



Information on Estimated Bills for McKenzie Valley Customers

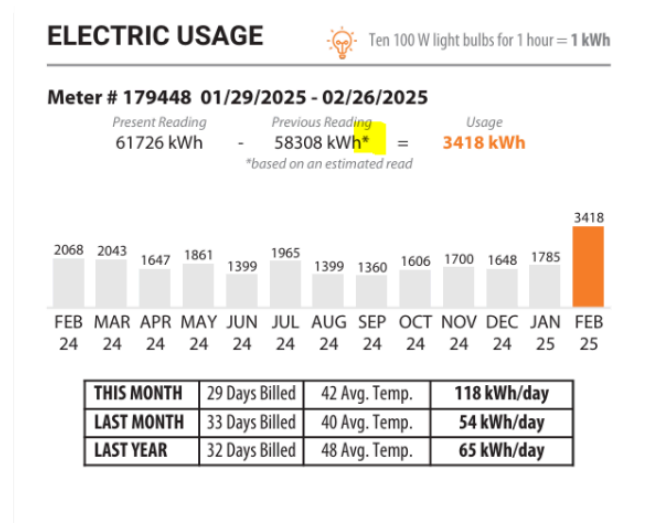
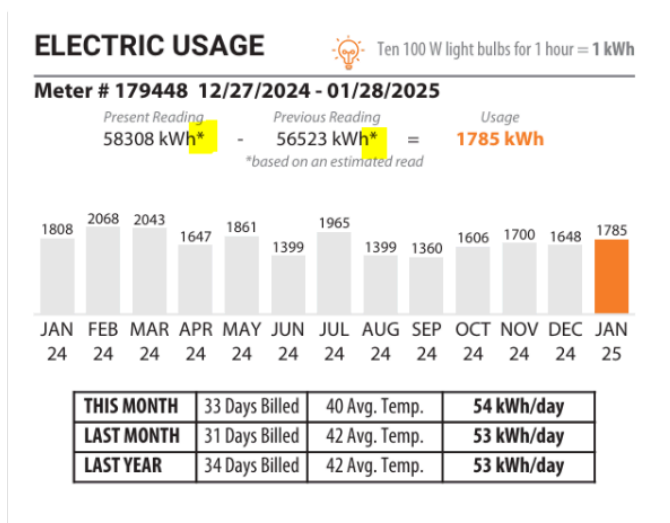
Due to severe weather and staffing shortages, some McKenzie Valley customers received estimated bills in Dec 2024 and Jan 2025. While you are ultimately charged only for the energy that you actually use, we understand how frustrating and stressful it can be to receive bills that fluctuate significantly. Predictable billing is essential for customers to plan and manage household expenses.

Our Commitment to Accurate, Predictable Billing

- 99% of meters had actual reads in 2024
- Estimated billing is used only when absolutely necessary
- We adjust your bill automatically after the next actual meter read

How to Spot an Estimated Bill

- Page 1 Message Center: Notification if your bill includes estimated usage
- Page 2 Usage Graph: Look for “Based on an estimated read”



True-Up Process

We base estimates on your past usage.

Once we obtain an actual meter reading, your next bill will correct any difference between estimated and actual use.

Smart Meter Upgrades Are Coming

Eugene: 98% of customers already benefit from smart meters.

McKenzie Valley: Infrastructure upgrades start Summer 2025.

Smart meters = fewer estimates, more accurate bills.

Need Help? We're Here.

If your estimated bill is unusually high or low, call us!

We offer flexible payment options and personalized support.

Call EWEB Customer Service at 541-685-7000