Sharon Vermilyea 5600 Hathaway Rd Tillamook OR 97141

Fred Vermilyea Fred A. Vermilyea 5600 Hathaway Rd Tillamook OR 97141

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NAME/SIGNATURE

ADDRESS

8

Donna Lane 32175 Hwy 101 S Clatskanie, OR 97112
Jill Vermilyea Save the Lake 193 Yeoman Rd. Ktn AK 99901

Robin Hansen 38785 Hwy 101 S Clatskanie OR 97112

Lynda Fletcher 22950 Wolfcreek Beaver OR 97108

Marilyn Eggert 3510 Walnut Lake Tillamook 97141

Carol Connell 29955 Fayetteville Dr Shedd - 97377

Jessica Vermilyea 20670 SW Rosemount St. Beaverton, OR 97078

Amanda Brown 1121 Hines St. SE Salem, OR 97302

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NAME/SIGNATURE

ADDRESS

8

4885 Aster St.

Noe Recinos

Springfield, OR 97478

4885 Aster St.

Sara Recinos

Springfield, OR 97478

Mercedes Recinos

Springfield, OR

Michael Fellers

~~Junction City~~ 150 Lynnbrook DR.
150 Eugene, OR 97404

Melinda Silvestri

310 Pitney (A#8) Junction City
OR 97448

Evan Evans

5156 B street Springfield OR 97478

Angie Evans / Angie Evans 5156 B St. Springfield, OR 97478

Melody Ray

397 S 70th St Springfield
OR

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NAME/SIGNATURE

ADDRESS

7

Kassandra DeBaldo

2210 Rocky Lane
Eugene, OR 97401

Sheena Vigil

1650 Simonds Rd NE
Kenmore, WA 98028
1800 Lakewood Vista #13

Kathryn E. Webb

Eugene, Or. 97402

1800 Lakewood Vista 11

Eugene, Or. 97402

4220 SEAN ST

Shelly & [Signature]

EUGENE OR 97402

[Signature]

2146 Lemuria St
Eugene, OR 97402

1047 S 64th Pl

Springfield, OR 97478

3760 Colony Oaks Dr.
Eugene, OR 97405

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NAME/SIGNATURE

ADDRESS

9

Mark Roberts



89824 greenwood dr. Leaburg, OR

Garrett Okonek



89824 Greenwood Drive, Leaburg, OR

Manel Mardes

1720 17th & Springfield

Megan Henderson

932 W 7th Ave Eugene OR

Michael Hogansen

307 Spaulding Brownsville OR

Don Powell

Don Powell

88920 N 5th Dr Springfield, OR

Huston

89011 Bridge St Springfield, OR

Amanda Jones

45909 Goodpasture Vida 97488

Phil Johnson Phil Johnson

82880 Florence Ave Creswell OR

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NAME/SIGNATURE

ADDRESS


 ZOLTARE MENDOZA

44501 McKenzie Hwy, Leaburg OR.

Tina K Mendoza

Tina K Mendoza

44501 McKenzie Hwy. Leaburg OR 97489

TRICIA Hulsey

25N POLK ST #6 Eugene, OR 97402

Kinni Hollis

2804 Maesner St Eugene 97404

Mariah Herrera

42938 Leaburg dr 97489

Enrique Echeverria

Terry Biggs

49132 McKenzie Hwy 97485

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NAME/SIGNATURE

ADDRESS

13

Jennifer Bruce	3760 Colony Oaks Eugene 97402
Jeremy Ray	1940 W 12 th Ave. Eugene, OR 97402
Matthew Yardley	181 Northampton St Easthampton MA
Randy Yardley	102 Eaton Rd Swanzey NH
Nick Hecker	3099 Main St Philomath OR
Mr. Huh	97370
Adrienne Hecker	3099 Main St. #330
	Philomath, OR 97376
Elijah Chun	70 Harbor Ave Eugene OR 97404
David Grogan	374 16 th Springfield OR 97477
Lori Hays	935 65 th St Springfield OR 97478
Ray Graham	6534 THURSTON Rd. Spfld. OR 97478
Bob Graham	6534 Thurston Rd Spfld, OR 97478

return to Nadine Scott 541-915-0807

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more info on:
Eweb.org

NAME/SIGNATURE

ADDRESS

11

Angela m Rose & Azlambo	89041 Bridge St. Springfield OR 97478
Joe Dough	26620 Bang Dr Monroe
Clayton Canfield	88480 Fallin Ln spfld 97478
Tom Ricks	90421 MOUNTAIN VIEW LN. LEABURG 97489
Don Richereed	1520 SEAGATE COOS BAY OR 97422
Logan Lowrey	1028 E Adams Ave college grove 97424
JAYROD POLLOCK	814 SCENIC LOOP CULVER, OR
Ann Swatten	90894 Angel's Flight
NICK HADINS	2335 NE. Smith Rock way Terrebonne
Carrie Eden	41950 mckenzie Hwy
Emily Bradley	89012 Twin Firs Rd

Thank You

SAVE LEABURG LAKE**DO NOT REMOVE THE DAM**

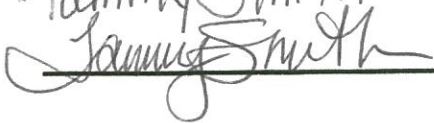
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NAME/SIGNATURE**ADDRESS**

Scott DeGree

8097 SW 77th ST. Redmond, OR. 97756

Kerry Warman

5316 67th Pl. Springfield OR 97478Tammy Smith


16324 B St Spfld OR 97478

Wanda Dwyer

6689 Thurston Rd, Spfld. 97478

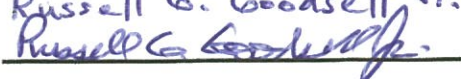


42827 Deerhorn Rd Spfld 97478

Christine Havelock

Christine C Havelock

37631 Upper Camp Creek Rd Spfld 97478

Russell G. Goodsell Jr.
6904 Forsythia St.
Springfield, Or. 97478

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NAME/SIGNATURE

ADDRESS

6

Marsha Goodsell

Marsha K. Goodsell

6904 Forsyth St. Springfield OR 97478

Lori Potts

6970 Thurston Rd Spfld. or 97478

Dennis L. Elkin

39689 Deerpark Rd

97478

Pam Allen

6162 Graystone Ln

97478

Carol Barnett

41617 Madracst

97478

Lucy Zammarelli

2250 Grant St. Eugene OR 97405

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NAME/SIGNATURE**ADDRESS**

Mark Schibler / mark Schibler 42787 McKenzie Hwy
Leaburg, OR 97489

Finn O'Donnell / 37224 Camp Creek Rd

Eamon O'Donnell 37224 Camp Creek Rd.

Holly Tomlin 36923 Mechling Rd Springfield.

Ann CASERTA 767 55th pl spfld.

Candice Krey 90530 Mountain View Ln Leaburg
Crystal Creek 88912 Bridge St 97478 Springfield Leaburg

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NAME/SIGNATURE

ADDRESS

Shirley Verner 5660 Daisy Street #18
Theresa Chase 29 N. Alder Lowell
Susan K. Hartman 6775 D. St. Spfld. Or. 97478
Brandy A. Harker 6775 D St Spfld OR 97478

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I encourage the Board to consider options that preserve Leaburg Lake, and I am willing to do whatever I can as a community member to assist in this effort.

Q

[illegible]

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NAME/SIGNATURE

ADDRESS

Gina Wiest

415 34th St.

Springfield, OR 97478

Anita Grimaldi

6028 Fernhill Loop

Gino Grimaldi

Springfield, OR 97478

Mary + Wanda Grant

87565 Cedar Flat Rd

Springfield, OR 97478

Ronnie Gruver

92002 MAPLE LN
SPRINGFIELD 97478

Sarah Petersen

39320 Upper Camp Creek Rd

Springfield, OR 97478

Sarah Binford

45665 N Gate Creek Rd

Vida, OR 97488

Handwritten signature

38455 Harold's Rd

Dexter, OR 97431

Kim Harker

39067 Hendricks PK Rd 97478

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NAME/SIGNATURE

ADDRESS

Debbie Frank

40870 McKenzie Hwy
Spt/d. OR. 97478

Debbie Frank

Jennifer Green

237 SE 2nd ST

Jennifer Green

Oakland OR 97442

Michelle Overall

38671 McKenzie Hwy,
Spt/d, OR 97478

Tim O'Brien

2561 Willamette Rd
Eugene OR 97401

Tim O'Brien

Tim O'Brien

2561 Willamette Rd

Tim O'Brien

Eugene OR 97401

Nancy Deyhle

81266 West Creek Rd

Nancy Deyhle

Dexter OR 97431

Beverly Hayby

2145 5th St

Springfield OR 97477

Lois Schible

1145 Cedar St
Creswell OR 97426

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NAME/SIGNATURE

ADDRESS

Danny Cooper
 43979 McKenzie Hwy
 Leaburg Hwy 97437
 Eric W. Holman 23395 Warthen Rd Elsie

Kathleen Haverly 43794 McKenzie Hwy

Rosemary Hallberg 88000 Heather Dr.

Frannie Dersham
 92901 Amie Loop, Astoria OR 97103

Susan La Bassett
 442 S 67th Street, 97478
 Sp 10 OR 97478

John La Bassett
 806 S. 69th St Sp 10 OR 97478

Barbara & Dave McLean
 1295 Clearwater Lane

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NAME/SIGNATURE**ADDRESS**

8

Michael O'Brien ~~Michael~~ 39049 Easton Ln Springfield, OR 97478

Chelsie O'Brien CEM 39049 Easton Ln #1

Shana Reno 88811 Potter Ln Spfld 97478

Dan Pogany 38478 Kickbusch Ln Spfld 97478

Lanene Herrmann 7346 Thurston Spfld 97478

Kathy Kuppens 445 S 70th St Springfield OR 97478

Taylor Bueley 14750 SE bluff rd sandy OR 97055

Tim & Vince Hart Springfield

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NAME/SIGNATURE

ADDRESS

225 38th Pl
Springfield, OR 97478

Nadine Overall

Bryan Overall

Glenn Hansen

538 S. 47th St
Spfld OR 97478

Belleue Davis

538 S. 47th St
Spfld OR 97478

David Kevin W. Fay

Spfld, OR

Jack M. ...

88197 Chita Loop
Spfld OR 97478

Michelle Marshall

88197 Chita Loop
Spfld OR 97478

Sarah Smith

6380 Fst Springfield, OR 97478

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NAME/SIGNATURE

ADDRESS

8

Barbara Cargill ~~Barbara~~ Cargill 44929 Leaburg Dam Road
Leaburg, OR 97478

Lynne Morris 6125 Graystone Loop
Spfld OR 97478

Debra 40513 McKenzie Hwy
Springfield OR 97478

Beth Johnson 445 S 51st Pl
Springfield 97478

~~Pamela~~ ~~Wylie~~ Powell 1733 G St.
Springfield, OR 97477

Pamela Freeman 352 South 43rd Place
Springfield OR 97478

LAURA MURPHY Laura Murphy 46679 Goodpasture Rd
Veda OR 97485

Ann Carstens 325 S. 5th St #9

Cottage Grove OR 97424

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8

NAME/SIGNATURE

ADDRESS

Robert Nass

56640 McKenzie Hwy #28

MATT FREEDMAN

90241 GREENWOOD DR LEABURG 97489

Riley Olson

1105 NW Forestgreen Ave, Corvallis OR 97330

Jim Jason Debraff

36621 Pico St., Springfield, OR. 97478

Devon McDannell

5939 North St. Springfield OR 97470

Laura Moorman

41854 Madrone St. 97477

Lucas Failla Luk Failla

90343 Evans Ln Leaburg OR 97489

Marken Cross/Mica

93089 Coburg rd Harriburg OR 97426

Thank You

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12

NAME/SIGNATURE	ADDRESS
Angela Frank	90969 Angels Flight
Michael Nee <i>[Signature]</i>	2303 Don St Springfield, OR 97477
Bill Schmeckers <i>[Signature]</i>	46106 MCKENZIE HWY VIDA
DANIEL LAKE <i>[Signature]</i>	920 E. 35TH AVE EUGENE
Lara Ware	43724 McKenzie Hwy Leaburg
Rodriguez <i>[Signature]</i>	89727 Upper Johnson Creek Leaburg
KYLE BUCHANAN-PRESCOTT	1555 FETTER'S LOOP
Sierra Porel	1555 Fetter's Loop
Bill <i>[Signature]</i>	1105 Cinnamon Ave EUG.
Sharon A. Duff	42969 McKenzie Hwy Leaburg 97459
Ben <i>[Signature]</i>	6751 PST STRONGFIELD OR 97478
Ann K Browning	89959 Greenwood Drive Leaburg

Thank You


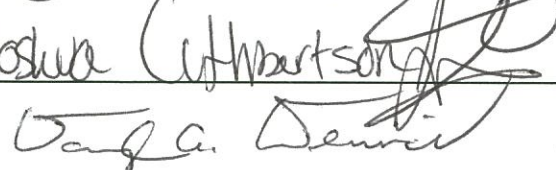
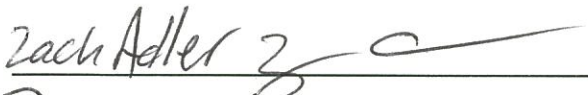




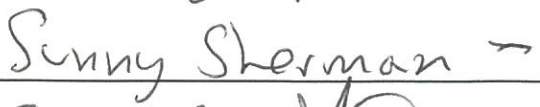


SAVE LEABURG LAKE

DO NOT REMOVE THE DAM

Tourism is the PRIMARY ECONOMY in the McKenzie River Valley

LEABURG Lake is a distinct and valuable feature not only to the community members but to visitors as well. If EWEB/Leaburg Dam is removed and the lake lost, it will be an enormous impact to already struggling area after the fire of 2020. Leaburg Lake offers local and accessible recreational opportunities for thousands of folks. If tourism goes away, the businesses will close, property values will plummet, and homeowners may be forced to sell. If all this happens; who will pay EWEB's electric bills? The Dam is also an alternative powers source. The Leaburg and Salmon Hatchery both rely on water from the Dam.

12

NAME/SIGNATURE	ADDRESS
 Joshua Cuthbertson	386 S. 52 nd PL. Eugene OR 97402
 Doug A. Demire	40270 Booth Kelly Rd SPFL
 Zach Adler	PO Box 68, Creswell, OR 97426
 Brian Smith	48101 McKenzie Hwy Vida 89807 Green wood Drive, Leaburg, OR 97426 97489
 Julie Faulkner	3420 Cabernet Ln, Eugene OR 97409
 Conny Smith	42970 Leaburg drive - Leaburg
 K Costalupes -	42970 Leaburg Drive -
 Sunny Sherman -	42970 Leaburg Drive -
 Susan Costa	45305 Goodpasture Rd. Vida
 Lori Lanzarotta	90040 Johnson Cr. Rd Leaburg

Thank You

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NAME/SIGNATURE	ADDRESS
Shawn Kocher <i>Shawn Kocher</i>	29605 Pulone L. Elmira OR 97437
KENNETH L. DANISON JR <i>KL Dan Jr</i>	96873 ANGELS FLIGHT RD. OR 97489 McKenzie
<i>Dale B. Bahr</i> Valerie Bigelow	5859 McKenzie Hwy Bridge One
<i>Paul J. Butler</i>	44221 McKenzie Hwy SP #1
<i>Lupe Regan</i>	44221 McKenzie Hwy
Michael S. Trathen <i>Michael J. Trathen</i>	1920 Scott Rd. Springfield, OR 97147
STACEY ORE <i>Stacey Ore</i>	1607 MAIN ST SPFD 97477
Mike Arnold <i>Mike Arnold</i>	9040 Leashoe Rd 97477
Austin Larson	4630 Old Dillard rd Eugene 97405
CHARLES WILKINSON <i>Charles Wilkinson</i>	55623 E. KING RD. McKENZIE BRIDGE, OR
JASON Vorhees <i>Jason Vorhees</i>	44855 Leaburg Dam Rd 97489
Barbara Eide <i>Barbara Eide</i>	87306 Halderson Rd, Eugene 97402

Thank You

SAVE LEABURG LAKE

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12

NAME/SIGNATURE

ADDRESS

Cindie Moyer Cindie Moyer	90421 Wtn View Ln, Leaburg
JAMES DAVIS	2762 MAJOR DR SPALDRE 97477
Devon Laird	89733 Johnson Crk Rd Leaburg 97484
Devin Stafford	26830 pickett Ln
Casey Carlson	42898 Leaburg Dr.
Devin Dorn	1321 34 th Springfield, OR, 97478
Foxa Hamer	325 24 th Springfield, OR
Damian Goersel	40365 Bruce Creek Rd
DENNIS McANULTY	42741 WY KENZIE Hwy, Leaburg, Or.
Dennis McAnulty	5338 Bst Springfield OR
Kenneth Stiles	44221 MCKENZIE Hwy #19 Leaburg, OR.
Michael D. Stiles	2900 Shirley St., Eugene, OR
Patricia Stiles	

Thank You

SAVE LEABURG LAKE

DO NOT REMOVE THE DAM

625
signatures

Tourism is the PRIMARY ECONOMY in the McKenzie River Valley. Leaburg Lake is a distinct and valuable feature not only to the community members but to visitors as well. If the EWEB/Leaburg Dam is removed and the lake lost, it will be an enormous impact to an already struggling area after the fire of 2020. Leaburg Lake offers local and accessible recreational opportunities for thousands of folks. If tourism goes away, the businesses will close, if businesses close, property values will plummet, and homeowners will be forced to sell. If all this happens; who will pay EWEB's electric bills? The Dam is also an alternative power source. The Leaburg Hatchery and Salmon Hatchery both rely on water from the Dam.

NAME/SIGNATURE

ADDRESS

2

Kim Scott

5563 Glacier Drive, Springfield, Or 97478

Kim Scott

Breanna Scott

597 Country Club Rd, #22, Eugene, Or 97401

Breanna Scott



Eugene Water & Electric Board

4200 Roosevelt Blvd.
Eugene, OR 97402-6520
541-685-7000
www.eweb.org

TO: Lisa Krentz, Generation Manager

FROM: Adam Spencer, Communications Specialist III

DATE: June 30, 2022

RE: LB Strategic Evaluation: Upriver Listening Session Summary – June 14, 2022

Dear Lisa,

This memo intends to summarize the Upriver Listening Session conducted on June 14, 2022 at the Lloyd Knox Park Pavilion near the Leaburg Lake parking area. EWEB staff Adam Spencer was onsite at the above referenced location from 4:00 pm until 8:00 pm to discuss, inform and answer any questions relating to the Leaburg Strategic Evaluation Project and associated alternatives.

Visitors included:

- Three Commercial Farmers and Irrigation stakeholders whose farming operations are immediately adjacent the canal.
- A couple who lives near the site of the proposed Luffman Powerhouse, concerned about the impact of a powerhouse, substation near their home
- Leaburg Resident who is involved in the Guide Association and who routinely assists EWEB with outreach effort for the LB Strategic Evaluation project.

These upriver community members came specifically to the upriver session to discuss the project and alternatives. The three blueberry farmers came together to create a focus group centered on irrigation issues and solutions. These participants included Carol Hoeck and Jack Richardson of [Upriver Organics](#) and Dana Burwell, who owns a neighboring blueberry farm. Their preference is for Alternatives 2 or 3 to continue generating power, continue their opportunity for irrigation, preserve the lake for recreation and for the hatchery intake, keep the bridge (as we met the school bus dropped off students, using Lloyd Knox Park as a meeting point with parents), and preserve the additional energy independence the project provides. We had a robust conversation about the IRP and where EWEB's power will come from in the future. If SWC alternatives would be selected, they asked about the potential for a pipeline in the canal footprint to continue to provide water to their farms and the hatcheries.

Gary and Kimberly Parker live along the canal. Their property also touches Montgomery Creek. They expressed a strong preference for Alternative 2, with a strong dislike of the proposal of Alternative 3 to install a new powerhouse near their home. They expressed concern for

blocking their view of the river, their loss of privacy, the noise disruption, and the electromagnetism from the substation and transmission lines. They are also concerned about the near-term detrimental effects of standing water in the canal, including HABs and mosquitos.

Will Rutherford also visited, encouraging EWEB to confirm that many of the canal recreationalists are locals, compared to the visitors to the Lake. He pledged to continue to help distribute information on EWEB's behalf and encourage his friends and neighbors to attend the Listening Sessions.

I also spoke with 3-4 groups of people fishing/boating at the lake, giving them the elevator pitch about the Leaburg Project Strategic Evaluation. Every individual (~7) was from the Eugene/Springfield area. None had heard about the proposed changes to the project, and all were generally understanding that "EWEB should do what's best for the environment and the most practical solution."

Please let us know if you have additional questions.

Respectfully Submitted,

Adam Spencer



Eugene Water & Electric Board

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Eugene, OR 97402-6520
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www.eweb.org

TO: Lisa Krentz, Generation Manager

FROM: Jeremy Somogyi, Leaburg Project Manager & Adam Spencer, Communications Specialist III

DATE: July 21, 2022

RE: LB Strategic Evaluation: Upriver Listening Session Summary – July 12, 2022

Dear Lisa,

This memo intends to summarize the Upriver Listening Session conducted on July 12, 2022 at the Lloyd Knox Park Pavilion near the Leaburg Lake parking area. Commissioners Mindy Schlossberg and John Barofsky joined EWEB staff members Jeremy Somogyi and Adam Spencer for the Listening Session to discuss, inform and answer any questions relating to the Leaburg Strategic Evaluation Project and associated alternatives.

Attendance at this session included about 25 visitors, and we were busy speaking to multiple groups from 3:45 p.m. to 8:30 p.m. Advertising Commissioner Schlossberg's attendance in a [July 1 letter](#) to 290 canal neighbors likely helped drive the increased participation to this session.

Visitors included (several visitors represented multiple interests, so the following does not represent the amount of people who appeared):

- Four neighbors from the Greenwood Village development who were interested in helping EWEB determine the location of Cogswell Creek,
- Eight neighbors who live along Leaburg Lake and urged staff and Commissioners to preserve Leaburg Dam and Leaburg Lake,
- A local real estate agent and member of the Chamber of Commerce who was concerned about the impacts to home prices and local businesses if Leaburg Lake and its associated tourism draw were to disappear,
- Three people who live along Johnson Creek encouraged EWEB to allocate appropriate resources to repatriate the creek with the intention to create healthy, natural habitat,
- Two couples who live near the proposed site of the new powerhouse near the Luffman Spillway (should Alternative 3 be chosen to be pursued by the Board) who were anxious to learn more about the project footprint,
- A Waltherville resident who works for the BPA and wanted to know how the decision would affect local resiliency and water tables,
- A Eugene resident who presumed the decision had already been made and demanded to see cost estimates of the project,
- McKenzie Fire & Rescue Chief Darren Bucich and Administrator Darcy Bucich,
- A canal neighbor and Forest Service botanist who supported Alternative 1 and is seeking permission to establish pollinator gardens throughout the canal
- An ODFW volunteer helping at the salmon sorting facility who also lives nearby
- Leaburg Resident who is involved in the Guide Association
- Canal neighbor who routinely assists EWEB with outreach effort for the LB Strategic Evaluation project.

Along with the visitors described above, we received three emails intended to represent the feedback of residents who were unable to attend. They are presented in full after the summary of in-person conversations.

Greenwood Village/Cogswell Creek

Two neighbors arrived at the beginning of the session, eager to point out where the creek formed by the seepage of the Cogswell reach use to overflow prior to dewatering the canal. They live in the Greenwood Village development and that creek passed by their properties. They were curious as to the GEI rendering of a repatriated Cogswell Creek in a straight line to the McKenzie Hatchery and on to the McKenzie River, rather than repatriating it through the streambed that once graced their properties. Although they have not had to drill a new well since the canal's dewatering, they reported that 4 of their neighbors had to. They commented that the wells are of greatly varying depths, reflecting what EWEB Water Resources Supervisor Susan Fricke informed our team of the complexity of the water table in this area.

Another couple from the Greenwood Village neighborhood brought similar concerns, and referenced a local history book of Leaburg testimonials from the Leaburg library. They pointed to the testimony from a member of the Elston family and a particular reference to the Elston Agreement for EWEB to guarantee water supply to the family when it cut off Cogswell Creek to build the canal.

Lake property owners:

Several people who live on Leaburg Lake stopped by to express their concerns for the implications of draining the Lake, should the dam be removed. They were curious about how such a decision would affect their property values and acreage. One resident said he called Lane County and confirmed that the deed to his home is recorded as guaranteeing his property "to the high water line." Others were encouraged to call EWEB for help interpreting their deed, if they so desired.

Another couple who lives on the north side of the lake came to ask about EWEB's help for clearing a culvert that drains into the lake. They reported that the post-fire increase in runoff from the hillside above them, combined with the extra post-fire logging traffic has caused their culvert to plug multiple times. They said ODOT encouraged them to gain access through EWEB to be able to properly clear the obstruction.

McKenzie River Chamber of Commerce

A local real estate agent and McKenzie River Chamber of Commerce member expressed concern for the impact to the area's tourism-based economy, should Leaburg Lake be converted back to river. She emphasized the amount of visitors to the lake bring income to local restaurants, shops, and lodging. She said those businesses would likely not survive without those visitors, and the result would be a significant blow to the community's economic vitality and real estate market.

Johnson Creek Area Residents

Three Johnson Creek residents (one couple and one individual) wanted to know about the Johnson Creek spillway and repatriating Johnson Creek into its original streambed. Their concerns and inquiries were primarily regarding how the configuration would look. The residents all mentioned they supported the concept of allowing Johnson Creek to flow in its approximate original channel. The couple mentioned that their farming operation could benefit from Johnson Creek flows being re-introduced through their property.

Luffman Spillway Area Residents

Two couples expressed concerns about alternative 3 that entails a new powerhouse at Luffman Spillway. One couple own a residence immediately adjacent the canal near Luffman, and one couple owns a residence across the McKenzie River, but have a view of the Luffman area. Both couples expressed concern about potential negative visual aspects of the powerhouse as well as the potential for additional noise. One of the couples also discussed the cost of the new powerhouse relative to the return and stated they felt it was not a productive use of resources.

Walterville Area Resident

An individual who lives near the Walterville School expressed concern over the potential loss of resiliency and redundancy if generation is lost. He also mentioned that he works for Bonneville Power Administration (BPA). He stated he is also speaking to the sentiment of his family and neighbors regarding concern over potential impacts to the shallow wells in the area. He stated that area residents took advantage of the ability to drill shallow wells due to the canals (Leaburg and Walterville) impact on the area groundwater levels, and he expressed concern that people will need to drill deeper wells if the canal is not brought back in service, or if Walterville ever goes out of service.

Eugene Resident with Upriver Ties

A resident from Eugene who stated he has upriver ties stated he prefers the alternatives that included power generation because of the green nature of hydro and because he believed more electric vehicles and population growth will create additional electrical grid demands. He was also expressed his belief the decision to decommission was already made, and the outreach effort was being done as an exercise to appease the community. He also expressed his concerns over vegetation management in proximity to the powerlines and expressed concern that property owners needed assistance with this issue.

McKenzie Fire & Rescue

The McKenzie Fire & Rescue Chief and Administrator expressed their desire to continue working with EWEB for the ability to draw water for fire suppression, and the lake and canal are valuable resources for their operations. They mentioned that if the canal is brought back to service, that a series of previously proposed water-draw stations should be considered. They stated the lake and canal has historically been a valuable resource for their fire-suppression operations and hoped that it would continue to remain in place if possible, but they understood the economics of the situation make it a hard decision.

Canal Neighbor & Forest Service Botanist

A canal neighbor stopped by briefly to emphasize her preference for Alternative 1 and the benefits of returning the McKenzie to a more free-flowing state. She said she lives along the canal and speaks regularly with EWEB environmental compliance specialist Kris Stenshoel about canal vegetation maintenance. She said she has received a grant to create pollinator gardens and already has the plants and labor lined up to install them along segments of the canal.

ODFW Fish Sorting Volunteer

After the session, we spoke with a volunteer fish sorter on his lunch break. He asked several pointed questions about the decision's impact to the hatcheries, the capacity for fish sorting, and the populations of trout and salmon species. He said the fish ladder was detrimental to salmon, as it is a difficult process to navigate, and that the river right fish ladder is better for fish passage. He said that while the long-term effects of dam removal may help fish, he's not sure the local population would survive the short-term impacts of dam removal, sedimentation, and competition with hatchery fish. He said a Seattle-based group, the Orca Network, had visited and photographed the dam, indicating their preference for keeping the dam for its role in separating the wild from hatchery fish and preserving the McKenzie genetics. He said a local fly-fisherman who was integral in upriver bait policy would be mobilizing an effort to remove the dam.

Please let us know if you have additional questions.

Respectfully Submitted,

Jeremy Somogyi & Adam Spencer

“

Karl,

I understand EWEB is sponsoring community Leaburg Dam and Canals "input event" upriver. We are very glad to hear there is discussion about these projects. Due to a busy season on the water, we will not be able to attend and I wanted to present our position on the projects.

It is the position of McKenzie Watershed Protective that Leaburg Dam, Leaburg Canal, Walterville Canal and the Carmen Smith Project should be removed and the McKenzie River restored to a free flowing status. The following reasons apply:

1. The projects are aging out. Leaburg Dam and Canals are approaching 100 years old. Maintenance costs will only increase every year. Carmen Smith is a money pit. Common sense says this project will not see a cost benefit achieved. Alteration to the natural environment in this project is extreme.
2. Leaburg Dam is used as a bridge for housing and the hatchery and it was never intended to be a permanent bridge. Leaburg Dam does not meet current ODOT standards for use as a bridge. Mitigation for homeowner access will have to be considered.
3. Fish migration is impaired for migration upstream and downstream. Navigating the fish ladders is an additional stress for all fish. The area immediately below Leaburg Dam is a man made holding area where fish are subject to intense fishing. The mortality rate for downstream migration is unknown but is certainly a factor in impeding migration. Salmon and Steelhead runs in the McKenzie River are at record lows.
4. The FERC Dam Safety Inspection Report from 2018 lists Leaburg Canal, Walterville Canal and Walterville Pond as a "High Hazard Potential". EWEB's response to this report was to close Leaburg Canal. The cost of fixing these deficiencies exceeds the benefits of power generation.
5. Damage to the main river de-watered by the diversion of up to 75% of the natural flow of the river into the canals is occurring. The extreme dewatering adds natural pollutants to the water (Didymo and Filamentous Algae). Water quality is degraded when these conditions appear.
6. Navigation of the river in the dewatered areas is difficult and some days impossible. A minimum of 1900 cfs should be left in the main river at any point in the affected areas of the canals immediately.
7. Water temperatures regularly exceed 70 degrees in the de-watered areas threatening Salmon and Native Trout.
8. Removal of Leaburg Dam will allow the river to return to its natural streambed and expose a huge area that is now Leaburg Lake. This is an opportunity to expand Lloyd Knox Park into the largest park on the McKenzie River. And, to connect this new park to the Old Fish Hatchery/Discovery Center, and existing fish hatchery.

I am attaching a video we have produced regarding riparian issues. By the way, Thank God for Purewater Partners. They are the ONLY group doing restoration on the river! We need more funding and boots on the ground for this group!

Youtube: "[Oregon's Legendary McKenzie - A River in Trouble](#)"

“



Eugene Water & Electric Board

4200 Roosevelt Blvd.
Eugene, OR 97402-6520
541-685-7000
www.eweb.org

TO: Lisa Krentz, Generation Manager

FROM: Mark Zinniker, Generation Engineering Supervisor & Adam Spencer, Communications Specialist

DATE: August 8, 2022

RE: LB Strategic Evaluation: Upriver Listening Session Summary – July 30, 2022

Dear Lisa,

This memo intends to summarize the Upriver Listening Session conducted on July 30, 2022 at the Lloyd Knox Park Pavilion near the Leaburg Lake parking area. Commissioners Mindy Schlossberg and General Manager Frank Lawson joined EWEB staff members Mark Zinniker and Adam Spencer for the Listening Session to discuss, inform and answer any questions relating to the Leaburg Strategic Evaluation Project and associated alternatives.

Attendance at this session included about 20 visitors. We spoke with several visitors at a time from 10:00 a.m. to 2:00 p.m., with a few final visitors trickling in until 4:00 p.m.

Visitors included (several visitors represented multiple interests, so the following does not represent the amount of people who appeared):

- Two Commercial Farmers and Irrigation stakeholders whose farming operations are adjacent the canal, including one person representing the Cogswell water right,
- Two neighbors who live along Leaburg Lake and urged staff and Commissioners to preserve Leaburg Dam and Leaburg Lake,
- A member of the McKenzie Community Group interesting in helping us spread the word about the project and public involvement opportunities,
- A couple who lives along the river in the summer and in L.A. year-round and was curious about the project and potential impacts to their home,
- A Eugene resident who demanded to see cost estimates of the project, citing an article of the Portland Water Board claiming a contract was confidential and therefore eroding this person's trust in public institutions like EWEB
- A neighbor who lives on Holden Creek Lane interested in how the project decision would affect water quality and curious about river flow levels,
- A Leaburg Resident who is involved in the Guide Association
- A Canal neighbor who routinely assists EWEB with outreach effort for the LB Strategic Evaluation project.
- A person who works for Arcimoto encouraging dam removal and asking about bulk utility rates for purchasing power on the BPA market
- ODFW Biologist Jeff Ziller
- McKenzie Fire & Rescue Chief Darren Bucich

Along with the visitors described above, we are including testimony and an email to Commissioner Carlson regarding the August 2 Board Meeting.

Commissioner Schlossberg suggested that the Leaburg Team create opportunities for in-person input for Eugene residents. Adam will look into scheduling a series of virtual webinars for interested EWEB customers to learn more about the project, ask questions, and provide feedback, and find time for a listening session-style open house that Commissioners may be able to attend.

Farmer representing Cogswell Water Right

A visitor with a 3-acre hobby farm came to express his interest in the repatriation of Cogswell Creek. He acknowledged a \$25,000 agreement he signed with EWEB to forgo 20 years of exerting his water right, and that he attempted to work with the Oregon Water Resources Department to transfer his water right from a surface point of diversion to a groundwater right, but was denied, even though he already dug a well. He said he planted 600 Douglas fir trees for riparian protection and habitat and now was having trouble watering them. He emphasized that EWEB should consider our native trout and salmon above all else as our natural heritage, and warned about being able to bond a \$200M+ project.

McKenzie Community Group

A person representing the McKenzie Community Group thanked EWEB for its role in helping provide DEQ testing for the town of Blue River to establish its water system. He recommended EWEB choose an option that keeps Leaburg Lake and asked if EWEB would consider converting land holdings to housing developments should decommissioning alternatives allow.

Holden Creek Lane Resident

A woman concerned about water quality wanted more information about the project's impacts to future flow regimes and asked for information about the SUB/Rainbow water treatment plant on the McKenzie and how much that would affect flow rates.

L.A. to McKenzie couple

A couple with their dog visited to learn more about the project. They suggested EWEB install stations for canal walkers to grab garbage bags to collect their dogs' poop along the canal. They also recommended EWEB hold any contractors to schedules when concerning work along the canal, to continue generating for resiliency, and to look into hiring young people and unemployed people for canal maintenance work.

Eugene Resident with Upriver Ties

A resident from Eugene who indicated that he has upriver ties visited again and accused EWEB of obfuscating the "true process" behind the cost estimate calculations and demanded to see the calculations behind each alternative and other considered approaches.

McKenzie Fire & Rescue

This is McKenzie Fire & Rescue Chief Darren Bucich's second visit to the Listening Session. His commentary suggested a neutral position as far as the outcomes of EWEB's decision, not wanting to interfere in a partner-organization's process, as long as he is able to secure alternate water sources for fire suppression, such as a new program funded by the State to stage 5,000 gallon fold-a-tanks throughout the McKenzie Valley, including near former intake sites along the canal.

ODFW Biologist Jeff Ziller

Adam visited with Jeff and his team of two additional staff working at the fish sorting facility connected to the left fish ladder. The sorting facility was constructed after the dewatering of the canal left the McKenzie Hatchery without water and so hatchery salmon raised there no longer returned directly to the hatchery. ODFW built the sorter to be able to capture those hatchery-raised salmon at the dam to transport them back to the McKenzie Hatchery. Ziller said the sorter was working better this year and the salmon numbers were encouraging, with 1200 wild salmon passing through and only 40 hatchery fish passing

them. They've transported 381 hatchery fish back to the hatchery. In conversation with Adam, Ziller did not express his preferences for the future of the Leaburg project, mentioning that he and his team have been in routine conversation with Andrew Janos.

Ziller also spoke with Frank...

Please let us know if you have additional questions.

Respectfully Submitted,

Mark Zinniker & Adam Spencer

BOARD TESTIMONY FROM GERRY ASTER, AUGUST 2, 2022

“

I have lived on the banks of the McKenzie River since 1996. I am an active community member and I value the quality of life the river affords. With that in mind, I wish to stress how Leaburg Lake is a distinct and valuable feature within the McKenzie Valley, not only to community members but to visitors as well. If Leaburg Dam is removed and the lake is lost, there will be an enormous impact to an area already struggling from the results of the Holiday Farm Fire and economic impacts to tourism, the primary industry in the McKenzie Valley.

Leaburg Lake offers local and accessible recreational opportunities:

*Not a day goes by without fishermen, fisherwomen and fisher-children lining its banks or anglers dotting its waters in all manner of watercraft. In fact, many locals recount stories that the first fish they ever caught was on Leaburg Lake.

*Kayaking and paddle boarding are often mastered on Leaburg Lake because of its easy waters and manageable size.

*From May to October, a group of 25+ women who call themselves "Ladies of the Lake," paddle the length of the lake and through the bijou, then lunch in the visitor kiosk.

*McKenzie Bible Fellowship and McKenzie Valley Presbyterian Church utilize the shore of the lake for seasonal, outdoor church services and other community groups use the lake for their gatherings as well.

*The lake lures locals and tourists to the demonstration pond where children of all ages delight in feeding trout and viewing the "giant sturgeon."

Leaburg Lake contributes to the local economy of the McKenzie Valley:

*Situated somewhat half-way between Cedar Flats and McKenzie Bridge, Leaburg Lake serves a "community anchor" of sorts.

*Leaburg Store, Ike's Pizza, Vida Cafe and Everyone's Market are frequented by locals and visitors to Leaburg Lake.

*As visitors travel along 126, they are drawn to linger in the area a bit longer due to the presence of Leaburg Lake. They can buy fuel at Mather's Market, have breakfast at the Stage Stop or Lucky Logger restaurants, pick up supplies at Leaburg Store and spend the day on the Lake.

*Once the Discovery Center is operational, the visitor experience to Leaburg Lake will be enhanced. Without the presence of the lake, however, the story the Discovery Center aims to tell will be greatly diminished.

Property values are enhanced by Leaburg Lake:

While I do not wish to speak for those whose property rims the lake, Leaburg Lake serves as a beautiful focal point for our entire area and there is definitely a "wow factor" to suddenly seeing the lake as you wend your way along the highway. That view is "priceless" every season of the year.

I encourage the Board to consider options that preserve Leaburg Lake, and I am willing to do whatever I can as a community member to assist in this effort.

Thank you for your attention.

“

EMAIL FROM EWEB Customer to Commissioner Carlson, August 3, 2022

Name: *redacted for privacy*

Address: *redacted for privacy*

Email Address: *redacted for privacy*

Subject: Leaburg Dam option #5

Comments:

Hello I am interested and concerned about EWEB's plans for the Leaberg dam. I think there is some flawed economic information in EWEB's analysis, particularly with the storm water conveyance plan. And also with the projected future electric costs per mw/h seem incredibly low. Also since the canal has to be reconstructed it can be done in a way that keeps water temps lower for fish, so i think the 80 million loss is a potentially very wrong number and there is likely a huge cost benefit to returning the dam to service. Thanks



Eugene Water & Electric Board

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Eugene, OR 97402-6520
541-685-7000
www.eweb.org

TO: Lisa Krentz, Generation Manager

FROM: Jeremy Somogye, Leaburg Project Manager & Adam Spencer, Communications Specialist

DATE: October, 19, 2022

RE: LB Strategic Evaluation: Eugene Listening Sessions Summary –

- Monday, September 12, 2022,
 - Tuesday September 13, 2022,
 - Tuesday September 27, 2022,
 - Wednesday, September 28, 2022,
 - Thursday, October 6, 2022
-

Dear Lisa,

This memo intends to summarize the Eugene-based Listening Session conducted on the dates above at EWEB's Roosevelt Operations Center. EWEB staff members Mark Zinniker, Jeremy Somogye and Adam Spencer were present to discuss, inform and answer any questions relating to the Leaburg Strategic Evaluation Project and associated alternatives.

Monday, September 12, 2022: Attendance at this session included 2 EWEB customers and Commissioner Mindy Schlossberg.

Visitors included:

- A University of Oregon instructor who teaches a "Perspectives of the McKenzie River" environmental studies class,
- A Camp Creek resident.

University of Oregon instructor

This person was interested in understanding the background information about the canal and TBL process and worked with staff to set up tours of Leaburg and Carmen Smith with her class.

Camp Creek resident

This individual spent a lot of one-on-one time asking insightful questions and focused most of the listening session on learning from Mark and Jeremy and then sent in this letter a few weeks after:

“

Thank you for the patience with me at the meeting a few weeks ago.

It is amazing at how expensive things are, although perhaps those numbers are sums over a very long time that hadn't been completely clear. Continuing maintenance and operation costs?

I would calculate the cost of continuing to generate as the cost of Full Restoration minus Decommissioning (or partial decommissioning). Once you add back in the value of the power generated, the Full Restoration becomes price competitive with other alternatives. Although that could be considered pushing the can down the road, perhaps for another century when the issue may need to be revisited.

My opinion is that there will be a big push for renewable energy over the next few decades, as well as increased power demand through conversion of gasoline vehicles to electric vehicles. And EWEB and other power companies will need to be ready for the shift to EVs.

I've never had a consumer Natural Gas connection in Oregon, but that could well also fall out of favor in the future. Meaning more Electric Heating. Fortunately Oregon also gets more winter water flow.

I would also look at whether power generation capacity could be reasonably increased. I don't see the system as having a strong diurnal shift in generation.

However, one might look at either putting in a powerhouse at the Leaburg Dam using a large amount of water flow, but low head, or perhaps adjusting flow to add both the existing Leaburg powerhouse PLUS the proposed Luffman powerhouse (doubling flow in the first few miles of the canal).

Thank You,
(name redacted)
EWEB, Upper Camp Creek Road
”

Tuesday, September 13, 2022: Attendance at this virtual session included 8 EWEB staff, 3 visitors, and EWEB Commissioner Matt McRae. This was our first attempt at a virtual session and it allowed for additional EWEB staff to join from Leaburg and Carmen Smith.

Staff presented the financial information from the August 2, 2022 Board Meeting and discussed the Social and Environmental impacts considered in the Triple Bottom Line Assessment. After the presentation, attendees typed their questions into the chat. Other than questions seeking clarification on technical terms, questions included:

- What do you mean by “capacity value?”
 - Capacity value refers to the ability of the Leaburg power generation plant to reduce the amount of power that EWEB needs to acquire on the wholesale power market during high power demand periods. By having Leaburg power, EWEB doesn't need to acquire as much power during peak demand periods as we would without Leaburg.
- Thanks, my main question was about fish passages. Would either RTS option require improved fish passages, either full or partial RTS?
 - Thank you! That answers my questions at this moment. Really appreciate your answers and efforts to involve community members
- The NPV analysis for the RTS options included discounts on future income from power generation, correct?

- When say resiliency in economic and social categories, what is included?
- General comment: I find it interesting that Options 3 & 4 are very close in NPV, especially with discounts on future income included
- So you aren't necessarily translating/operationally these variables into dollars, so board will consider both quantitative and qualitative data?

Tuesday, September 27, 2022: Attendance at this virtual session included 4 EWEB staff, 12 visitors, including an attorney for Willamette Riverkeeper, and EWEB Commissioner Matt McRae.

Staff presented the financial information from the August 2, 2022 Board Meeting and discussed the Social and Environmental impacts considered in the Triple Bottom Line Assessment. After the presentation, attendees typed their questions into the chat. Other than questions seeking clarification on technical terms, questions included:

- Could you identify all of the details underneath aquatic resources???? Wildlife and effect of the four choices on fish populations et???
- Will Leaburg Canal trail remain useable? I like to walk the trail, went last Friday and saw a portion of the trail is now fenced off.
- How will each of the four options differ in their effects on the salmon populations or environmental effects in general
- Did you say that EWEB power generation is in the 90% renewable range? What does that mean? Details?

A few participants refused to use the chat and so we allowed them to ask questions. One participant from McKenzie Bridge did so and questioned the necessity of the entire process, calling it a “red herring” and discrediting the sensibility behind obeying FERC’s order when Blue River and Cougar dams would be greater risks to the community in the case of a large earthquake. This individual mentioned he had a conversation with a person at FERC and sought a follow up call with Frank Lawson and Leaburg staff.

Wednesday, September 28, 2022, Attendance at this session at the Roosevelt Operations Center included 3 visitors, 3 EWEB staff, and EWEB Commissioners Mindy Schlossberg and Matt McRae.

At this session, we screened the “Determining the Future of the Leaburg Hydroelectric Project” video and followed with a question and answer session. One of the participants had also attended the virtual session the previous day. Others primarily asked questions and omitted providing their commentary. Questions/concerns of note include:

- Concern about the HDPE lining on the canal in the return-to-service scenarios, and the potential for BPA or microplastics to be introduced into the watershed through this seepage-mitigation technique.
- Question about fish passage/survivability through the dam in its current configuration

Thursday, October 6, 2022, Attendance at this session at the Roosevelt Operations Center included 8 visitors, 6 EWEB staff – including General Manager Frank Lawson, and all 5 EWEB Commissioners.

Commissioners were in attendance for this info session that preceded their Board Meeting. At this session, we screened the “Determining the Future of the Leaburg Hydroelectric Project” video and followed with a robust discussion with some guests with differing opinions posing insightful questions and identifying some of the key tradeoffs and challenging decision points for Commissioners. Those topics include:

- Questions about the fish ladder survivability and sorting protocol
 - If there are concerns for hatchery fish polluting the gene pool of the McKenzie river trout and salmonid populations, why not stop stocking the system with hatchery fish?
 - Guest pointed to a recent lawsuit that ruled to reduce the amount of hatchery stocking
 - Indicated their preference for a decommissioning alternative, citing the water quality & fish passage benefits and the potential for limiting hatchery influence
- On the other hand, another guest voiced his concerns for the influence of the hatchery populations on the tourism economy of the McKenzie Valley
 - He stated that the hatchery fish absorb predation impacts upon marine salmon populations
 - Pointed out that a salmon weir in place on the McKenzie River from 1911-1959 could indicate that hatchery fish and wild fish share much of their genetics
 - Indicated his preference for RTS alternatives, emphasizing “we don’t want to see the hatcheries go away.”
- Another guest asked about the upriver community’s perspectives
- Guests asked about the projected rate increases
- Another guest was concerned about how climate change would affect water availability, indicating their preference for RTS to continue generating and maintaining resiliency in case droughts tax the grid and drive up energy prices
- One guest suggested to place solar panels over the canal to reduce evaporation, reduce water temperature changes, and to generate more energy
- Another guest asked about our BPA contract and timeline for being long on power, indicating that a decommissioning scenario would be preferable, as EWEB already has demonstrated that we don’t need the energy the project can provide.

Please let us know if you have additional questions.

Respectfully Submitted,

Jeremy Somogye & Adam Spencer



Eugene Water & Electric Board

4200 Roosevelt Blvd.
Eugene, OR 97402-6520
541-685-7000
www.eweb.org

TO: Lisa Krentz, Generation Manager

FROM: Jeremy Somogye, Leaburg Project Manager & Adam Spencer, Communications Specialist

DATE: October, 6, 2022

RE: LB Strategic Evaluation: Upriver Listening Session Summary – August 9, 2022

Dear Lisa,

This memo intends to summarize the Upriver Listening Session conducted on August 9, 2022 at the Lloyd Knox Park Pavilion near the Leaburg Lake parking area. EWEB staff members Jeremy Somogye and Adam Spencer were present to discuss, inform and answer any questions relating to the Leaburg Strategic Evaluation Project and associated alternatives.

Attendance at this session included about 16 visitors.

Visitors included (several visitors represented multiple interests, so the following does not represent the amount of people who appeared):

- A local river guide and nonprofit leader who claims to have participated in the original relicensing negotiations in 1989 who advocated for the removal of the dam,
- Two sisters who live near the canal and were concerned about the site's potential as an attractive nuisance,
- A person who lives on Canal Lane,
- A person who lives on the lake and urged against dam removal and was emphasizing fisheries concerns
- A repeat visitor challenging EWEB's economic calculations for each alternative,
- A father and son who live near the canal in support of keeping the lake and requesting more invasive species management near their section of the canal,
- A couple who live on Greenwood drive and would be interested in repatriating Cogswell Creek through their property,
- A member of the "Ladies of the Lake" who lives on Leashore Drive and supports keeping the lake, says supports Gerry Aster who's testified to the Board
- A Farmer with a Cogswell Water Right (repeat visit, testimony below).

Local River Guide/President of McKenzie Watershed Protective

This individual was curious about future climate projections for Willamette Valley waterways, and is in favor of dam removal for the benefit of fisheries and recreation. He said he participated in the 1989 relicensing negotiations and lobbied for a 1700-1900 cfs requirement for the bypass reach and was surprised to see EWEB forecasting a 1500cfs requirement this round. He also mentioned the maintenance issues with the boat ramp.

Two sisters who live near the canal

Emphasized their preference to keep the lake and repair canal to avoid a future attractive nuisance. They also complained about the lack of communication and encouraged more communication after the decision is made.

Father and Son who live along canal

They occupy the closest house to the dam and interested in the canal's irrigation services and concerned with the impacts to groundwater. Said the investments into fixing the powerhouse and roll gates would be wasted without RTS alternatives chosen. They emphasized Alternative 2 for the lake and canal recreation.

Lady of the Lake

Says she supports the petition submitted by Gerry Aster and is mainly interested in earthquake-proofing the dam and canal, and would support alternative 3.

Farmer representing Cogswell Water Right

Letter to EWEB below.

Please let us know if you have additional questions.

Respectfully Submitted,

Jeremy Somogy & Adam Spencer

8 7 2022

To EWEB Folks,

The single most important thing for us is EWEB being successful in getting our water right to have a full and unfettered change in the point of diversion. This is NOT something which can be put off until I take my last breath. Our loss of value will be dramatic is that is the course of action taken and my heirs and assigns will be looking for it.

Everything else is an if this then that kind of thing.

If Cogswell Creek is to be restored, it must run through our property. It must not go in a straight line through a pipe or through a concrete lined trench. It also shall not simply be put through Hatchery property plumbing.

If you are going to lose some power generation capacity due to loss of some or all of the canal, consider putting solar panels over the canal.

If you are going to lose some generating capacity (loss of canal) consider taking the dam out and trying to put the focus back on fish, environment and tourism.

Good luck and please stay in touch.

John Fearing and Susie Baker
90074 Greenwood Drive
Leaburg Oregon 97489



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



EUGENE WATER & ELECTRIC BOARD

2019 CUSTOMER BENCHMARK SURVEY

JANUARY 13, 2020

Michael J Riley, APR, PRC
Riley Research Associates

RESEARCH | INSIGHT | KNOWLEDGE

TABLE OF CONTENTS

Executive Overview	1
Introduction.....	8
Methodology.....	8
Results	9
Demographics: Participant Profiles	29

APPENDIX: Questionnaire



EXECUTIVE OVERVIEW






Riley Research Associates (RRA) conducted a benchmark survey to measure customers' satisfaction with EWEB services and programs. The results of this survey were compared to previous years. Historically, the results addressed the combined phone and online samples. Our current position is that the most accurate findings are represented by the scientific telephone survey sample. Along with reporting the scientific results, and for comparison purposes, the report provides both the telephone and online results. For importance and satisfaction graphics, traditional year-over-year comparisons reflect the combined samples.

- This year, nearly six of ten customers (57%) described EWEB in positive terms (virtually unchanged from 58% in 2017), however, the percentage of negative descriptions declined dramatically from 29% in 2017 to just 10% in the 2019 survey.
- The percentage of residents who value public ownership of the utility is high at 61% and up significantly from 47% in the 2017 scientific (phone) sample. Among online respondents, 79% now think public ownership is more valuable than private, compared to 71% in 2017.
- Overall satisfaction with EWEB is high at 4.4 (on a 5.0 scale) and is up from 4.2 in 2017. For the combined (phone and online) sample, satisfaction is up slightly, to 4.1, from 3.9 in 2017.
- A new question this year asked customers' level of trust and confidence in EWEB. Trust is high, according to two-thirds of customers (68%), while 28% said moderate, and just 4% said low. In the online sample, 61% said high, 33% said moderate, and 6% said low.
- When asked about the direction of their confidence in EWEB, 83% of customers said their confidence has increased.

EWEB Programs & Services: Importance and Satisfaction

These results are based on the combined phone and online samples, as has been reported historically.

- Customers expressed clear and unchanged priorities, in terms of the importance of various EWEB programs. Ensuring safe, reliable drinking water remains the most important EWEB program (virtually unchanged at 9.4) while efforts to protect the environment was considered the second most important program mentioned (also virtually unchanged at 8.6). Programs to help customers reduce consumption and prepare for disasters were considered somewhat less important.
- The importance of most programs and services has changed little over the years although the combined ratings for importance or urgency appear slightly lower this year.
- Roughly two of three customers have at least some awareness that *EWEB pays more for power when demand is high*. The youngest customers (18-34) have the highest awareness, with 55% "very aware."
- Interest in *programs to encourage shifting of power usage* was of interest to some 77% of customers overall, but of particular interest to those in the opt-in/online survey (85%).

-  Roughly three-quarters of those surveyed are concerned about *lowering their carbon footprint* (77%). Among those in the online survey, 85% are concerned, compared to 65% of those in the phone survey.
-  Satisfaction with programs and services is generally higher across-the-board in 2019. While still a concern, satisfaction with efforts to control costs increased this year (now 6.8, up from 6.0 in 2017).
-  Satisfaction with EWEB programs was consistently high, with relatively small “gaps” between customers’ sense of importance and their satisfaction. The biggest gaps between average importance and satisfaction (with a gap of 1.1) were for *programs to help customers reduce their energy use* and for *efforts to protect the environment*.
-  Efforts to increase *emergency preparedness* had a gap of 1.0, followed closely by *efforts to ensure safe, reliable drinking water*, and programs to *help customers reduce their water use* (gaps of 0.9). Involvement in *community events and activities* had a positive gap, whereby customer satisfaction was actually higher than perceived importance (+0.1).
-  Despite higher satisfaction this year, *efforts to control costs* still represents the issue with largest gap between importance and satisfaction (at 1.8). *Service reliability and outage restoration*, along with *responsiveness to needs and concerns* both had gaps of 1.2, while *keeping customers informed* had a gap of 0.9. There were small gaps for the key services of *drinking water quality* (0.6) and *water service reliability* (0.4).

Gap Analysis (Combined Phone and Online)

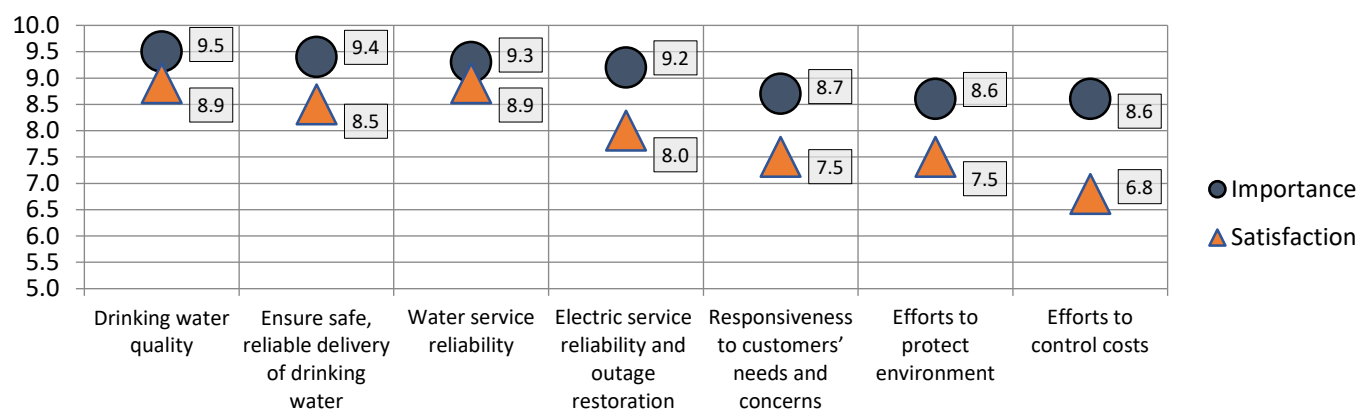
Gap Analysis EWEB Programs

	Importance	Satisfaction	Gap
EWEB’s programs that help customers reduce their energy use	8.4	7.3	1.1
EWEB’s efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change	8.6	7.5	1.1
EWEB’s efforts to increase customer and community emergency preparedness	8.2	7.2	1.0
EWEB’s efforts to ensure safe, reliable delivery of drinking water	9.4	8.5	0.9
EWEB’s programs that help customers reduce their water use	8.0	7.1	0.9
EWEB’s involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events	6.8	6.9	+0.1

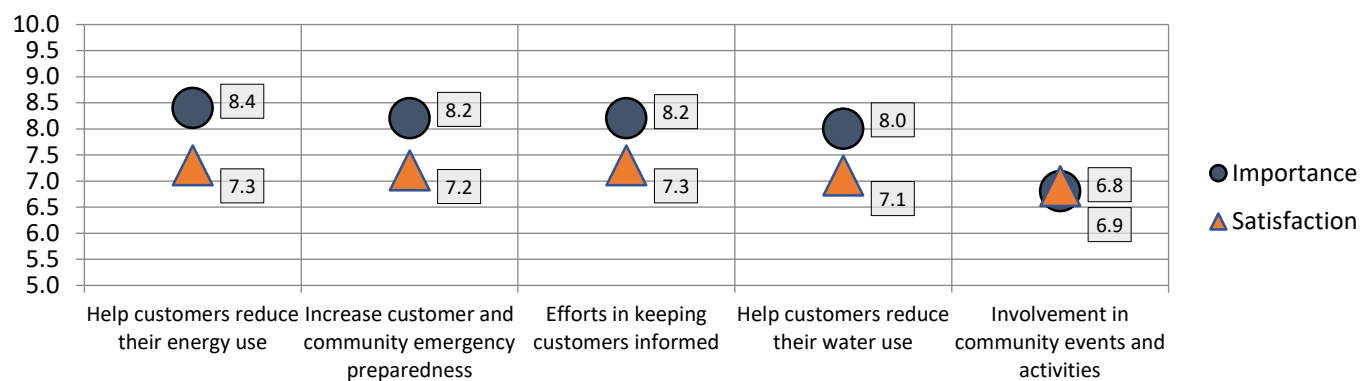
Gap Analysis EWEB Services

	Importance	Satisfaction	Gap
EWEB’s efforts to control costs	8.6	6.8	1.8
EWEB’s electric service reliability and outage restoration	9.2	8.0	1.2
EWEB’s responsiveness to customers’ needs and concerns	8.7	7.5	1.2
EWEB’s efforts in keeping customers informed	8.2	7.3	0.9
EWEB’s drinking water quality	9.5	8.9	0.6
EWEB’s water service reliability	9.3	8.9	0.4

2019 Mean **Importance** and **Satisfaction** of All EWEB Programs & Services
(Highest to Lowest)

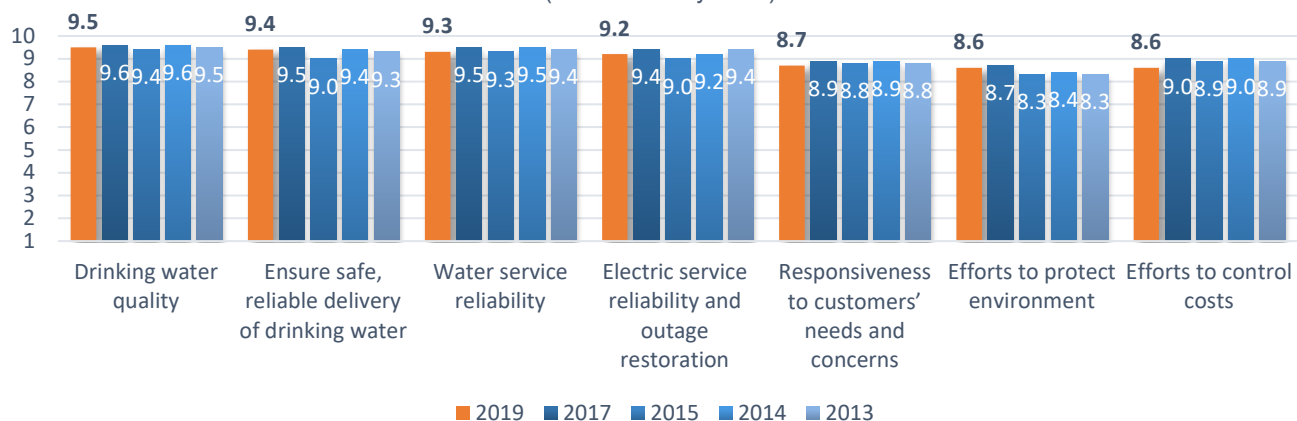


2019 Mean **Importance** and **Satisfaction** of All EWEB Programs & Services
(Highest to Lowest)



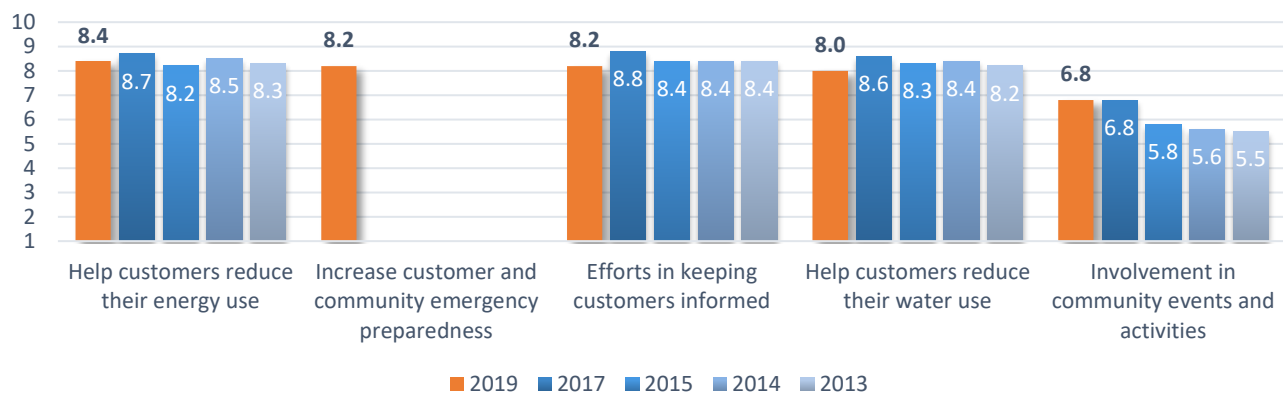
2013-2019 Top-rated Importance EWEB Programs & Services

(Rank Order by 2019)



2013-2019 Lowest-rated Importance EWEB Programs & Services

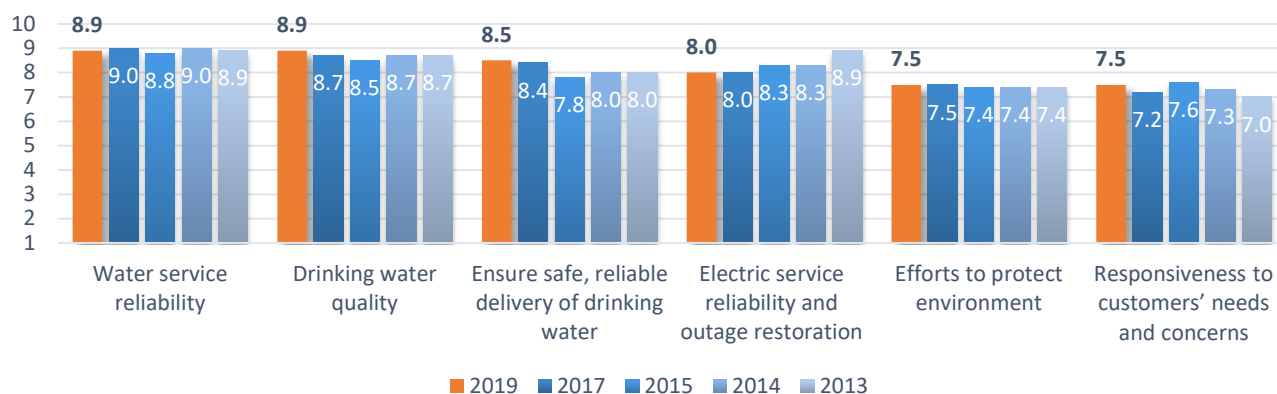
(Rank Order by 2019)



2013-2019 Top-rated **Satisfactions**

EWEB Programs & Services

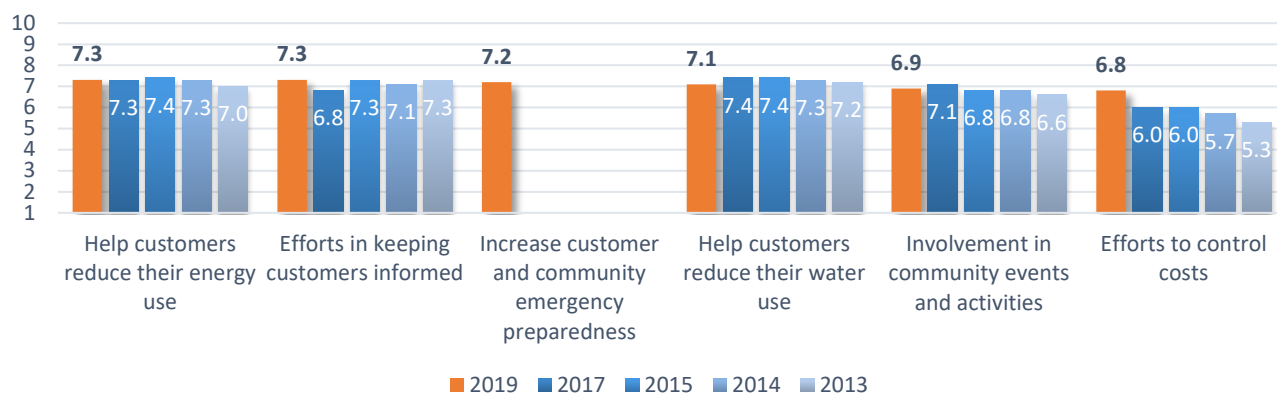
(Rank Order by 2019)



2013-2019 Lowest-rated **Satisfaction**

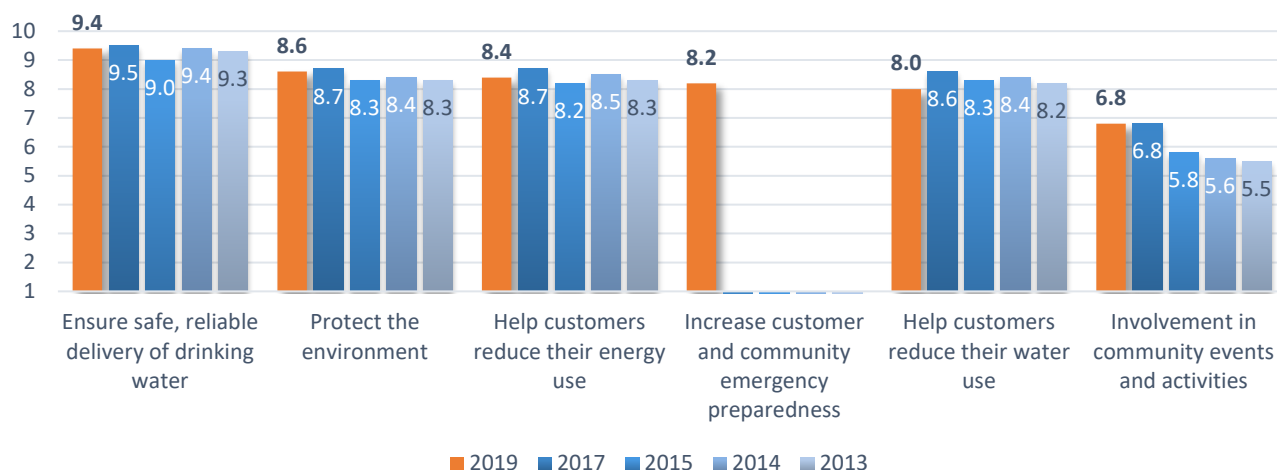
EWEB Programs & Services

(Rank Order by 2019)

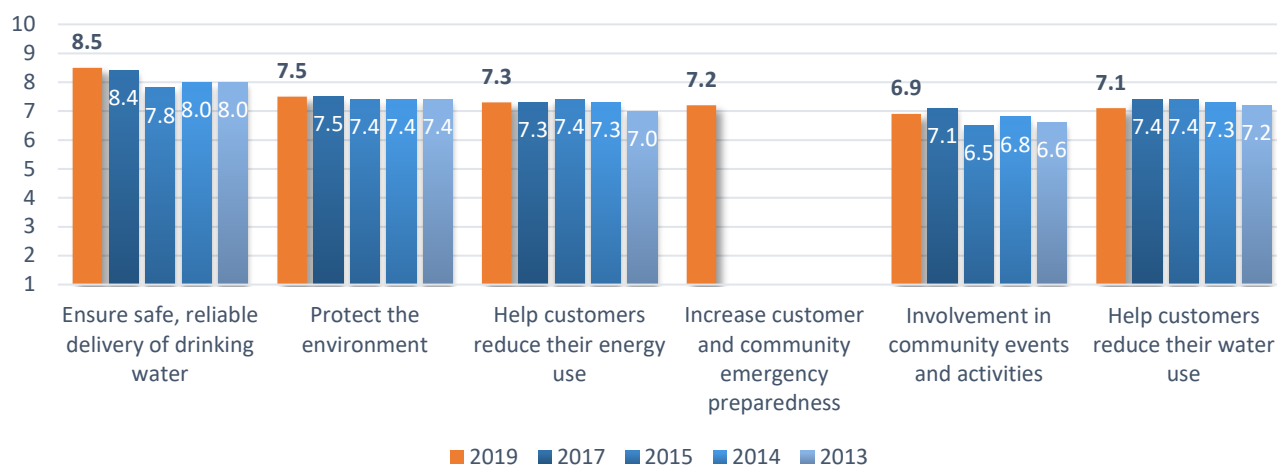


EWEB Programs: Importance and Satisfaction (Combined Online & Phone)

2013-2019 Importance of EWEB Programs

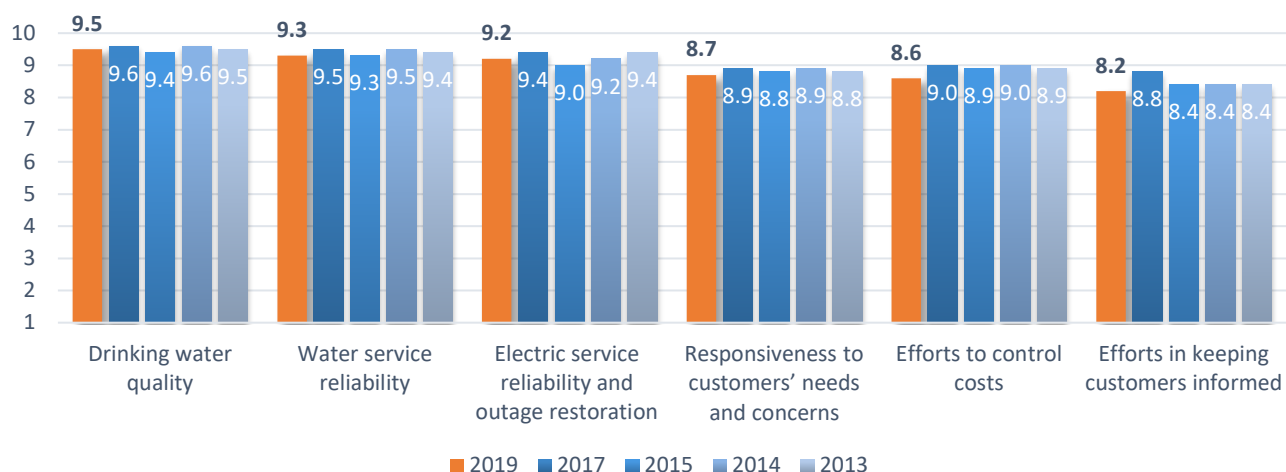


2013-2019 Satisfaction with EWEB Programs

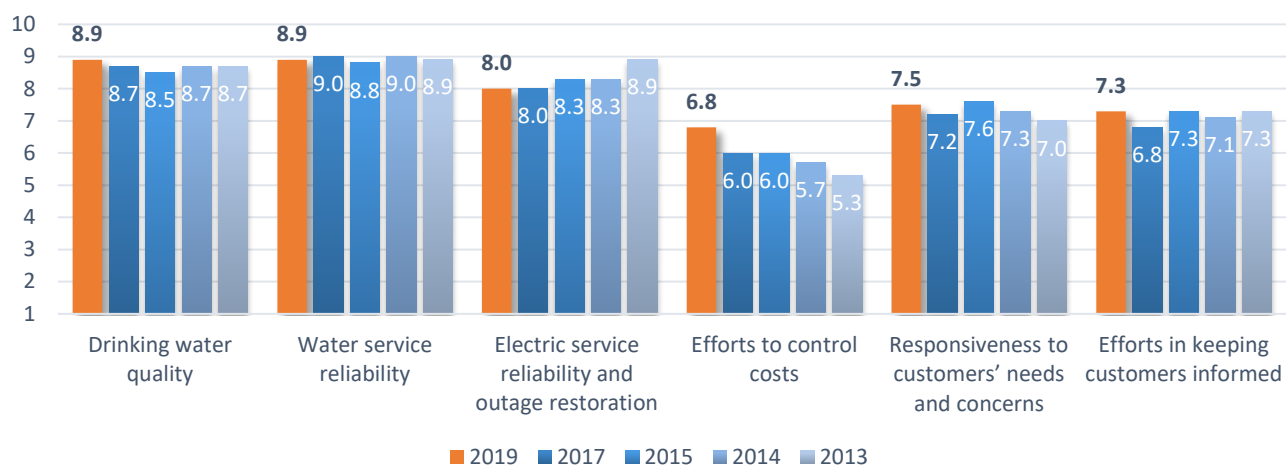


EWEB Services: Importance and Satisfaction (Combined Phone and Online)

2013-2019 Importance of EWEB Services



2013 -2019 Satisfaction with EWEB Services





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 gauge customer satisfaction in 2013, 2014, 2015, 2017, and now again in 2019.



METHODOLOGY

EWEB reviewed and updated the 2017 questionnaire, then worked with Riley Research to execute the 2019 survey. The survey was conducted both online and by telephone. EWEB provided a list of customer phone numbers to RRA, for the execution of a scientific telephone survey. Once the telephone interviews were completed, EWEB sent a link to an online questionnaire to an additional number of randomly-selected customers.

The questionnaire was the same for both the phone and online surveys. 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 surveys took place during November of this year. The telephone survey was launched early in the month followed by the online survey which remained open until December 16th. A total of 915 customer households participated in this year's survey, including 311 who were interviewed by telephone and an additional 606 who participated online. The scientific sample of 311 produces a margin of sampling error of +/-5.6% at a 95% level of confidence. The combined sample of 915 could be considered accurate to +/-3% at a 95% level of confidence.

Because the online sample is almost twice the size of the phone sample, the overall results would be skewed in favor of the online sample. As such, we have presented the two samples side-by-side for comparison, but the analysis and summaries are based primarily on the scientific telephone sample findings. Crosstabulation reports for both the phone and online samples are in separate documents. A copy of the phone questionnaire is in the appendix.



RESULTS

The focus of the demographic analyses is based primarily on the scientific phone survey.

Q1. To start, does EWEB provide you with...

These results are similar to previous surveys. Renters are more likely to have only electric service (42%).

	Total	Method	
		Phone	Online
	917	311 34%	606 66%
Electricity and water	83%	80%	85%
Electric service only	16	19	15
Water service only	1	1	0

Q2. Are you or is anyone in your household an employee of EWEB?

These results are consistent with previous surveys.

	Total	Method	
		Phone	Online
	917	311 34%	606 66%
No	99%	99%	99%
Yes – Self	0	-	0
Yes - Household Member	1	1	0

Q3. What words come to mind in terms of describing the type or quality of service EWEB provides? (Phone Verbatims - Coded)

Results are generally positive and consistent across the various demographic categories. The most frequently-cited words were “good,” “great,” “dependable.” The only frequently used negative word was “expense.”

	Method Phone
	299
Good / Great	37%
No Complaints, Issues or Problems / Satisfied with services	15
Dependable / Reliable / Consistent	12
Fine / OK	12
Expensive	11
Satisfactory	6
Excellent	5
Good at resolving issues / crises	4
Adequate / Average / Basic	4
Water / Electric Utility	4
Positive (General)	4
Quality / High Quality Service	4
Negative (General)	2
Reasonable costs	2
Monopoly	1
Necessary	1
Easy to pay bills	1
Efficient	1
Clean Water	1
Difficult billing process / technical challenges	1

Q4. What words come to mind in terms of describing the type or quality of service EWEB provides?

Nearly six of ten customers described EWEB in positive terms (unchanged from 58% in 2017), but the number of negative comments has declined dramatically from 29% in 2017 to just 10% this year. Those participating in the online sample tended to offer more responses of all types.

	Total 907	Method	
		Phone	Online
		301 33%	606 67%
<u>Positive</u>		57%	74%
Dependable / Reliable / Consistent	47	20	60
Positive (General)	26	7	35
Excellent	21	10	26
Efficient	19	7	26
Good / Great	16	21	13
Quality / High Quality Service	19	6	25
<u>Neutral</u>		40%	74%
No Complaints, Issues or Problems	28	11	36
Adequate / Average / Basic	19	11	22
Satisfactory	16	12	18
Fine / OK	15	12	16
Necessary	26	1	38
<u>Negative</u>		10%	34%
Expensive	21	7	28
General Negative	4	1	5
Monopoly	10	3	14
<u>Descriptive</u>		6%	67%
Water / Electric Utility	34	3	50
Clean Water	33	4	47

Q5. 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?

The percentage of residents who value public ownership is similar to previous years (61%). Online respondents are especially likely to value public ownership (79%). Customers with college or graduate degrees are especially likely to value public ownership (58% and 66%, respectively). Also, long-term EWEB customers (21+ years) value public ownership (67%).

	Total	Method	
		Phone	Online
	917	311 34%	606 66%
<u>Less Valuable</u>		4%	4%
Much less valuable	2	2	2
Somewhat less valuable	2	2	2
<u>No different</u>		25%	16%
<u>More valuable</u>		61%	79%
Somewhat more valuable	18	14	20
Much more valuable	55	47	59
Refused	4	11	0

Programs

Q6. How important do you think are the following EWEB programs (with 0 being not at all important and 10 being very important):

Efforts to ensure safe, reliable drinking water remains the most important EWEB program (virtually unchanged at 9.5). Efforts to protect the environment is the second most important program (virtually unchanged at 8.6). Helping customers reduce energy use tied with efforts to increase emergency preparedness were also considered important at 8.3 (not asked previously), while efforts to reduce water consumption was deemed somewhat less important (7.8), as was community events and activities (7.2).

Women tended to view all programs more important than men (averaging about a half-point higher on most measures, but a full point for community programs and activities. Women also tended to have higher satisfaction with EWEB on these issues.

	Total Mean	Phone Mean	Online Mean
EWEB's efforts to ensure safe, reliable delivery of drinking water	9.4	9.5	9.4
EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change	8.6	8.7	8.6
EWEB's programs that help customers reduce their energy use	8.4	8.3	8.4
EWEB's efforts to increase customer and community emergency preparedness	8.2	8.3	8.1
EWEB's programs that help customers reduce their water use	8.0	7.8	8.1
EWEB's involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events	6.8	7.2	6.6

Total (Phone and Online)													
Total	917												
Scale with 0 being not at all <u>important</u> and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A	
EWEB's involvement in community events and activities, which may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events	7%	1%	4%	3%	2%	13%	7%	12%	17%	9%	24%	2%	
EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change	3	1	1	1	1	5	4	5	10	11	57	2	
EWEB's programs that help customers reduce their energy use	2	1	1	1	1	6	3	8	16	12	47	2	
EWEB's programs that help customers reduce their water use	3	1	1	1	2	9	4	9	16	11	41	4	
EWEB's efforts to ensure safe, reliable delivery of drinking water	1	0	0	0	1	1	1	2	7	8	77	1	
EWEB's efforts to increase customer and community emergency preparedness	2	1	1	1	1	7	6	9	16	12	41	3	

Phone

Total	311 34%											
Scale with 0 being not at all <u>important</u> and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's involvement in community events and activities, which may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events	5%	1%	3%	2%	1%	12%	6%	10%	18%	9%	27%	6%
EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change	3	-	1	1	1	3	5	5	14	11	53	5
EWEB's programs that help customers reduce their energy use	3	1	0	1	2	5	3	9	17	11	42	7
EWEB's programs that help customers reduce their water use	4	2	1	1	2	9	3	8	18	6	35	11
EWEB's efforts to ensure safe, reliable delivery of drinking water	0	-	-	-	1	1	1	2	10	9	73	3
EWEB's efforts to increase customer and community emergency preparedness	2	1	1	0	1	8	4	6	17	11	42	8

Online

Total	606 66%											
Scale with 0 being not at all <u>important</u> and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events	8%	1%	5%	3%	2%	14%	7%	13%	16%	9%	22%	-
EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change	3	1	1	1	1	5	3	5	9	11	60	-
EWEB's programs that help customers reduce their energy use	2	0	1	1	1	7	3	8	15	13	49	-
EWEB's programs that help customers reduce their water use	3	1	1	1	1	8	4	9	15	14	43	-
EWEB's efforts to ensure safe, reliable delivery of drinking water	1	0	0	0	0	2	1	2	5	8	79	-
EWEB's efforts to increase customer and community emergency preparedness	2	1	2	1	1	7	6	10	16	13	41	-

Q7. How satisfied are you with the following EWEB programs?

	Total Mean	Phone Mean	Online Mean
EWEB's efforts to ensure safe, reliable delivery of drinking water	8.5	8.9	8.3
EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change	7.5	7.6	7.4
EWEB's programs that help customers reduce their energy use	7.3	7.2	7.4
EWEB's efforts to increase customer and community emergency preparedness	7.2	7.2	7.3
EWEB's programs that help customers reduce their water use	7.1	6.9	7.2
EWEB's involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events	6.9	7.2	6.8

Total (Phone and Online)												
Total	917											
Scale with 0 being not at all <u>important</u> and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's involvement in community events and activities, which may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events	5%	2%	2%	2%	2%	18%	6%	10%	17%	8%	23%	6%
EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change	3	1	2	1	1	14	6	9	16	9	31	6
EWEB's programs that help customers reduce their energy use	3	2	1	2	2	13	7	11	17	10	27	5
EWEB's programs that help customers reduce their water use	4	1	2	3	2	15	6	9	16	11	23	7
EWEB's efforts to ensure safe, reliable delivery of drinking water	2	1	1	1	1	7	3	7	13	14	48	3
EWEB's efforts to increase customer and community emergency preparedness	4	1	1	2	3	15	8	10	15	11	25	6

Phone

Total	311 34%											
Scale with 0 being not at all important and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events	4%	1%	1%	2%	1%	14%	6%	10%	15%	7%	21%	19%
EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change	2	-	3	0	2	11	5	9	18	6	26	19
EWEB's programs that help customers reduce their energy use	3	1	1	2	2	11	8	12	18	6	22	14
EWEB's programs that help customers reduce their water use	4	1	2	2	3	15	6	8	15	5	18	22
EWEB's efforts to ensure safe, reliable delivery of drinking water	0	0	1	1	1	2	1	6	15	13	51	9
EWEB's efforts to increase customer and community emergency preparedness	3	1	1	1	3	14	9	7	14	9	22	17

Online

Total	606 66%											
Scale with 0 being not at all important and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events	6%	2%	2%	2%	2%	21%	6%	9%	17%	9%	24%	-
EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change	4	2	2	1	1	16	6	9	15	11	33	-
EWEB's programs that help customers reduce their energy use	4	2	2	2	3	14	6	10	17	12	30	-
EWEB's programs that help customers reduce their water use	4	2	2	3	2	15	6	10	17	13	26	-
EWEB's efforts to ensure safe, reliable delivery of drinking water	2	1	1	0	1	9	4	8	12	15	46	-
EWEB's efforts to increase customer and community emergency preparedness	4	1	1	2	3	16	7	12	16	12	26	-

Q8. In order to ensure safe and reliable water supplies, EWEB is looking at alternative sources, such as emergency water distribution stations. Would you say you were currently very aware, somewhat aware, or not aware that EWEB has two emergency water distribution stations completed and has plans for additional stations?

	Total	Method	
		Phone	Online
	913	307	606
		34%	66%
Not aware	65%	67%	64%
Somewhat aware	26	21	28
Very aware	9	11	8

Q9. How important is the following (with 0 being not at all important and 10 being very important)?

	Total Mean	Phone Mean	Online Mean
EWEB's drinking water quality	9.5	9.6	9.4
EWEB's water service reliability	9.3	9.5	9.2
EWEB's electric service reliability and outage restoration	9.2	9.4	9.1
EWEB's responsiveness to customers' needs and concerns	8.7	8.8	8.6
EWEB's efforts to control costs	8.6	8.7	8.6
EWEB's efforts in keeping customers informed	8.2	8.4	8.1

Total (Phone and Online)													
Total	917												
Scale with 0 being not at all important and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A	
EWEB's efforts in keeping customers informed	2%	0%	1%	2%	1%	6%	6%	11%	18%	11%	41%	1%	
EWEB's responsiveness to customers' needs and concerns	2	0	0	1	1	4	3	7	15	15	50	3	
EWEB's efforts to control costs	2	1	0	0	1	4	3	6	14	13	52	3	
EWEB's electric service reliability and outage restoration	1	0	0	1	0	2	2	3	9	15	64	1	
EWEB's drinking water quality	1	0	0	0	0	1	1	2	6	9	78	1	
EWEB's water service reliability	1	0	0	0	0	1	1	2	9	13	71	1	

Phone

Total	311 34%											
Scale with 0 being not at all important and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's efforts in keeping customers informed	2%	1%	0%	2%	1%	5%	5%	9%	18%	9%	46%	4%
EWEB's responsiveness to customers' needs and concerns	0	1	-	-	1	4	2	6	18	12	50	8
EWEB's efforts to control costs	2	1	-	-	1	3	2	7	19	11	47	8
EWEB's electric service reliability and outage restoration	-	-	-	0	0	1	2	2	12	15	64	4
EWEB's drinking water quality	0	-	-	-	-	1	1	0	7	9	79	2
EWEB's water service reliability	0	-	-	-	-	1	-	2	11	13	72	2

Online

Total	606 66%											
Scale with 0 being not at all important and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's efforts in keeping customers informed	2%	0%	1%	1%	1%	6%	6%	12%	19%	13%	39%	-
EWEB's responsiveness to customers' needs and concerns	2	0	0	1	1	4	3	8	14	16	50	-
EWEB's efforts to control costs	2	1	0	0	1	4	4	6	12	14	55	-
EWEB's electric service reliability and outage restoration	1	0	0	1	0	2	2	3	8	15	65	-
EWEB's drinking water quality	2	0	0	0	0	1	1	2	6	10	77	-
EWEB's water service reliability	2	0	0	0	1	2	1	2	9	14	70	-

Q10. How satisfied are you with the following?

	Total Mean	Phone Mean	Online Mean
EWEB's water service reliability	8.9	9.2	8.8
EWEB's drinking water quality	8.9	9.1	8.8
EWEB's electric service reliability and outage restoration	8.0	8.5	7.8
EWEB's responsiveness to customers' needs and concerns	7.5	8.0	7.3
EWEB's efforts in keeping customers informed	7.3	7.4	7.2
EWEB's efforts to control costs	6.8	7.1	6.6

Total (Phone and Online)													
Total	917												
Scale with 0 being not at all important and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A	
EWEB's efforts in keeping customers informed	3%	1%	2%	3%	3%	11%	7%	13%	20%	12%	24%	2%	
EWEB's responsiveness to customers' needs and concerns	3	1	2	2	2	10	5	8	21	14	27	3	
EWEB's efforts to control costs	6	3	4	2	2	13	7	12	17	10	21	4	
EWEB's electric service reliability and outage restoration	2	1	2	2	2	6	5	6	16	18	38	2	
EWEB's drinking water quality	1	0	1	0	0	4	2	5	12	17	56	1	
EWEB's water service reliability	2	1	0	0	1	4	1	4	10	18	58	1	

Phone

Total	311 34%											
Scale with 0 being not at all important and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's efforts in keeping customers informed	2%	1%	1%	4%	3%	11%	5%	12%	21%	9%	26%	5%
EWEB's responsiveness to customers' needs and concerns	1	1	0	2	1	9	3	8	24	12	30	9
EWEB's efforts to control costs	3	2	2	3	1	12	5	13	18	9	20	13
EWEB's electric service reliability and outage restoration	1	1	0	2	2	4	3	5	21	16	40	5
EWEB's drinking water quality	0	-	0	0	1	2	2	5	15	15	57	3
EWEB's water service reliability	1	0	-	0	-	3	0	2	13	17	61	3

Online

Total	606 66%											
Scale with 0 being not at all important and 10 being very important:	0	1	2	3	4	5	6	7	8	9	10	N/A
EWEB's efforts in keeping customers informed	4%	1%	2%	3%	3%	11%	8%	14%	19%	12%	33%	-
EWEB's responsiveness to customers' needs and concerns	5	1	2	2	3	11	6	8	20	15	26	-
EWEB's efforts to control costs	7	3	5	2	3	13	7	11	16	11	22	-
EWEB's electric service reliability and outage restoration	3	2	3	3	2	7	5	7	13	19	36	-
EWEB's drinking water quality	2	1	1	0	0	5	3	5	10	18	56	-
EWEB's water service reliability	2	1	0	0	1	5	1	6	9	19	56	-

Q11. How would you rate your level of trust and confidence in EWEB?

	Total	Method	
		Phone	Online
	888	307 35%	581 65%
Low	5%	4%	6%
Some	31	28	33
High	64	68	61

Q12. Thinking about the past year, has your level of trust and confidence in EWEB increased, decreased or remained the same?

	Total	Method	
		Phone	Online
	886	305 34%	581 66%
Decreased	12%	11%	13%
Stayed the same	52	6	77
Increased	35	83	11

Q13. What does EWEB do best? (Phone Verbatims Coded)

	Method Phone
	262
Deliver water and / or electric services	35%
Dependable / Reliable / Consistent	23
Emergency responses	11
Good customer service	8
Good / Great service	8
Clean Water	6
Quality / High Quality Service	6
Too expensive	5
Engaged with community	4
Reasonable costs	4
Communications	4
No Complaints, Issues or Problems / Satisfied with services	3
Deliver adequate / basic service	2
Necessary	2
Green energy	2
Fine / OK service	2
Positive (General)	1
Easy to pay bills	1
Futuristic good ideas	1

Q14. How could EWEB improve? (Phone Verbatims Coded)

	Method Phone
	185
Lower price	35%
Engage more with community / more information on what they do	16
Better communications / social media presence	12
Green renewable / solar programs / alternative sources	10
Better online access / website	9
Nothing, great as is	8
Cleaner water / testing processes	8
Better response times	8
Not satisfied with smart meters	6
Better customer service	5
Reduce outages / storm damages	3
More classes / better education programs	2
Have a disaster plan	2
Safer electric options / solar / underground lines	2
Seismic safety options	2
Reduce wastage	1
Incentives to lower costs	1

Q15. On a scale of 1 to 5, how satisfied are you with EWEB overall (with 1 being not at all satisfied and 5 being very satisfied).

Overall satisfaction with EWEB is high at 4.4 (on a 5.0 scale) and is up from 4.2 in 2017. For the combined online sample, satisfaction is up slightly from 3.9 to 4.1 this year. Satisfaction appears highest among those 65+ (58% said “5”) as well as long-term customers (53% said “5”).

	Total	Method	
		Phone	Online
	915	309 34%	606 66%
1	3%	1%	4%
2	3	1	4
3	14	8	16
4	37	38	36
5	44	51	40
Mean	4.1	4.4	4.0

Q16. In order to ensure reliable power supply, EWEB routinely buys and sells power in the marketplace. During times when energy demand from customers is high, power that EWEB purchases may come at a higher cost or from a generating resource with a larger carbon footprint.

Would you say you were currently very aware, somewhat aware, or not aware that power purchased at different times may cost EWEB more or have a larger carbon footprint?

Roughly two of three customers have at least some awareness of this issue. The youngest customers (18-34) have the highest awareness, with 55% “very aware.”

	Total	Method	
		Phone	Online
	913	307 34%	606 66%
Not aware	29%	25%	32%
Somewhat aware	41	39	42
Very aware	29	36	26

Q17. If EWEB were to create programs to encourage shifting your power usage to different times of the day to save money and reduce carbon emissions, how interested would you be?

On this issue, the scientific phone sample showed nominal interest (only 15% “very interested”), but the online survey revealed that many customers are interested in this program (40% “very interested”).

	Total	Method	
		Phone	Online
	911	305 33%	606 67%
Not interested	23%	38%	15%
Somewhat interested	45	47	45
Very interested	32	15	40

Q18. How concerned are you about lowering your household carbon footprint?

Roughly three-quarters of those surveyed are concerned about this issue (64%), but among those in the online survey, 85% are concerned. Younger customers and those with less education expressed greater concern.

	Total	Method	
		Phone	Online
	914	308 34%	606 66%
Not concerned	22%	36%	15%
Somewhat concerned	44	46	44
Very concerned	33	18	41

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.

The services most often perceived as “very valuable” included *rebate reward programs* (65%) and *programs to help lower the carbon footprint* (64%). More than half were interested in having the ability to monitor electric or water usage. Younger customers and renters expressed the greatest interest overall.

Total (Phone and Online)

Total		845		
Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.		Not Valuable	Somewhat Valuable	Very Valuable
Pre-pay plan that allows you to pay as you go, including the ability to make multiple small payments each month		36%	38%	26%
Electricity pricing programs that charge different rates at different times of day to reflect the true cost of power		15	37	48
Rebate programs that reward you for shifting your electric use to low-demand hours when EWEB is able to purchase power for a lower price		7	27	65
Programs that help you decrease your personal carbon footprint by using less energy or cleaner energy		9	27	64
Programs that allow you to offset your personal carbon footprint by investing in local forest protection and restoration		16	35	49
Ability to create an online profile and monitor your electric or water usage		13	34	53
Ability to set yourself alerts or reminders about payments or usage to be delivered via text or email		25	38	37
Ability to pay your bill via text message		42	36	22
An online marketplace where you could purchase EWEB-recommended energy efficiency, water conservation or emergency preparedness products		18	41	40

Phone

Total	311 37%		
Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.	Not Valuable	Somewhat Valuable	Very Valuable
Pre-pay plan that allows you to pay as you go, including the ability to make multiple small payments each month	4%	48%	48%
Electricity pricing programs that charge different rates at different times of day to reflect the true cost of power	5	19	76
Rebate programs that reward you for shifting your electric use to low-demand hours when EWEB is able to purchase power for a lower price	2	7	91
Programs that help you decrease your personal carbon footprint by using less energy or cleaner energy	2	9	89
Programs that allow you to offset your personal carbon footprint by investing in local forest protection and restoration	5	18	77
Ability to create an online profile and monitor your electric or water usage	4	28	69
Ability to set yourself alerts or reminders about payments or usage to be delivered via text or email	2	40	58
Ability to pay your bill via text message	4	57	39
An online marketplace where you could purchase EWEB-recommended energy efficiency, water conservation or emergency preparedness products	4	26	70

Online

Total	547 64%		
Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.	Not Valuable	Somewhat Valuable	Very Valuable
Pre-pay plan that allows you to pay as you go, including the ability to make multiple small payments each month	55%	32%	13%
Electricity pricing programs that charge different rates at different times of day to reflect the true cost of power	20	48	32
Rebate programs that reward you for shifting your electric use to low-demand hours when EWEB is able to purchase power for a lower price	10	38	51
Programs that help you decrease your personal carbon footprint by using less energy or cleaner energy	13	37	51
Programs that allow you to offset your personal carbon footprint by investing in local forest protection and restoration	21	45	34
Ability to create an online profile and monitor your electric or water usage	18	38	44
Ability to set yourself alerts or reminders about payments or usage to be delivered via text or email	38	36	25
Ability to pay your bill via text message	64	24	12
An online marketplace where you could purchase EWEB-recommended energy efficiency, water conservation or emergency preparedness products	26	50	23

Q20. Do you have any feedback on the following issues to provide EWEB?

Please select as many of the categories mentioned below and any other, if applicable (you will be able to type in details, recommendations, etc. in the next question).

Among those with concerns, the cost of service was the stand-out issue, especially among the opt-in online participants. Nearly three-quarters of those in the phone survey (73%) had no comments or expressed satisfaction, compared to just 68% of those in the online survey.

	Total	Method	
		Phone	Online
	917	311 34%	606 66%
Satisfied with EWEB	16%	23%	7%
Cost / prices	17	10	20
Other	9	14	6
Outages	9	5	12
Billing structure / access	8	4	10
Your water service	5	4	5
Recommendations	4	4	-
Your electric service	1	2	4
No feedback	57	50	61



DEMOGRAPHICS: PARTICIPANT PROFILES

Q21. About how many years have you been an EWEB customer? (Your best estimate is fine)

	Method	
	Phone	Online
Base	311 35%	606 65%
Years	100% 21	100% 20
Mean	21	20

Q21b. Years as a customer - categorized

	Total	Method	
		Phone	Online
	906	300 33%	606 67%
1 year	9%	10%	9%
2-5 years	20	21	19
6-10 years	12	9	13
11-20 years	16	15	16
21 or more years	43	45	42

Q22. Do you own or rent your home?

	Total	Method	
		Phone	Online
	914	308 34%	606 66%
Own	74%	67%	77%
Rent	26	33	23

Q23. Including you, how many people live in your household?

	Total	Method	
		Phone	Online
	908	302 33%	606 67%
1	29%	33%	26%
2	47	39	50
3	12	11	12
4	8	10	7
5 or more	6	7	5

Q24. What is the highest level of education you've completed?

	Total	Method	
		Phone	Online
	904	298 33%	606 67%
Some high school	1%	1%	1%
High school / GED	7	12	4
Some college	19	25	17
Trade / Vocational / Technical	4	1	6
College degree	33	29	35
Graduate degree or higher	36	32	37

Q25. What is your combined annual household income (before taxes)?

	Total	Method	
		Phone	Online
	840	247 29%	593 71%
Less than \$30k	21%	23%	20%
\$30-\$50k	21	21	21
\$50-\$75k	19	19	19
\$75-\$100k	18	17	19
\$100k or more	21	20	21

Q26. Which of the following categories includes your age?

	Total	Method	
		Phone	Online
	908	302 33%	606 67%
18-34	12%	16%	11%
35-49	16	15	16
50-64	22	19	23
65 or older	50	50	50

Q27. Gender

	Total	Method	
		Phone	Online
	898	303 34%	595 66%
Male	48%	48%	47%
Female	51	51	51
Non-binary	1	0	2
Prefer to self-describe	0	0	0

Collection method

	Total	Method	
		Phone	Online
	917	311 34%	606 66%
Telephone	34%	100%	-
Online	66	-	100%



APPENDIX: QUESTIONNAIRE

EWEB CUSTOMER SATISFACTION QUESTIONNAIRE 2019 FINAL 11-4-2019

Hi, is [First name] available? I'm calling from Riley Research Associates on behalf of the Eugene Water & Electric Board, or EWEB, with a survey about your satisfaction with their services. Are you able to provide an opinion about 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)

- 1 Electricity and water
- 2 Electric service only
- 3 Water service only
- 4 Neither electricity nor water (Discontinue)
- 9 Refused (Discontinue)

☐

Q2. Are you or is anyone in your household an employee of EWEB?

- 1 No
- 2 Yes - Self
- 3 Yes - Household member
- 4 Yes - Both self and household member

Satisfaction & Importance

Q3. First, what comes to mind in terms of the type or quality of service EWEB provides? (Please give your overall impression, be as specific as possible).

Q4. What words come to mind in terms of describing the type or quality of service EWEB provides?

- | | |
|---------------------------------------|-----------------------------------|
| 01 Adequate / Average / Basic | 02 Monopoly |
| 03 Dependable / Reliable / Consistent | 04 Efficient |
| 05 Excellent | 06 Expensive |
| 07 Fine / OK | 08 Good / Great |
| 09 Satisfactory | 10 No complaints / Problems |
| 11 Water and electric utility | 12 Clean water |
| 13 Necessary | 14 Positive (general) |
| 15 Negative (general) | 16 Quality / High quality service |
| 98 Other | |

Q5. 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?)

- 1 Much less valuable
- 2 Somewhat less valuable
- 3 No different
- 4 Somewhat more valuable
- 5 Much more valuable

Q6-7. For this next set of questions, I'm going to describe a program or service that EWEB provides, and ask you first how important that program is, then how satisfied you are with the program.

Q6. How important are the following EWEB programs:

Q7. How satisfied are you with the following EWEB programs:

- a. EWEB's involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events.
- b. EWEB's efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emissions contributing to climate change.
- c. EWEB's programs that help customers reduce their energy use
- d. EWEB's programs that help customers reduce their water use
- e. EWEB's efforts to ensure safe, reliable delivery of drinking water
- f. EWEB's efforts to increase customer and community emergency preparedness

Q8. In order to ensure safe and reliable water supplies, EWEB is looking at alternative sources, such as emergency water distribution stations. Would you say you were currently very aware, somewhat aware, or not aware that EWEB has two emergency water distribution stations completed and has plans for additional stations?

- | | |
|------------------|-------------|
| 3 Very aware | 1 Not aware |
| 2 Somewhat aware | 9 Unsure |

Q9-10. Using those same scales of "0" to "10", please rate how important are the following aspects of EWEB's services to you, and then your satisfaction with those same aspects.

Q9. How important is:

Q10. How satisfied are you with:

- a. EWEB's efforts in keeping customers informed
- b. EWEB's responsiveness to customers' needs and concerns
- c. EWEB's efforts to control costs
- d. EWEB's electric service reliability and outage restoration
- e. EWEB's drinking water quality
- f. EWEB's water service reliability

Q11. How would you rate your level of trust and confidence in EWEB?

- 1 Low trust and confidence
- 2 Some trust and confidence
- 3 High trust and confidence

Q12. Thinking about the past year, has your level of trust and confidence in EWEB increased, decreased or remained the same?

- 1 Decreased 2 Remained the same
3 Increased

Q13. Thinking about the service you receive from EWEB, what do you think they do best? Be as specific as possible.

Q14. And in what ways could EWEB improve? Be as specific as possible.

Q15. How satisfied are you with EWEB overall? (1 = Not at all satisfied and 5 = Very satisfied)

Future Services or Programs

Q16. In order to ensure reliable power supply, EWEB routinely buys and sells power in the marketplace. During times when energy demand from customers is high, power that EWEB purchases may come at a higher cost or from a generating resource with a larger carbon footprint. Would you say you were currently very aware, somewhat aware, or not aware that power purchased at different times may cost EWEB more or have a larger carbon footprint?

- | | |
|------------------|-------------|
| 1 Very aware | 3 Not aware |
| 2 Somewhat aware | |

Q17. If EWEB were to create programs to encourage shifting your power usage to different times of the day to save money and reduce carbon emissions, how interested would you be?

- | | |
|-----------------------|------------------|
| 1 Very interested | 3 Not interested |
| 2 Somewhat interested | |

Q18. How concerned are you about lowering your household carbon footprint?

- | | |
|----------------------|-----------------|
| 1 Very concerned | 3 Not concerned |
| 2 Somewhat concerned | |

Q19. The following is a list of services or programs that EWEB may consider offering in the future. Please rate whether you find them very valuable, somewhat valuable, or not valuable. Services include:

(Read and rotate list):

Would that feature be very valuable, somewhat valuable, or not at all valuable?

- | |
|------------------------|
| 1 Very valuable |
| 2 Somewhat valuable |
| 3 Not valuable |
| 8 Don't know / Depends |

- Pre-pay plan that allows you to pay as you go, including the ability to make multiple small payments each month
- Electricity pricing programs that charge different rates at different times of day to reflect the true cost of power
- Rebate programs that reward you for shifting your electric use to low-demand hours when EWEB is

- able to purchase power for a lower price
- d. Programs that help you decrease your personal carbon footprint by using less energy or cleaner energy
- e. Programs that allow you to offset your personal carbon footprint by investing in local forest protection and restoration
- f. Ability to create an online profile and monitor your electric or water usage
- g. Ability to set yourself alerts or reminders about payments or usage to be delivered via text or email
- h. Ability to pay your bill via text message
- i. An online marketplace where you could purchase EWEB-recommended energy efficiency, water conservation or emergency preparedness products

Q20. Please provide any additional feedback you may have. (Coded from verbatim responses)

- 1 Cost / prices _____
- 2 Billing structure / access _____
- 3 Satisfaction with EWEB _____
- 4 Your water service _____
- 5 Your electric service _____
- 6 Outages _____
- 7 Recommendations _____
- 8 Other _____
- 9 No feedback

Demographics

I'd like to finish up with a few demographic questions. We will finish with some demographic questions. This is to ensure we get responses from a variety of customers, reflecting the population we serve.

Q21. 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 _____

Q22. Do you own or rent your home?

- 1 Own
- 2 Rent

Q23. Including you, how many people live in your household?

- 1 1 4 4
- 2 2 5 5 or more
- 3 3

Q24. What is the highest level of education you've completed? (Read list as necessary)

- 1 Some high school
- 2 High school / GED
- 3 Some college
- 4 Trade / Vocational / Technical
- 5 College degree
- 6 Graduate degree or higher

Q25. What is your combined annual household income before taxes?

- 1 Less than \$30,000
- 2 \$30-\$50,000
- 3 \$50-\$75,000
- 3 75-\$100,000
- 4 \$100,000 or more

Q26. Which of the following categories includes your age?

- 1 18-34
- 2 35-49
- 3 50-64

4 65 or older

Q27. What is your gender?

- 1 Male
- 2 Female

3 Non-binary
4 Self – describe _

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

Zip Code (first 5 digits) _____

Ward

- ☐ 1 E1
- ☐ 2 E2
- ☐ 3 E3
- ☐ 4 E4
- ☐ 5 E5

- ☐ 6 E6
- ☐ 7 E7
- ☐ 8 E8
- ☐ 9 At large

Collection method

- ☐ 1 Telephone

☐ 2 Online

Verbatim responses for EWEB online data

Q3. Describing EWEB

1 Outstanding Water 2 Dependable Power & Water

A necessary service that I am being overcharged for

A public utility that provides electricity and water to our home. Meter readers are always professional and nice.

A ripoff and totally corrupt. Their rates are outrageous! They have you totally trapped. My whole apartment is electric. I am forced to deal with them. They know they can charge whatever they want and I have no alternatives to go anywhere else. They need competition for better pricing. They also don't offer senior citizen or low income rates which is outrageous.

A well run utility. I am concerned about having a second source of water supply in case of disaster.

adequate

Adequate

Adequate

Adequate

Adequate

Adequate

adequate

Adequate, reliable, responsive service at an affordable price.

Administration has dependable online platforms, and customer care and field technicians are interested in my thoughts involving me at times of service at my property. To me, it's what public-private partnership really is.

Affordable service, never had an issue!

All is great with EWEB - except that I am not receiving my monthly statements on my email. Perhaps it is my computer, but I need to know so that it can be received.

All you customer service representatives give the best quality of service, they are caring, helpful, knowledgeable. EWEB is a part of the community to help out the customer with their financial assistance.

Always on.

Always on. Very good service. Trusted water quality.

as long as i pay my bills, my water and power are on. i am a new customer, so i don't have too much experience with EWEB. i'd like to know more about the quality of my water.

Average, but too costly ...

Average.

Awesome. Couldn't be happier.

Basic

Becoming less community oriented

Been a customer for decades. Always great service.

Behind Scenes! Until some amiss! Good

Billing always same time each month with a reminder a few days before it is due. So far, I haven't needed any specific repair or service.

Billing department can be very hard to deal with when asking questions. Electricity prices are too high compared to other local public owned utilities. Very poor work is done to the trees by the trimming crew, have caused me more problems with the trees later. Salaries of top administrators are too high for our area.

Billing easy to understand. Like the graphic bars.

billing information is pretty useful. Appreciate EWEB will periodically check gas appliances.

billing is confusing and there is not enough time between receiving bill and accounts payable date

Clean

clean and delicious drinking water

Clean Water

Clean water and reliable electricity

clean water from the McKenzie

Clean, great-tasting water. Mostly clean, reliable electricity. Sometimes slow, inefficient customer service. Woefully outdated technology.

completely dependable

Consistent

consistent and reasonably-priced

Consistent response

consistent uninterrupted service to the best availability as possible

Consistent, excellent

consistent, rarely an issue with service or billing

Consistent, reliable

Consistent, reliable

Consistent, reliable service with little to no interruptions. Cost seems to be at or below the national average. Overall impression is positive.

Constant outages, invasive questions, hidden fees.

Continuous utility service, with minimal disruptions.

Cost is entirely too high!

Could be a lot better.

courteous employees. reliable service

Courteous, informative as far as sending out communication to customers.

Day to day water and electricity is good. I am really disappointed in the amount of times we have had power outages in the last 5 years. I grew up in the SE hills and do not recall power outages. In the last few years we have had power outages at least once a year, if not multiple times a year. Our system really needs to be upgraded to prevent this.

Decent

Decent service, if a bit expensive. Was told that my electric and water bill would be significantly less had I purchased a home in Springfield.

Delicious water, somewhat unreliable electric power during winter storms

Delicious, reliable, safe drinking water. Expensive electricity.

dependable

Dependable

Dependable

Dependable quality service

Dependable, expensive service.

Dependable. Love offers like helping pay for the ductless heating system. Really helps to keep costs under control.

Dismal. 3 power outages in 5 years. Rude employees. 2019, we told YOU we were completely out of power but the reps told the field crew we were experiencing brown outs. 4 days without power & heat, waiting for calls from a

hospice in FL, trying to keep the phone charged waiting for word on the death of my sister. We had to spend almost \$6000 of our fixed income to install a heat source. Worse than PG & E in Calif

Do a nice job, great water, we lose electricity for five days each bad snow event.

Do not like your handoff to Catholic services for low income verification.

Easy to work with, good customer interactions, fast response

Economical, high quality

Efficient

Efficient

Efficient prompt response to inquiries

Efficient, friendly staff, willing to help people when they r having problems paying there bill

Efficient, full-force approach to repairs.

ELECTRIC COMPANY ONLY THINK ABOUT THEM WHEN I NEED THEM

Electricity and water. High quality. Would be nice to have less carbon-based electricity generation.

Electricity and water. The only option in Eugene.

Electricity is delivered very consistently. However, my electric bill is always pretty expensive in the winter (\$230+). The website for paying bill is the worst most irritating experience due to the password lockout and silly password rules. Payment on the website is painful too. One time it overcharged me and I had a 300 credit. I dislike the post login website very much.

Everything runs smoothly, most of the time.

EWEB definitely provides quality service!

EWEB does a good job of delivering and maintaining and restoring power during outages.

EWEB does a good job of providing electricity and water, but also wastes a lot of money on PC virtue-signaling.

EWEB has always been really good at communicating with us. Whether it has been keeping us up to date about the canal or about outages. They have always kept us in the loop.

EWEB has always treated me fairly and around two yrs ago I got to do home work about electricity and some of it was trying to understanding my bill I really learned a lot I hope that I will be able to do it agina.

EWEB is a utility company with an outwardly progressive identity. I lack a sense of whether the latter is true in practice or simply a perception.

EWEB is an entity that I have no choice but to be a customer of. They provide my water and electricity and I have not had a lot of issues with although my water pressure at home seems to be a little on the weak side. I rarely interact with the utility and feel that my bills could be lower

EWEB is an unregulated monopoly. I have received an outrageous charge for enough water to fill an olympic pool. Water is supplied to my house at an unsafe pressure in excess of 80 pounds per square inch gage. I am told by EWEB that this is my responsibility.

EWEB is such a ripoff, I have never paid for the delivery charge of basic, it cost me 38 dollars for that. I only use about 45 dollars of energy. You are a greedy company. If I lived in Springfield it would be way less.

EWEB is there in the background, reliably, providing electricity, heat and water.

EWEB is very good at billing. EWEB lacks in help for people who need financial help which would be a great benefit to the community as a whole. EWEB could also improve restoring electricity to customers when power outages happen in the Winter months. EWEB's customer service agents sometimes are helpful sometimes they either don't understanding what the customer wants are just give generic answers that really doesn't address what the customer asked no matter how many different ways the customer asks the same question.

EWEB only supplies electricity to my home. I am a rural customer and have experienced outages from 7 to 10 days at a time.

EWEB overcharges clients. Rent is very high in Eugene already, so the high amount of the monthly utility bill is a big headache to me. Also, couple years ago (2016?) during the ice storm, my children and I (along with dozens of River Road neighbors) sat in our freezing houses without electricity or water for over a week right before Christmas. That was torture. Also, I assumed that the bill will be LOWER after such an ordeal, but it was higher. I am assuming that we all had to foot the bill for EWEB to hire people to restore our electricity, but that was a slap in the face to me and all my neighbors.

EWEB provides excellent water and electric services to our home in west Eugene. We only had a few noticeable (electric) outages in the past 15 years.

EWEB provides good service to households and businesses, but EWEB doesn't take adequate measures to protect the quality of McKenzie River water. Damaging/illegal practices negatively impact the riparian areas and river.

EWEB provides many good services.

EWEB provides reliable electricity and water, they are good at that. We have taken advantage of past EWEB programs that have made our home safer and more energy efficient.

EWEB seems to charge a reasonable amount and the few times I have called the Customer Service has been great

EWEB seems to provide quality service. I've heard we have some unique aspects to the water and electricity production that gives us a very high quality product. I'm not sure EWEB does anything better or worse than what another company could.

EWEB service is reliable.

Eweb tends to take care of issues when they arise.

EWEB used to be a reliable, cost-efficient, provider of water and electricity. Because of very bad management decisions of the past, EWEB is now no longer the low-cost leader. EWEB feels, still, very top heavy and unresponsive to customers. Have you tried calling into EWEB?

EWEB's water bill is sent to the building and paid through HOA dues. I received, personally, an electricity bill. The bill is clear. I am able to track my electrical usage. I like the info included that allows me to easily track previous year/ month.

Excellence

Excellent

Excellent

excellent

Excellent

Excellent

excellent

Excellent Customer Service

Excellent customer service- particularly emergency and field techs

excellent especially when I was digging a garden in the front yard, they helped locate water pipes.

excellent in all respects

Excellent quality water!!

Excellent service

Excellent service

excellent service and pleased that EWEB keeps working toward even lower carbon footprint for Eugene area.

Excellent service and very fair rates. Completely satisfied with EWEB's performance in all matters, including customer service.

Excellent service, but expensive!

Excellent service, obviously very happy employees, which goes a long way and how your customer service works.

Excellent service. Any problem is quickly addressed and handled.

excellent service. great job clearing trees from under the power line to keep branches from breaking.

Excellent until there is a power outage

Excellent!

Excellent, and financially helpful

Excellent, but a little on the expensive side.

Excellent, but expensive.

Excellent, no problem service (usually). However, there was a recent power outage lasting about four hours, cause by a squirrel, I hear. There was- of course, no advance notification, but also no notification by email or otherwise, explaining what had happened or how long the outage would last, or what the area was. We were reduced as usual to contacting neighbors to see if their power was out, too, and then to guesstimating, based on past experience, how long it would last. A little help from EWEB would have been greatly appreciated -- and not just by us!

Excellent, reliable service we can count on.

excellent, thoughtful

Excellent.

Excellent. Very responsive.

Expensive

Expensive

Expensive

Expensive

EXPENSIVE

expensive

EXPENSIVE

Expensive

Expensive

Expensive

Expensive (high base rates), but reliable.

Expensive and extremely average.

Expensive and website for people to use is not user friendly. (Seems outdated)

Expensive for the overall service.

Expensive!!!!

Expensive.

Expensive.

Expensive.

Expensive. But helpful when getting energy-saving upgrades to our home.

Expensive. Cost way too much and the customer service is no great at all.

Expensive. Covers a large area

Fairly reliable

Far more expensive than SUB

Fast response to power outages.

Fees (account set up and monthly admin) are too high and poorly explained.

Field workers capable and responsive, administrators not so much.

Fine

Fine

Fine

Fine for the most part. Not a fan of the water outages. Moblie Towne West experiences several a month.

Fine, nothing special, nothing horrible.

Fine. Like having a COOP for my electric/h2o company

First off, I know EWEB works really hard to get power back on when we have winter storms and I appreciate that. However, we lose power in our house multiple times a year. We just lost power for 3 hours last weekend. We are not in the south hills - our road is flat and there aren't a lot of tall trees around our house. I feel like the infrastructure of EWEB electricity is very poor and the proactive approach isn't working well. Everything seems to be reactive when power goes out instead of doing a better job of trimming trees before the weather gets bad and updating infrastructure.

For the most part, I've never been disappointed with the service and as someone who is disabled and low income, I have been able to benefit from their customer care program (when the issuing agency doesn't forget about me, which has happened too many times in the 9 years I've lived here and I have always had good customer service from the people who work there

friendly and efficient

Friendly response to questions and service requests.

Fucks me in the ass when I try to get answer.

generally excellent service, polite and efficient employees

Generally good service.

Generally pretty reliable, but a bit overpriced.

generally pretty responsive

Generally quite good and satisfied with the service

Generally service is good with the exception of increasingly frequent and EXTENDED outages.

gOOD

Good

Good

good

good

Good

good

good

good

Good

Good

Good company. Used to be low cost but poor negotiations with Seneca have cost us a bundle. I like web but wonder where we're headed in long run!

Good customer service. Leader in Energy Management (ex. Electric Vehicles, Heat Pump Water Heaters, Heat Pump hot water, and so on).

Good dependable service except during snow or ice storms. Expensive electric rates and surcharges. Springfield Utility Board is far cheaper.

Good dependable service.

Good environmental landscaping, semi expensive service

Good quality service, I have had no issues.

Good quality service. Good response to problems. Sometimes takes too long to restore service.

good quality, but pricey

Good rates and excellent service for over fifty years.

Good reliable service. Kind of expensive.

good service

Good service

Good service

Good service at reasonable rates.

Good service for the most part but inflexible.

Good service overall

Good service, prompt attention to outages with good information sharing

Good service.

Good service. However, I would enjoy it if EWEB didn't make potentially harmful technologies, like smart meters, standard upgrades. Asking the customer what they want would be nice. Some people prefer the less EMF exposure.

Good service. But expensive during winter time.

Good service. Costs seem a little high, however with the new General Manager, he seems a little more inclined to want to keep costs down. Do not like your contracted tree service contractors.

Good service. Prompt power restoration. Didn't take care of my neighbor when water damaged her house.

Good tasting water. Expensive.

Good utilities, poor expense control.

Good utility but poor online bill service

Good value for the service.

good water

Good water. Steady service

good, honest, in the interest of the public

Good, no problems

Good, reliable water and electric service. The web site could use some improvement.

Good. I have generally been able to get problems solved in a reasonable time frame.

Good. No issues.

Good clean water and electricity but the problem is the prices keep going nothing that's not tolerable.

Great

great

GREAT

Great

Great

Great care.

Great customer service and help to disabled by their Customer Care energy assistance. Makes for an easier winter for me. We take EWEB for granted until an outage but they work hard to get us up and running. Best Water in the country, don't need any water filter, just taste it

great except for winter power outages

Great people, but every expensive.

Great product, service, and people

Great quality, a bit pricey.

Great service

Great service

Great service

Great service, very fast, very professional

Great service. If there is ever an issue it is fixed immediately and if I ever call to ask about a bill, my question are answered thoroughly.

Great tasting water, electricity rarely interrupted. Uncertain if EWEB makes good management decisions and capital expenditures.

Great water quality. Reliable power service only interrupted by emergencies. Appear to be proactive in maintaining infrastructure. Great social media presence during winter storms regarding power outages.

Great. EWEB fixes power outages ASAP. They inform the public when we have LOTS of outages and keeps us updated as to when to expect our power to be resumed, especially when there's a snow storm!

Hardworking, provides services in all kinds of weather, responds to needs

Has EWEB sold some of our water to a bottling company?

Have always been prompt and courteous.

Have brought to EWEB's attention a tree on the North side of my lot that was about to overtake one of their power poles and attached street light. At present it has encompassed the street light and totally blocks light to the North. I feel that this creates a security problem on that end of the street

Haven't had any issues with them. When I do call in everyone has been very helpful

Having just moved here in July I am satisfied with the service so far.

Help with weatherizing home (new windows) was amazing. Most helpful financially.

Helpful and responsive

Helpful staff when we need to call, rapid response...even when we are in that tiny group of remaining homes without power, commitment to helping customers with service calls...

Helpful, but expensive.

High

High quality professional service

High quality public utility; operates with integrity and openness. Puts customers first. Top rate at maintaining infrastructure and repairing it after storms.

High quality service. Low cost, reliable, clean electricity. Low cost, reliable, clean water.

High quality water. As dependable electricity as weather and existing trees allow. Considerate, excellent customer service re credits for energy saving changes, tree trimming, miscellaneous questions, etc.

High risk of power outages

Higher than average rates for public utilities, reasonable service, good in emergencies.

Hmm. Well, I guess I don't really think about the service you provide until/unless it's not working! For instance, in the ice storm, my power was out for days. With electric heat, that sucked. You guys did a great job in that crazy catastrophe but, of course, I would've loved to have my power back on sooner. So... maybe more "manpower" in emergency situations would be good?

holding the rate steady....so glad u haven't raised rate.....back few years ago, u kept raising it...terrible....the new management are doing well n holding rate steady...is a tough economy now and many can't afford high rate...thank you

Horrid! As a public utility they should work to provide a high level of service to customers. They are more focused on equipment purchases and self interest. Never seen or experienced a more poorly managed and provided service.

I always have water. But I can't say the same for power. 4 years and my power is out every winter for more than 2 days.

I always pay my bill online and have not had a problem with the new WFI monitoring.

I am dependent on EWEB for all of my electricity needs.

I am glad that EWEB is member owned, and not sharing our rates with stockholders like PG&E. Also I'll never forget the fascinating updates during the ice storm recovery (was it two years ago?)

I am overall happy with your service, thank you. I do have concerns with your online payment provider, and their security practices.

i am satisfied with the service. i am worried about being forced to have smart meter installed and also worried about power shutdowns like pge in california. we already had power loss issues from heavy snow and downed trees last year.

I am satisfied with their service and charges. They do their best to restore service in times of emergencies. This is very important to me.

I am so thankful for EWEB. I have powerlines in my backyard & multiple big trees. EWEB helps me keep them pruned & removes debris after storms. My yard looked like the backlot of Bonanza after the ice storm a couple of years ago & EWEB helped me get it back in shape.

I appreciate the averaged billing. We were not happy with how the multi-day power outage was handled a few years ago.

I appreciate your being local, and keeping our rates as low as you can.

I believe EWEB provides excellent service to its customers, and has an ongoing interest in their customers.

I believe the service is good and reliable.

I can't really think of anything.

I don't think about the service, which, I suppose, is a good thing.

I feel EWEB does a great job. I like that we own EWEB. Certainly very responsive when there is a problem

I feel we get great service from EWEB. We rarely lose power and have never lost water services.

I find EWEB to be very efficient and high quality.

I get my power and water and I pay my bill. The one time I have called the person I spoke with was extremely personable and helpful. No issues.

I get water and electricity without fail. The folks I have had conversation with are knowledgeable and quite civil.

I happy with the services they provide except for the cost of a couple of things

I have been favorably impressed by EWEB services, customer service, and apparent professional attitudes for over 40 years. Could not be happier with their performance.

I have been very pleased with the service that I have received. I have not faced an issue that brought me into close contact with any need for repair etc to my services

I have had good service.

I have had good service: during power outage the power was restored quickly I pay my bill at main building-staff friendly, helpful

I have lived here for about nine months and have experienced no problems with the service.

I have never a problem with the quality of service. Very satisfied.

I have never had any problems with the service I get. it is very dependable.

I have no dis-satisfactions with the type or quality of service EWEB provides.

I have no issue with the type or quality of service EWEB provides.

I have only been a customer since January of this year and I will say this has been the best customer service with a utility company ever!!

I have only one complaint. Recently a gentleman from EWEB came to my residence responding to my concerns regarding meter accuracy. He brought along some paperwork specific to my account, for me. He also said he would send me an email. To date I have not received any email from EWEB pertaining to that gentleman's visit and I would very much like to receive that email. Everything else has either been just fine or has been resolved to my satisfaction and I have an EWEB customer since my exit from the Marine Corps back in February of 1966.

I haven't experienced any interruptions in services so my overall impression is good.

I like how reliable your solution is as we rarely have water or power outages.

I like the overall stability of service; both the electrical service and the customer service.

I live in the West University neighborhood; in the past, any interaction with customer support was very negative. Once, 10 years ago, when I had paid my bill by check, my account was not credited. When I called a customer service representative was very hostile and said that I had to bring the cancelled check in that day or I would incur a late fee. Since I pay online now I have no interaction with eweb staff at all.

I lived in other parts of the country (Tennessee, Iowa) and I find the basic charge really expensive. The energy and delivery charges seem to match what I have found in other states, but the basic charge is really high.

I love eweb they are all nuce and friendly when helping peoples

I only think of EWEB when the bill arrives and the day I pay it. I have no strong feelings either way.

I think EWEB does a great job overall, but their rates are pretty high and they need to be able to help with replacing vinyl windows for their weatherization for low income people. My windows don't work and are not safe and yet I can't find anyone to help me with replacing them! My windows are my biggest problem in regards to keeping my house insulated.

I think EWEB is forward thinking and is effective in communicating with its customers

I think that EWEB is great. One thing that I would like to see change is more renewable energy. I also think that it would be really cool to be able to see what percent of my energy comes from each source (hydro, coal, solar, oil, etc).

i think the rates are too high, I used to live in a rural area and things were cheaper there.

I wish they buried the lines because we have lost electricity twice for extended time during the three years we have lived in Eugene

If wires were underground (as they are in places in the SE Hills), falling tree limbs, squirrels, etc. would not cause outages.

I'm getting the best service

I'm happy that EWEB supplied and electric and I'm appreciative with personnel that answers my call whenever I pay my bill.

I'm happy with the service

I'm not at all happy with the number of power outages we experience in the South Hills. Particularly because I work from home and rely on my power and internet for work. Additionally, due to the high cost of my EWEB bill each month I do not appreciate the fact that we experience power outages so regularly.

Impressive infrastructure, underfunded crew services, underprepared for winter weather, doing more with less but still, less (compared to the grids that served the NYC/Boston corridor, though). Publicly owned as a positive - not responsible to dividend-demanding shareholders or a private board = more money for subsidies on conservation and green energy investments

In general we have been very satisfied. When we have needed service, EWEB has been very responsive and always friendly.

In person or on the phone, I've always been treated cordially.

Industrious, efficient, environmentally conscious, and community-oriented

It is very easy to work with and is reliable

It's always there and available and we have a disabled member of our household so this is very important.

It's expensive. As a senior widow on a fixed income, the winter months really hurt me financially. I wish there was some consideration given to seniors who go on diets in the winter. As in, a choice between power or groceries.

It's fine

It's fine - I never have to think about it, which is exactly what you want from a utility.

It's fine until there is a weather event that starts dropping trees on the lines. Too many times power has gone out due to the vulnerability of overhead lines in my neighborhood.

It's fine! I appreciate when we have a power outage, there are multiple resources I can reference for a status update.

Its fine.

It's fine.

It's fine: reliable electricity and water, though I wish it was a bit less expensive.

It's good. However, I would like the option to use electricity and water during non-peak hours for cheaper. And I'm curious, as a single person, do I pay the same amount for sewer as a big family? I think I should only pay for the amount of water I use, not a fixed amount

It's great. No complaints

it's okay, but needs to be modernized

It's the only option available.

IT'S TOO EXPENSIVE! I'm on disability, & my bills keep going up. Without financial assistance, I'm in real trouble paying my bill.

I've asked them to fix our meter twice now and nothing has been done. I'm worried that there water leaking into my wall. Also told them concerns of the transformer in my back yard. I have two small children and worried about explosion and fire. I work on a fire crew and have seen first hand of the aftermath. It is rusty and looks to be leaking. Was told it was fine but did not offer to send someone out to inspect it. Still waiting on the meter seal to be replaced two years later and nothing

I've enjoyed services overall, but I think paying the base fee of \$20-25 dollars is steep, and costing me SIGNIFICANTLY more than my regular electric bill is normally. I wish I didn't have to pay the service fee - as I never actually use that much electric, or water.

I've had no problems with electricity.

I've never had any problems with my electricity so I'm very happy.

I've never lost power so that's a good thing

Local. Emergency preparedness. Unprepared for the change in climate (climate change). We, and everyone on our street, lost power for six days two years ago when it was -9 outside.

Low water pressure and high prices especially the storm water charge never thought I would have to pay because it rains or waste-water never heard of that charge either

Most expensive in the region.

mostly reliable, but worry during storms and similar events.

My bill has been very high most of this year (my new home) and no one has been able to guide me as to why that may be. I do not have electric heat or a hot tub (yet). I have insisted that I could not have used all this electricity as one person.

my electricity has never been shut off without warning so that's good? not sure what you want me to say here reasonably priced.

My interactions with EWEB have all been positive.

My rates are exorbitantly high. I am currently paying \$430 a month for water and electricity. As a lifelong union member, I fully appreciate that your employees are well paid. Having said that, my rates are too high. Also, I have an issue with my power mast being bent towards the service pole because the service line coming to my house is too taut. I believe this should be the responsibility of EWEB to fix and that I not be charged. I would like for a supervisor to call me and visit my property to resolve this issue. I can be reached on 541-689-5550 05 503-807-4639.

My service has always been consistent. When it comes to water and electricity that is my first priority. I'm lucky to not have had a lot of outages due to storms.

necessary for my survival

No comment other than too expensive

No complaints about quality or service however the cost is high.

No complaints with service.

No complaints, other than cost !

No complaints.

No issues with any EWEB services so no other thoughts

no opinion

No Problems

no problems

No problems

no problems but water pressure is too low

No problems. Reliable for the 4 years I've lived in Eugene.

No trouble No problems

No troubles

No water problems, and only a couple electricity outages... one of which zapped my microwave... which was costly. All my appliances are on individual circuit breakers now. Lesson learned.

Not as reliable as they used to be.

Not great. There's a lot of simple things that can be done that I just don't understand why they aren't. I've been in very small towns and large towns and I feel like I have to jump through more hoops here. For example, setting up direct deposit was pretty straight forward. While it is easy on EWEB it is not easy to notice that this is even an option. I may be dumb, but this just wasn't obvious. Doing your first payment is also weird. Why do I have to wait for my first bill? This is especially where you should not that I can set up a direct deposit. Don't make me have to look.

Not sure

not too bad so far

Nothing comes to mind except that they provide water and electricity for my house.

Ok

Ok

Online presence is good. We've always had excellent service.

Other than winter outages, very good service.

Our experience has usually always been a positive one.

Our power goes out a lot!

Outstanding service

Over priced, no other option

Overall I have a favorable impression of the company. I like that most of the electricity is carbon free and that the water seems to be clean and safe.

Overall impression is good. We somehow missed the option to change to the new meter and when I called to be put on the list, it did not sound like it would happen for quite sometime. Unfortunately, we have to keep our gates bolted and the meter is in the back of the house, so converting would sure be helpful to both the meter reader and us.

overall impression is neutral.

Overall impression is that we have excellent water reliably, and electricity most of the time. Weather-caused outages usually restored fairly promptly, considering the community wide damage sometimes done.

Overall no issues day to day. Responsive if needed.

overall satisfaction with the utility

Overall the service is good.

Overall, the quality is very good, although too expensive, in my opinion. At least part of the reason for the high rates is that, from what I can see, customers are paying for a lot of "fluff" or the very best that staff can get, in certain ways. As an example, when I see EWEB vehicles, they are always new and immaculate, never a scratch or dirty. The main office (where you can pay your bill,) in terms of it's appearance on the inside, doesn't look like there were any budget constraints. I'm not suggesting that employees should have to work with junk or 100 year old equipment (or work in unsafe or dirty environments) but at the same time, every reasonable effort should be made to keep expenses at a minimum so that the rates individual customers pay, including businesses, can be kept as low as possible. :-)

Overpriced! To many fees nickel and dime you to death

Overpriced.

Overpriced. In comparison to surrounding areas the pricing and price system is wrong. If I were to go without using any energy or water for a month I would still be paying >\$50 for "cost of basic service"

Personal, responsive, local.

power outages

Power, water, and sewer. Seamlessly provided.

Pretty good.

Pretty simple, I get electricity and water whenever I need.

PRICES ARE TOO HIGH

Prices too high

Problems with transformers in SE Eugene

Product is always available and reliable, and employees responsive to provide uninterrupted service.

Professional

Professional

PROVIDES AVERAGE SERVICE. NEEDS TO IMPROVE COMMUNICATION WITH CUSTOMERS DURING PROLONGED OUTAGES. TOO MANY OUTAGES .

Provides my home and life power and water. I never think about it. Flawless.

Public utilities have the customer as it's core meaning there is a focus on providing the best overall service to the end user.

Quality good but no Community pride. EWEB is the visual blight of our neighborhoods.

Quality is such that we seldom think about it.

Quality of water Reliability of electric service

Quality service

Quality service at a premium price.

Quality service, but too expensive.

quick response to issues, friendly, caring

Quick response when our power down. It still takes time to fix things, but they respond quickly

Quietly efficient, providing opportunities to innovate and conserve.

Rates too high.

Reactive in urgent situations

Reasonable rates. Too many extended outages.

Reliability is the most important criteria among all.

Reliability, Trustworthy, Responsible. Trending up in expense, but working on sustainability and environmental concerns.

Reliability.

Reliable

reliable

Reliable

Reliable

reliable

Reliable

reliable

reliable

reliable

Reliable

Reliable

reliable

reliable

Reliable

Reliable and affordable

Reliable and responsive

Reliable as we have very few outages in my area, Slow in respect to the increasing the visibility of service usage to customers after smart meter roll out. Caring in regard to the customer service representation.

Reliable but basic fees are excessive. Billing is clear and easy to understand. Consistently polite responses to questions or concerns on phone.

Reliable but expensive

Reliable but expensive. I've known EWEB to resolve power outages quickly in the past and provide good service with a great team of employees, but it is costly.

Reliable delivery, good quality product.

Reliable Electric & Water service

Reliable Electric Power and pure good tasting water.

Reliable electricity and water provider for my home.

Reliable electricity and water service.

Reliable except during long outages (almost a week) caused by winter weather. My house and some of my neighbors' houses are among the last to get power restored.

Reliable service

Reliable service

Reliable service and prompt and accurate billing.

reliable service, commitment to energy conservation.

Reliable, but expensive.

Reliable, clean and safe!

Reliable, efficient

Reliable, excellent

reliable, expensive

Reliable, Responsible, Sometimes difficult to communicate with, Not always sure what future plans are.

Reliable, responsive

Reliable, transparent, easy

Reliable.

Reliable.

Reliable.

Reliable. Affordable. Helpful staff and field workers.

Reliable. Quality workforce. Good employer. Expensive.

reliability, price

Response to outages is great and the quality of product is excellent.

Responsive

Satisfactory

Satisfactory

Seems fine to me. Would like more current info during power outages. We would likely go to a hotel if the outage is predicted to last more than a day, but in the past there has been no way to know.

Seems good. No complaints. However some electric providers offer an option to pay a bit more to use renewable energy. That would be a progressive move on your part.

Seems to be fine

Service good, employees helpful, timely response to questions and service outage or concerns, sometimes a little convoluted to get to the info person I need to.

Service is good, but very expensive with all the added items.

Service is good. What is bad is EWEB's unscientific hopping on the renewable energy bandwagon. Hydroelectric power is the only worthwhile renewable energy source. Windmills, solar panels, and biofuels are a disaster. Please read *The Renewable Energy Disaster* at <http://renewable.50webs.com/>

Service is poor in service delivery, options of service plans, water pressure, All the things you would expect from the only service provider

Service is too expensive

Service seems good; attention to power outages during winter weather, attending to regular utility pole maintenance.

Service you can count on. Working hard to make power is back as soon as possible when there are outages. shitty, horrible and sad for overdue payments and help with those that cannot pay bill right away! your services go against people being warm and having water if they are struggling to pay a bill. You put them on a automatic and take months of payment up front to have services turned on. This is disgusting and very sad that your super wealthy business does not work with those unable to pay a bill on time. This is sentiment from the entire town. I have never had this issue but, many struggling families have. Your help in getting services turned back on is not helpful at all. How Cana family not be able to pay for 1 month and then you require many month payments to turn back on service. I have seen hard working families try to make payments every month and they are unable to one month and instead of helping, you stick it to them. I have seen families get their electricity turned off by EWEB due to unpaid bill and then you ask for MORE Etna the actual payment to insure that they do not pay you late ever again. who wins here? Families go without heat due to this BS standard operating procedures ij Eugene all the

time. SHAME ONR EWEB!!!! SHAME on you for putting your immediate payments and services over a warm house for families. EWEB has a monopoly in Eugene and guaranteed if you had to compete with another company, you would not be in business. You take advantage of people by continuous price raising and then basically tell them you do not give 2 cares because you own the market. Again, shame on you for offering such horrible service but, I guess you can do that because no other company offers electricity to Eugene residents. Your services are representative to a monopoly. But hey, you are following the predatory corporate way. Screw your customers and never look back.

Simple, straight to the point, transparent. EWEB only provides me with electricity and I have never had an outages or issues.

So consistent I take it for granted. If there is ever a disruption due to storm damage etc, I have had complete trust they will get my utilities working as soon as they can. Trust is key.

So far my service for the last two years has been excellent with no interruptions.

So far, so good

So far, so good.

Solar installation went smoothly. Appreciate online bill pay

Stable power grid, very few power outages

stable service not much communication billing statements could be organized better on line bill pay is good

Sufficient

terrible phone service - no one is available. Great service providers when they come to the house

Terrible. I've never lost power more frequently than I have over the past year. The website is not responsive enough with outage maps nor expected resolution times. The call tree to report an outage is slow and difficult to use. I often receive no text updates when my power is restored, and when I do, it is generally hours too late.

The basic charges are too high!

The bill arrives with only a week to pay. Makes it hard to budget for.

The bill is easy to read with the history of household usage and graphs. We feel that EWEB provides electricity and water in a scientific and economic way. We view the reports as honest and open.

The call center employees are polite and helpful but their field workers are could use some help. I've had Meeter readers break a fence, threaten to hit my dog and over all just be terrible.

The electricity is serviceable, if overpriced

The good news is we don't think about it: we have water and electricity when we need it. (Except of course during the rare circumstances where there is a substantial outage due to weather.)

The lights go on & the water flows, as expected.

The meter charge close to 3 times more than anywhere else I've ever lived in the country. The electricity kilowatt charges are about the same.

The meter reader is a very nice person, Great 1st impression.

The only experiences I've had with ewb is when I've had to transfer to a new address. Service was fine.

The overall service is fine, however we are prone to frequent outages during bad weather. We live in the Horn Lane area of River Road and seem to have problems with the same transformers every year. It would be nice to get these replaced as to avoid these yearly outages.

The people I have spoke with over the phone have always been very understanding and helpful. However, there was one month over the summer when the billing did not add up or make sense, making my roommates and I feel as if we got ripped off and taken advantage of.

The quality and efficiency of service has always been very good. Mostly it goes unnoticed as we go about our day turning lights, ovens, etc., on and off.

the quality is moderate but not exemplary. Many times we get power loss for over a week and we live a block from the distribution station. The priority for the U of O overburdens the services to the rest of the city. Like putting special crosswalks between intersections for the U of O Dorms??? All EWEB does is placate the U of O and make the public pay

The quality of service generally is good. However, we have had two significant (multi day) power outages over the last few years here in the south Eugene hills. I understand that EWEB does not control the weather and that power outages in wooded areas are unavoidable. EWEB should be better prepared to quickly restore power when outages happen or prevent these problems by switching to underground power lines in critical wooded areas.

The quality of the water is outstanding! I drink a fair amount of water and this encourages me to do so. My electricity service has been consistent and when I have experienced an outage, it has been only a short time til power again. Well done!

The quality seems to be just fine. The problem is the cost of service. My first bill in July of 1975 was \$7.00, (seven). Now it seems to be pushing near and over \$200.00 per month. This is making it tough on those of us on fixed incomes, (Social Security).

The service has always been prompt and good. We have had service from EWEB for over 33 years and have been pleased. Of course at times the rates seem high but we realize that essential services are needed.

The service is good

The service is good.

The service quality is fine, but the price for water and electric is extremely high and very burdensome.

The service seems good, except that we seem to have a lot of outages and my bills keep getting more and more expensive

The service we receive is nearly invisible which, to me, means that EWEB is doing a good job. I am however, EXTREMELY concerned with the concerted effort to bring in and ostensibly force SMART meters on us all.

The taste of the water for me is undrinkable without first filtering.

The utility provides what it is supposed to: water and power. My only gripe is the tussle with the City over the use of the now "old" EWEB building. Both parties seemed to behave like privately owned entities. not governmental.

The water comes through the faucet when I turn it on. And when I flip the switch it plug in a plug electricity flows through. Can't ask for better than that

The water tastes good.

They are helpful at the front desk at 500 E. Fourth Ave. site. However, the rates they charge for electricity and water are the highest I have ever paid anywhere in the USA. When I lived in Seattle, my electric bill was under 12 dollars a month and my water bill was under 10 dollars a month. Here even when I am away and use no electricity or water. I still get charged 64 dollars a month for water connection and storm water usage. The electricity has a ridiculously high connection fee of 20 dollars per month. I have Photovoltaic on the roof and send back every year over 1000 KWH that I never use to the grid. I do not charge EWEB a connection fee for this, so they should not charge me a connection fee. Also when I buy it, it costs 10 cents per kwh, but when I sell it back to you, I only get 2.55 cents per kwh. This is pure robbery. EWEB is being incredibly wasteful with our money by installing the Smart Meters. The old analog meters worked fine and it only took 20 meter readers to do the entire system. You have installed these Smart Meters everywhere, which makes things very complicated. You budgeted an additional 30 million dollars per year to pay for this. The Smart Meters last between 3 and 10 years and are hackable. There is no power surge protection in them. I had to spend 500 dollars to get the electrician to put in Surge Protection on my Solar Flex meter. The analog meters last 60 years are easily repaired, cannot be hacked and have built in surge protection. Analog meters emit no EMF radiation. The Smart Meters emit a lot of radiation. I measured between 8 - 12 Milliwatts /Meter Squared. When the Smart Meter went in for my neighbors, the cat died the next week. The cat was very healthy. Also both husband and wife. the next door couple to me had to be hospitalized with heart attacks and fibrillation problems since the smart meters went in. They are no longer living at the property. Lastly, EWEB is installing all the 5G towers which put out microwave radiation between 3 - 78 Gigahertz. These towers were outlawed in Brussels Belgium March 31, 2019 because of the health hazard. There is a radiation symbol on them. It says to stand at least 6 feet away. But it is still emitting even at 600 feet and very dangerous for children, pregnant mothers and all life. The bees have died instantly from the 5G towers and Smart Meters. This needs to end. We are being microwaved to death without our consent!!!

They handle problems efficiently.

They provide Electric and water service to my home.

They provide water & electricity services. They also research how to handle any overall related issues that transpire affecting everyone who are clients.

They seem to be expensive, but until today, the customer service has been good.

They seem to do fine.

They won't take responsibility for their errors.

This company monopolizes the city of Eugene with extremely expensive services and does not care about people at all. You are thugs, in my honest opinion. Every person I know is dissatisfied with the outrageous price of heating their homes during winter and fall. We shouldn't have to choose between eating or not freezing.

This is impossible to fix as there are far too many factors, but I live in the SW hills of Eugene and when power goes out it is usually out for at least a week or more. My only heat backup is hand warmers. Of course, it is much more harsh for those working to restore power.

Too many power outages during snow and ice storms. Trim the trees to minimize downed power lines. The trees are causing an unacceptable level of problems. The repairs can last for several days.

Too expensive

Too expensive. Had to turn heat off completely. Using wood now. Light on only in roo. I am in. Do not use oven.. one refrigerator. One tv. Last bill > \$200!!! RIP off

Too much to report to be specific with so many past issues. Quality of product, excellent, though, as expected of a public utility service. However, the cost is out of sight of my typical budget. I have tried many times over the many years of being a customer of EWEB, first beginning in 1972, to improve the efficiency of my home and appliances to keep the electric and water costs as low as possible. First it was three people, then four, then to one. Since 2004, there has been only one resident / 16 years. My monthly costs today for one person is far above what it was for 4 nearing a half a century ago! Yes, a half of a century, actually 48 years. House size has not changed, 1076 sq.ft. 3 small bedrooms, one small bathroom, no utility room. Double car garage without insulation on three sides. Improvements and efficiencies accomplished were the following; home was weatherized twice after original building. Windows changed once, from double walled thermopane/ aluminum framed to gas filled/vinyl framed. Flow restrictors on all interior faucets. Presently the home is on the 3rd water heater, last two were double insulated for most of those 48 years. Thermometers were all changed that was supposed to provide better efficiency for the space heating. One thermostatically controlled ceiling fan has been installed (many years ago, still in use) in the attic to ventilate it. One 8000 btu room air conditioner is used when hot enough outside with air conditioner's cooler air being distributed more efficiently by one ceiling fan, three box floor fans and/or one tower fan for all rooms, but two bedrooms during the day. Only master bedroom door is opened at night. I used the fireplace for most of those years, at least 40. Had to stop due to my age of handling of firewood into the home and the lack of availability to find it at a worthwhile costs. Seldom use the main cook stove oven. Highest cost is space heating with inefficient ceiling heat. Therefore spare bedroom door is closed and thermometer is set at 55 degrees, maintaining heating/cooling for about 926 sq.ft. and one person. Two windows also have additional plastic sheeting covering the inside of those windows. I have investigated other means of heating and cooling the home over the years, using wind generation to solar heating of water to solar panels generating electricity to installation of central heating & air conditioning to one or more smaller room units mounted on walls strategically. None are practical due to costs and payback period at my age, that I am aware of, with a retirement income. If that type of heating/cooling of the home becomes available at a practical cost use, I would do so. All the flat fees on the services provided are too costly. Paying a service for water coming into the home and another service fee for it leaving is double dipping into my income, plus they are too high. Most of each month's water and sewer consumption is lower than their service fees. The charging of rain water run off by sq.ft. off hard surfaces is another add on costs that was never charged when home was built and many years thereafter. I do not water lawns or plants or trees, even though 4 are fruit trees. The rate paid when I first moved in this small home was 2.4 cents per kw hour. Now the price is almost 4 times that! My income didn't rise 4 times that during the same period. In fact, it was halved since the last 30 years. Property taxes have risen astronomically, also, and being paid for by one small income.

Top Notch. I feel assured that EWEB is determined to provide service to the community today and provide for the future needs of the community.

Top shelf! Very satisfied.

Uninterrupted power and water supply; Useful training on efficient utilization of energy and water;
unlimited Water

Unreliable. Annual week long outages.

Unreliable. Seemingly frequent (more than it should) power outages and slow to respond. Recent outage showed the EWEB power outage map (online) did not function. Poor communication back to customers in distress about what to expect.

Unremarkable. That's a doctor term for nothing to see here. My water and electricity arrive without incident. On the rare occasions when electricity stopped, EWEB's notification system worked perfectly.

User friendly and sensitive to user needs.

Usually great, responsive to contacts I have made in the past.

Utility delivery, billing, and emergency storm response

Very dedicated to providing service, particularly during severe weather events (ice storm, snowstorm)

Very easy to sign up for service (user friendly). Customer service was very helpful to provide a PDF version of the bill before the paper bill arrived.

Very friendly, helpful meter reader up on Brookside Dr who always takes time to answer our questions after we recently moved to Eugene from RI. HOWEVER: Not helpful having to call customer service number many times before getting a good answer to my concerns about planting around a transformer in front of our house. No one seemed to have the answer I needed about the transformer, from the "ask before you dig" number (I never received a call back) and many other reps. Received many different answers. Calls were disconnected. Impatient people especially the woman who said she had to take my social security number to put in the records even though I showed a picture ID in Sept 2018 at the EWEB office when signing up for service in our new home. I made 6 calls! Not pleasant. It's most helpful when an EWEB employee does not answer a question by guessing what the answer might be. I finally, after many attempts and by continuing to call back, got the answers I needed. Better training of employees in customer service would be helpful.

very good

Very good service -- I flip a switch and a light comes on. I turn on the tap in the bathroom sink and water comes out. I'm deeply grateful for this magic and don't want to forget how most people in the world can only dream of it.

Very good service.

Very good service.

Very good, as long as EWEB's external equipment functions, but anytime it starts to rain even lightly, I make sure our flashlight is plugged in and ready for an outage! In our first 2 years here, 4/2017-4/2019, we experienced 11 power outages!

very good, dependable. Very seldom is there a power outage.

very good, very reliable

Very good.

Very helpful and understanding. Husband lost job, is only provider in our family of 5, wasn't sure how we would pay our late bill, called eweb explained situation they directed me to apply for a program they provide for low income families. I was approved and so grateful for the help they provided my family.

Very high quality - very helpful. The bill pay plan has been immensely useful in budgeting, much less the financing for adding insulation and the refund when we installed a ducted HVAC system. EWEB has helped us be successful first-time homeowners, in my opinion.

Very little, still have not repaired poles from last February, do not take care of Johnson creek road like they promised

Very much appreciate the quality of the service BUT DO NOT want the "smart meters" !

Very nice and very professional and also very caring for their customers

Very pleased with both services.

Very reliable

Very reliable service.

Very responsive whenever there has been any type of service issue. However, the service is really expensive. I'm glad we do not heat our home with electricity.

Water and electrical service are fine. However, the meter reading folks can never find our gate now. Even though they could for the past 3 years. It's even locked with an EWEB pad lock.

Water Comes on and power is on... price is out of control...

Water service is through the condo Association and I do not pay for it directly. Electric service is best I have encountered in the 5 states in which I have lived. EWEB has been very good to me as in providing me free of charge with all new thermostats when I first purchased my condo; helped with the cost of new windows; and helped with cost of ductless heat pump. If I have questions, I simply call and answers will be given. Water, electric, tree trimming as needed around lines, keeping us with power during ice or wind storms or ambitious squirrels...

water, electricity and problem resolution

Way over priced

Way to expensive, over charging for water ðŸ˜'!

Way too expensive! It impacts my family significantly during the colder months quite a bit. We have to keep our temp set at 63 degrees and the bill is still so very high. It's truly unfortunate due to it effecting my family. I wish I lived in Springfield so I could have SUB.

We are pleased with your CEO, his abilities to cut costs effectively. We are pleased with your service in general coming from the Coast where outages were frequent, we are pleased not to experience that any longer...Thank you!!!

We get our daily electricity and water with little to no interruption.

We have been in Eugene for 3 months, so we don't really have much feed back. I am saying so far so good.

We have been very pleased, issues are rare, power outages addressed quickly, good communication

We just moved here in October, so our experience is very limited.

We live in the south hills and were basically without power for a week last winter during the storm. We couldn't get out of our driveway and were trapped. Why aren't the power lines underground in the higher elevations of the city? We received a door hanger a while ago saying that EWEB would be doing work in the area in the future that would result in a planned outage. This week in the morning we discovered we were without power. We called the EWEB helpline to check on the status of the outage. The person we spoke with was courteous, but had no information on the cause of the outage or when service might be restored. She said she had already received many such calls from others and that she would attempt to ascertain what was happening and to let us know (which she did). It seems to us that a simple phone call or email message from your work crew, before they headed out to the work site, letting your workers on your helpline know what work was being done that day would have saved your staff the time and trouble of investigating and then reporting back to the dozens of citizens affected by that work. Another way to address this would be to send a text message or email the day before the work was to be done alerting customers, so they could know when to expect the loss of service and how long it would last. That would allow them to adjust their plans accordingly (charge batteries, rearrange schedules to minimize time in a dark, cold house, etc). The way this event transpired, it appeared that EWEB's right hand didn't know what its left hand was doing. We appreciate EWEB's hard work in keeping our utilities functioning properly. Thanks for asking for, and considering, our opinion. We hope you will take this opportunity to make appropriate changes to improve your internal communications.

We were VERY disappointed that we were without electricity for 6 days during the snow storm in February of this year. It was obvious that EWEB was not prepared for this huge power outage. I don't know what we would have done had we not had a generator and woodstove to keep us warm.

Website is terrible, mobile access is worse. Rates are very expensive as well, you'd think with all those high fees, they'd hire a developer to make a decent website and payment portal.

Well Eweb has had helpful customer service that's a Plus to speak to someone who fluently speaks English and not having to press 500 buttons to talk to somebody, so good automated system, they have been helpful with assisting my low-income disabled family with heating and Grant assistance and helping us apply for a heat pump 2017 that we were successful with however the Company that did the Installation Was absolutely atrocious is a Far understatement! Not even having said Heat Pump for Just under 2 Yrs old 2019 it is malfunctioning due to installation errors after kicking out \$240+USD being left without any Heat in a 986sq ft Mobile home and then being told by the Company that did the Installation & recent Service that they wanted another \$500. To fix our Heat Pump. Well after a long Cry I reached into my Resource bag and put on my Big girl Pants and made Ph Calls all day this is useful because it could have been prevented by being informed by eweb when I called and informed them are heat pump at stopped working they could have told me to get in contact with homes for good to see if I qualify for assistance in fixing said heat pump but I was Informed by Catholic community services about a service call that heat crisis for homes for good where I then got in contact with the director named Linda and She has been Extremely helpful in letting me Know my Low income Family qualify for a heat crisis grants after falling back and using my eweb Customer Care Credit to try and have it serviced and fixed which is where the \$240 amount came from to have it fixed just to be ripped off and be left right back to where I started. Also Note in the past Eweb has overbuild me they did apply that credit once they caught the error that still does not make it excusable! If we are being paid to do a job and somebody has to tell us to do our job most people wouldn't have a job Fact! If you like more Information Please feel free to give my Personal Cellphone a Call and we can Discuss this for future notice I do plan on taking this previous company that did the installation to court for taking Money from my Family and leaving us without any heat whatsoever with 2 Children in the House am Passed Livid!! You can reach me at 5414970520

Well run and concerned about rate-payers.

We've been a customer for over 30 years and the water always runs and the electricity is always on. I would say that is really good service!

What works: Highly professional employees. Responsive, treat customers respectfully. What doesn't work: Contacting EWEB is a headache. Talking a real person on initial contact generally doesn't happen via their phone tree.

Wonderful everything

Wonderful, conscientious, balanced, respectful

Works great almost always. Winter power losses from snow/ice take too long to fix. Perhaps we need to clear trees away from lines as a rule. Or replace with underground as much as possible.

Yes I very happy with the service

you guys are helping me with my water leak repair grant, Jeffrey is awesome and he is very responsive to any questions we have thank you!

You have a monopoly in Eugene and therefore can and do do things with no rhyme or reason and customers have no choice but to try to deal with it. Overall: frustrating, confusingly expensive, and pointless to engage with.

Your billing policies are outrages. I've had service for years went on a long vacation my payment didn't reach you by error and you turned my power off for a less than a 50 dollar bill when I've never had a disconnect ever! You then stole a ridiculous amount for a deposit to turn back on where u then keep and collected interest on My money for a year . You had no empathy you didn't take in to account my payment history. You didn't take in to account the amount due was less than 50. That is a load of crap and your company should be ashamed .

Your programs for low income are excellent.

Your service and all employees been great when the power goes out, they are on it! My concern is the water quality is off much of the time. It taste like plastic and my faucets are not plastic. I have been thinking about reporting this after waiting a few months which it has been. I moved here in 1998 and the water quality is to brag about.

Your web site is difficult. People are helpful.

Q13 – What does EWEB do best?

all

Allowing the paying of my electric bill online.

Appreciate work on emergency preparedness

Are dependable, especially in crisis situations.

As a customer I don't want to think about the utility. I just want the power to stay on and water to come when I need it without breaking the bank.

Beat drinking water anywhere! :)

Behind Scenes!

Best of year was the Msg Alert I received for an unusual and continual water usage. Msg alert was most helpful to me. Leak is now fixed.

Bill Pay

Care of costumer by installing new meter type to help reduced cost and emergency preparedness.

changing over to electronic meters, they were very informative about the exact time of the installation.

CHARGE A LOT OF MONEY

charge too much

Clean drinking water from the McKenzie River. Green power options for customers.

Clean quality water

Clean water and necessary improvements.

Collect an abundance of money!

Collect my money

Communication and getting our power back on in a timely fashion.

consistant

Consistency of delivery and quality of water

Consistency, positive community involvement,

Consistent

Consistent delivery, good service disruption resolution

consistent electric & clean water

consistent power and water

Consistent reliable delivery of water and electricity.

Consistent service

Consistent, quality water and power.

Consistent, reliable service

Consistently provide high quality service

Consistently reliable service and fair cost.

continue to hold rate steady or lower

Continue what you are doing.

Control rate increases.

Courteous. In person communications.

Customer Service

customer service is excellent

Customer service is responsive and crews are knowledgeable

Customer service is top notch and very professional

customer service, public outreach, addressing customer's needs, looking out for public interest.

Daily service delivery and outage recovery.

Day-to-day delivery of clean water and electricity. Keeping the basic needs of the community in mind when making decisions.

Deal with outages

Deliver a reliable source of electricity.

deliver electricity and water

deliver electricity and water

Deliver power and clean water.

deliver product and service

Deliver safe and tasty drinking water.

Deliver safe water and electricity to my home.

Delivered great water reliably.

Delivering dependable water and electricity. Restoring outages usually in a timely manner.

Delivering services and containing costs.

Delivering the service

Delivery is reliable and interruptions fixed quickly.

Delivery of electricity and water is smooth and uncomplicated.

Delivery of electricity to my rural home.. The portable generator program is a good effort to assist customers in preparing for power outages.

Delivery of product and services efficiently and at a low cost compared to other municipal utilities.

Delivery of safe, clean, delicious drinking water is EWEB's greatest strength, in my opinion. I'm very grateful for it.

Dependability and being publically active in the Eugene Community - schools, events, etc.

Dependability.

Dependable

Dependable services

Dependable supply of electricity and water, except during snow or ice storms.

Dependable. Accessible.

Disaster recovery

distribute power and water

don't know

Drain my bank account

Easy online bill access and payment. Outages are usually restored within a few hours.

Easy online bill pay. Friendly customer service.

Elect and water

Electric availability

Electric service

Electricity is always there when I need it.

Electricity works and water is the best in the country.

Emergency respond OK

EVER THING IS GOOD

Everything

everything

Everything is outstanding. Appreciate especially when trees and storm drains are stopped up. The people work hard at a level of service that is wonderful. When we have an outage, it is rare.

Everything works well. Our water is EXCELLENT and reliable!

EWEB communicates with brochure included in our bill. If there is an increase in cost, it is explained.

EWEB does a good job of delivering electricity and water, rarely a problem there. :-)

EWEB is reliable.

EWEB is very consistent and reliable. When there is an issue, they are very responsive and communicate well.

Eweb is very good at collecting money. Eweb charges us more than we have been charged in any state for basic utility services.

EWEB is very good at generating bills .

Excellent quality drinking water!! Also putting automatic meter readers in this area. Availability of water for yards all summer.

Excellent response to emergencies, excellent customer service.

Excellent water service

First, to the best of my knowledge, this is the cleanest, purest municipal water in the world. Second, 2 years ago, I got an interest free loan for a ductless heat pump which is great!

Fix problems when they occur

Follow through on emergencies

Friendly and helpful workers.

Generally consistent and reliable provision of electricity and clean water, and transporting away dirty or storm water.

Get a budget breaking pers retirement

Get water and electricity to my home consistently.

Getting electrical service restored.

Give me my bill

Give us clean water.

Given that my power and water is a thing I barely think about, I think you all are doing a fine job.

giving power and water

good clean drinking water

Good crews but I think they are shorthanded at times.

good prices

Good provision of services.

Good quality water and "green" electricity.

good response time

good service

Good water

Good water

Good water quality. Good information and transparency.

Good water, reliable energy, responsive to requests

Good water. OK electrical svc

Good, reliable service with both water and electricity.

Good, timely communication to customers

Got a human on the phone to work with me with some complex billing changes, and they were very helpful and quick

Grateful for some of the best water in the country. Appreciate the quality of our electrical service great employees

Great friendly helpful service.

Great problem solvers. If there's a power outage they are on it and have it fixed within a few hours.

Great Water! Leader in Energy Management.

Great water.

Hard to single out one thing! :-)

Help with reducing electrical cost

Helping and providing for their customers.

Helping people

Helping people with their bills and providing energy conservation

High quality water

I am happy with my water quality straight from the tap

I am new to Eugene and cannot offer an opinion

I am very unsatisfied that a rat crawled out of my toilet. My partner is afraid to use that toilet now. Power is consistently delivered. Never had an outage at my current residence. Water tastes a little weird but I think it is related to the pipes in the house.

I appreciate the fact that EWEB tells us how to reduce energy use. Overall I haven't really received many services from EWEB I just pay my bill:)

I assume theres a power plant on the outskirts of Eugene that generates eletricity, and then EWEB charges me to have it delivered to my house

I can depend on water and electricity.

I get the water and electricity I need.

I got a 0% interest loan to have my windows replaced. I think that's an excellent service and I'm very grateful to have been able to take advantage of it.

I have been a customer for only three months.....not enough time to form an opinion

I have electricity and water when I need it.

I have water every day. I do not care for the smell and I have purchased a table top water filtration system.

I like that EWEB is identifying and correcting areas that need new equipment.

I love the fact that I can flip a switch and I have lights, heat. I can turn a faucet on and water is there.

I moved here 3 months ago, I don't know.

I notice the commitment to community the most.

I really admire and respect the guys who go out in terrible weather to address problems.

I think eweb did a great job keeping me informed during the storm outages. I was out for a week in willamette street which felt long but in big picture of what was going on I was ok. Your billing policy and customer service in that department sucks except for the last guy I talked to

I think overall service is good.

I think that EWEB does their best with the infrastructure it has. I appreciate the recent efforts to contain costs while still serving the community's needs.

I think the service that is the best is helping the community with energy education to help reduce costs. Also helping the low income family with financial assistance to pay there electric and water bill.

I think they offer the basics (water/electric) very well. I also think they are fairly responsive during electrical outages.

I think they try hard to carry out their mission to supply clean water and reliable electricity to their customers.

I trust that the water coming out of my faucet is clean and safe.

If you get to speak to a staff member, my experiences have been professional.

I'm especially thankful for the efforts toward emergency preparedness and efforts to reduce EWEB's service area carbon footprint.

In order to identify what anyone does best requires that one must have personal experience with every aspect of service that they provide and in my 53 years of use I haven't even come close to having experience with every aspect of their business.

Increase costs and restrict service....that is clearly their strength

Info packets which accompany bills.

informed me of construction projects

Informing customers when service will be unavailable

Informing the public and providing clean water

It's all good. I get what I'm promised.

It's all great. For my own residential service, I'm more than happy with power and water service. I also appreciate EWEB's concern with sustainability and health VERY much!

I've never heard of any issues with water.

Just providing great service.

Just super reliable and affordable and nice whenever I need help and have to visit the office.

Keep customers informed, Service reliable

Keep me informed and try to save the environment and customers over usage of water and electric

keep my electricity on

Keep the electricity on and the water clean and flowing

Keep the lights on!

keep the power and water flowing

Keep the services running and working.

Keeping costs down and providing reliable water and power services

Keeping costs low Keeping outages rare

Keeping services up and running - do not experience problems with my service

Keeping the lights on; service outages very few, but when they do occur (winter bad weather, for example) I see quick efforts to restore electric service.

Keeping the services consistent.

Keeping the utilities upgraded and current. (no pun intended)

kind and helpful on the phone. Bill paying is easy too.

Lower costs. I am a single household and every winter my rate goes up to \$150-200. That's ridiculous. I have my heat set at 68 degrees and am still cold but refuse to turn it higher as I am already paying over \$100

Maintain electrical service equipment

Maintain high water quality. Maintain reliable power distribution.

Maintain service of both electricity and quality water supplies.

Maintain Water Service.

Maintaining service

maintenance of facilities

Make bill paying real easy

Make it public GREED GREED GREED GREED.

Make money.

Make my bills available online

Make the water treatment less noticeable/ more frequent. You know when it is dosed because it reeks of Chlorine for days

Monopolize

My water tastes good

Nice and timely customer service

No problems

Not sure, I just know I have had no issues with my service

Offering the interest free loans for windows & ductless heat pumps....which we have taken advantage of. Great assistance.

On a daily basis it is very positive.

Only lived here for a couple of months

Open and honest

Other than a couple outages in the last 2 years, EWEB seems reliable - and I'm not sure the outages were their problem. In each case, the 'fix' was handled quickly.

Our electricity and clean water availability is consistent and reliable.

Out to repair quickly re storms, etc.

Outage and problem solving

Pay admin to well.

Proactive tree trimming, restoring outages, providing info thru Facebook, etc. on outages

Programs in place are awesome, but getting the word out about them not so much

Prompt response to issues. During the storms last winter, it was nice to see the FB page updated regularly regarding outages and restoration.

Provide a necessary service for an affordable rate. Dependable too.

Provide affordable services (besides the \$25 service fee).

Provide assistance with keeping the bill paid (budget billing, much less assistance I understand they provide to people who can't pay their bill). Also, incentive programs to better insulate and heat/cool homes in cost-effective manners.

Provide basic electric and water service

Provide clean drinking water

Provide clean safe drinking water. Provide reliable electric service.

provide clean water

provide Clean Water

Provide clean water.

Provide clean, safe water.

Provide consistent power and water.

Provide consistent service, with a minimum of problems in my area

Provide consistently reliable water and electricity services.

Provide delicious clean water

provide dependable service

Provide dependable water, power and sewer services.

Provide efficient electricity service, and clean water.

Provide electricity

Provide electricity

Provide electricity and water

Provide excellent clean good tasting water.

Provide excellent drinking water.

Provide excellent water

Provide extremely reliable service, and excellent water quality.

Provide good drinking water.

Provide good overall service for water and Elec.

Provide good service

Provide high quality drinking water. Provide reliable electric power except during weather related power outages which take too long to restore.

Provide high quality reliable water and electric service at a reasonable cost

Provide high quality water.

Provide lecturing/water services

Provide me power

provide me with water and power

provide power

Provide power

Provide quality drinking water.

Provide quality electric service with very few outages, try to help low income clients during the winter when bills tend to be higher and provide friendly customer service ðŸ™,

Provide quality service for utilities that are taken for granted.

Provide quality water service and reliability.

provide reasonably dependable water and electric supply

Provide reasonably priced electric power supply from a renewable source.

provide reliable and dependable access to utilities

Provide reliable electric and water service.

Provide reliable safe water

provide reliable service

Provide reliable service

Provide reliable service, and work hard to restore service if it's interrupted.

Provide reliable utilities

Provide reliable utilities.

Provide reliable water and electric svcs.

Provide reliable water and electrical service

Provide reliable, quality water and electricity

Provide safe and affordable services, keeping customers informed, and researching how to best meet problems/issues that might arise.

provide safe clean water and reliable power

Provide services that are uninterrupted. Doing necessary maintenance and planning so that the services are always available.

Provide some of the best water in the country and keep the lights on. I do appreciate programs to increase awareness of emergency preparedness and to activate new water sources (recommissioning wells, for example) for backup supplies.

provide steady efficient supply of water and electricity at reasonable cost

Provide the best tasting and highest quality water that I have ever tasted in a municipal water system. Where else can you get water from the tap that surpasses any water bottled or otherwise.

Provide uninterrupted and quality service

Provide us reliable clean water and reliable electricity.

Provide utilities reliably!

Provide water and electric

Provide water and electrical service to my residence. Maintain lines (vegetation, etc.)

provide water and electricity

Provide water and electricity

Provide water and electricity, and service their lines.

Provide water and electricity.

Provide water.

Provides a with detailed report of energy consumption by day over the course of the month. Very simple and intuitive way to pay bills online. Very simple and organized online services.

Provides reliable utilities.

Providing clean and safe drinking water and reliable power. Working to improve power restoration response and preparing our community for emergencies. Programs that help people buy and install energy efficient products that conserve water and power (more water and energy efficient).

Providing clean/delicious drinking water is very important. Also having electricity during storms is upmost important.

Providing consistent and reliable water and electric service, as well as explaining their procedures and resources available to their customers.

Providing reliable power and clean water.

Providing service

quality drinking water

Quality product

Quality water

Quality water.

quality, reliability

Quick response to questions

Raise the costs to residents on a regular basis. LOOK at the numbers ...

Rally together in emergencies

Rare outages

Rare power outages if any at all.

Rate control! I came from a deregulated power market and you could get over 50 cents/kWh on peak on season. Also, owning the means of power production is pretty cool, especially when it's not a legacy coal plant.

Read the meters

Reduce risk of outages. Replace poles and overhead wires with underground wires

Reduce the cost

reliability

Reliability

Reliability

Reliability Response times for outages

reliability and community awareness and response

Reliability of service

Reliability of service by maintaining equipment and keeping customers informed, especially in emergencies and severe weather.

Reliability of service.

Reliability provide services.

Reliability providing power and water

Reliable

Reliable

reliable

Reliable

Reliable

Reliable delivery of clean, pure, safe drinking water.

Reliable electric service and clean and safe drinking water.

Reliable electricity and water. Accurate and prompt billing process.

Reliable electricity.

Reliable power and quality water.

Reliable power and water. With timely response to outages.

reliable service

Reliable service

Reliable service delivery

Reliable service, rapid response to service interruption, high quality water.

Reliable service.

Reliable service.

Reliable supply of power and clean water

Reliable water and electric service. Good handling of outage incidents. Water quality is also very good.

Reliable, high quality service

Reliable, responsive, high quality service.

Reliable, uninterrupted utilities. Good effort during emergencies.

Reliable: always there: able to answer questions and help me solve billing questions over the phone whenever I have them.

Reliably Deliver water and electricity to its customers

reliably provide me with necessary water and electricity

Reliably Provide clean water and electricity. I don't understand how the director of Eweb can be so highly paid when people can't afford to have service. I don't understand why you have a keep warm race to raise money for people who can't pay their bills when it's in your power to lower the rates. It is very annoying that there is a charge to start service at a new location. What choice do we have? You're a monopoly, I have to buy from you!

Remain reliable and consistent

respond quickly

Respond to emergency power outages. Great meter readers!

Respond to issues.

Respond to outages and other urgent situations

respond to outages in a timely manner

Respond to power failures

Respond to power outages quickly.

Respond well to emergency outages and keeping the public informed.

Responding to emergencies, keeping our drinking water clean, protecting the community

responding to outages, keeping equipment in top shape

Responding to power outages.

Response to issues.

Responses during times of emergency.

Responsive

Responsive to outages

Responsiveness to questions like outages.

Restoration of services. Meter reader helpfulness and friendliness.

Restore service quickly when it is lost. We live in the foothills and are usually the last ones restored during snowstorms.

Restoring power after storms

Restoring power quickly after power outages. Also, best drinking water I have experienced in 5 states in which I have lived.

retain quality of service; we have confidence that the water that comes from the tap is excellent and the flow of electricity is practically never disturbed

Rote service model.

Safe and Reliable service.

Safe water supply. Slow on utility restoration in River Road areas.

Safe, reliable delivery service of power and water. Most of the time, I don't even think about the services. You came to my neighborhood, and patched a water main within minutes of the report.

SEND A BILL ON TIME EVERY MONTH

Send out bills

Sending me bills, reading my meters in pickups, and collecting money.

service delivery

Service delivery (water and power)

Service is reliable and they do a good job of addressing outages

Service reliability is great.

Several times when they have done jobs at my house, and I notice a few days later that more work may be needed, they return promptly to check it out. When I ask questions wanting to understand the details, they are willing to answer my questions in depth, and explain details.

So far okay.

Some people can be very kind respectful when asking a question

Speaking from a business perspective, my previous key account manager was excellent. Since his retirement, I haven't had the same level of service. Currently, there is a vacant engineer analyst position that would help our analysis further.

speedy response in emergencies to repair/maintain service.

Staff always seem to want to help, folks out in the elements helping restore power outages very dedicated (and appreciated by us!), really appreciate options for loans to improve energy efficiency in homes, just had really helpful fellow come out to help us restore water and find what we thought was a leak!

Supply clean water without interruption.

Supply good drinking water

Supply services!

Supply water and elec.

Taking money from us, I have alternative ways for my power and most of my bill is from water and they charge an arm and leg for water. I get if I use it but Storm water that the weather controls is crazy. So I pay for you to get water that Mother Nature pours down, then pay for it to be brought back to my house, then again for you to take it away. How is that possible? I'm being charged for a drop of water three times. Yet if I collected my own rain water I would get fined. So over being gouged for everything!

The best water available in the country (maybe the world?) comes straight from my tap for pennies. Electric service is reliable, affordable, and low-carbon.

The customer service is phenomenal

The EWEB updates on social media regarding power outages and restorations are WONDERFUL. The amazing amount of time and effort the EWEB workers put in during times of outages is much appreciated. I have a sewer easement / manhole cover in my backyard- the EWEB crew that comes to check/ service it are always courteous and professional. And I appreciate the notice I get on my door prior to them coming.

The foot soldiers do their best. The higher-ups, I don't know. They may be greedy for profit.

The linemen work really hard to make repairs

The rebates and loans for low income households and their programs to help with the electric bills for low income households.

The reliability of the service they provide.

The service delivery is very reliable, and outages are fixed quickly.

The supportive staff

The water is good, areas with underground lines rarely lose service.

Their service seems to be good. What they seem to do best is increase their expenses by building elaborate office and work facilities and the constant raising of prices.

There are many very good individuals working at EWEB. *If* you can reach an individual on the phone, they are *usually* very responsive.

There is nothing that stands out to me whatsoever about doing business with this company. It's adequate I guess, and expensive.

There typically aren't a lot of outages and I'm one of the lucky few people that hasn't been hit with outrageous charges. So that's a bonus (so far).

They are dedicated to serving their customers and believe it is very important to communicate with them, especially when new visions and plans are being considered.

They are doing a good job of watching costs.

They are right on top of fixing outages

They best listen to us when we say we do not want 'smart meters'! I appreciate that is not being forced upon us.

They deliver power and water reliably

They don't spam me with stuff. I like that.

They have repaired broken main throughout town

They keep the lights on and water flowing.

They keep the power flowing, allowing me to cook, see at night, and stay warm/cool as needed depending on my needs, and lets me work on my computer. My life hinges on electricity.

They keep the power on thru inclement weather by paying employees to work overtime. Very thankful!

They make me forget how much I rely on electricity and water. Then when there's an outage (rare, and fixed fairly quickly) I remember and am grateful again for how, 99.9% of the time I have easy access to electricity and clean water.

they protect our watershed and try to get as many heat pumps in our valley for best efficiency

They provide a reliable supply of water and electricity at a reasonable price.

They provide consistent electric service

They provide excellent service.

They provide me with excellent water and the electricity I need efficiently and continually and always have. Our community wouldn't exist without them.

They provide professional service at a reasonable cost

They provide very reliable service.

They provide water and electrical services to a lot of people in the city.

They raise prices and use places like Sanipac as a reason to raise rates... (it was on the news). Sanipac's rates are because the city approves the rates. no body approves your rate hikes.... should be set by the voters!!!

They responded almost immediately when I reported a line that was part way down after a storm.

They seem to provide consistent service.

they try and engage with the community and help when they are able

They're responsive to outage reports and I feel they do their best to restore power as quickly as possible.

Thinking of the future needs of our infrastructure.

This questionnaire has too many repetitive questions!

Timely billing, reliable service

Timely power outage response

Transparent about rates.

tree trimming

try to do the right thing according to budget.

Utility reliability.

Very helpful whenever I have a question....

Very low surges.

Very quick at restoring power

Very responsive customer service.

Water

Water and delivery service

Water and electric service

Water and electricity

Water and electricity delivery

Water and electricity has always been reliable. I have taken advantage of the free emergency water container program and that was very helpful in preparedness. I also took advantage of the 0% loan for window replacement. The process was easy to understand and complete and I have been very pleased with how the new windows have improved my energy efficiency and comfort in my home.

Water and power are essential in our modern world. Providing these safely and reliably are critical, and EWEB needs these goals.

Water delivery Customer service

Water is safe to drink.

Water quality

water quality

Water quality

Water quality is very good.

Water service

Water service and quality is dependable and consistent.

Water service reliability.

Water. It is excellent

We change a good part of our landscaping to put in a eco lawn that was on displayed at the EWEB demonstration plot. Eco lawn was being recommended by EWEB to substantially cut your water use. I would not have done this if it was not for the demonstration plot.

We have been living in Eugene for 3 months, so not much to go on yet. I will say so far so good.

We have had nothing but the daily service and it has been fine.

We live by a substation, our lines are buried and we are not in the hills so we don't really have the problem of trees knocking out our power. But we do loose power from time to time and they are very fast and efficient about getting it back for us. Less than 12 hours in most cases.

When a road crew had to mess with the water and it ran out of my sink brown, EWEB responded right away and multiple people check led to make sure it ran clean again

When we moved into a new house and the electric bill was unexpectedly very high, someone there was able to walk me through possible causes and solutions, and even had history about the house in past years including new windows. Because of her assistance I was able to resolve the problem in only one month and I am very happy with her help!

Work with us on paying our bill and very good customer service

you supply electric and water for way over priced rates. I cannot say that is a good service. The electrify and water is there but the services and business behind it is awful.

Q14. How can EWEB improve?

1) provide green options for home-based electricity generation with tax rebates 2) offer low-cost home water filtering options in case of accidental chemical or other temporary contamination. 3) provide details regarding how water is analyzed, how often analyzed and from where drinking water is sourced. 4) provide information as to how Eugene's water supply is protected from human contamination. 5) What steps is EWEB taking to arrive at 100% pollution-free power generation?

1. Communication. I only hear from EWEB when my electric bill is due or when I call with a question or problem and someone has to call me back. That's it. I'd like the Board of Commissioners and EWEB's senior management to actively solicit feedback from the community regarding different issues, including rates. 2. Strike a better balance between rates (and rate increases) and what is purchased. I think rates are too high and need to be reduced for everyone. Minimize the need for rate increases in the future. 3. Make the bill pay website MUCH easier to work with and reduce all the security hoops one has to jump through to use it!

A larger portion of electricity should come from alternative sources. I would like to see efforts to maximize this.

A recent billing experience was unnecessary and could be improved. EWEB sent three warnings of shutdown without telling us which account.

A website from this decade, a mobile app, and reduced costs including the base \$20.00 fee.

Administration responsiveness.

Adopt a financial assistance program that helps folks with medical conditions who must maintain specific temperatures in their home to prevent pain or flares. PG&E has or had a similar program where the customer was required to provide a doctor's note to support the request for assistance. You teach customers how to use less energy then turn around and raise the costs again. This is Eugene and there's not a lot of money in the pockets of this community.

Advertise community outreach programs more

All govt agencies can improve

Answer their phone about billing; allow average billing to be initiated anytime of the year - right now it's only (?)April - it was so ridiculous to have a narrow window to do averaging of my bill and to remember to call back months later. Don't they have computers?

Anything to help customers reduce use and develop sound environmental practices

Are there programs for folks who don't own homes but rent to save energy or reduce power and water consumption, or just programs for homeowners?

As I said before, (this question is really redundant) help for low income seniors dealing with soaring rents, and other cost of living expenses, gas, food, other basic necessities of life. I live now on a razor's edge of anxiety that I will not be able to pay my bills.

As we are at the end of the line, power outages keep us down longer. Would like to see improvements in lines to our house.

Assistance to bill payers. My credit union automatic bill pay service failed. I requested a second attempt to pay. That request also failed. EWEB did not notify me of the second failure until the deadline for payment had passed. I was charged a late payment fee despite over 30 years of on-time payments. Not good customer service!

Auto pay; bury electric lines

bait the sewers because rats crawling up the toilet is not funny.

Basic service costs are higher than I have ever paid in other cities leaving my bill consistently high even through the summer when use is lowest. Outreach for water and energy saving programs could be much better.

Be better prepared for widespread power outages.

Be less expensive for electricity

be more cost efficient

Be more progressive in its rate setting policy. Households that consume more than 2000 Kwh per month need to be charged a surcharge to reflect their higher usage than the average and below average customer. Also any new housing subdivisions where power and water services need to be brought to the site needs to be charged for the FULL cost of doing so and any costs associated with increasing capacity to the system (i.e. Transformers, sub-stations, etc)

Be on the lookout of methods giving more excellent service to the community.

Be vigilant not to invest too highly in ventures such as wind power.

Because I am on the HOA board at my condominium I am aware that EWEB has said that electrical costs for the building this coming year will not go up. I am confused because I am certain my personal electricity bill will go up this coming year.

Being aware of people's ability (or lack of ability) to pay bills. Programs to assist those in need in our community. You're generally doing a good job with these, but it's an ongoing battle

better communication

Better communication during outages. Cell phone notices, for example

Better communication when power is out. A second source of drinking water.

Better communication with power outages. Work to put utility lines under ground. I would pay more. Continue to reduce our carbon footprint.

Better communications when electric service is down about the time it will take to restore.

Better customer service when calling with concerns. Better training of customer service employees who should know how to direct a call from a customer seeking answers... not just pushing a caller on to whomever is available even if it is not helpful.

Better drinking water

Better electrical outage response and information.

Better infrastructure and winter preparedness to avoid any electrical outages.

Better power outage information and quicker restoration of power outages.

Better PR is always a plus...communicate about what things you do well.

Better tasting water.

Better water pressure

Billing. Way too expensive for a nonprofit

bring down cost

Budget and money management.

bury the electric lines

By putting automatic electric meter readers on the homes in this area. I have to lock my gates and the meter is in the back of the house. I don't always remember to take the lock off early enough and don't like to leave the gate unlocked all day (because I never know what time they are coming).

Calculation of KW usage, which I believe is erroneous.

Calibrate water use in hundreds of gal. rather than thousands

Care about what visual blight they bring to neighborhoods. Junk on leaning poles. Worn and not cared for equipment Above ground equipment.

Charging customers the initial account transfer fee is ridiculous, as it took maybe 5 minutes to complete and yet was a \$20 charge.

clean up EWEB waste sites along the Willamette River

communicate better during outages. Have fewer outages.

communicate during power outages.

Communicate more ways for customers to reduce electricity and water consumption, and to provide incentives to encourage more customers to follow through.

Communicate resources and community outreach more. I only think of EWEB twice a month. Once when the bill arrives and again when it is withdrawn. You could at messages to the billing emails. It would be easier to communicate as most everyone looks at them.

Communication

Communication via text & email

Communication with customers. We had a major water leak at the meter box and instead of knocking or notifying us when they read the meter, they arranged for someone else to leave a note much later. We lost 8kg of water into the meter box because of this delay in communicating.

Communications.

Complete implementation of AMR technology and make available water (and power) consumption data online so that I can track usage and potential leaks.

Concern about water levels in McKenney River during dry seasons.

Conservation programs could increase. Seems like there was more emphasis on that in the past.

Consistency of electricity delivery and costs.

Contain cost of operation

Continue efforts to keep costs down.

Continue to develop planning and information for disaster conditions.

Continue to find ways for alternative means to provide water.

Continue to increase public awareness of emergency and energy/water saving efforts. Incentivize customers to reduce use (lower rate for use reduction?). Incentives improve action (sadly).

continue to keep costs reasonable

Continue to maintain and upgrade infrastructure.

Continue to modernize the grid, and prepare for disaster scenarios.

Continue what you are doing.

Continued efforts in cost control.

Control costs better.

Convert more toward renewables. Dams do not count!

Convince the City of Eugene to turn the Willamette River headquarters into the new city hall.

Cost

Cost containment. I know how much I pay for services and how we keep our home cooler than most in the winter to keep the bills down (dress in lots of layers). We can afford it, but I'd like to see EWEB give more help to those struggling to make ends meet.

Cost control

Cost controls

Cost is a little high for me since I am disabled in a limited income.

Cost is extremely high - efficiency improvement is critical.

Cost, a program to help low income families would be cool

Cost.

Costs to customers is much higher than neighboring cities

Could be cheaper! haha (but seriously it's the cheapest I've ever had - don't change, you're doing great)

Create an App to allow for easy online payments and the ability to check on upcoming events/notices - could be done through push notifications.

Customer service Cut administrative costs

Customer Service on phone

Customer service. Admitting when they are in the wrong.

Cut back on personnel.

Cut costs!

Cut costs, lower electric bills for the average citizen. Power bills in the \$200 and even \$300 dollar range is ridiculous.

Cut the cost of storm and waste water

Daily-Weekly usage interpretation for one's property meter. Helpful for those of us who like regular notification alerts.

Don't think of anything except better communication during power outages

Decrease costs. Provide programs (for reduced rate) for those on fixed income. I thought I recently smelled bleach in our drinking water, are more chemicals being placed in our drinking water?

Decrease the amount of time to restore power from outages.

Do more for the changing environment, Global Warming. Education programs for customers about the need to conserve.

do NOT bring in SMART meters.

Do not sign long term contracts with Bio Fuel places that cause my rates to go up with such a low rate of return.

Do not use smart meters

Do what they say they're gonna do

doing fine now

Don't know enough about how it spends its money. Lower utility costs would be welcome.

Don't know if it is possible, but it would be nice if more areas (especially well-established areas) could be converted to underground utilities -- of course that would depend on cost to EWEB and its customers.

Don't think you could

Economy of residential service.

electricity outages are too common and go on too long. Costs are waaay to high especially compared to Springfield area.

email us about upcoming disruptions so we can be ready

Emailed newsletter about options for saving energy? I didn't know about emergency water stations for instance and I consider myself aware of what EWEB is up to. Help us understand what the whole 5G mess is about! We hear lots from the fear mongers but would love more truthful information? I'm not a conspiracy theory fan so would love real info about this! I know EWEB's story from early on so please tell more of the real story about your help to our community! (I worked for Oslund Design who did your 50 year anniversary collateral!)

Encourage customers, through effective communication methods, to individually invest in energy saving alternatives.

End all investments in wind and solar projects. Build natural gas power until safe nuclear power can be established. Please see *The Fusion Revolution* at <http://renewable.50webs.com/fusion.html> Oppose climate hysteria instead of promoting it. See *New Climate Discovery* at <http://renewable.50webs.com/Zeller.Nikolov.html>

EWEB could do better at helping get funding on a years round basis for people who have a very limited income. EWEB could also update their recorded messages when it comes to when power is restored during an outage.

EWEB could have responded better when a broken water main up the street damaged my neighbor's house - water running through the walls of her garage. No responsibility was taken whatsoever.

EWEB needs a 2nd source, develop the Willamette Middle Fork River Source!

EWEB needs to be leading the way to a carbon-free society through rapid electrification of heating and transportation. Yes, EWEB has clean electricity, but we need to kick the natural gas and gasoline habit quickly to avoid a global disaster, and EWEB and other electric utilities are uniquely positioned to lead that effort. EWEB needs to partner with other utilities to increase adoption of electrified transportation and heating, which will reduce overall energy costs for customers, massively reduce carbon emissions, and improve EWEB's financial outlook.

EWEB is too far behind when it comes to using technology in ways that reduce errors, reduce risks to customers and employees, and enable customers to interact with EWEB efficiently. It is foolish in 2019 to have meter readers being bitten by dogs and making errors in entering data. Why can't customers interact with EWEB on the web in significant ways, other than viewing and paying their confusing and overly complicated bills?

EWEB needs to take strong action to correct and improve watershed protection. Riparian areas along the McKenzie River are fraught with activities and land uses that damage the river and its water quality. Loss of native vegetation, septic leakage, development encroaching on requisite riparian setback provisions, and chemical use on lawns down to the river's edge are among the problems.

Expand its mandate to include broadband service

Expense!! Not raising rates during winter

explain bits of the bill eg waste water

Exploring alternative renewable sources of energy to add to the grid. Provide strong educational campaigns to encourage saving water and electricity. Have emergency preparedness and redundancies built into the systems for disasters. Go back to analog meters which last longer and provide greater cost savings over time. Highlight partnerships with ODFW/River Trusts/watersheds to bolster public understanding of water resources, use by other creatures and management. Provide measurable goals for the above within specific timelines so EWEB and public can follow and assess improvements.

faster response times during power outages

Fewer Bureaucrats Fewer non-essential employees

Find resolution for personal residential billing and service concerns

Find some way to reduce all the added costs over and above water usage and electrical use.

find ways to lower costs to customers

Finding my gate with the EWEB padlock on it.

Finding ways to cut consumer cost

Fix old wires

Flexibility on payment days. Let customers choose a monthly payment day in auto pay.

Focus on low cost delivery of power & water. Eliminate the community outreach stuff

focus on moving lines underground to protect them during bad weather, accidents etc.

Focus on providing lower cost services to new residents wanting services. Remain flexible to policy based in situations. Stop robbing the residents of eugene, enough is enough

Focus solely on providing water and electric

For me, the only way to improve is to lower my bill!

Free programs to assist w weatherization.

Fund to help low income families with their utility bill.

Get a second source for water.

Get off the dime on the installation of SMART METERS so we can begin to save more \$\$\$! Quick solution: Sell tinfoil hats to the histrionic nay sayers.

get rid of pers

Get rid of Smart Meters and 5G. They are not listening to us the people. The people do not want Smart Meters or 5G, yet they are ramming it down our throats. Once the 5G towers go up, you can not sell your house. Nobody wants it.

Get rid of smart meters, reduce outages, reduce rates

get rid of the EWEB board, they waste people's time

Get underground power lines. Increasingly we are having major storms and disruptions to service. Could EWEB partner with the city somehow in replacing power lines with underground cables?

good service

Grade the road, repair the poles

Hate the tree branch removal. Put more wires below ground.

Have different rate plans for electric usage, based on peak and off peak times, instead of a flat rate for everyone

have employees and management cut waste. be efficient and cost conscious. SUB (across the bridge) is very good at controlling cost and cutting cost....

have weatherization assistance/help for seniors

Have you tried calling EWEB? It's phone-tree hell and you may or may not ever receive a call back.

Haven't been a customer long enough to suggest anything

Help customers decrease energy/water bills, especially during the high use time periods--winter/cold weather & summer/extreme heat. Keep customers more informed about services & rates--perhaps through the mail (even email) since using on-line billing is not as user friendly for gathering information. Also, I think the billing should be split with the city! I know EWEB collects for the city, but getting answers to questions is often difficult.

Help customers reduce water waste & energy waste. Lower cost of utilities.

Help customers with issues and questions to investigate their concerns

Help me replace my vinyl windows and water heater to cut electric usage in my home!

Help people with disabilities with lower rates!

Help their subscribers to conserve and save. I live in a condominium complex and water and electric bills are our highest costs. This does not include the electric bills for the individual units.. we need ideas for saving on water.

Hire more linemen and linewomen (linepeople?! Especially for storm events. Also, that downtown building would make a great town hall. I dunno how it isn't the town hall already honestly! Finally, we could bury more power lines.

I am always hoping for cost reductions.

I am most disappointed with EWEB's business orientation, instead of aggressively moving to no carbon service.

I am satisfied with what they are doing now

I can't think of anything they could improve because I'm happy with everything now.

I come from about 20 years of living in Springfield, so I'm aware of how EWEB's rates compare to SUB's. It was quite the shock, moving to Eugene and finding out how much more expensive it was. I'd say be more competitive in their utility rates, commensurate with what SUB is able to do.

I did not know that Eweb hosts programs - advertising these could be improved.

I do not know what they are doing w/re to climate change.

I don't have a lawn, but I do a lot of hand watering my garden in the summer. There is no street runoff. But because of my water use, I also get charged a higher storm sewer fee. I don't think it's fair to link the two charges.

I have a smart water meter installed at my request. I would like to have a smart electricity meter installed. I have no idea how much my power bill will be and would like to know.

I have recently found out about the e-mail newsletter and am now reading it to learn more about EWEB. I don't feel as though I know everything they are doing, so maybe a new customer booklet could explain more of the details.

I hear about some energy efficiency efforts. I got the email about which topics I'm interested in, but a monthly newsletter that links to each of those topics could be sent with the bill and allow me to opt in to conversations I may have not deemed important at first glance.

I know it is not as convenient for EWEB, but I don't think the wireless gauges are safe or should be implemented

I know they need to charge enough to cover expenses, however, when they print in the news that they need to increase rates to give their employees a raise is ridiculous. At the time I had gone three years without a raise. I was just happy to have a job.

I live on Upper Camp Creek Rd. You have crews from a tree service company out there 2-3 times per year pruning trees which is a waste of my money and I think EWEB could cut a tremendous amount of cost if they just cut trees impeding on lines to the ground. Wrights Tree Service I'm sure charges 100.00 per hour per guy to do the work. This concerns me because I see the waste (of money) here and wonder what other wasteful things EWEB is doing with the money I pay for my power. I think if there was less waste the cost would be much lower. But you also have a monopoly on my area which leaves me no choice to see what others are charging for power. Last year during the snow storm our entire road was without power for 7 days. EWEB has also made poor investment decisions which is also costing customer more money to make up for their bad decisions.

I moved here 3 months ago, I don't know.

I realize that smart meters are being installed ubiquitously, but I am very apprehensive about exposure to this technology. I think EWEB's notification of installation of smart meters has not been forthright.

I really can't say; I'm just one citizen and don't have a global view of all EWEB juggles. I guess I think educating the public about the benefits of a Public Utility would be critical if private interests are trying to hone in on our community.

I say THANK YOU to the utility workers for all of their hard work during the storms..cold..ice..snow..WE appreciate each and every one of you!

I think EWEB is working to improve the areas in which I see need. Creating a backup water supply is a good step toward emergency preparedness. So is the burial of power lines (I live near Blanton Road and am grateful for the project under way to bury power lines there). I'd like to hear more about wildfire risk—are our power lines as dangerous in this regard as California's? If so, I hope EWEB will be proactive, since our climate may become increasingly dry and fire-prone. It is unfortunate that our water and especially our electricity rates are so expensive, but if that is the cost of quality, I'm willing to pay it.

I think EWEB needs to be less involved in climate change, politics, community events/the schools, etc. and purely focus on having reliable power and clean water and keeping costs reasonable. I don't want "cheap" utilities, I am willing to pay for quality and reliable utilities. However, I do not want to have to pay for political agendas, school programs, other users bills, etc. on top of that. Having those things as options is fine but I do not want it forced upon me or anyone else.

I thinking that they need explain how they bill is calculated. Maybe better understanding of the cost of electricity.

I very much say no improvement needed. Some low-income families very much appreciate LIHEAP, and customer care. They are wonderful customer programs.

I wasn't impressed with the customer service regarding water heaters.

I wish the rain water from my gutters could drain into my lawn instead of the sewer system. But I was told this would require a special permit and a landscape architecture.

I wish there was a better deal - more subsidies - for homes with ceiling heat converting to a more logical heat style. The loan to get a ductless heat pump is a great thing, but still prohibitive for many and ceiling heat is a inefficient nightmare.

I would like additional sources of clean water - to prepare for events we cannot predict.

I would like to hear more about their emergency preparedness for example - I hadn't heard about the water stations. It may have been in an email about my emergency preparedness that I hadn't read. But this should be easy to access info.

I would like to see EWEB supporting/incentivizing electric vehicles and EV charging infrastructure. I would like to see EWEB investing in more energy efficiency in buildings. I would like to see EWEB offering incentives for natural gas customers to switch to electricity.

I would like to see more about renewable energy, and energy conservation ideas.

I would really like to have shorter power outages during big winter storms! Also, better estimates as to when power will be restored. And, sometimes power is restored without EWEB indicating it's been restored.

I'd like more information on decision making processes at EWEB.

I'd like to know about the emergency water outlets

If it doesn't have one, EWEB should consider setting up a consumer advisory panel to represent residential users in matters affecting their service.

I'm a little confused about a storm water fee, maybe better information provided regarding that. However I have not actively researched it.

Improve cost containment. Improve winter service, reduce outages.

Improve or reduce the taste of the water,

Improve user friendliness of online pay site.

Improve website and ability to pay for services online or through cell phone

Improvement in communication, electricity outage prevention & response to outages.

Improving water pressure

Increase efforts to make the power grid more resilient to inclement weather damage.

Increase responsiveness to outages and better training for field personnel

Inform users if anomaly on their billing -- I use level-pay, and in changing the amount I pay this year when amount changed, I forgot to stop paying the previous amount -- therefore paid double for several months, which apparently I am unable to get back until you change level-pay amount again NEXT YEAR....this is ridiculous -- you need to have a way to provide a timely rebate when this happens.

Information about assistance with household upgrades. Information about support for low-income households.

UPDATE your online payments system. There are aspects that are confusing, not helpful, and possibly dangerous.

Innovate with more alternative energy projects. Create actual low to no cost home insulation and weatherizing projects to insure low use.

Innovation and being a model for the nation for infrastructure maintenance.

Invest more in infrastructure to keep costs low and offer more programs for customers to be more energy efficient and water efficient. It would also be good to see improvements in the visibility of our water and electric usage for those with smart meters. If they were to offer more exclusive features to smart meters it might encourage more people to migrate. Also pushing billing systems that encourage shifting power usage to non-peak hours to residential consumers and not just large business.

invest more in renewable energy

It is extremely difficult to communicate with them on-line. I recently had a problem with a credit card that had been cancelled due to being lost. It took hours to manage to send EWEB a new credit card in order to pay my bill. This happened twice. Very irritating.

It is unlikely that a publicly-owned monopoly will improve. It will only get more expensive and less accountable.

It seems as if the rates and amount of payment is expensive. It bothers me that everyone touted gas and now gas prices are escalating and electricity always is higher than gas. Lowering costs would be mighty helpful.

It would be nice to get power lines underground. I'm not sure if it's feasible, but in the land of many trees it seems that's the biggest challenge to keeping electricity flowing.

Just remain good

Just stay reliable and maintain your workforce numbers.

Keep being as reliable as conditions allow.

Keep cost down if possible

keep costs affordable

Keep headquarters location.

Keep helping people

Keep listening to your users!! Continue to be 'local' and a part of this community.

Keep looking for new clean water sources and prepare for an emergency.

Keep the quality we now enjoy

Keeping costs low.

keeping customer costs as low as possible

less outages, more affordable services

Less PR self promotion. They are a monopoly!

Let customers know when they will be on their property to check meters.

Limit cost increases.

Links to updates on the programs they offer with my emailed bill statement.

Living in an area with a high number of outages, it would be helpful to know how repairs are prioritized . It always feels like we're low on the list but probably most people feel that way.

Lower administrative overhead, savings passed to consumers.

Lower bills are always a plus and possibly handle their customer care in house, so people like me don't continually get overlooked by agencies handling LIHEAP (which I constantly get forgotten about as well) δY~"

Lower cost

lower costs

lower costs

Lower costs!

Lower costs, be more responsive to customers issues.

Lower costs. I would love to not be without power for 5 days this winter.

lower delivery charge, increase \$\$k/W include degree days & detailed daily usage on ebill

Lower energy and water costs. So much higher than surrounding areas

lower executive pay and benefits; focus on realistic power production v wind; obtain a backup water source if the McKenzie is cut; modest capital construction design and cost-leave the glitz to the private companies

Lower f rrc eakin COSTS\$\$\$\$!!!!

Lower fees, it shouldn't cost anything to move an account from one address to another

Lower my personal expense to have water and electrical svcs. delivered to my house. Sewer charges are huge, so, lower costs.

Lower rated. Again, in the winter my rate drastically goes up. It's ridiculous

lower rates

lower rates

Lower rates.

Lower the \$25 service fee - so that individuals can afford their services.

Lower the cost of electricity & water. Not sure how that can be accomplished but prices are high.

Lower the overall monthly bill. Be quicker and more organized with energy restoration during snow and ice storm.

lower the rates

Lower their rates

Lowering costs for everyone not just low income

Lowering prices.

Make billing and payment processing local.

Make electricity more reliable! I live in the South hills and our power goes out frequently. I know that weather is not within EWEB's control, but I don't think that they're on top of tree trimming; every time there's a storm the power goes out. I understand that we are to have our power lines put underground, and it can't happen soon enough for me! Not only will it remove the tree hazard in our neighborhood, I'm assuming that the equipment installed will be new.

Make it public GREED GREED GREED,

Manage debt from past investment mistakes more effectively so that current customers are not paying for these mistakes.

Maybe invest more in wind and other alternative sources of power. We were in Germany and even the barns had solar panels on them. Maybe look into a way to invest more in the community finding alternative power solutions. Try to remove the dams.

More community contact

more conservation programs like they had in the late 1980's and 1990's where they pay a percentage of weatherization costs.

More cost effective

More expediently restore power during weather related outages. Take steps to prevent multi day outages in critical areas.

More information about changes and updates.

More information about how we can help ourselves save \$\$ and how we can continue to support ongoing, sustainable supply in the future.

More low income programs to help with bill year round for familys with young children.

More opportunities for grants, emergency water storage and more neighborhood water stations. Long term water storage containers should be made available at all times like they were several years ago. The importance of having water stored should be emphasized and supported by the utility. And overall it's just so expensive compared to other regional utilities.

More phone broadcast alerts for service or outage situations. More info about emergency preparations

more solar programs

More time for bill paying like everybody else

More transparency with fees

More underground power infrastructure. Trees take down power lines regularly and service restoration is slow.

More workshops in schools of all ages

My neighborhood loses power in storms, even though our lines are below ground. I lost patience this year when I was without power for 3 days & nights. I live on Tiara St, 97405

Need to take measures to reduce the amount of power outages. It is completely unacceptable given the amount of money we pay monthly for EWEB that we have the consistent amount of power outages.

No smart meters, and put the electricity line below the sidewalk to insure less power outages and no need to consistently top trees!

Not fully sure, just keep up the good work and I'm sure things will continue to get better < 3

Not happy that according to the Environmental Working Group drinking water database you have several carcinogens in our drinking water.

Not have charges for use, having an account, AND delivery. Give me a small base charge and then my usages. If I used no electricity at all I'd still be paying like \$20 a month which doesn't seem fair

Not improve but try to keep costs down (especially for water)

Not sure if smart meters are safe Do not give water away to businesses. advocate for community. Continue to innovate, support alternative energy sources

Offer inexpensive ways that customers could generate their own power to be added back to the grid.

Only lived here for a couple of months

Over head electric wires can be broken during high wind and snow storms.

Pay and benefit cuts across the company and pass savings on to consumers.

Perception of inefficient management leads to bloated cost structure. Compare to Springfield Utility Board's rates. Also, frequent and lengthy power outages during winter storms. Couldn't risky trees be pruned beforehand?

Persuade me you'll never consider burning biofuels for electricity again.

Polling customers about technology upgrades (like smart meters) rather than relying purely on select scientific studies. And presenting them in an unbiased (non-leading) format.

Possibly show a break down of what exactly in the household is consuming electricity the most. This may be extremely hard to implement but it would be interesting to see if a TV, washer/dryer, or electric heater is consuming the most energy per day/month. This would help consumers reduce their electricity consumption and save money.

Power outages due to storms has been a problem in our area of town. Should EWEB look at upgrading and moving more old power lines underground to prevent outages and/or fires? Do we need more aggressive trimming of trees along power lines? I have concerns that the emergency water pick up stations that are proposed are too far from where I live--it would be difficult to walk and haul water. If this is our solution perhaps we need more stations. OR emergency wells in some areas--Crest Drive school for example.

Prepare more for weather extremes from climate change that disrupt power. Put more electric lines underground in South Eugene or shore up the grid that's there such as replacing older equipment (transformers, for example). Inform customers about the drinking water stations. I don't know where they are. Incentives for buying or replacing old toilets and appliances with more energy efficient models, when people build or remodel. Prioritize power restoration for those with medical needs (elderly, those reliant on machines with limited battery back up), institute some way of identifying or flagging those folks so they have help.

Prevent ice storms. That's a joke which will not be tabulated as such, sorry about that.

Prevent Outages

Preventing anyone from being without services for any reason.

Price, always, but that's hard with the cost of labor, etc.

Prices for heat during winter/fall need to be lowered. Customers should be able to make payments when they are having financial struggles- instead of just turning off their electricity and asking for an insanely high deposit to turn it back on.

Pricing transparency how to keep costs down How to round up my bill to help my neighbors pay their bill

Prioritize restoration work in the McKenzie Neighborhoods

Proactive Tree trimming maintenance to limit disruptions during storm damage.

Provide better energy efficiency programs. Communicate clearly about specific changes for instance, I volunteered to have a smart electric meter installed, but was not told that this would also include my water meter.

Provide lower rates for fixed income seniors.

Provide more reliable power during winter storms.

provide power for less money

Provide water bottles to store water for emergencies.

Put everything underground!

Put more wiring underground

Put power lines under ground to prevent service interruptions when/if trees fall in storms.

Put power lines underground in neighborhoods that are prone to power outages during winter storms.

Rates

Rebates of free leds. Provide comparison chart providing wattage, kelvin color, light output for incandescent, halogen, cfl, and led. Also how to use more efficient bulbs to increase light output from fixtures with wattage limits based on incandescent heat rating.

Re-direct some/all of the goals. It's all about clean clear stream fed water from the McKenzie River. NOT some chlorine laden swap water.

reduce cost, do 3rd party testing on water (informing customers of results)

Reduce costs

Reduce Costs for Waste Water (i.e. - water used for irrigating lawns during the summer)

Reduce costs of management/CEO pay. More efficient use of office, decrease building costs.

Reduce costs to customers. Reducing employees and provide automation. Fix the enigmatic phone tree that customers have to navigate to get to support professionals. I have witnessed and captured video of multiple EWEB agents standing around watching as they drained Firehydrants from a former townhome complex. 3 employees in 3 different newer Ford fleet vehicles to stand and watch water spilling down the driveway for over an hour?!

Reduce costs.

Reduce EWEB's costs so that customers bills can also be reduced. It is well known among the public that employees of EWEB have the most highly paid positions with great benefits. Would that all jobs were like this!

Reduce fixed cost of monthly service

Reduce overhead costs. Reduce the differential between what Eweb charges for electricity and what they pay customers who produce power (solar).

Reduce the basic charges. Finding some other way to subsidize the poor.

reduce the cost

Renewable resources

Replace old lines and transformers as to avoid outages.

Resolve the system of receiving and responding to communication when there are power outages. Not everyone has a Facebook account.

response to situations which may not be the MOST urgent but still present safety concerns (smaller limbs on power lines after storms for instance)

Restore electricity more quickly after outage

Restoring services when there is an outage. We are apparently on the end of a line and service restoration seems to come to us close to last.

Review basic fees. Base charges on utilization of electricity and water. This would focus customers attention on conservation.

Review each customer Individually when assessing fees and deposits

Rotate outage triage so the same neighborhoods are NOT ALWAYS last to be restored.

Run events not in the middle of the day. Would be nice since I work Tuesday through Saturday to be able to go to events to learn more but I am unable to since they usually happen between 10-4pm.

Satisfied with present service

Seriously evaluate large-scale power storage options to allow for increased solar and wind energy efficiency. Include distributed storage options (commercial and residential storage). Identify funding sources to acquire a much higher percentage of the McKenzie watershed in fee ownership or in water quality easements. Begin a

program of replacing all the bare distribution cables with insulated cables to protect against wind and ice caused power outages and to reduce the risk of wind induced fire hazards.

Service is great now!!

Set up some information distribution system for power or utility outages

Smart meters and an organized plan for widespread power outages

some aspects of communication - spreading knowledge of preparedness efforts

some people can use some training on how to v Be courteous to the customers, specially to people who don't speak English very well.

Something needs to be done about the quality of the drinking water in my neighborhood, it has a very unpleasant flavor to it and I have had to switch to bottled water for my personal consumption.

Sometimes my bill feels a bit on the expensive side given our usage.

Speed up smart meter installations.

Spend less money on customer satisfaction surveys.

Stay the same

Stop charging for collecting Storm water. That doesn't mean raise prices on everything else to get your profit back. It means not charging an arm and leg for everything.

Stop charging random fees, lower/be transparent about costs, have a customer service center that actually responds with people rather than a phone tree, overall ease of use. Transitioning accounts should be easier, especially due to the large student population. If someone requests that their account gets closed, don't charge them on it AGAIN. Give accurate information to customers or honor what misinformation was given (looking at you, moving fees)

Stop draining my bank account.

Stop farming out programs to outside services to save a dime.

Stop giving discounts and rebates to electric vehicles. They have a negligible impact to improve the climate crisis. Instead provide vouchers to individuals who trade in their car to purchase an electric bicycle. Bikes encourage good land use and development, whereas cars encourage sprawl and poor land use.

Stop with the smart meter push. The whole process has been disingenuous and will be a costly disservice to the community.

Stormwater fee is not administered fairly.

Taking away the cost of basic service. I feel it's an unnecessary charge that makes the bill more than it has to be.

The bill paying website is clunky

The phone tree Eweb uses for call-ins seems quite removed from its owners. It's hard to reach departments within Eweb through that tree. Other than standard questions like outage and hours of operation.

The price is astronomical! I have to keep my house heated between 62-63 just to be able to buy the food my family is used to. And we have new windows. I have never been charged this much and am considering moving to Springfield so I can have SUB bc I can't maintain like this. I'm shocked this is even legal, and have been in talks with other community members to talk about possible legal action.

The water being out for a couple hours every two weeks or so.

The water pressure seems low to me. Also I do not want chlorine or anything that God didn't put in the water, in the water.

The web site needs some work, especially in the area of payments received "outside" of their payment system. I have no history of payments on their web site because I do not pay through them. That should be corrected. Every month I get a "past due" notice that I am instructed to ignore because I pay through my own bill paying service. This should be fixed.

the website needs updating

Their rates are ridiculous. I work for an apartment complex in Springfield. People choose to rent apartments there because they know they can't afford the eweb bills! How ridiculous is that ? Their rates are causing Eugene Property Owners Financial hurt. I am disabled on a fixed income and I can't afford to run the heat in my apartment! I have to wash my clothes in cold water and I can't afford to run the dishwasher with the heat setting. I'm afraid to even use the oven. When I called customer service at eweb for help, they were totally indifferent and said too bad that's just the way it is.

They are excellent now and should put their efforts into remaining excellent

They are moving constantly in the correct direction.

They could do better at protecting the overhead lines to decrease power outages during weather events.

They could hire more women and people of color.

They have horrible communication with power outages. I signed up for a call last week when my power was out and they never called to inform me when it was restored. And they were very slow to update social media with information. Then need to communicate better with customers.

they need to explain why the electric cost changes when I use different amounts in a month

They need to have better customer service and better rates. I have had EWEB myself in the past with no issue. This time around I had a terrible experience. The customer service was insanely poor and the rates were so ridiculous.

they sell to much power to others. shake up the board with new people and with less ties to certain business groups.

They're doing great. I am proud of them.

those smart meters are they really safe? the way opponents talk they will give you cancer but you say no more radiation than our constanly used devices and computers

To become more involved in the community upgrade some of your equipment at older sites bring more education into the community about preserving energy

To not FORCE us into using the "smart meters" I have 3 friends that work for EWEB and they ALL 3 told me that the smart meter will give incorrect readings.... they are not to be trusted. I also have a neighbor that went to the smart meter and his rates went up almost 50% after it was installed.

Train your customer service team. Get a real map of outages. Put lines underground. Drop the attitude.

Tree trimming

Trim more trees that might knock down electric wires during storms. Put electric lines underground from now on.

Try and keep squirrels out of power areas

Underground utility lines

Unsure, I would like more renewable energy.

Upgrading systems to decrease outages related to weather, expand fiber optic system outside the downtown core.

Upgrading the system to reduce power outages.

use of more renewable resources

Very frustrating, as a retiree, to see that no matter how much we try to save on electric usage, EWEB power rates never go down. Usually they go up because we are told "less power usage = less money coming into EWEB for salaries (especially EWEB General Manager), BPA costs, etc."

Water quality is inconsistent from day to day, too much chlorine or not enough . One day its hard water the next its soft

water sometimes seems very chlorinated, probably due to environmental issues like flooding...

We are pleased, keep costs down

We got a new meter cover with no explanation. We prefer information before changes are made.

We have had more, and longer, power outages in our area in recent years than before. This is largely due to weather. But it seems odd when EWEB has been touting its efforts to improve reliability. Also, internal communication as noted above.

we need alternative sources of water! also, the water needs to be free of carcinogenic chemicals (sprayed on trees) including DDT. Electrical wires need to be underground in dense urban areas.

We purchased an EV using a program offered to us by EWEB. This is the kind of forward thinking that should be extended and enhanced.

We routinely have extended electrical outages of as much as a week. Even after other areas are restored we still have to complain to get any action to restore service.

website needs improvement

Website- payments should be done immediate and not have to wait until open of business. I'm not a fan of the website. Junction City has a better payment method than EWEB and more user friendly

Westway some more physical efficiency in lower cost to your customers

When disrupting traffic --residential or main road-- it's trickier to navigate, as a driver, than a typical road construction project. There are often not signs before a turn, that there is a truck around the corner. Another example would be using cones to direct traffic out of a lane, without proper guidance (flaggers, additional cones, paint/chalk, signs...) for the drivers whose visibility is impeded by utility vehicles.

When there is an outage, the website gives a very rough, worst-case estimation. Fortunately, EWEB staff seems to be doing an awesome job at restoring the service. For instance, a couple of weeks ago when a car crashed into a pole on Willamette, the service was restored really quickly regarding the damage that had been done. (kudos to them) However, the estimated hour of restoration was not adjusted to the new hour and remained the very worst-case one.

When trees are trimmed to remove them from power lines, please have an arborist on staff so the cuts that are made are also good for the tree. Encourage (by subsidizing) more solar and on- demand hot water heaters to save some customers money. In the olden days, when I had a paper statement, I felt more encouraged to give to the service that assists low income customers with their bills - especially in winter. Now that we pay auto pay, it's out of mind. I am not sure how I feel about going to the remote with the meters. I don't know if they will be more accurate. How it will affect current employees (reduction?)

When we lose power it never comes on for almost a week at a time ... why I need a wood stove

With all of the things EWEB has improved, why haven't any of the improvements helped lower out bills? We get more and more new charged on our bills that didn't exist 20 years ago. 'delivery charge', what's that?

Would love for them to discourage watering lawns. The day of GREEN lawns are over in the summer time. Such a waste of water that does absolutely nothing. In our high tech world, why cant gray water be collected and let people use that to water their grass if they have to have green. I'm very passionate on this subject. Wish EWEB would ration water even if we aren't in a drought.

You are doing a great job!

You could send us an email when the power goes out explaining what's going on, how long, etc.

You don't advertise at all about the budget payment plan, or when one is eligible to sign up, and waiting times etc. it feels like a secret or something. I only found out about it from the wonderful woman who helped me trouble shoot the high bill we had received. This information should be printed in every bill! It's very very helpful to be in the budget plan!

Your SOPs for those who cannot pay a bill are inhumane and really should shut you down. If a person cannot pay a bill, your standard procedure is to ask for more than there one month rent, their overdue balanced and the turn back on fee. How is that helping your community??

You're not thinking of going public, are you? Look at PG&E in California! What a disaster. They were so busy looking at the bottom line for investors, they slacked on the necessary maintenance of equipment. Disaster for customers and ultimately bad for investors.

Suggestions / feedback on costs

\$175

\$430.00 a month

add ons

are too high / should prioritize cost cutting methods

As before, please keep the rates reasonable and minimize rate increases as much as possible.

As mentioned twice previously, I am unhappy with EWEB pricing. I heat with wood, am very usage conscious, keep lights off when not needed, yet my bill still keeps climbing faster than my income. Like I said, my first bill in July, 1975 was \$7.00, Now it hovers \$170.00 to close to \$300.00 per month. This seems a bit much.

Base fee is way too high and \$100/mo for a small apartment is astronomically high

base rates are really high!

Both water and electric prices are excessive. My bill is over \$300 a month for no clear reason. Water usage is very high, even though summer water was done and not sprinklers running.

Cost of basic service prices are unreasonable.

Cost seems high. Quality of service is good though.

Cost seems to fluctuate at an irregular rate

COST TO MUCH

Costs are very reasonable

Difficult to understand the basis for my bill costs

EWEB charges more for its services than SUB. I'm told that it's due to bureaucracy and inefficiency at EWEB.

EWEB does not appear to be concerned about saving the customer money. Run like a government agency.

EWEB employees enjoy outstanding benefits and pay, as well as job security at the expense of the ratepayers. When usage goes down, so do revenues, so rates increase to keep the current set of employees on staff. Also, benefits are far out of line with private sector.

Eweb needs to find a way to work with low-income families instead of just telling them to pay in full immediately or suffer with no electricity. The cost for heat is outrageous and needs to be addressed. Catholic charities is very difficult to use, and doesn't solve webs pricing problem or webs unwillingness to work with people who are struggling.

Expensive compared to SUB

Expensive in winter.

explained in previous answers

Feedback

Find some way to store overabundance of power.

Finding some other way to help the poor instead of extracting it from regular customers.

Focus on providing the services in your charter and it will save us money

Having enough information to change my timing of electricity consumption is interesting to me

Having low-cost, flat-rate electrical service is a blessing. I brag about EWEB's electrical prices to my friends and relatives who live elsewhere.

High

hold the steady or lower

How to keep prices affordable in relation to my income.

I am a senior on a very fixed income. Cost/price is always an issue. I would be in favor of anything that might reasonably reduce the cost.

I am a student and the bill can be high. They should consider programs to help students. I am not some undergrad with rich parents. I am a starving grad student. There should be a program for this group.

I am on the annual average payment plan. When I see changes in the monthly billing it would be nice to know things like your bill went up/down because, and then list the reason/s. That might need to be repeated once or twice and included with the monthly statement. If that is done currently, it has escaped me as I go about paying monthly charges. I am going back on page to tell you that I do answer questions about my income.

I believe EWEB should ascertain whether its customers will support greenpower, achieving zero carbon electricity supply, etc., rather than operating programs by charging some customers more. Greenpower should be funded by all rate payers.

I do not support digital meter reading because it reduces the employment of human meter readers and invades my privacy. I also do not appreciate the moves of EWEB to prevent natural gas competition!

I do wonder if EWEB was run not by government and run privately if it would be cheaper???? paying high dollars for PERS people sucks!!!!

I like that idea of paying less during times of least demand

I mentioned earlier in this survey, but SUB has managed lower rates, or at least they were back in 2014. Perhaps look at what SUB is doing that allows them to offer lower rates.

I moved to Eugene from another state, and while the rate per KW is, I think, a bit lower here, my electric bills are much higher because the KW you claim I use are much higher. That makes no sense because I actually use LESS electricity here, especially in terms of the heating/AC system, than I did where I came from. Something is screwed up in EWEB's calculations of KW usage.

I stated this earlier but to reiterate I am happy to pay the cost for quality and reliable utilities. Of course having ways to lower my bill is appealing but I would not want to compromise the quality or reliability simply for a lower monthly rate. I am willing to pay for the power I use but I want to pretty much only be paying for that. I understand costs for employees, maintaining the quality/reliability etc. but I do not want to be forced to pay for climate change programs, school/community events or programs, political agendas, or paying for other users power. Having these as options is fine but it should not be forced upon all users.

I want to know how to save money on water and electricity, e.g., adjusting my usage to non-peak hours.

I would like a way to know that eweb is doing everything they can to keep prices down while investing to find ways for all of us to use less... The balance!

I would like to know how you come up with the cost per watt

If EWEB has vacant property, will they install a solar farm?

I'm concerned about keeping prices low enough for low income people to be able to afford a warm house and clean water. We are fortunate not to need help. But I would value programs that support low income people with EWEB bills.

It's been really expensive getting my and I've started setting the thermostat to 60 degrees to reduce my bill and that barely reduces it

It's ridiculous how much my bill goes up every winter

It's soooooooo expensive

Just look at your rates and how much staff, new equipment and lack of good service. Easy fix

Keep low as possible

Keep rates reasonable.

Keep them low/lower!

Keeping rate increases low while EWEB was going through financial problems caused a loss of jobs, fall off in conservation. Small, steady increases would have caused less damage assuming a good fallback for low income people

Keeping rates low for fixed-income people, e.g. seniors

Lock in rates for Seniors on fixed income and make it retroactive to age 62.

low as possible

Lower cost os always a plus

Lower costs

Lower costs and improve reliability.

Lower costs and keeps rates the same all year round.

Lower the cost...many of us cannot afford to pay it!!!

lower the rates

Model Springfield Utility Board. Cut labor. Automate Services. Offer price reduction incentives to customers that are below a certain percentage. Charge users higher rates that use excessive amounts of water and electricity. Focus resources on the tax payers.

more info for customers to use to lower yhe daily usage

More information about price increases.

My concerns about this already submitted in a previous page.

Need to give persons with disabilities a lower rate since we iive on Social Security...

No further comment

Only this month after 11 months of concern, did someone tell me I could have my meter re-read.

Our water bill is "communal" as we do not have individual meters forwwater, thus there is no incentive to individuals to use less water. We need some creative ideas to reduce our usage and bills.

paying too much for waste water

PERS, smart meters

Price of wastewater disposal

Prices are too high for retired folks

prices could be lower

quit raising costs; EWEB should not make more than 20% above cost of delivering electricity and water

Rather than building a newer, flashier building in which to house EWEB offices, make do with what you have and think of other ways to be economical about your own expenditures, in order not to pass costs to consumers.

Reduce the costs, they are too high.

Reviewing my records from the past 10 years, the lowest bill was \$104.13 in June of 2010. The highest was \$213.63 in October, 2014. I also noticed a steady increase beginning in 2012. While the average monthly bill has been approximately \$150.00 a month on an annual basis, there have been steady increases. This may be expected,, except I have never seen any tangible results from trying to reduce usage such as disconnecting the hot tub, new insulated windows, energy efficient light bulbs and a new, more efficient furnace. In spite of these efforts, the bill continues to rise and I have never felt it should be as high as it is. This becomes much more important as we moved to a retired, fixed-income living situation.

rising prices

See my prior comment. I applied for LIHEAP, & need it to get by or I'll be in massive trouble. I'm on disability & only have a small, fixed income.

See summary of EWEB cost history at my address over the last 48 years

Sometimes the cost feels high - especially in the summer given that our house doesn't even have air conditioning so I feel our bill was much higher than expected given the relatively low power usage.

Springfield prices are lower than EWEB

Stay market competitive with other Public Utilities. Be a leader in low cost.

The cost/prices of water/electricity has risen tremendously over the years. Every time I call in to get information about it, they just say that it is typical for the size of our family with no real recommendations on reduction. It would be nice to have some alternatives besides "that's just the way it is" type of knowledge.

The fees are reasonable but the fees for things I have no control over are higher than expected

The more I learn about costly mistakes that EWEB has made in the past, the more I am not happy with paying current prices.

The pricing system needs to be overhauled BIG TIME! There is NO need what soever to charge \$20 just to start off the monthly bill be fore any use of electriccity has even been used. The power lines bring the electric to the customer so charging for a "delivery fee" on top of the actual usage is redundit! It would be great if EWEB could create a program to help the poorest people in the commuinty pay thier bill year round and every year .

They need to be lowered, way too high.

This survey was informative. I have a better understanding why the cost is high but why is it cheaper in Springfield for example?

Tiered pricing to offer lower rates to those who use less water & power.

To High!

Too expensive

Too expensive. Have switched to wood burning

Too high

Too high

too many cost increases. too often

Too much money for the service fee.

Try harder to reduce prices for electricity.

use variable pricing

Very affordable

Very fair

Very satisfied with EWEB efforts to maintain service delivery at reasonable prices.

Water is too expensive

water rates are high

Way too expensive

Way too expensive. I've said it a ton already in this survey

Way too expensive. So many charges on bill

way too high and you know it. The amount of buildings and new things EWEB sets themselves up with shows that money is NOT going back to the people that need it. You can call yourself public but, there is a board that works in a very predatory business way.

we seniors who are on fixed incomes are having difficulty trying to keep up with cost increases. How about a little help for seniors!

Why pay more for Green Power - we should pay less, charging those who are not in the program more! It is a backwards system.

With all the natural power generating resources available with rivers, wells, dams, and mild climate, our costs should be much lower.

Would like to reduce monthly costs

Would like to see more experiemnts or pilot programs to test out new electric

You need to be like other electric companies that offer low income pricing and level pay plans. I have to move because I can't afford the electric bill!

You will bankrupt us with these Smart Meters, the computer systems to monitor them and the protection you must do from hacking. Analog meters worked great and are easily repairable. Bring back the Analog Meters and rehire all the meter readers you fired. Do not waste 30 million a year (your figures) on the Smart Meter infrastructure. Instead use 30 Million to put Solar PV on every house in Eugene. Please do not let stupidity reign supreme. Listen to the people! Follow the example of Oslo Norway to be a Zero Carbon Emission City by 2030. They are doing it.

Suggestions on billing'

A level payment plan would help many customers. That would make for easier budgeting throughout the year. Adequate.

Allow customers to choose monthly billing day.

allow payment averaging sign up anytime of the year

An updated online interface would be nice. I also like the text messages idea.

Appreciate doing billing online service

As I said, the automatic payment on line system is very difficult to make changes in.

As mentioned previously, change the bill pay portion of the website to make it easier to use and reduce the security requirements.

Average

Bill paying is a bit more difficult to do online fir you folks than other bills I pay online, so making it easier would be helpful!

Bill paying website is poor. I was kicked off, and never able to get back in. I went back to paper bills.

Could be much faster and easier to pay bill via internet.

Current system to view bills (I have autopay) is very clunky. Also seems all billing info could appear on one page for viewing ease.

Design an app to make it easier.

Frustrating that you stopped the credit card auto payment plan like cable and phone services offer

Full notification of any account problem

I accidentally doubt-paid you for several months this year -- received no time of this, and discovered that I can't get rebate for the amount until next year! This is ridiculous. I simply had forgotten to end the previous auto-pay amounts from my bank when changing the amount for this year.

I am not confident about the security of your online payment system (vendor?).

I cant see dynamic changes in online bill

I do not like the idea of charging different rates for different times of the day or incentives for using a different times of the day. All this is going to do is punish people who work regular hour full-time jobs. These are the people who are keeping our economy afloat and already being punished and burdened in so many other ways. People who are home to use at the odd hours should not be rewarded, especially if they are already benefiting from or living off the tax dollars of those who aren't home during these hours because they are out working. I understand this wouldn't always be the case as there are people who work at odd hours or machines that can be set to go off at times when no one is home but I do not believe that is the majority. I would be quite upset to see this change happen at EWEB.

I had to beg a customer service rep to allow me to pay my bills online while also receiving paper bills (the paper helps me remember to pay my bill)

I have a really hard time figuring out your website in order to do things like update my credit card info.

I was forced into electronic billing and I am still unhappy about that.

I would be nice to somehow pay a more regular bill instead of low bills in the summer and high bills in the winter. Seems to me that you could figure an annual average usage for the customer and divide it more evenly throughout the year eliminating the various monthly ups and downs.

I would like EWEB to recognize payments made outside of their payment system and include them in my account's history.

I would love to monitor our usage during a billing cycle. That would be super valuable to me.

If EWEB offered a payment plan that would keep costs the same every month it would greatly help the lower income people keep on top of their bill a little easier.

I am annoyed by the constant security questions and passwords I need to use to look at my bill online.

It needs to be better. User friendly

Keep auto-pay that works best for you. For your service or your bills, we're happiest when we don't have to think about you even though we love who you are and what you do! ;-)

Keep it local.

Keep same

more complete e-bill, to include degree-days, daily (hourly) usage directly on the e-bill, not having to go on-line to look up my acct.

Online bill pay is clunky. Processing takes much longer than it should.

online payment option is great

Online payment system is very convenient and reliable.

Online payment system needs to be improved. I've gone in circles before going from one page to the next just trying to pay.

Online works, but I don't find it easy to track my use

Our bill is always due at the beginning of the month. I have called in often trying to get a billing date change, but the representative says it isn't possible. I like the options you have regarding making alternative payment plans! Especially, when the usage rates go up during the cold winter months! Also, I do not like the city charges on the EWEB bill--it is confusing when trying to get information about the charges--being transferred around to different representatives.

pay online

Please stop sending overdue messages when my bill has been paid already. Please facilitate ebills to Bank of America.

Provide average baseline usage details reflecting a 30-day month

Terrible. Have nothing nice to say about EWEB's business model.

Text payments saves on paper bills. The smart meter saves time and energy for everyone. Bill design is okay. Like the phone aspect in texting.

The bill pay portion of your website looks like it was designed 20 years ago and is inadequate. The portion where you can pay your view your bill should be something very large and more modern. In addition they would enable me to pay my bill twice. just looks like a tired old website and could use some help.

The bills and rates are too complicated. Simplify. Reduce the number of different charges, round off the artificially precise rates. Make it easier to compare usage across time periods and across comparable households.

the change in average pay plan was poorly thought out some dumb bureaucrat's poor idea

The online billing system needs to be updated.

To understand your average billing was hard to understand , so I screwed up on it and had to go back to monthly billing.

Use flat rate billing. Don't hide rate increases in a tiered rate structure.

Very accessible

We do automatic online payments, so it's easy for us, but I think it's a good idea for you to explore pay as you go plan for folks who are watching their pennies.

We have 2 buildings on our property with two separate meters/accounts. I had to update my credit card information recently, and did so online. I mistakenly assumed that my update would apply to both accounts. I got a letter saying I was past due. The website was very complicated (at first) for me to figure out how to update both accounts separately. I am a literate, educated, professional person, and struggled with it. I can only imagine how it must be for those with little computer access or knowledge.

we use budget billing and paperless

website needs updating to make user friendly

Website Sucks, Mobile Site Sucks, App Non-Existent

Won't admit their website scroll button doesn't always work

Would be nice to be able to look at energy and water usage in real time (though this probably has to wait for smart meters)

Satisfaction with EWEB?

Average

Could not be lower, if people had a choice it would not be eweb

Customer service sucks, It was so bad.

EWEB does things right.

Grate road, fishing poles

Great service

Great service overall

High

Horrible. The town has no love for EWEB or their employees that are not helpful to those in need. I have actually had EWEB customer service yell at me when I was helping a low income person have their services turned back on again. Rude and not helpful!

I already previously stated my opinions and concerns.

I am completely satisfied with EWEB, and am sure they will do their very best to keep customers happy.

I installed a new heating system. I understand there was a rebate from the government for \$1200 but eweb chose to only give us \$600 and keep half of it for themselves. I don't think that was fair

I would be more satisfied if EWEB would stop raising rates in the winter

I'm pretty sure I have NEVER had any eweb employee who was rude or dismissive. Everyone I have ever spoken with in my 9 years of service has been helpful, kind and understanding and no one has ever made me feel bad or like I'm a piece of crap when I couldn't pay my bill on time. This has NOT been something that other electric companies I've had in the past have done ðŸ˜•

Jerks

my satisfaction is good

Overall excellence

See above. I can barely afford it and my house is set at 62-63 in the WINTER with new windows!

Thank you to every person amongst your public-facing staff for being really helpful nice people!

thanks for my Energy assistance and for helping me get my heat pump and energy efficient windows
There still work to be done. Allowing me to know better off hrs of usage and times & rates would be a plus
Very Good
very happy
Very satisfied
Very satisfied

Feedback on water service

A follow up to my Alert msg for unusual usage would be helpful.
Calibrate usage in hundreds rather than thousands of gallons.
Cant get it, too much money
Excellent
excellent quality
Expensive
How frequently is it tested in my neighborhood?
I always want to know that I have the very cleanest & pure water possible.
I believe my water rates are too high. In fact, they almost are as expensive as my electric rates at times.
I support the use of smart meters

I wish EWEB could notify me when it notices that my water usage has increased a lot--it could tell me I have a leak before the cost mounted up.

I would like to know what the average household water pressure is in EWEB's service area and the ability to match mine against that.

I'd like a way to check if we have any leaks. It would be cool to have advice about drip irrigation problems for the garden. I have my whole yard in timers and maybe there is a way to make it even more efficient and use less water.

If water from the tap sits for a while, the taste becomes unpleasant. I am not sure why this is, probably some additive.
I'm not sure how my water usage is metered and the fees for drains and stormwater calculated.
Inconsistent quality from day to day
is fine
Keep Same

Let's get smart meters we have a fenced yard with dogs, and strangers in bright uniforms coming in at random times stresses out the four-leggeds, which in turn stresses out the meter readers
Most of my waste water is clean, yet I pay a premium for it
Occasional intense chlorine gas smell during august drought and first rainstorm of the fall season
Reliability is very good.
See comment on cost, need ways to encourage
Seems expensive - including storm water
The water tastes of chlorine ??? What's up with that?
Usage tracking
Very good
Very good service. Clean and good taste water. The only issue is the old pipes of the renting place.

Waste Water charges are high during lawn irrigation season

What chemicals are in our drinking water?

Feedback on electric service

charge lower prices to vets and seniors

decrease service charge, increase \$\$/kW

Elect seems to very uneven (surges)

Excellent

Great

Great service overall

Hum

I have solar electricity generation, and feel the rebate program for excess KWH's is an insult. Paying only a couple cents per KWH acts as a strong disincentive, and also results in customers installing smaller solar units when they have solar capacity for larger generation.

I support the use of smart meters.

I would love it if we could see details of electric usages in real time. Log on and see a detailed chart so we can figure out what our usage truly is at different times of day, by the hour or minute too!

It would help customers who struggle with paying bills if EWEB help customers lower their bills by making sure everything is as energy efficient as possible. When a customer is struggling paying for the cost of electric (sometimes water as well) it would be helpful if EWEB could actually find a way to help the consumer to lower their bill by making improvements such as helping to weatherize housing/apt so they don't have to use more electricity to either warm or cool things down.

Let's get smart meters we have a fenced yard with dogs, and strangers in bright uniforms coming in at random times stresses out the four-leggers, which in turn stresses out the meter readers.

like the eweb customer share

Lower costs

No Change

No smart meters!!!!

Notifications for programs to decide what heat source system upgrades are city advised and supported.

Reliability is very good.

reliable

Thank you for doing such a reliable and seamless job that I never have to think about it.

Too expensive

too expensive and prices are showing your infrastructure and EWEB's corporate structure. Again, I know it is public use but, it is run in a corporate structure, not a community structure. You need a competing company to show you how horrible you are.

We already have electronic autopsy and pay for green energy.. so some of your questions nonsequitor

worried about losing power in a storm

Feedback on outages

Alerts. No power = no phone, no computer, no TV. I do not have a smart phone.

Are repaired quickly

Be proactive. Not reactive. redo overhead to UG wires, Fix old areas quicker.

Because I suffer from SEVERE sleep apnea and my C-Pap doesn't have a battery backup (my insurance doesn't cover it), if there are any programs or situations where you can provide a way to have power like a loaner generator or something like that, could be the thing that saves my life. I have insomnia as well, so I don't sleep during normal hours and although I'm sure you strive to get power back on before the nighttime, it doesn't do me any good because I won't be safe going to sleep when I normally do during the day if the power is out 8Y™,

Better communication with outages.

Better detailed information.

better estimates when an outage will be over. Shorter outage (mine lasts 5-6 days every year or two).
Better prepared for widespread outages and better response time in restoring power. Six days and some times longer in other areas is outrageous and dangerous.

During the ice storm 2 years ago, we could see house light just blocks away while we, in the SE Hills, were without power for several days!!!!

Every time we have an outage it is always for days or weeks and EWEB never has a good idea as to when it will be repaired. GET REAL

Every year I am without power -0 yet the newer neighbourhoods are always fine as the lines are below ground!
Update them please - and stop cutting down trees!

explained in previous answers

Five days! Without power! Good thing I could stuff my freezer with snow but not having heat was silly

I already mentioned this

I have given prior feedback. Do a better job of anticipating poor winter weather and take care of trees/limbs/equipment before they become a problem! Communicate better!

I live in a densely populated area, it is not forested, except for residentially planted trees. My power was out for over three days last year and I find that unacceptable service by EWEB. I had spoiled food, my husband needed to plug in a medical device, and this all happened during a huge snow storm.. I recommend that Eugene to convert to underground power lines as many other cities have. This to me is money well spent, especially if it saves on the cost of fixing outages during storms.

I live on a steep street that is never plowed after a heavy snow fall and my electricity is out for 5 to 6 days at a time it would be nice if you could get the city to plow more streets where there are power outages so people like myself (74 years old) could get out and are not stuck in an unheated house for that long.

I loved the outage updating system when we had the big storms. Thank you for that.

I want to say that the power outages that were occurring in our area have been drastically reduced with the upgrades to the equipment in the Ferry Street area. Thank you!

It seems there are often outages in north Eugene, maybe updating power lines to be underground

It snows here. EWEB needs to be able to restore power even when there is snow on the ground. Weeklong outages because you can't work in snow are unacceptable.

Local distribution cables should be replaced with insulated cables for ice outage reductions and for fire risk reduction.

Minimal

More detailed information about outages.

Need better information during outages

Outages are far more frequent than anywhere I've ever lived. The communication during outages is largely terrible. The one exception is during the large snowstorm last winter - your twitter team did a great job communicating.

Outages have been more frequent and longer lasting in recent years. I realize that you can't control many of the causes but providing more information about how long they are likely to last would be very helpful, as would notification when the problem has been resolved (if I'm away from home).

Outages in our neighborhood are more frequent and longer in duration than in the past. Some of this is of course climate-related but multiple-day outages in during winter storms are difficult. Rotating restoration schedules would seem more fair EVEN THOUGH we are a smaller service neighborhood.

Outages where we live are very rare

plan to fix winter outages

Please trim trees and put wires underground

Power seems to go out frequently. Did not experience this at my former residence.

prevent outage

proactive plans needed

Replace old lines and transformers. We lose power every year in our neighborhood.

Several years back a DUI driver knocked down a power pole on Coburg road. Power was out for several hours, however when power resumed my house experienced a spike which cost us over \$900 in repairs to appliances.

Slow in my part of town

Snow storms are a normal thing now. Preventative efforts to stop outages seem important.

Stay in communication with affected customers

Storms in the last few years caused lengthy outages in areas near where I live. Crews were amazing but I wonder if more preventative work was done the damage would be lessened. I think this should be a big priority. I worry about my elderly neighbors.

Text info on power or water outages

The best thing they can do to improve image is reduce outages, both frequency and duration.

The Dillard Rd Transformer is suspect almost all the time.

The outage system is really appreciated but often doesn't update in real time. In the McKenzie neighborhood outage maps are often slow to update. Or continue to be stuck on "assessing".

Too many

Too often

Trimming back the trees and creating clear right-of-ways to reduce the potential for downed power lines.

Upgrade of lines to our house

we are always at the end of the list when power is down even though we live downtown just south of the fairgrounds. not enough folks on our line i guess.

We are in one of the small areas that get service last whenever power goes out and we lose power first. Wish we had some way to be able to avoid having to sorbs 4-5 nights in a local motel with jacked up prices due to our desperation! Could you work out a situation where the hotels couldn't double their prices when we really need help!?

We had a new meter installed and had hoped that it would be the new Smart Meter we had been waiting for, but didn't get one. We are not looking forward to the next outage where our house goes to the bottom of the list because we are on a branch line that only serves only 2 or 3 blocks so that when there is an outage we are out for 4+ days at a time.

We live in a neighborhood with underground utilities. Please make it a goal to expand underground utilities to the entire city.

We lose power multiple times a year. During the bad ice storm we were without power for 6 days. Last year we were without power for 38 hours. It is beginning to be a problem where we don't trust EWEB to provide us power during the cold winter months and we have to prepare our house to deal with losing power. It's pretty annoying, costly, and seems preventable or at least something that should/could be improved.

We rarely lose power but when we do, we are one of the last groups to have it restored. We have been told that is because we are in a small pocket of homes (seven) to be served.

We wish that during mass outages we could have more frequent updates and faster restoration times, but I realize that this is a question of not having enough manpower. We are appreciative of all that you do!

Well, we have had 4-5 day outages even though we live less than 2 miles from downtown. It is very difficult to get any information when the power is out. It would be great if EWEB would start a program to help, e.g., checking up on elderly who are without power, providing assistance to keep frozen food frozen, etc.

When major outages occur it would be great if EWEB could update their system at least 2 times a day.

When we have citywide outages, our street is often close to the very last street in the city to have power returned. Despite that, I think the people who work through these outages are heroes. I keep thinking about the winter a few years ago when we had no power for a full week. And I know people were out there in the snow and ice and cold, working 24/7 to get power back on in the city. I'm really grateful about how seldom we have outages and how hard EWEB works to restore it. ðŸ’š

When we text info about an outage, would like regular updates

Winter outages too frequent and too lengthy! Prune risky trees ahead of time.

Worried if I have to run water after an outage? Have no idea what I'm drinking with the water if I drink right after an outage. What if I miss an outage and take a shower immediately after the outage is over?

Would really like to see an end to the amount of power outages we have in the South Hills on a regular basis. This is absolutely awful

Other comments

Alternative Energy: Look for ways to obtain federal funding (Green New Deal?) to install solar panels, windmills, wave energy or other alternative energy sources.

As I said in another answer, I think you should have people doling out your customer care program that work for you or start a completely different or separate section to handle it because it's been mishandled by the social service agencies that do it now. For example, I am disabled and usually would be first on the list of people that get help over people that CHOOSE not to work but there's been at least 3 years if not more in the last 9 years that I didn't even receive customer care or LIHEAP for that matter because the social service agencies are not able to handle the task they are given. Case in point this year when I DESPERATELY need help because my rent tripled recently, I have been overlooked because of an error in the paper work sent in and when I called several times to inform them about it before they would have received it, no one answered my calls and msgs, so my application more than likely got thrown out all the while several people I know that can work but don't have received aide already and I have toddlers in my house and can't even get someone to call me back to get another application. Also, I wish you guys would extend the program where you have us do work sheets etc for bill credit and really help people try to be more aware of their bills and usage. It helped me out tremendously and I'd do it every year if I could

Carbon footprints are very hard to calculate and the carbon issue is extremely complicated. Just listening to the news does not give one the full depth of the information, but rather one needs to listen directly to what the scientists are saying (I say this working as one). Baseload powers and the duck curve are complicated issues. So are such controversial topics like nuclear power and carbon sequestration (not sure why this became controversial). But these techs are important. Additionally that energy and transportation are not the majority of our footprint usage. People need to be informed about these things if we are to really make a difference. carbon offsets- current research (see Dominick DellaSala at GEOS, indicates that planting new trees is not very helpful for these next ten years.....we need to focus on proforestation, keeping and growing the mixed forests that we currently have. Thank you!

Climate change

Customer service reps. They are terrible.

emergency preparedness education and incentives

environmental conscious lawns

Equity

Eugene is in a difficult spot with jobs reduced & high housing costs. It's a good time to maintain your employee numbers, avoid price increases that are avoidable, and exercise extreme fiscal responsibility.

EWEB could be a leader in installing and operating electric vehicle charging stations in the community, but it does not. I see this as a complete failure of EWEB and misalignment of priorities.

EWEB must encourage more Solar PV and wind energy production.

EWEB needs to stand-up to the City of Eugene and cease collecting fees for wastewater and stormwater! These two areas must be the responsibility of city government. Rate payers are being hoodwinked. Please rectify this being laid on your customers's greivous mistake

Get serious about requiring watershed protection along the McKenzie River

I am very grateful for the program that allowed me to purchase efficient windows for my 1950s ranch house. They insulate for winter and allow a breeze in summer. And paying monthly was painless. What happened to the solar unit program?

I have an issue with my neighbor. He cut a whole in the brand new fence boards we put up and his reasoning was "EWEB told him he has to do that because they have to be able to read his meter". I called EWEB and was informed by the person I talked to that it is his responsibility to have his meter visible and not ours. He gives all the excuses like he has a dog so he has to keep his gate locked etc. I understand this is a neighborly dispute and not EWEB's place to get in the middle of it. However, I do wish EWEB would strictly enforce that someone's meter needs to be visible from their OWN property. You should not have to or be willing to go onto another persons property in order to view someone else's property. The way it is now, even with the hole cut in our fence, you cannot view our neighbors meter without being on our property and I feel this is very wrong and a violation of my rights as a customer. I would be extremely happy to see EWEB enforce a policy that users meters must be visible from their own properties as this would solve our issues and we would be able to fix the ugly hole in our brand new fence.

I look forward to new meters so reading is done electronically.

I'd like to be exposed to less EMF (smart meters, 5G, etc...)

If you charge different rates during different times of day you will penalize those who have no choice (usually poorer) during what time of the day they use power. You will unavoidably create first and second class users. You may push people out of power usage altogether.

Loan for Ductless heat pump

Meter reading

NO SMART METERS

Other than electrical outages, it takes EWEB forever to respond to problems. Our water meter leaked; EWEB promised to fix it, but it still took well over a year for the work to be done. And that was after months of calling and being told that no one was aware of the problem.

proposed plans mentioned in this survey

smart meters and invasion of privacy

Stop demonizing CO2, CO2 is plant food and has no effect on climate.

The plan to charge different prices dependent on time of day will not be perceived in customers best interest. More than likely current prices will become "low prices" and higher prices will be charged for "high use" periods.

Underground power lines to prevent power outages.

Visual blight

We will buy an electric vehicle soon. We would love help getting more charging stations in town, and help getting electricity to the curb for charging. We have a home from 1907 and it does not have a garage.

Web should promote solar and wind power

Would love to be able to pay my bill



CUSTOMER SATISFACTION SURVEY **ONLINE SURVEY - CROSSTABULATIONS**

DECEMBER 2019

Q1. To start, does EWEB provide you with...

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Electricity and water	513 85%	246 88%	252 83%	7 70%	45 68%	78 80%	124 87%	266 89%	79 66%	99 81%	105 91%	102 91%	116 94%	22 76%	103 76%	187 87%	201 89%	434 93%	79 58%	123 71%	148 84%	242 95%
Electric service only	90 15%	32 11%	52 17%	3 30%	20 30%	20 20%	17 12%	33 11%	40 33%	22 18%	10 9%	10 9%	7 6%	7 24%	33 24%	26 12%	24 11%	33 7%	57 42%	50 29%	28 16%	12 5%
Water service only	3 0%	3 1%	- -	- -	1 2%	- -	1 1%	1 0%	1 1%	1 1%	- -	- -	1 1%	- -	- -	1 0%	2 1%	2 0%	1 1%	1 1%	1 1%	1 0%
Chi Square		8.90 .064			21.70 .001				50.03 .001					17.29 .008				100.75 .001		47.66 .001		

Q2. Are you or is anyone in your household an employee of EWEB?

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
No	600 99%	276 98%	303 100%	10 100%	65 98%	97 99%	139 98%	299 100%	120 100%	121 99%	115 100%	109 97%	122 98%	29 100%	135 99%	210 98%	226 100%	463 99%	137 100%	174 100%	173 98%	253 99%
Yes - Self	3 0%	3 1%	- -	- -	- -	- -	2 1%	1 0%	- -	1 1%	- -	1 1%	1 1%	- -	- -	3 1%	- -	3 1%	- -	- -	2 1%	1 0%
Yes - Household Member	3 0%	2 1%	1 0%	- -	1 2%	1 1%	1 1%	- -	- -	- -	- -	2 2%	1 1%	- -	1 1%	1 0%	1 0%	3 1%	- -	- -	2 1%	1 0%
Chi Square		3.86 .425			6.94 .326				7.69 .464					5.84 .441				1.77 .413		4.76 .313		

Q4. What words come to mind in terms of describing the type or quality of service EWEB provides?

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Dependable / Reliable / Consistent	60%	60%	62%	30%	45%	48%	55%	70%	55%	63%	57%	63%	60%	55%	56%	59%	65%	62%	54%	52%	58%	68%
Water / Electric Utility	50	48	54	20	53	57	50	47	40	50	43	63	53	31	43	52	55	52	43	49	50	51
Clean Water	47	50	46	20	39	32	50	52	38	46	50	48	55	34	43	48	50	52	31	36	38	61
Necessary	38	32	44	30	47	46	39	33	32	41	36	41	39	24	32	41	41	39	34	39	34	41
No Complaints, Issues or Problems	36	37	38	20	36	32	33	40	36	38	34	43	31	34	35	32	42	36	39	41	28	39
Positive (General)	35	35	36	-	33	24	35	38	30	30	35	38	40	31	31	32	41	38	25	29	32	40
Expensive	28	25	30	50	41	43	30	20	35	31	27	23	25	17	36	30	22	26	34	28	36	22



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Excellent	26	27	28	-	17	14	20	36	30	21	31	22	25	31	28	24	27	26	28	21	27	30
Efficient	26	24	28	10	24	17	21	31	30	22	30	21	23	28	26	21	29	26	26	21	23	30
Quality / High Quality Service	25	26	26	-	23	15	22	31	22	25	28	28	24	28	26	24	26	26	24	21	23	30
Adequate / Average / Basic	22	26	19	30	36	29	23	17	31	26	18	22	17	17	29	23	19	20	31	32	19	19
Satisfactory	18	18	18	10	26	18	18	15	23	19	10	17	19	24	19	14	19	16	22	24	12	17
Fine / OK	16	17	16	-	18	18	16	15	12	25	11	17	16	17	13	14	20	16	15	24	12	14

Q4. What words come to mind in terms of describing the type or quality of service EWEB provides?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Monopoly	14%	16%	12%	30%	20%	22%	15%	10%	12%	16%	14%	13%	18%	3%	17%	17%	11%	14%	14%	16%	16%	12%
Good / Great	13	11	15	10	14	17	16	10	15	8	10	16	15	28	14	11	12	13	13	16	9	13
Negative (General)	5	4	5	20	8	14	5	1	6	5	6	1	7	3	7	5	4	5	4	7	7	2
Other	7	6	7	10	2	6	11	7	5	8	5	5	12	-	8	6	9	8	5	2	8	10
Chi Square		49.77 .023			147.57 .001				68.30 .333					52.24 .313				28.13 .031		87.68 .001		

Q5. 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?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Much less valuable	2%	3%	1%	10%	2%	5%	3%	2%	1%	2%	4%	2%	3%	3%	4%	1%	3%	3%	1%	1%	3%	3%
Somewhat less valuable	2	2	2	10	-	3	2	2	2	2	3	1	2	-	5	1	1	3	-	1	3	2
No different	16	16	16	30	21	24	20	11	20	16	15	13	17	24	23	20	8	15	20	17	20	13
Somewhat more valuable	20	24	17	-	20	20	23	19	20	23	25	18	18	14	21	20	21	21	18	24	19	18
Much more valuable	59	54	64	50	58	47	52	66	58	57	52	66	60	59	46	58	67	58	61	56	55	64
Mean	4.3	4.2	4.4	3.7	4.3	4.0	4.2	4.5	4.3	4.3	4.2	4.5	4.3	4.2	4.0	4.3	4.5	4.3	4.4	4.3	4.2	4.4
Chi Square		18.20 .020			24.86 .015				11.73 .762					35.21 .001				7.96 .093		10.08 .260		

Q6. How important do you think are the following EWEB programs (with 0 being not at all important and 10 being very important):

a. EWEB’s involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events.

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	8%	10%	6%	30%	8%	19%	6%	6%	13%	6%	8%	6%	10%	7%	10%	9%	7%	9%	7%	10%	9%	7%
1	1	1	1	10	-	2	1	1	-	-	2	1	2	3	1	-	2	1	1	1	2	1
2	5	6	3	-	2	8	6	3	3	7	2	4	7	-	9	3	4	5	2	5	5	5
3	3	1	4	10	3	5	2	2	3	2	6	3	1	3	3	3	2	3	3	2	4	2
4	2	1	3	10	3	-	5	2	6	2	-	1	2	3	2	3	2	2	4	2	4	1
5	14	17	11	-	17	10	15	14	11	13	14	18	13	17	18	15	10	14	13	13	11	16
6	7	8	7	-	6	4	8	9	7	9	5	9	8	-	4	5	13	8	4	7	7	8
7	13	14	12	20	24	9	15	10	7	11	14	16	15	7	11	13	14	13	13	13	9	15
8	16	17	16	10	17	14	18	16	11	15	19	14	22	14	12	17	19	16	16	16	16	17
9	9	6	11	-	6	7	6	11	11	11	7	7	6	10	7	8	9	9	9	7	10	9
10	22	17	27	10	15	20	18	26	29	25	23	21	13	34	24	23	19	20	27	25	23	19

Mean	7.6	7.2	8.1	5.0	7.5	6.6	7.5	8.0	7.6	7.9	7.7	7.6	7.0	8.1	7.2	7.7	7.7	7.5	7.9	7.6	7.5	7.6
Chi Square		50.48			55.63			57.56				45.46				10.32		15.11				
		.001			.003			.036				.035				.413		.770				

Q6. How important are the following EWEB programs?

b. EWEB’s efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change.

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
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0	3%	3%	2%	20%	2%	5%	2%	3%	5%	1%	3%	2%	4%	3%	4%	3%	2%	3%	1%	3%	3%	3%
1	1	2	0	10	-	1	1	2	1	1	3	2	1	-	2	1	1	2	-	2	1	2
2	1	1	1	-	-	2	1	0	2	-	-	1	1	-	2	0	-	1	-	1	1	0
3	1	1	1	-	-	1	1	1	1	1	2	-	-	-	1	1	1	1	-	1	2	1
4	1	2	0	-	-	2	1	1	2	-	-	3	2	-	1	1	1	1	-	2	1	1
5	5	7	4	10	3	7	6	5	4	5	9	6	4	21	9	4	3	6	4	3	6	7
6	3	4	3	-	6	6	4	2	3	3	3	2	5	-	4	2	4	3	4	2	5	3
7	5	5	4	10	6	2	7	4	3	5	4	5	6	3	6	5	4	5	4	5	3	6
8	9	12	7	-	11	2	13	9	7	10	7	12	10	3	14	7	8	9	8	7	9	10
9	11	12	11	-	14	10	7	13	8	12	14	12	10	17	10	9	13	11	11	11	10	12
10	60	51	68	50	59	61	58	60	65	62	57	56	57	52	47	66	62	57	67	64	60	56

Mean	8.6	8.2	9.0	6.3	8.9	8.2	8.6	8.6	8.5	8.9	8.4	8.5	8.5	8.3	7.9	8.8	8.8	8.4	9.1	8.7	8.5	8.5
Chi Square		46.45			33.80			32.43				45.97				12.04		13.98				
		.001			.289			.797				.031				.282		.831				

Q6. How important are the following EWEB programs?

c. EWEB’s programs that help customers reduce their energy use

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	1%	1%	30%	2%	3%	1%	2%	2%	1%	3%	1%	2%	-	3%	0%	2%	2%	1%	3%	2%	1%
1	0	1	-	-	-	1	-	0	-	-	-	-	2	-	-	0	0	0	-	-	1	0
2	1	1	1	-	-	3	1	1	1	1	1	2	2	-	1	1	1	2	-	1	2	1
3	1	1	0	-	-	1	-	1	3	1	-	-	-	3	1	-	0	1	-	1	1	1
4	1	1	1	-	-	2	-	1	3	1	-	1	1	3	2	1	-	1	1	1	1	1
5	7	9	6	-	9	8	8	6	8	7	9	7	4	7	12	7	4	6	9	8	10	4
6	3	5	2	10	5	5	4	3	3	4	2	4	5	-	4	3	4	3	4	3	3	4
7	8	11	5	20	9	9	10	7	8	7	12	4	8	17	6	9	7	9	7	7	11	7
8	15	16	14	10	18	6	13	18	11	12	17	21	14	10	15	18	12	15	13	14	10	18
9	13	14	13	-	15	8	14	13	13	12	12	11	15	3	11	8	19	12	15	13	11	13
10	49	40	57	30	42	53	50	49	50	53	44	50	48	55	43	52	49	49	50	49	49	49

Mean	8.4	8.2	8.8	5.8	8.4	8.1	8.6	8.5	8.4	8.6	8.3	8.6	8.5	8.4	8.0	8.6	8.6	8.4	8.6	8.4	8.3	8.6	
Chi Square		79.72			28.15				41.04					47.10				6.95		19.59			
		.001			.562				.425					.024				.730		.484			

Q6. How important are the following EWEB programs?

d. EWEB’s programs that help customers reduce their water use

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	3%	2%	3%	30%	2%	6%	2%	3%	6%	1%	6%	1%	2%	3%	7%	1%	2%	3%	4%	5%	2%	2%
1	1	1	0	-	-	1	1	1	-	-	-	2	2	-	-	1	1	1	-	-	1	1
2	1	1	1	-	-	3	1	1	3	1	1	-	2	3	1	1	1	1	1	1	3	1
3	1	1	1	-	-	2	1	0	2	2	-	-	-	-	1	-	1	1	-	2	-	0
4	1	2	0	-	-	2	1	2	-	2	2	1	2	-	1	2	1	2	-	-	2	2
5	8	10	6	10	15	7	7	7	8	11	9	9	4	14	10	9	5	7	12	9	10	6
6	4	5	4	-	6	6	5	3	5	3	2	5	6	3	7	3	4	4	6	5	4	4
7	9	10	7	20	6	11	11	8	10	6	10	8	10	14	7	9	8	9	8	6	12	8
8	15	18	13	10	18	10	13	17	13	11	18	16	15	7	18	14	15	16	11	14	11	19
9	14	15	13	-	14	7	15	15	13	16	13	10	15	7	13	10	18	13	17	13	12	15
10	43	35	52	30	39	44	45	43	41	48	39	48	41	48	35	49	42	44	42	46	43	42

Mean	8.1	7.9	8.4	5.7	8.2	7.6	8.3	8.2	7.8	8.4	7.9	8.4	8.2	7.9	7.6	8.3	8.3	8.1	8.1	8.1	8.0	8.3
Chi Square		54.21 .001			30.79 .426			45.43 .256				35.47 .226				14.19 .165		31.13 .054				

Q6. How important are the following EWEB programs?

e. EWEB’s efforts to ensure safe, reliable delivery of drinking water

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	1%	1%	1%	10%	-	3%	1%	1%	3%	1%	-	1%	1%	3%	1%	1%	1%	1%	1%	2%	1%	1%
1	0	-	1	-	-	1	-	1	-	-	1	-	1	-	1	0	0	1	-	-	1	1
2	0	0	0	10	-	1	-	1	1	-	1	1	-	-	1	-	1	1	-	-	1	1
3	0	0	1	-	-	1	1	0	3	-	-	-	-	-	1	0	-	0	1	1	1	0
4	0	1	-	-	-	-	-	1	2	-	-	-	-	3	1	-	-	0	-	-	1	-
5	2	2	2	-	2	2	3	1	3	2	3	2	1	10	4	0	1	1	4	1	3	2
6	1	1	-	-	-	2	1	1	1	2	-	1	1	-	-	1	1	1	1	-	2	1
7	2	3	2	10	6	2	4	1	3	2	3	2	2	7	1	3	2	2	3	3	2	2
8	5	9	2	-	6	4	4	6	4	7	6	4	4	-	8	6	4	5	6	5	6	5
9	8	9	8	-	11	6	7	8	8	9	7	9	7	3	7	7	10	8	9	9	7	8
10	79	74	83	70	76	78	80	79	73	78	79	80	84	72	74	80	81	80	76	79	77	80

Mean	9.4	9.3	9.4	7.9	9.5	9.1	9.5	9.4	6.9	9.5	9.4	9.5	9.6	6.7	9.1	9.5	9.5	9.4	9.3	9.4	9.3	9.4
Chi Square		52.92			22.50			38.67				49.70				6.56		16.29				
		.001			.835			.530				.013				.766		.698				

Q6. How important are the following EWEB programs?

f. EWEB’s efforts to increase customer and community emergency preparedness

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	3%	1%	20%	2%	7%	1%	1%	3%	1%	2%	2%	4%	-	2%	2%	2%	2%	2%	3%	2%	2%
1	1	1	-	-	-	2	1	0	1	-	1	1	1	-	2	0	-	1	-	1	1	0
2	2	2	1	-	-	6	1	1	2	1	1	2	3	-	2	2	1	2	-	1	3	1
3	1	1	1	-	2	1	1	-	-	2	1	-	1	-	1	0	0	1	-	1	1	-
4	1	2	1	10	3	1	1	1	3	2	3	-	-	3	1	0	2	1	2	2	2	1
5	7	8	5	10	8	7	6	6	7	7	9	6	4	21	10	7	3	6	7	7	6	6
6	6	8	5	-	8	8	8	5	8	8	3	6	7	3	7	7	7	6	8	7	6	7
7	10	12	9	10	20	7	13	8	8	9	12	11	11	3	12	9	11	10	11	7	12	11
8	16	21	12	-	21	16	12	17	10	12	14	22	22	7	13	14	21	17	12	16	14	18
9	13	12	14	-	9	7	15	15	17	13	14	13	9	10	10	14	15	13	12	8	14	16
10	41	30	51	50	29	37	41	45	43	45	41	37	38	52	40	43	38	40	45	47	41	37

Mean	8.1	7.6	8.6	6.6	7.8	7.2	8.2	8.4	8.1	8.3	8.1	8.1	7.9	8.3	7.7	8.2	8.2	8.1	8.3	8.1	8.0	8.2
Chi Square		63.87 .001			60.92 .001			35.70 .664				44.32 .045				9.38 .496		22.74 .302				

Q7. How satisfied are you with the following EWEB programs?

a. EWEB’s involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events.

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	6%	7%	5%	20%	5%	18%	4%	4%	8%	4%	5%	4%	10%	3%	9%	6%	6%	7%	3%	6%	9%	5%
1	2	2	2	10	-	2	3	2	1	1	3	3	2	3	1	1	3	2	1	1	2	2
2	2	3	2	-	2	4	2	2	3	2	3	2	2	-	4	2	2	2	2	2	3	2
3	2	2	1	10	-	2	3	2	4	2	2	1	2	3	4	1	1	3	-	1	2	3
4	2	3	2	-	2	2	3	2	2	3	3	2	2	3	1	2	3	2	1	2	3	2
5	21	24	17	40	33	17	23	18	23	21	21	20	21	21	21	25	17	19	27	25	20	18
6	6	7	5	-	9	4	5	6	2	9	4	6	6	-	7	5	6	5	7	4	5	7
7	9	9	9	20	12	8	11	8	8	8	9	12	10	7	7	10	10	9	12	10	6	11
8	17	19	16	-	15	13	20	18	14	16	13	15	23	7	15	18	19	19	10	17	15	19
9	9	6	12	-	8	7	7	10	10	11	7	9	7	14	7	8	10	9	7	8	7	10
10	24	19	30	-	15	21	20	28	25	22	30	27	15	38	24	21	23	22	28	23	27	22

Mean	6.8	6.4	7.2	3.8	6.6	5.8	6.7	7.2	6.6	6.9	6.9	7.0	6.3	7.4	6.4	6.7	6.9	6.7	7.0	6.8	6.6	6.9
Chi Square		41.30			50.95			35.27					32.11				20.05		18.02			
		.003			.010			.683					.363				.029		.586			

Q7. How satisfied are you with the following EWEB programs?

b. EWEB’s efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change.

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	4%	4%	3%	10%	3%	8%	4%	2%	6%	2%	4%	1%	5%	7%	4%	3%	3%	4%	3%	3%	5%	3%
1	2	2	1	20	-	4	1	2	2	2	3	1	2	-	1	1	4	2	1	3	2	2
2	2	2	1	-	2	5	1	1	3	2	1	4	1	-	4	1	1	2	1	2	2	2
3	1	2	1	-	-	3	-	2	3	2	-	-	1	3	3	0	1	1	1	2	2	1
4	1	0	1	-	2	-	2	-	1	1	2	-	-	-	3	-	-	0	1	-	2	0
5	16	17	15	20	18	19	15	15	18	14	20	15	14	21	14	18	15	15	20	18	15	15
6	6	7	6	-	8	4	9	5	6	9	3	7	6	-	7	7	6	6	7	3	8	7
7	9	9	8	40	17	8	14	6	8	10	6	13	11	10	7	12	8	9	9	12	11	6
8	15	16	14	-	20	11	12	17	13	16	10	12	22	3	15	16	16	16	10	13	10	20
9	11	10	12	-	6	7	10	14	8	11	12	16	9	17	9	9	13	12	8	7	9	15
10	33	29	38	10	26	30	32	37	34	32	39	32	29	38	35	31	33	32	39	36	35	30

Mean	7.4	7.2	7.8	5.0	7.3	6.5	7.4	7.8	7.1	7.5	7.5	7.7	7.4	7.5	7.3	7.5	7.5	7.4	7.6	7.4	7.3	7.6
Chi Square		45.66			59.35			47.40				41.25				11.35		32.93				
		.001			.001			.196				.083				.331		.034				

Q7. How satisfied are you with the following EWEB programs?

c. EWEB’s programs that help customers reduce their energy use

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	4%	3%	3%	10%	2%	11%	2%	2%	5%	2%	4%	2%	5%	-	5%	2%	4%	4%	3%	3%	8%	1%
1	2	2	1	10	-	3	2	1	2	2	2	1	2	-	1	1	2	2	1	3	1	1
2	2	2	1	-	5	2	1	1	2	4	1	1	1	-	4	1	1	2	1	3	1	2
3	2	2	2	10	3	2	3	2	2	4	1	2	2	3	1	4	1	2	1	1	2	3
4	3	2	3	10	2	3	3	3	3	3	3	3	1	-	4	2	3	3	1	2	2	4
5	14	15	13	20	23	18	12	12	13	16	15	17	10	14	15	16	11	13	17	18	14	11
6	6	7	4	10	2	7	11	5	4	7	5	4	11	3	6	6	7	6	5	3	7	7
7	10	9	10	20	18	7	11	9	13	3	15	12	9	14	9	15	5	10	11	9	8	11
8	17	20	15	-	14	10	19	19	12	13	16	14	27	14	18	14	20	19	11	12	18	20
9	12	10	14	-	12	5	8	15	13	14	5	14	9	10	7	8	18	11	12	11	8	14
10	30	26	34	10	21	31	29	32	33	32	33	31	23	41	30	30	28	28	35	34	31	27

Mean	7.4	7.2	7.6	4.8	7.0	6.4	7.3	7.7	7.3	7.3	7.3	7.6	7.2	8.1	7.1	7.3	7.5	7.3	7.6	7.3	7.1	7.5
Chi Square		28.73			62.45				54.76					47.30				8.43		40.56		
		.093			.001				.060					.023				.587		.004		

Q7. How satisfied are you with the following EWEB programs?

d. EWEB’s programs that help customers reduce their water use

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	4%	4%	4%	10%	3%	9%	4%	3%	8%	2%	4%	2%	5%	3%	7%	3%	4%	4%	4%	5%	7%	2%
1	2	2	1	10	-	3	3	1	2	2	1	2	2	-	1	1	2	2	1	3	1	1
2	2	2	2	-	3	3	1	2	3	3	2	2	1	-	4	2	1	2	2	2	2	2
3	3	4	2	10	5	4	3	2	3	4	2	1	5	3	3	3	2	3	2	2	4	2
4	2	2	2	10	2	3	1	3	3	2	3	2	2	-	3	2	2	3	1	2	2	2
5	15	17	13	20	20	19	15	12	12	16	18	20	10	10	15	17	12	14	15	16	15	14
6	6	5	6	20	8	6	9	4	8	7	5	2	9	14	7	5	5	5	9	4	8	6
7	10	10	10	10	15	5	11	10	11	2	12	13	10	7	9	14	7	11	7	8	7	13
8	17	20	15	-	17	13	18	18	10	13	15	16	28	14	13	15	22	18	14	17	17	17
9	13	10	17	-	14	10	9	16	18	16	7	15	9	10	11	10	18	13	15	13	9	16
10	26	24	28	10	15	23	25	29	24	30	31	26	21	38	27	26	23	25	28	28	28	23

Mean	7.2	7.0	7.4	4.7	6.8	6.4	7.0	7.6	6.9	7.2	7.2	7.4	7.1	7.8	6.8	7.1	7.3	7.1	7.3	7.1	6.9	7.4
Chi Square		29.48 .079			37.85 .154			61.01 .018					35.63 .220				6.34 .786		24.33 .228			

Q7. How satisfied are you with the following EWEB programs?

e. EWEB’s efforts to ensure safe, reliable delivery of drinking water

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	2%	2%	10%	2%	5%	2%	2%	4%	2%	2%	1%	2%	3%	3%	1%	3%	3%	1%	3%	2%	2%
1	1	0	1	10	-	1	1	1	-	2	3	-	-	-	1	0	1	1	1	2	-	1
2	1	1	1	10	3	2	-	0	1	1	-	1	2	-	1	1	1	1	1	1	1	1
3	0	1	0	-	-	2	-	0	2	-	1	-	-	3	1	-	0	1	-	-	2	-
4	1	1	1	-	2	1	1	1	4	-	-	-	1	-	3	-	1	1	2	1	2	0
5	9	10	8	20	17	15	8	6	11	12	10	7	6	7	9	12	7	8	14	12	10	7
6	4	5	3	-	-	3	6	4	3	7	3	4	2	3	5	4	3	3	5	2	5	4
7	8	8	7	10	15	5	12	5	7	5	10	10	8	10	8	10	5	8	6	9	9	6
8	12	13	11	-	14	14	9	13	10	8	7	12	21	-	10	14	14	13	11	13	14	10
9	15	14	16	10	15	10	18	15	18	14	15	14	15	10	17	12	18	16	12	17	9	18
10	46	45	49	30	33	41	43	53	40	49	50	52	42	62	43	45	47	46	46	40	47	50

Mean	8.3	8.3	8.4	5.9	7.8	7.6	8.3	8.6	7.9	8.3	8.3	8.7	8.3	8.5	8.1	8.3	8.4	8.4	8.1	8.0	8.2	8.6
Chi Square			32.76				55.82				62.09				36.07			13.15			30.30	
			.036				.003				.014				.206			.216			.065	

Q7. How satisfied are you with the following EWEB programs?

f. EWEB’s efforts to increase customer and community emergency preparedness

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	4%	5%	2%	10%	5%	12%	2%	2%	5%	2%	3%	3%	6%	-	5%	4%	4%	4%	4%	5%	6%	2%
1	1	1	2	-	-	4	1	1	1	2	3	-	2	-	2	1	1	1	1	2	1	1
2	1	1	1	-	2	3	1	-	2	1	-	1	1	-	1	0	1	1	1	1	1	0
3	2	2	2	10	-	3	2	2	3	4	-	-	2	3	3	2	1	2	3	-	6	1
4	3	5	2	-	6	5	2	2	2	5	3	4	1	7	1	3	4	3	4	3	4	2
5	16	17	13	40	24	19	16	12	18	15	20	13	12	14	19	18	11	15	18	20	11	15
6	7	7	6	10	8	4	10	6	5	7	5	10	6	-	7	8	6	7	7	5	7	7
7	12	11	13	10	17	11	14	10	12	8	12	18	10	7	13	14	10	12	11	11	11	13
8	16	20	13	-	17	10	15	18	11	15	13	13	26	14	13	15	19	16	15	12	14	20
9	12	11	14	-	8	11	11	14	13	13	8	14	14	10	8	9	18	13	10	15	11	11
10	26	20	33	20	15	16	25	33	29	28	32	23	19	45	27	25	25	26	27	26	28	25

Mean	7.3	6.9	7.7	5.6	6.6	5.9	7.3	7.8	7.2	7.3	7.3	7.4	7.1	8.1	6.9	7.1	7.5	7.3	7.1	7.1	7.0	7.5
Chi Square		37.31			73.47				50.84					35.93				2.70		37.37		
		.011			.001				.117					.210				.988		.011		

Q8. In order to ensure safe and reliable water supplies, EWEB is looking at alternative sources, such as emergency water distribution stations. Would you say you were currently very aware, somewhat aware, or not aware that EWEB has two emergency water distribution stations completed and has plans for additional stations?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Not aware	64%	59%	68%	90%	85%	74%	57%	59%	84%	55%	66%	63%	54%	59%	65%	64%	63%	58%	85%	78%	66%	53%
Somewhat aware	28	31	26	-	12	19	31	33	13	33	27	29	35	38	25	28	28	32	14	17	24	38
Very aware	8	9	7	10	3	6	12	8	3	12	7	7	10	3	10	8	8	10	1	5	11	9
Chi Square		8.53 .074			24.90 .001				32.43 .001					2.77 .837				34.37 .001		32.90 .001		

Q9. How important is the following (with 0 being not at all important and 10 being very important)?
a. EWEB’s efforts in keeping customers informed

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	2%	2%	20%	2%	5%	3%	1%	6%	1%	3%	1%	2%	3%	5%	2%	0%	2%	3%	2%	2%	3%
1	0	0	-	10	-	-	-	1	1	-	1	-	-	-	1	-	0	0	1	-	-	1
2	1	1	0	-	-	-	-	1	1	-	1	1	1	-	1	0	1	1	-	1	-	1
3	1	1	1	-	-	3	2	1	1	1	1	2	2	-	1	1	2	1	2	1	2	1
4	1	2	0	-	2	1	1	1	-	1	1	1	2	-	-	1	2	1	1	1	2	1
5	6	8	4	-	6	8	6	6	8	4	8	8	3	10	11	6	3	6	7	5	7	6
6	6	9	5	-	6	8	7	5	5	10	5	6	5	14	7	7	5	6	8	6	7	6
7	12	14	11	20	11	16	15	10	10	11	16	13	11	14	13	11	13	12	12	10	14	13
8	19	21	17	-	21	18	14	20	20	14	17	16	27	7	12	22	21	19	17	17	20	19
9	13	13	13	-	14	8	13	14	11	16	12	10	13	7	11	11	15	13	12	10	10	16
10	39	29	46	50	39	32	39	40	38	43	37	42	33	45	39	39	37	39	38	47	38	34
Mean	8.1	7.8	8.4	6.5	8.3	7.5	8.1	8.3	7.8	8.5	8.0	8.2	8.1	8.0	7.8	8.2	8.3	8.2	8.0	8.4	8.1	8.0

Chi Square		74.18 .001	28.01 .570	39.33 .500	41.22 .083	4.77 .906	18.07 .582
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Q9. How important is the following (with 0 being not at all important and 10 being very important)?

b. EWEB’s responsiveness to customers’ needs and concerns

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	1%	3%	20%	2%	5%	4%	1%	5%	2%	3%	-	2%	3%	6%	2%	0%	2%	4%	3%	2%	2%
1	0	-	0	10	-	-	-	1	-	-	2	-	-	-	-	0	0	0	-	-	-	1
2	0	1	0	-	-	-	1	0	1	-	-	1	1	-	1	0	-	1	-	1	-	1
3	1	1	1	-	3	-	1	1	1	2	-	1	1	-	1	1	1	1	1	2	-	1
4	1	1	0	-	-	2	1	1	3	-	-	1	1	-	1	0	1	1	1	1	1	1
5	4	6	2	-	2	5	4	4	3	5	8	3	2	10	7	4	1	4	5	3	6	3
6	3	5	2	-	3	4	4	3	3	5	2	3	2	3	4	3	2	3	3	4	3	2
7	8	10	6	10	8	5	10	8	8	4	9	7	12	7	7	6	10	8	8	6	10	7
8	14	16	12	-	14	17	13	14	14	15	10	14	16	7	13	14	15	16	9	14	13	15
9	16	16	17	10	18	16	13	17	15	18	13	18	15	7	17	14	18	16	16	11	16	19
10	50	42	57	50	52	45	49	52	48	49	53	53	48	62	42	54	50	49	54	55	50	47
Mean	8.6	8.4	8.8	6.7	8.8	8.3	8.4	8.8	8.3	8.6	8.4	8.9	8.7	8.6	8.0	8.7	8.8	8.6	8.6	8.6	8.6	8.6

Chi Square		73.44 .001	25.03 .723	45.03 .269	38.88 .129	7.63 .665	18.56 .551
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Q9. How important is the following (with 0 being not at all important and 10 being very important)?
c. EWEB’s efforts to control costs

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	2%	2%	20%	2%	4%	3%	2%	2%	2%	6%	1%	2%	7%	4%	2%	1%	3%	1%	2%	1%	4%
1	1	1	1	-	-	1	1	1	1	-	1	3	1	-	1	1	1	1	1	-	1	2
2	0	0	0	-	-	-	1	1	1	1	1	-	-	-	-	1	0	0	1	1	1	0
3	0	1	0	-	-	-	2	-	-	2	-	-	1	-	1	0	-	0	1	-	1	1
4	1	1	1	-	2	1	1	1	1	1	1	2	-	-	1	1	1	1	1	2	1	-
5	4	6	3	10	2	1	4	7	4	5	6	4	4	7	7	4	4	4	4	5	6	4
6	4	5	3	-	-	4	4	5	3	3	4	4	4	3	3	3	5	4	3	2	3	5
7	6	7	5	20	14	6	6	5	7	9	4	6	5	3	7	6	6	5	9	6	7	5
8	12	14	10	10	8	16	8	13	10	8	10	12	18	14	8	14	11	13	7	11	14	11
9	14	14	15	-	15	13	15	13	14	11	11	20	14	7	10	14	18	14	14	18	8	15
10	55	48	61	40	59	53	56	54	58	59	56	49	52	59	58	54	53	54	59	54	58	53

Mean	8.6	8.4	8.9	6.7	8.0	8.6	8.5	8.6	8.8	8.7	8.3	8.6	8.7	8.4	8.4	8.6	8.8	8.6	8.8	8.8	8.7	8.5
Chi Square		36.15			38.28			38.36					25.37				8.10		21.68			
		.015			.143			.544					.707				.619		.358			

Q9. How important is the following (with 0 being not at all important and 10 being very important)?
d. EWEB's electric service reliability and outage restoration

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	1%	0%	2%	10%	-	4%	2%	0%	3%	1%	2%	1%	1%	3%	2%	1%	0%	1%	2%	2%	1%	1%
1	0	0	0	10	-	-	-	1	-	-	2	-	1	-	-	1	0	1	-	1	-	1
2	0	1	-	-	-	-	1	1	-	1	1	-	1	-	1	-	1	1	-	-	1	1
3	1	1	-	-	-	-	1	1	1	2	1	-	1	3	1	0	0	1	-	-	1	1
4	0	-	1	-	2	-	1	0	-	2	-	-	-	-	1	-	1	0	1	1	1	0
5	2	4	2	-	2	4	4	2	2	-	5	3	3	7	5	2	1	3	2	2	2	3
6	2	4	1	-	3	2	4	2	2	4	2	2	3	-	4	3	2	2	4	5	1	2
7	3	4	2	10	6	4	4	2	7	2	4	3	2	7	5	3	2	3	6	3	5	2
8	8	10	6	-	6	13	7	7	8	8	7	8	10	-	5	11	8	9	6	7	8	9
9	15	16	15	10	26	11	13	15	22	14	11	14	14	10	18	12	17	16	14	15	14	17
10	65	58	71	60	56	61	64	68	58	66	65	70	65	69	57	66	67	65	65	64	68	63

Mean	8.1	8.9	8.3	7.7	8.2	8.8	8.9	8.2	8.0	8.1	8.8	8.3	8.1	8.8	8.7	8.1	8.3	8.1	8.0	8.0	8.2	8.0
Chi Square		56.04				36.98				45.64				38.24				13.42			15.86	
		.001				.178				.249				.144				.201			.725	

Q9. How important is the following (with 0 being not at all important and 10 being very important)?
e. EWEB’s drinking water quality

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	1%	2%	20%	-	4%	1%	2%	3%	2%	2%	1%	2%	-	3%	2%	1%	2%	2%	3%	1%	1%
1	0	-	0	-	-	-	-	0	-	-	1	-	-	-	-	0	-	0	-	-	-	0
2	0	0	-	-	-	-	-	0	1	-	-	-	-	-	-	0	-	-	1	-	1	-
3	0	0	-	-	-	-	-	0	1	-	-	-	-	3	-	-	-	0	-	-	1	-
4	0	-	1	-	2	-	-	0	1	1	-	-	-	-	1	-	0	-	1	1	1	-
5	1	1	1	10	2	2	1	1	3	-	3	1	-	14	1	1	0	1	1	2	-	2
6	1	1	1	10	2	2	1	1	2	1	1	1	2	-	1	2	0	1	3	2	1	1
7	2	3	2	-	-	3	4	2	3	2	2	4	2	3	4	2	1	2	3	2	2	3
8	6	8	4	-	5	3	8	6	8	9	8	3	2	3	11	5	4	6	6	6	8	4
9	10	11	9	10	11	9	11	9	11	7	8	9	14	3	10	9	11	10	8	10	8	11
10	77	74	81	50	80	77	74	78	68	79	77	82	79	72	68	79	81	78	74	73	79	78

Mean	8.4	8.4	8.4	7.0	8.6	8.2	8.4	8.4	8.9	8.5	8.3	8.6	8.5	8.9	8.1	8.4	8.6	8.4	8.2	8.1	8.4	8.5
Chi Square			46.16			18.90			41.03					80.97				16.74		22.70		
			.001			.942			.425					.001				.080		.304		

Q9. How important is the following (with 0 being not at all important and 10 being very important)?
f. EWEB’s drinking water quality

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	1%	2%	10%	-	4%	1%	2%	4%	2%	1%	1%	1%	-	4%	2%	1%	2%	2%	3%	1%	2%
1	0	-	0	10	-	-	-	1	-	-	2	-	-	-	-	0	0	0	-	-	-	1
2	0	-	0	-	-	-	-	0	1	-	-	-	-	-	1	-	-	-	1	-	1	-
3	0	0	-	-	-	-	-	0	1	-	-	-	-	3	-	-	-	0	-	-	1	-
4	1	1	1	-	2	2	-	0	2	1	-	-	1	3	1	0	0	0	2	2	1	-
5	2	2	1	20	3	1	2	1	2	-	4	3	-	7	3	1	0	2	1	2	1	2
6	1	1	1	-	-	2	-	1	1	2	1	1	1	-	1	1	1	1	2	1	1	1
7	2	4	1	-	2	4	4	2	3	2	3	4	2	3	4	3	1	2	3	2	3	3
8	9	10	7	-	8	11	11	7	8	7	11	11	6	-	11	9	8	8	10	9	8	8
9	14	16	12	10	24	10	13	12	17	15	8	11	17	17	14	12	14	13	14	16	11	14
10	70	65	74	50	62	65	69	73	63	72	70	71	73	66	62	71	74	71	65	65	74	70

Mean	8.2	8.2	8.3	7.0	8.3	8.9	8.3	8.3	8.8	8.3	8.1	8.3	8.5	8.9	8.9	8.3	8.4	8.3	8.0	8.0	8.4	8.2
Chi Square		68.18				31.17			46.17				49.28				15.46		22.26			
		.001				.407			.232				.015				.116		.326			

Q9. How satisfied are you with the following?
a. EWEB’s efforts in keeping customers informed

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	4%	3%	3%	30%	6%	7%	4%	2%	7%	4%	3%	2%	3%	3%	4%	4%	4%	3%	6%	7%	3%	2%
1	1	1	1	-	2	3	1	1	2	2	1	1	1	-	1	1	1	1	2	3	1	0
2	2	2	2	-	3	3	3	1	1	2	3	1	3	-	2	3	1	2	1	1	3	3
3	3	3	2	-	-	4	3	3	3	2	1	5	2	3	1	4	2	3	2	2	5	2
4	3	3	3	-	5	5	2	2	6	3	3	3	-	3	3	4	2	3	3	3	3	2
5	11	14	8	10	15	14	11	9	10	11	12	12	10	7	15	13	7	11	11	10	11	11
6	8	11	6	-	11	6	8	9	7	12	10	6	7	-	7	7	12	9	8	9	6	10
7	14	12	14	30	17	15	15	11	13	11	12	16	15	7	10	16	14	14	13	11	14	15
8	19	23	16	10	15	17	20	20	11	21	14	18	31	17	14	17	25	20	15	16	18	22
9	13	10	17	-	15	10	15	13	13	12	17	13	11	14	13	13	14	13	13	13	13	14
10	22	16	28	20	12	14	18	29	30	19	23	23	16	45	28	20	18	21	25	25	24	19

Mean	8.2	7.9	8.6	6.4	7.6	7.3	8.1	8.6	8.1	8.0	8.2	8.3	8.2	9.2	8.2	7.9	8.3	8.2	8.1	8.0	8.2	8.3
Chi Square		56.66			39.31			49.42			41.71			6.11		27.50						
		.001			.119			.146			.076			.806		.122						

Q9. How satisfied are you with the following?
b. EWEB’s responsiveness to customers’ needs and concerns

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	5%	3%	5%	20%	3%	12%	5%	2%	7%	6%	3%	3%	5%	3%	6%	4%	5%	4%	5%	7%	5%	3%
1	1	1	1	20	5	2	1	1	2	2	3	-	1	-	1	1	2	1	3	3	1	1
2	2	2	2	-	2	4	4	1	1	3	3	1	3	-	3	4	1	3	2	1	3	3
3	2	2	2	-	2	3	3	1	2	1	3	3	2	7	2	3	-	2	1	1	3	2
4	3	3	3	-	6	3	3	2	3	3	2	4	2	-	5	2	2	3	3	2	3	3
5	11	14	9	10	12	10	13	10	11	12	10	12	10	3	13	14	8	11	11	15	7	11
6	6	10	4	-	5	9	5	7	6	8	7	5	6	3	4	5	9	7	6	4	10	5
7	8	11	6	20	8	10	10	7	6	7	7	12	11	10	7	9	8	8	9	7	8	9
8	20	24	17	10	26	15	21	20	20	24	12	17	28	10	15	21	23	20	19	18	15	25
9	15	10	21	-	17	9	16	16	15	14	16	16	12	14	15	12	17	16	12	14	12	18
10	26	21	31	20	17	21	20	32	28	20	34	28	19	48	27	24	24	25	30	28	31	21
Mean	7.3	7.1	7.6	4.9	7.0	6.3	7.0	7.8	7.3	6.9	7.4	7.6	7.2	8.2	7.1	7.1	7.5	7.3	7.3	7.1	7.2	7.4
Chi Square		71.84			49.66				36.36					42.11				6.52		35.19		

		.001	.013	.635	.070	.770	.019
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Q9. How satisfied are you with the following?
c.EWEB’s efforts to control costs

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	7%	7%	6%	30%	8%	13%	6%	5%	7%	8%	10%	3%	7%	14%	7%	7%	6%	7%	8%	7%	8%	6%
1	3	3	3	10	5	3	4	3	5	4	3	2	2	-	6	3	2	3	4	2	5	3
2	5	6	3	-	6	5	5	4	3	4	5	5	6	-	5	6	4	5	3	4	4	5
3	2	3	1	-	2	3	3	1	3	3	-	3	2	3	3	2	1	2	2	2	3	1
4	3	4	2	-	3	4	2	2	2	5	3	4	1	3	2	4	2	3	3	3	2	3
5	13	15	12	20	11	15	16	12	9	16	16	11	15	7	11	15	14	14	9	13	13	14
6	7	9	7	-	8	9	8	7	6	9	6	7	8	3	6	9	7	7	8	6	8	7
7	11	12	9	30	17	10	11	9	13	7	9	14	11	3	11	10	12	11	9	10	8	13
8	16	17	16	-	15	11	15	18	13	18	11	20	19	14	15	18	16	17	15	15	14	19
9	11	7	14	-	11	6	11	12	13	6	10	8	10	10	9	7	15	10	12	11	10	10
10	22	18	28	10	17	19	18	27	27	19	27	24	19	41	25	20	21	21	26	26	24	19

Mean	6.6	6.3	7.1	4.2	6.3	5.8	6.4	7.1	6.9	6.1	6.5	7.0	6.6	7.2	6.5	6.3	6.9	6.6	6.8	6.8	6.5	6.6
Chi Square			42.99			27.25			36.01					34.22			5.96			13.30		
			.002			.610			.651					.272			.819			.864		

Q9. How satisfied are you with the following?
d. EWEB's electric service reliability and outage restoration

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	3%	2%	3%	10%	-	6%	4%	2%	3%	2%	2%	3%	4%	3%	2%	3%	3%	3%	2%	3%	3%	2%
1	2	2	1	10	2	3	1	2	3	1	4	-	2	3	1	2	1	2	2	2	2	2
2	3	5	2	-	3	5	2	3	1	4	3	3	6	3	3	3	4	4	1	2	4	3
3	3	2	2	-	2	2	3	3	1	2	2	6	2	-	4	3	2	3	1	1	3	4
4	2	2	2	10	5	5	1	1	2	2	1	2	5	-	2	2	2	3	1	2	4	1
5	7	8	6	20	14	7	9	5	8	10	10	5	3	7	9	8	6	6	12	13	4	6
6	5	7	4	-	8	4	7	4	3	10	5	3	6	-	4	5	7	4	9	6	4	6
7	7	8	5	-	5	9	10	5	6	3	9	8	8	7	7	6	7	8	3	2	8	9
8	13	15	11	20	18	13	14	12	17	16	8	6	20	7	15	12	15	13	15	17	11	13
9	19	17	21	10	20	15	18	20	17	22	17	18	18	14	15	18	22	20	13	14	19	22
10	36	31	42	20	26	30	31	43	40	28	41	46	27	55	36	38	32	35	41	37	38	34

Mean	7.8	7.5	8.1	6.0	7.6	7.0	7.6	8.1	8.0	7.6	7.8	8.1	7.3	8.2	7.7	7.7	7.8	7.7	7.9	7.7	7.8	7.9
Chi Square		33.27			43.21				66.30					17.00				22.60		36.10		
		.031			.056				.006					.973				.012		.015		

Q9. How satisfied are you with the following?
e. EWEB’s drinking water quality

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	1%	2%	20%	-	4%	2%	2%	3%	1%	2%	1%	2%	-	2%	1%	3%	2%	1%	3%	2%	1%
1	1	1	0	-	-	1	-	1	2	1	1	-	-	3	-	0	1	0	2	1	1	-
2	1	-	1	-	-	1	1	1	1	1	2	-	-	-	2	0	-	0	1	1	1	0
3	0	0	-	10	-	2	-	-	-	-	1	-	1	-	-	0	0	0	-	-	1	-
4	0	0	-	10	2	1	-	-	2	-	-	-	-	3	-	0	-	-	1	1	-	-
5	5	6	4	20	8	5	6	4	6	7	6	4	3	10	4	7	4	5	7	9	3	4
6	3	3	3	-	2	4	4	2	5	4	1	3	1	-	4	2	2	1	7	3	3	2
7	5	6	3	20	5	7	8	3	5	2	5	5	8	7	7	5	4	5	4	6	6	4
8	10	10	9	-	5	13	11	9	12	10	8	10	10	7	13	10	9	11	7	9	11	10
9	18	19	18	-	27	9	18	18	20	19	17	14	18	14	20	15	19	18	16	17	17	18
10	56	54	60	20	53	52	49	61	45	57	57	63	56	55	47	58	59	56	54	49	55	60

Mean	8.8	8.8	8.9	5.1	8.0	8.2	8.6	8.0	8.3	8.9	8.7	8.1	8.9	8.5	8.5	8.8	8.9	8.8	8.5	8.3	8.8	8.1
Chi Square			99.66			47.56				40.27					37.85			30.07			28.53	
			.001			.022				.458					.154			.001			.097	

Q9. How satisfied are you with the following?
f. EWEB’s water service reliability

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
0	2%	1%	2%	10%	-	5%	3%	1%	3%	1%	2%	1%	3%	3%	2%	1%	3%	2%	1%	3%	2%	1%
1	1	0	1	10	-	-	-	1	1	-	3	-	-	3	-	0	1	1	1	1	1	1
2	0	0	1	-	-	1	1	0	1	1	1	-	-	-	2	-	-	0	1	1	1	-
3	0	-	-	10	-	1	-	-	-	-	-	-	1	-	-	-	0	0	-	-	1	-
4	1	1	0	10	3	1	-	1	3	2	-	-	-	3	1	1	-	1	1	2	-	1
5	5	5	4	20	11	4	4	4	5	6	7	3	2	3	6	7	2	3	9	8	3	3
6	1	1	1	-	-	2	1	2	3	1	1	-	3	-	3	1	1	1	3	2	2	1
7	6	7	4	10	5	10	8	3	4	5	7	7	5	3	9	5	4	6	4	5	8	4
8	9	9	8	-	6	8	13	7	10	9	7	6	10	7	10	9	7	8	10	9	8	9
9	19	19	20	-	23	16	22	18	22	20	17	16	21	14	14	22	20	20	17	16	18	22
10	56	55	60	30	53	51	47	63	49	57	57	67	54	62	53	53	61	58	52	53	56	58

Mean	8.8	8.8	8.9	5.5	8.8	8.4	8.7	8.0	8.5	8.9	8.6	8.3	8.8	8.6	8.5	8.8	8.0	8.9	8.5	8.4	8.8	8.1
Chi Square		102.88			51.08			43.94				40.05				15.43		25.16				
		.001			.010			.308				.104				.117		.195				

Q11. How would you rate your level of trust and confidence in EWEB?

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	581	268 46%	294 51%	8 1%	63 11%	93 16%	136 23%	289 50%	115 20%	117 20%	111 19%	107 18%	118 20%	28 5%	129 22%	206 35%	218 38%	454 78%	127 22%	160 28%	171 29%	250 43%
Low	6%	6%	4%	38%	6%	17%	7%	2%	6%	4%	9%	2%	9%	7%	7%	6%	6%	6%	6%	8%	8%	4%
Some	33	34	32	25	46	39	40	24	33	38	28	34	31	25	36	38	26	31	38	38	35	27
High	61	61	64	38	48	44	53	74	61	57	63	64	60	68	57	56	68	63	57	54	57	69
Chi Square		18.01 .001			57.05 .001				9.98 .266					9.25 .160				2.05 .358		11.03 .026		

Q12. Thinking about the past year, has your level of trust and confidence in EWEB increased, decreased or remained the same?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	581	268 46%	294 51%	8 1%	63 11%	93 16%	136 23%	289 50%	115 20%	117 20%	111 19%	107 18%	118 20%	28 5%	129 22%	206 35%	218 38%	454 78%	127 22%	160 28%	171 29%	250 43%
Decreased	13%	14%	10%	13%	13%	23%	15%	9%	10%	12%	14%	8%	19%	7%	14%	14%	12%	14%	9%	11%	16%	12%
Stayed the same	77	77	78	75	75	71	72	81	77	76	82	76	73	71	78	77	76	75	81	75	75	78
Increased	11	9	12	13	13	6	13	10	12	12	5	16	8	21	9	9	12	11	9	14	8	10
Chi Square		3.66 .454			15.44 .017				13.79 .088					5.51 .480				2.04 .361		5.93 .204		

Q15. On a scale of 1 to 5, how satisfied are you with EWEB overall (with 1 being not at all satisfied and 5 being very satisfied).

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
1	4%	3%	4%	20%	3%	10%	3%	2%	5%	2%	6%	1%	5%	3%	5%	3%	4%	4%	3%	5%	6%	2%
2	4	5	3	10	9	9	4	2	3	4	5	3	6	-	5	5	4	4	4	5	5	3
3	16	17	14	30	18	26	19	11	17	20	13	14	17	24	19	18	12	16	16	17	20	13
4	36	38	34	20	38	31	39	36	37	35	33	38	37	7	38	38	36	36	34	34	31	41
5	40	37	45	20	32	24	35	49	38	38	43	44	35	66	32	36	44	39	42	39	38	42
Mean	4.0	4.0	4.1	3.1	3.9	3.5	4.0	4.3	4.0	4.0	4.0	4.2	3.9	4.3	3.9	4.0	4.1	4.0	4.1	4.0	3.9	4.2
Chi Square		18.07 .021			53.04 .001				11.41 .783					23.78 .022				0.78 .941		13.42 .098		

Q16. In order to ensure reliable power supply, EWEB routinely buys and sells power in the marketplace. During times when energy demand from customers is high, power that EWEB purchases may come at a higher cost or from a generating resource with a larger carbon footprint. Would you say you were currently very aware, somewhat aware, or not aware that power purchased at different times may cost EWEB more or have a larger carbon footprint?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Not aware	32%	21%	40%	70%	52%	48%	27%	24%	48%	33%	31%	28%	20%	34%	32%	33%	30%	25%	54%	48%	33%	19%
Somewhat aware	42	47	40	10	29	38	44	46	31	41	44	47	48	41	44	38	46	46	29	33	47	46
Very aware	26	32	20	20	20	14	30	30	21	26	24	25	32	24	24	29	25	29	17	19	20	35
Chi Square		33.02 .001			36.11 .001				24.79 .002					3.75 .711				41.56 .001		48.49 .001		

Q17. If EWEB were to create programs to encourage shifting your power usage to different times of the day to save money and reduce carbon emissions, how interested would you be?

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Not interested	15%	22%	8%	10%	3%	16%	21%	14%	18%	13%	17%	12%	18%	28%	23%	14%	10%	16%	10%	11%	12%	20%
Somewhat interested	45	46	44	30	47	45	37	47	38	44	56	42	43	52	44	46	43	45	44	47	47	41
Very interested	40	32	48	60	50	39	42	38	44	43	28	46	40	21	33	41	47	39	46	43	40	39
Chi Square		31.15 .001			14.26 .027				12.97 .113					20.16 .003				4.09 .130		7.74 .101		

Q18. How concerned are you about lowering your household carbon footprint?

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Not concerned	15%	20%	9%	30%	6%	23%	16%	13%	13%	12%	22%	13%	15%	45%	18%	13%	11%	15%	13%	14%	12%	17%
Somewhat concerned	44	46	42	10	50	38	37	47	43	45	40	43	46	38	52	44	39	45	41	44	39	47
Very concerned	41	34	48	60	44	39	46	39	44	43	38	44	39	17	29	43	50	40	46	41	49	36
Chi Square		24.96 .001			14.05 .029				5.94 .654					38.66 .001				1.57 .456		6.55 .162		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.

a. Pre-pay plan that allows you to pay as you go, including the ability to make multiple small payments each month

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	534	252 47%	263 49%	8 1%	59 11%	87 16%	130 24%	258 48%	101 19%	105 20%	103 19%	98 18%	116 22%	22 4%	123 23%	190 36%	199 37%	414 78%	120 22%	151 28%	159 30%	224 42%
Not valuable	55%	62%	48%	50%	27%	49%	62%	60%	49%	39%	56%	62%	68%	32%	53%	54%	59%	59%	40%	49%	45%	66%
Somewhat valuable	32	30	33	50	47	34	25	31	31	42	33	29	24	36	27	35	31	30	38	34	37	26
Very valuable	13	8	19	-	25	16	13	10	21	19	11	9	8	32	20	11	10	11	22	17	18	8
Chi Square		18.38 .001			27.00 .001				27.42 .001					18.23 .006				16.45 .001		20.26 .001		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
b. Electricity pricing programs that charge different rates at different times of day to reflect the true cost of power

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	547	261 48%	268 49%	8 1%	65 12%	84 15%	126 23%	272 50%	106 19%	108 20%	104 19%	101 18%	116 21%	20 4%	122 22%	195 36%	210 38%	424 78%	123 22%	160 29%	158 29%	229 42%
Not valuable	20%	28%	11%	25%	12%	13%	21%	25%	27%	19%	22%	16%	20%	20%	31%	18%	17%	22%	15%	16%	16%	27%
Somewhat valuable	48	47	50	38	40	50	47	49	36	48	48	52	53	45	46	49	48	49	44	44	48	49
Very valuable	32	25	39	38	48	37	33	26	37	33	30	32	27	35	23	33	36	29	41	40	35	24
Chi Square		27.51 .001			15.90 .014				9.21 .251					13.23 .040				7.53 .023		16.18 .003		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
c. Rebate programs that reward you for shifting your electric use to low-demand hours when EWEB is able to purchase power for a lower price

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	580	272 47%	289 50%	9 2%	66 11%	93 16%	134 23%	287 49%	113 19%	115 20%	112 19%	107 18%	121 21%	24 4%	130 22%	205 35%	221 38%	449 77%	131 23%	168 29%	166 29%	246 42%
Not valuable	10%	15%	5%	11%	5%	11%	7%	13%	16%	8%	14%	5%	10%	8%	20%	7%	8%	11%	7%	7%	11%	12%
Somewhat valuable	38	44	32	33	30	34	44	39	34	37	35	46	43	38	38	37	39	40	31	30	39	43
Very valuable	51	41	63	56	65	55	49	48	50	55	51	50	47	54	42	56	53	48	62	63	50	45
Chi Square		31.38 .001			12.20 .058				12.82 .118					18.59 .005				7.73 .021		13.03 .011		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
d. Programs that help you decrease your personal carbon footprint by using less energy or cleaner energy

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	582	271 47%	293 50%	7 1%	66 11%	89 15%	134 23%	293 50%	111 19%	116 20%	111 19%	110 19%	121 21%	24 4%	130 22%	208 36%	220 38%	453 78%	129 22%	166 29%	170 29%	246 42%
Not valuable	13%	19%	5%	43%	6%	17%	13%	13%	15%	11%	13%	11%	13%	25%	21%	9%	10%	14%	9%	12%	10%	15%
Somewhat valuable	37	41	33	-	35	30	29	42	32	34	42	36	39	33	43	39	31	38	32	33	37	39
Very valuable	51	40	61	57	59	53	57	45	52	54	45	53	48	42	36	52	59	48	59	55	53	46
Chi Square		45.78 .001			13.29 .039				4.24 .835					25.60 .001				4.78 .092		4.56 .335		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
e. Programs that allow you to offset your personal carbon footprint by investing in local forest protection and restoration

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	559	262 47%	279 50%	8 1%	66 12%	87 16%	128 23%	278 50%	109 19%	107 19%	108 19%	108 19%	115 21%	22 4%	126 23%	200 36%	211 38%	436 78%	123 22%	160 29%	162 29%	237 42%
Not valuable	21%	29%	13%	38%	14%	21%	29%	20%	23%	16%	17%	24%	27%	32%	29%	19%	18%	23%	16%	15%	19%	27%
Somewhat valuable	45	45	46	25	44	48	36	47	35	48	53	42	44	36	43	45	46	44	45	43	43	47
Very valuable	34	26	41	38	42	31	35	33	42	36	31	34	29	32	29	37	35	33	39	43	38	26
Chi Square		27.37 .001			9.33 .111				12.80 .119					8.09 .232				2.96 .227		15.73 .003		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
f. Ability to create an online profile and monitor your electric or water usage

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	573	269 47%	284 50%	9 2%	65 11%	91 16%	132 23%	285 50%	110 19%	116 20%	107 19%	107 19%	120 21%	20 3%	132 23%	204 36%	217 38%	442 77%	131 23%	166 29%	167 29%	240 42%
Not valuable	18%	22%	13%	56%	5%	10%	20%	23%	25%	16%	18%	16%	18%	20%	27%	15%	16%	21%	10%	9%	16%	26%
Somewhat valuable	38	41	36	11	26	45	36	40	23	40	38	43	42	35	32	40	41	41	29	28	40	44
Very valuable	44	38	51	33	69	45	44	38	52	44	44	41	41	45	42	46	43	39	61	63	45	30
Chi Square		22.13 .001			29.94 .001				13.65 .091					9.15 .165				21.53 .001		49.47 .001		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
g. Ability to set yourself alerts or reminders about payments or usage to be delivered via text or email

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	561	266 47%	277 49%	7 1%	65 12%	88 16%	132 24%	276 49%	108 19%	113 20%	110 20%	105 19%	113 20%	25 4%	125 22%	201 36%	210 37%	433 77%	128 23%	164 29%	159 28%	238 42%
Not valuable	38%	45%	32%	43%	18%	32%	37%	46%	40%	34%	43%	38%	35%	40%	38%	34%	42%	43%	23%	23%	39%	48%
Somewhat valuable	36	38	36	14	48	36	37	33	24	39	37	39	42	20	30	41	37	36	37	41	34	35
Very valuable	25	18	32	43	34	32	26	21	36	27	20	23	22	40	31	25	20	21	40	36	27	17
Chi Square		18.83 .001			19.96 .003				14.56 .068					12.22 .057				23.43 .001		31.71 .001		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
h. Ability to pay your bill via text message

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	559	259 46%	280 50%	10 2%	65 12%	88 16%	130 23%	276 49%	111 20%	114 20%	105 19%	100 18%	116 21%	26 5%	125 22%	197 35%	211 38%	430 77%	129 23%	160 29%	159 28%	240 43%
Not valuable	64%	70%	58%	50%	46%	51%	72%	68%	65%	58%	64%	66%	65%	50%	57%	66%	68%	68%	49%	52%	62%	73%
Somewhat valuable	24	22	27	-	28	34	18	22	15	29	28	24	25	27	26	21	25	23	27	31	23	20
Very valuable	12	8	15	50	26	15	10	9	20	13	9	10	10	23	18	13	7	9	24	18	14	7
Chi Square		23.70 .001			27.23 .001				13.00 .112					13.39 .037				26.04 .001		20.84 .001		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
i. An online marketplace where you could purchase EWEB-recommended energy efficiency, water conservation or emergency preparedness products

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	549	260 47%	270 49%	9 2%	61 11%	89 16%	128 23%	271 49%	104 19%	108 20%	108 20%	99 18%	117 21%	22 4%	121 22%	195 36%	211 38%	430 78%	119 22%	157 29%	158 29%	234 43%
Not valuable	26%	30%	22%	33%	21%	30%	26%	26%	35%	15%	27%	28%	28%	27%	32%	22%	27%	25%	29%	22%	28%	28%
Somewhat valuable	50	50	51	44	51	53	49	50	40	60	49	48	53	27	49	50	54	53	41	53	47	50
Very valuable	23	20	27	22	28	17	25	24	25	25	24	23	19	45	19	28	20	22	29	25	25	21
Chi Square		5.86 .209			3.62 .728				14.10 .079					13.97 .030				5.35 .069		3.02 .554		

Q20. Do you have any feedback on the following issues to provide EWEB? Please select as many of the categories mentioned below and any other, if applicable (you will be able to type in details, recommendations, etc. in the next question).

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Cost / prices	20%	21%	18%	30%	18%	28%	18%	18%	29%	20%	20%	11%	19%	24%	23%	19%	18%	19%	21%	20%	21%	19%
Outages	12	13	10	-	14	7	13	12	8	11	10	12	19	10	11	11	13	13	6	9	10	15
Billing structure / access	10	10	9	20	15	8	11	8	10	12	11	11	6	10	10	10	9	8	15	10	10	9
Satisfied with EWEB	7	7	7	10	9	9	7	5	11	7	10	4	3	17	10	6	5	6	10	5	11	5
Other	6	5	7	-	8	5	7	6	8	7	3	7	6	7	2	6	8	6	8	6	5	7
Your water service	5	6	5	10	6	7	6	4	8	6	6	2	6	10	8	3	6	6	4	6	5	5
Your electric service	4	4	4	20	3	6	6	3	8	4	3	3	4	3	8	3	4	4	6	5	6	4
No feedback	61	59	63	50	64	60	58	61	56	58	62	67	58	66	59	62	59	58	68	63	60	59

Chi Square		12.01 .606	14.11 .865	38.92 .082	23.37 .325	13.05 .071	11.37 .657
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I'd like to finish up with a few demographic questions.

Q21. About how many years have you been an EWEB customer? (Your best estimate is fine) (Enter 1 if less than one year)

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
Weighted Base	12186	6148 50%	5675 47%	93 1%	238 2%	988 8%	2901 24%	8059 66%	1889 16%	2221 18%	2456 20%	2480 20%	2873 24%	548 4%	2824 23%	4197 34%	4617 38%	11094 91%	1092 9%	446 4%	2229 18%	9511 78%
Years	100% 20	100% 22	100% 19	100% 9	100% 4	100% 10	100% 20	100% 27	100% 16	100% 18	100% 21	100% 22	100% 23	100% 19	100% 21	100% 20	100% 20	100% 24	100% 8	100% 3	100% 13	100% 37
Mean	20	22	19	9	4	10	20	27	16	18	21	22	23	19	21	20	20	24	8	3	13	37

Q21b. Years as a customer - categorized

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
1 year	56 9%	21 7%	33 11%	2 20%	21 32%	11 11%	12 8%	12 4%	23 19%	11 9%	9 8%	7 6%	5 4%	5 17%	14 10%	21 10%	16 7%	19 4%	37 27%	56 32%	- -	- -
2-5 years	118 19%	56 20%	55 18%	4 40%	31 47%	26 27%	23 16%	38 13%	29 24%	33 27%	15 13%	23 21%	17 14%	6 21%	23 17%	47 22%	42 19%	72 15%	46 34%	118 68%	- -	- -
6-10 years	78 13%	29 10%	47 15%	1 10%	13 20%	23 23%	11 8%	31 10%	17 14%	13 11%	22 19%	9 8%	15 12%	4 14%	20 15%	21 10%	33 15%	54 12%	24 18%	- -	78 44%	- -
11-20 years	99 16%	47 17%	50 16%	1 10%	1 2%	28 29%	24 17%	46 15%	15 13%	20 16%	18 16%	18 16%	25 20%	2 7%	18 13%	37 17%	42 19%	83 18%	16 12%	- -	99 56%	- -
21 or more years	255 42%	128 46%	119 39%	2 20%	- -	10 10%	72 51%	173 58%	36 30%	45 37%	51 44%	55 49%	62 50%	12 41%	61 45%	88 41%	94 41%	241 51%	14 10%	- -	- -	255 100%
Chi Square		11.40 .180			186.56 .001				43.88 .001					9.60 .564				126.57 .001		1000+ .001		

Q22. Do you own or rent your home?

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Own	469 77%	234 83%	220 72%	5 50%	18 27%	65 66%	119 84%	267 89%	60 50%	85 70%	92 80%	99 88%	121 98%	19 66%	99 73%	162 76%	189 83%	469 100%	- -	91 52%	137 77%	241 95%
Rent	137 23%	47 17%	84 28%	5 50%	48 73%	33 34%	23 16%	33 11%	60 50%	37 30%	23 20%	13 12%	3 2%	10 34%	37 27%	52 24%	38 17%	- -	137 100%	83 48%	40 23%	14 5%
Chi Square		14.10 .001			128.05 .001				91.73 .001					8.80 .032				606.00 .001		105.33 .001		

Q23. Including you, how many people live in your household?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
1	159 26%	58 21%	96 32%	3 30%	16 24%	15 15%	29 20%	99 33%	64 53%	50 41%	22 19%	13 12%	7 6%	8 28%	47 35%	57 27%	47 21%	100 21%	59 43%	57 33%	48 27%	54 21%
2	306 50%	163 58%	135 44%	3 30%	27 41%	29 30%	75 53%	175 58%	39 33%	53 43%	61 53%	69 62%	74 60%	14 48%	67 49%	97 45%	128 56%	264 56%	42 31%	69 40%	75 42%	162 64%
3	71 12%	28 10%	39 13%	1 10%	15 23%	20 20%	19 13%	17 6%	8 7%	11 9%	18 16%	16 14%	18 15%	5 17%	13 10%	29 14%	24 11%	46 10%	25 18%	24 14%	23 13%	24 9%
4	41 7%	20 7%	20 7%	1 10%	3 5%	22 22%	11 8%	5 2%	3 3%	5 4%	6 5%	6 5%	21 17%	1 3%	3 2%	17 8%	20 9%	37 8%	4 3%	12 7%	22 12%	7 3%
5 or more	29 5%	12 4%	14 5%	2 20%	5 8%	12 12%	8 6%	4 1%	6 5%	3 2%	8 7%	8 7%	4 3%	1 3%	6 4%	14 7%	8 4%	22 5%	7 5%	12 7%	9 5%	8 3%
Chi Square		19.22 .014			115.95 .001				123.05 .001					19.97 .068				43.26 .001		39.94 .001		

Q24. What is the highest level of education you've completed?

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Some high school	5 1%	1 0%	4 1%	- -	2 3%	1 1%	2 1%	- -	5 4%	- -	- -	- -	- -	5 17%	- -	- -	- -	1 0%	4 3%	5 3%	- -	- -
High school / GED	24 4%	11 4%	13 4%	- -	2 3%	2 2%	7 5%	13 4%	5 4%	4 3%	10 9%	3 3%	1 1%	24 83%	- -	- -	- -	18 4%	6 4%	6 3%	6 3%	12 5%
Some college	101 17%	44 16%	54 18%	1 10%	11 17%	12 12%	31 22%	47 16%	40 33%	24 20%	17 15%	13 12%	7 6%	- -	101 74%	- -	- -	72 15%	29 21%	26 15%	28 16%	47 18%
Trade / Vocational / Technical	35 6%	19 7%	15 5%	- -	2 3%	5 5%	7 5%	21 7%	9 8%	9 7%	9 8%	4 4%	4 3%	- -	35 26%	- -	- -	27 6%	8 6%	11 6%	10 6%	14 5%
College degree	214 35%	99 35%	108 36%	4 40%	31 47%	36 37%	48 34%	99 33%	39 33%	48 39%	39 34%	43 38%	39 31%	- -	- -	214 100%	- -	162 35%	52 38%	68 39%	58 33%	88 35%
Graduate degree or higher	227 37%	107 38%	110 36%	5 50%	18 27%	42 43%	47 33%	120 40%	22 18%	37 30%	40 35%	49 44%	73 59%	- -	- -	- -	227 100%	189 40%	38 28%	58 33%	75 42%	94 37%
Chi Square		4.88 .899			20.96 .138				97.15 .001					1000+ .001				16.46 .006		17.05 .073		

Q25. What is your combined annual household income (before taxes)?

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	593	278 47%	294 50%	10 2%	65 11%	97 16%	141 24%	290 49%	120 20%	122 21%	115 19%	112 19%	124 21%	28 5%	136 23%	208 35%	221 37%	457 77%	136 23%	172 29%	172 29%	249 42%
Less than \$30k	120 20%	36 13%	74 25%	6 60%	21 32%	16 16%	22 16%	61 21%	120 100%	- -	- -	- -	- -	10 36%	49 36%	39 19%	22 10%	60 13%	60 44%	52 30%	32 19%	36 14%
\$30-\$50k	122 21%	56 20%	64 22%	1 10%	19 29%	12 12%	27 19%	64 22%	- -	122 100%	- -	- -	- -	4 14%	33 24%	48 23%	37 17%	85 19%	37 27%	44 26%	33 19%	45 18%
\$50-\$75k	115 19%	56 20%	56 19%	1 10%	14 22%	20 21%	25 18%	56 19%	- -	- -	115 100%	- -	- -	10 36%	26 19%	39 19%	40 18%	92 20%	23 17%	24 14%	40 23%	51 20%
\$75-\$100k	112 19%	52 19%	60 20%	- -	8 12%	20 21%	29 21%	55 19%	- -	- -	- -	112 100%	- -	3 11%	17 13%	43 21%	49 22%	99 22%	13 10%	30 17%	27 16%	55 22%
\$100k or more	124 21%	78 28%	40 14%	2 20%	3 5%	29 30%	38 27%	54 19%	- -	- -	- -	- -	124 100%	1 4%	11 8%	39 19%	73 33%	121 26%	3 2%	22 13%	40 23%	62 25%
Chi Square		36.86 .001			30.41 .002				1000+ .001					75.84 .001				91.73 .001		30.18 .001		

Q26. Which of the following categories includes your age?

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
18-34	66 11%	25 9%	39 13%	2 20%	66 100%	- -	- -	- -	21 18%	19 16%	14 12%	8 7%	3 2%	4 14%	13 10%	31 14%	18 8%	18 4%	48 35%	52 30%	14 8%	- -
35-49	98 16%	44 16%	49 16%	3 30%	- -	98 100%	- -	- -	16 13%	12 10%	20 17%	20 18%	29 23%	3 10%	17 13%	36 17%	42 19%	65 14%	33 24%	37 21%	51 29%	10 4%
50-64	142 23%	47 17%	88 29%	3 30%	- -	- -	142 100%	- -	22 18%	27 22%	25 22%	29 26%	38 31%	9 31%	38 28%	48 22%	47 21%	119 25%	23 17%	35 20%	35 20%	72 28%
65 or older	300 50%	165 59%	128 42%	2 20%	- -	- -	- -	300 100%	61 51%	64 52%	56 49%	55 49%	54 44%	13 45%	68 50%	99 46%	120 53%	267 57%	33 24%	50 29%	77 44%	173 68%
Chi Square		23.53 .001			1000+ .001				30.41 .002					11.19 .263				128.05 .001		168.91 .001		

Q27. Gender

Filter: Online

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	595	281 47%	304 51%	10 2%	66 11%	96 16%	138 23%	295 50%	116 19%	121 20%	113 19%	112 19%	120 20%	29 5%	133 22%	211 35%	222 37%	459 77%	136 23%	171 29%	175 29%	249 42%
Male	281 47%	281 100%	- -	- -	25 38%	44 46%	47 34%	165 56%	36 31%	56 46%	56 50%	52 46%	78 65%	12 41%	63 47%	99 47%	107 48%	234 51%	47 35%	77 45%	76 43%	128 51%
Female	304 51%	- -	304 100%	- -	39 59%	49 51%	88 64%	128 43%	74 64%	64 53%	56 50%	60 54%	40 33%	17 59%	69 52%	108 51%	110 50%	220 48%	84 62%	88 51%	97 55%	119 48%
Non-binary	9 2%	- -	- -	9 90%	2 3%	3 3%	3 2%	1 0%	6 5%	1 1%	- -	- -	2 2%	- -	1 1%	4 2%	4 2%	4 1%	5 4%	6 4%	2 1%	1 0%
Prefer to self-describe	1 0%	- -	- -	1 10%	- -	- -	- -	1 0%	- -	- -	1 1%	- -	- -	- -	- -	- -	1 0%	1 0%	- -	- -	- -	1 0%
Chi Square		1000+ .001			26.41 .002				43.77 .001					3.66 .933				15.67 .001		9.89 .092		

Collection method

Filter: Online

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	606	281 46%	304 50%	10 2%	66 11%	98 16%	142 23%	300 50%	120 20%	122 20%	115 19%	112 18%	124 20%	29 5%	136 22%	214 35%	227 37%	469 77%	137 23%	174 29%	177 29%	255 42%
Online	606 100%	281 100%	304 100%	10 100%	66 100%	98 100%	142 100%	300 100%	120 100%	122 100%	115 100%	112 100%	124 100%	29 100%	136 100%	214 100%	227 100%	469 100%	137 100%	174 100%	177 100%	255 100%
Chi Square		0.00 .999			0.00 .999				0.00 .999					0.00 .999				0.00 .999		0.00 .999		



CUSTOMER SATISFACTION SURVEY

PHONE SURVEY - CROSSTABULATIONS

DECEMBER 2019

Q1. To start, does EWEB provide you with...

Filter: Telephone

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Electricity and water	248 80%	118 81%	120 77%	2 100%	29 62%	39 85%	47 81%	125 83%	29 51%	42 81%	45 94%	35 85%	47 96%	27 69%	56 73%	73 84%	80 84%	188 91%	58 57%	63 68%	58 81%	122 90%
Electric service only	59 19%	26 18%	33 21%	- -	18 38%	6 13%	10 17%	25 17%	27 47%	9 17%	3 6%	6 15%	1 2%	12 31%	20 26%	13 15%	13 14%	15 7%	43 42%	27 29%	14 19%	12 9%
Water service only	4 1%	2 1%	2 1%	- -	- -	1 2%	1 2%	1 1%	1 2%	1 2%	- -	- -	1 2%	- -	1 1%	1 1%	2 2%	3 1%	1 1%	3 3%	- -	1 1%
Chi Square		1.11 .893			14.15 .028				47.44 .001					9.18 .163				54.29 .001		20.11 .001		

Q2. Are you or is anyone in your household an employee of EWEB?

Filter: Telephone

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
No	309 99%	145 99%	154 99%	2 100%	47 100%	45 98%	58 100%	150 99%	57 100%	52 100%	48 100%	41 100%	49 100%	39 100%	77 100%	87 100%	94 99%	204 99%	102 100%	93 100%	71 99%	134 99%
Yes - Household Member	2 1%	1 1%	1 1%	- -	- -	1 2%	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	2 1%	- -	- -	1 1%	1 1%
Chi Square		0.02 .992			2.30 .513				0.00 .999					2.14 .543				1.00 .318		1.20 .548		

Q4. What words come to mind in terms of describing the type or quality of service EWEB provides?

Filter: Telephone

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	301	141 47%	151 50%	2 1%	47 16%	45 15%	54 18%	148 49%	56 19%	52 17%	47 16%	39 13%	48 16%	36 12%	76 25%	85 28%	93 31%	199 66%	99 33%	92 31%	68 23%	130 43%
Good / Great	21%	17%	24%	50%	23%	16%	26%	20%	30%	15%	11%	21%	25%	22%	25%	21%	17%	19%	26%	29%	16%	17%
Dependable / Reliable / Consistent	20	23	19	-	15	29	30	17	29	8	21	36	21	11	20	20	25	20	22	18	21	22
Satisfactory	12	11	14	-	21	7	11	11	20	19	9	5	13	28	11	16	3	9	17	14	12	10
Fine / OK	12	11	11	-	15	11	15	9	5	13	19	8	6	14	7	11	15	10	15	16	10	8
No Complaints, Issues or Problems	11	11	10	-	17	7	11	11	13	15	15	3	8	14	7	13	13	11	11	16	10	8
Adequate / Average / Basic	11	13	9	-	9	13	7	11	7	17	6	13	8	8	13	11	10	11	10	9	10	12
Excellent	10	10	11	-	2	-	13	15	14	15	13	3	8	17	11	7	10	14	4	4	13	14



RILEY RESEARCH ASSOCIATES

Research for Marketing, Public Relations, and Planning

Expensive	7	6	8	-	4	4	9	8	5	10	9	10	4	3	8	7	8	8	7	3	7	11
Positive (General)	7	6	8	-	2	7	11	7	5	12	4	10	4	11	11	9	1	8	6	9	4	8
Efficient	7	8	7	-	11	11	4	6	9	8	6	8	10	8	5	7	9	5	12	8	7	6
Quality / High Quality Service	6	7	5	-	11	2	7	5	11	6	6	10	4	8	8	7	3	7	5	9	7	4
Clean Water	4	1	7	-	4	4	6	3	2	10	4	-	6	3	3	7	3	4	4	3	6	4
Monopoly	3	2	3	-	2	4	6	1	2	4	-	3	6	-	1	5	3	3	3	1	4	3

Q4. What words come to mind in terms of describing the type or quality of service EWEB provides?

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	301	141 47%	151 50%	2 1%	47 16%	45 15%	54 18%	148 49%	56 19%	52 17%	47 16%	39 13%	48 16%	36 12%	76 25%	85 28%	93 31%	199 66%	99 33%	92 31%	68 23%	130 43%
Water / Electric Utility	3%	4%	2%	-	4%	9%	2%	1%	-	8%	-	-	4%	3%	3%	5%	1%	3%	3%	4%	3%	2%
Necessary	1	1	2	-	4	2	2	-	-	6	-	-	2	3	1	2	-	1	3	3	1	-
Negative (General)	1	1	1	50	-	-	4	1	4	2	-	-	-	-	3	2	-	2	-	-	-	3
Other	13	16	10	50	13	13	11	14	13	8	15	8	23	6	11	12	19	16	8	13	16	12
Chi Square		53.83 .009			55.64 .209				81.51 .069					54.25 .248				26.36 .049		37.78 .222		

Q5. 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?

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Much less valuable	2%	3%	1%	-	-	-	7%	1%	4%	2%	2%	2%	-	3%	3%	-	3%	1%	3%	-	4%	2%
Somewhat less valuable	2	1	3	-	-	-	3	2	2	-	2	-	4	3	-	2	2	1	2	2	1	1
No different	25	23	26	50	30	28	21	25	33	17	27	17	20	33	29	25	16	24	27	34	26	16
Somewhat more valuable	14	14	13	50	17	9	24	10	18	17	8	17	10	13	16	14	13	14	12	13	8	17
Much more valuable	47	49	46	-	45	59	38	48	35	52	54	51	57	31	39	48	61	47	47	44	49	50
Refused	11	10	10	-	9	4	7	15	9	12	6	12	8	18	14	10	5	12	9	6	11	13
Mean	4.1	4.2	4.1	3.5	4.2	4.3	3.9	4.2	3.9	4.3	4.2	4.3	4.3	3.8	4.0	4.2	4.3	4.2	4.1	4.1	4.1	4.3
Chi Square		6.61			27.81				16.69					22.01				2.11		16.86		

		.761	.023	.673	.108	.834	.078
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Q6. How important do you think are the following EWEB programs (with 0 being not at all important and 10 being very important):

a. EWEB’s involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events.

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	5%	5%	5%	-	2%	9%	10%	3%	4%	6%	4%	7%	8%	-	8%	3%	6%	6%	4%	6%	4%	5%
1	1	1	-	-	-	-	2	1	-	-	-	2	-	-	-	2	-	1	-	-	-	1
2	3	5	1	-	2	9	2	2	-	6	-	-	8	3	3	2	4	4	1	3	3	3
3	2	2	1	50	-	2	5	1	2	4	2	2	-	-	3	1	3	2	1	1	1	3
4	1	3	-	-	2	2	-	1	-	-	2	2	-	3	1	1	1	1	1	1	1	1
5	12	14	10	-	9	13	10	13	14	15	8	10	8	23	12	8	12	13	10	16	10	10
6	6	7	6	-	9	7	9	5	4	8	6	20	2	3	6	11	4	6	7	5	10	6
7	10	11	8	-	19	9	10	7	4	8	10	7	18	3	13	8	11	9	11	15	8	7
8	18	16	21	-	26	17	10	19	18	13	21	15	22	8	17	23	19	17	20	18	21	16
9	9	12	7	-	6	7	12	10	11	10	10	15	8	8	5	9	13	10	9	8	10	11
10	27	17	35	50	23	24	26	28	33	25	33	17	20	36	25	28	23	25	30	20	32	27

NA	6	7	5	-	2	2	3	10	12	6	2	2	4	15	8	2	4	6	7	5	-	10
Mean	7.2	6.7	7.7	6.5	7.5	6.5	6.7	7.6	7.9	6.8	7.8	6.7	6.8	7.7	6.9	7.4	7.1	7.0	7.7	6.9	7.5	7.2
Chi Square		48.15 .001			40.22 .181			55.80 .109					41.69 .143				6.20 .859		22.53 .429			

Q6. How important are the following EWEB programs?

b. EWEB’s efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change.

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	3%	3%	2%	-	2%	2%	7%	1%	2%	2%	-	5%	6%	-	6%	-	3%	3%	2%	4%	-	3%
2	1	1	-	-	-	-	-	1	-	2	-	-	2	-	-	-	2	1	-	-	1	1
3	1	1	-	50	-	2	-	1	-	-	2	-	2	-	1	1	1	1	-	1	1	1
4	1	1	1	-	-	-	2	1	2	2	-	-	-	3	1	-	-	0	1	-	1	1
5	3	3	3	-	2	2	5	3	5	4	2	2	2	5	5	2	1	2	5	3	-	4
6	5	5	5	-	4	4	7	4	7	6	2	2	2	13	9	-	2	4	6	6	3	4
7	5	5	5	-	2	4	5	5	-	2	8	7	8	3	-	7	7	6	3	1	10	5
8	14	15	13	-	6	15	16	14	19	13	13	17	8	21	14	14	9	15	10	13	11	16
9	11	13	10	-	19	13	10	9	9	13	6	12	12	8	14	11	8	8	17	17	13	6
10	53	48	57	50	64	57	41	54	51	54	58	46	53	38	42	62	62	52	54	52	58	50
NA	5	5	5	-	-	-	7	7	5	2	8	7	4	10	6	2	3	6	3	2	1	9

Mean	8.7	8.4	8.9	6.5	9.1	8.8	8.0	8.7	8.6	8.6	9.0	8.5	8.3	8.3	8.0	9.2	8.8	8.6	8.8	8.6	8.9	8.5
Chi Square		56.35			28.43			30.76				54.90				14.41		31.25				
		.001			.548			.853				.004				.155		.052				

Q6. How important are the following EWEB programs?

c. EWEB’s programs that help customers reduce their energy use

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	3%	2%	3%	-	2%	2%	2%	3%	2%	8%	-	2%	2%	8%	3%	-	2%	2%	3%	3%	1%	3%
1	1	1	-	50	-	-	-	2	-	4	-	-	2	-	1	-	2	1	-	-	-	2
2	0	1	-	-	-	-	-	1	-	-	2	-	-	3	-	-	-	0	-	-	-	1
3	1	1	1	-	-	-	3	1	2	-	-	2	-	-	1	1	1	1	1	-	1	1
4	2	1	3	-	2	2	2	1	2	4	-	2	2	-	4	1	1	2	1	2	1	1
5	5	6	3	-	6	2	5	5	2	2	-	2	6	5	6	3	3	4	5	8	3	4
6	3	4	3	-	4	-	9	2	5	6	2	5	2	10	4	-	3	2	6	4	3	3
7	9	10	7	-	15	7	5	9	9	12	8	10	6	15	6	7	8	8	10	9	8	8
8	17	21	14	50	17	20	24	15	16	17	23	24	14	13	14	23	18	19	15	16	17	19
9	11	13	10	-	19	15	7	8	7	12	15	12	8	5	8	15	12	12	11	13	14	9
10	42	34	50	-	32	52	36	44	51	31	42	34	53	26	45	44	45	40	45	40	49	39

NA	7	5	8	-	2	-	7	11	5	6	8	5	4	15	6	6	4	8	4	5	3	10
Mean	8.3	8.1	8.6	4.5	8.2	8.8	8.0	8.3	8.6	7.4	8.8	8.1	8.5	7.2	8.1	8.8	8.4	8.2	8.3	8.2	8.7	8.0
Chi Square		66.48 .001			39.36 .207				36.15 .794					46.42 .061				9.13 .610		16.44 .793		

Q6. How important are the following EWEB programs?

d. EWEB’s programs that help customers reduce their water use

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	4%	3%	4%	-	2%	9%	3%	3%	4%	8%	-	-	6%	10%	4%	1%	3%	3%	4%	4%	6%	2%
1	2	1	1	-	2	-	-	2	2	4	-	-	-	-	3	1	1	2	1	1	1	2
2	1	-	1	50	-	-	-	1	-	-	-	-	2	-	-	-	2	1	-	-	-	1
3	1	1	1	-	-	-	2	1	2	-	-	-	-	-	1	1	-	0	1	-	1	1
4	2	2	3	-	2	4	2	2	-	6	2	2	2	-	1	5	2	3	1	-	6	2
5	9	14	6	-	11	7	12	9	7	8	13	12	6	10	18	9	3	9	10	10	4	12
6	3	5	2	-	4	4	2	3	2	4	4	5	4	-	8	1	3	3	3	5	3	2
7	8	10	7	-	13	9	10	6	5	8	10	12	10	-	4	9	13	5	13	11	10	5
8	18	22	15	-	21	20	22	17	18	19	21	20	24	21	16	18	20	18	19	24	21	14
9	6	5	6	-	6	7	2	7	2	4	2	7	8	3	5	8	5	7	5	6	7	6
10	35	26	45	50	30	39	36	36	49	29	35	37	29	33	34	34	40	36	34	32	35	38

NA	11	11	9	-	9	2	9	14	11	12	13	5	8	23	6	11	7	11	10	6	7	14
Mean	7.8	7.4	8.1	6.0	7.7	7.6	7.8	7.8	8.2	7.0	8.1	8.1	7.6	7.4	7.3	8.0	8.0	7.8	7.8	7.8	7.6	7.8
Chi Square		93.31			23.38			37.24					52.34				8.42		25.87			
		.001			.892			.755					.017				.675		.257			

Q6. How important are the following EWEB programs?

e. EWEB’s efforts to ensure safe, reliable delivery of drinking water

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	0%	1%	-	-	-	-	-	1%	-	2%	-	-	-	-	-	-	1%	0%	-	-	1%	-
4	1	2	-	-	4	-	-	1	-	2	-	-	2	3	1	1	-	0	2	2	-	1
5	1	1	1	-	-	-	-	1	2	2	-	-	-	3	-	1	-	1	-	-	-	1
6	1	1	1	-	-	-	3	-	2	2	-	-	-	-	3	-	-	0	1	1	1	-
7	2	3	2	-	2	2	3	2	5	2	-	2	2	3	6	-	1	2	3	3	-	3
8	10	10	10	-	11	7	7	11	7	12	15	5	8	5	17	7	6	10	9	16	6	7
9	9	14	5	-	13	7	14	7	11	10	8	15	12	13	6	8	13	9	10	6	10	12
10	73	67	78	100	68	83	71	73	72	63	77	76	73	69	65	82	75	74	72	68	78	74
NA	3	2	4	-	2	2	2	4	2	6	-	2	2	5	1	1	4	2	4	3	4	1
Mean	9.5	9.3	9.6	10.0	9.3	9.7	9.5	9.4	9.4	9.1	9.6	9.7	9.5	9.4	9.2	9.7	9.6	9.5	9.5	9.3	9.6	9.5
Chi Square		13.99 .600			24.15 .453				23.29 .869					35.81 .057				4.24 .835		21.25 .169		

Q6. How important are the following EWEB programs?

f. EWEB’s efforts to increase customer and community emergency preparedness

Filter: Telephone

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	2%	1%	3%	-	2%	2%	3%	1%	2%	6%	-	2%	2%	3%	4%	-	2%	1%	3%	2%	3%	1%
1	1	1	1	-	-	-	-	2	-	2	4	-	-	-	1	1	1	1	1	-	1	1
2	1	1	1	-	-	-	2	1	-	-	2	-	-	-	-	-	1	0	1	-	1	1
3	0	1	-	-	-	2	-	-	-	-	-	-	2	-	-	-	1	0	-	-	1	-
4	1	-	1	-	2	-	-	1	2	-	-	2	-	-	1	2	-	1	1	1	1	1
5	8	10	5	-	9	4	10	7	5	4	8	7	2	13	13	3	4	7	10	9	7	8
6	4	6	2	-	9	-	7	3	-	6	4	7	6	-	4	5	5	4	3	9	6	-
7	6	4	8	-	9	9	7	4	5	6	6	15	4	3	5	9	4	5	8	6	4	6
8	17	23	12	-	28	15	9	18	21	15	21	17	18	18	10	16	23	16	19	17	14	18
9	11	11	10	-	11	17	10	7	7	12	8	2	12	5	9	16	8	11	11	12	10	10
10	42	34	50	50	30	43	43	44	42	44	40	41	43	51	38	41	42	43	38	38	46	41

NA	8	8	8	50	2	7	9	11	16	6	6	5	10	8	14	6	7	10	6	6	6	12
Mean	8.3	8.1	8.5	10.0	7.9	8.6	8.1	8.4	8.6	8.1	8.1	8.1	8.5	8.5	7.8	8.6	8.3	8.4	8.0	8.2	8.1	8.4
Chi Square		27.32 .199			37.55 .269				40.06 .641					37.06 .287				5.58 .900		21.85 .469		

Q7. How satisfied are you with the following EWEB programs?

a. EWEB’s involvement in community events and activities, this may include activities such as the BRING Home & Garden Tour, supporting energy and water education in schools and providing drinking water at community-wide events.

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	4%	4%	2%	-	4%	4%	7%	1%	2%	6%	2%	7%	-	-	5%	2%	4%	3%	4%	5%	3%	3%
1	1	1	1	-	-	-	3	1	2	2	-	2	-	-	1	1	1	1	-	-	-	2
2	1	1	-	50	-	2	-	1	-	2	-	-	4	3	-	-	2	1	-	-	-	2
3	2	1	3	-	-	2	3	1	2	-	2	5	-	3	3	-	2	2	1	-	3	2
4	1	1	-	-	2	2	-	-	-	-	-	-	2	-	1	-	1	0	1	2	-	-
5	14	15	12	50	17	15	12	13	18	17	10	15	6	13	16	14	14	13	15	17	14	12
6	6	8	5	-	4	7	7	6	2	8	10	5	4	5	6	7	5	5	8	8	7	4
7	10	7	14	-	15	4	14	10	5	13	13	10	12	5	13	6	14	11	9	12	13	9
8	15	18	14	-	21	11	12	17	14	10	15	24	16	8	13	22	15	14	18	17	15	13
9	7	6	9	-	-	9	12	8	4	10	8	12	8	8	3	8	11	10	3	5	8	9
10	21	18	23	-	17	26	19	20	30	15	23	10	24	31	17	24	15	20	22	15	24	23

NA	19	19	19	-	19	17	10	23	23	17	17	10	22	26	22	16	17	18	21	18	14	20
Mean	7.2	6.9	7.5	3.5	7.0	7.2	6.8	7.5	7.6	6.7	7.6	6.5	7.8	7.8	6.7	7.6	6.9	7.2	7.2	6.8	7.4	7.2
Chi Square		67.19 .001			33.35 .450			45.51 .409					29.76 .629				10.25 .508		22.62 .423			

Q7. How satisfied are you with the following EWEB programs?

b. EWEB’s efforts to protect the environment, this may include efforts to protect the watershed or reduce greenhouse gas emission contributing to climate change.

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	2%	3%	1%	-	2%	-	5%	1%	2%	2%	-	5%	2%	-	5%	-	1%	2%	1%	2%	-	2%
2	3	3	1	50	-	-	3	3	4	2	4	2	2	-	1	3	3	3	1	-	6	3
3	0	1	-	-	-	2	-	-	-	2	-	-	-	-	-	1	-	-	1	1	-	-
4	2	3	1	-	2	2	2	2	2	2	-	-	4	3	3	1	2	2	2	2	-	3
5	11	9	13	-	11	15	9	10	14	15	6	10	6	13	14	9	9	10	13	10	13	10
6	5	6	5	-	6	2	10	5	5	8	4	5	6	10	8	2	5	5	6	6	3	7
7	9	9	10	-	15	7	9	9	5	8	13	15	12	3	8	9	13	9	9	9	10	10
8	18	18	17	-	13	13	16	21	18	13	23	27	14	13	18	20	15	20	13	14	19	19
9	6	6	6	-	11	7	3	6	9	10	4	-	4	5	5	5	7	5	10	13	6	3
10	26	24	28	50	19	37	24	26	28	23	27	22	29	36	17	28	29	26	25	23	28	27
NA	19	18	18	-	21	15	19	19	14	15	19	15	20	18	21	22	15	17	20	20	17	17

Mean	7.6	7.4	7.9	6.0	7.5	8.1	7.1	7.7	7.6	7.3	7.9	7.3	7.7	8.1	6.9	7.8	7.8	7.6	7.7	7.7	7.7	7.5
Chi Square		29.80			29.38				27.53				28.93				9.33		22.67			
		.073			.498				.933				.521				.501		.306			

Q7. How satisfied are you with the following EWEB programs?

c. EWEB’s programs that help customers reduce their energy use

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	3%	3%	3%	-	4%	2%	3%	3%	4%	8%	2%	-	-	8%	5%	-	2%	3%	3%	3%	3%	4%
1	1	1	1	50	-	-	2	2	2	2	-	-	2	3	1	1	1	1	1	1	1	1
2	1	1	1	-	2	-	-	1	2	2	-	-	-	-	4	-	-	1	1	1	-	1
3	2	3	1	50	-	2	2	3	4	-	4	2	2	-	1	3	3	3	1	1	3	3
4	2	1	2	-	2	-	-	3	-	2	2	5	2	-	-	3	2	2	1	1	3	1
5	11	11	11	-	15	11	12	10	9	10	6	12	14	3	16	15	7	9	14	14	11	10
6	8	7	8	-	11	4	14	5	7	8	4	7	10	8	8	5	9	7	9	4	15	5
7	12	14	10	-	19	9	16	10	16	17	8	17	12	13	10	15	12	12	13	15	11	11
8	18	23	14	-	15	17	10	23	18	12	29	22	16	13	19	16	21	18	17	16	17	20
9	6	8	6	-	6	9	9	5	2	12	4	5	8	3	4	7	8	6	7	9	6	5
10	22	17	27	-	17	37	17	19	32	13	27	12	22	31	18	22	21	23	21	19	22	24
NA	14	12	15	-	9	9	16	16	7	15	13	17	10	21	13	13	13	14	14	15	8	14

Mean	7.2	7.2	7.4	2.0	6.9	8.0	7.0	7.1	7.4	6.6	7.7	7.1	7.4	7.4	6.7	7.3	7.4	7.2	7.2	7.2	7.1	7.2
Chi Square		68.65			31.85			40.12				37.40				3.70		16.62				
		.001			.524			.639				.274				.978		.784				

Q7. How satisfied are you with the following EWEB programs?

d. EWEB’s programs that help customers reduce their water use

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	4%	1%	5%	-	4%	-	3%	4%	4%	10%	-	2%	-	5%	5%	2%	2%	4%	3%	2%	6%	4%
1	1	1	1	-	-	-	-	2	-	4	-	-	-	-	3	-	1	1	-	-	-	2
2	2	2	-	100	2	2	2	1	2	2	-	-	2	3	3	1	1	1	2	1	1	2
3	2	2	3	-	-	4	2	3	2	2	6	-	2	-	1	-	6	2	2	2	6	1
4	3	1	4	-	6	4	-	2	2	2	4	5	2	-	4	5	1	2	3	2	6	1
5	15	19	12	-	15	9	21	15	11	17	15	20	12	13	21	17	11	15	17	15	13	18
6	6	6	6	-	11	4	3	6	2	8	2	10	8	3	6	8	6	6	6	10	8	3
7	8	8	8	-	6	11	10	7	7	4	8	22	8	-	4	6	17	9	5	5	10	8
8	15	15	14	-	17	9	16	16	14	13	25	7	20	10	19	8	18	16	12	17	13	14
9	5	5	5	-	6	7	3	5	4	-	2	2	12	-	3	5	7	3	9	10	3	3
10	18	14	24	-	9	33	17	17	26	19	17	12	10	31	16	23	12	19	18	14	22	20

NA	22	25	19	-	23	17	22	23	28	19	21	20	22	36	16	25	18	20	25	22	14	24
Mean	6.9	6.7	7.1	2.0	6.4	7.7	6.9	6.7	7.4	6.0	7.1	6.6	7.2	7.4	6.3	7.1	6.8	6.8	6.9	7.0	6.6	6.8
Chi Square		135.76 .001			28.73 .680				62.42 .035					60.64 .002				9.20 .604		30.15 .115		

Q7. How satisfied are you with the following EWEB programs?

e. EWEB’s efforts to ensure safe, reliable delivery of drinking water

Filter: Telephone

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	0%	1%	-	-	-	-	-	1%	-	2%	-	-	-	-	-	-	1%	0%	-	-	1%	-
1	0	-	-	50	-	-	-	1	-	-	-	-	2	-	-	-	1	0	-	-	-	1
2	1	1	-	-	2	-	-	-	-	-	-	-	-	-	1	-	-	0	1	1	-	1
3	1	1	1	-	-	-	-	1	2	-	-	-	-	3	-	1	-	0	1	1	-	1
4	1	2	-	-	-	-	2	1	2	2	-	-	-	5	-	1	-	0	2	-	-	2
5	2	-	4	-	2	2	2	2	2	6	4	-	-	-	3	3	1	1	3	1	1	3
6	1	1	1	-	-	-	3	1	5	-	-	-	-	3	3	-	-	0	2	1	1	1
7	6	5	6	-	9	4	3	6	4	12	4	7	2	3	12	2	6	5	7	8	6	5
8	15	16	15	50	17	15	14	16	16	13	19	17	12	3	26	14	12	16	14	17	14	15
9	13	18	8	-	17	13	16	11	11	8	15	10	16	8	9	16	15	14	10	12	17	10
10	51	49	54	-	45	57	55	50	47	50	54	54	59	62	42	55	53	53	47	51	50	55
NA	9	6	12	-	9	9	5	11	12	8	4	12	8	15	5	7	12	7	14	9	10	7

Mean	8.9	8.9	9.1	4.5	8.9	9.3	9.1	8.8	8.8	8.6	9.1	9.3	9.3	9.1	8.6	9.1	9.1	9.0	8.8	9.0	9.0	8.9
Chi Square		175.46			21.19			40.47				53.26				10.95		14.17				
		.001			.944			.624				.014				.447		.895				

Q7. How satisfied are you with the following EWEB programs?

f. EWEB’s efforts to increase customer and community emergency preparedness

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	3%	3%	3%	-	2%	4%	5%	2%	4%	8%	2%	-	-	5%	1%	2%	3%	1%	5%	4%	4%	1%
1	1	1	1	-	-	-	-	1	-	2	2	-	-	-	1	1	-	1	-	-	-	1
2	1	1	2	-	4	-	2	1	-	-	-	-	2	-	3	1	1	1	2	2	1	1
3	1	1	1	-	-	4	-	1	-	-	2	-	4	-	-	1	3	1	1	3	-	1
4	3	3	2	-	4	2	-	3	2	2	6	5	-	-	1	2	5	2	3	2	4	2
5	14	16	12	-	11	9	24	13	14	13	10	22	10	15	18	13	12	14	14	11	13	18
6	9	10	8	-	6	2	16	10	4	15	4	17	12	3	10	15	6	11	6	9	11	9
7	7	10	5	-	11	7	5	7	5	6	10	10	6	-	9	8	7	6	8	10	7	5
8	14	15	14	-	21	20	9	13	7	12	17	22	14	13	13	13	16	15	14	14	13	14
9	9	6	10	-	9	9	5	9	16	4	2	-	16	10	5	9	8	8	11	10	7	8
10	22	18	26	50	17	28	22	21	28	27	23	15	18	41	16	22	19	23	20	18	29	21

NA	17	17	15	50	15	15	12	19	21	12	21	10	16	13	22	13	19	16	18	17	11	19
Mean	7.2	7.0	7.4	11.0	7.2	7.6	6.7	7.2	7.8	6.8	7.1	6.9	7.5	8.0	6.9	7.2	7.1	7.3	7.0	7.0	7.3	7.2
Chi Square		12.14 .955			34.59 .392			61.19 .044					35.95 .332				8.05 .709		18.27 .690			

Q8. In order to ensure safe and reliable water supplies, EWEB is looking at alternative sources, such as emergency water distribution stations. Would you say you were currently very aware, somewhat aware, or not aware that EWEB has two emergency water distribution stations completed and has plans for additional stations?

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	307	146 48%	152 50%	2 1%	47 15%	46 15%	58 19%	148 48%	56 18%	52 17%	47 15%	41 13%	49 16%	39 13%	74 24%	87 28%	95 31%	203 66%	101 33%	93 30%	72 23%	132 43%
Not aware	67%	68%	66%	100%	87%	70%	78%	57%	66%	67%	70%	73%	69%	64%	69%	64%	71%	63%	76%	75%	65%	63%
Somewhat aware	21	21	22	-	13	17	16	28	23	17	26	20	16	13	27	23	18	26	12	15	22	25
Very aware	11	11	12	-	-	13	7	15	11	15	4	7	14	23	4	13	12	11	12	10	13	12
Chi Square		1.22 .874			20.76 .002				5.64 .688					11.66 .070				7.80 .020		4.27 .371		

Q9. How important is the following (with 0 being not at all important and 10 being very important)?

a. EWEB’s efforts in keeping customers informed

Filter: Telephone

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	2%	1%	3%	-	2%	2%	-	2%	-	4%	-	5%	2%	-	3%	-	3%	1%	2%	2%	3%	1%
1	1	1	-	50	-	2	-	1	-	-	-	-	2	3	-	-	1	1	-	1	-	1
2	0	-	1	-	-	-	-	1	2	-	-	-	-	-	1	-	-	0	-	-	-	1
3	2	3	-	-	-	4	3	1	-	4	2	2	2	-	4	1	2	3	-	3	1	1
4	1	1	1	-	-	-	2	1	-	-	2	-	-	-	-	-	1	0	-	1	1	-
5	5	8	1	-	2	2	5	5	5	2	-	5	4	5	8	1	3	5	3	5	1	6
6	5	5	4	-	4	4	3	5	4	6	2	7	4	3	6	6	3	4	6	8	6	2
7	9	10	8	-	15	9	9	8	4	6	13	12	12	8	8	16	4	8	11	8	11	8
8	18	22	15	-	30	17	21	14	12	17	21	22	22	10	18	18	20	18	18	20	15	19
9	9	12	6	-	9	7	10	9	9	13	6	10	10	15	8	5	11	9	8	10	7	10
10	46	32	59	50	38	50	43	47	61	46	48	34	39	49	42	52	45	44	49	41	50	47
NA	4	5	3	-	-	2	3	7	4	2	6	2	2	8	3	1	6	4	4	1	4	5

Mean	8.4	8.0	8.8	5.5	8.4	8.3	8.4	8.4	9.0	8.3	8.7	7.9	8.1	8.7	8.0	8.7	8.4	8.3	8.6	8.1	8.5	8.5
Chi Square		112.09			24.02				37.22					39.76				7.56		16.83		
		.001			.873				.755					.194				.752		.773		

Q9. How important is the following (with 0 being not at all important and 10 being very important)?

b. EWEB’s responsiveness to customers’ needs and concerns

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	0%	-	1%	-	-	-	-	1%	2%	-	-	-	-	-	1%	-	-	0%	-	-	-	1%
1	1	-	1	50	-	-	-	1	-	-	2	-	2	-	-	1	1	1	-	-	-	1
4	1	1	1	-	-	-	2	1	-	-	-	2	-	-	-	-	1	1	-	-	-	1
5	4	5	2	-	2	-	-	7	7	4	4	-	2	5	4	2	5	4	4	6	4	3
6	2	3	1	-	-	2	3	1	2	4	2	-	-	3	4	1	-	1	2	4	-	1
7	6	5	6	-	9	7	5	5	11	6	2	5	4	13	6	3	5	5	7	6	7	5
8	18	21	16	-	19	22	19	16	14	21	21	22	14	10	19	23	14	18	18	15	14	21
9	12	12	11	-	21	15	12	7	5	10	15	22	10	15	8	9	14	11	14	17	11	7
10	50	42	57	50	47	50	50	52	53	46	42	46	61	44	45	54	55	50	50	44	61	49
NA	8	10	5	-	2	4	9	9	7	10	13	2	6	10	12	6	5	8	6	6	3	10
Mean	8.9	8.7	9.0	5.5	9.0	9.1	9.0	8.7	8.7	8.9	8.7	9.0	9.2	8.8	8.7	9.0	9.0	8.8	9.0	8.8	9.2	8.8
Chi Square		88.00 .001			27.37 .444				35.57 .489					25.94 .522				3.95 .915		26.34 .092		

Q9. How important is the following (with 0 being not at all important and 10 being very important)?
c. EWEB’s efforts to control costs

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	2%	3%	1%	-	-	2%	2%	3%	2%	4%	-	5%	2%	3%	1%	1%	3%	3%	-	1%	3%	2%
1	1	1	1	-	-	-	-	1	-	2	2	-	-	-	1	1	-	1	-	-	-	1
4	1	1	2	-	-	-	2	2	-	-	-	5	-	3	-	1	2	1	1	-	-	3
5	3	3	3	-	2	-	2	4	4	2	4	2	-	-	5	2	3	2	5	3	1	4
6	2	3	1	-	4	2	2	1	2	2	2	5	2	-	4	-	3	2	2	3	-	2
7	7	10	4	-	9	9	5	6	7	6	6	10	6	8	6	5	7	6	9	6	10	4
8	19	20	17	50	17	26	16	19	18	25	21	12	24	10	25	20	18	21	14	20	14	21
9	11	11	11	-	13	11	12	9	7	6	8	17	14	13	9	11	8	10	11	12	10	10
10	47	40	54	50	49	50	55	42	56	40	48	41	43	46	42	51	48	45	52	46	57	42
NA	8	10	6	-	6	-	5	13	5	13	8	2	8	18	6	8	6	9	7	8	6	10
Mean	8.7	8.4	8.9	9.0	8.9	8.8	8.9	8.4	8.9	8.3	8.7	8.2	8.8	8.8	8.5	8.9	8.5	8.5	8.9	8.8	8.9	8.4

Chi Square		13.11 .785	21.96 .740	32.90 .617	22.05 .735	10.18 .336	17.77 .471
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Q9. How important is the following (with 0 being not at all important and 10 being very important)?
d. EWEB's electric service reliability and outage restoration

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
3	0%	-	1%	-	-	-	2%	-	-	-	-	-	2%	-	-	1%	-	0%	-	-	-	1%
4	0	1	-	-	-	-	-	1	-	2	-	-	-	-	-	-	1	0	-	-	-	1
5	1	2	-	-	-	-	2	1	-	2	2	-	2	-	4	-	-	1	-	2	-	1
6	2	3	1	-	-	2	3	2	4	2	4	2	-	3	3	1	2	2	2	1	-	3
7	2	1	3	-	4	2	-	2	5	2	2	-	-	5	3	1	-	1	4	3	1	1
8	12	14	9	-	17	15	3	12	14	23	10	10	6	26	14	8	7	12	11	15	8	10
9	15	19	12	-	17	11	16	16	14	12	19	27	10	21	13	15	15	15	17	12	19	15
10	64	56	71	100	60	65	71	62	63	54	56	59	76	46	60	70	71	63	65	60	69	66
NA	4	3	3	-	2	4	3	4	-	4	6	2	4	-	4	3	4	4	2	6	1	3
Mean	9.4	9.2	9.5	11.0	9.3	9.4	9.4	9.3	9.3	9.0	9.2	9.4	9.5	9.0	9.2	9.5	9.5	9.3	9.4	9.3	9.6	9.4
Chi Square		18.51 .295			17.37 .833				34.06 .369					33.83 .088				6.88 .549		16.45 .422		

Q9. How important is the following (with 0 being not at all important and 10 being very important)?
e. EWEB’s drinking water quality

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	0%	1%	-	-	-	-	2%	-	-	-	-	2%	-	-	-	-	1%	0%	-	-	-	1%
5	1	-	1	-	-	-	-	1	2	-	-	-	-	3	-	-	-	0	1	1	-	1
6	1	1	1	-	2	-	3	-	4	-	2	-	-	3	1	1	-	-	3	3	-	-
7	0	-	1	-	-	2	-	-	-	-	2	-	-	-	1	-	-	-	1	-	1	-
8	7	8	7	-	6	11	5	8	7	12	13	5	2	5	17	7	1	7	9	12	3	6
9	9	13	6	-	11	13	14	6	11	4	15	15	10	8	10	8	11	10	8	9	11	9
10	79	74	83	100	81	74	72	82	72	81	69	76	86	74	68	84	85	80	77	74	85	80
NA	2	3	1	-	-	-	3	3	5	4	-	2	2	8	3	-	2	3	1	1	-	4
Mean	9.6	9.6	9.7	11.0	9.7	9.6	9.4	9.7	9.5	9.7	9.5	9.5	9.9	9.6	9.5	9.7	9.8	9.7	9.5	9.5	9.8	9.7
Chi Square		11.40 .655			25.73 .217				29.62 .382					37.95 .013				10.63 .156		21.65 .086		

Q9. How important is the following (with 0 being not at all important and 10 being very important)?
f. EWEB’s drinking water quality

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	0%	1%	-	-	-	-	2%	-	-	-	-	2%	-	-	-	-	1%	0%	-	-	-	1%
5	1	1	-	-	-	-	2	1	2	-	-	-	2	3	1	-	-	0	1	1	-	1
7	2	3	1	-	4	-	-	2	4	2	4	-	-	5	3	1	-	0	4	4	-	1
8	11	10	12	-	15	11	9	11	11	12	13	10	8	10	17	7	8	10	13	12	4	11
9	13	18	8	-	15	11	19	11	12	15	17	17	12	15	9	15	14	12	14	11	15	13
10	72	65	78	100	64	78	66	74	68	65	67	71	78	67	66	77	74	75	66	71	78	71
NA	2	2	2	-	2	-	3	2	4	6	-	-	-	-	4	-	3	1	3	1	3	2
Mean	9.5	9.4	9.7	10.0	9.4	9.7	9.4	9.6	9.5	9.5	9.5	9.4	9.6	9.4	9.4	9.7	9.6	9.6	9.4	9.5	9.8	9.5
Chi Square		14.80 .252			15.75 .610				20.16 .688					22.00 .232				8.07 .233		12.36 .417		

Q10. How satisfied are you with the following?
a. EWEB’s efforts in keeping customers informed

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	2%	2%	3%	-	2%	2%	2%	3%	2%	6%	2%	5%	-	-	3%	2%	3%	2%	3%	2%	1%	3%
1	1	1	-	50	-	-	2	1	2	2	-	-	-	-	-	1	1	1	-	-	-	1
2	1	1	1	-	-	-	2	1	2	-	2	2	-	-	1	1	1	1	1	-	1	1
3	4	3	3	-	6	7	3	1	-	6	2	2	4	-	6	1	4	4	3	6	3	1
4	3	5	2	-	2	7	3	2	-	4	6	2	4	-	4	3	4	3	3	3	6	2
5	11	13	9	-	11	7	16	11	12	12	2	15	8	8	17	8	9	11	11	15	7	10
6	5	5	6	-	6	7	5	5	2	8	4	12	4	3	8	6	5	5	6	8	6	4
7	12	10	14	-	11	4	14	14	7	12	17	20	10	8	8	16	12	13	10	6	14	14
8	21	23	19	-	17	24	21	21	21	15	17	15	33	23	18	16	25	21	19	20	22	21
9	9	10	8	-	19	9	7	7	11	8	15	10	8	10	10	8	8	9	10	13	7	7
10	26	22	31	50	21	33	22	27	39	25	25	15	24	41	22	31	20	26	27	23	31	28
NA	5	5	5	-	4	2	3	8	4	4	8	2	4	8	3	6	6	4	8	3	3	6

Mean	7.4	7.3	7.7	5.5	7.5	7.6	7.1	7.5	8.0	6.9	7.7	6.7	7.8	8.6	7.0	7.6	7.2	7.4	7.5	7.3	7.7	7.5
Chi Square		83.92			27.20				43.93					27.78				3.91		22.03		
		.001			.751				.474					.725				.973		.458		

Q10. How satisfied are you with the following?
b. EWEB’s responsiveness to customers’ needs and concerns

Filter: Telephone

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	1%	1%	1%	50%	-	2%	2%	1%	5%	-	-	-	-	-	1%	2%	-	1%	1%	1%	-	1%
1	1	1	1	-	-	-	2	1	-	-	2	-	2	-	-	1	1	1	-	-	-	1
2	0	-	-	50	-	-	-	1	-	-	-	-	2	-	-	-	1	0	-	-	-	1
3	2	1	2	-	-	-	3	2	2	-	2	5	-	-	1	1	3	1	2	-	6	1
4	1	1	2	-	-	7	2	-	-	2	-	2	2	-	5	-	-	2	-	1	3	1
5	9	12	5	-	4	9	5	12	7	8	8	12	2	5	5	14	8	9	9	11	8	9
6	3	4	2	-	9	2	-	2	2	2	-	7	4	-	5	1	4	3	3	5	-	3
7	8	8	9	-	6	11	12	7	11	8	8	7	4	15	9	5	7	6	13	10	11	6
8	24	31	19	-	21	22	24	25	18	27	27	29	27	18	25	23	25	24	24	25	21	24
9	12	11	12	-	26	9	12	8	11	8	15	12	16	13	10	10	14	10	16	16	14	8
10	30	22	39	-	30	33	29	32	39	29	27	17	39	36	25	37	28	32	27	25	33	33
NA	9	9	9	-	4	7	9	11	7	17	10	7	2	13	13	6	7	10	6	6	4	11

Mean	8.0	7.8	8.4	1.0	8.5	7.9	7.9	8.0	8.0	8.3	8.1	7.5	8.4	8.6	7.9	8.0	8.0	8.0	8.1	8.0	8.1	8.0
Chi Square		219.88				45.00				49.27				39.02				11.24			29.35	
		.001				.079				.271				.217				.423			.135	

Q10. How satisfied are you with the following?
c.EWEB’s efforts to control costs

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	3%	3%	3%	-	-	2%	7%	2%	2%	4%	-	12%	-	3%	3%	1%	4%	4%	1%	1%	3%	4%
1	2	2	1	-	-	-	-	3	2	2	4	-	-	3	1	3	-	2	-	-	-	4
2	2	2	2	50	-	-	3	3	5	2	2	2	-	-	4	2	2	2	2	-	6	2
3	3	3	3	-	2	2	2	4	2	4	4	7	2	-	-	5	5	3	2	2	4	3
4	1	1	2	-	-	4	-	1	-	-	-	-	2	-	1	-	2	2	-	-	3	1
5	12	11	12	-	17	9	12	9	11	13	15	2	8	5	17	10	12	10	16	15	13	10
6	5	5	5	-	9	2	12	2	7	-	-	12	6	3	9	3	4	4	6	6	3	5
7	13	12	14	-	17	9	14	13	11	15	13	17	10	15	16	13	9	12	16	15	13	12
8	18	21	17	-	13	35	17	16	19	12	25	20	27	13	16	25	16	19	17	22	18	16
9	9	9	9	50	17	7	7	9	7	10	15	5	10	10	9	8	9	9	10	12	6	8
10	20	18	23	-	17	24	17	20	25	23	15	12	20	33	18	15	20	20	19	17	22	21
NA	13	14	10	-	9	7	9	17	11	15	8	10	14	15	6	14	16	12	13	10	11	13

Mean	7.1	7.1	7.2	5.5	7.5	7.7	6.7	7.0	7.3	7.1	7.2	6.1	7.8	8.0	7.0	7.0	7.0	7.0	7.3	7.5	7.0	6.9
Chi Square		29.91 .121			51.07 .023			52.88 .169					35.34 .358				10.48 .488		23.44 .377			

Q10. How satisfied are you with the following?
d. EWEB's electric service reliability and outage restoration

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	1%	1%	-	50%	-	2%	2%	-	2%	2%	-	-	-	-	1%	1%	-	1%	-	1%	-	1%
1	1	1	-	50	-	-	-	1	-	-	-	-	2	-	-	1	1	1	-	-	-	1
2	0	1	-	-	-	-	-	1	-	-	-	2	-	-	-	-	1	0	-	-	-	1
3	2	1	2	-	-	-	3	2	2	-	2	5	2	-	1	3	1	1	2	-	6	1
4	2	3	2	-	2	2	2	3	-	6	-	-	2	-	3	1	4	3	1	3	3	1
5	4	5	3	-	2	-	3	6	4	2	4	7	-	5	5	1	4	4	4	4	3	4
6	3	4	3	-	4	2	3	3	2	6	4	5	4	3	3	2	5	3	3	2	4	4
7	5	3	7	-	9	7	5	4	5	6	8	5	4	3	5	6	5	4	7	5	7	3
8	21	23	19	-	23	20	19	21	19	17	23	32	16	21	26	13	22	20	21	23	18	22
9	16	22	10	-	9	22	12	17	14	12	21	17	12	21	9	17	17	16	16	13	13	19
10	40	33	49	-	49	39	47	36	51	42	31	20	51	44	42	51	32	39	44	44	43	38

NA	5	4	6	-	2	7	3	7	2	8	6	7	6	5	5	3	7	6	3	4	4	5
Mean	8.5	8.3	8.7	0.5	8.8	8.7	8.5	8.3	8.8	8.4	8.5	6.8	8.7	8.9	8.4	8.7	8.2	8.4	8.7	8.6	8.4	8.5
Chi Square		169.33 .001			22.83 .908			44.22 .462					27.12 .755				6.53 .836		19.84 .593			

Q10. How satisfied are you with the following?
e. EWEB’s drinking water quality

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	0%	1%	-	-	-	-	2%	-	-	-	-	2%	-	-	-	-	1%	0%	-	-	-	1%
2	0	1	-	-	-	-	-	1	2	-	-	-	-	3	-	-	-	0	-	-	-	1
3	0	-	1	-	-	-	2	-	2	-	-	-	-	-	1	-	-	0	-	-	-	1
4	1	1	1	-	2	-	-	1	-	-	-	-	-	-	1	1	-	-	2	2	-	-
5	2	1	3	-	2	-	2	3	4	4	-	-	2	5	3	2	-	1	4	4	1	1
6	2	2	1	-	4	2	2	1	2	-	4	2	2	3	-	2	2	0	4	3	1	1
7	5	4	5	-	6	9	3	3	4	2	6	5	2	3	4	6	3	3	7	5	7	2
8	15	12	17	50	9	17	17	15	14	21	19	10	6	5	25	11	13	15	14	16	15	13
9	15	18	13	-	15	11	17	16	19	10	25	15	10	13	18	17	13	18	9	15	15	14
10	57	58	57	50	57	61	52	58	47	60	46	61	76	62	43	60	65	57	57	53	57	62
NA	3	3	3	-	4	-	3	4	7	4	-	5	2	8	5	-	3	3	4	1	3	4

Mean	9.1	9.1	9.1	9.0	9.0	9.2	8.9	9.2	8.8	9.2	9.0	9.1	9.5	9.1	8.8	9.1	9.3	9.2	8.9	8.9	9.2	9.2
Chi Square			9.41			24.18				38.68					39.90			19.27			17.89	
			.978			.764				.530					.107			.037			.595	

Q10. How satisfied are you with the following?
f. EWEB’s water service reliability

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
0	1%	1%	-	-	-	-	2%	1%	-	2%	-	2%	-	-	-	-	2%	1%	-	-	1%	1%
1	0	-	-	50	-	-	-	1	-	-	-	-	2	-	-	-	1	0	-	-	-	1
3	0	-	1	-	-	2	-	-	-	-	2	-	-	-	1	-	-	-	1	-	1	-
5	3	3	3	-	4	2	5	2	5	2	-	2	4	5	8	1	-	2	5	5	1	2
6	0	-	1	-	-	2	-	-	-	-	2	-	-	-	-	-	1	-	1	-	1	-
7	2	2	1	-	4	-	-	2	4	2	-	2	-	3	3	1	1	0	4	4	-	1
8	13	14	12	-	11	15	9	15	14	13	17	12	6	15	19	8	11	12	16	12	11	13
9	17	19	15	-	21	13	17	17	18	15	23	22	12	21	17	16	18	17	18	18	17	16
10	61	57	65	50	55	65	64	60	54	58	56	59	73	51	49	72	62	66	53	59	65	64
NA	3	3	3	-	4	-	3	3	5	8	-	-	2	5	3	1	4	2	3	1	1	4
Mean	9.2	9.1	9.4	5.5	9.2	9.2	9.2	9.2	9.1	9.2	9.2	9.1	9.4	9.1	8.9	9.6	9.2	9.3	9.0	9.2	9.2	9.3

Chi Square		157.64 .001	24.21 .619	35.22 .505	34.05 .164	15.27 .084	19.78 .346
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Q11. How would you rate your level of trust and confidence in EWEB?

Filter: Telephone

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	307	144 47%	153 50%	2 1%	45 15%	46 15%	58 19%	149 49%	56 18%	52 17%	47 15%	41 13%	49 16%	38 12%	76 25%	86 28%	94 31%	204 66%	100 33%	91 30%	72 23%	134 44%
Low	68%	69%	69%	-	71%	70%	55%	72%	71%	73%	66%	66%	76%	79%	55%	76%	70%	71%	64%	67%	69%	70%
Some	28	26	29	-	29	28	38	23	20	23	30	32	22	18	38	22	27	25	33	32	28	23
High	4	4	2	100	-	2	7	4	9	4	4	2	2	3	7	2	3	4	3	1	3	7
Chi Square		53.85 .001			8.66 .193				6.07 .640					10.75 .097				2.32 .314		6.25 .182		

Q12. Thinking about the past year, has your level of trust and confidence in EWEB increased, decreased or remained the same?

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	305	144 47%	151 50%	2 1%	45 15%	46 15%	58 19%	147 48%	56 18%	52 17%	45 15%	41 13%	49 16%	38 12%	75 25%	85 28%	94 31%	203 67%	99 32%	91 30%	72 24%	133 44%
Decreased	11%	11%	12%	-	22%	9%	9%	10%	20%	6%	11%	12%	6%	24%	7%	9%	12%	8%	17%	10%	14%	10%
Stayed the same	6	6	5	100	2	-	5	8	4	8	4	10	4	-	4	6	9	8	2	1	4	11
Increased	83	83	83	-	76	91	86	82	77	87	84	78	90	76	89	85	80	83	81	89	82	80
Chi Square		33.32 .001			11.64 .070				9.20 .326					11.56 .073				8.89 .012		9.88 .042		

Q15. On a scale of 1 to 5, how satisfied are you with EWEB overall (with 1 being not at all satisfied and 5 being very satisfied).

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	309	145 47%	154 50%	2 1%	47 15%	46 15%	58 19%	149 48%	57 18%	52 17%	47 15%	41 13%	49 16%	39 13%	77 25%	86 28%	95 31%	205 66%	101 33%	93 30%	72 23%	134 43%
1	1%	1%	1%	50%	-	-	5%	1%	4%	-	-	2%	2%	-	3%	-	2%	2%	-	-	-	3%
2	1	-	2	-	-	2	-	1	2	-	2	-	-	-	1	-	2	1	1	-	3	1
3	8	8	8	50	4	9	7	10	9	8	11	5	6	10	13	7	4	10	5	6	8	9
4	38	45	34	-	51	43	48	30	33	35	38	49	37	28	42	37	41	37	41	44	38	34
5	51	46	56	-	45	46	40	58	53	58	49	44	55	62	42	56	51	50	53	49	51	53
Mean	4.4	4.3	4.4	2.0	4.4	4.3	4.2	4.4	4.3	4.5	4.3	4.3	4.4	4.5	4.2	4.5	4.4	4.3	4.5	4.4	4.4	4.3
Chi Square		49.02 .001			21.28 .046				9.82 .876					13.89 .308				4.40 .354		9.49 .303		

Q16. In order to ensure reliable power supply, EWEB routinely buys and sells power in the marketplace. During times when energy demand from customers is high, power that EWEB purchases may come at a higher cost or from a generating resource with a larger carbon footprint. Would you say you were currently very aware, somewhat aware, or not aware that power purchased at different times may cost EWEB more or have a larger carbon footprint?

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	307	143 47%	154 50%	2 1%	47 15%	46 15%	58 19%	148 48%	57 19%	52 17%	48 16%	41 13%	49 16%	38 12%	76 25%	87 28%	94 31%	204 66%	100 33%	93 30%	72 23%	132 43%
Not aware	25%	31%	19%	50%	9%	26%	24%	30%	12%	23%	25%	37%	41%	18%	14%	26%	36%	28%	18%	15%	24%	33%
Somewhat aware	39	37	41	-	36	39	38	39	42	42	35	32	41	37	42	38	37	40	37	38	39	42
Very aware	36	32	40	50	55	35	38	30	46	35	40	32	18	45	43	36	27	32	45	47	38	26
Chi Square		6.57 .160			13.09 .042				17.15 .029					13.24 .039				6.06 .048		14.32 .006		

Q17. If EWEB were to create programs to encourage shifting your power usage to different times of the day to save money and reduce carbon emissions, how interested would you be?

Filter: Telephone

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	305	143 47%	152 50%	2 1%	47 15%	46 15%	56 18%	147 48%	55 18%	50 16%	48 16%	41 13%	49 16%	39 13%	74 24%	85 28%	95 31%	201 66%	101 33%	92 30%	72 24%	131 43%
Not interested	38%	36%	39%	100%	43%	48%	39%	33%	29%	40%	46%	37%	43%	28%	28%	36%	51%	38%	38%	40%	42%	34%
Somewhat interested	47	45	49	-	49	39	38	52	60	50	38	46	49	51	55	45	40	45	50	46	43	48
Very interested	15	20	11	-	9	13	23	15	11	10	17	17	8	21	16	19	9	17	13	14	15	18
Chi Square		7.32 .120			9.09 .169				7.43 .491					12.66 .049				1.04 .595		1.52 .823		

Q18. How concerned are you about lowering your household carbon footprint?

Filter: Telephone

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	308	146 47%	152 49%	2 1%	47 15%	46 15%	58 19%	148 48%	55 18%	51 17%	48 16%	41 13%	49 16%	37 12%	76 25%	87 28%	95 31%	204 66%	101 33%	92 30%	72 23%	133 43%
Not concerned	36%	36%	38%	50%	30%	35%	36%	38%	36%	27%	44%	46%	37%	19%	29%	36%	48%	37%	36%	28%	43%	39%
Somewhat concerned	46	42	49	-	51	52	47	42	44	53	40	44	43	54	46	53	35	46	44	48	46	43
Very concerned	18	23	13	50	19	13	17	20	20	20	17	10	20	27	25	11	17	17	21	24	11	18
Chi Square		6.86 .144			2.91 .820				5.82 .667					17.80 .007				0.78 .677		6.74 .150		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.

a. Pre-pay plan that allows you to pay as you go, including the ability to make multiple small payments each month

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Not valuable	4%	6%	2%	-	-	4%	3%	5%	5%	8%	4%	2%	2%	8%	5%	1%	4%	5%	1%	-	3%	7%
Somewhat valuable	48	48	48	-	32	48	52	52	33	48	50	49	59	49	39	51	55	54	35	37	53	56
Very valuable	48	46	50	100	68	48	45	44	61	44	46	49	39	44	56	48	41	40	64	63	44	36
Chi Square		5.79 .216			9.92 .128				9.43 .307					7.74 .258				16.29 .001		21.28 .001		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
b. Electricity pricing programs that charge different rates at different times of day to reflect the true cost of power

Filter: Telephone

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Not valuable	5%	4%	6%	-	-	2%	3%	7%	5%	6%	6%	2%	4%	8%	3%	2%	7%	7%	2%	1%	4%	9%
Somewhat valuable	19	19	18	-	6	15	19	23	19	17	21	10	18	31	21	20	13	20	16	17	14	24
Very valuable	76	77	76	100	94	83	78	70	75	77	73	88	78	62	77	78	80	73	82	82	82	67
Chi Square		1.11 .893			13.41 .037				3.42 .905					10.28 .113				4.69 .096		11.25 .024		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.

c. Rebate programs that reward you for shifting your electric use to low-demand hours when EWEB is able to purchase power for a lower price

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Not valuable	2%	2%	1%	-	-	2%	-	2%	2%	-	2%	-	2%	3%	1%	-	2%	3%	-	-	1%	4%
Somewhat valuable	7	9	6	-	-	4	3	11	5	10	8	2	6	10	6	6	9	9	4	8	3	10
Very valuable	91	89	93	100	100	93	97	87	93	90	90	98	92	87	92	94	88	88	96	92	96	86
Chi Square		1.58 .812			11.83 .066				4.24 .835					3.55 .737				6.05 .049		8.07 .089		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
d. Programs that help you decrease your personal carbon footprint by using less energy or cleaner energy

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Not valuable	2%	1%	2%	-	-	2%	-	3%	4%	-	-	-	2%	5%	1%	1%	1%	1%	2%	1%	-	3%
Somewhat valuable	9	10	7	-	2	2	12	11	7	12	6	7	6	10	14	2	11	10	8	10	3	13
Very valuable	89	88	91	100	98	96	88	86	89	88	94	93	92	85	84	97	88	89	90	89	97	84
Chi Square		1.32 .859			10.03 .124				5.89 .659					11.02 .088				0.38 .826		8.48 .075		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
e. Programs that allow you to offset your personal carbon footprint by investing in local forest protection and restoration

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Not valuable	5%	6%	5%	-	-	2%	7%	7%	9%	4%	8%	2%	6%	10%	5%	2%	6%	6%	5%	4%	3%	8%
Somewhat valuable	18	20	14	50	4	22	16	22	9	19	8	15	20	18	18	21	16	19	15	16	17	20
Very valuable	77	74	81	50	96	76	78	71	82	77	83	83	73	72	77	77	78	75	80	80	81	72
Chi Square		3.55 .471			14.42 .025				7.50 .484					4.17 .654				1.04 .596		4.04 .401		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
f. Ability to create an online profile and monitor your electric or water usage

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Not valuable	4%	5%	2%	-	-	2%	2%	5%	2%	4%	4%	2%	4%	3%	3%	1%	6%	4%	2%	1%	4%	4%
Somewhat valuable	28	26	29	50	6	13	24	40	26	35	27	22	24	36	22	29	25	32	20	18	17	39
Very valuable	69	69	69	50	94	85	74	55	72	62	69	76	71	62	75	70	68	65	78	81	79	56
Chi Square		2.64 .620			33.85 .001				3.15 .924					6.74 .346				6.20 .045		20.91 .001		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
g. Ability to set yourself alerts or reminders about payments or usage to be delivered via text or email

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Not valuable	2%	3%	2%	-	-	2%	-	4%	4%	4%	2%	-	2%	3%	1%	-	5%	3%	1%	-	1%	4%
Somewhat valuable	40	38	41	-	4	20	36	57	32	42	35	46	39	44	38	40	37	47	25	19	38	56
Very valuable	58	59	57	100	96	78	64	39	65	54	63	54	59	54	61	60	58	50	74	81	61	40
Chi Square		1.89 .757			59.95 .001				4.30 .829					6.50 .370				15.03 .001		39.18 .001		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
h. Ability to pay your bill via text message

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Not valuable	4%	3%	4%	50%	-	4%	3%	5%	5%	4%	4%	-	2%	3%	3%	5%	4%	5%	1%	1%	1%	7%
Somewhat valuable	57	54	60	-	36	41	57	68	54	60	56	63	55	62	55	57	59	63	47	43	61	65
Very valuable	39	43	36	50	64	54	40	27	40	37	40	37	43	36	43	38	37	33	52	56	38	28
Chi Square		14.78 .005			26.57 .001				3.25 .917					1.43 .964				12.36 .002		21.93 .001		

Q19. Please rate whether you find the following service very valuable, somewhat valuable, or not valuable.
i. An online marketplace where you could purchase EWEB-recommended energy efficiency, water conservation or emergency preparedness products

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Not valuable	4%	5%	3%	-	-	2%	2%	5%	2%	2%	8%	-	2%	3%	3%	2%	6%	4%	2%	-	4%	6%
Somewhat valuable	26	23	28	-	19	9	22	34	30	31	27	10	22	41	29	23	19	28	23	25	18	32
Very valuable	70	73	70	100	81	89	76	60	68	67	65	90	76	56	69	75	75	68	75	75	78	62
Chi Square		2.71 .608			20.04 .003				14.66 .066					9.98 .126				2.35 .310		11.02 .026		

Q20. Do you have any feedback on the following issues to provide EWEB? Please select as many of the categories mentioned below and any other, if applicable (you will be able to type in details, recommendations, etc. in the next question).

Filter: Telephone

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	311	146 47%	155 50%	2 1%	47 15%	46 15%	58 19%	151 49%	57 18%	52 17%	48 15%	41 13%	49 16%	39 13%	77 25%	87 28%	95 31%	206 66%	102 33%	93 30%	72 23%	135 43%
Satisfied with EWEB	23%	21%	24%	-	19%	28%	24%	22%	25%	25%	17%	24%	27%	23%	21%	28%	19%	21%	25%	25%	22%	22%
Other	14	16	12	-	13	4	14	17	14	17	23	17	6	3	18	10	17	14	12	11	10	18
Cost / prices	10	10	10	-	4	7	10	12	7	8	4	20	10	3	6	14	12	12	7	3	13	13
Outages	5	4	5	50	-	7	9	4	2	6	6	2	6	5	-	6	7	6	2	3	7	4
Your water service	4	4	5	-	2	-	3	6	4	10	-	5	2	8	3	6	3	5	2	3	6	4
Billing structure / access	4	2	5	-	4	-	9	2	5	4	2	5	2	3	4	6	1	3	4	1	4	4
Recommendations	4	5	3	-	2	2	7	3	4	-	4	5	6	-	5	5	3	3	4	2	3	5
Your electric service	2	3	1	-	-	4	5	1	-	2	4	-	4	5	-	2	2	2	2	2	3	1
No feedback	50	49	50	50	62	57	40	48	49	42	56	37	51	59	53	46	47	49	52	56	49	45
Chi Square		16.59 .413			34.81 .071				31.28 .503					29.86 .189				6.61 .579		16.20 .439		

Q21. About how many years have you been an EWEB customer? (Your best estimate is fine) (Enter 1 if less than one year)

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some HS / GED	Some Tech or Trade	College degree	Grad degree +	Own	Rent	1-5 Years	6-20 Years	21+ Years
Weighted Base	6419	3014 47%	3219 50%	80 1%	178 3%	452 7%	1176 18%	4393 68%	1061 17%	1031 16%	935 15%	1052 16%	1047 16%	942 15%	1427 22%	1657 26%	2189 34%	5297 83%	1058 16%	242 4%	973 15%	5204 81%
Years	100% 21	100% 21	100% 22	100% 40	100% 4	100% 10	100% 21	100% 30	100% 19	100% 20	100% 20	100% 27	100% 21	100% 25	100% 19	100% 19	100% 24	100% 26	100% 11	100% 3	100% 14	100% 39
Mean	21	21	22	40	4	10	21	30	19	20	20	27	21	25	19	19	24	26	11	3	14	39

Q21b. Years as a customer - categorized

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some HS / GED	Some Tech or Trade	College degree	Grad degree +	Own	Rent	1-5 Years	6-20 Years	21+ Years
	300	144 48%	148 49%	2 1%	44 15%	45 15%	57 19%	147 49%	55 18%	52 17%	46 15%	39 13%	49 16%	37 12%	75 25%	86 29%	93 31%	202 67%	96 32%	93 31%	72 24%	135 45%
1 year	29 10%	14 10%	14 9%	- -	12 27%	6 13%	2 4%	9 6%	8 15%	4 8%	4 9%	2 5%	5 10%	5 14%	8 11%	8 9%	6 6%	8 4%	20 21%	29 31%	- -	- -
2-5 years	64 21%	38 26%	24 16%	- -	23 52%	14 31%	12 21%	14 10%	15 27%	14 27%	9 20%	2 5%	10 20%	6 16%	25 33%	19 22%	13 14%	28 14%	36 38%	64 69%	- -	- -
6-10 years	27 9%	10 7%	17 11%	- -	5 11%	9 20%	5 9%	8 5%	5 9%	6 12%	5 11%	3 8%	4 8%	2 5%	4 5%	11 13%	10 11%	16 8%	11 11%	- -	27 38%	- -
11-20 years	45 15%	16 11%	28 19%	- -	4 9%	12 27%	8 14%	20 14%	6 11%	3 6%	10 22%	7 18%	7 14%	5 14%	7 9%	16 19%	14 15%	33 16%	12 13%	- -	45 63%	- -
21 or more years	135 45%	66 46%	65 44%	2 100%	- -	4 9%	30 53%	96 65%	21 38%	25 48%	18 39%	25 64%	23 47%	19 51%	31 41%	32 37%	50 54%	117 58%	17 18%	- -	- -	135 100%
Chi Square		10.70 .220			110.75 .001				19.12 .262					18.36 .105				61.58 .001		600.00 .001		

Q22. Do you own or rent your home?

Filter: Telephone

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	308	145 47%	154 50%	2 1%	47 15%	46 15%	57 19%	150 49%	57 19%	52 17%	48 16%	41 13%	48 16%	39 13%	77 25%	87 28%	94 31%	206 67%	102 33%	92 30%	72 23%	134 44%
Own	206 67%	93 64%	107 69%	2 100%	11 23%	29 63%	41 72%	119 79%	23 40%	37 71%	35 73%	35 85%	40 83%	23 59%	47 61%	55 63%	75 80%	206 100%	- -	36 39%	49 68%	117 87%
Rent	102 33%	52 36%	47 31%	- -	36 77%	17 37%	16 28%	31 21%	34 60%	15 29%	13 27%	6 15%	8 17%	16 41%	30 39%	32 37%	19 20%	- -	102 100%	56 61%	23 32%	17 13%
Chi Square		1.95 .377			51.40 .001				32.13 .001					9.92 .019				308.00 .001		58.00 .001		

Q23. Including you, how many people live in your household?

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	302	144 48%	153 51%	2 1%	47 16%	46 15%	56 19%	150 50%	57 19%	52 17%	48 16%	41 14%	49 16%	39 13%	77 25%	87 29%	94 31%	203 67%	98 32%	91 30%	70 23%	133 44%
1	100 33%	42 29%	58 38%	- -	11 23%	8 17%	16 29%	63 42%	33 58%	22 42%	11 23%	6 15%	9 18%	22 56%	25 32%	23 26%	28 30%	57 28%	42 43%	28 31%	20 29%	46 35%
2	118 39%	60 42%	55 36%	1 50%	20 43%	5 11%	19 34%	73 49%	17 30%	22 42%	21 44%	23 56%	18 37%	8 21%	32 42%	33 38%	43 46%	84 41%	34 35%	38 42%	18 26%	62 47%
3	34 11%	21 15%	13 8%	- -	7 15%	6 13%	12 21%	9 6%	6 11%	2 4%	8 17%	5 12%	4 8%	3 8%	12 16%	10 11%	9 10%	24 12%	10 10%	11 12%	9 13%	13 10%
4	29 10%	14 10%	14 9%	- -	5 11%	18 39%	3 5%	3 2%	1 2%	2 4%	3 6%	4 10%	13 27%	2 5%	6 8%	12 14%	8 9%	24 12%	5 5%	7 8%	15 21%	7 5%
5 or more	21 7%	7 5%	13 8%	1 50%	4 9%	9 20%	6 11%	2 1%	- -	4 8%	5 10%	3 7%	5 10%	4 10%	2 3%	9 10%	6 6%	14 7%	7 7%	7 8%	8 11%	5 4%
Chi Square		12.61 .126			101.42 .001				56.72 .001					21.44 .044				8.40 .078		23.03 .003		

Q24. What is the highest level of education you’ve completed?

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	298	145 49%	148 50%	2 1%	47 16%	45 15%	56 19%	147 49%	57 19%	52 17%	48 16%	41 14%	49 16%	39 13%	77 26%	87 29%	95 32%	200 67%	97 33%	90 30%	69 23%	132 44%
Some high school	4 1%	2 1%	2 1%	- -	- -	- -	- -	4 3%	3 5%	- -	- -	- -	- -	4 10%	- -	- -	- -	2 1%	2 2%	1 1%	- -	2 2%
High school / GED	35 12%	18 12%	17 11%	- -	5 11%	5 11%	7 13%	18 12%	14 25%	10 19%	3 6%	1 2%	- -	35 90%	- -	- -	- -	21 11%	14 14%	10 11%	7 10%	17 13%
Some college	74 25%	34 23%	39 26%	- -	14 30%	11 24%	16 29%	32 22%	22 39%	17 33%	9 19%	9 22%	4 8%	- -	74 96%	- -	- -	45 23%	29 30%	32 36%	10 14%	30 23%
Trade / Vocational / Technical	3 1%	1 1%	2 1%	- -	1 2%	- -	- -	2 1%	3 5%	- -	- -	- -	- -	- -	3 4%	- -	- -	2 1%	1 1%	1 1%	1 1%	1 1%
College degree	87 29%	41 28%	44 30%	1 50%	18 38%	16 36%	17 30%	36 24%	10 18%	12 23%	15 31%	12 29%	17 35%	- -	- -	87 100%	- -	55 28%	32 33%	27 30%	27 39%	32 24%
Graduate degree or higher	95 32%	49 34%	44 30%	1 50%	9 19%	13 29%	16 29%	55 37%	5 9%	13 25%	21 44%	19 46%	28 57%	- -	- -	- -	95 100%	75 38%	19 20%	19 21%	24 35%	50 38%
Chi Square		2.34 .993			14.47 .490				79.12 .001					894.00 .001				10.13 .072		17.30 .068		

Q25. What is your combined annual household income (before taxes)?

Filter: Telephone

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	247	123 50%	122 49%	2 1%	38 15%	37 15%	51 21%	121 49%	57 23%	52 21%	48 19%	41 17%	49 20%	31 13%	64 26%	66 27%	86 35%	170 69%	76 31%	73 30%	56 23%	112 45%
Less than \$30k	57 23%	25 20%	31 25%	1 50%	13 34%	6 16%	11 22%	27 22%	57 100%	- -	- -	- -	- -	17 55%	25 39%	10 15%	5 6%	23 14%	34 45%	23 32%	11 20%	21 19%
\$30-\$50k	52 21%	22 18%	30 25%	- -	9 24%	7 19%	8 16%	28 23%	- -	52 100%	- -	- -	- -	10 32%	17 27%	12 18%	13 15%	37 22%	15 20%	18 25%	9 16%	25 22%
\$50-\$75k	48 19%	27 22%	21 17%	- -	6 16%	8 22%	6 12%	28 23%	- -	- -	48 100%	- -	- -	3 10%	9 14%	15 23%	21 24%	35 21%	13 17%	13 18%	15 27%	18 16%
\$75-\$100k	41 17%	22 18%	19 16%	- -	4 11%	4 11%	14 27%	19 16%	- -	- -	- -	41 100%	- -	1 3%	9 14%	12 18%	19 22%	35 21%	6 8%	4 5%	10 18%	25 22%
\$100k or more	49 20%	27 22%	21 17%	1 50%	6 16%	12 32%	12 24%	19 16%	- -	- -	- -	- -	49 100%	- -	4 6%	17 26%	28 33%	40 24%	8 11%	15 21%	11 20%	23 21%
Chi Square		6.30 .614			16.71 .161				988.00 .001					67.49 .001				32.13 .001		14.84 .062		

Q26. Which of the following categories includes your age?

Filter: Telephone

		Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
	Total	Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	302	145 48%	152 50%	2 1%	47 16%	46 15%	58 19%	151 50%	57 19%	52 17%	48 16%	41 14%	49 16%	39 13%	76 25%	87 29%	93 31%	200 66%	100 33%	92 30%	71 24%	130 43%
18-34	47 16%	26 18%	20 13%	- -	47 100%	- -	- -	- -	13 23%	9 17%	6 13%	4 10%	6 12%	5 13%	15 20%	18 21%	9 10%	11 6%	36 36%	35 38%	9 13%	- -
35-49	46 15%	24 17%	22 14%	- -	- -	46 100%	- -	- -	6 11%	7 13%	8 17%	4 10%	12 24%	5 13%	11 14%	16 18%	13 14%	29 15%	17 17%	20 22%	21 30%	4 3%
50-64	58 19%	24 17%	33 22%	1 50%	- -	- -	58 100%	- -	11 19%	8 15%	6 13%	14 34%	12 24%	7 18%	16 21%	17 20%	16 17%	41 21%	16 16%	14 15%	13 18%	30 23%
65 or older	151 50%	71 49%	77 51%	1 50%	- -	- -	- -	151 100%	27 47%	28 54%	28 58%	19 46%	19 39%	22 56%	34 45%	36 41%	55 59%	119 60%	31 31%	23 25%	28 39%	96 74%
Chi Square		3.96 .682			906.00 .001				16.71 .161					9.25 .414				51.40 .001		106.36 .001		

Q27. Gender

Filter: Telephone

	Total	Gender			Age Categories				Household Income					Level of Education				Home		Years with EWEB		
		Male	Female	Non-Binary	18-34	35-49	50-64	65 or older	Less than \$30k	\$30-\$50k	\$50-\$75k	\$75-\$100k	\$100k or more	Some high school / GED	Some college / Tech or Trade	College degree	Grad degree or higher	Own	Rent	1-5 Years	6-20 Years	21+ Years
	303	146 48%	155 51%	2 1%	46 15%	46 15%	58 19%	149 49%	57 19%	52 17%	48 16%	41 14%	49 16%	39 13%	76 25%	86 28%	94 31%	202 67%	99 33%	90 30%	71 23%	133 44%
Male	146 48%	146 100%	- -	- -	26 57%	24 52%	24 41%	71 48%	25 44%	22 42%	27 56%	22 54%	27 55%	20 51%	35 46%	41 48%	49 52%	93 46%	52 53%	52 58%	26 37%	66 50%
Female	155 51%	- -	155 100%	- -	20 43%	22 48%	33 57%	77 52%	31 54%	30 58%	21 44%	19 46%	21 43%	19 49%	41 54%	44 51%	44 47%	107 53%	47 47%	38 42%	45 63%	65 49%
Non-binary	1 0%	- -	- -	1 50%	- -	- -	1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	1 1%	- -	1 0%	- -	- -	- -	1 1%
Prefer to self-describe	1 0%	- -	- -	1 50%	- -	- -	- -	1 1%	- -	- -	- -	- -	1 2%	- -	- -	- -	1 1%	1 0%	- -	- -	- -	1 1%
Chi Square		606.00 .001			7.54 .581				10.99 .530					5.42 .796				1.95 .582		9.70 .138		



CUSTOMER SURVEY REPORT

PREPARED FOR:

Eugene Water and Electric Board

April 2012

PREPARED BY:

DHM RESEARCH

(503) 220-0575 • 203 SW Pine St., Portland, OR 97204 • www.dhmresearch.com

1. | INTRODUCTION & METHODOLOGY

Davis, Hibbitts & Midghall, Inc. (DHM Research) conducted a telephone survey of Eugene Water and Electric Board (EWEB) residential water customers to assess their awareness and attitudes toward an additional source of water in Eugene. Research findings will assist in the development of a communications plan and outreach with customers. The survey will be followed by focus group research to further explore customer priorities around an additional source of water.

Research Methodology: Between April 11 and 14, 2012, DHM Research conducted a telephone survey of 300 residential water customers in the EWEB service area that took an average of 11 minutes to administer. This is a sufficient sample size to assess residents' opinions generally and to review findings by multiple subgroups, including gender, age, and other demographics.

Customers were contacted through a randomly generated customer list provided by EWEB. In gathering responses, a variety of quality control measures were employed, including questionnaire pre-testing and validations. Quotas were set by gender and zip codes based on the total population of all residential water customers for a representative sample.

Statement of Limitations: Any sampling of opinions or attitudes is subject to a margin of error, which represents the difference between a sample of a given population and the total population (here, EWEB residential water customers). For a sample size of 300, if respondents answered a particular question in the proportion of 90% one way and 10% the other, the margin of error would be +/- 3.4%. If they answered 50% each way, the margin of error would be +/- 5.7%.

These plus-minus error margins represent differences between the sample and total population at a confidence interval, or probability, calculated to be 95%. This means that there is a 95% probability that the sample taken for this study would fall within the stated margins of error if compared with the results achieved from surveying the entire population.

DHM Research: Davis, Hibbitts & Midghall, Inc. has been providing opinion research and consultation throughout Oregon and the rest of the Pacific Northwest for over three decades. The firm is non-partisan and independent and specializes in research projects to support community planning and public policy-making. www.dhmresearch.com

2. | SUMMARY & OBSERVATIONS

Over 90% of customers were satisfied with EWEB – a significant rating for any utility in the Northwest and nationally.

- 68% were very satisfied, a rare and significant result.
- Customers perceive cost being the biggest issue facing EWEB at this time (32%), followed by water purity (12%).
- Just 5% mentioned water supply.

Jobs and education top the list of customer priorities. Drinking water was not top of mind.

- More than eight in ten residents rated jobs and education as urgent or high priorities.
- About half thought roads were an urgent or high priority.
- About half also thought drinking water was an urgent or high priority, but 26% felt it was a low priority – compared to 3-4% low priority rating for the other issues.

Over a majority mentioned the McKenzie River as their water source; three in ten were aware about the need for an additional source.

- Almost 60% said the McKenzie River was their water source, and an additional 5% mentioned rivers generally.
- Interestingly, 5% mentioned the Willamette River as their current source.
- Awareness of the need for a second source was low, with 68% not aware.

71% said a second source was important, but less than a majority of customers were willing to pay for it.

- Support for a rate increase to develop a second water source was mostly soft and declined from the first test at 46% to 38% in the second test.
- Top reasons among supporters were emergency preparedness, providing for long-term community needs, and supporting a healthy economy.
- Top reasons among opponents were other priorities in Eugene and cost – very common responses to any utility rate increase.

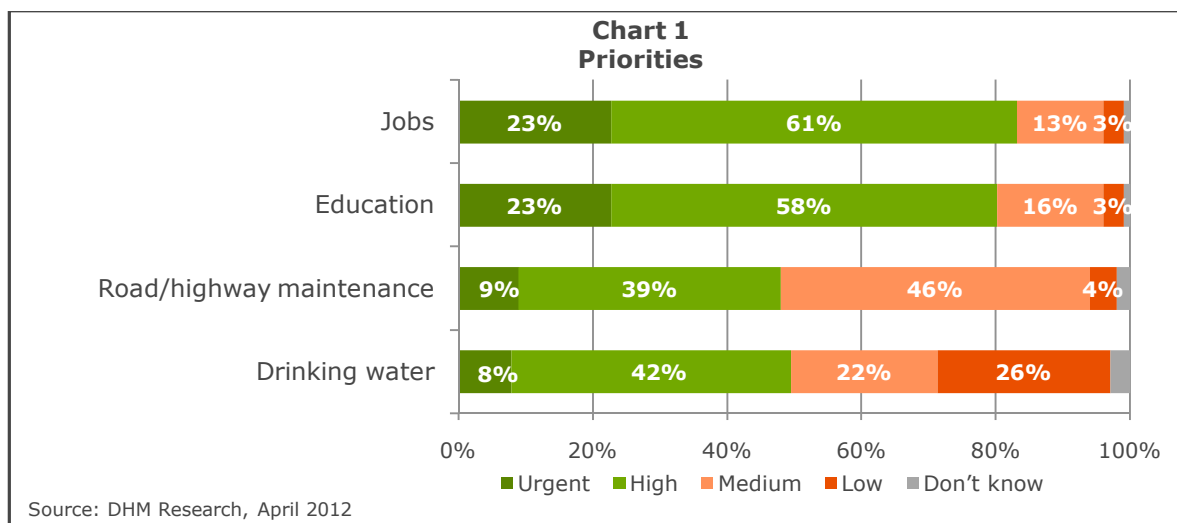
Willamette River tops the list for a second source by a plurality, not a majority.

- 40% said the Willamette River was the best option, followed by 23% for ground water.
- Those favoring the Willamette most often cited its large, steady flow, water purity, and easy access as reasons for their choice.
- A high 25% couldn't offer a suggestion for a second source.

3. | KEY FINDINGS

3.1 | Attitudes toward Drinking Water and EWEB

Local Priorities. Eugene residents rated jobs and education as the two most urgent priorities out of a list of four, which also included road and highway maintenance and drinking water (Chart 1).

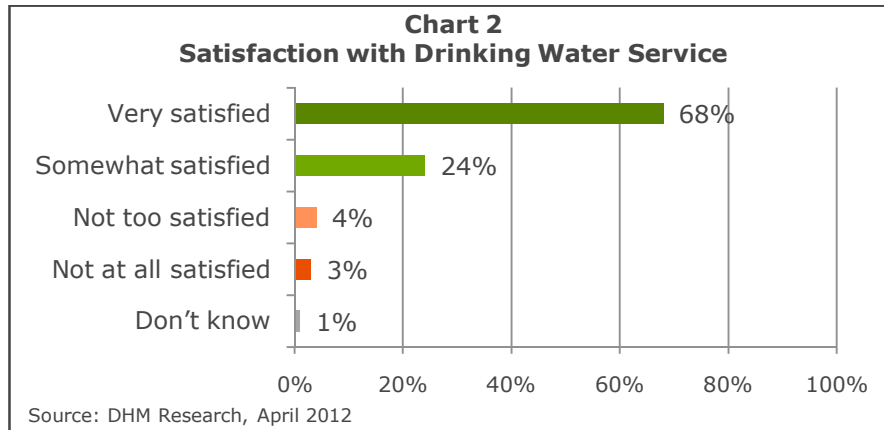


More than eight in ten (84%) viewed jobs as an urgent (23%) or high (61%) priority. Results for education were nearly identical at a combined 81% (23% urgent, 58% high).

Road maintenance and drinking water rated significantly lower and very similarly in the urgent and high categories. Fewer than one in ten felt road and highway maintenance was an urgent priority (9%), matched by 8% for drinking water, while about four in ten felt these two items were high priorities (39% roads, 42% water). But drinking water stood out for having a significant “low” percentage: more than a quarter (26%) regarded water as a low priority, compared to 3%-4% for the other three items on the list.

Demographic differences: Women were more likely than men to view drinking water as an urgent priority (11% compared to 5%), while residents holding post-college degrees were most likely to view it as a low priority (38% compared to 18%-23% in less educated groups). Those who opposed increasing rates to develop a second water source were more likely to rate drinking water as a low priority than were those who supported a rate increase (30% vs. 18%). But even supporters of the increase followed the same basic pattern described above, with fewer than one in ten (8%) regarding the issue as urgent, the bulk (49%) seeing it as high priority, and the remainder split between medium (21%) and low (18%).

Perceptions of EWEB. Nine in ten (91%) respondents knew that EWEB was their drinking water provider; a handful (4%) pointed to the city of Eugene. Satisfaction with EWEB was very high (Chart 2).



Nearly seven in ten (68%) said they were very satisfied, and a quarter (24%) said they were somewhat satisfied. Only 7% said they were not too (4%) or not at all (3%) satisfied.

Demographic differences: Combined satisfaction was fairly uniform across the board, but stood out as weakest among those with less than a high school education (76% satisfied compared to 92%-100% in the higher educated groups).

When asked as an open question what they thought was the biggest water service issue facing EWEB, nearly a third (32%) said cost. Another 15% said they had no complaints and 12% mentioned water purity. Only 5% referred to water supply or the possibility of a shortage. Table 1 presents these results.

Table 1
Biggest Water Service Issues Facing EWEB

Response Category	N=300
Cost/Expensive	32%
No complaints/Satisfied	15%
Purity/Clean water	12%
Water supply/Shortage	5%
Too much chlorine	3%
Lack of maintenance for water systems	2%
Taste of water	2%
Conservation/Saving water	2%
All other responses	1% or less
Nothing/None	11%
Don't know	8%

Demographic differences: Those who opposed raising rates to develop a second water source were more likely to mention cost in this exercise (37% compared to 24% among those who supported the rate increase).

3.2 | Water Source Awareness

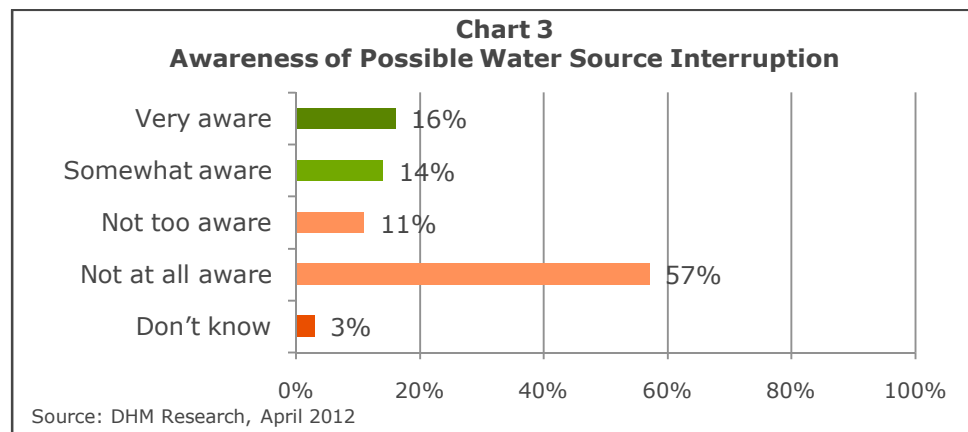
Six in ten respondents (59%) knew that EWEB gets its drinking water from the McKenzie River, and another 5% said rivers generally (Table 2). Two in ten (21%) didn't know.

Table 2
Knowledge of Water Source

Response Category	N=300
McKenzie River	59%
Rivers—general	5%
Willamette River	5%
Reservoirs—general	3%
Underground wells	1%
Cascades—general	0%
Other	6%
Nothing/None	3%
Don't know	21%

Demographic differences: Men were significantly more aware of the water source than women (72% vs. 46%), as were those over age 55 compared to 18-54 year-olds (65%-66% vs. 47%), and longtime Eugene residents compared to newer residents (64% vs. 45%). Respondents who were satisfied with EWEB were also much more likely to know where their water came from (61% vs. 33%).

Awareness was much lower that the McKenzie River was Eugene's only water source, and that an interruption of delivery from the river could leave the area with only a few days' water supply (Chart 3).



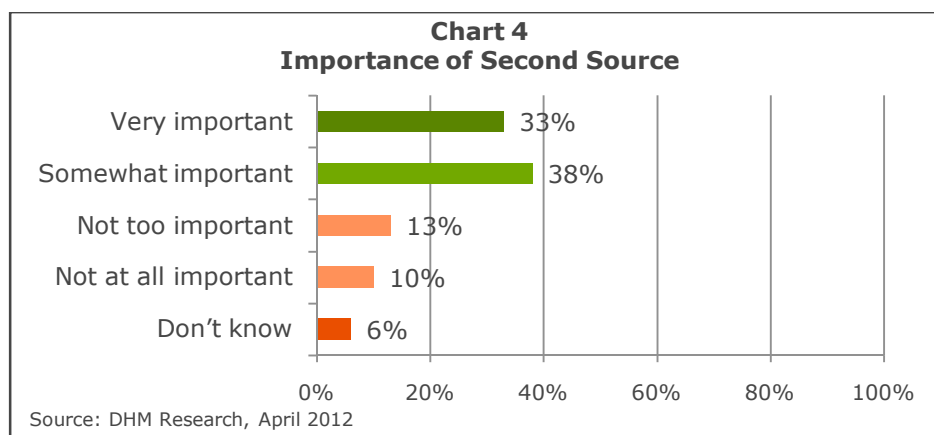
Almost six in ten (57%) were not at all aware of this situation, with only 16% very aware, 14% somewhat aware, and 11% not too aware.

Demographic differences: Once again, men (36% vs. 23%) and older residents (32%-36% vs. 21%) were more likely to be very or somewhat aware of this situation, as were home owners compared to renters (31% vs. 15%). Looking at subgroups unaware of this

situation, it's more new residents (79% vs. 64% longer term residents) and those with a high school or less education (88% vs. 58%-70% higher educated).

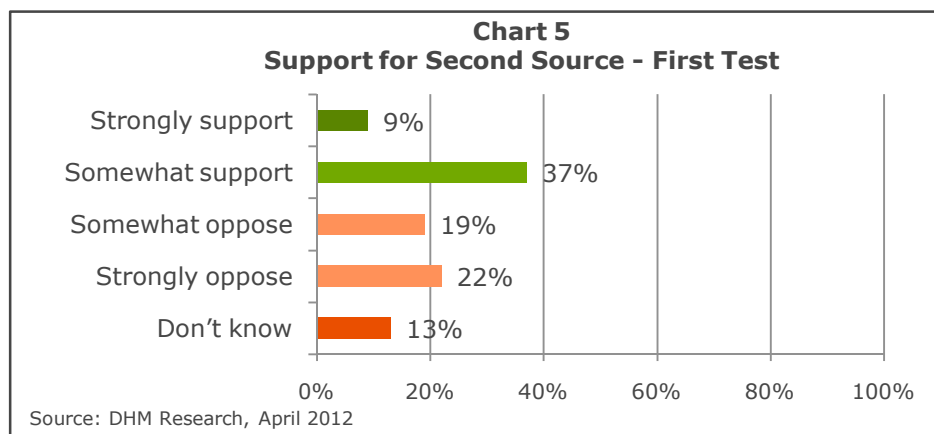
3.3 | Support for Second Water Source

Seven in ten respondents said it was very (33%) or somewhat (38%) important that Eugene has a second source of water (Chart 4).



Demographic differences: Combined support was fairly uniform across subgroups, except that women more frequently thought a second source was important—and very important—than did men (79% vs. 63% combined, 44% vs. 22% very important).

The results on importance, however, did not translate into willingness to raise water rates to develop a second source (Chart 5).



Respondents divided almost evenly in our first test of this issue, with 46% combined support and 41% combined opposition. Opponents were more likely to feel strongly than supporters by about a two to one ratio (22% vs. 9%). The “don't know” rate was high on this question at 13%.

Demographic differences: There were few demographic differences. Those who said they were satisfied with EWEB were more likely to support a rate increase for a second water source (47% combined support vs. 27% among the unsatisfied). Men were more likely than women to oppose the increase (48% vs. 35% combined opposition).

When asked to say why they would support development of a second water source, respondents most often pointed to the simple necessity of an alternative source (72%). About a quarter were more specific, citing a natural disaster or emergency (23%) or contamination (4%).

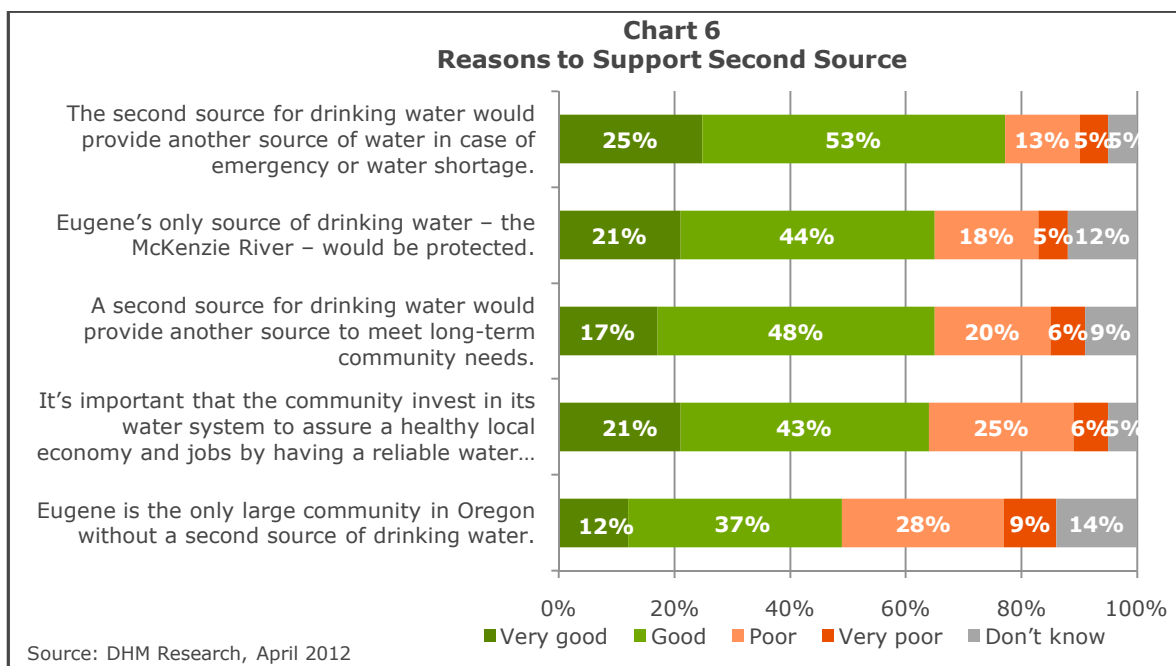
Those who opposed a second source were most often concerned about the cost (49%) or the fact that, in their view, it just wasn't necessary (32%). Table 3 presents the full range of responses to this question.

Table 3
Why Support/Oppose Developing a Second Water Source

SUPPORT	N=137
Need alternative source/necessary	72%
In case of natural disaster/emergency	23%
Expensive/oppose increasing rates	4%
In case of contamination	4%
Not a necessity/don't need it	4%
Need to do more research/need more info	4%
Population growth	3%
All other responses	1% or less
Nothing/None	1%
Don't know	3%
OPPOSE	N=125
Expensive/oppose increasing rates	49%
Not a necessity/don't need it	32%
Mismanaged funds/wasteful spending	10%
Need alternative source/necessary	4%
Other sources already available	4%
Need to do more research/need more info	4%
Water is being sold to other places/should stay in the community	2%
In case of natural disaster/emergency	1%
Other	8%
Nothing/None	1%
Don't know	0%

3.4 | Test of Reasons to Support/Oppose a Second Water Source

Reasons to Support. We shared five reasons why people might support development of a second source of drinking water and asked respondents to say whether they thought each reason was very good, good, poor, or very poor (Chart 6).

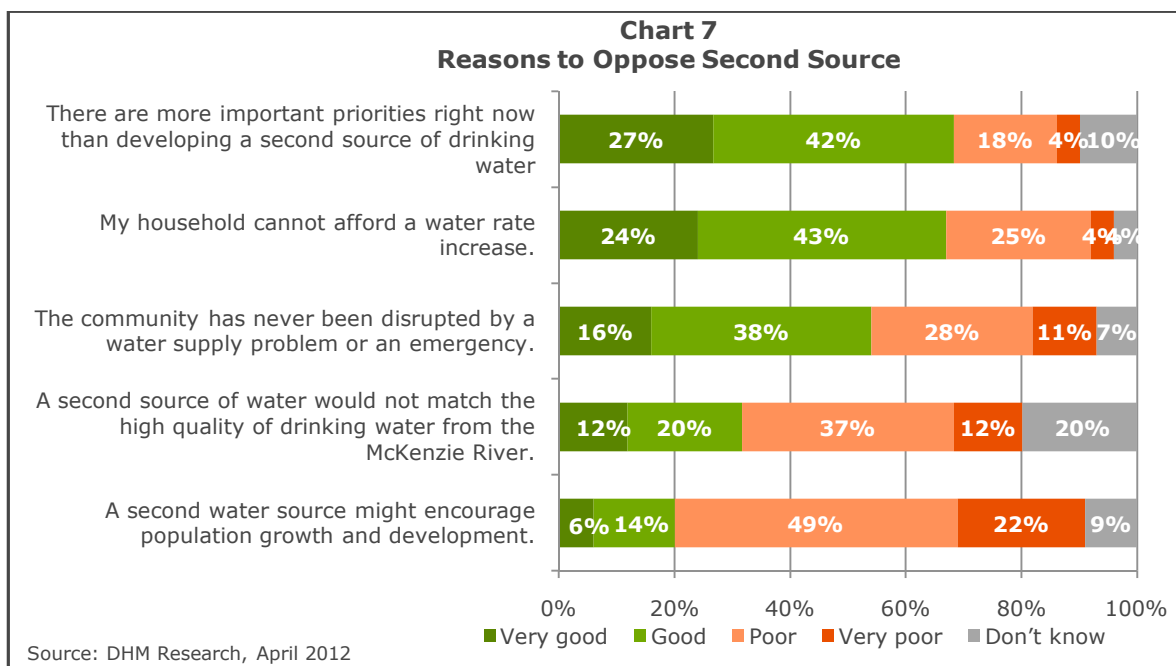


Nearly eight in ten respondents (78%) thought preparedness for an emergency or water shortage was a very good (25%) or good (53%) reason for a second water source. Sixty-four to sixty-five percent of respondents thought three of the remaining four reasons were good or very good. Protecting the McKenzie River and assuring a healthy local economy both earned 21% response as a very good reason, with 43%-44% saying they were good reasons. Another 65% endorsed the statement that a second source would provide for the community's long-term needs (17% very good, 48% good). Least compelling was the claim that Eugene is the only large community in Oregon without a second source of drinking water. Just under half (49%) thought that was a very good (12%) or good (37%) reason.

Demographic differences: Women were more likely than men to respond to statements that a second water source is needed in case of emergency or shortage (84% combined good vs. 70%) and that it would provide for long-term community needs (71% vs. 60%).

Supporters of the rate increase endorsed all of the reasons more frequently, and more strongly, than did opponents.

Reasons to Oppose. We next shared five reasons why people might want to oppose development of a second water source in Eugene (Chart 7).



Consistent with an earlier finding that drinking water was not a high priority, the top-rated reason in opposition was the feeling that there are more important things to do (69% combined good, 27% very and 42% good). Concerns about cost was a close second, with 67% approving the statement that their households could not afford a water rate increase (24% very good, 43% good).

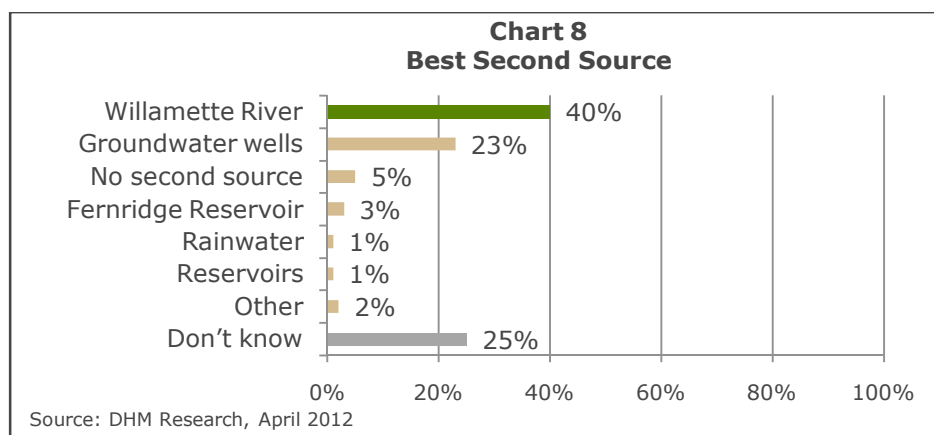
Just over half of the sample (54%) responded to the observation that the community had never previously been disrupted by a water supply problem (16% very good reason, 38% good). The remaining two reasons were less persuasive: only a third thought not matching the quality of the McKenzie River was a good reason to oppose a second source (12% very good, 20% good), and just two in ten responded to the claim that a second water source might lead to population growth and development (6% very good, 14% good).

Demographic differences: Younger and newer residents were more responsive to the argument about other priorities than were their counterparts (76% of 18-54 year-olds vs. 60%-69% in the older groups, and 79% of less than 20-year residents vs. 64% of the longer-term residents). Non-affordability played well with the 18-54 year-old group (76% vs. 61%-64% in the older subgroups) and those who were not satisfied with EWEB (90% vs. 66%).

Not surprisingly, most of the reasons to oppose played better among opponents than supporters. More important priorities and affordability issues were the top two reasons for opponents (81% and 79% endorsement respectively), followed by 67% who responded well to the statement that no such emergency or shortage had occurred in the past. Opponents' rating of the two bottom reasons was lukewarm at best: 40% for the quality-not-as-good argument, and a mere 20% for the might-encourage-growth argument (which was not significantly different from the 21% of supporters who endorsed this reason).

3.5 | Potential Second Sources

When asked which of three sources they thought would be the best second source, four in ten (40%) opted for the Willamette River, nearly a quarter (23%) for groundwater wells, and 3% for Fernridge Reservoir (Chart 8). A high percentage didn't know (25%), and small numbers mentioned other possibilities or stated that there was no need for any second source.



A third of those who mentioned the Willamette as their preferred second source pointed to the fact that it was a large, constantly flowing body of water. Another 27% of those favoring the Willamette referred to ease of access, and nearly three in ten (28%) cited water purity or cleanness.

Those who opted for groundwater wells were especially concerned with water purity. Nearly two thirds (64%) explained their preference that way, and another two in ten (19%) cited water quality.

With only eight respondents opting for Fernridge, statistical analysis is ill-supported, but again water purity was the top reason given. Table 4 presents the full results.

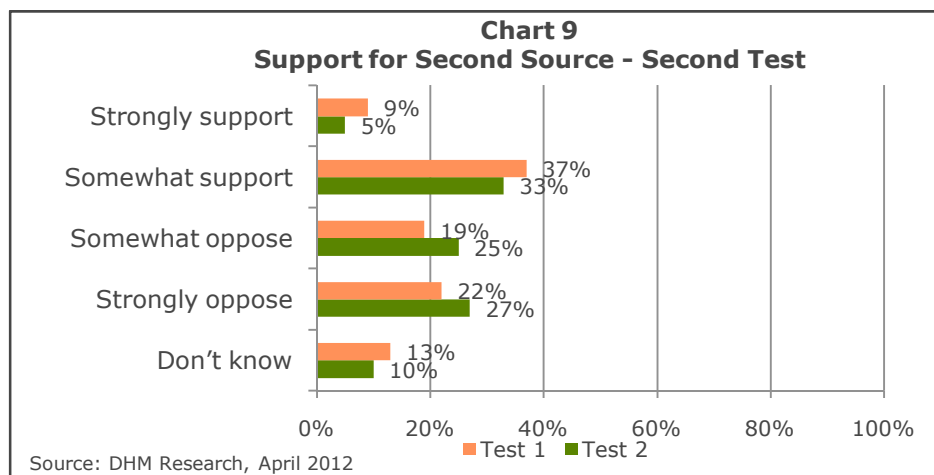
Table 4
Reasons for Water Source Preference

WILLAMETTE RIVER	N=120
Large/constant flowing source of water	32%
Purity/clean water	28%
Easy access/accessible	27%
Best source—general	15%
Quality of water	8%
Less expensive/cheaper	5%
Mountain source/runoff	3%
Need to do more research/need more information	2%
All other responses	1% or less
Nothing/None	3%
Don't know	3%

GROUNDWATER WELLS	N=70
Purity/clean water	64%
Quality of water	19%
Best source—general	11%
Easy access/accessible	6%
Less expensive/cheaper	6%
Healthiest source	3%
All other responses	1% or less
Nothing/None	1%
Don't know	0%
FERNRIDGE RESERVOIR	N=8
Purity/clean water	38%
Easy access/accessible	25%
Less expensive/cheaper	13%
Mountain source/runoff	13%
Don't know	25%

3.6 | Second Test of Support to Develop Alternative Water Source

At the end of the survey we asked again whether respondents would support raising rates to develop an additional drinking water source in Eugene. Results decreased slightly as both strong and weak support waned compared to the first test (Chart 9).



The second time around, fewer than four in ten (38%) said they would support development of an alternative water source (5% strongly, 33% somewhat). That compares to 46% in the first test, where strong support was 9% and soft support was 37%. Opposition rose from a combined 41% in the first test to a majority of 52% in the second, with a nearly even split between strong and soft opposition (27% strongly oppose, 25% somewhat).

Demographic differences: Consistent with the first test, men were more likely than women to oppose development of an alternative source (59% vs. 45%), as were dissatisfied customers (81% combined opposition vs. 50% among satisfied customers).

4. | CONCLUSIONS

EWEB customers are not very attuned to the need for a second drinking water source in Eugene. Though a solid majority of 71% believed a second water source was important, there was little awareness of the issue and it was not a top priority compared to jobs and education, or even roads. Most importantly, respondents showed they were not ready to pay for development of an alternative water source. Indeed, such willingness as there was fell off over the course of the survey to end with just 38% prepared to pay, and most of that support was soft.

A customer outreach and education effort will be needed on this issue. Messaging should seek to raise the sense of priority by focusing on emergency preparedness, ensuring a healthy local economy, and providing for long-term community needs. It will also be important to ensure that concerns about cost are addressed.

5. | ANNOTATED QUESTIONNAIRE

Eugene Water and Electric Board (EWEB) Survey
April 11-14, 2012; N=300 EWEB Water Customers
11 minutes; margin of error +/-5.7%
DHM Research

Sampling criteria will include residential water customers in mostly single family homes. Sample will not include commercial, industrial, or business (including multi-family units).

INTRODUCTION

Hi, my name is ____, I'm with an opinion research firm and we're conducting a brief survey with Eugene area residents. You were selected randomly and this shouldn't take too long.

WARM-UP, AWARENESS, AND SATISFACTION

How much of a priority should be placed on improving the following in Eugene – should these be given an urgent priority, a high priority, medium priority, or low priority? (Rotate list)

Response Category, N=300	Urgent	High	Medium	Low	Don't know
1. Jobs	23%	61%	13%	3%	1%
2. Education	23%	58%	16%	3%	1%
3. Road and highway maintenance	9%	39%	46%	4%	2%
4. Drinking water	8%	42%	22%	26%	3%

5. I'd like to ask you some questions about drinking water in your community. To the best of your knowledge, who provides drinking water service to your home? (Open, accept one answer)

Response Category	N=300
EWEB	91%
City of Eugene	4%
Other	2%
Nothing/None	1%
Don't know	3%

6. Eugene Water & Electric Board – also known as EWEB – provides water service in Eugene. Are you very satisfied, somewhat satisfied, not too satisfied, or not at all satisfied with your drinking water service?

Response Category	N=300
Very satisfied	68%
Somewhat satisfied	24%
Not too satisfied	4%
Not at all satisfied	3%
Don't know	1%

7. What would you say is the biggest issue facing EWEB when it comes to your water service? (Open, probe for specifics)

Response Category	N=300
Cost/Expensive	32%
No complaints/Satisfied	15%
Purity/Clean water	12%
Water supply/Shortage	5%
Too much chlorine	3%
Lack of maintenance for water systems	2%
Taste of water	2%
Conservation/Saving water	2%
All other responses	1% or less
Nothing/None	11%
Don't know	8%

WATER SOURCE AWARENESS AND SUPPORT FOR SECOND SOURCE

8. Where do you think EWEB gets its drinking water? If you don't know, or aren't sure, just let me know. (Open, probe for specifics)

Response Category	N=300
McKenzie River	59%
Rivers—general	5%
Willamette River	5%
Reservoirs—general	3%
Underground wells	1%
Cascades—general	0%
Other	6%
Nothing/None	3%
Don't know	21%

9. Eugene's only source of drinking water is the McKenzie River. In case of an interruption in delivering water from the McKenzie River, Eugene would have enough water for only a few days because the community lacks a second source of water. Were you very aware, somewhat aware, not too aware, or not at all aware of the issue?

Response Category	N=300
Very aware	16%
Somewhat aware	14%
Not too aware	11%
Not at all aware	57%
Don't know	3%

10. How important is it to you that Eugene has a second source of water for the community – is it very important, somewhat important, not too important, or not at all important?

Response Category	N=300
Very important	33%
Somewhat important	38%
Not too important	13%
Not at all important	10%
Don't know	6%

11. EWEB is looking into options for providing a second water source in addition to the McKenzie River. Would you strongly support, somewhat support, somewhat oppose, or strongly oppose an increase in water rates to provide a second source of drinking water for Eugene?

Response Category	N=300
Strongly support	9%
Somewhat support	37%
Somewhat oppose	19%
Strongly oppose	22%
Don't know	13%

12. Why would you (support / oppose) developing a second source for drinking water (Open probe for specifics. Separate codes for support and oppose.)

SUPPORT	N=137
Need alternative source/necessary	72%
In case of natural disaster/emergency	23%
Expensive/oppose increasing rates	4%
In case of contamination	4%
Not a necessity/don't need it	4%
Need to do more research/need more info	4%
Population growth	3%
All other responses	1% or less
Nothing/None	1%
Don't know	3%
OPPOSE	N=125
Expensive/oppose increasing rates	49%
Not a necessity/don't need it	32%
Mismanaged funds/wasteful spending	10%
Need alternative source/necessary	4%
Other sources already available	4%
Need to do more research/need more info	4%
Water is being sold to other places/should stay in the community	2%
In case of natural disaster/emergency	1%
Other	8%
Nothing/None	1%
Don't know	0%

SUPPORT AND OPPOSE STATEMENTS (Rotate support/oppose statement series)

I'd like to read some reasons other people have given to support developing a second source of drinking water. For each reason, please tell me if it is a very good, good, poor, or very poor reason. (Rotate list)

Response Category, N=300	Very good	Good	Poor	Very poor	Don't know
13. The second source for drinking water would provide another source of water in case of emergency or water shortage.	25%	53%	13%	5%	5%
14. A second source for drinking water would provide another source to meet long-term community needs.	17%	48%	20%	6%	9%

Response Category, N=300	Very good	Good	Poor	Very poor	Don't know
15. Eugene's only source of drinking water – the McKenzie River – would be protected.	21%	44%	18%	5%	12%
16. It's important that the community invest in its water system to assure a healthy local economy and jobs by having a reliable water supply.	21%	43%	25%	6%	5%
17. Eugene is the only large community in Oregon without a second source of drinking water.	12%	37%	28%	9%	14%

I'd like to read some reasons other people have given to oppose developing a second source of drinking water. For each reason, please tell me if it is a very good, good, poor, or very poor reason. (Rotate list)

Response Category, N=300	Very good	Good	Poor	Very poor	Don't know
18. My household cannot afford a water rate increase.	24%	43%	25%	4%	4%
19. The community has never been disrupted by a water supply problem or an emergency.	16%	38%	28%	11%	7%
20. There are more important priorities right now than developing a second source of drinking water	27%	42%	18%	4%	10%
21. A second source of water would not match the high quality of drinking water from the McKenzie River.	12%	20%	37%	12%	20%
22. A second water source might encourage population growth and development.	6%	14%	49%	22%	9%

23. Which of the following do you believe is the best second source for drinking water?
(Rotate Fernridge Reservoir, groundwater wells, and Willamette River options)

Response Category	N=300
Willamette River	40%
Groundwater wells	23%
No second source	5%
Fernridge Reservoir	3%
Reservoirs	1%
Rainwater	1%
Another drinking water source not mentioned. Record	2%
Don't know	25%

24. What are the reasons for your preference? (Open, probe for specifics)

FERNRIDGE RESERVOIR	N=8
Purity/clean water	38%
Easy access/accessible	25%
Less expensive/cheaper	13%
Mountain source/runoff	13%
Don't know	25%

GROUNDWATER WELLS	N=70
Purity/clean water	64%
Quality of water	19%
Best source—general	11%
Easy access/accessible	6%
Less expensive/cheaper	6%
Healthiest source	3%
All other responses	1% or less
Nothing/None	1%
Don't know	0%
WILLAMETTE RIVER	N=120
Large/constant flowing source of water	32%
Purity/clean water	28%
Easy access/accessible	27%
Best source—general	15%
Quality of water	8%
Less expensive/cheaper	5%
Mountain source/runoff	3%
Need to do more research/need more information	2%
All other responses	1% or less
Nothing/None	3%
Don't know	3%

**Reservoirs and Rainwater had 3 respondents and 2 respondents respectively*

25. Sometimes people change their minds after hearing more about an issue. Would you strongly support, somewhat support, somewhat oppose, or strongly oppose an increase in water rates to provide a second source of drinking water for Eugene?

Response Category	Test #2	Test #1
Strongly support	5%	9%
Somewhat support	33%	37%
Somewhat oppose	25%	19%
Strongly oppose	27%	22%
Don't know	10%	13%

These last few questions make sure we have a representative sample. Your answers are completely confidential.

26. Are you the person responsible for paying the utility bills for your household?

Response Category	N=300
Yes	89%
No	9%
Refused	2%

27. Is your age between:

Response Category	N=300
18-34	4%
35-54	29%
55-64	31%
65+	33%
Refused	2%

28. Do you currently own or rent your home?

Response Category	N=300
Own	86%
Rent	11%
Refused	3%

29. How many people, including yourself, live in your household?

Response Category	N=300
1	21%
2	42%
3	16%
4	11%
5	4%
6 or more	2%
Refused	4%
Mean	2.4 people

30. How many years have you lived in the Eugene area?

Response Category	N=300
10 years or less	6%
11-20 years	19%
More than 20 years	71%
Refused	4%
Mean	33.6 years

31. What is the highest level of education you've been able to obtain?

Response Category	N=300
High school or less	11%
Some college or technical school	25%
College graduate	35%
Post College	25%
Refused	4%

32. Gender

Response Category	N=300
Male	51%
Female	49%

33. Zip Code [DON'T ASK. RECORD FROM SAMPLE]

Response Category	N=300
97401	7%
97402	15%
97403	3%
97404	25%
97405	30%
97408	20%



MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

TO: Commissioners Brown, Carlson, Barofsky, McRae and Schlossberg
FROM: Frank Lawson, CEO and General Manager
DATE: August 9, 2022 (Board Meeting September 6, 2022)
SUBJECT: 2022 Residential Customer Satisfaction Survey Results
OBJECTIVE: Information/Discussion

Issue

EWEB contracted with GreatBlue Research, Inc. (Glastonbury, CT) in spring 2022 to conduct an online survey to gauge residential customers' satisfaction and better understand customers' needs, values and priorities related to select utility functions and strategic initiatives.

Background

EWEB periodically surveys customers to benchmark satisfaction with products, programs, and services as well as understand awareness of timely issues or interest in future offerings. Residential customers were last surveyed in 2019.

In recent years, the market research industry has seen a shift in methodologies for quantitative research efforts with fewer surveys conducted over the phone and more offered online. While EWEB has leveraged both modes in the past, the 2022 survey was conducted solely online. Recognizing that data collection modes can have a substantive affect on survey results, any comparison to 2019 data is isolated to the online survey dataset.

Approximately 40,000 randomly selected residential customers were emailed an invitation to complete the survey, which was also made available on the homepage of the utility website and shared through social media channels. With a sample size of 1,044 at a 95% confidence level, results are presented with a +/- 3% margin of error.

Discussion

Results indicate that customers have high trust and confidence in EWEB and are moderately to highly satisfied with services and programs. Using a scale where one is very unsatisfied and ten is very satisfied, respondents report lowest satisfaction with EWEB's efforts to control costs at an average of 5.8, down from 6.6 in 2019. Respondents report highest satisfaction with EWEB's core services of drinking water quality (8.2), electric service reliability and outage restoration (8.2) and water service reliability (8.8). Satisfaction in drinking water quality is down marginally from 2019 (8.8), while electric service reliability and outage restoration is up marginally from 2019 (7.8). Water service reliability maintained the 8.8 satisfaction rating from the previous survey.

As EWEB approaches several significant decisions in the coming years, a considerable portion of the survey focused on better understanding customer priorities. When asked to weight how EWEB should approach decision-making related to the organizational Core Values of Safety, Reliability, Environmental Responsibility, Affordability and Community, respondents placed nearly equal emphasis on Reliability and Affordability followed by Environmental Responsibility, Safety and Community respectively.

Respondents were then asked to prioritize efforts across three areas: core services, environmental responsibility and EWEB's role in the community. Within each area, respondents were asked to rank four programs, services, or efforts in order of highest to lowest priority. Recognizing that with efforts comes costs, they were also asked to include controlling or reducing costs in that prioritization. While controlling or reducing costs rose to the top for the highest priority in each area, it was not the highest priority for the majority of respondents. Fifty-eight percent of respondents placed enhancing or improving one of the utility's core services as the top priority, above controlling or reducing costs at forty-two percent. Only thirty-four percent of respondents placed controlling or reducing costs as the highest priority for environmental responsibility efforts, with a nearly matching thirty-one percent placing it as the lowest priority of the five options. EWEB's role in the community fell between the two with thirty-nine percent of respondents placing controlling or reducing costs as the highest priority.

While customers are sensitive to costs, as reflected in the satisfaction rating, they also continue to prioritize things such as enhancing electric reliability (core services), protecting the local watershed (environmental responsibility) and EWEB's support of limited income programs and emergency preparedness (role in the community). Notably, customers are divided and polarized on EWEB's role in helping the community address climate change with 23% of respondents placing it as the highest priority and another 26% placing it as the lowest priority. For those who ranked controlling costs as the highest priority (role in the community), 41% placed helping the community address climate as the lowest priority. Conversely, those who placed helping the community address climate change as the highest priority, 41% placed controlling cost as the lowest priority.

The survey concluded with questions about three strategic initiatives: electric supply planning, alternate water sources and the headquarters building request for proposals (RFP).

Respondents indicate they are aware that power purchased at different times may cost more or have a larger carbon footprint with over three-quarters stating they are at least somewhat aware of the variability. Results also indicate customers may be prepared to partner with EWEB by participating in time-based pricing programs or programs to help them reduce their personal carbon footprint with sixty-seven percent expressing interest in the former and seventy-one percent interest in the latter. Interestingly, nearly half of respondents who place addressing climate change as a low priority with respect to EWEB's role in the community express interest in programs to help them address their personal carbon footprint, with over one-third stating they are very interested. This highlights the potential for approaching EWEB's role with addressing climate change much like the utility has approached emergency preparedness, as a shared responsibility with customers.

On the water side of the utility, results indicate that while customers may not yet be aware of EWEB's plan to construct a second water treatment plant on the Willamette River, they are prepared to support it. Given staff has yet to begin a strategic communication and outreach plan, it is not surprising that the majority of respondents indicate they were not aware of the plan. Despite this, nearly three-quarters indicate willingness to pay at least an additional \$5 on their water bill for its construction. This may be in part due to the strong foundation created by the focus in recent years on water storage, emergency preparedness and the risks associated with having a sole source of drinking water for the community. While customers may not be aware of the second treatment plant, survey results indicate they are aware of the need for one.

Recommendation/Requested Board Action

No Board Action is requested at this time.

Attachment(s)

2022 Residential Customer Satisfaction Survey Findings Report

Findings Report

Residential Customer Satisfaction Survey

2022



EUGENE WATER & ELECTRIC BOARD

Table of Contents

Research Project Overview

About this Report

Respondents Overview

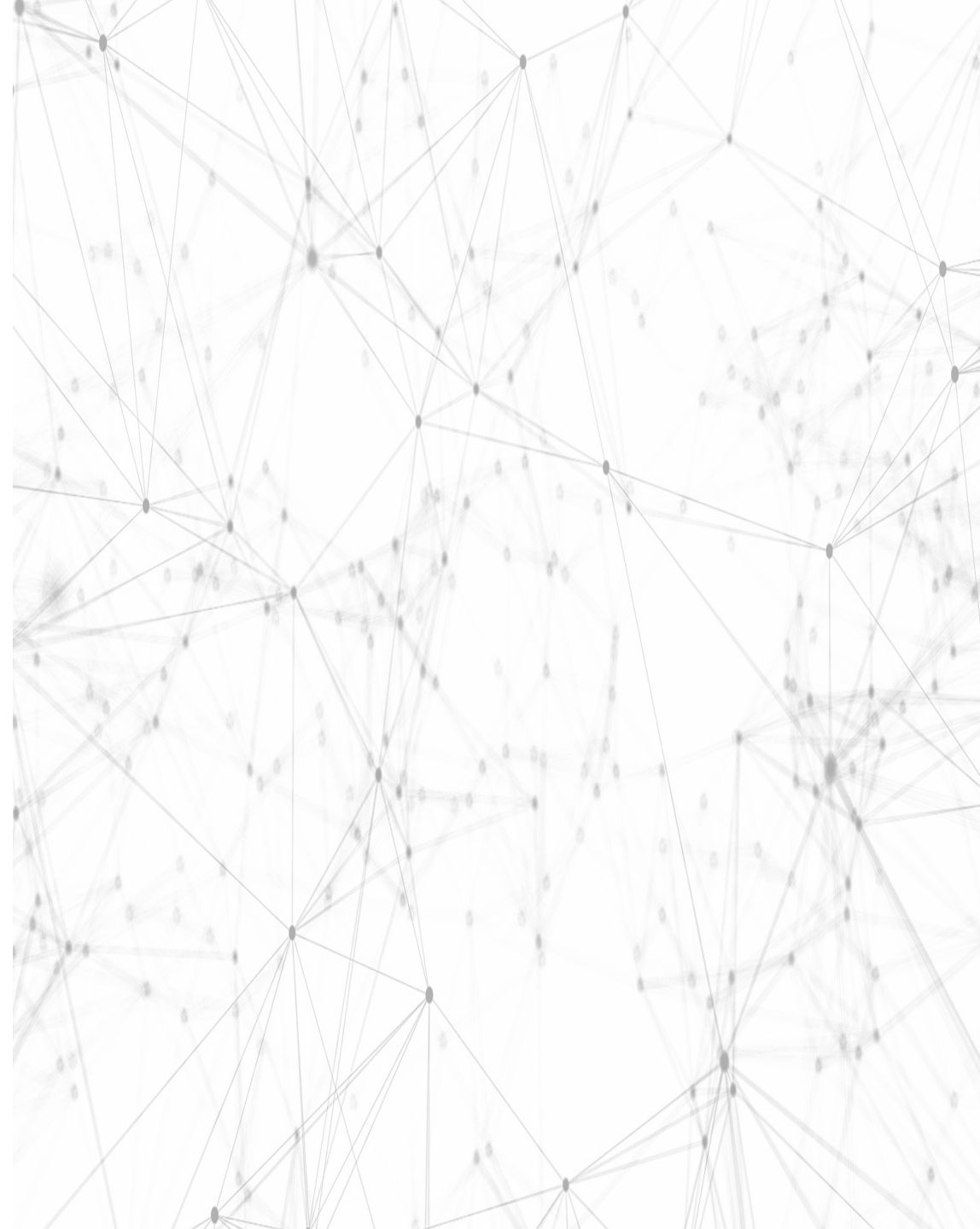
Key Findings

Rating the Utility

Communication & Doing Business

EWEB Priorities

Strategic Initiatives



Research Project Overview

The background of the slide is a solid blue color. At the bottom, there is a row of six light bulbs hanging from above. The bulbs are arranged in a slightly staggered pattern. The fourth bulb from the left is illuminated, casting a soft glow, while the other five bulbs are unlit.

Research Project Overview

Purpose: As a public utility, it is important EWEB check in with customers to gauge satisfaction and better understand customers' needs, values and priorities related to key utility functions and strategic initiatives.

Vendor Partner: GreatBlue Research, Inc.

Quantitative Research Methodology:

- Digital survey
- Residential customers from EWEB customer list and vendor procured list
- Distributed through email invite, corporate website and social media
- Fielding dates, May 9 - June 13, 2022

44

Questions

1,044

Completed
Surveys

3.0%

Margin of Error

95%

Confidence
Level

About this Report

This report is intended to provide an overview of the findings from EWEB's 2022 Residential Customer Satisfaction Survey.

Findings are presented in the following structure for each area of research:

Questions/Prompts: The questions or prompts presented to respondents.

Key Findings: The primary takeaway from data analysis.

Considerations: The deviations from the primary takeaway based on cross-tabulation with demographic data or things of note that arose during analysis. Please note, the considerations are not intended to be all encompassing, but rather are intended as an interesting highlight.

Data Visualization: The data supporting the key findings and considerations (deeper dive).

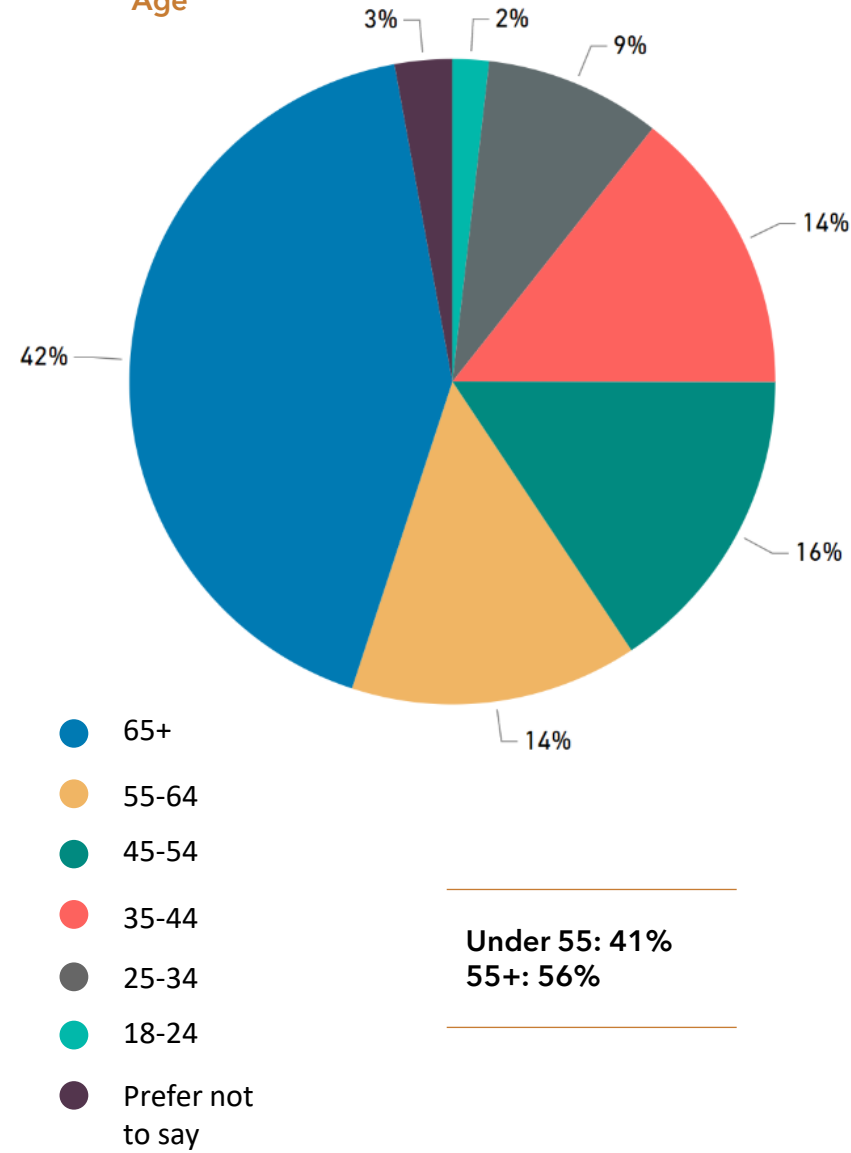
A blue-tinted background image showing a dynamic splash of water, with droplets and ripples visible. The water appears to be moving from the top center towards the bottom, creating a sense of motion and freshness.

Respondents Overview

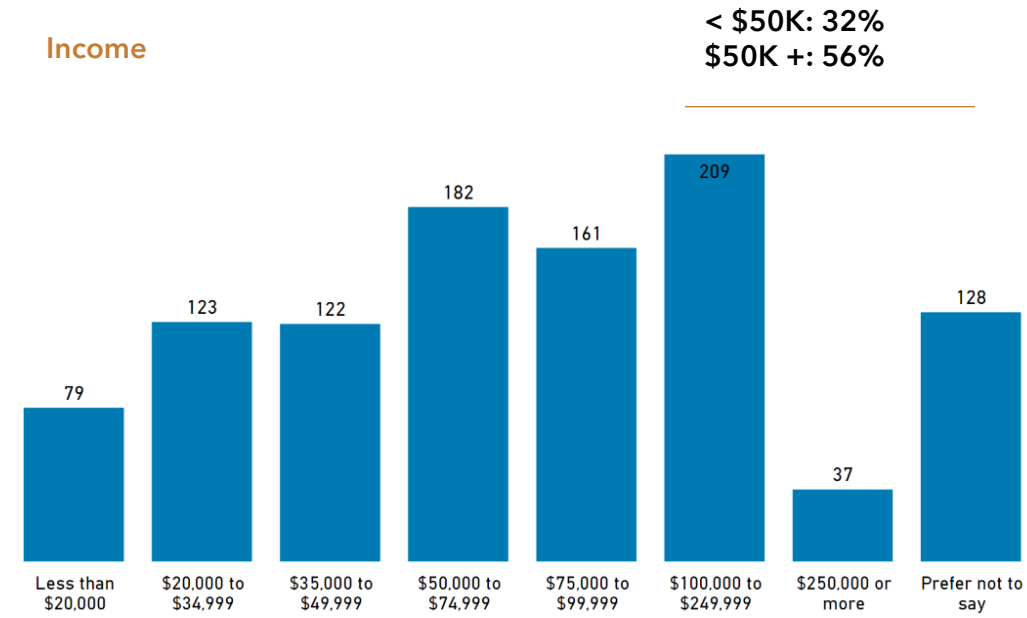
Services



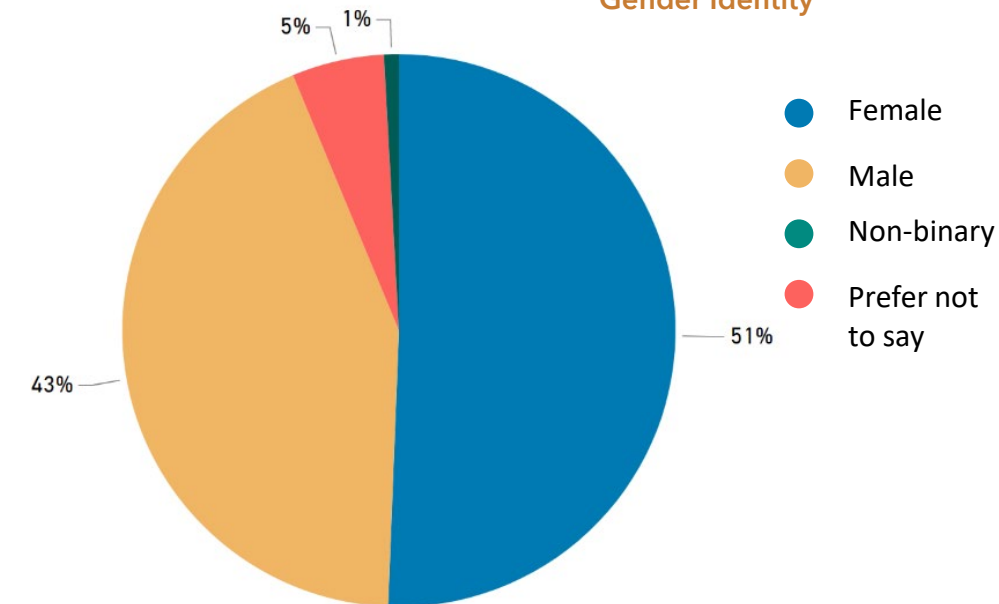
Age

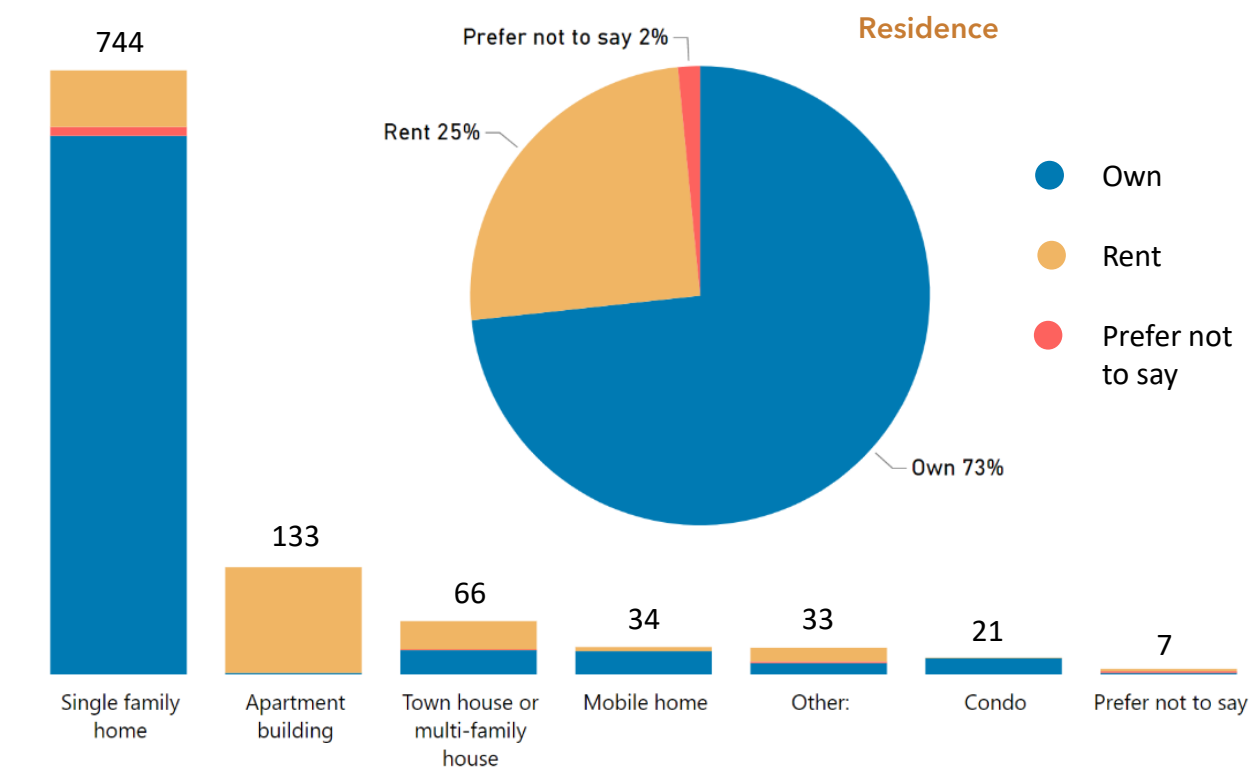
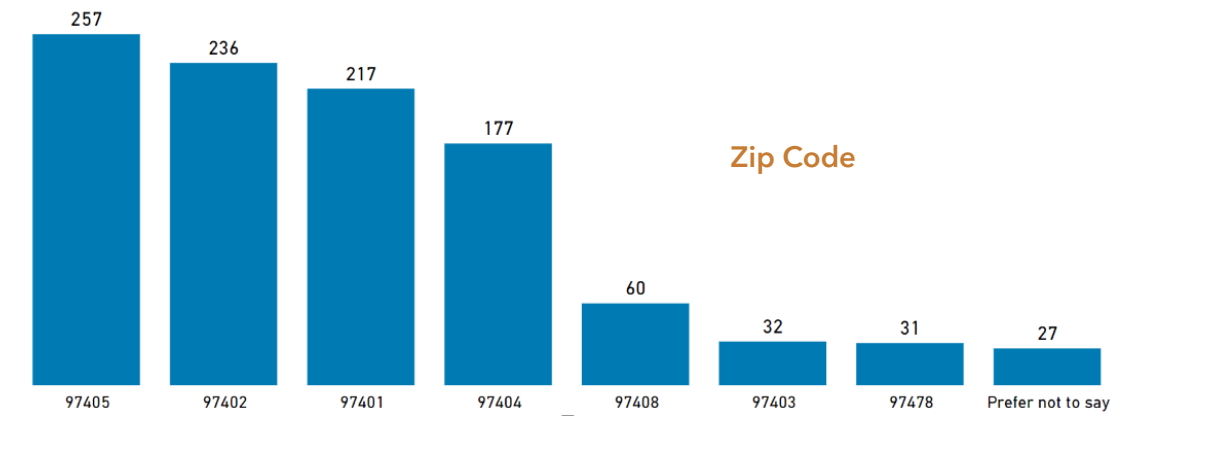


Income

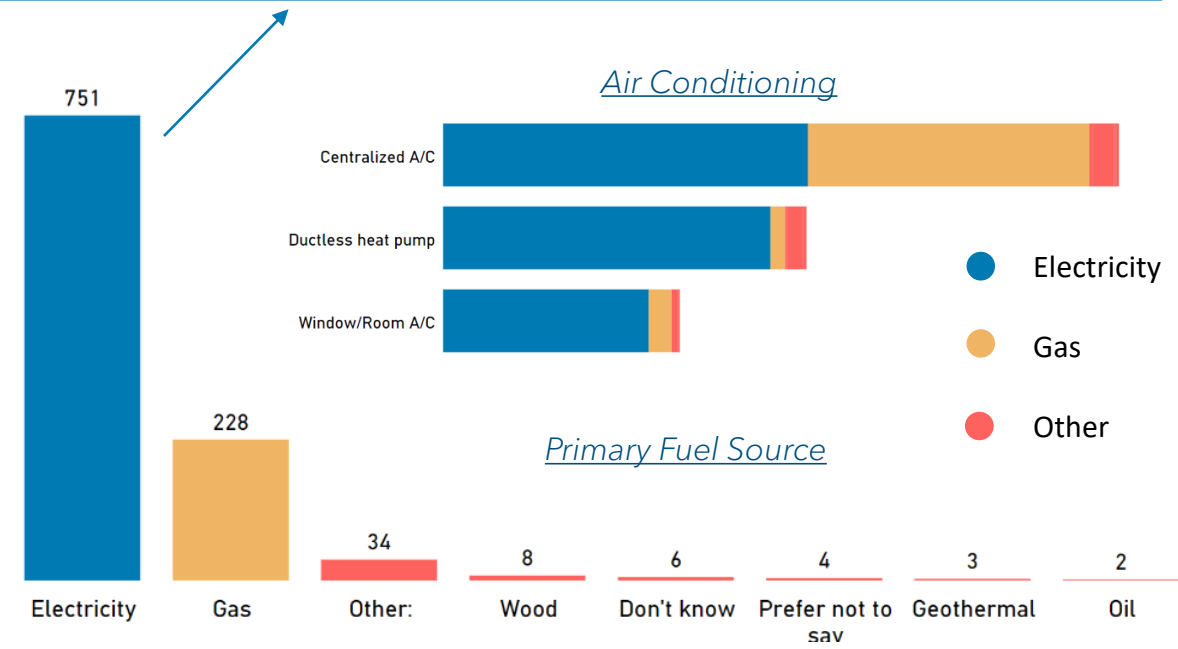
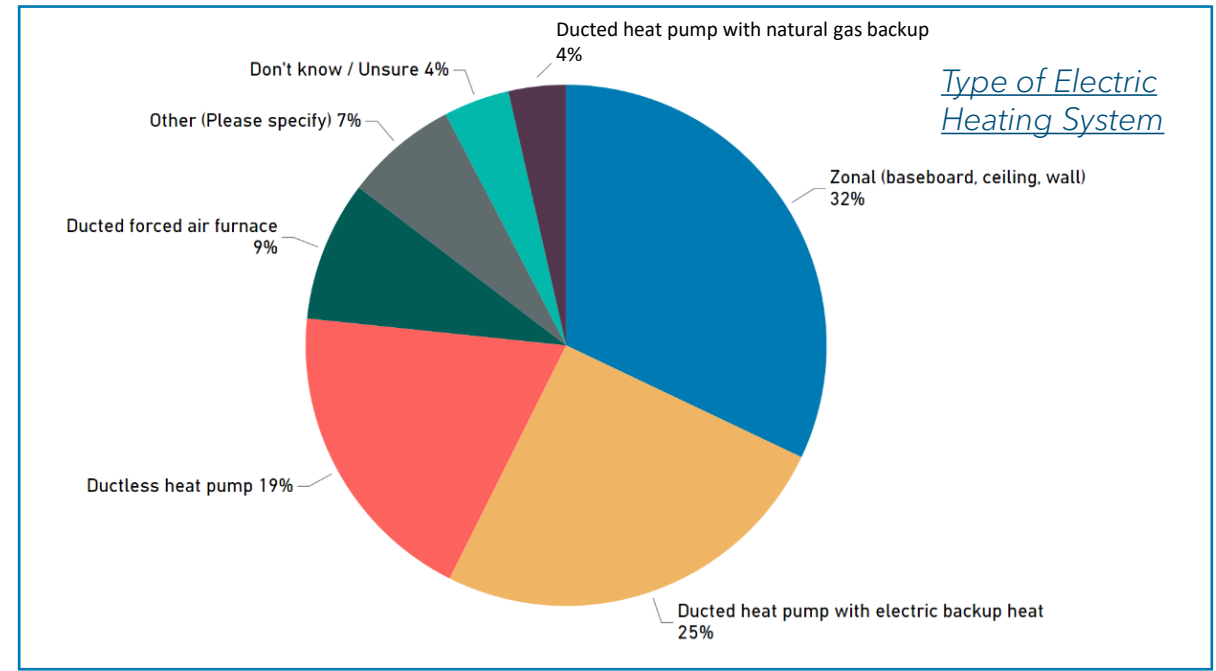


Gender Identity



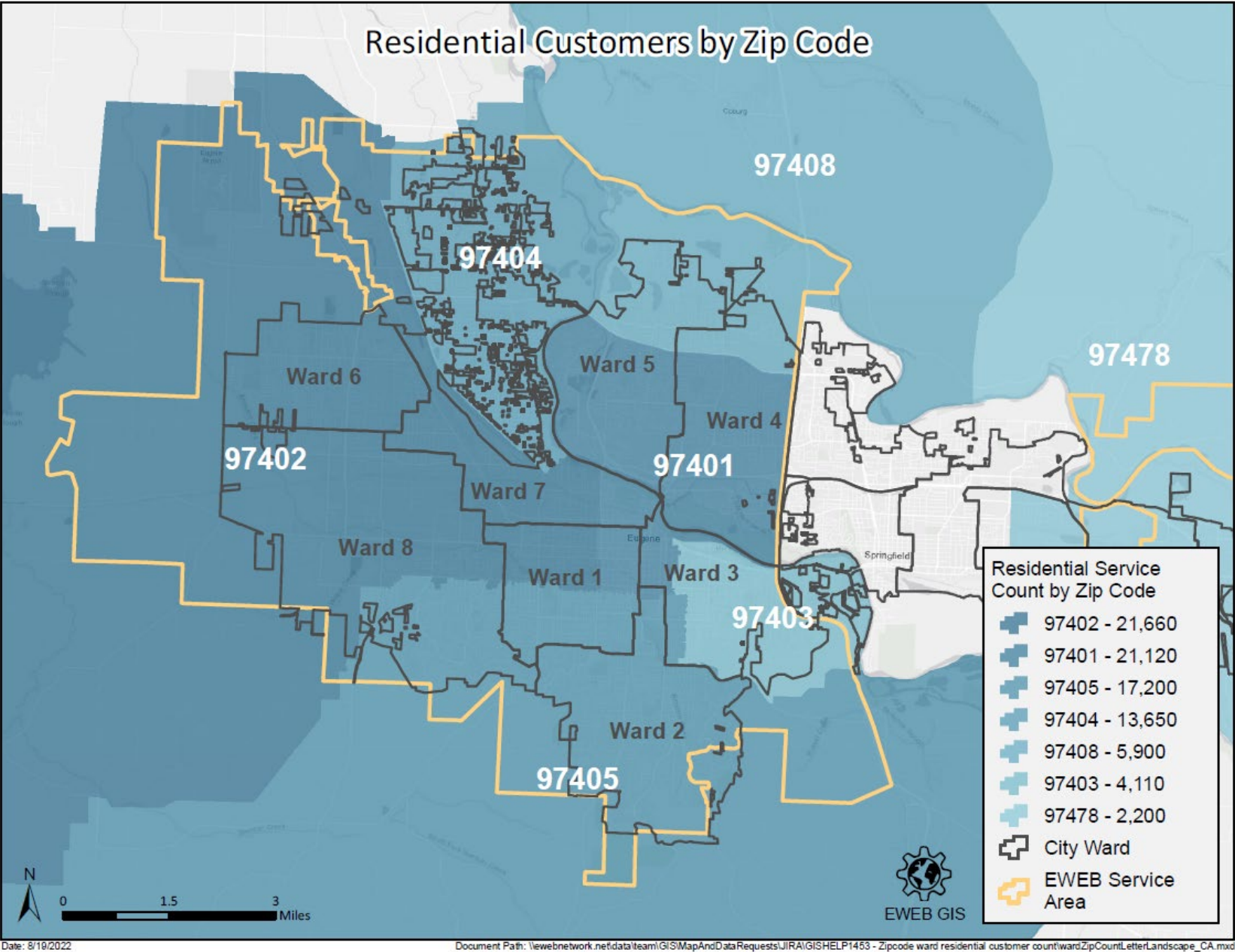


Heating & Cooling



EWEB Service Territory

Throughout this summary, data is provided by zip code. While this may provide insight and context about the variation in respondent sentiment, it should be noted that additional research would be required with a larger sample size to maintain the three percent margin of error.



A background image showing several hands of different skin tones reaching up and forming a circle. The image is overlaid with a semi-transparent blue filter.

Key Findings

Rating the Utility

Questions/Prompts

- How would you rate your overall level of trust and confidence in EWEB on a scale of one (1) to ten (10) where 10 is very high trust and one is no trust?
- For each [program or service] please rate your satisfaction with EWEB's performance on a scale of one (1) to ten (10), where ten is very satisfied and one is very unsatisfied.
 - Communication and outreach with customers
 - Prompt response to customer questions and needs
 - Efforts to control prices and costs
 - Programs that help customers reduce energy use
 - Programs that help customers reduce water use
 - Efforts to increase customer and community emergency preparedness
 - Efforts to reduce greenhouse gas emissions contributing to climate change
 - Efforts to protect the local watershed (drinking water source)
 - Programs to assist limited income customers
 - Drinking water quality
 - Water service reliability
 - Electric service reliability and outage restoration
- And in your own words, what aspects could EWEB improve on?



Rating the Utility

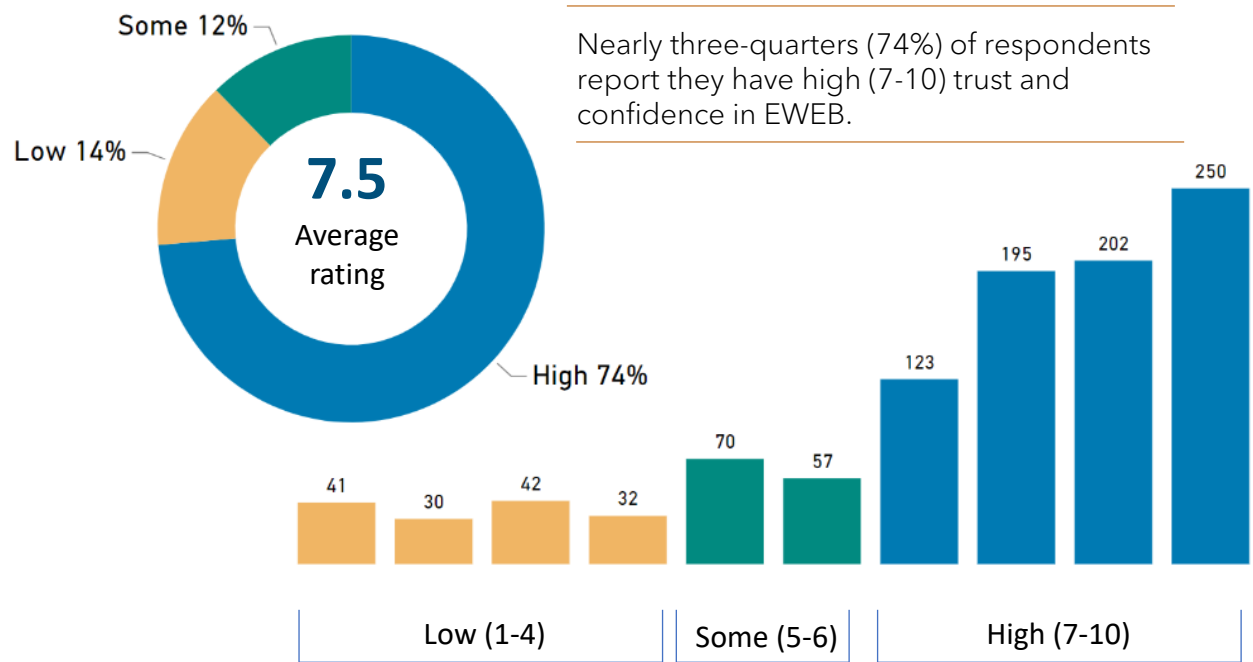
Key Findings

- Majority of respondents have high trust and confidence in EWEB.
- When respondents left a comment regarding areas for improvement the primary topic was related rates/costs/fees.
- Respondents remain moderately to highly satisfied with EWEB services and programs.

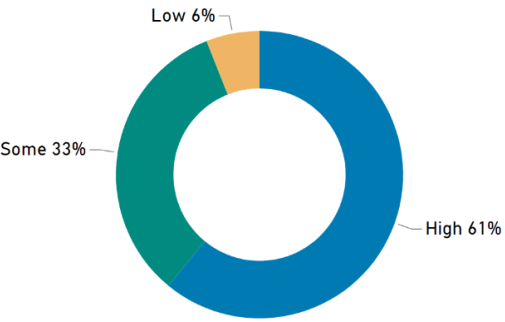
Considerations

- Respondents in EWEB's McKenzie River Valley service territory report lower levels of trust and confidence when compared to the overall average as well as when compared to other zip codes within EWEB service territory.
- Both age and homeowner status appear to impact respondents' rating of trust and confidence in EWEB, with respondents under age 55 and renters reporting lower levels of trust and confidence compared to respondents 55 and older and homeowners. Household income does not appear to have impact on trust and confidence rating.
- Upon reviewing verbatim comments and results across the dataset, there is ambiguity in how to interpret satisfaction related to EWEB's efforts in reducing greenhouse gas emissions. Respondents who provided a low satisfaction rating may have done so as an indication of either a desire for EWEB to increase or decrease efforts.
- Again, respondent age and homeowner status appear to impact satisfaction across EWEB services and programs with respondents under age 55 and renters reporting lower satisfaction across all areas. Household income also appears to impact satisfaction ratings, but to a lesser extent, with respondents reporting household income of less than \$50,000/year indicating lower satisfaction than those reporting income of \$50,000 and greater.

Majority of respondents have high trust and confidence in EWEB.



2019 Survey Results

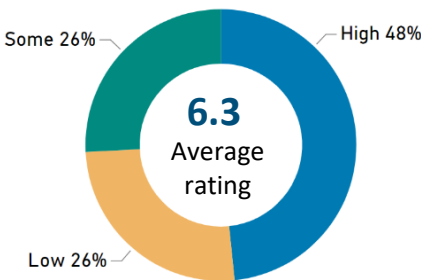


In 2019, respondents were asked to rate their trust and confidence according to categories of low, some and high rather than a numerical scale. Three-fifths (61%) reported high trust and confidence.



Deeper Dive

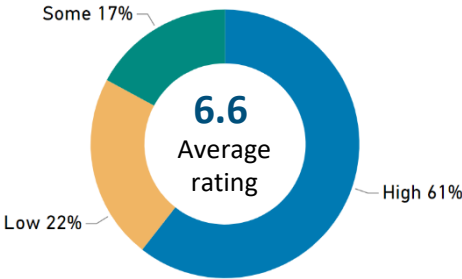
97478 (McKenzie River Valley)



Average rating of all other zip codes 7.2 -7.8

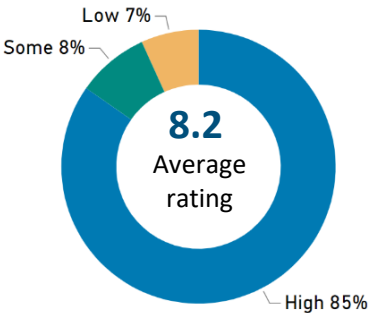
[Zip code]

Under 55

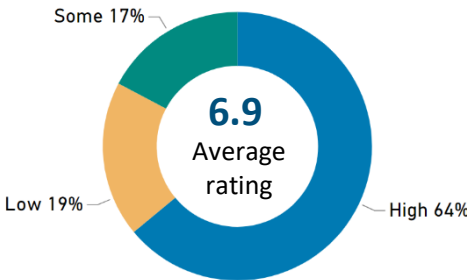


[Age]

55+

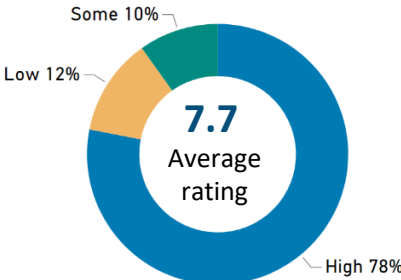


Rent



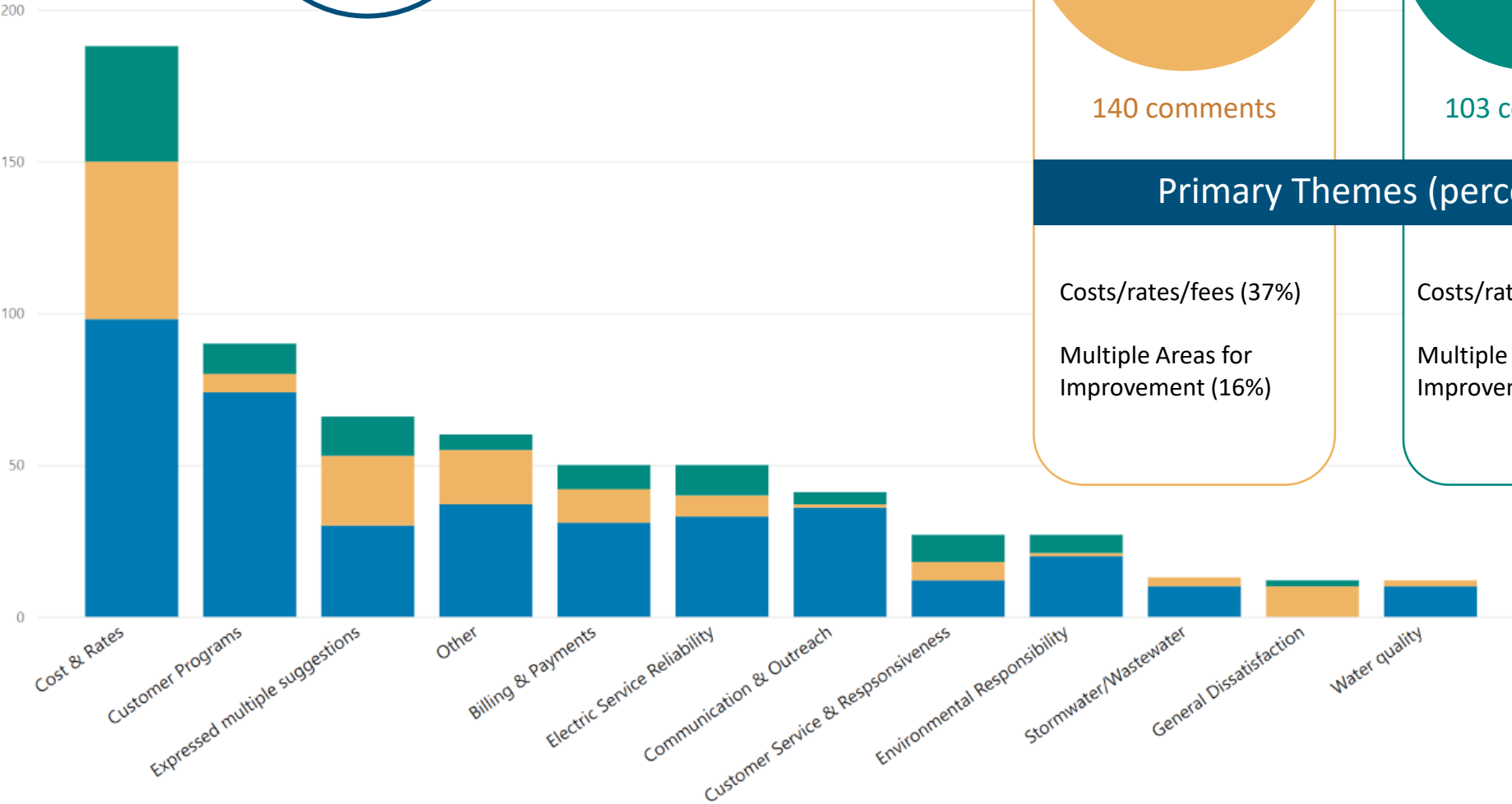
[Residence]

Own



626
Comments

Three-fifths (61%) of respondents left a comment regarding an area for improvement. Nearly all (97%) of respondents who have low trust and confidence provided areas for improvement.



97%
Of respondents with low trust and confidence left a comment

140 comments

81%
...some trust and confidence...

103 comments

50%
...high trust and confidence...

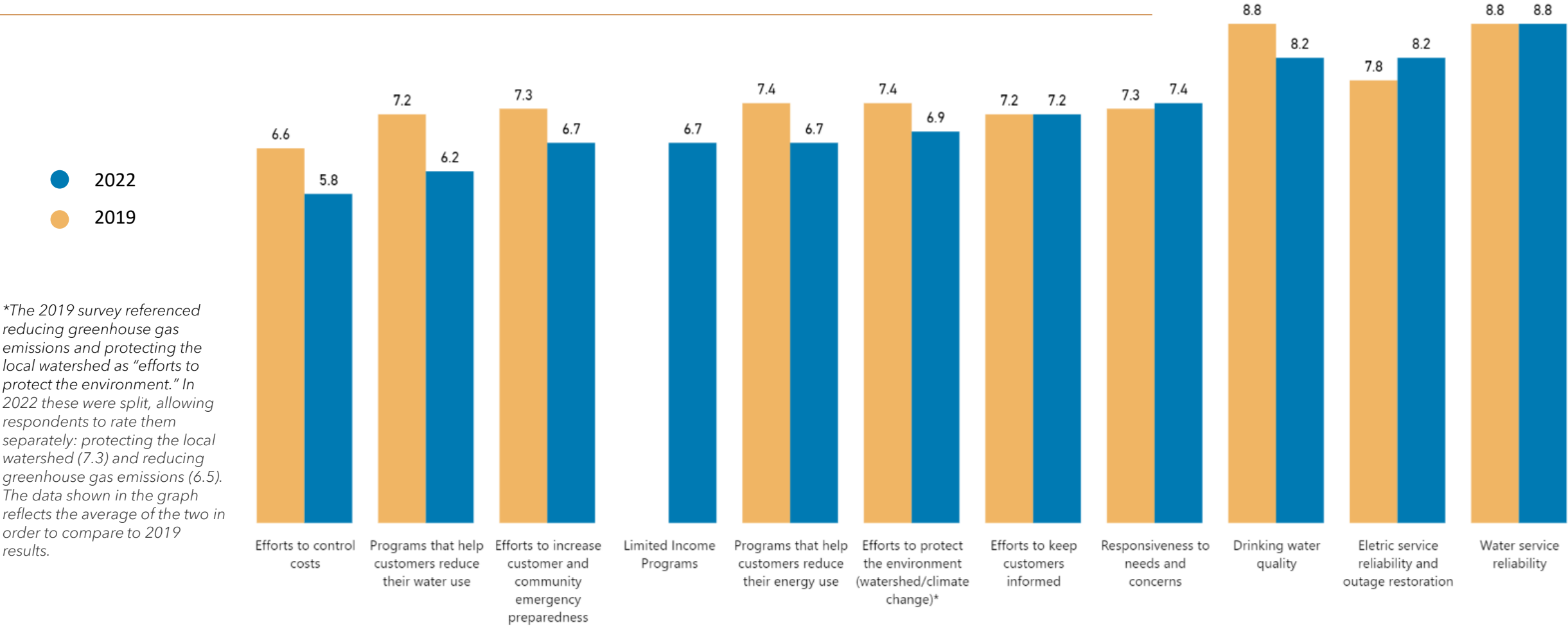
383 comments

Primary Themes (percent of comments)		
Costs/rates/fees (37%)	Costs/rates/fees (36%)	Costs/rates/fees (25%)
Multiple Areas for Improvement (16%)	Multiple Areas for Improvement (12%)	*Customer Programs (19%)

**Customer programs includes energy efficiency, water conservation, limited income and pricing plans (such as time-of-use or level pay).*

Respondents remain moderately to highly satisfied with EWEB services and programs.

Respondents report being moderately (5-6) to highly (7-10) satisfied with EWEB services and programs with an overall average of 7.1 across services and programs. Efforts to control costs has the lowest rating with an average of 5.8 and over one-third (35%) reporting low (1-4) satisfaction. Water service reliability has the highest rating with an average of 8.8 and three-fifths (60%) reporting very satisfied (10).





Deeper Dive

Service or Program	[Age]		[Income]		[Residence]	
	<55	55+	<\$50K	\$50K+	Rent	Own
Communication & Outreach	6.4	7.8	7.1	7.3	6.7	7.4
Drinking Water Quality	7.6	8.7	7.6	8.7	7.3	8.6
Efforts to Control Costs	4.8	6.6	5.4	6.1	5.0	6.0
Efforts to Increase Community/Customer Emergency Preparedness	5.8	7.5	6.5	6.9	6.0	7.0
Efforts to Protect the Local Watershed	6.3	8.1	7.0	7.6	6.5	7.6
Efforts to Reduce Greenhouse Gas Emissions	5.6	7.3	6.3	6.7	5.8	6.7
Electric Service Reliability/Outage Restoration	7.7	8.6	8.1	8.3	7.7	8.3
Energy Efficiency Programs	5.6	7.5	6.5	6.8	5.9	6.9
Limited Income Programs	5.6	7.7	6.4	7.0	5.8	7.2
Responsiveness to Questions & Inquires	6.7	8.0	7.5	7.6	7.0	7.6
Water Conservation Programs	5.3	7.0	6.1	6.4	5.7	6.5
Water Service Reliability	8.4	9.2	8.3	9.1	8.0	9.1
Average	6.3	7.8	6.9	7.4	6.5	7.4



Respondent age has the greatest impact on satisfaction with services and programs. On average, **respondents under age 55 rate their satisfaction about 20% lower** than respondents over 55.



Respondent income has a modest impact on satisfaction with services and programs. On average, **respondents with household income less than \$50K rate their satisfaction 7% lower** than respondents with household income greater than \$50K.



Whether respondents own or rent their home also impacts satisfaction with EWEB services and programs. On average, **respondents who rent their home rate their satisfaction about 13% lower** than respondents who own their home.

Communication & Doing Business

Question/Prompts

- What are your preferred ways for EWEB to communicate with you when it comes to programs, products and services? (Select up to 3)
- What is your preferred way to ask questions and conduct business with EWEB for topics related to billing, payments and your account? (Select one)



Communication & Doing Business

Key Findings

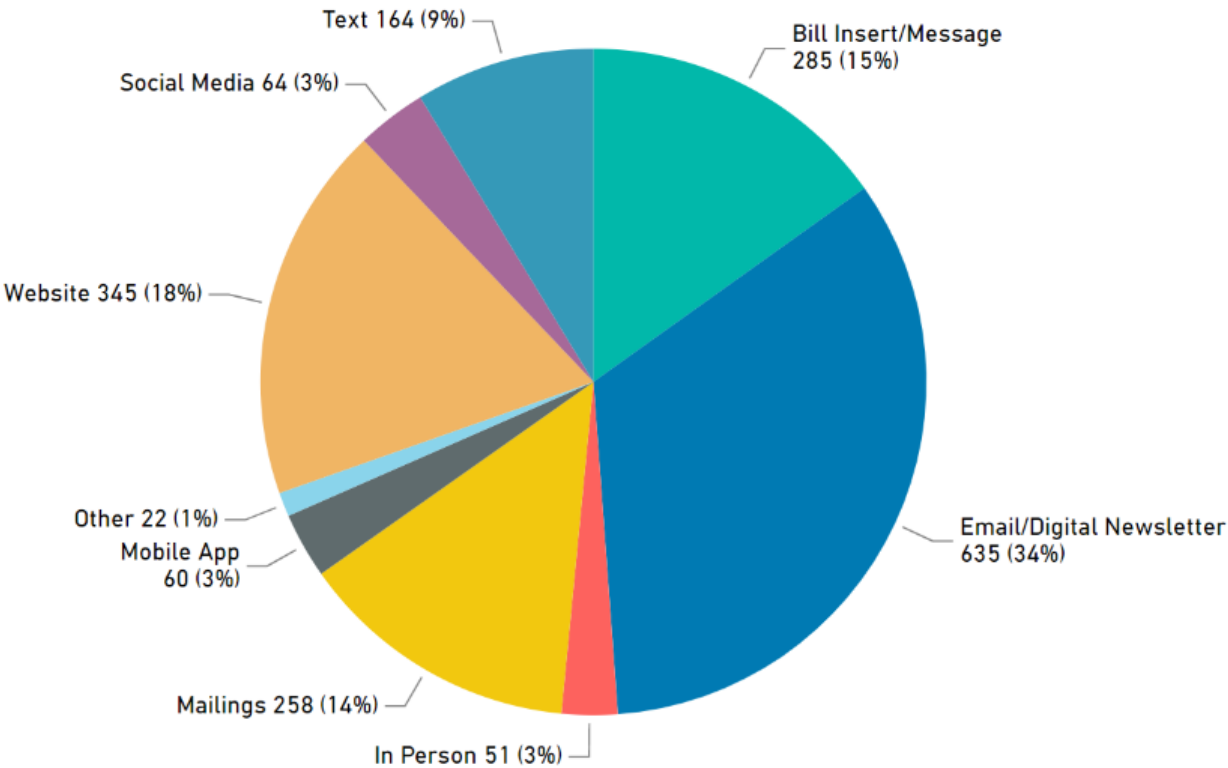
- Respondents prefer to learn about EWEB programs and services through digital channels.
- Respondents prefer to communicate with EWEB on the phone and over email.

Considerations

- Preference for channel varies little over demographics when looking at ways to learn about programs and services. Across available demographics preference remains in line with overall results.
- When communicating with EWEB, respondents under age 55 appear to rely on digital channels a little more than respondents over 55 and show higher preference for live chat if it were offered.
- Recognizing that this research effort was conducted using a digital channel, a follow-up research effort is underway to further explore preference for ways of contacting EWEB when conducting business. Customers who contact EWEB customer service via phone will be invited to complete a brief automated phone survey. Results will be available by the end of the year (2022).

Respondents prefer to learn about EWEB programs and services through digital channels.

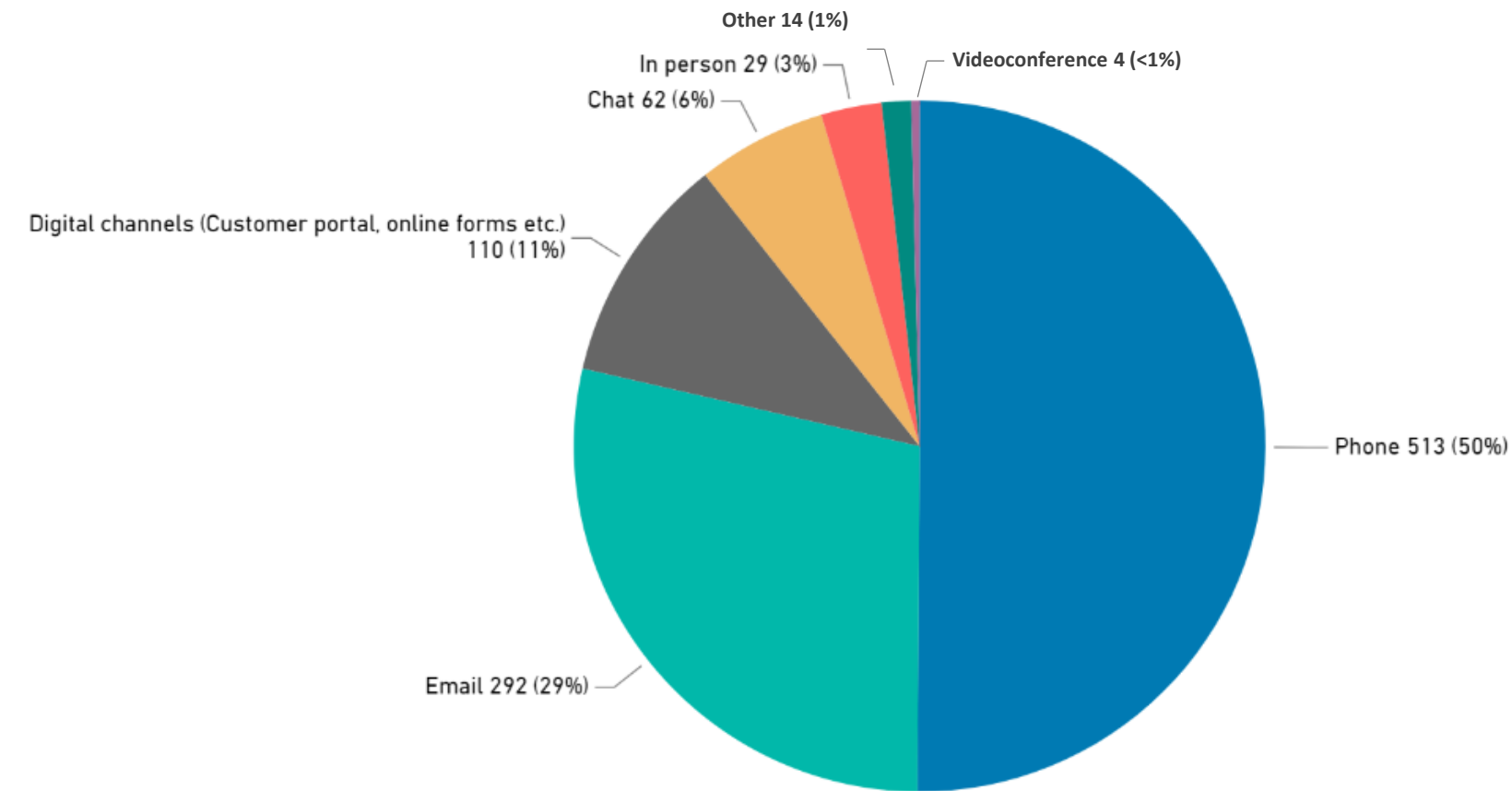
Two-thirds (67%) of respondents indicated digital channels when asked their preference for learning about EWEB programs and services.



Respondents were able to pick up to three channels.

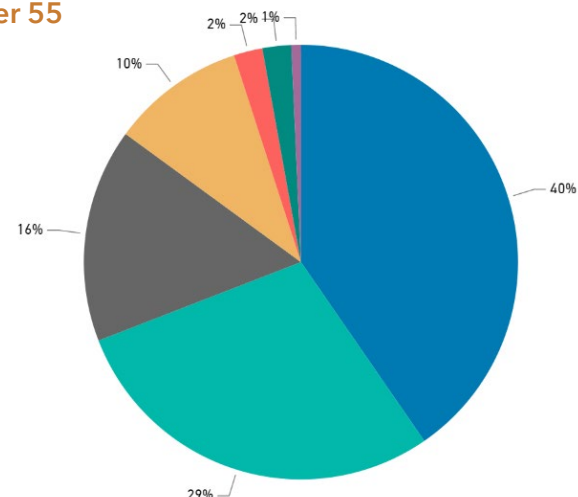
Respondents prefer to communicate with EWEB on the phone and over email.

Half (50%) of respondents indicate they prefer to communicate with EWEB on the phone while over one-quarter (29%) prefer to use email.

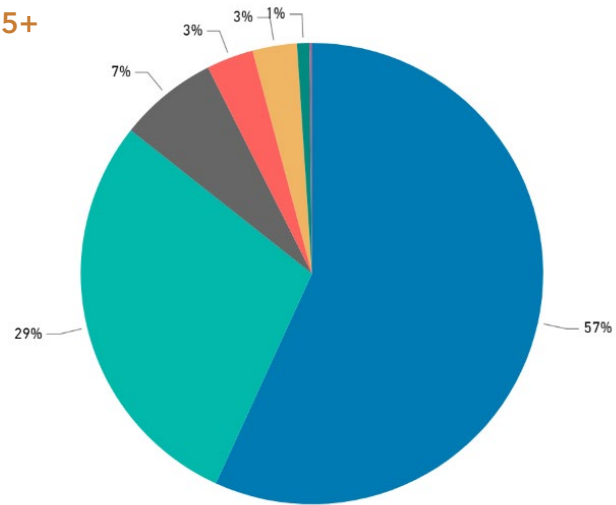


Deeper Dive

Under 55



55+



[Age]

EWEB Priorities

Questions/Prompts

- Distribute 12 points among the five values [reliability, affordability, environmental responsibility, safety, community] below based on the importance you would place on EWEB's decision-making. Each one may be assigned whole points from zero (0) to twelve (12).
- Below is a list of *specific priorities related to EWEB's core services. Recognizing that they may all be important to you, please rank them in order of importance with one (1) being the most important and five (5) being the least important.
- Below is a list of **specific priorities related to environmental responsibility. Recognizing that they may all be important to you, please rank them in order of importance with one (1) being the most important and five (5) being the least important.
- Below is a list of ***specific priorities related to EWEB's role in the community. Recognizing that they may all be important to you, please rank them in order of importance with one (1) being the most important and five (5) being the least important.

**Enhancing electric reliability, enhancing water reliability, enhancing water quality, improving customer service/responsiveness, controlling/reducing costs*

***Protecting the watershed, offering energy efficiency/conservation programs, offering water conservation programs, increasing renewable energy sources, controlling/reducing costs*

****Providing limited income assistance programs, helping customers and the community prepare for emergencies, helping the community address climate change, having a community presence (e.g. providing grants for energy and water education in local schools), controlling/reducing costs*



EWEB Priorities

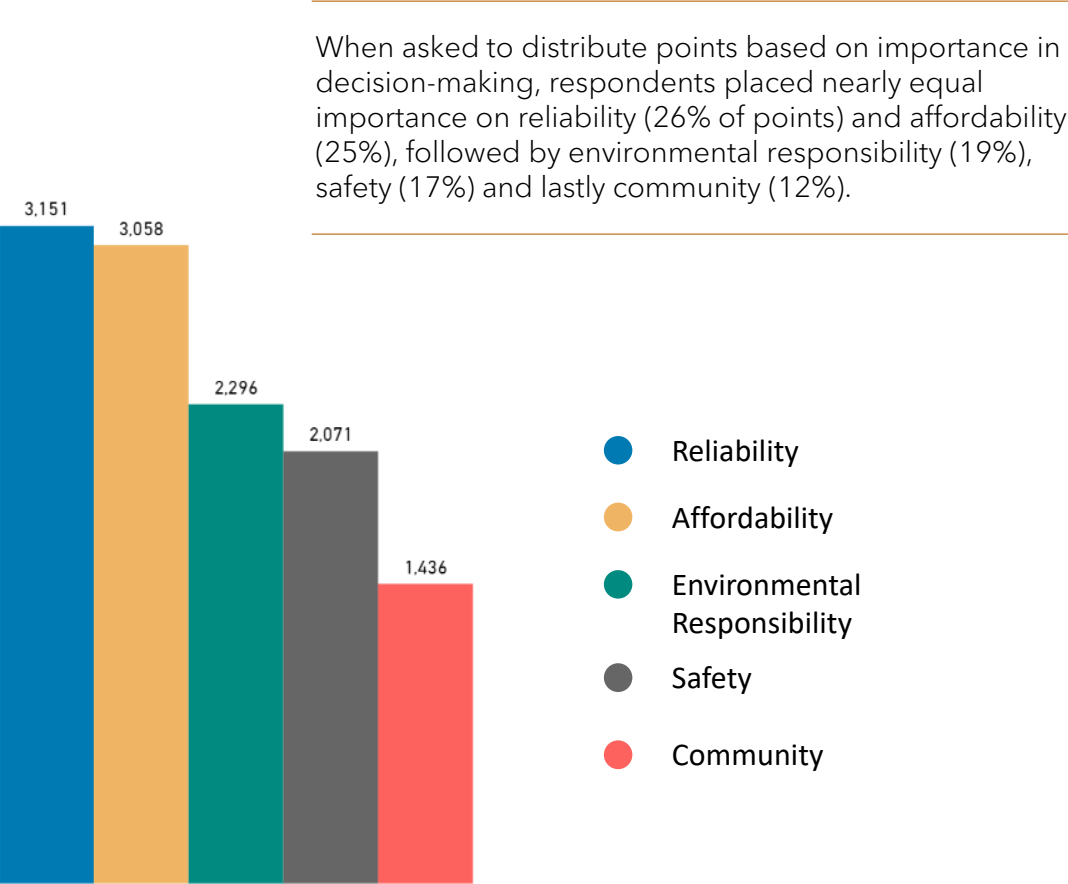
Key Findings

- Respondents place more importance on reliability and affordability with regard to EWEB's decision-making.
- Respondents prioritize controlling costs and electric service reliability when it comes to EWEB's core services.
- Respondents prioritize protecting the local watershed when it comes to environmental responsibility.
- Respondents are split on addressing climate change as a priority for EWEB's role in the community.

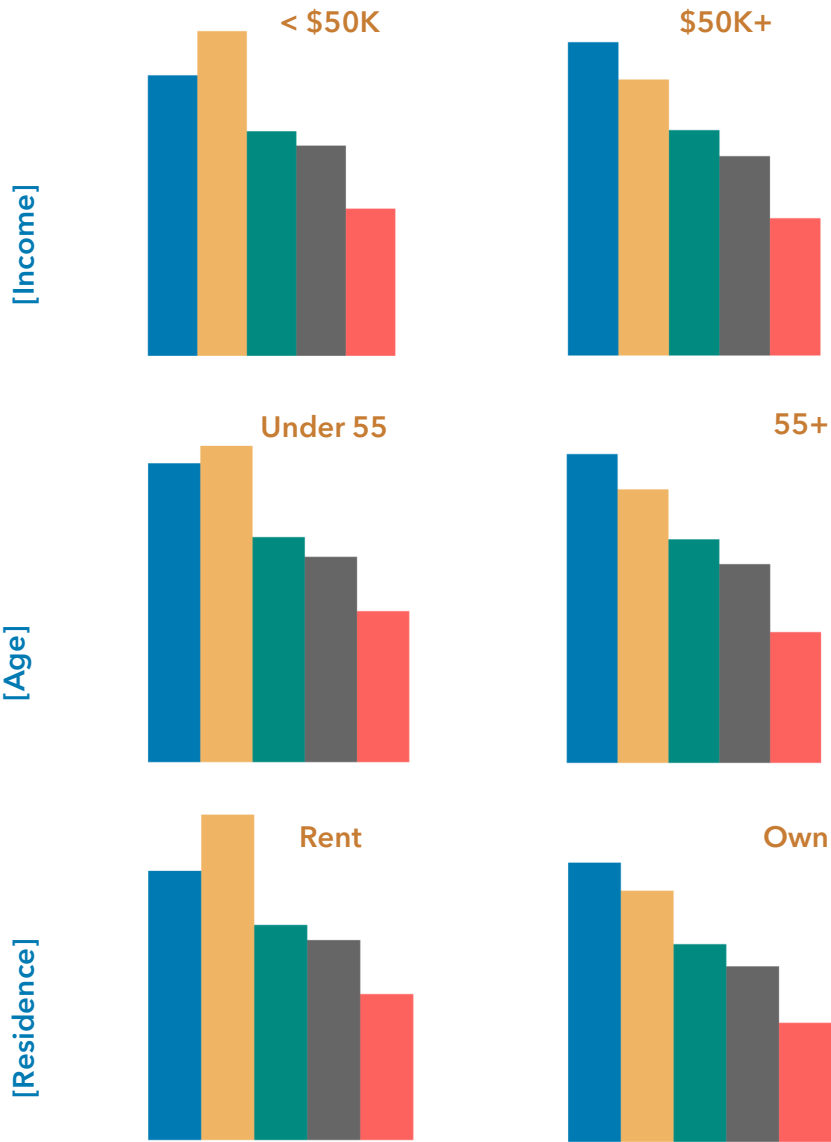
Considerations

- Respondents who report household income under \$50,000, those who rent and respondents under age 55 all place more emphasis on affordability than respondents who report higher household income, own their home or are 55 and older. The latter all place more emphasis on reliability.
- Across core services, environmental responsibility and EWEB's role in the community, controlling/reducing costs is the top priority when comparing percentages, however in each case the majority of respondents placed something other than controlling/reducing costs as their top priority.
- With respect to core services, respondents in EWEB's McKenzie River Valley territory prioritize reliability above affordability by a larger margin than other zip codes within EWEB service territory. In addition, respondents under 55, renters and those reporting less household income all place more emphasis on affordability and enhancing water quality than respondents who are older, own their home and report higher household income.
- The majority of respondents put offering water conservation programs among their bottom two priorities, which is also the program or service that received the lowest satisfaction rating indicating satisfaction and prioritization may be appropriately aligned relative to other areas of focus.
- Where control/reducing costs and addressing climate change fall in the prioritization with respect to EWEB's role in the community mirror each other indicating a dichotomy among respondents. If controlling cost is a top priority addressing climate change is generally among the bottom priorities and vice versa.

Respondents place more importance on reliability and affordability with regard to EWEB’s decision-making.

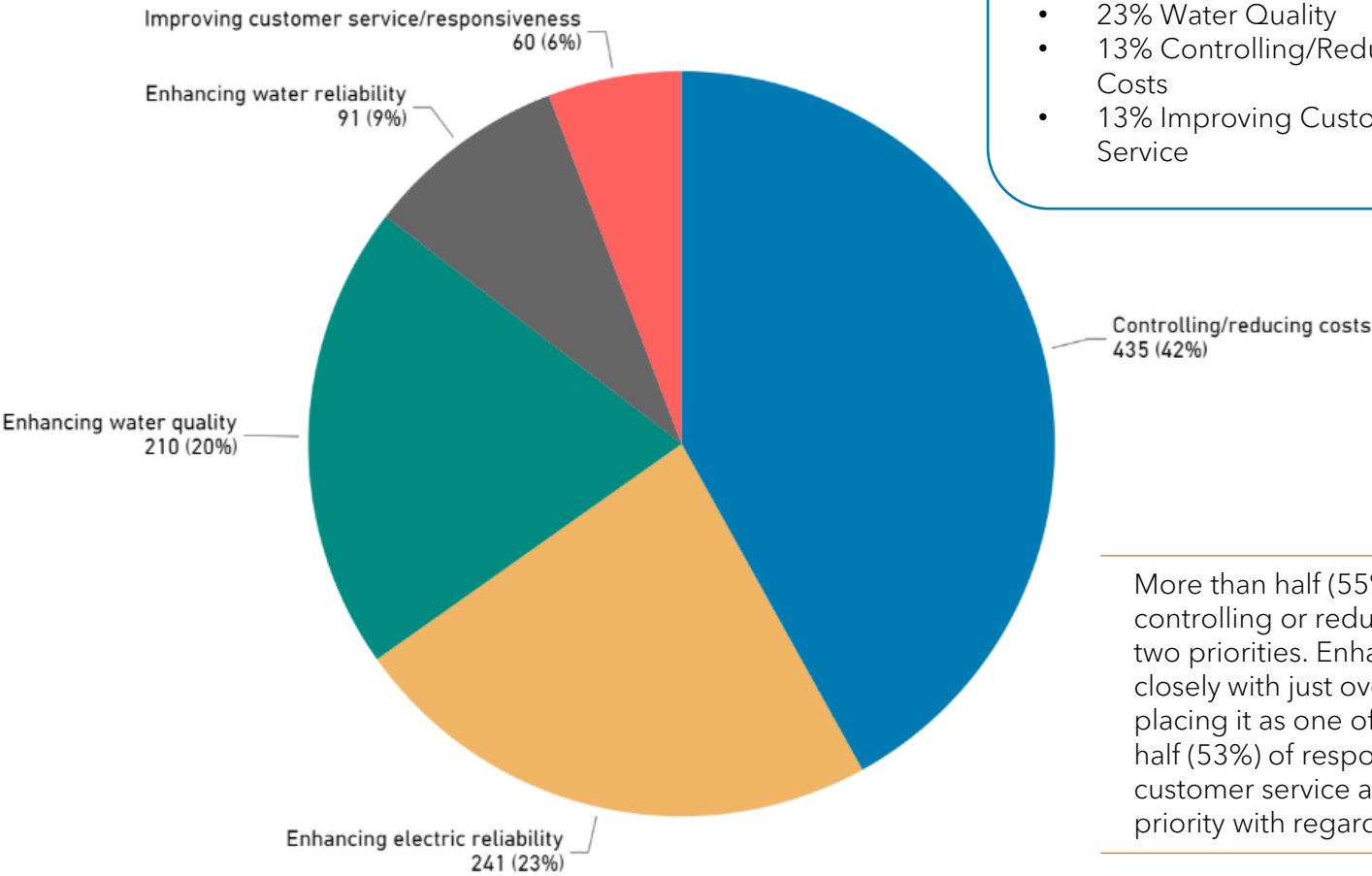


Deeper Dive



Respondents prioritize controlling costs and electric service reliability when it comes to EWEB’s core services.

Core Services Priorities



#2 Priority

- 28% Electric Reliability
- 23% Water Reliability
- 23% Water Quality
- 13% Controlling/Reducing Costs
- 13% Improving Customer Service

#3 Priority

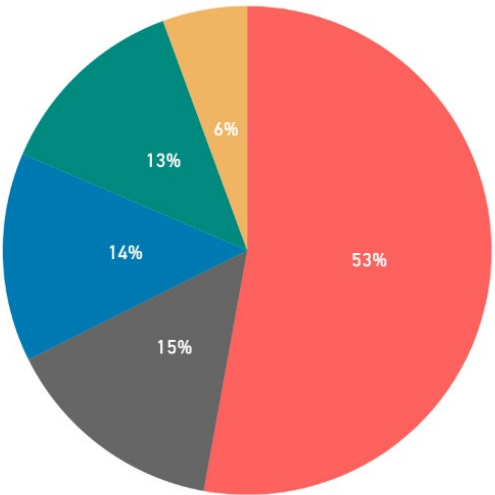
- 27% Electric Reliability
- 28% Water Reliability
- 25% Water Quality
- 10% Controlling/Reducing Costs
- 10% Improving Customer Service

#4 Priority

- 16% Electric Reliability
- 25% Water Reliability
- 19% Water Quality
- 21% Controlling/Reducing Costs
- 19% Improving Customer Service

More than half (55%) of respondents place controlling or reducing costs as one of their top two priorities. Enhancing electric reliability follows closely with just over half (51%) of respondents placing it as one of their top two priorities. Over half (53%) of respondents place improving customer service and responsiveness as their last priority with regard to EWEB’s core services.

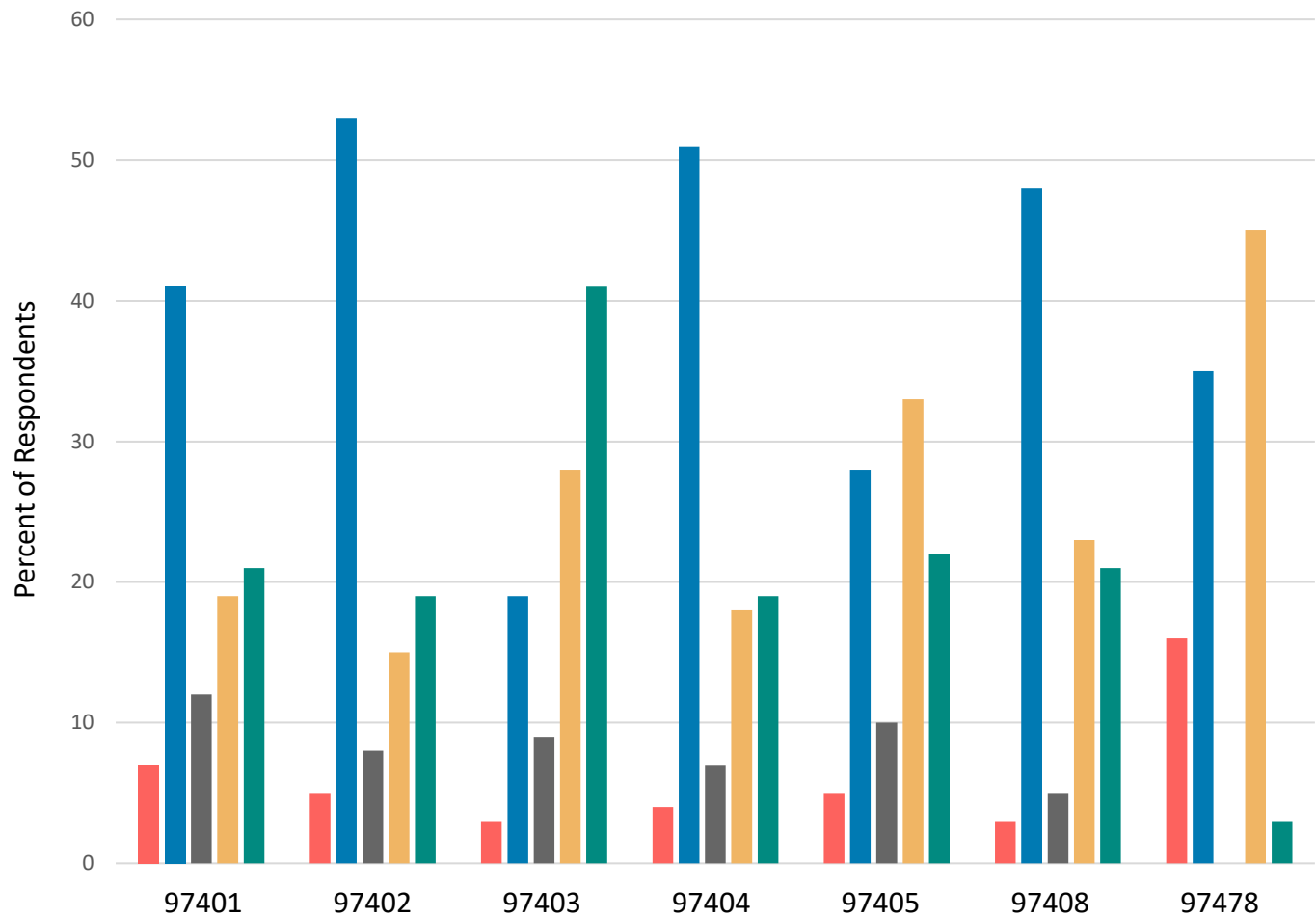
Core Services Bottom Priority





Deeper Dive

[Core Service Top Priority by Zip code]



Top priority fluctuates by respondent zip code. Notably, respondents in zip code 97478 place more emphasis on enhancing electric reliability (45%), nearly double the overall average (23%).

- Control/Reduce Costs
- Enhance Electric Reliability
- Enhance Water Quality
- Enhance Water Reliability
- Improve Customer Service/Responsiveness

[Age, Homeownership, Income]

Respondents who are younger, rent or report less household income place more emphasis on controlling cost and enhancing water quality as their top priority.

Under 55

- 51% Controlling Costs
- 19% Enhancing Water Quality

55+

- 34% Controlling Costs
- 29% Enhancing Electric Reliability

Rent

- 53% Controlling Costs
- 23% Enhancing Water Quality

Own

- 38% Controlling Costs
- 26% Enhancing Electric Reliability

< \$50K

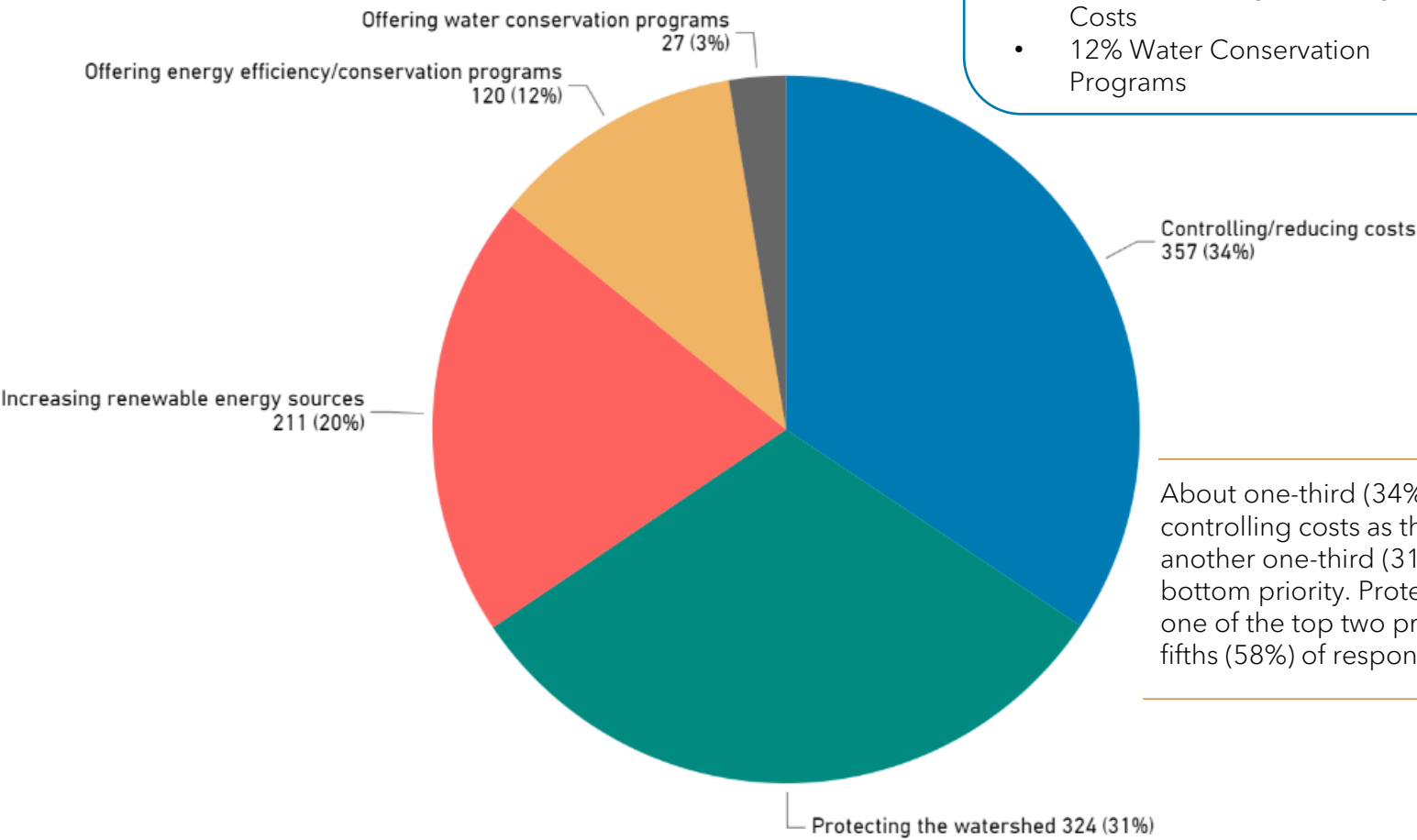
- 54% Controlling Costs
- 20% Enhancing Water Quality

\$50K +

- 34% Controlling Costs
- 28% Enhancing Electric Reliability

Respondents prioritize protecting the local watershed.

Environmental Responsibility Priorities



#2 Priority

- 27% Protecting the Watershed
- 24% EE Programs
- 24% Increase Renewables
- 13% Controlling/Reducing Costs
- 12% Water Conservation Programs

#3 Priority

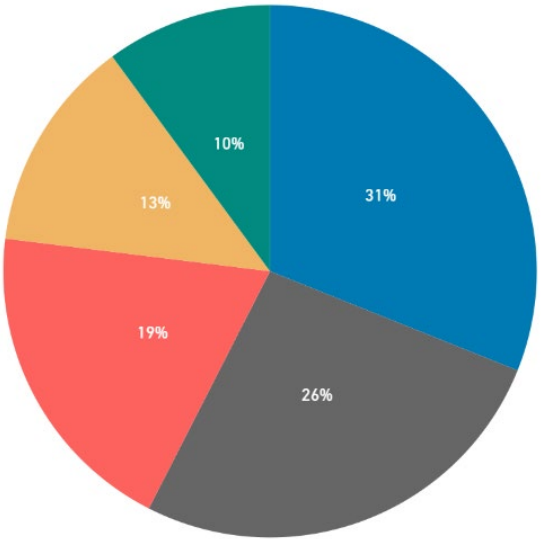
- 17% Protecting the Watershed
- 28% EE Programs
- 20% Increase Renewables
- 12% Controlling/Reducing Costs
- 24% Water Conservation Programs

#4 Priority

- 15% Protecting the Watershed
- 23% EE Programs
- 17% Increase Renewables
- 10% Controlling/Reducing Costs
- 35% Water Conservation Programs

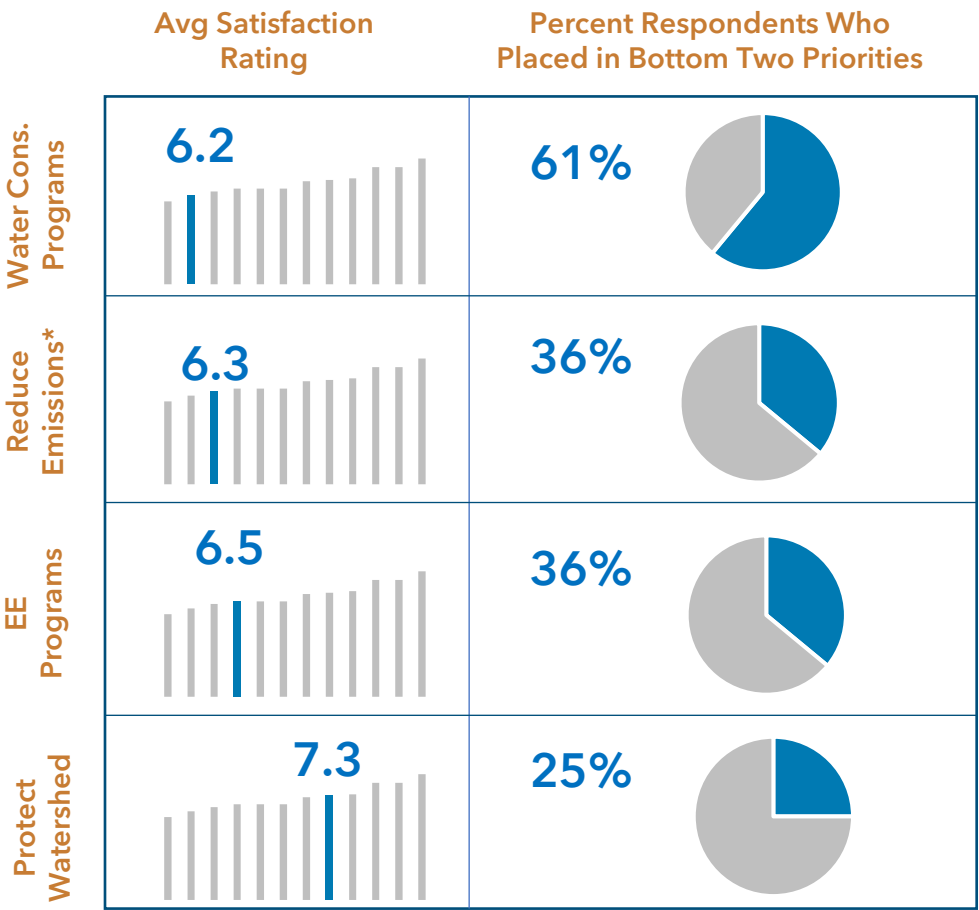
About one-third (34%) of respondents place controlling costs as their top priority, while another one-third (31%) place it as their bottom priority. Protecting the watershed is one of the top two priorities for nearly three-fifths (58%) of respondents.

Environmental Responsibility Bottom Priority





Deeper Dive



*Satisfaction rating was for Efforts to Control Greenhouse Gas Emissions and the priority was increasing renewable energy sources.

While on average, respondents report only being moderately satisfied (6.2) with EWEB’s water conservation programs, the majority of respondents (61%) also place it among their bottom two priorities. While respondents report being less satisfied with water conservation programs than with other EWEB services and programs, they also find water conservation programs less important relative to other areas. This is in contrast with protecting the local watershed, which respondents report higher satisfaction (7.3) and a higher priority with only one-quarter (25%) placing it as one of their two bottom priorities.

[Environmental Responsibility Top Priority by Zip code]



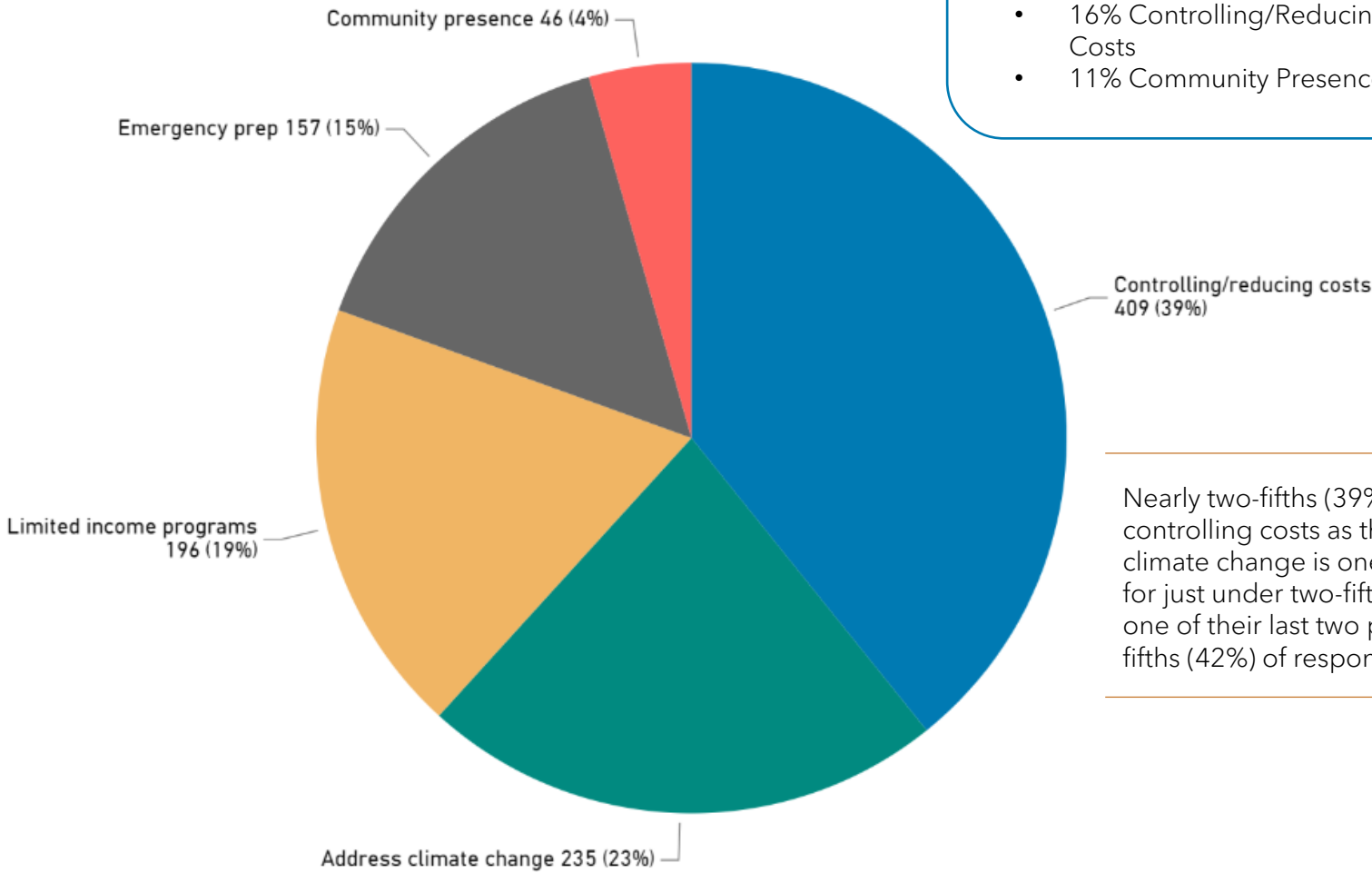
Zip codes 97401, 97403 and 97405 all place protecting the watershed as a higher priority than controlling costs with two-thirds (66%) of respondents placing it as one of their top two priorities. In comparison, just over one-third (36%) of respondents place controlling costs as one of their top two priorities.



Zip codes 97402, 97404, 97408 and 97478 all place a little more emphasis on controlling costs over protecting the watershed with just under three-fifths (57%) of respondents placing controlling costs as one of their top two priorities compared to a little over half (52%) placing protecting the watershed as one of their top two priorities.

Respondents are split on addressing climate change as a priority for EWEB’s role in the community.

EWEB’s Role in the Community Priorities



#2 Priority

- 29% LI Programs
- 28% Emergency Prep Programs
- 16% Climate Change
- 16% Controlling/Reducing Costs
- 11% Community Presence

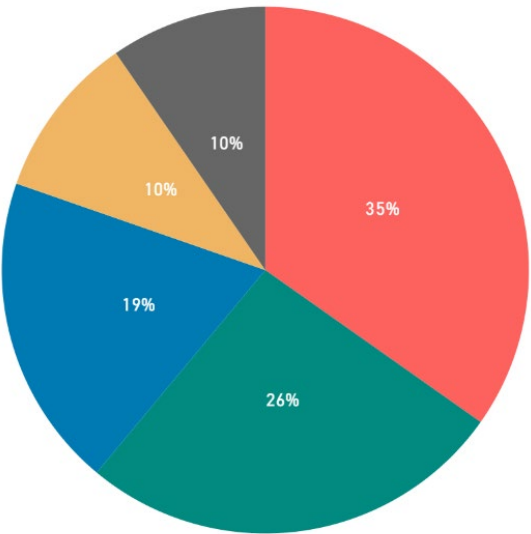
#3 Priority

- 25% LI Programs
- 28% Emergency Prep Programs
- 19% Climate Change
- 12% Controlling/Reducing Costs
- 17% Community Presence

#4 Priority

- 27% LI Programs
- 20% Emergency Prep Programs
- 16% Climate Change
- 14% Controlling/Reducing Costs
- 33% Community Presence

EWEB’s Role in the Community Bottom Priority



Nearly two-fifths (39%) of respondents place controlling costs as their top priority. Addressing climate change is one of their two top priorities for just under two-fifths (39%) of respondents and one of their last two priorities for just over two-fifths (42%) of respondents.



Deeper Dive

[Controlling Costs Top Priority]

Priority	Limited Income	Emergency Prep	Community Presence	Climate Change
2 nd	43%	33%	11%	12%
3 rd	27	33	17	23
4 th	17	23	36	23
5 th	12	10	36	41

Three-fifths (61%) of respondents who place addressing climate change as their bottom priority have controlling costs as their top priority.

[Addressing Climate Change Top Priority]

Priority	Limited Income	Emergency Prep	Community Presence	Controlling Costs
2 nd	33%	34%	14%	18%
3 rd	31	31	18	18
4 th	27	20	30	23
5 th	9	13	37	41

Just under half (48%) of respondents who place controlling costs as their bottom priority have addressing climate change as their top priority.

EWEB Strategic Initiatives

Questions/Prompts: Electric Supply Planning

EWEB's ongoing electric supply planning effort is aimed at optimizing the utility's power resources, assets, infrastructure and customer products and services to continue to serve the community's future electricity needs. The following questions relate to this strategic initiative.

- In order to ensure reliable power supply, EWEB routinely buys and sells power in the marketplace. During times when energy demand from customers is high, power that EWEB purchases may come at a higher cost or from a generating resource with a larger carbon footprint. Would you say you were currently very aware, somewhat aware or not aware that power purchased at different times may cost EWEB more or have a larger carbon footprint?
- Overall, how interested are you in EWEB provided programs and services to help you reduce your carbon footprint?
- If EWEB were to create different pricing options, would you be interest in participating in a program that encouraged you to shift your energy use to hours of the day when rates and carbon emissions are lower?
- Below you will find a *series of characteristics EWEB will consider when making decisions about future electric supply resources. Please rank them in order of most important to least important in the decision-making process.

**Overall cost, stability of rates, reliability of service, environmental impact*



EWEB Strategic Initiatives: Electric Supply Planning

Key Findings

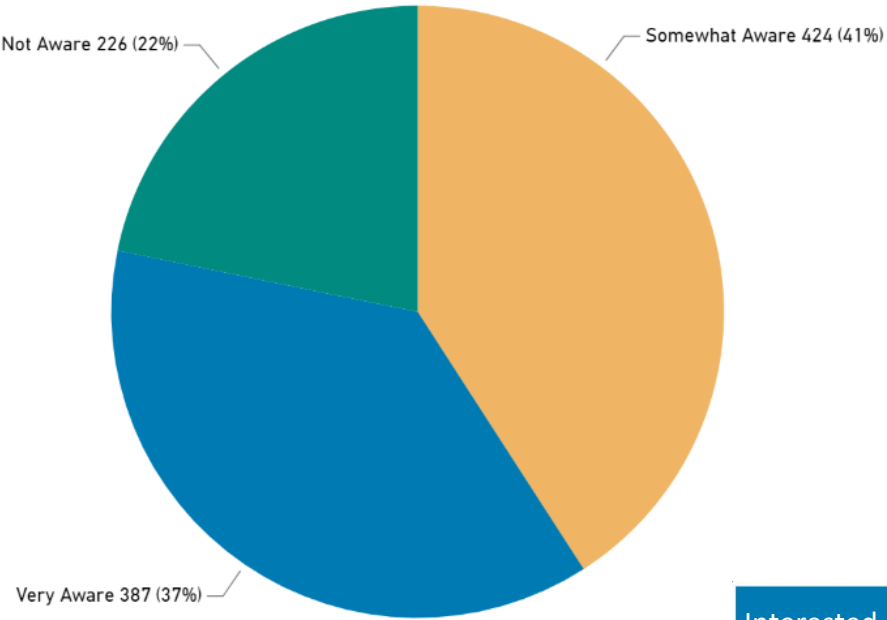
- Respondents are aware that power cost and carbon intensity vary and indicate interest in programs to address both.
- Respondents emphasize importance of service reliability in electric supply planning decision-making, while dichotomy between environmental impact and cost persists.

Considerations

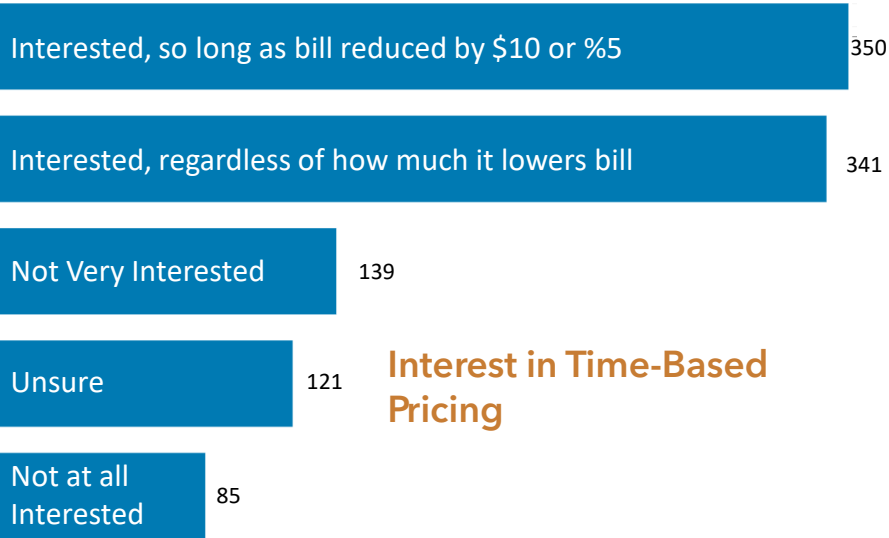
- Many respondents who place addressing climate change as their bottom priority with respect to EWEB's role in the community still express interest in EWEB programs and services to help them address their own carbon footprint.
- Respondents who placed environmental impact among their top priorities with respect decision-making for electric supply planning were likely to place overall cost as a bottom priority and vice versa.

Respondents are aware that power cost and carbon intensity vary and indicate interest in programs to address both.

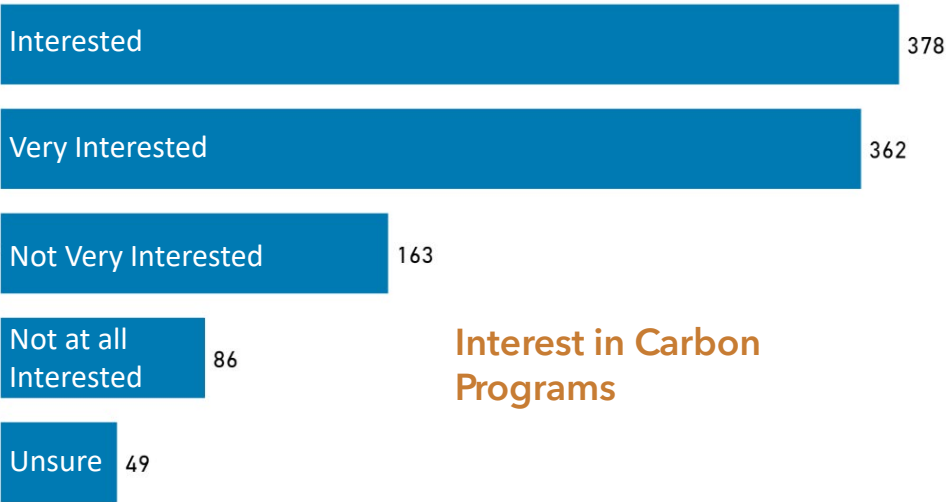
Awareness of Power Cost & Carbon Variability



Over three-quarters (78%) of respondents are at least somewhat aware that power cost and carbon intensity are variable, up from 68% in 2019. Over two-thirds of respondents (67%) are interested in time-based pricing and nearly three-quarters (71%) indicate interest in programs to help them reduce their carbon footprint.



Interest in Time-Based Pricing



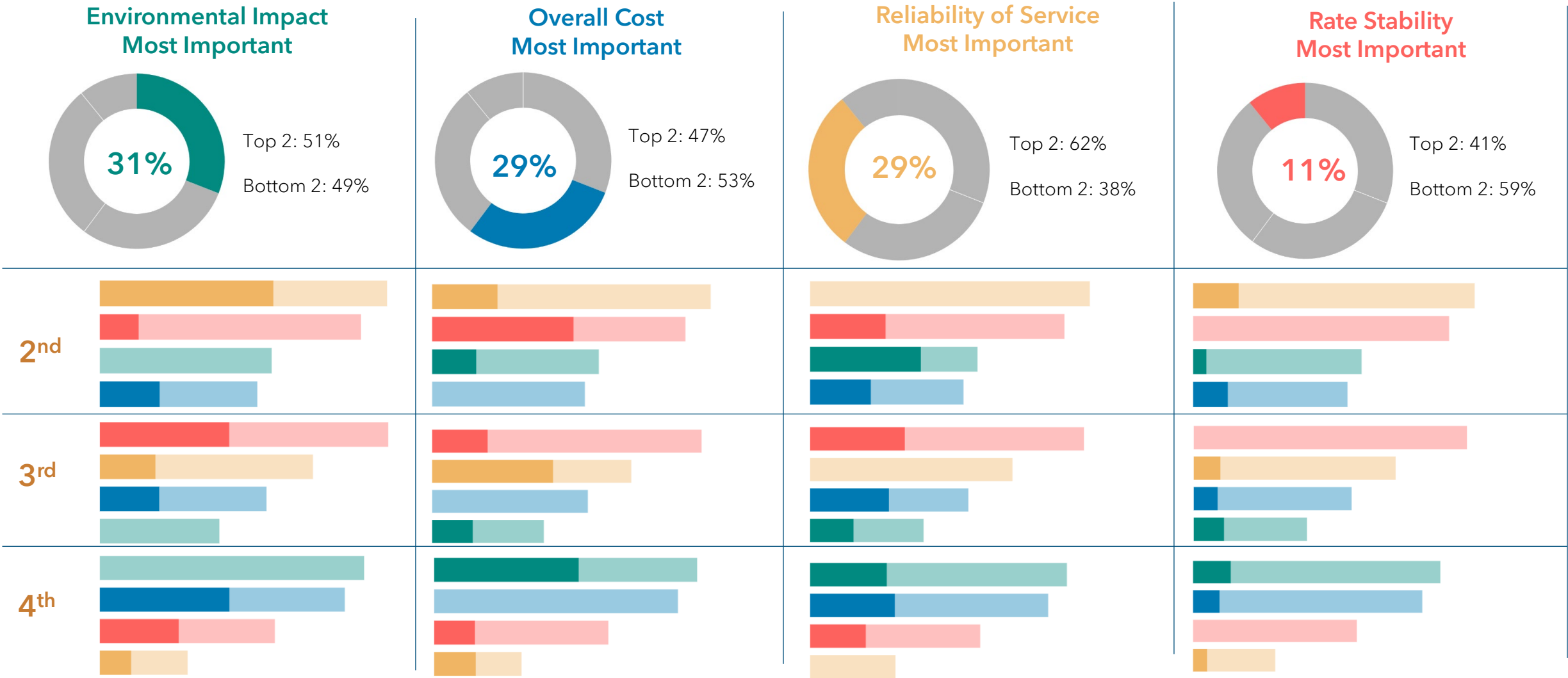
Interest in Carbon Programs

[Climate Change: EWEB's Role]

Nearly half (45%) of respondents who place addressing climate change as the last priority with regard to EWEB's role in the community express interest in carbon programs with over one-third (34%) indicating they are very interested.

The vast majority (91%) of respondents who place addressing climate change as the top priority, even ahead of controlling costs, with regard to EWEB's role in the community express interest in carbon programs with nearly two-thirds (63%) indicating they are very interested.

Respondents emphasize importance of service reliability in electric supply planning decision-making, while dichotomy between environmental impact and cost persists.



EWEB Strategic Initiatives

Questions/Prompts: Alternate Water Sources

Of the 20 largest cities in the Northwest, Eugene is the only one with a single source of water. If something were to happen that shuts off the McKenzie drinking water supply, the Eugene community would have only about two-three days of stored water. In order to ensure safe and reliable water supplies, EWEB is securing additional sources. The following questions relate to this strategic initiative.

- EWEB is working with community partners to develop an emergency water supply program that includes several permanent distribution sites located throughout the community using groundwater wells, as well as mobile water trailers. Before today, what was your awareness that EWEB has emergency water supply sites located throughout Eugene?
- Currently, EWEB's long-term financial plan has construction of an earthquake resilient water treatment plant located on the Willamette River starting in the coming years. Would you say you were currently very aware, somewhat aware or not aware that EWEB is planning to add this alternate water source?
- Thinking about your bill, how much of a monthly increase is acceptable for securing this second water treatment plant?



EWEB Strategic Initiatives: Alternate Water Sources

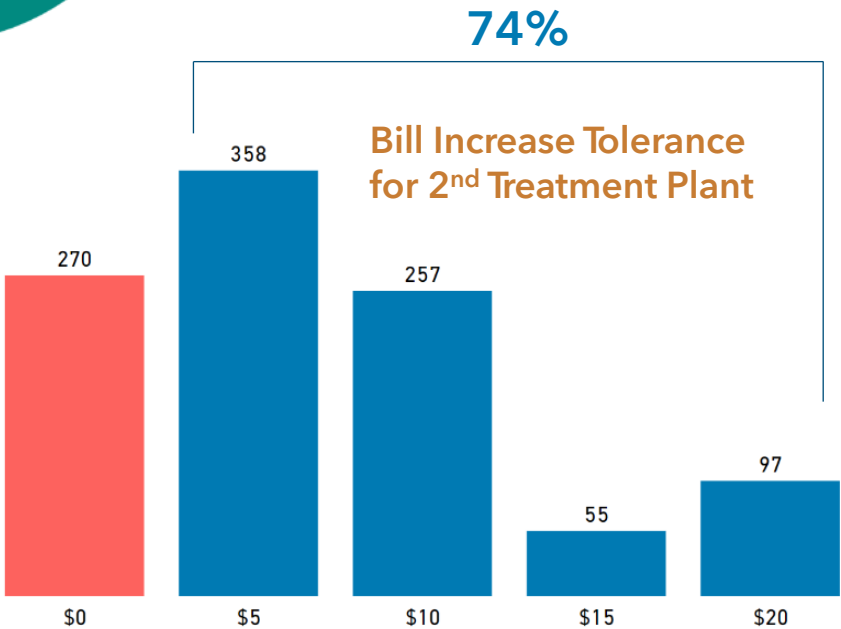
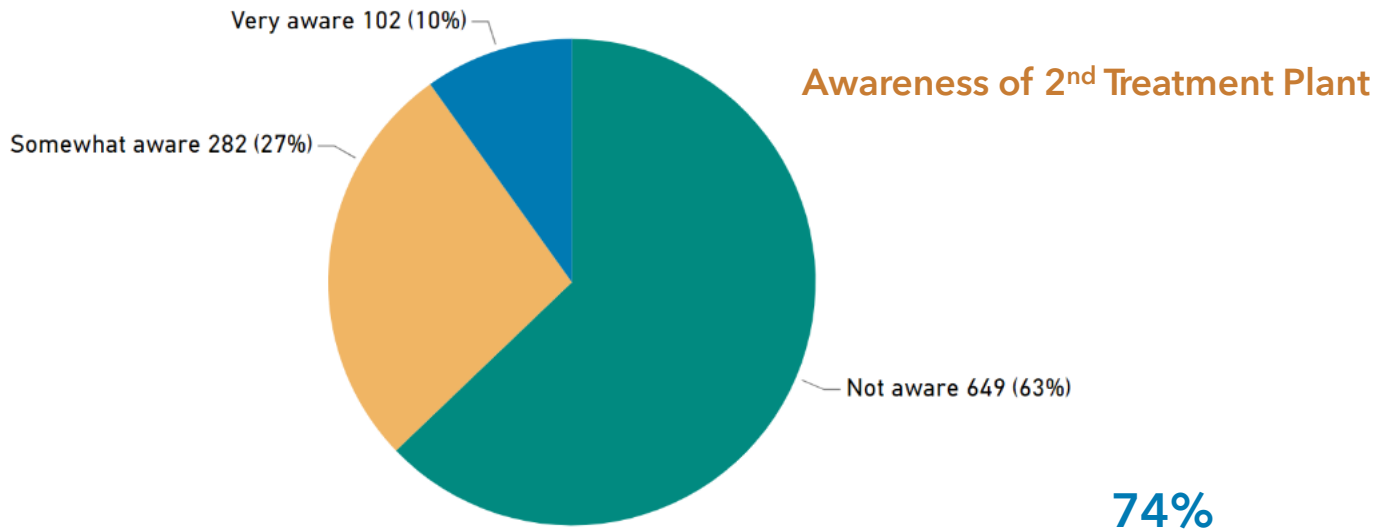
Key Findings

- While respondents may not yet be aware of EWEB's plan to construct a second water treatment plant, they indicate willingness to pay for its construction.
- Awareness of emergency water distribution sites has increased since 2019.

Considerations

- As EWEB is in the planning stages for the construction of a second water treatment plant, the utility has yet to launch a strategic communication and outreach plan. Despite the fact the plan to build a second treatment plant is not yet commonly known, the majority of respondents indicate they are willing to pay for its construction regardless of their household income.
- Respondents who own their home are more likely to be aware of EWEB's emergency water distribution sites and know where the one nearest their home is located than renters.

While respondents may not yet be aware of EWEB’s plan to construct a second water treatment plant, they indicate willingness to pay for its construction.



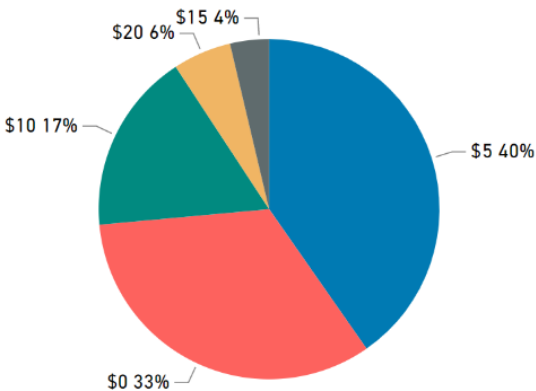
Majority of respondents (63%) indicate they were not aware of EWEB’s plan to construct a second water treatment plant. Nearly three-quarters (74%) indicate willingness to pay at least an additional \$5 a month for its construction.



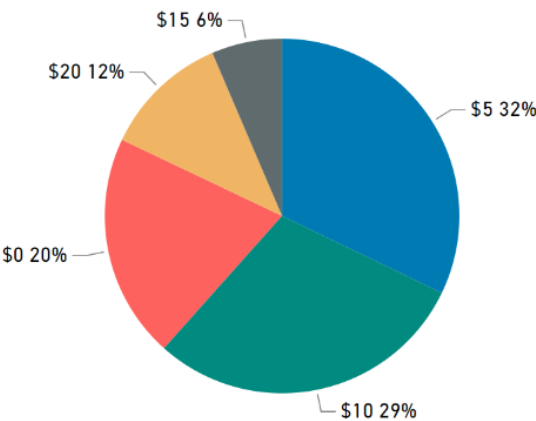
Deeper Dive

[Bill Increase Tolerance and Income]

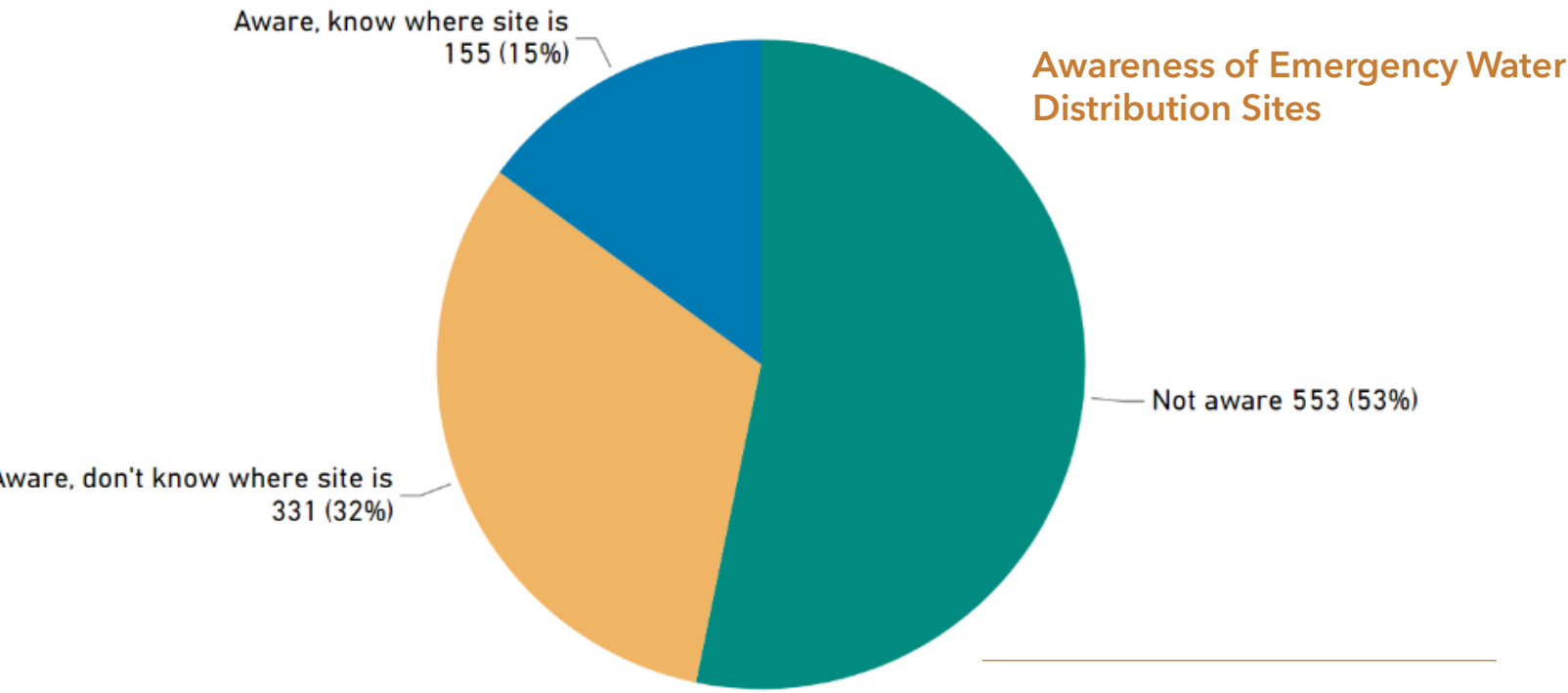
< \$50K



\$50K +



Awareness of emergency water distribution sites has increased since 2019.

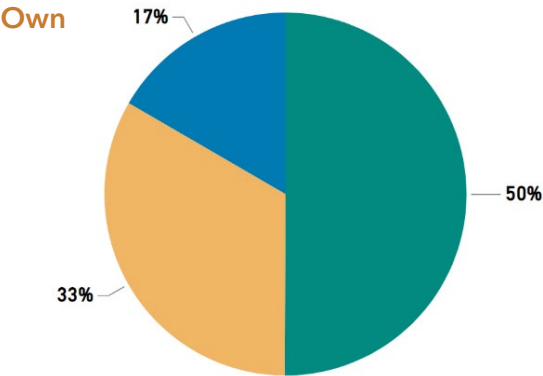


Almost half (47%) of respondents are aware that EWEB has emergency water distribution sites throughout the community, up from 36% in 2019. Roughly one-sixth (15%) of respondents know the location of the site nearest their home.

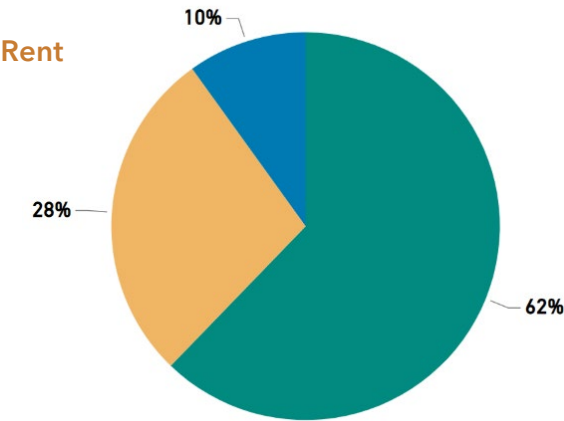


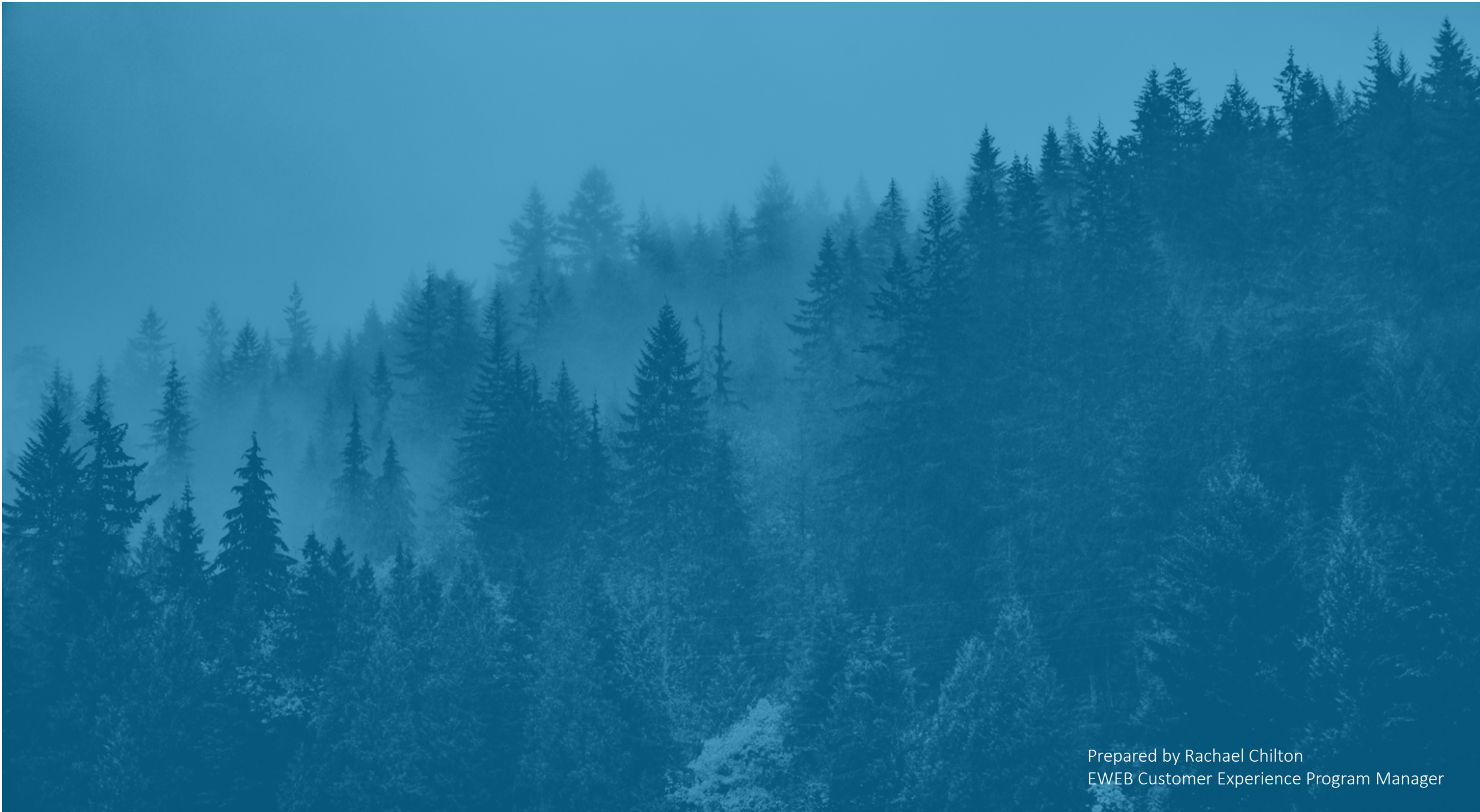
Deeper Dive

[Residence]



Homeowners are more likely to be aware of emergency sites (50%) and know the location of the one nearest their home (17%) compared to renters (28% aware, 10% know location).





Prepared by Rachael Chilton
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