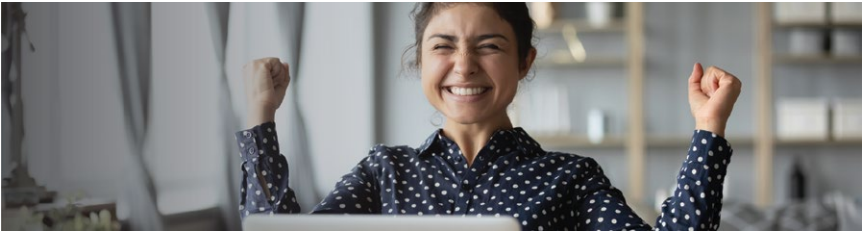




CUSTOMER PROGRAMS



PARTNERING WITH CUSTOMERS ON
CONSERVATION, RESILIENCY AND
CLIMATE ACTION



EWEB PROGRAMS HELP CUSTOMERS REDUCE BILLS, PROTECT THE ENVIRONMENT, IMPROVE COMFORT, AND PREPARE FOR EMERGENCIES

Our customers have diverse needs, values and income levels. They are homeowners, renters, and business owners. The buildings served by EWEB electricity and water vary from manufactured homes to apartments, modest single family dwellings, large homes, storefronts, industrial sites, public facilities, and extensive multi-building campuses.

To serve the diverse needs of our community, we develop customer programs based on several guiding principles:

- Optimize cost to benefit, including environmental and social values
- Comply with legal and regulatory obligations
- Support EWEB's strategic plan and community goals, including carbon reduction targets and affordability
- Offer stability so that customers can plan their projects knowing the EWEB incentives that will be available
- Be flexible to adapt programs to evolving technology and customer expectations
- Offer choices for customers to participate based on their needs, budgets, and values
- Ensure equity by minimizing cross-subsidies
- Design programs that are accessible to all, including historically underserved communities

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RESIDENTIAL

ENERGY & WATER EFFICIENCY

DUCTED HEAT PUMPS

Rebate: \$1,000

Zero Interest Loan: Up to \$15,000

WINDOWS

Rebate: \$4/sq ft of windows

Zero Interest Loan: Up to \$6,000 for minimum performance windows, \$9,000 for high performance

WATERSENSE TOILETS

Rebate: \$100 for 1 gallon per flush or \$50 for 1.28 gallons per flush

HEAT PUMP WATER HEATER

Rebate: \$900

Zero Interest Loan: Up to \$2,500

ELECTRIC REPAIR

Zero Interest Loan: Up to \$20,000 for emergency repair or necessary upgrade

DUCTLESS HEAT PUMPS

Rebate: \$800

Zero Interest Loan: Up to \$6,000 for single-head systems plus \$2,000 for each additional head (max 5 total)

INSULATION

Rebate: \$1/sq ft of insulation (up to 50% of job cost), and \$40 for insulated entry doors
Zero Interest Loan: Up to \$6,000

AIR SEALING

Rebate: 10¢/sq ft of sealed attic or crawl space, and \$250 for prescriptive duct sealing
Zero Interest Loan: Up to \$1,000

WATER SHUT-OFF VALVE

Rebate: \$150 if provided by plumber, or \$75 if provided by EWEB

WATER LINE REPLACEMENT

Zero Interest Loan: Up to \$5,000

2024 Results



\$3.4 Million

Rebates and loans for heating systems, water heaters, windows, insulation and other upgrades



1,884 Projects

Including 213 income-qualifying and 213 rental projects



7,800 MWh

Energy saved, roughly equivalent to the power used by 400 homes in a year



367,000 MTCO₂e

Carbon reduced, roughly equivalent to the carbon sequestered by 417,000 acres of forest



185 Million Gallons

Water saved, roughly equivalent to the water used by 1,690 homes in a year



The biggest benefit of installing a ductless heat pump for our family has been the leveling out of our bill. Before we had it, we had been paying \$400 a month to still be cold and sweated out all summer and now we have even temperatures all year round. It's been incredible for us and the extra benefit of EWEB offering a payment plan for five years interest free made it so possible for us to do it."

Annie, EWEB Customer

Contact our energy & water efficiency experts:
541-685-7088
ems.answers@eweb.org

INCOME-BASED

EFFICIENCY & ASSISTANCE

DUCTLESS HEAT PUMPS^{1,2}

Rebate: \$4,500

Zero Interest Loan: Up to \$6,000 for single-head systems plus \$2,000 for each additional head (max 5 total)

HEAT PUMP WATER HEATER^{1,2}

Rebate: \$1,700

Zero Interest Loan: Up to \$2,500

INSULATION

Rebate: 100% of eligible costs

CUSTOMER CARE

\$280 bill credit annually

Ducted Heat Pump^{1,2}

Rebate: \$6,000

Zero Interest Loan: Up to \$15,000

WINDOWS^{1,2}

Rebate: \$20/sq ft of windows

Zero Interest Loan: Up to \$4,000

WATER LINE REPLACEMENT¹

Grant: 100% of eligible costs, up to \$5,000

ELECTRIC REPAIR¹

Grant: 100% of eligible costs, up to \$5,000 for emergency repairs or upgrades necessary for energy efficiency projects

COMMUNITY PARTNER CARE PROGRAM

EWEB bill credit of up to 10% of annual utility charges for organizations with 501(c)(3) status providing assistance to unhoused people.

¹ For owner-occupied residences

² Loan can be combined with rebate



RENTAL

DUCTLESS HEAT PUMPS^{3,4}

Rebate: \$1,000

Zero Interest Loan: Up to \$6,000 for single-head systems plus \$2,000 for each additional head, max 5 total

WINDOWS^{3,4}

Rebate: \$10/sq ft of windows

Zero Interest Loan: Up to \$4,000

Ducted Heat Pump^{3,4}

Rebate: \$1,000

Zero Interest Loan: Up to \$15,000

HEAT PUMP WATER HEATER^{3,4}

Rebate: \$1,000

Zero Interest Loan: Up to \$2,500

HOME ENERGY SCORE

Energy costs, recommended improvements, partnership with the University of Oregon and City of Eugene

MULTI-FAMILY

WINDOWS

Rebate: \$4/sq ft of windows

Zero Interest Loan: Up to \$4,000 for first unit and \$500 per additional unit (\$20,000 cap)

WATERSENSE TOILETS

Rebate: \$100 for 1 gallon per flush or \$50 for 1.28 gallons

NEW CONSTRUCTION

Rebates for energy efficient construction; enhanced incentives for affordable multi-family

DUCTLESS HEAT PUMPS

Rebate: \$800 per unit

Zero Interest Loan: Up to \$6,000 for single-head systems plus \$2,000 for each additional head, max 5 total

INSULATION

Rebate: 80¢/sq ft of insulation (up to 50% of job cost), and \$40 for insulated entry doors

Zero Interest Loan: Up to \$4,000 for individually-owned condos

PACKAGE TERMINAL HEAT PUMP

Rebate: \$200 per unit

³For owners with income-qualifying tenants. If owner is also income-qualifying, higher incentives on page 4 apply.

⁴Loan can be combined with rebate.

BUSINESS

ENERGY & WATER EFFICIENCY

HVAC

Rebates and/or loans for:

- Heat Pumps (Ductless, Variable Refrigerant Flow, Split or Packaged Air-source, and Package Terminal)
- Heat Recovery Ventilation Equipment
- Advanced Rooftop Unit Controls (ARC)
- Variable Frequency Drives
- Connected thermostats
- Demand-Controlled Kitchen Ventilation

Incentives may be available to:

- Upgrade an existing electric system to a more efficient system
- Add an efficient electric system to new construction, addition, or major building renovation
- Retrofit non-electric heat with an efficient electric system

LIGHTING

Rebates for lighting retrofits such as LED upgrades; incentives for new construction or major renovation.

INSULATION

Rebate: \$1.80/ sq ft, up to 50% of cost for attic or roof insulation and \$.80/sq ft for wall insulation.

ELECTRIC REPAIR

4% Loan for emergency repair or necessary upgrade

SPRINKLER CONTROLLER

Rebate: \$25 per sprinkler zone (maximum \$2,000 per site)

WATER LINE REPLACEMENT

4% Loan

WINDOWS

Rebate: \$9/sq ft of glass

HEAT PUMP WATER HEATER

Consumer Heat Pump Water

Heater Rebate: \$900

Commercial Unitary Heat Pump

Water Heater Rebate: \$2000

TOILETS & URINALS

Rebate: \$100 for 1 gallon per flush
or \$50 for 1.28 gallons per flush

WaterSense toilets; \$100 for
WaterSense urinal

COMMERCIAL REFRIGERATION

Rebates for energy-efficient:

- Anti-sweat heater controls
- Strip curtains
- Fan motors for coolers
- LED refrigeration case lighting
- Refrigerated Display Case Door Retrofit

PROCESS & MANUFACTURING

Rebates for energy-efficient:

- Small Compressed Air System
- Generator Block Heaters

NEW CONSTRUCTION & CUSTOM PROJECTS

Rebates and/or low-interest loans for cost-effective custom projects for new construction and retrofits that fall outside of our standard incentives based on verified electric energy savings

Shevach Lambert of Surata Soyfoods in downtown Eugene upgraded all 54 light bulbs with energy-efficient bulbs. EWEB's efficient lighting rebates covered half the cost of the new lights with an ROI of about a year to year-and-a-half.



EWEB did a free audit of our business and we learned quite a bit about what we could afford and what we couldn't. Once we found out we'd have a 60% reduction in our lighting costs, it seemed like a no-brainer."

McKENZIE WATERSHED

DRINKING WATER PROTECTION & LANDOWNER PROGRAMS

SEPTIC MAINTENANCE

\$300 incentive every 3 years for routine maintenance and pumping

SEPTIC REPAIR & REPLACEMENT

\$20,000 zero interest loan for major repairs, replacement of failing tank or drainfield, upgrade to advanced treatment, relocation away from the waterway

PURE WATER PARTNERS

Free firewood, financial incentives and/or technical assistance for naturescaping and invasive species control, in partnership with McKenzie Watershed Council, Upper Willamette Soil & Water Conservation District, US Forest Service, McKenzie River Trust, and others

HEALTHY FARMS CLEAN WATER

Technical assistance and/or financial incentives to reduce chemical storage, transition to certified organic, increase energy efficiency, reduce water consumption, and participate in natural resource conservation programs



WILDFIRE RECOVERY

PROGRAMS FOR LANDOWNERS IN HOLIDAY FARM FIRE PERIMETER

SEPTIC SYSTEM REPAIR & REPLACEMENT

Federally-funded grant issued through the American Rescue Plan Act (ARPA), up to \$35,000

UNDERGROUND ELECTRIC SERVICE LINES

For customers who require substantial repair or full replacement of the service line, reimbursement up to \$60/ft for 200A services, \$70/ft for services greater than 200A to install underground lines

HOMESITE RELOCATION

Up to \$7,000 incentive/grant for rebuilding homes or septic systems outside of the riparian setback or special flood hazard area



Amounts shown as of March 2025. Check eweb.org for latest incentives and eligibility program/requirements.

MOVE GREEN

ELECTRIC MOBILITY PROGRAMS

HOME CHARGING

\$500 rebate for purchase and installation of a qualified Level 2 home charging station

MULTIFAMILY ELECTRIC VEHICLE SUPPLY EQUIPMENT (EVSE)

- \$1,500 rebate per port for Level 2 EVSE for multifamily housing site (5 residence units or more)
- \$2,000 rebate per port for Level 2 EVSE for qualified multifamily affordable housing sites

ELECTRIC BIKE

Rebate up to \$300 for class 1, 2, or 3 e-bike, including adaptive and professionally installed conversion; two rebates per residential electric account

CAR SHARING PROGRAM

In partnership with GoForth, first two-hour ride is free, recurring rentals are \$4 per hour. Locations:

- LTD Santa Clara Station
- Saint Vincent de Paul Iris Place (tenants only)
- City of Eugene Broadway South & Charnelton

COMMUNITY GRANTS

2025 grant applications will open in April for non-profits, academic institutions, or public organizations to study, plan, deploy or promote electric

EVENTS

Workshops and test drive events offered year-round



2024 Results

**\$467,000
Incentives**



**246 Charging
Stations**



**1012 Electric
Bikes**



2024 Community Grant Recipients

CASCADIA MOBILITY: Will purchase an electric van to support the bike share program's fleet maintenance and repair.

LANE COMMUNITY COLLEGE: Will purchase an electric vehicle for their motor pool fleet.

LOOKING GLASS COMMUNITY SERVICES: Will install purchase an electric vehicle for their New Roads Program, which is a drop-in center and alternative school to assist homeless youth.

SHIFT COMMUNITY CYCLES: Will expand the use of e-bikes for community outreach, bike repair stations, and group rides

PACIFIC REFUGEE SUPPORT GROUP: Will purchase an electric vehicle to aid in providing transportation to make refugee, asylum seeking, and newcomer programs more accessible.



The electric mobility grant has been instrumental in helping outfit us with world-class equipment. In 2023, we purchased two electric tricycles and two e-bikes. In 2025, we will be purchasing an electric van. Cascadia Mobility is incredibly grateful to have a utility company in our community that believes in promoting sustainable energy use."

*Al Hongo
Operations Director,
Cascadia Mobility*

Funding for these programs is made possible in part by the Oregon Clean Fuels Program (CFP).

LEAD GREEN

FOR CLIMATE INNOVATORS

GREENPOWER

Match 100% of your electricity consumption with an extra 10¢ per kilowatt-hour, or purchase blocks:

- 1,000 kilowatt-hour blocks
\$10 each
- 100 kilowatt-hour blocks
\$1.50 each

Greenpower funds are used to:

- Fund EWEB's solar incentive program
- Provide \$50,000 grants to local non-profits for environmental projects
- Support clean energy generation through Renewable Energy Certificates
- Fund K-12 educational events relating to renewable energy

CARBON OFFSETS

Purchase blocks (residential customers only):

- Small Block offsets 1 MT CO₂e for \$1.25/month
- Large Block offsets 5 MT CO₂e for \$6/month

Multiple blocks may be purchased. However, total offsets may not exceed 16 MT CO₂e in a calendar year at a cost of \$19.25 per month. All offsets sold under this program are verified and validated by the American Carbon Registry. Our current inventory comes from the Klawock Heenya Forest Carbon Project, an 8,600-acre forest on Prince of Wales Island in southeast Alaska.

SOLAR

2025 Solar PV Incentive Budget is \$125,000.

- Residential incentive: 40¢/AC output watt, maximum \$2,500
- Business incentive for nonprofit, government, or public: 50¢/AC output watt, maximum \$12,500

Amounts shown as of March 2025. Check eweb.org for latest incentives and program eligibility/requirements.



Lucas Silva, Professor of Environmental Studies and Biology and Principal Investigator at the University of Oregon's Soil Plant Atmosphere Lab, partners with EWEB to research carbon sequestration.

CARBON FORESTRY LAB



Two investment options:

- Basic \$6.50/month, supports material costs for trees, shrubs, protective materials, seedling transportation and storage.
- Plus \$8.50/month, supports "Basic" costs above and provides funding for the annual carbon inventory and research work conducted by UO graduate students.

Funds are used to study soil and forest management techniques that store carbon and reduce wildfire risk. Project is a partnership between EWEB and UO Soil Plant Atmosphere Lab on a 140-acre parcel EWEB purchased from Weyerhaeuser Company.

CLEANPOWER

Match 100% of your electricity consumption with an extra \$4.75 per MWh (customers with average monthly consumption of 5,000 kWh or greater only), or buy a fixed block of RECs:

- 5,000 kilowatt-hour blocks \$23.75 each
- 20,000 kilowatt-hour blocks \$95 each

Funds are used to purchase Renewable Energy Credits (RECs). One credit is created for every MWh of electricity generated and delivered to the grid from a renewable resource (wind, solar, certified low impact hydroelectric, geothermal, biomass, other EPA and DEQ qualifying resources).

BE PREPARED

EMERGENCY PROGRAMS & RESOURCES

PLEDGE TO PREPARE

Join and receive a monthly email with step-by-step recommendations to help prepare yourself, your home and your family for an emergency. Send in photos of your efforts and be entered in raffle prizes for useful emergency preparedness supplies each month. Sign up at eweb.org/pledge.



BACK-UP POWER

Backup power systems can include generators or battery storage systems for the purposes of backup power.

- Residential standard loan: Up to \$5,000 zero interest for electric customers.
- Commercial standard loan: Electric commercial customers may qualify for a four percent interest loan, with the loan amount based on project details and eligible costs.

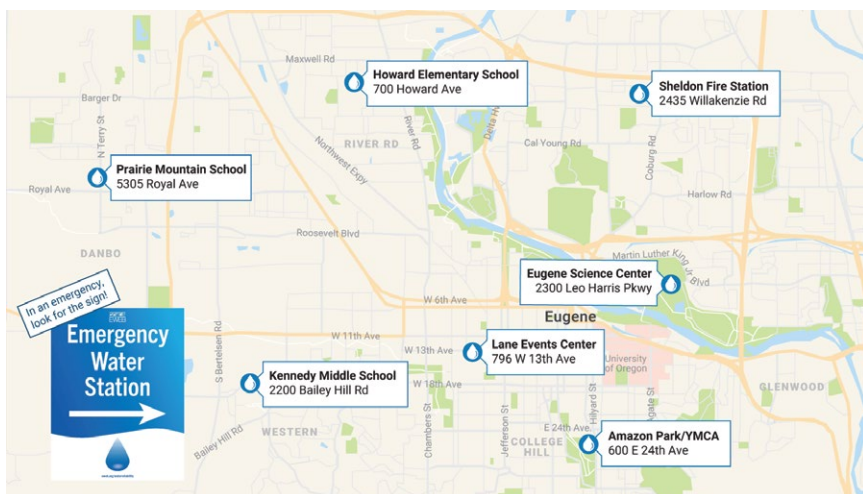
EMERGENCY WATER STATIONS

Imagine a natural disaster like an earthquake hits Eugene and damages the pipelines that deliver water to your home. It may take days, weeks, or even months to get water flowing back to your tap. Where should you go to access water?

Your local Emergency Water Station. EWEB's Emergency Water Stations have the capacity to provide two gallons of water per person per day to everyone in Eugene during an emergency.

Locate the station nearest your home so you will know where to go in an emergency:

- Prairie Mountain School - 5305 Royal Ave.
- Howard Elementary School - 700 Howard Ave.
- Eugene Science Center - 2300 Leo Harris Parkway
- Lane Events Center/Fairgrounds - 796 W 13th Ave.
- Sheldon Community Center - 2445 Willakenzie Rd.
- Amazon Park/YMCA - 600 E 24th Ave.
- Kennedy Middle School - 2200 Bailey Hill Rd.



EMERGENCY ALERTS & PREPAREDNESS EMAILS

Join to receive emergency notifications for events such as winter storms, wildfire, or other significant events affecting EWEB power or water. You will also receive a quarterly newsletter on seasonal emergency preparedness and updates on EWEB's mitigation projects and plans. Sign up at eweb.org/emergencyprep.

LEARN MORE

INFORMATION AND RESOURCES

EWEB.ORG

Our website is the primary resource for program information. You'll find the most recent rebates and loans, eligibility requirements, applications, and contact information.

E-NEWSLETTER

Current Connections is our email newsletter for residential customers. It includes energy and water-saving tips, information on customer programs, events and major projects. If you are not yet receiving the newsletter, sign up at eweb.org/newsletters.

SOCIAL MEDIA

Follow us @EWEBUtility on Facebook, Instagram, Nextdoor, and YouTube. We post tips, outage/emergency alerts, news and more.

COMMUNITY EVENTS

Look for us at your Neighborhood Association meetings and other events.

REACH OUT

Our energy and water experts are available to answer questions and provide technical assistance for efficiency upgrades, electric vehicles and more. Our customer service team can assist with bill payment questions and programs.

CONTACTS

DEPARTMENTS AND PROGRAMS

Customer Service: 541-685-7000 or eweb.answers@eweb.org

Power Outages: 1-844-484-2300

Water Outages: 541-685-7595

Energy & Water Rebates: 541-685-7088 or
ems.answers@eweb.org

Energy & Water Loans: 541-685-7318 or ems.loans@eweb.org

Tree Trimming: 541-685-7148 or tree.trimming@eweb.org

Buildings & Renovations: 541-685-7086

Electric Vehicles/Transportation: 541-685-7088 or
ems.answers@eweb.org

Greenpower, Cleanpower, Solar, Carbon Offsets, Carbon Forestry
Lab: 541-685-7607 or LeadGreen@eweb.org

Water Quality & Safety: 541-685-7861 or water.quality@eweb.org

Backflow Prevention: 541-984-4747 or backflow@eweb.org

ABOUT EWEB

YOUR COMMUNITY-OWNED UTILITY

The Eugene Water & Electric Board is Oregon's largest customer-owned utility. Founded in 1911, EWEB provides water and electricity to approximately 96,000 customers in the Eugene-Springfield area.

EWEB is owned by our customers who elect a five-member Board of Commissioners. Each commissioner represents a different geographic area or "ward." During their four-year terms, their job is to establish policies and values about how we serve you and to set EWEB's long-term direction.

Customers are welcome and encouraged to contact commissioners and participate in public board meetings. To find information about meetings or to contact your commissioner, visit eweb.org/Board.

