



The following questions have been posed by Commissioners prior to the scheduled Board Meeting on March 4, 2025. Staff responses are included below and are sorted by Agenda topic.

**Residential Customer Survey Results (December 2024) (LAWSON/CONNORS)** Page 2, at the bottom of the outlined percents, is a footnote: "Customers were asked to rate their satisfaction with EWEB's performance on a scale of one (1) to ten (10) where ten is very satisfied and one is very unsatisfied. Ratings of 7-10 shown"

Can you please clarify what "Ratings of 7-10 shown" means? Are the customers who voted 6 and below not represented in these percentages?

**RESPONSE:** Table 1 - Customer Satisfaction displays the percentage of customers who, according to the survey consultant, provided a rating that is considered a "high" degree of satisfaction. Lower ratings (6 and below) are not reflected in the table.

**Annual Board Policy Review, proposed amendments (LAWSON)**

**GP7 - Removing IRP, and supply/master plans from resolutions and puts them under GP18. Does this mean that the IRP and Supply and Master plans are no longer a Resolution vote for the Board of Commissioners? Another clarification; are the items under GP18 exclusively not resolution decisions moving forward?**

**RESPONSE:** The Energy Resource Study and Action Plan (a.k.a. IRP) and Supply and Master Plans still require Board approval via resolution according to the proposed board policy amendments. The bullet point in GP7 which refers to "Plans/Documents requiring board approval (including but may not be limited to plans specified in GP18)" is meant to capture these Plans. Note: In 2023, EWEB transitioned to an iterative, biennial process referred to as Energy Resource Planning; the Energy Resource Study and Action Plan mentioned in GP18 are synonymous to the IRP.

According to the proposed GP18, "plans requiring formal approval by the Board of Commissioners require an affirmative vote of a majority of the Board and will be documented by resolutions as per Board Policy GP7 Parliamentary Procedures".

**GP8 – Executive Sessions: If passed, will these requirements for attending executive sessions be shared with the outlined media for every announced executive session or just once (or at all?)**

**RESPONSE:** If the Board approves the additional language pertaining to executive sessions in GP8, a reference to the policy will be incorporated on the Public Meetings page on eweb.org, and in public meeting notices that are emailed to representatives of news media.

**GP17 - To understand the language recommendations, I have an example. I just got a text on my personal cell asking what wards I represent as an EWEB commissioner with no other messages following. Based on what I'm understanding of the amendments, this exchange would be required to send to EWEB even though it is, in my opinion, benign?**

**RESPONSE:** While the scenario described above seems benign, the text message is a public record according to definitions in ORS 192.311. (5)(a) says a "Public record" includes any writing that contains information relating to the conduct of the public's business, and (7) states that "Writing" means handwriting, typewriting, printing, photographing and every

means of recording, including letters, words, pictures, sounds, or symbols, or combination thereof, and all papers, maps, files, facsimiles or electronic recordings.

As such we recommend taking a screen capture of the text message and emailing it to your eweb.org mail account.

**Prior Year-end Results – Operational and Strategic Goals Report (LAWSON)**

In the Quarterly Report Incident Response Table 1-3 showed that safety metrics for Q4 were much higher than previous three years. Is there a reason for this change? What are exposure hours?

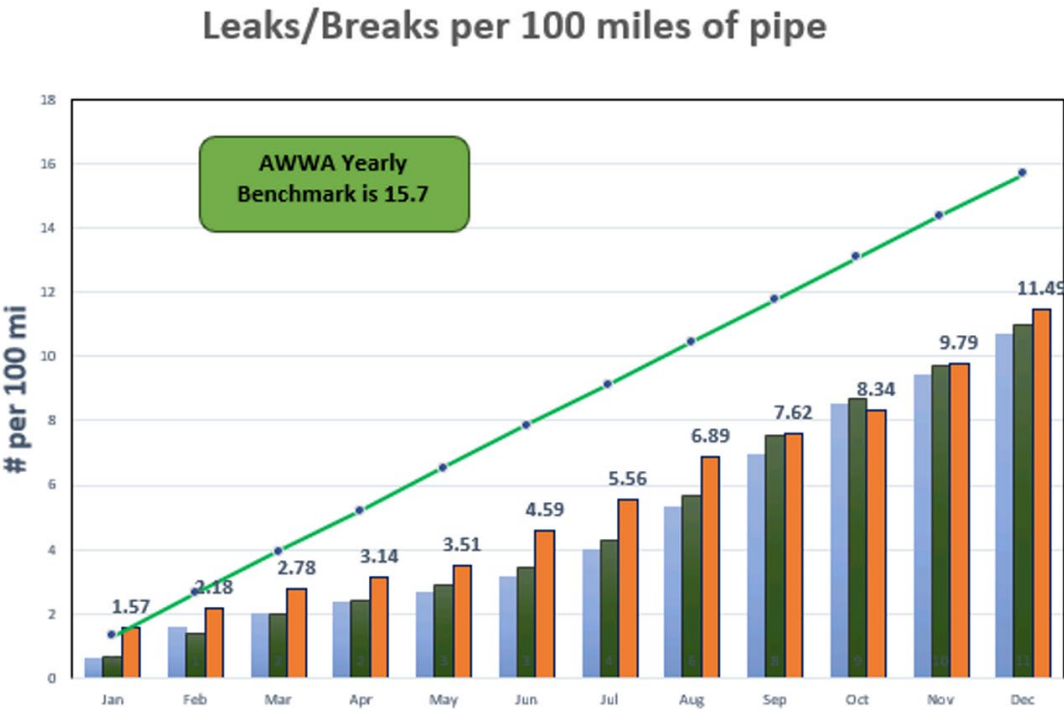
**RESPONSE:** While exposure hours have increased over the past three years, 1,084,583 in 2024 vs. a 3-year average of 1,030,456, many of the statistics are “normalized” and did compare unfavorably in 2024. Three factors have worsened the 2024 safety metrics trends compared to the three-year average including the major 2024 storm event, significant loss-time rollover from 2023 (112 of the yearly total of 335 OHSA Loss Time Days rolled over from 2023 into 2024 Q1), and that the 3-year average is at historic lows (which is positive).

In the Quarterly Report in Table 1-7 Water Reliability, I see there is a Target and a separate benchmark. Why are those different and where does the information come to set them. I assume Target is internally set and benchmark is from the industry but wanted to double check my assumption.

**RESPONSE:** The target is based on meeting industry benchmarks or compliance values. If there is not a benchmark, then an internal EWEB objective is set. Common operational benchmarks come from American Public Power Association and/or American Water Works Association, although others may be used in non-utility specific areas.

Water leaks/breaks per 100 miles of pipe: Is the graph cumulative or just total for the month? If later what is the cause of increase throughout the year?

**RESPONSE:** The graph referenced for leaks/breaks per 100 miles is cumulative throughout the fiscal year.



**In the Quarterly Report, I see Average Speed of Answer time increased. I assume this was due to higher call volumes from the system switchover. If that is true, have we started to see call times come back below target in Q1?**

**RESPONSE:** Yes, prior to the system switchover, specifically related to the Customer Portal, the Average Speed of Answer (ASA) was 78 seconds but surged to over 4 minutes in December. Since that time, outside of the first Monday of the month when EWEB accepts customer bill assistance applications, and the unique day that the “queued up” Disconnection Notices were released, the ASA has been well under 60 seconds. For example, last week, the ASA was 37 seconds.

**In the Quarterly Report in Building and Renovation Response Table 1-11, I see Targets for response times are being established. Who is establishing those and what information will feed into creating them?**

**RESPONSE:** Management will work with operations and customer staff to establish more detailed benchmarks as part of a Continuous Improvement effort in 2025. Typically, this type of benchmarks gets established to facilitate improvement (internally determined) and eventually gets refined as customer expectations and outside benchmarking are considered.

## **CORRESPONDENCE**

### **State Legislative Update - (HEUSER)**

**Please provide a brief update on the status of HB 3666, Bill Title - Relating to utility wildfire safety practices. Does EWEB support this bill?**

**RESPONSE:** Until the details of likely further revisions are developed, EWEB is presently “monitoring” the progression of HB 3666. EWEB is conceptually supportive of establishing transparent utility standards related to wildfire mitigation and the potential reduction of liability should utilities plan and implement actions consistent with good practices and thus be “certified” as such. However, given the certification is voluntary for consumer owned utilities, all of whom have unique risks, systems, and resources, EWEB is evaluating the potential benefits of the bill relative to the administration associated with the certification process so as to be responsible stewards of our community’s resources.

**Is EWEB tracking HB 3527 - which creates a low-income water/sewer bill assistance fund?**

**RESPONSE:** Yes. EWEB is generally supportive of HB 3527. The bill had a broadly supportive hearing in a House policy committee, but effort on this bill will be needed when it is subsequently referred to the Joint Ways and Means Committee where it will be competing with many other state funding priorities, when EWEB can potentially lend our efforts in support of the bill. Representative Nathanson is typically involved in budget matters and Commissioners meeting with the Representative next week would be a good opportunity to discuss this issue.

The bill addresses an existing temporary program created with federal funding that has run out. Oregon had a Low-Income Household Water Assistance Program in 2022 and 2023 that was established and funded by Congress in the American Rescue Plan Act (ARPA) of 2021 and modeled after the long-standing Low Income Home Energy Assistance Program (LIHEAP). The program was administered by Oregon Housing and Community Services which received a \$13.8 million allocation for the statewide program. EWEB participated in advisory groups for the rulemaking to establish the statewide program. Although no funds were awarded to EWEB directly, Lane County Human Services (HSD) was authorized to receive and to apply state funds and coordinate with EWEB to directly credit assistance to EWEB customer accounts.

Senators Merkley and Wyden have called on Congress to further fund the national program.