TO:	Commissioners Barofsky, Schlossberg, Brown, Carlson, and Morris
FROM:	Frank Lawson, CEO & General Manager
DATE:	August 5, 2025, Board Meeting
SUBJECT:	2025-Q2 Quarterly Report
OBJECTIVE:	Information

Issue

Per Board Policy, management presents updates on operations and strategic initiatives to the Board on a quarterly basis via the attached report.

Rely on us.

Eugene Water & Electric Board
Q2-2025 Quarterly Report

Frank Lawson, CEO & General Manager

Executive Team, Q2-2025
Deborah Hart, Asst. Gen. Mgr./Chief Financial Officer
Brian Booth, Chief Energy Resource Officer
Karen Kelley, Chief Operations Officer
Travis Knabe, Chief Information Officer
Julie McGaughey, Chief Customer Officer
Diedre Williams, Chief People Officer
Anne Kah, Chief Administrator/Asst. Corp. Secretary

Data in this report is preliminary and unaudited.

Contents

APPENDICES

Management is obligated to report specific information as guided by Board policy and voluntarily reports additional supplemental information, contained as follows:

REQUIRED REPORTING PER BOARD POLICY

ADDITIONAL APPENDICES

Introduction

Management is pleased to provide this quarterly report summarizing our unaudited financial position, reviewing impactful events, highlighting our ongoing day-to-day operations, and providing an update on strategic progress. As the 2025 Organizational Goals, approved by the Board, represent both operational and strategic endeavors, this report uses these goals as the basis for its content.

Executive Summary

From a financial perspective, both utilities posted solid financial results in the first half of 2025. Despite soft consumption and lower water availability for generation, the electric utility posted an increase in net position of $13.4 million over the first six months, $2.3 million favorable due to strong cost controls.

Financial results for the Water Utility in the first half of the year were favorable. Residential and commercial consumption were above budget by 21% and 20%, respectively, while wholesale consumption aligned with budget assumptions. Q2 year-to-date operating revenue was $24.0 million, favorable by $1.9 million to budget. Overall, a $2.9 million increase in net position was $3.3 million favorable to the budgeted $373,000 decrease in net position for the year.

Throughout the first half of 2025, progress was made on most 2024 Organizational Goals. Specifically, staff and the Board worked together to choose the most appropriate electric energy and capacity product from the Bonneville Power Administration (BPA) and directed the General Manager to negotiate and execute a contract by year-end, commencing in 2028, supporting this direction. A few goals require partial revision as staff further scope and pursue the objectives.

Additionally, management has been working toward the development and initial execution of a formal ***EWEB Business Management Plan***, including a methodology for developing, aligning, and tracking annual goals and deliverables. This process revised or restated some of the previously approved 2025 goals, and management will be seeking Board approval of the revisions in August.

Frank Lawson
CEO & General Manager

The following dials are used to represent overall goal status.

Copy and paste gauges into main Goal sections as needed.

Goal 1 – Ongoing Operational Efficiency & Effectiveness

Maintain or improve our ongoing operational efficiency and effectiveness through Continuous Improvement (CI) using deliberate benchmarking and performance metrics, and with 2025 milestones of Type 2 and Type 3 Projects (including base level drinking water storage, Willamette water source, McKenzie generation projects, EWEB Enterprise Solutions Season 2, etc.) in scope, on schedule, and within budget.

Governance (Board Actions/Guidance)

Over the course of four meetings in 2025, Commissioners provided guidance on energy supply planning and the BPA product selection culminating in authorization to execute an agreement with BPA for Block with Shaping plus Peak Load Variance Service.

The Board began the annual budget cycle by providing direction on the Utility's Capital and Long-Term Financial Plans. Commissioners approved the 2025 Wildfire Mitigation Compliance Plan, EWEB Annex to the Lane County Multi-Jurisdictional Natural Hazard Mitigation Plan, as well as contracts to advance significant capital work including Information Services core technology, numerous water transmission main replacements, and multiple Carmen-Smith projects demonstrating EWEB's commitment to invest in the fulfilment of our FERC license obligations, public safety, and the reliability and resiliency of our infrastructure. The Board also directed management on the allocation of reserve funds and transfers to ensure reserve targets are reasonable to cover the intended risks.

The Board approved amendments to EWEB's financial policies, board policy manual, and bylaws to ensure their ongoing effectiveness, and provided guidance on the organization's 2025 strategic goals. Commissioners also authorized updates to various customer fees, rates and charges to ensure that customers and parties who are responsible for the underlying costs are charged accordingly.

Electric and Water Consumption

Retail and wholesale consumption for electricity and drinking water, as compared to previous years and the budget assumption, are presented in Tables 1-1 and 1-2 below.

Table 1-1: Electricity Consumption (MWh)

Segment	Quarter	Year	3-Year Avg.	Budget	Actual vs. Budget
Retail Electric – Residential	186,020	501,654	512,420	508,468	(6,814)
Retail Electric – Commercial	196,074	409,808	414,104	426,760	(16,951)
Retail Electric – Industrial	127,520	249,483	241,044	249,905	(422)
Retail Electric – Total	**509,614**	**1,160,945**	**1,167,568**	**1,185,133**	**(24,187)**
Wholesale Electric	294,672	543,452	720,177	561,911	(18,459)
Total Electric	**804,286**	**1,704,398**	**1,887,745**	**1,747,044**	**(42,646)**

(Unfavorable)

Table 1-2: Drinking Water Consumption (kGal)

Segment	Quarter	Year	3-Year Avg.	Budget	Actual vs. Budget
Retail Water – Residential	1,065,221	1,574,605	1,477,721	1,306,731	267,874
Retail Water – General Service	940,465	1,507,838	1,443,252	1,249,144	258,694
Retail Water – Total	**2,005,686**	**3,082,443**	**2,920,973**	**2,555,875**	**526,568**
Wholesale Water	123,431	239,271	233,576	239,826	(555)
Total Water	**2,129,117**	**3,321,714**	**3,154,549**	**2,795,701**	**526,013**

Favorable

Legal/Risks

Holiday Farm Fire Lawsuits: At the end of Q2 2025, four federal lawsuits representing approximately 600 plaintiffs are pending against EWEB and other defendants. Plaintiffs seek damages related to the Holiday Farm Fire. Pre-trial matters are underway with the trial expected to commence in 2026.

Financial

EWEB is required by law to separate the finances of the electric utility and water utility. Appendices A and B report year-to-date unaudited results, along with other financial strength metrics consistent with Board policies.

Electric Utility

Through the second quarter, electric retail consumption was unfavorable to budget. A June outage at Carmen-Smith and below budget Slice (Columbia water-based) product generation, made for less energy available for wholesale sales activity. After several historically poor water years and a dry Spring, regional hydrogeneration forecasts are below budgeted assumptions with Slice projected to be 87% of normal generation for 2025. The budget assumption is conservative at 90% of normal Slice generation. Because of favorable cost and budgetary controls, overall, a $13.4 million increase in net position was $2.3 million favorable to the budgeted $11.1 million increase in net position for the quarter.

Two financial metrics were not meeting target. The Debt as a % of Net Book Value (NBV) was 1% above target. Debt service payments in August will move this metric toward the targeted range, below 60%. The Return on NBV metric is below target and projects remaining year activity, which includes conservative revenue assumptions.

Capital investment activity increases in the summer with construction season and through the first half of the year, capital activity was 28% of the annual budget. Operations and maintenance spending was $6.9 million favorable to budget at $148.4 million.

Water Utility

The water utility's major consumption occurs in the drier months, especially in Q3. Financial results for the Water Utility in the first half of the year were favorable. Residential and commercial consumption were above budget by 21% and 20%, respectively, while wholesale consumption aligned with budget assumptions. Q2 year-to-date operating revenue was $24.0 million, favorable by $1.9 million to budget. Overall, a $2.9 million increase in net position was $3.3 million favorable to the budgeted $373,000 decrease in net position for the year.

The Return on NBV financial metric was below target and projects remaining year activity, which includes conservative revenue assumptions.

At the end of the second quarter capital investment activity was 28% of the annual budget, however capital investment activity increases in the summer months with construction season. Operating expenses were $23.9 million, unfavorable to budget by $1.4 million.

Workforce *(Refer to Appendix J of this report for additional Workforce data)*

Workforce – Hiring & Retention

Year to date, new recruitments are on par with the same period in 2024. This reflects the carryover of several postings that were deferred to 2025 due to the EES rollout and budget constraints in 2024.

Average Time to Fill and Average Time to Start remains consistent with the prior year.

Internal scheduling constraints during screening and interviews caused most "outlier" recruitments (those exceeding 80 days to offer acceptance). Recruiting qualified candidates for Line Technician, Electric Meter Technician, and Engineering roles also remains challenging, driving longer time-to-fill and resulting in multiple failed recruitments. As of the end of Q2, only one posted position has remained open for more than 80 days.
Applications have surged this year, with the total received in the first two quarters nearly matching the entire 2024 volume. This increase appears partly driven by a higher number of applicants from federal agency employees.
EWEB's reputation and Positive Community Impact continue to lead the reasons for candidate applications.

Internal Mobility/Career Advancement Opportunities
The proportion of internal-only recruitment continues to rise, expanding opportunities for internal career advancement.

Year to date, nearly half of all open positions were filled by internal candidates, demonstrating strong support for career growth within the utility.

To date, 9% of EWEB employees have experienced some form of career advancement. Full-year figures are expected to be lower than in 2023 and 2024, when career movements were elevated due to preparations for the initial phase of the EES implementation.

Attrition

Year to date, 15 employees have left EWEB. At the current departure rate, attrition for 2025 is projected to be lower than in 2024. Attrition rates remained higher among employees with less than four years of service compared to those with longer tenure.

Diversity Equity & Inclusion

On May 6, 2025, the Board of Commissioners approved a contract for Diversity, Equity, and Inclusion consulting services. Good Works Consulting, LLC was awarded the contract, bringing extensive experience in supporting public institutions with DEI assessments, strategy, and implementation.

The scope of work for year one of the contract (May – December 2025) is:

- **Assess EWEB's Baseline:** Assess performance in each of the four strategic areas outlined in Board Strategic Direction Policy SD23, and identify action items with the greatest impact.
- **Develop a multi-year work plan:** Using the results of the assessment, build a work plan to address the objectives outlined in SD23.
- **Identify Metrics and Key Performance Indicators (KPIs):** Develop a set of key performance indicators/metrics to track progress and ensure accountability.
- **Advise on Bill Impact:** Evaluate bill impact through an equity lens for all customers, including low-income and vulnerable populations.

The first step in Good Works' process is to establish a baseline assessment of EWEB's status across the strategic areas outlined in SD23, including customer access to products and services, community engagement, workforce, and the Board of Commissioners. Good Works has begun this work, currently collecting data from various EWEB sources and scheduling interviews with Board officers, executive team members, and staff starting the week of July 21st to gather additional context.

Benefits & Leave Program Management

Compared to Q2 2024, the ratio of paid claims to premiums paid declined slightly from 87.70% to 85.50% in Q2 2025, remaining just above the 85% break-even point.

Combined incidental and protected leave usage is down 20.5% from Q1 2025 and down 18.7% from Q2 2024. Protected leave usage decreased by 32.3% compared to Q1 2025, while incidental leave declined by 12.8% over the same period. Compared to Q2 2024, protected leave usage fell by 43.7%, whereas incidental leave increased by 6.6%.

The proportion of time worked as a percentage of scheduled time remains stable at 75%, while all categories of time away consistently represent the remaining 25%. The proportion of actual hours worked to total available hours has remained flat for the past three years.

Enterprise Safety

Key performance indicators for Q2 are tracking on target, with year-to-date safety metrics showing improvement over the three-year average. Safety efforts continue to focus on the development and implementation of EWEB's Public Safety Program, which offers relevant safety training to groups such as first

responders, schools, Oregon's Department of Transportation, and businesses within the construction industry. Progress toward achieving 100% completion of OSHA-required training categories remains on track, with 80% completion at the end of the second quarter.

Table 1-3: Enterprise Safety – Injury and Time Loss

Performance Measure	Result	Result	3-Year Average	Vs. 3-Year Average
	Quarter 2	Year-To-Date		
Exposure Hours (EH) in Hours	296,667.52	541,671.05	510,696.00	30,975.05
OSHA Cases per 100K (EH)	.67	.92	1.17	(.25)
OHSA Time Loss Days	3	3	80	(77)
"Good Catch" Reports	89	172	77	95

Operations (Quality/Delivery) – Electric *(Refer to Appendix H for additional Electric Operations data)*

EWEB values the *"ongoing continuous on-demand delivery of drinking water and electricity, and the dependability of our response to our customers."* EWEB monitors the reliability of our services including Electricity, Drinking Water, Customer Service and Support/Customer Program Delivery, Customer Building & Renovation Projects, and progress on significant Capital Investments Projects.

Electricity "Source-to-Switch"

EWEB evaluates electric reliability from "Source-to-Switch", including electricity acquisition and generation, transmission, and distribution (delivery). Indicators representing the ongoing management of assets and resources for the Source-to-Switch delivery of electricity are shown below.

Table 1-4: Water Availability/Forecast for Hydroelectric Generation

Performance Measure	Quarter 2	Year-to-Date (Calendar)	Year-to-Date (Water year)	Forecast - Summer	Forecast-Water Year (October)	Previous Water Year End
Water Availability - Columbia Basin (% of Mean)	79%	81%	82%	70%	80%	77%
Water Availability - Columbia Basin (% of Budget)	87%	73%	74%	78%	79%	69%
Water Availability - McKenzie Watershed (% of Mean)	75%	96%	100%	102%	80%	109%
Water Availability - McKenzie Watershed (% of Budget)	83%	87%	90%	114%	100%	98%

Table 1-5: EWEB Generation Reliability (Availability)

Performance Measure	Quarter		Year-To-Date	Target
Availability Factor (%)				
Wind	97.03	96.54	>90	
Hydro*	40.09	47.04	>90	
Thermal	98.81	96.81	>90	
Forced Outage Factor (%)				
Wind**	N/A	N/A	<3	
Hydro*	19.39	13.44	<3	
Thermal***	0	2.59	<3	

Availability Factor (AF) = % of time generating units are available to produce power

Forced Outage Factor (FOF) = % of time generating units are unavailable due to unplanned outages

*Year-to-date high FOF at hydro resources is driven by Walterville emergency dewatering and Carmen Unit 2

**FOF is not a standard metric for wind generation

***Year to date high FOF

Table 1-6: Electric (Source-to-Switch) Reliability

Performance Measure	Result	Result	Target	vs. Target	Benchmark (Annual)
	Quarter	Year-To-Date			
SAIFI (Events)	0.04	0.112	0.266	0.154	0.82
SAIDI (Minutes)	8.22	22	35	13	86
CAIDI (Minutes)*	153	153	153**	0	105
Preventative Maintenance					
Vegetation Management (Line Miles)	59	112	140	-28	NA*
OPUC Inspections / Corrections	See Comments				

SAIFI = System Average Interruption Frequency Index

SAIDI = System Average Interruption Duration Index

CAIDI = Sum of customer interruption time/Total number of customer interruptions

*CAIDI Data is not a cumulative number but is a rolled-up average throughout the year.

**CAIDI Target is relative to EWEB's 5-year average performance.

***Tree trimming benchmarking is not relevant due to unique characteristics of system configuration, location and staffing utility to utility.

Tree Trimming

Annual routine tree trimming is 40% complete (approximately 28 miles short of YTD target of 50% at Q2). Overall, the planned trimming work is about 3 months behind in town. Additional crews have been transferred to the urban territory to make up the backlog. Due to annual inspections on wildfire circuits upriver, this territory is in good standing and resources can be diverted to urban circuits without risk of backlog for the McKenzie valley. Inspections have been completed and corrections in progress on the Carmen-Smith transmission line, as an annual activity following snowmelt and the road becoming accessible. A new tree contractor has started as of July 7th. Progress and effectiveness is being monitored.

Pre fire season inspections have been completed and are on pace to have everything applicable inspected and pruned before any restrictions from heightened fire levels issued by the ODF.

A new contractor is now completing ROW mowing as of this season. This work is completed spring and summer and will be reported in Q2. Work is currently on track for compliance required mowing.

Oregon PUC (OPUC) Inspections/Corrections

The OPUC requires bi-annual high level patrol inspections on main feeders and transmission lines. All required inspections for this workflow were completed in Q2. Additionally, OPUC requires Detailed Inspections once every 10 years. EWEB performs detailed inspections on approximately 10% of their system every year to meet the requirements. In 2025 circuits serving the Hawkins, Danebo, and River Road substations are being inspected by a 3rd party contractor. These inspections began in May 2025 with an expected completion date of August 2025. Communications were developed for customers in these areas to ensure awareness of contracted inspectors in the area. Annually high fire risk zone circuits are inspected, which have been completed. Findings were minimal compared to previous years due to the year over year focused maintenance and final corrections are in progress with completion expected in the coming month.

The overall workflow for PUC inspection findings requires design and correction to be completed within 2 years of any deficiencies found. This is done with a combination of internal and contracted staff. Currently EWEB is in good standing on this work due to additional focus and resources dedicated in the first two quarters (design

consultants and line contractors). This was verified via a PUC mid-cycle audit performed in Q2 with no material findings found.

North American Electric Reliability Corporation (NERC)

EWEB is currently working on 4 active mitigations for NERC Potential Non-Compliances (PNCs) which took place from 2019 to 2025. These include:

- VAR-002-4.1 –2019
- PRC-002 – 2022
- PRC-024-3 – 2022
- PRC-005-6 – 2024 and 2024

Along with the required mitigation plans required by WECC, EWEB has developed Extent of Condition (EOC) evaluations to dive further into the root-causes of these PNCs. EOC evaluations will enhance Bulk Power System reliability, reduce risk of recurrence, reduce operating costs and foster a safer working environment. EOC evaluations examine the actual or potential applicability for an event or condition to exist in other activities, projects, programs, facilities or organizations.

Additionally, EWEB is developing a PNC Mitigation Tracker in SharePoint which should go live by Fall of 2025. Not only will this tracker add visibility into the root-causes of NERC PNCs at EWEB, but will demonstrate the internal controls developed to improve EWEB's overall compliance posture. The goal is to not simply mitigate PNCs, but to identify gaps and areas of improvement that might be shared amongst other divisions at EWEB.

Federal Energy Regulatory Commission (FERC)

EWEB tracks its requirements associated with the fulfillment of the Carmen-Smith operating license granted and regulated by the Federal Energy Regulatory Commission, Division of Hydropower Administration and Compliance (FERC DHAC). As shown in Table 1-7 below, of the 2025 requirements, thirty-two (32) have been completed to date, eighty-eight (88) are actively underway, and fifteen (15) are delayed, mostly due to requisite evaluations for dam safety issues (e.g., sinkhole mitigation, seismic hazard analysis, probable maximum flood analyses) and FERC D2SI approval time. Delayed projects are primarily large, complex multi-year efforts, such as permanent fish passage at Trail Bridge Dam.

EWEB continues to advance projects as quickly as possible, while also working to resolve dam safety issues. License obligations completed year to date include the development of design plans for instream habitat enhancement work in the Smith Bypass Reach. Extensive improvements to the Smith Day Use Area and Lakes End Campground are nearing completion. Several management plans are currently being reviewed and updated.

Table 1-7: Status of Q1 and Q2 2025 Carmen-Smith License Requirements by Management Plan

Management Plan	Projects	Complete (%)		On Track (%)		Delayed (%)*	
Aquatics	41	9	22%	17	41%	15	37%
Wildlife	8	1	13%	7	88%	0	0%
Vegetation	12	4	33%	8	67%	0	0%
Water Quality	7	2	29%	5	71%	0	0%
Recreation and Aesthetics	18	1	6%	17	94%	0	0%
Transmission Line	3	0	0%	3	100%	0	0%
Historic Properties/Cultural Resources	5	2	40%	3	60%	0	0%
Roads, Waste Areas, Staging Areas	9	4	44%	5	56%	0	0%
Fire Response and Suppression Coordination	5	4	80%	1	20%	0	0%
Other License Requirements	12	5	42%	7	58%	0	0%
Total	**120**	**32**	**27%**	**73**	**61%**	**15**	**13%**

*Large projects typically have multiple compliance deadlines. For example, upstream fish passage has two (2) separate license requirements that are tracked as unique obligations, e.g., Plan and Schedule (including design) and Construction.

Operations (Quality/Delivery) – Water *(Refer to Appendix I for additional Electric Operations data)*

Drinking Water "Source-to-Tap"

EWEB evaluates drinking water reliability from "Source-to-tap", including watershed condition, production, treatment, delivery (transmission, storage, distribution) and water quality (customer feedback). Indicators representing the ongoing management of assets and resources for the Source-to-Tap delivery of drinking water are shown below.

A total of 9 source protection monitoring events were completed in Q2, which included 7 harmful algal bloom (HAB) events, 1 urban ambient event and 1 baseline event. Potentially toxigenic cyanobacteria populations peaked in Blue River Reservoir on June 2nd, with *Dolichospermum* reaching 18,000 cells/mL, but fell below 3,000 cells/mL by June 30th. Also observed in Blue River Reservoir on June 30th was a bloom of non-toxic *Gloeotrichia* (another cyanobacteria genus) that appeared to be picking up steam. Cyanobacteria populations in Cougar Reservoir have so far been minimal. Toxigenic genes for cylindrospermopsin (cyanotoxin of concern) were detected in Blue River Reservoir during this time, and to a lesser extent in Cougar Reservoir, but were not detected on June 30th. Additionally, cylindrospermopsin has not been detected in either reservoir system this season, or anywhere else in the McKenzie Watershed, and late spring/early summer is the usual period when we'd expect to see some low-level toxin production, if it were to occur.

Storm monitoring efforts targeting potential runoff contaminants across Holiday Farm Fire and urban sites were unsuccessful, given the unusually dry conditions this past spring. Very little precipitation fell locally between April and June. What little rain we got in June didn't generate enough response in local waterways to warrant sampling. Although flows in the McKenzie River at Hayden Bridge did start out well above median

values near the start of April due to a healthy snowpack and early spring rainfall, a persistent lack of rain through the rest of spring dropped mainstem flows well below median values and near the 10th percentile through the end of June. Flows in the McKenzie River did creep back up towards median levels on July 1st, after the Corps began releasing water from Blue River Reservoir to augment flows in the mainstem Willamette River. According to the U.S. Drought Monitor, most of Lane County was considered under moderate drought conditions by July 1st. Lastly, EWEB staff did follow a few minor accidents along Hwy 126, but no major spills or releases were reported in or near the McKenzie River during Q2.

The Pure Water Partners (PWP) wrapped up two Oregon Watershed Enhancement Grants on June 30, 2025, and marked the end of official post-fire work. Since the fire, the PWP has planted almost 1 million native trees and shrubs across 560 acres on private and non-federal properties within the Holiday Farm Fire perimeter. In addition, there has been significant vegetation regeneration since the fire. We are now returning to the original intent of the PWP that was developed pre-HFF for riparian enhancement and protection.

Production levels for the second quarter of 2025 were slightly higher than the previous year. Possibly related to an early stretch of warmer temperatures.

Treatment conditions were average for Q2 of 2025. Overall, Q2 produced no events that created treatment issues. The maximum Raw Water turbidity for the quarter was significantly lower than the previous couple years. Turbidity is a measurement of the clarity of water, which is an important indicator of filter performance, which tells us if we are effectively removing microorganisms in the water. The Maximum Contaminant Level (MCL) for turbidity in drinking water is 0.3 NTU in 95% of the samples. The average filtered water turbidity for Q2 was 0.031 NTU.

The Water Division issued two Boil Water Notices during the 2nd quarter, neither of which were caused by EWEB operations. The first notice, issued June 12th, was caused by contractor operating an EWEB 2” gate valve causing a pressure loss on a dead end 2” PVC main impacting 3 customers. The second notice, issued on June 18th, was caused by a 12” cast iron main break which caused the pump feeding the area to fail. Isolating the broken main from the reservoir and pump resulted in loss of pressure in the lower half of the system, impacting 111 customers. Eighteen (18) dirty water complaints were received from customers in Q2. Customers were contacted to assess each situation and to alleviate any concerns.

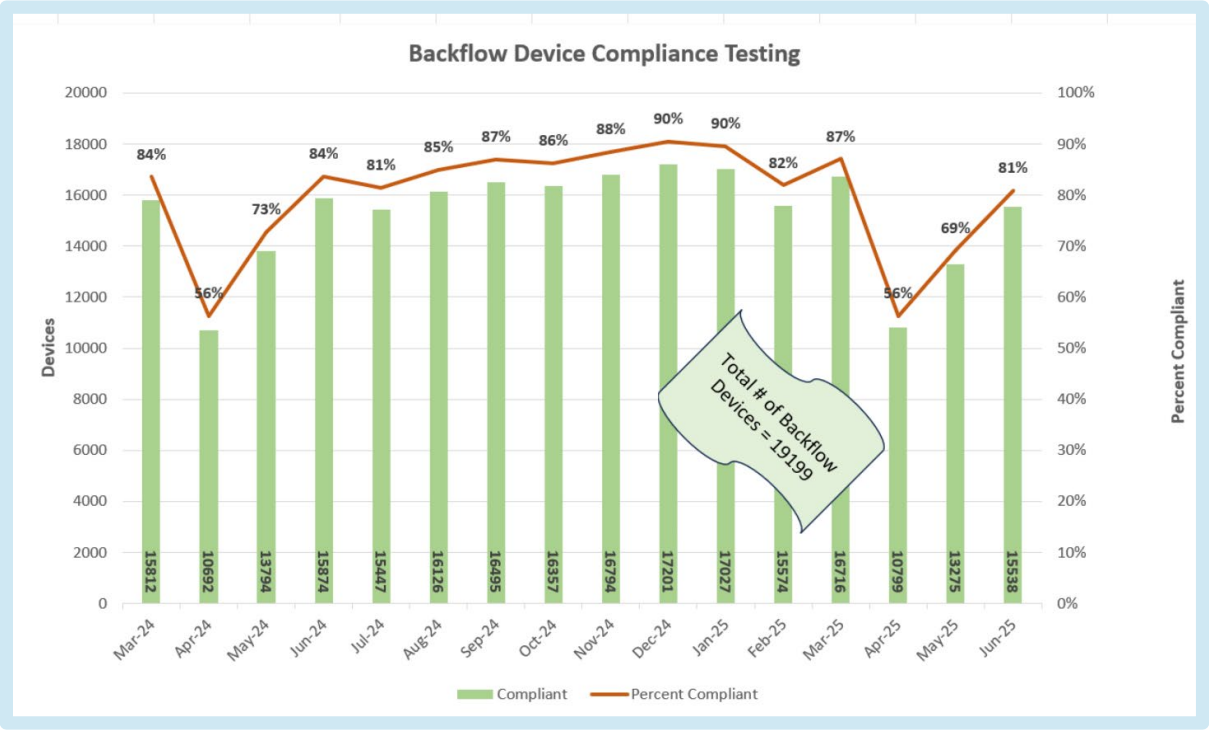
Table 1-8: Water (Source-to-Tap) Reliability

Performance Measure	Result	Result	Target	vs. Target	Benchmark
	Quarter	Year-To-Date			
Source – Cyanotoxin Detections	0	0			
Treatment – Highest Finished Water Turbidity (NTU)	0.043	0.043	<0.30 MCL	Compliant	<0.30 MCL
Delivery – Line Breaks/100 Miles of Pipe	5.8	9.31	6.8	(2.51)	13.6
Delivery – Unplanned Customer Outages	16	32	70.1	38.1	140.2
Delivery – Average Outage Duration (Minutes)	100.8	206.8	561	354.2	1122
Delivery – EWEB caused Boil Water Notices (#–Duration)	0	0	n/a	n/a	n/a
Tap – Water Quality Complaints	18	18	n/a	n/a	n/a
Preventative Maintenance					
PM Tasks Completed xx/yy (%) *	38.5%	38.5%	100%	(61.5)%	n/a
PM – Valve Exercising (2-12”)	2110	4215	2500	1715	20% of total valves in system annually
PM – Valve Exercising (16-20”)	0	0	146.5	(146.5)	100% annually

*Represents percentage of tracked preventative maintenance work queue KPI metrics in good standing (on target)

Backflow

Backflow testing is critical to ensuring backflow devices properly protect our system from contamination. A compliant device has had a passing test in the previous 12 months. The seasonal dip in April’s compliance is due to the start of irrigation season and the peak amount for tests due for this year. This dip is seen every year. Currently 81% of the 19199 devices in our system are compliant, with an annual goal of 95% compliance.



Customer/Customer Programs

Customer Service and Response

Contact Center: In Q2 2025, the Average Speed of Answer (ASA) for inbound calls was 181 seconds. Although this remains above our 90-second goal, it shows a 17% improvement from Q1, indicating progress. Average Handle Time (AHT) held steady at 11 minutes per call. The transition to the new SAP system has contributed to longer call times as agents continue to navigate and learn the platform. We expect both ASA and AHT to improve over time as the team gains proficiency and we further refine our workflows.

Digital Customer Service: Of the ~5,000 emails received in Q2, 3,100 were sent from customers from the portal site. There are currently 65,134 registered portal users, with 2,858 new users in Q2.

EWEB Eugene City Hall (ECH): In Q2 2025, the Lobby Team at Eugene City Hall handled 424 customer interactions, with just over half being walk-ins. This is compared to 556 interactions in Q1. The top three reasons for appointments are billing questions, customer portal assistance, and ID verification.

Table 1-9: Customer Response

Performance Measurement	Opportunities					Goal	Actual	Achievement	Opportunities	Achievement
	Q2 2025 YTD								Q1 2024 YTD	
Customer Calls (Average Speed to Answer)	66,660	<90 sec.	199 sec.	42%	62,923	75%				
Website/Email/Portal	10,820	1 Bus. Day	1 Bus. Day	100%	8,675	100%				

Customer Program Delivery

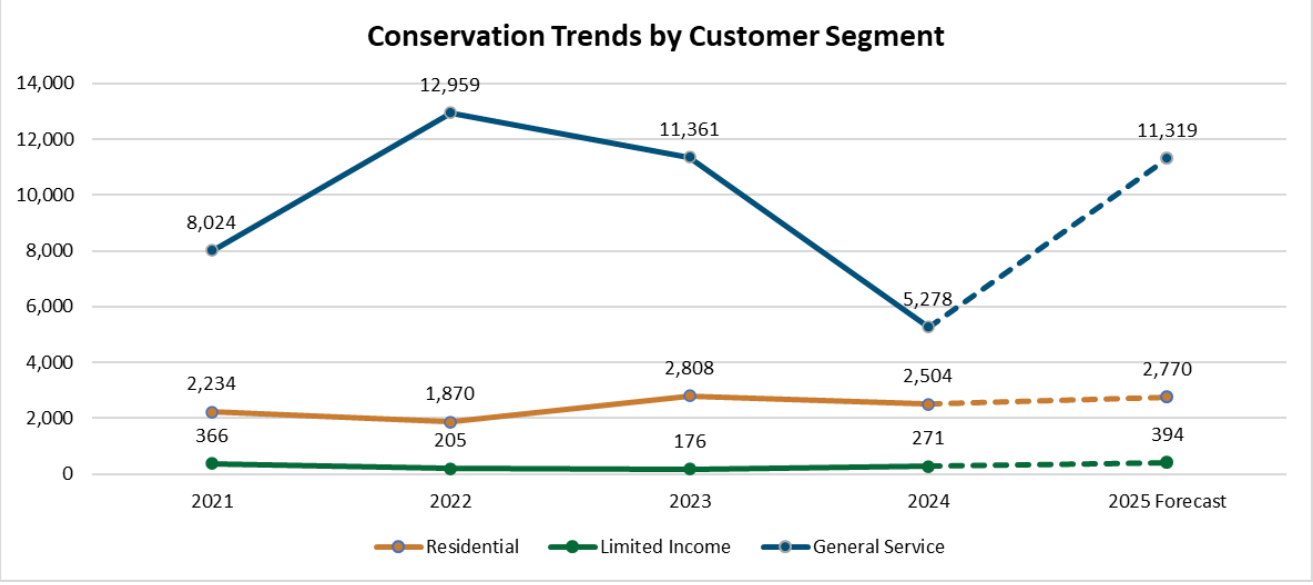
Energy Efficiency & Conservation

Preliminary estimates suggest we are at 50% of residential and 35% of targets (4,540 MWh, 38% overall) and 45% of budget. This is normal for mid-year.

The commercial energy efficiency forecast for 2025, shown in Table 1-10, and the accompanying graph below, is unchanged from Q1. Projected savings revisions may occur as staff partner with customers to deliver conservation throughout the year.

Table 1-10: Energy Efficiency & Conservation

Sector	Target	Forecast
Total Residential	2,600	2,770
Limited Income	300	394
General Service	9,200	11,319
Total Res + GS	11,800	14,089
		119%



Due to a commercial lighting promotion EWEB is running through the end of August and the upcoming end of the BPA two-year rate period, September 30, which increases pressure on contract customers to complete their in-progress energy efficiency projects, an uptick in commercial activity is expected in Q3.

Electrification

The 2025 budget for electrification is $1.45M. $250k is allocated for Building Electrification (BE), with the remainder going to Transportation Electrification (TE) projects. The 2025 TE investment strategy places a higher focus on reliability efforts such as grid optimization and residential EV charging rebates, as well as Community and Culture program spending for programs such as e-bikes, multi-family charging, and electric mobility grants. Additionally, there is ~$300k allocated to existing commitments that predate recent changes to program focus following a dramatic decline in Clean Fuel Credit markets.

In Q2, EWEB paid rebates of $120K for 12 DCFC Tesla Supercharger stations at Oakway Center.

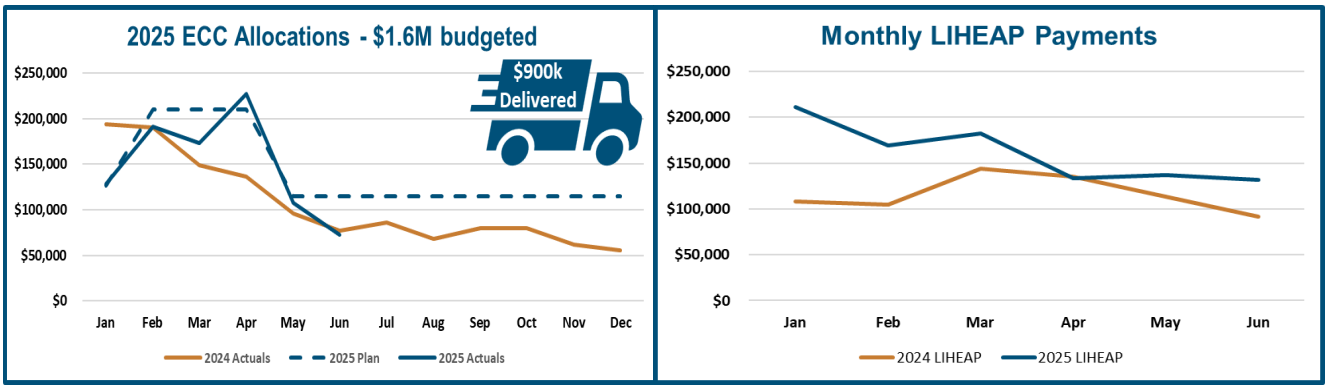
EWEB conducted a survey of EWEB's Electric Bicycle Rebate program participants. Overall, EWEB's e-bike program is well-received by customers and is helping to reduce automobile utilization. 95% of respondents recommend e-bike ownership to others, and 63% responded that the EWEB rebate was an important component of their decision to purchase an e-bike.

EWEB currently projects an increase of Clean Fuels revenue due to higher credit trading prices, which would provide a transportation electrification (TE) budget of $1.75M for 2026 and $2.3M for 2027. EWEB staff recommend continuing to use the Transportation Electrification budget to fund the e-bike program through 2025.

Limited Income/Assistance

Since April 2025, EWEB has not restricted the number of applications accepted in a month. It is anticipated that ECC will remain open to customers throughout 2025. The approved budget is $1.6M and the allocation plan matches that capacity. EWEB distributed $900k in ECC bill credits in the first half of 2025.

Year-to-date LIHEAP distributions have exceeded 2024 in every month except April, for a total of $965k distributed in 2025. The availability of LIHEAP funding for the 2026 fiscal year will not be known until federal budgets are approved by Congress; however, $390M in LIHEAP contingency funding has been eliminated, and changes to how Standard Utility Allowances (SUA) are calculated in assessing income for SNAP applicants have already occurred. The SUA is a deduction for utility costs against income. Ultimately, the change will lower nutritional benefits for recipients.



Water Efficiency & Conservation

In Q2 of 2025, EWEB provided leak notifications to 1195 residential customers with estimated water savings of 28,325 kGal. Additionally, 466 tickets were created to investigate potential commercial water leaks, based on continuous flow situations. The resulting number of actual leaks and savings is not available at the time of this report.

Customer Building & Renovation Projects

In Q2, Electric inquiries for new or rewire connections totaled 642, compared to the three-year quarterly average of 600. This is the first time in three years that the quarterly inquiry has surpassed the three-year average. This represents a stabilization of inquiries compared to post COVID construction backlog of 2021 and 2022. These inquiries include short cycle connection work, temporary power, new connections, renovations, and larger scale customer projects. For the projects requiring design work, the average wait time for a designer to be assigned was 3.5 weeks for Q2. This queue can fluctuate frequently due to real-time requests, staffing and scope of upstream designs. The three-year average queue wait time has dropped by one week over the last 4 quarters. This has been due largely to restaffing in the Distribution Engineering department to allow for more design throughput and contracting design services for non-customer related workflows to make more bandwidth for customer work.

Water measures customer request data on a one-quarter lag to allow time for work order closeouts and to ensure greater data accuracy. In Q2 2025, Water had 24 requests for new service, compared to a two-year quarterly average of 34.5. The average total days to execute were 34.3, with 22.6 average days waiting on the customer, for a net average of 11.7 days to execute.

Significant Updates to Capital Investment Projects

According to Board Policy EL-1, Financial Controls, staff will provide the Board with quarterly updates for all current year projects on the Capital Improvement Plans. Appendix C and D are intended to fulfill this requirement. Additionally, Appendix E provides specific financial and project status for larger projects. Type 1, General Capital, is budgeted year-by-year for recurring capital expenditures from January through December and includes categorized projects individually less than $3 million. Type 2 projects have "discrete" scopes and schedules and are anticipated to cost over $3 million during the life of the project which may span several years.

The second quarter has seen kickoff of construction for 2025 planned work. With the improvement of weather, heavy construction will be occurring across divisions in Q2 throughout the year. The Electric budget is currently projected to underspend by 13% in support of renewal, expansion and improvement of infrastructure. Main drivers include delay of the Jessen substation upgrade due to precursor work delays associated with supply chain occurring this year at the Danebo substation. Additionally, EES Season 3 work has been delayed and deferral of the upriver AMI deployment to allow the Lane Electric re-alignment to complete. Type 1 capital work in electric is also expected to underspend due to focus on compliance and customer work, with deferral of resiliency/reliability focused work.

Type 1 projects were underspent for Q2 for Water, but multiple contracted main replacement projects are underway to prepare for City of Eugene Street projects. Type 1 projects are trending over by year end due to inflationary pressures and customer driven work. One pump station rebuild, in addition to a rehabilitation of a solids handling pond at Hayden Bridge, have been delayed from the Capital Plan to reduce overspending in this area.

Overall, Water Type 2 Capital Expenditures are at about 26% of 2025 budget, however several significant projects are underway for 2025. The Hilyard Street Transmission Main was recently completed but significant restoration work remains. This project was budgeted for 2024 but delayed to 2025 due to permitting. Additionally, work on College Hill tanks and Shasta 975 tanks is ramping up quickly and due to higher than anticipated bids will likely spend more than anticipated. Bids came in higher than budgeted for the 2025 planned work on the East 23rd Street 42-inch transmission main and Hayden Bridge 45-inch transmission main so these projects have been cancelled and delayed to future years. Design work on the Willamette Treatment Plant has also been delayed to late 2025 and is expected to come in significantly lower than the budgeted amount. Overall Type 2 work is projected to come about 6% under budget this year.

Bertelsen Project Update

Phase 1

Contract related design and construction activities of the Bertelsen Phase 1 project are complete and is in the final steps of project closeout. A few remaining Owner Furnished/Owner Installed tasks will be completed by the end of July. Permit closeouts will be completed following that.

Phase 2

Design work began in September 2024 and the project went to bid in March 2025. The low bid was provided by Riverbend Materials, the same contractor as on Phase 1. EWEB Board approved the construction contract

in May and the notice to proceed was issued to Riverbend. Site conditions were approved as acceptable for construction activities on June 18th. Riverbend has mobilized and work has begun on site.

Phase 2 scope will include completing access from the existing ROC facility to Bertelsen Rd., additional laydown yard space (increases to the north and east), concrete storage pads for heavy transformers and a training area for equipment operators, locators, and saw cutting. This work also expands on Phase 1 security elements including gated access, yard lighting and cameras.

Bertelsen Phase 1
CIP Budget – $4.4M
General Contractor – Riverbend Materials - contract $2,884,499
Design lead – PIVOT Architecture $501,000
Joint Permit Application $32,705
Total cost to date - $3,986,789
Status – Substantially complete

Bertelsen Phase 2
CIP Budget – $5M
General Contractor – Riverbend Materials $2,881,183
Design lead – Mazzetti Engineering $503,857
Total cost to date - $201,266
Status – Construction activities currently under way. GC is currently targeting asphalt work to occur in early September.

EES Season 2

Functional teams continue to use the new systems and are becoming more comfortable with the technology and business processes. Technical teams are working on closing bugs and incoming service requests. Table with year-to-date numbers posted at the end of the section.

Jointly, the functional teams and technical teams are scoping enhancements to the system and will begin implementing new functionality in Q3. There is a list of approximately 80 enhancements where prioritization is being finalized. The first major release for the customer portal, including start-service & stop-service, will be released the first week of August.

The SAP Analytics Cloud dashboards and reporting project is on-track with a go-live set for mid-August. These enhancements include:

- Financial statements for Actual P&L, Balance Sheet, and Cash Flow
    - Includes comparative, trended, and bridge analysis performance (the "bridge" between what actually happened and the comparative dataset)
- Financial statement planning for P&L, Cost Centers, Balance Sheet, and Rolling forecasts
    - Includes Comment Functionality & Summary
- Business rules for automating Cash Flows, bridge analysis, and expense allocations

Continuous improvement sessions with the cross-divisional team (Strategic & Operational Alignment Planning - SOAP) continue to support solid understanding and documentation of end-to-end business processes. Additional training has been scoped, and the team has begun working through the training materials.

Table 1-11: YTD Technical Bugs & Service Requests

SAP+SEW	Severity					
	1 - Critical	2 - High	3 - Medium	4 - Low	Service Request	Grand Total
Total	13	162	792	126	1897	**2990**
Closed	13	155	692	108	1708	**2676**
Open	0	7	100	18	189	**314**

SAP - Only	Severity					
	1 - Critical	2 - High	3 - Medium	4 - Low	Service Request	Grand Total
Total	13	85	544	41	1505	**2188**
Closed	13	82	466	27	1329	**1917**
Open	0	3	78	14	176	**271**

SEW - Only	Severity					
	1 - Critical	2 - High	3 - Medium	4 - Low	Service Request	Grand Total
Total	0	77	248	85	392	**802**
Closed	0	73	226	81	379	**759**
Open	0	4	22	4	13	**43**

EES Season 3

The final scope of Season 3 has been finalized with Enterprise Asset Management (EAM), Field Service Management (FSM), and Success Factors (HR) being in-scope. EWEB is working directly with SAP to develop an implementation strategy based on industry best practices as well as lessons learned from Season 1 deployment. Additional planning sessions are scheduled for August with SAP and subject matter experts from EWEB.

Organizational Change Management (OCM) was kicked off with presentations at Morning Buzz and communication in Employee News. More direct change management including identifying Change Management Champions and regular Change Network meetings will begin in late Q3.

Goal 2 – Succession Planning

Develop and commence succession plans for leadership and vulnerable single-depth positions, and review and refine policies and practices associated with our Dynamic Workforce Model, in support of SD22 Resiliency Policy, specifically workforce resiliency.

Metrics Tracked:

1) ***100% of roles supporting critical processes will have a succession/back up plan outlining short term operational needs***

   The following metrics will be used to track progress. As a prerequisite to the development of succession plans, a Business Impact Analysis (see item 2 below) will inform the positions being prioritized for 5 key business lines.

	July	August	September	October
% completion expected-Critical Processes	25%	50%	75%	100%
% completion actual-Critical Processes				

   Tools are developed and training was provided in May and June to all Supervisors and Managers. The Tool will roll out mid-July for Supervisors.

2) ***A Business Impact Analysis will be completed to identify critical processes for 5 Business Lines. Each step in the critical process will be evaluated to determine opportunities to address/improve our continuity of operations during disruptive events***

   The five Business Lines have been identified: Water (from Production to Base Level Reservoirs), Electric (from Substation to Meter), Fleet/Facilities, and Finance (including Payroll, Treasury, Accounting, and Procurement/Warehouse). Initial work sessions have been completed. Over the next month, the remaining elements of the Business Impact Analysis (BIA) will be finalized, and critical positions within each business line will be identified. A risk assessment will follow.

3) ***The Dynamic Workforce Policy and associated workforce management policies, processes, and forms will be updated to reflect current business requirements and address continuity of operations***

   This work is expected to be completed between October through December 2025.

Goal 3 – Energy Supply Contracts with Bonneville Power Administration

Negotiate and execute energy supply contract(s) with Bonneville Power Administration (BPA), and others as appropriate, consistent with EWEB's strategic initiatives to improve resiliency and optimize energy delivery, ongoing Energy Resource Study efforts, future business model options, and a published demand-side potential assessment (DSPA) of customer programs/resources.

In Q2, staff continued to analyze the various power supply products being offered by Bonneville post-2028. Multiple layers of qualitative and quantitative analysis were performed, feedback from the community table was gathered, and results were presented to the board. After an initial leaning of Load Following, staff performed additional research and analysis and heard customer feedback. This additional exploration resulted in a change of recommendation and board authorization to negotiate and execute a Block With Shaping and Peak Load Variance Service product.

Bonneville has been officially notified of EWEB's product choice and the contract template is being populated for execution by the end of 2025.

Goal 4 – Limited Income Support Programs Impact

Enhance the impact of EWEB's limited income support programs, including existing programs such as EWEB Customer Care and new potential payment options such as Pre-Pay, in support of SD23 Diversity, Equity, and Inclusion Policy and rate re-design.

Note: Pre-Pay postponed until 2026

NOTE: Pre-Pay Postponed Until 2026 – Several technology prerequisites are in-process that will support advanced rate concepts, specifically Pre-Pay which will postponed until 2026, including a customer data warehouse and links between consumption presentation and customer portal.

Customer Solutions is analyzing 2023-2025 customer data relating to bill assistance, late fees, disconnections, and customer service touch points to assess customer experience and evaluate potential program opportunities, with the goal of expanding Limited Income program participation to reach a greater share of eligible customers.

Recent analysis indicates that 69% of disconnected customers did not receive bill assistance. Meanwhile, customers that have received bill assistance account for an outsized proportion of in-bound calls. Together, these two data points suggest opportunities for improvement in program accessibility.

The Q2 and Q3 work will include a full assessment of the current state of EWEB's offerings to reduce existing points of friction, improve efficiency, optimize customer experience, and enhance the overall ease of doing business with EWEB. Staff will also undertake utility peer product review, customer outreach and engagement, technology functionality assessment, financial impact assessment, and policy alignment.

Recommendations will be presented to the Board for feedback in Q4 2025.

Goal 5 – Cost Adjustments & Demand Charges

Consistent with EWEB's initiative to re-design rates, prepare to implement significant fixed/variable cost adjustments and residential demand charges.

Note: Rate Design preparation will focus on Fixed/Variable Analysis, McKenzie Valley Rate, Time-Based Pricing Pilot

Several technology prerequisites are in-process that will support advanced rate concepts, including a customer data warehouse and links between consumption presentation and customer portal. EWEB staff will be reviewing the cost-of-service analysis, particularly the fixed/variable cost allocations. Staff plans to review a McKenzie Valley Rate to recover territory-based costs with Commissioners this fall. EWEB will be preparing to launch a time-based pricing pilot with a major customer to evaluate implementation improvement opportunities.

Goal 6 – Operational Asset Management Plans

Formalize and publish Operational Asset Management Plans for at least 3 of the 5 (electric, water, generation, information systems, fleet/facilities) asset groups in preparation for new asset and field work management systems (2026-27), EWEB Enterprise Solutions Season 3.

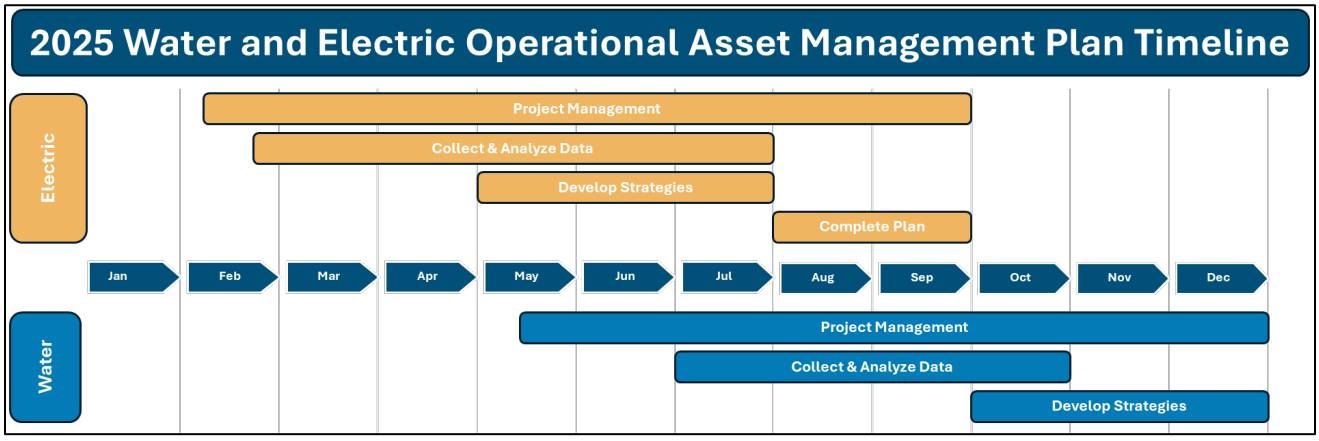
Note: Focusing on 2 Plans (Electric & Water)

Project Purpose:

EWEB is engaged in a multi-year process to improve our ability to manage our assets in a way that optimizes their value. We completed our first Strategic Asset Management Plan in 2024 which set the objectives, roadmap, resourcing and framework. The next step for 2025 is to develop Operational Asset Management Plans (OAMPs) for the Electric Transmission & Distribution System and initiate the same development for the Water Division. These plans systematically pursue increased optimization of cost, performance, and risks across the lifecycles of these assets. Having one or more OAMPs complete before the conversion of the existing Enterprise Asset Management System (EAMS) Work and Asset Management (WAM) to SAP will give EWEB more understanding of the consequences of EAMS configuration choices the organization will face during that process.

Due to resource constraints and the length of time it took to recruit two new Asset Specialists, we will not meet the original goal of completing three OAMPs in 2025. We have chosen to focus the development of the Electric OAMP on priority asset groups and initiating the Water OAMP. With EES Season 3 being pushed to 2027, we will focus on a gap analysis for the other divisions (Water, Generation, Support Services, IS), identifying elements that support core EAMS functions and are considered essential for EAMS implementation.

Timeline:



Complete:

- Two Asset Management Specialists have been hired, one has just started (internal hire) and the other starts in about one month.
- Electric OAMP: Defined scope and hierarchy of electric assets covered by OAMP, categorization of electric assets by type, identification of asset useful life, identification of gaps in asset install date (age)

data, partial development of asset management strategies, partial collection of asset replacement values, partial assignment of consequence of failure ratings.

In Progress:

- Electric OAMP: To the extent possible based on existing data, develop OAMP sections for most critical asset groups.
- Water OAMP: Define scope and hierarchy of water assets covered by OAMP, categorization of water assets by type.

Goal 7 – Environmental & Climate Change Policies

Improve the effectiveness of EWEB's environmental and climate change policies in response to new external standards and practices, including Climate Registry's Electric Power Sector Protocol, and EWEB's progress, status, and outlook.

To achieve this goal, EWEB will finalize two of three separate deliverables in 2025, with the third held to be evaluated for importance/scheduling in 2026:

1. An operations-focused greenhouse gas (GHG) inventory using The Climate Registry's General Reporting Protocol for non-utility specific emissions sources. This was completed in April 2025 and results can be accessed in EWEB's 2025 Climate Guidebook v3.0.
2. An expanded GHG inventory that will show emissions associated with EWEB's Power Delivery, EWEB's Water Delivery, and EWEB's Operational Emissions from shared services including buildings and fleet. The inventory will follow both The Climate Registry's General Reporting Protocol and Electric Power Sector Protocol. This is expected to be shared with the Board at the November 2025 Regular Meeting.
3. Updated policy language for SD2 EWEB's Environmental Policy, and SD15 EWEB's Climate Change Policy. This will be evaluated in the context of 2026 priorities and resources.

EWEB's Expanded GHG Inventory following The Climate Registry's Electric Power Sector Protocol
This is an expanded greenhouse gas inventory that builds on the operational inventory published in April 2025, but with expanded boundaries to include emissions associated with utility-specific emissions sources from owned and operated power generation sources.

This workstream is identified as Deliverable 25-15 in the Strategic Compass 2025 Level 2 X-Matrix. Completion of this inventory is a prerequisite to updating the strategic direction (SD) policy language in SD2 Environmental Policy and SD15 Climate Change Policy, which will happen in 2026. Conducting the inventory will also provide the necessary inputs for our next energy resource modeling process to ensure we are meeting the carbon requirements of our future resource investments to maintain alignment with our strategic direction policies.

The milestones included in completion of this new inventory include:

- In process: Consolidation of all historical data and past inventory documentation as responsibility for inventory completion moves from the Environmental Division to the Power Planning team.
- In process: Gathering of all emissions data for calendar year 2024 for all emissions sources.
- In process: Conducting emissions calculations for all relevant emissions sources in an expanded set of boundaries. Reviewing all calculations with external subject matter experts.
- To begin in September 2025: Sharing results internally with key interest holders to identify relevant climate action opportunities and prepare to refine SD2 and SD15 in 2026.

Goal 8 – Energy Efficiency Programs for Rental Properties

Based on updated baseline information, including but not limited to demographic and stock assessments, customer awareness surveys and participation rates, and the results of the Demand Side Potential Assessment, develop and execute plans and actions designed to drive intentional outcomes, endorsed by the Board, of EWEB's energy efficiency programs within Eugene's rental stock segment.

EWEB staff have formed a working group and are in the process of creating a holistic and comprehensive Conservation Implementation Plan. The group is currently gathering data and researching consumption and past program participation in various customer segments from historical EWEB data, as well as information about occupancy (income and owner/renter status) in the residential sector from census data and other sources. Together with the results of the Demand Side Potential Assessment (DSPA), the group will assess the most opportune customer segments to improve program awareness and access and focus EWEB resources for future energy efficiency.

Work will include an update of guiding principles for conservation as well as scenarios for overarching goals and objectives for Board review in Q4 2025.

ELECTRIC UTILITY PRELIMINARY FINANCIAL STATEMENT (EL1) | Q2 2025

APPENDIX A

ELECTRIC CONDENSED STATEMENT OF REVENUES, EXPENSES, & CHANGES IN NET POSITION (Unaudited)

(In millions)	6 Months Ended June 30th,		YTD Budget Comparison	
	2025	2024	Budget $	Variance
Operating revenues	$ 158.2	$ 150.5	$ 165.4	$ (7.2)
Operating expenses	148.4	152.9	$ 155.3	6.9
Net operating income (loss)	9.8	(2.4)	10.1	(0.3)
Non-operating revenues	6.9	4.6	$ 4.5	2.4
Non-operating expenses	4.8	3.9	$ 4.6	(0.2)
Income (loss) before capital contributions	11.9	(1.7)	10.0	1.9
Capital contributions	1.5	1.8	$ 1.1	0.4
Increase/(Decrease) in net position	$ 13.4	$ 0.1	$ 11.1	$ 2.3

ELECTRIC CONDENSED STATEMENT OF NET POSITION (Unaudited)

(In millions)	June 30,		December 31,
	2025	2024	2024
Current assets	$ 221.1	$ 235.3	$ 167.4
Net utility plant	490.5	451.4	488.9
Other assets	69.2	71.0	122.2
Total assets	780.8	757.7	778.5
Deferred outflows of resources	28.6	26.8	30.1
Total assets and deferred outflows	$ 809.4	$ 784.5	$ 808.6
Current liabilities	$ 46.3	$ 38.1	$ 53.3
Long-term debt	253.6	265.2	254.7
Other liabilities	77.3	62.8	80.1
Total liabilities	377.2	366.1	388.1
Deferred inflows of resources	7.2	12.3	8.9
Total net position	425.0	406.1	411.6
Total liabilities, deferred inflows, and net position	$ 809.4	$ 784.5	$ 808.6

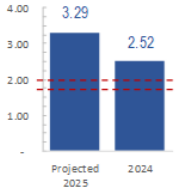
ELECTRIC CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

(In millions)	YTD	Annual Working Budget	
	6/30/2025	Budget $	% of Budget
Type 1 - General capital	$ 9.8	$ 27.9	35.1%
Type 2 - Rehabilitation and expansion	12.2	50.0	24.4%
Total capital	22.0	77.9	28.2%

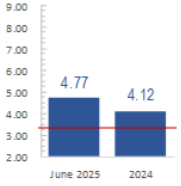
FINANCIAL STRENGTH MEASUREMENTS

Target line

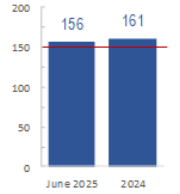
Debt service coverage
Target: 1.75 to 2.0x
Measures the utility's ability to meet its annual long-term debt obligation.



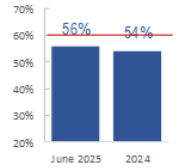
Current ratio
Target: Minimum of 3.250x
Measures the utility's short-term liquidity (ability to pay bills).



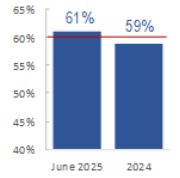
Working capital days cash
Target: Greater than 150 days
Estimates the number of days the utility can pay its daily O&M before running out of cash.



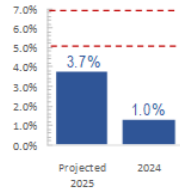
Age of system
Target: Less than 60 percent
Measures age of system compared to how much has been depreciated.



Debt as a % of NBV
Target: Less than or equal to 60 percent.
Measures overall leverage of the system by aligning debt service with the useful lives of assets.



Return on NBV
Target: 5 - 7 percent.
Measures the utility's ability to pay current and future infrastructure costs.



WATER UTILITY PRELIMINARY FINANCIAL STATEMENT (EL1) | Q2 2025

APPENDIX B

WATER CONDENSED STATEMENT OF REVENUES, EXPENSES, & CHANGES IN NET POSITION (Unaudited)

(In thousands)	Six Months Ended June 30,		Budget Comparison	
	2025	2024	Budget $	Variance
Operating revenues	$ 23,967	$ 22,235	$ 22,029	$ 1,938
Operating expenses	23,919	21,869	22,529	(1,390)
Net operating income (loss)	48	366	(500)	548
Non-operating revenues	2,891	2,603	1,214	1,677
Non-operating expenses	1,956	1,984	1,878	(78)
Income (loss) before capital contributions	983	985	(1,164)	2,147
Capital contributions	1,949	918	791	1,158
Increase (decrease) in net position	$ 2,932	$ 1,903	$ (373)	$ 3,305

WATER CONDENSED STATEMENT OF NET POSITION (Unaudited)

(In millions)	June 30,		December 31,
	2025	2024	2024
Current assets	$ 52.5	$ 68.9	$ 60.0
Net utility plant	289.0	265.6	287.2
Other assets	13.8	12.9	11.6
Total assets	355.3	347.4	358.8
Deferred outflows of resources	9.0	8.1	9.1
Total assets and deferred outflows	$ 364.3	$ 355.5	$ 367.9
Current liabilities	$ 10.4	$ 9.8	$ 16.4
Long-term debt	107.8	112.2	108.3
Other liabilities	24.5	19.4	24.6
Total liabilities	142.7	141.4	149.3
Deferred inflows of resources	2.1	3.6	2.1
Total net position	219.5	210.5	216.5
Total liabilities, deferred inflows, and net position	$ 364.3	$ 355.5	$ 367.9

WATER CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

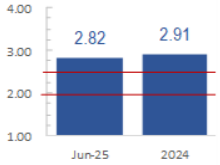
(In thousands)	YTD	Annual Working Budget	
	6/30/2025	Budget $	% of Budget
Type 1 - General capital	$ 4,386	$ 12,898	34.0%
Type 2 - Rehabilitation and expansion	$ 7,008	27,348	25.6%
Total capital	$ 11,394	$ 40,246	28.3%

FINANCIAL STRENGTH MEASUREMENTS

Target line

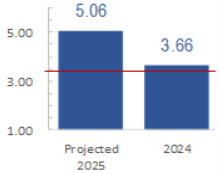
Debt service coverage
Target: 2.0 - 2.50x

Measures the utility's ability to meet its annual long-term debt obligation.



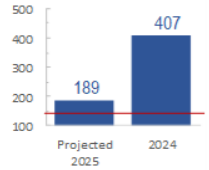
Current ratio
Target: Minimum of 3.25x

Measures the utility's short-term liquidity (ability to pay bills).



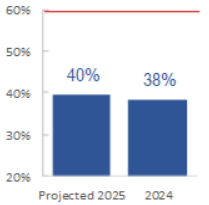
Working capital days cash
Target: Greater than 150 days

Estimates the number of days the utility can pay its daily O&M before running out of cash.



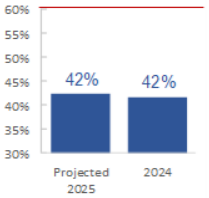
Age of system
Target: Less than 60 percent

Measures age of system compared to how much has been depreciated.



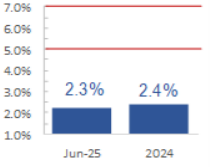
Debt as a % of NBV
Target: Less than or equal to 60 percent.

Measures overall leverage of the system by aligning debt service with the useful lives of assets.



Return on NBV
Target: 5 - 7%.

Measures the utility's ability to pay current and future infrastructure costs.



ELECTRIC UTILITY EL1 PRELIMINARY CAPITAL REPORT | Q2 2025

APPENDIX C

	ANNUAL BUDGET		2025	% OF	YEAR-END
	APPROVED	WORKING	YTD ACTUAL	BUDGET	PROJECTION
Type 1 - RENEWAL AND REPLACEMENT PROJECTS					
Generation Infrastructure	$ 1,307,000	$ 1,307,000	$ 198,000	15%	$ 700,000
Substation Infrastructure	4,016,000	4,016,000	2,542,000	63%	5,060,000
Transmission & Distribution Infrastructure	10,186,000	10,186,000	4,905,000	48%	9,173,000
Telecommunications	1,105,000	1,105,000	472,000	43%	1,104,000
Downtown Network	1,092,000	1,092,000	131,000	12%	447,000
Information Technology	6,632,000	6,632,000	1,251,000	19%	5,608,000
Buildings, Land, & Fleet	3,557,000	3,557,000	314,000	9%	3,367,000
TOTAL TYPE 1 PROJECTS	**$ 27,895,000**	**$ 27,895,000**	**$ 9,813,000**	**35%**	**$ 25,459,000**
Type 2 - INFRASTRUCTURE REHABILITATION & EXPANSION					
Bertelsen Property Expansion	4,094,000	4,094,000	553,000	14%	3,800,000
ROC Yard Electrification	450,000	450,000	-	0%	-
Upriver Resiliency Upgrades	1,050,000	1,050,000	96,000	9%	1,110,000
Currin Substation Rebuild	-	-	10,000		-
Jessen Substation Rebuild	-	-	168,000		1,000,000
FEMA Dillard Resiliency Rebuild	1,155,000	1,155,000	33,000	3%	2,130,000
International Paper Renewal & Replacement	3,234,000	3,234,000	523,000	16%	3,000,000
Leaburg Risk Mitigation Improvements	3,633,000	3,633,000	-	0%	2,000,000
Walterville Spillway and Forebay	3,623,000	3,623,000	233,000	6%	1,000,000
Electric Meter Upgrade	1,926,000	1,926,000	523,000	27%	698,000
EWEB Enterprise Solutions	8,187,000	8,187,000	938,000	11%	8,187,000
IT - GIS Infrastructure	-	-	61,000		61,000
Carmen-Smith Relicensing	22,617,000	22,617,000	9,075,000	40%	21,000,000
TOTAL TYPE 2 PROJECTS	**$ 49,969,000**	**$ 49,969,000**	**$ 12,213,000**	**24%**	**$ 43,986,000**
TOTAL ELECTRIC CAPITAL PROJECTS	**$ 77,864,000**	**$ 77,864,000**	**$ 22,026,000**	**28%**	**$ 69,445,000**

Type 1: Capital Asset Renewal and Replacement projects – includes discrete projects to maintain/improve system reliability, or are customer driven, that generally cost less than $3 million per year.
Type 2: Infrastructure Rehabilitation & Expansion – includes multi-year strategic projects that are projected to cost greater than $3 million for the life of the project.

WATER UTILITY EL1 PRELIMINARY CAPITAL REPORT | Q2 2025

APPENDIX D

	ANNUAL BUDGET		2025	% OF	YEAR-END
	APPROVED	WORKING	YTD ACTUAL	BUDGET	PROJECTION
Type 1 - RENEWAL AND REPLACEMENT PROJECTS					
Source - Water Intakes & Filtration Plant	$ 1,444,000	$ 1,444,000	$ 199,000	14%	$ 1,662,000
Distribution & Pipe Services	7,853,000	7,853,000	3,208,000	41%	10,409,000
Distribution Facilities	1,197,000	1,197,000	165,000	14%	363,000
Information Technology	1,563,000	1,563,000	353,000	23%	1,563,000
Buildings, Land, & Fleet	841,000	841,000	461,000	55%	818,000
TOTAL TYPE 1 PROJECTS	**$ 12,898,000**	**$ 12,898,000**	**$ 4,386,000**	**34%**	**$ 14,815,000**
Type 2 - INFRASTRUCTURE REHABILITATION & EXPANSION					
Bertelsen Property Expansion	1,293,000	1,293,000	175,000	14%	1,200,000
ROC Yard Electrification	142,000	142,000	-	0%	-
E 23rd St Transmission Main	4,200,000	4,200,000	96,000	2%	200,000
Hilyard St Transmission Main	-	-	2,080,000		2,822,000
Willamette River Crossing - FEMA	-	-	219,000		500,000
Knickerbocker Bridge Seismic Upgrades - FE	-	-	29,000		200,000
Riverfront Parkway to Villard Street	-	-	2,000		150,000
E 40th Storage Tanks	-	-	4,000		4,000
Shasta 975 Reservoir	2,100,000	2,100,000	52,000	2%	2,472,000
College Hill Reservoir Replacement	9,450,000	9,450,000	2,898,000	31%	12,312,000
Water Meter Upgrade	2,327,000	2,327,000	894,000	38%	2,116,000
EWEB Enterprise Solutions	2,586,000	2,586,000	296,000	11%	2,586,000
IT - GIS Infrastructure	-	-	19,000		-
Emergency Water Supply	-	-	8,000		103,000
Second Source	5,250,000	5,250,000	236,000	4%	1,026,000
TOTAL TYPE 2 PROJECTS	**$ 27,348,000**	**$ 27,348,000**	**$ 7,008,000**	**26%**	**$ 25,691,000**
TOTAL WATER CAPITAL PROJECTS	**$ 40,246,000**	**$ 40,246,000**	**$ 11,394,000**	**28%**	**$ 40,506,000**

Type 1: Capital Asset Renewal and Replacement projects – includes discrete projects to maintain/improve system reliability, or are customer driven, that generally cost less than $3 million per year.
Type 2: Infrastructure Rehabilitation & Expansion – includes multi-year strategic projects that are projected to cost greater than $3 million for the life of the project.

CAPITAL SPENDING SUMMARY | Q2 2025

APPENDIX E

In accordance with Board Policy EL1, staff will provide the Board with quarterly updates for all current year projects on the Capital Improvement Plans.

Capital Asset Renewal and Replacement projects (Type 1) – includes discrete projects to maintain or improve system reliability, or are customer driven, that generally cost <$3 million per year. These projects will be reported by category (e.g., substations, shared IT infrastructure, transmission & distribution mains).

Infrastructure Rehabilitation & Expansion (Type 2) – includes multi-year strategic projects that are projected to cost >$3 million for the life of the project. These projects will be reported individually.

ELECTRIC UTILITY AND SHARED SERVICES CAPITAL SPENDING SUMMARY

TYPE 2 – REHABILITATION & EXPANSION (ELECTRIC AND SHARED SERVICES)

Shared Services project updates are provided within the Electric Utility Capital section below, but the project budget and costs are split between Electric and Water in Appendix C and D.

Jessen Substation Rebuild

Jessen Substation rebuild to improve transmission reliability and provision for future load growth in north-west Eugene. Design is at 90% with permitting and remaining major equipment purchases occurring over summer 2025. Construction to start Q1 2026 and back online by end of 2026.

Project Initiation:	Nov. 2023	Initial Scope Budget:	$10,800,000
Initial Planned Completion:	June 2026	Actual Project Costs To-Date:	$730,000
Projected Completion:	Nov. 2026	Total Final Cost Projection:	$10,800,000

Leaburg Canal Risk Mitigation (Near Term Risk Reduction Measures)

Measures to reduce public safety risk associated with hydraulic loading of the canal embankment. Includes repairing canal infrastructure to convey tributary and stormwater flows to the river in the most direct route possible, while also meeting the decommissioning goal of returning as much of the canal footprint to pre-project conditions as reasonably practical. Design alternatives development are underway with construction expected to begin in Q2 2028. Substantial completion is currently expected to be in Q4 2029.

Project Initiation:	Jul - 2021	Initial Scope Budget*:	$21,500,000
Initial Planned Completion:	Dec - 2028	Actual Project Costs To-Date:	$3,051,000
Projected Completion:	Dec - 2029	Total Final Cost Projection:	$29,400,000

*Initial budget was developed prior to determining the long-term plan for the canal. The additional final cost will be offset by a reduction in O&M expenses related to decommissioning.

Carmen Smith License Deployment

The total final cost projection for Carmen-Smith License Deployment is currently $199 million, although several cost risk factors are expected to be resolved in Q3 2025 when EWEB and State and Federal fish agencies conclude discussions related to upstream fish passage at Trail Bridge. Staff will then update the budget to reflect any scope and schedule changes for fish passage and spending projections related to the recently awarded load bank project. Progress towards finishing the second turbine generator overhaul at the Carmen Plant remains on schedule for completion by the end of the year, which will bring the major power generation upgrades at the Carmen-Smith Project to an end. With the major Carmen Plant work complete, the Trail Bridge Reservoir and Smith Reservoir recreation improvements will become accessible to the public in 2026. Construction of aquatic habitat and recreation improvements at the Carmen Diversion Reservoir is also progressing on schedule to

complete in 2025, making that site accessible to the public in 2026 as well. Additional noteworthy 2025 construction work in progress includes the installation of spawning gravels and aquatic habitat features in the McKenzie River below Tamolitch Falls (Blue Pool).

Project Initiation*:	Nov - 2016	Initial Scope Budget:	$139,000,000
Initial Planned Completion:	Dec - 2027	Actual Project Costs To-Date:	$114,038,000
Projected Completion:	Dec - 2030	Total Final Cost Projection:	$199,000,000

*Difference between initial budget and final cost projection is primarily due to additional regulatory requirements, and significant escalation in material pricing.

WATER UTILITY CAPITAL SPENDING SUMMARY AND PROJECT UPDATES

TYPE 2 – REHABILITATION & EXPANSION (WATER AND SHARED SERVICES)

Shared Services project updates are provided within the Water Utility Capital section below, but the project budget and costs are split between Electric and Water in Appendix C and D.

Water Meter AMI

Tools and processes for mass deployment of water AMI meters have been updated to integrate SAP data reports and align with SAP service notifications. AMI meter exchanges are scheduled to resume in September 2025.

Project Initiation:	2018	Initial Scope Budget:	17,564,000
Initial Planned Completion:	2021	Actual Project Costs To-Date:	22,867,000
Projected Completion:	2026	Total Final Cost Projection:	25,600,000

Shasta 975 Tank Replacement

Work was delayed due to city permitting but construction has resumed and project is expected to be completed in 2025.

Project Initiation:	2022	Initial Scope Budget:	$2,500,000
Initial Planned Completion:	Dec 2024	Actual Project Costs To-Date:	$966,675
Projected Completion:	Dec 2025	Total Final Cost Projection:	$3,250,000

College Hill Storage Tanks and Connecting Pipelines

Earthwork is complete with tank construction beginning in Q2. Connecting pipelines scheduled to begin in 2026.

Project Initiation*:	2023	Initial Scope Budget:	$34,000,000
Initial Planned Completion:	Dec 2026	Actual Project Costs To-Date:	$6,800,000
Projected Completion:	Dec 2026	Total Final Cost Projection:	$36,000,000

*Difference between initial scope budget and final cost projection reflects additional scope required due to unanticipated tunneling effort to install pipelines down Lincoln Street. Offsite pipeline design and updated cost estimate not yet completed at this time.

Hilyard Street Transmission Main

Pipeline was completed in Q2 2025. Final road restoration will be done under IGA with city paving project summer 2025.

Project Initiation*:	2018	Initial Scope Budget:	$4,600,000
Initial Planned Completion:	2021	Actual Project Costs To-Date:	$9,800,000
Projected Completion:	2025**	Total Final Cost Projection:	$10,500,000

CAPITAL SPENDING SUMMARY | Q2 2025

APPENDIX E

*Difference between initial scope budget and final cost project due to increases in scope of work (including addition of water main replacement ~$1M), significant escalation in material pricing, unfavorable bidding conditions, and more extensive road restoration efforts than originally anticipated.
**Transmission main is substantially complete at this time. Final restoration to be completed by City in 2025.

East 23rd Street Transmission Main

Bids were received in 2025 but contract was cancelled and construction has been delayed to 2027 in the proposed CIP. Project is to complete 42-inch transmission main to improve water flow from College Hill and East 40th tanks to EWEB distribution system, improve water quality, and to reduce pressure swings in distribution system.

Project Initiation:	2018	Initial Scope Budget:	$4,200,000
Initial Planned Completion:	2025	Actual Project Costs To-Date:	$206,000
Projected Completion:	2027**	Total Final Cost Projection:	$6,800,000**

** Project is shown tentatively moved to 2027. Costs have been inflated from $5.6M to 2027 dollars.

Emergency Water Supply

Construction of new emergency distribution sites was completed in 2025 with 7 emergency sites. Final closeout and commissioning work to occur in 2025.

Project Initiation:	2018	Initial Scope Budget:	$4,000,000
Initial Planned Completion:	2028	Actual Project Costs To-Date:	$3,200,289
Projected Completion:	2025	Total Final Cost Projection:	$3,300,000

Willamette Treatment Plant

For the purposes of this report, 2021 is used as the start of the current second source efforts, primarily with respect to cost and budget tracking. Projected completion assumes permitting complete in 2026 followed by 3-4 years construction. Cost projection updated for cost escalation in April 2025 but full updated cost estimate anticipated in early 2026.

Project Initiation*:	2021	Initial Scope Budget:	$90,000,000
Initial Planned Completion:	2027	Actual Project Costs To-Date:	$3,200,000
Projected Completion:	2030	Total Final Cost Projection:	$160,000,000

Bertelsen Annex Phase 1

Phase 1 design included land use and environmental permitting for the entire project and initial construction of paving, fencing, stormwater infrastructure, lighting and security for laydown/storage area. Phase 1 is substantially complete.

Project Initiation:	2022	Initial Scope Budget:	$4,400,000
Initial Planned Completion:	2024	Actual Project Costs To-Date:	$3,986,789
Projected Completion:	2025	Total Final Cost Projection:	$4,000,000

Bertelsen Annex Phase 2

Phase 2 continues paving, fencing, lighting and security for laydown/storage area and constructs the access road to Bertelsen Ave. The contract has been issued with Notice-To-Proceed and the contractor has mobilized on site.

Project Initiation:	2024	Initial Scope Budget:	$5,000,000
Initial Planned Completion:	2025	Actual Project Costs To-Date:	$201,266
Projected Completion:	2025	Total Final Cost Projection:	$3,500,000

CONTRACTS REPORT | Q2 2025

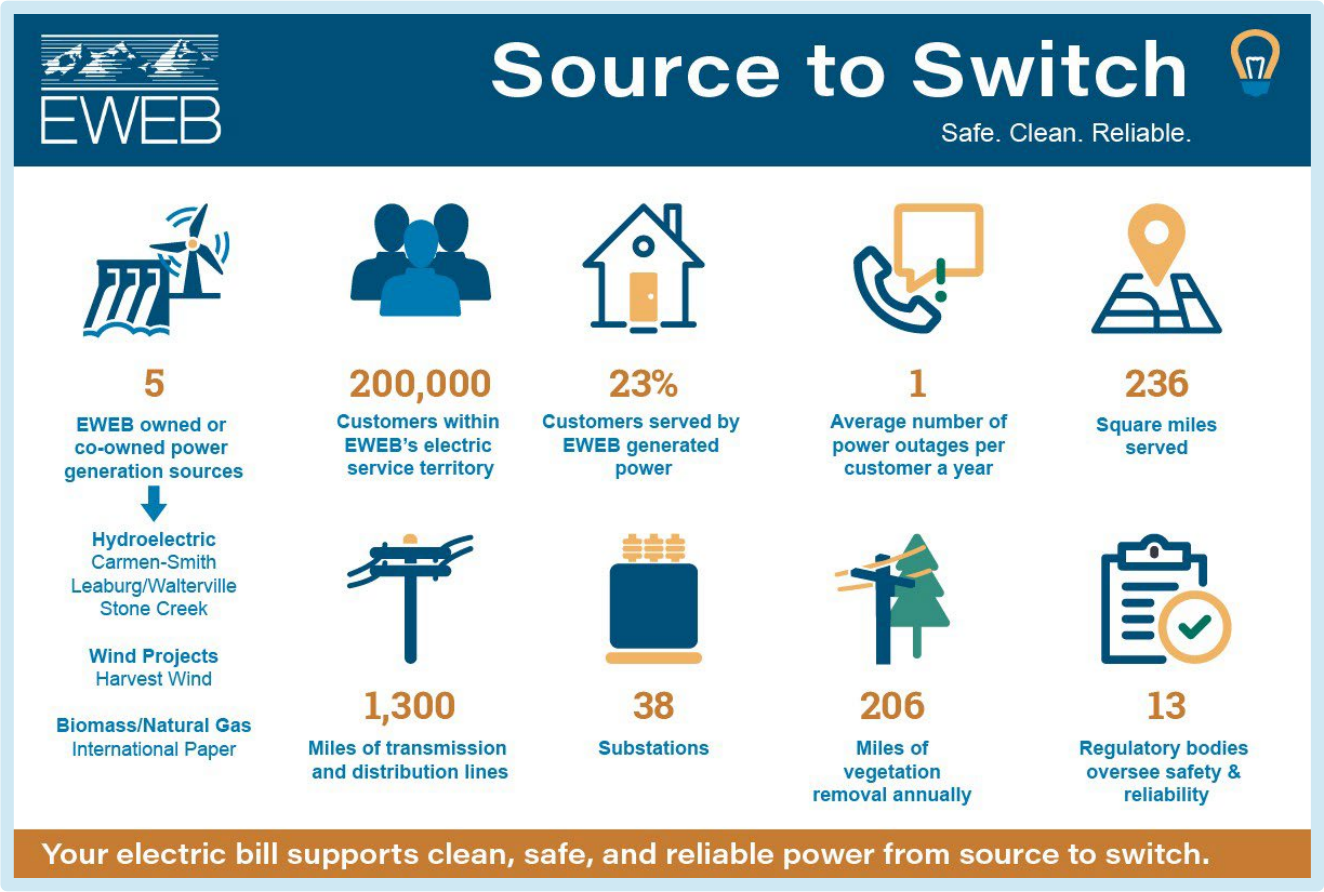
APPENDIX F

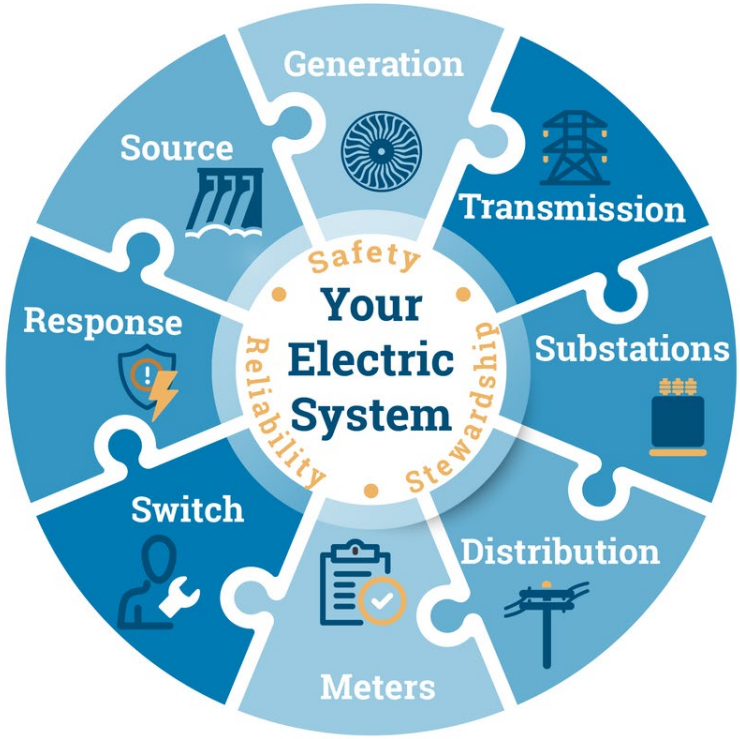
Contract Execution Date	Contractor	City, State	Contract Title, Detailed Description	Expiration Date	Contract Amount	Contract Process	Executive Manager
04/08/25	GEI Consultants, Inc.	Portland, OR	FERC Related Independent Contractor Engineering Services	12/31/27	$60,000.00	Direct Negotiation	Karen Kelley
04/22/25	Ausland Group	Grant Pass, OR	City View 1150 Pump Station - Design Services	12/31/25	$49,000.00	Direct Negotiation	Karen Kelley
04/30/25	Foundation Engineering	Corvallis, OR	Hayden Bridge to Walterville Transmission Line Rebuild	08/01/25	$95,000.00	Direct Negotiation	Karen Kelley
04/30/25	Long Tom Watershed Council (LTWC)	Eugene, OR	Stormwater Retrofit Program - EWEB Match for LOTO 24-01 EPA III	01/31/28	$100,000.00	Direct Negotiation	Karen Kelley
05/01/25	Biotactic Fish & Wildlife Research	Kitchener, Ontario	Fish Monitoring, Data Analysis, and Reporting	05/01/25	$48,200.00	Direct Negotiation	Karen Kelley
05/02/25	SimpleFi Solutions LLC	Chicago, IL	Integrate and deploy PlaniFi Business Content with SAP Analytics Cloud	05/11/28	$125,000.00	Direct Negotiation	Travis Knabe
05/21/25	Revive Riverscape Solutions, LLC (Kate Meyer)	Bend, OR	Floodplain Restoration Technical Design Oversight and Fish Salvage Permitting Support & Oversight / Quartz Creek Implementation	05/19/27	$141,720.00	Direct Negotiation	Karen Kelley
05/22/25	Ready Rooter & Chapman Plumbing	Eugene, OR	On-Call EWEB Customer Plumbing Repairs (Non-Prevailing Wage)	05/31/30	$50,000.00	Informal Quotes	Karen Kelley
06/02/25	YSI INC, A XYLEM BRAND	Yellow Springs, OH	Water Quality Equipment Maintenance	07/31/30	$100,000.00	Direct Negotiation	Karen Kelley
06/05/25	GEI Consultants	Portland, OR	Trail Bridge Dam Left Cut-Slope Design	11/30/27	$98,893.00	Direct Negotiation	Karen Kelley
06/13/25	Lane Council of Governments (LCOG)	Eugene, OR	Drinking Water Source Protection Technical Assistance	12/31/30	$116,960.00	Direct Negotiation	Karen Kelley
06/16/25	AUMA Actuators, Inc. - USA	Canonsburg, PA	As-Neeed AUMA Electric Actuators	06/30/30	$145,000.00	Direct Negotiation	Karen Kelley
06/26/25	Branch Engineering	Springfield, OR	City View 1150 Structural Design Services	12/30/26	$74,000.00	Direct Negotiation	Karen Kelley
06/27/25	Catholic Community Services	Eugene, OR	Income Verification for Limited Income Assistance	06/26/28	$75,000.00	Direct Negotiation	Julie McGaughey
06/27/25	Campbell Center (COE)	Eugene, OR	Income Verification for Limited Income Assistance	12/31/29	$75,000.00	Direct Negotiation	Julie McGaughey

For questions please contact Quentin Furrow, 541-685-7380

ELECTRIC DIVISION | Q2 2025

APPENDIX H

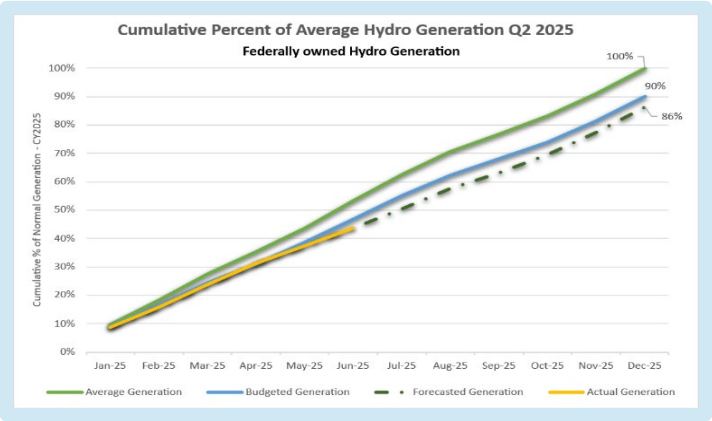


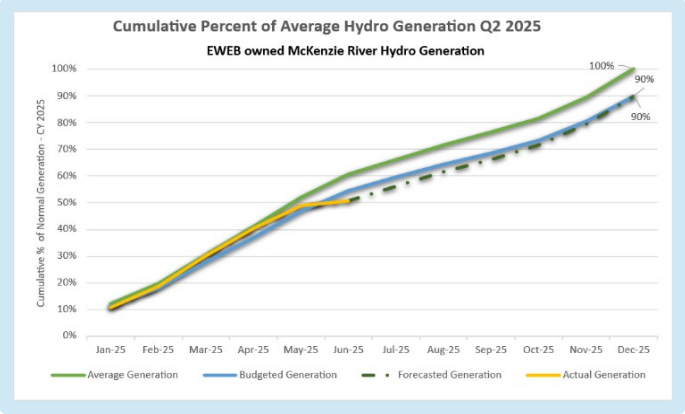


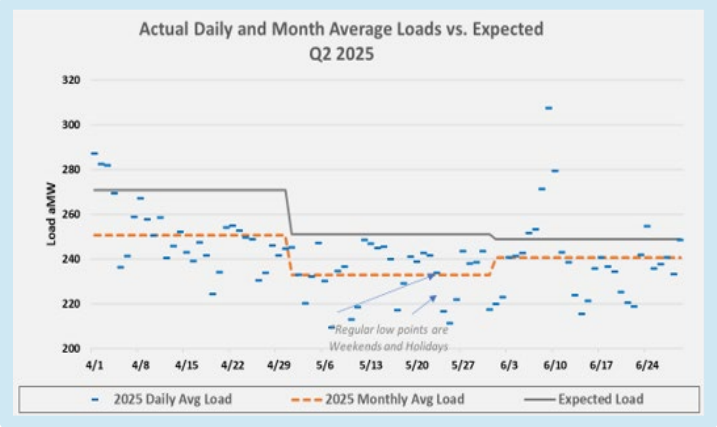
ELECTRIC DIVISION | Q2 2025

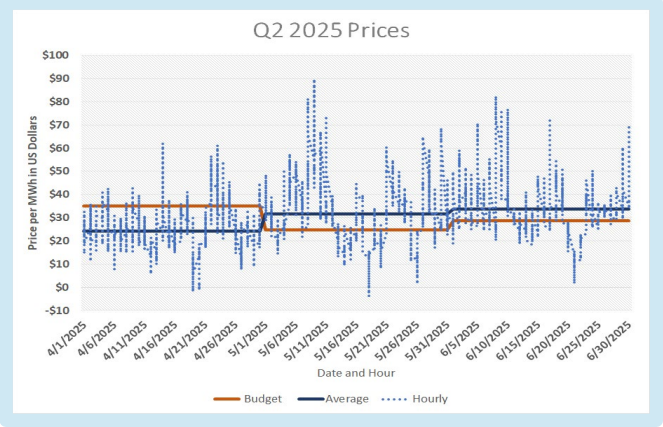
APPENDIX H

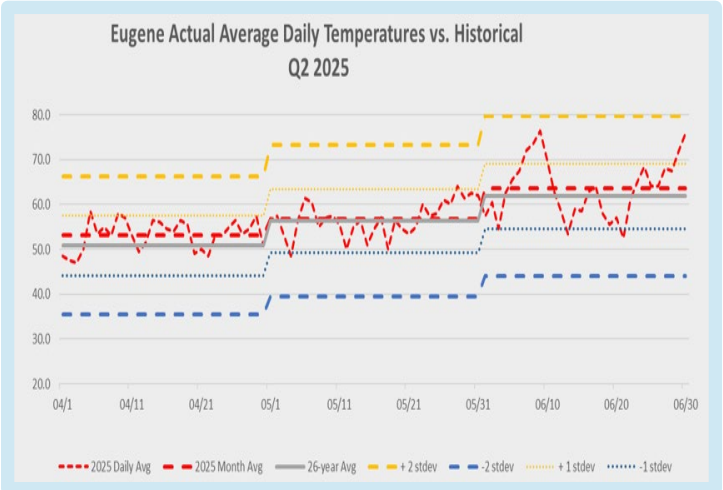
SOURCE & PRODUCTION

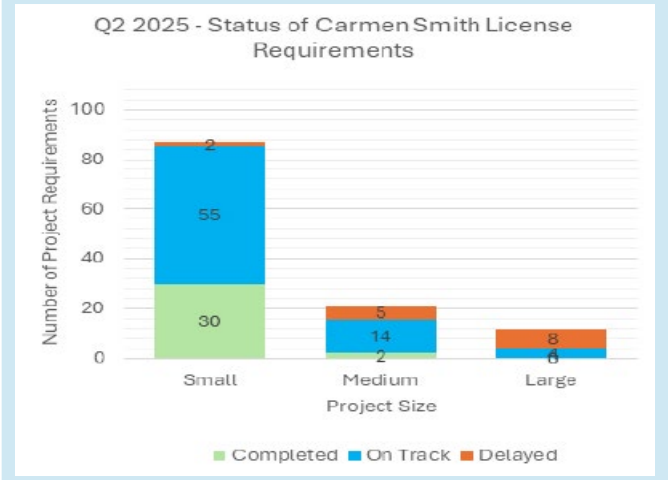








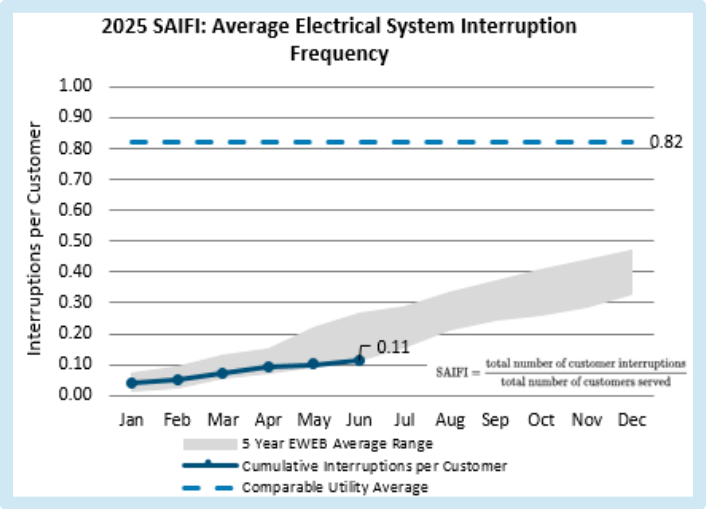


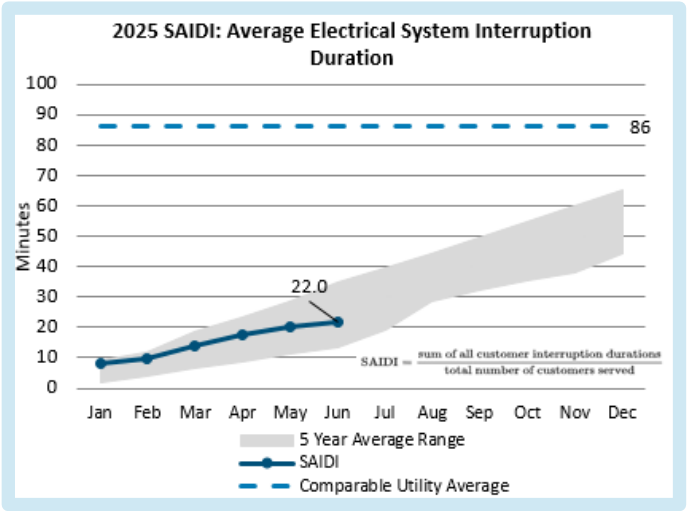


ELECTRIC DIVISION | Q2 2025

APPENDIX H

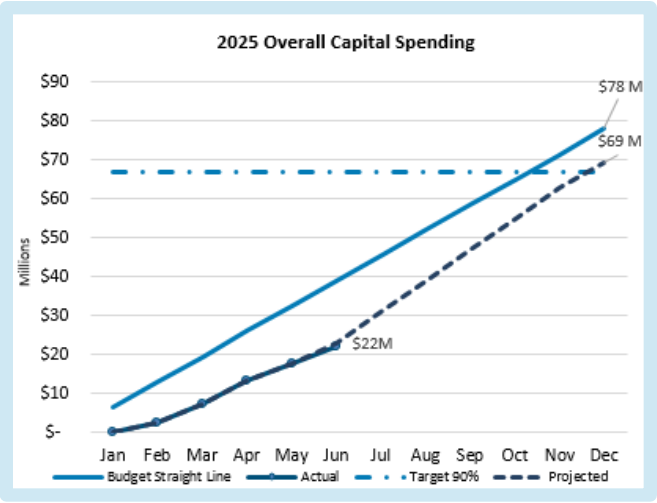
TRANSMISSION & DISTRIBUTION

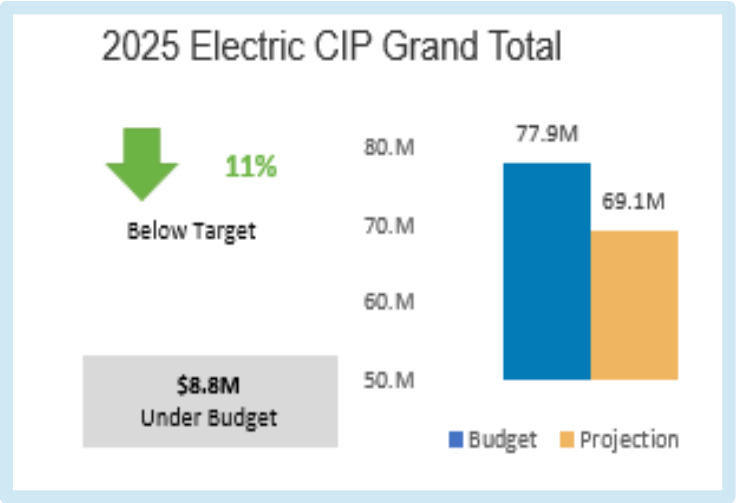




MONITORING & COMPLIANCE

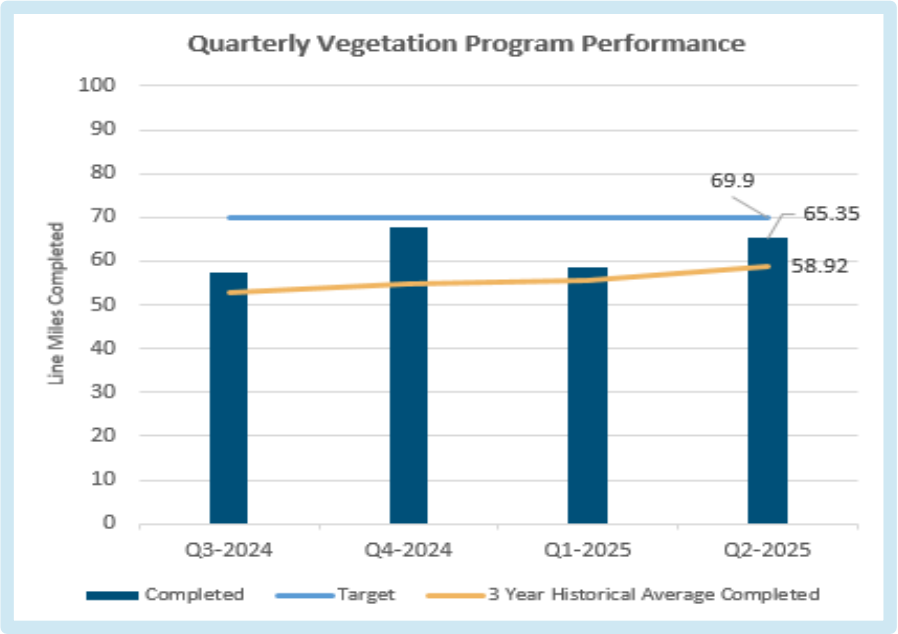
RESILIENCY, PLANNING & EMERGENCY PREPAREDNESS



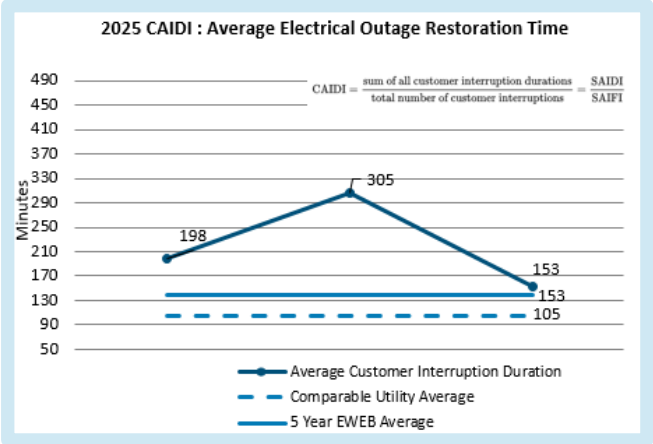


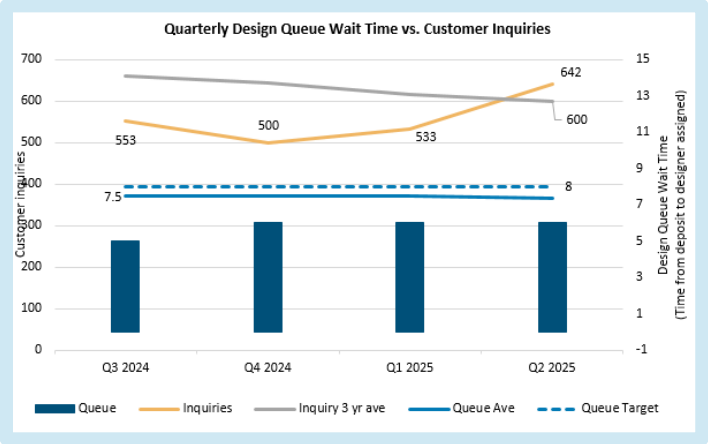
ELECTRIC DIVISION | Q2 2025

APPENDIX H



SWITCH (CUSTOMER)





ELECTRIC DIVISION | Q2 2025

APPENDIX H

ELECTRIC SAFETY & RELIABILITY FROM SOURCE TO SWITCH!

The Electric Operations Division aims to provide safe, reliable electricity to customers 24/7/365 and reduce the operational risks to public safety while being good stewards of our customer/owner's infrastructure and funding resources.

SOURCE

EWEB has many sources of power generation that require careful attention to ensure our resources remain available, safe for use, and comply with multiple agency regulations, while mitigating the impact of resource use on our environment. To achieve this, staff from multiple departments work to monitor these sources, identify and mitigate factors that influence their availability, and ensure compliance to ultimately optimize their use as a source of power generation to meet load requirements.

PRODUCTION

EWEB generates around 20 percent of the community's power using EWEB-owned or co-owned resources. The power generation process includes redundancy to protect from process failures and is closely monitored and constantly adjusted to meet regulatory requirements, including Dam Safety. The remaining 80 percent comes from power purchase agreements, with the vast majority of purchased power coming from Bonneville Power Administration. The purchasing and trading processes require constant monitoring and adjustment to balance with our generation ability and customer demands.

TRANSMISSION & DISTRIBUTION

Once the electricity is generated or purchased, safety and reliability must be maintained as it is delivered to EWEB customers. Assessing, testing, maintaining, repairing, and replacing infrastructure are critical aspects of the program to ensure safety, reliability and meet customer demands.

MONITORING & COMPLIANCE

Monitoring the electric grid is essential to ensuring safe and reliable service to EWEB's customer/owners. Monitoring data gives electric operations staff the ability to adjust generation and system operation to safeguard service for public and employee safety as well as meeting customer demands. Compliance with all North American Electric Reliability Corporation, Public Utility Commission, and other health/safety/environmental requirements is key to ensuring service reliability and public safety.

RESILIENCY, PLANNING & EMERGENCY PREPAREDNESS

Natural hazard and security response mitigation plans along with resiliency plans are a final barrier in place to protect the safety and reliability of our service. The Master Plan and Capital Plan ensure investment in our infrastructure is prioritized in both the short and long term to ensure continued reliable service to our customer/owners.

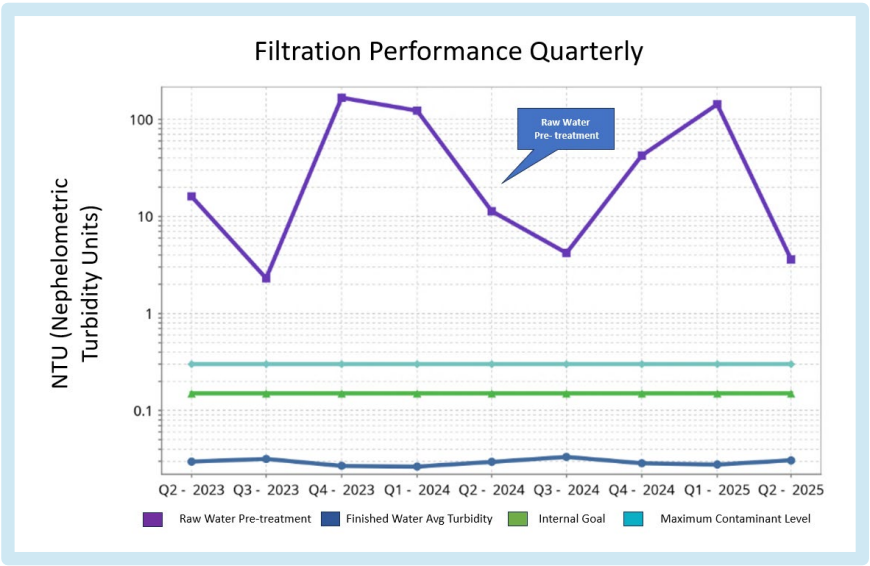
SWITCH (CUSTOMER)

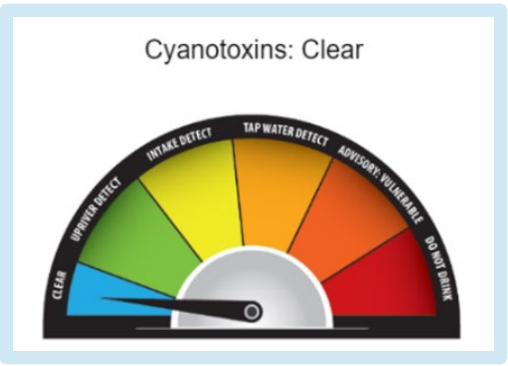
The Electric Division's mission is to provide safe, reliable electricity to our customers while serving as stewards of utility assets and infrastructure using the Source to Switch approach. This final section includes data and information that points to the customer's experience with the Electric Division.

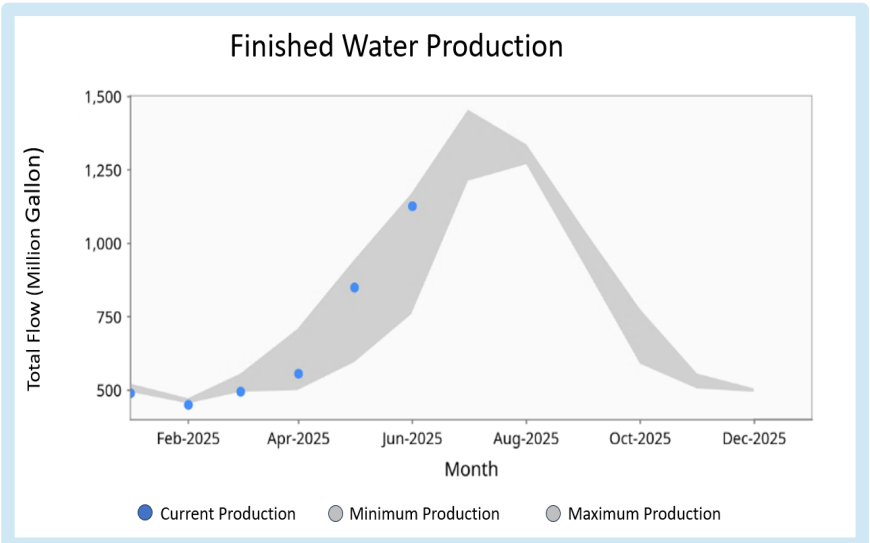
WATER DIVISION | Q2 2025

APPENDIX I

SOURCE & PRODUCTION



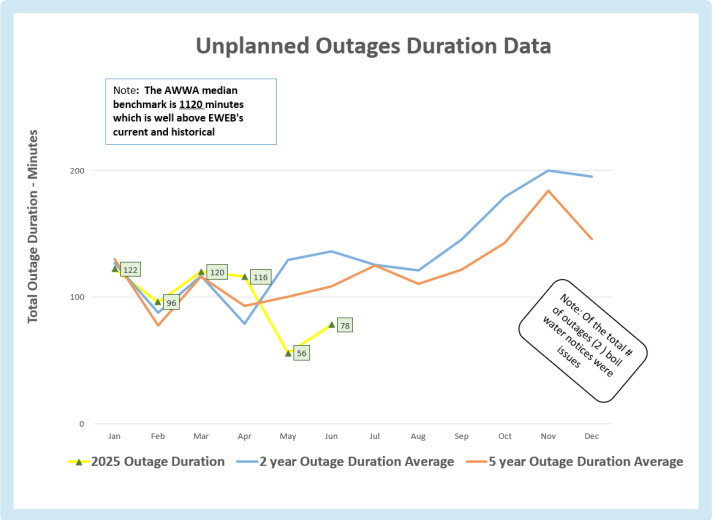


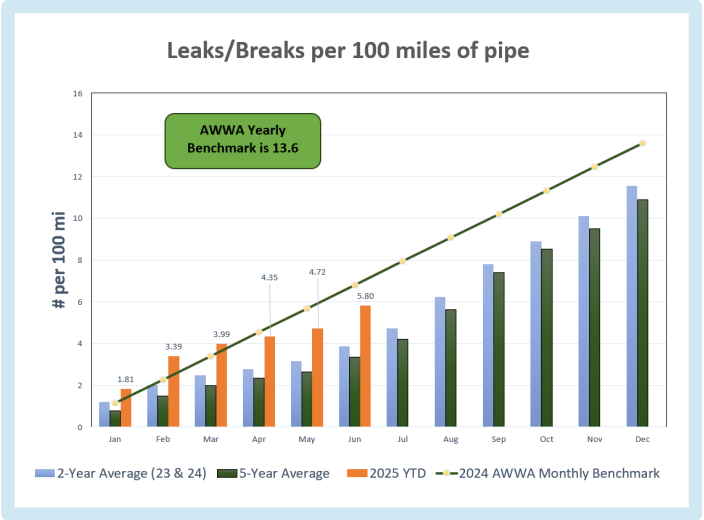


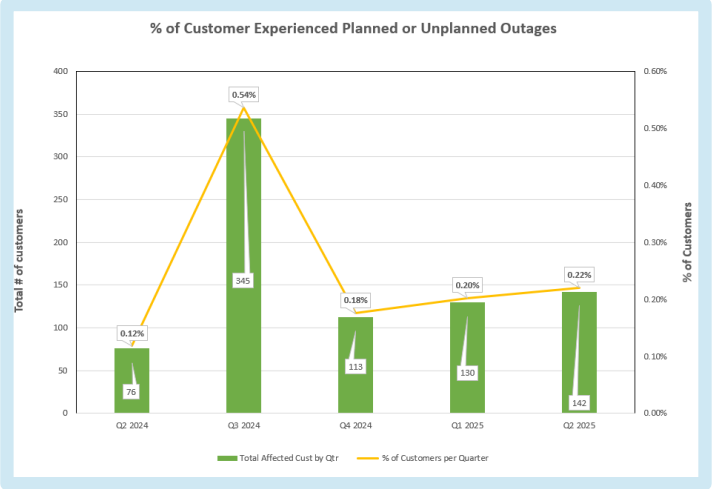
WATER DIVISION | Q2 2025

APPENDIX I

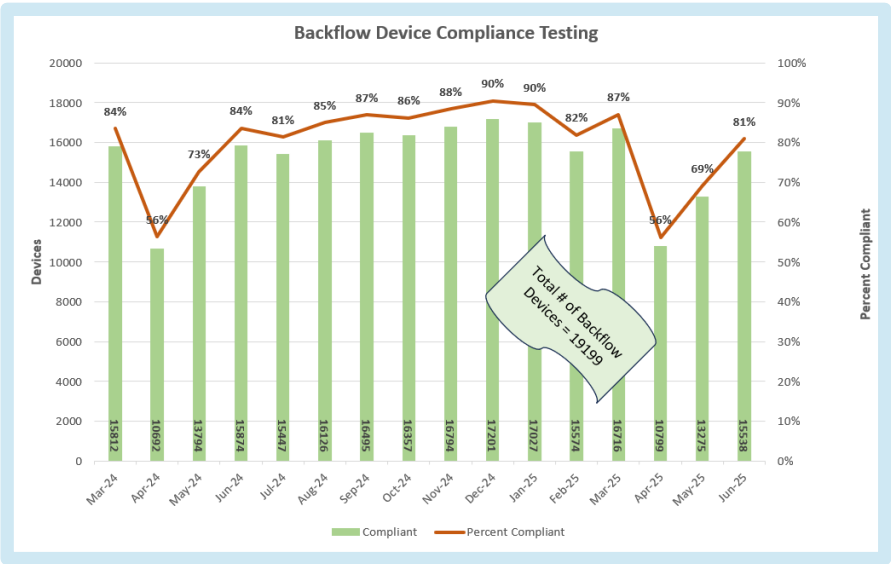
TRANSMISSION & DISTRIBUTION







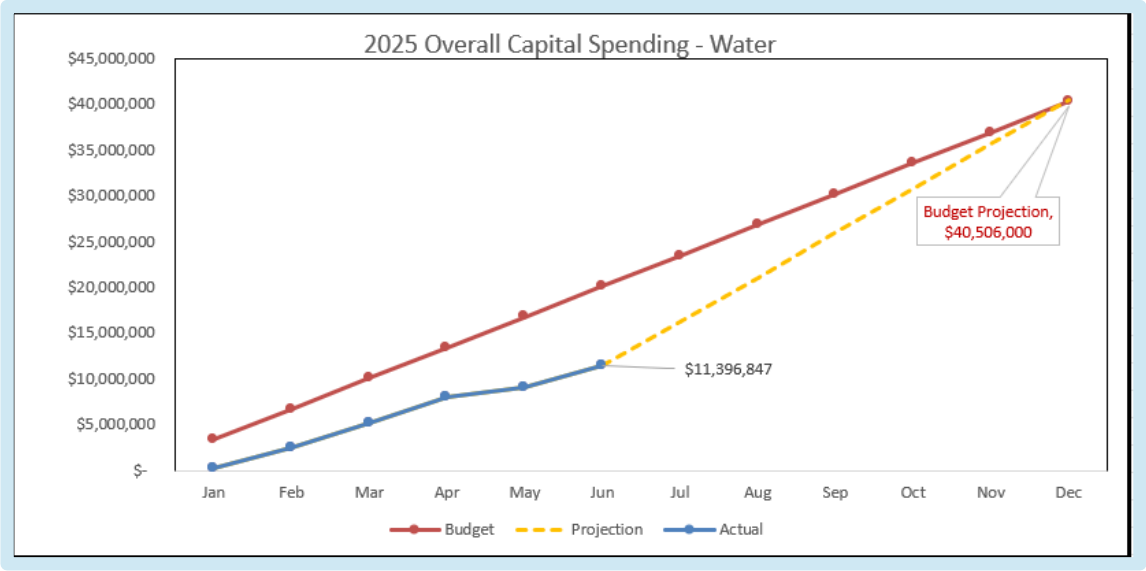
MONITORING & COMPLIANCE

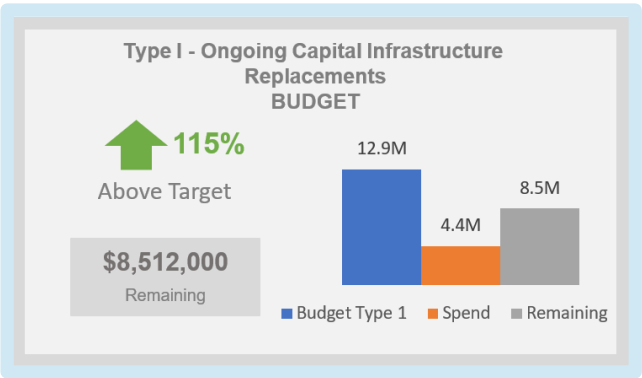


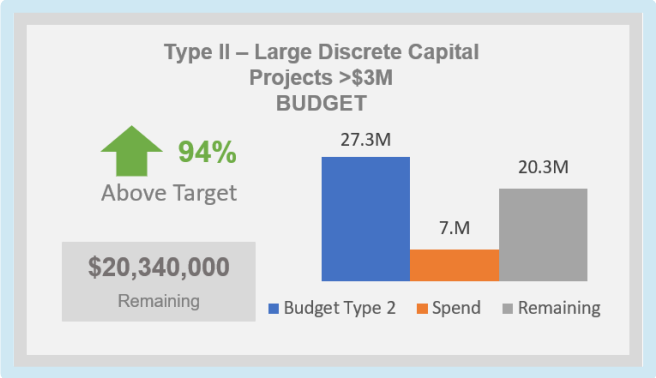
WATER DIVISION | Q2 2025

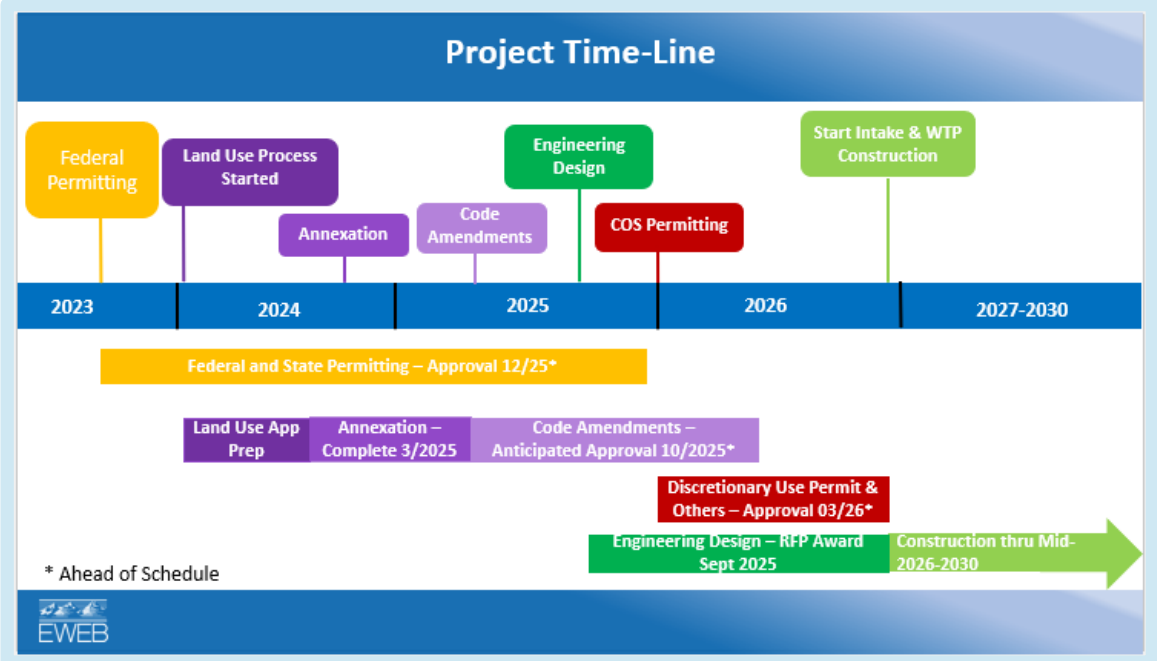
APPENDIX I

RESILIENCY & PLANNING





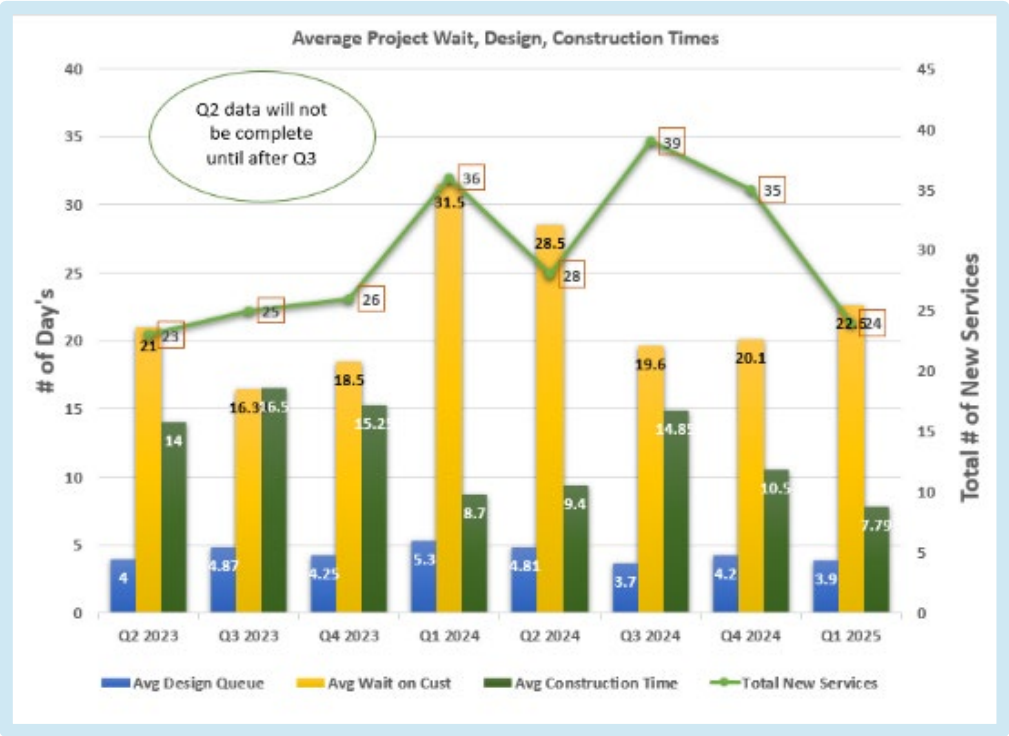


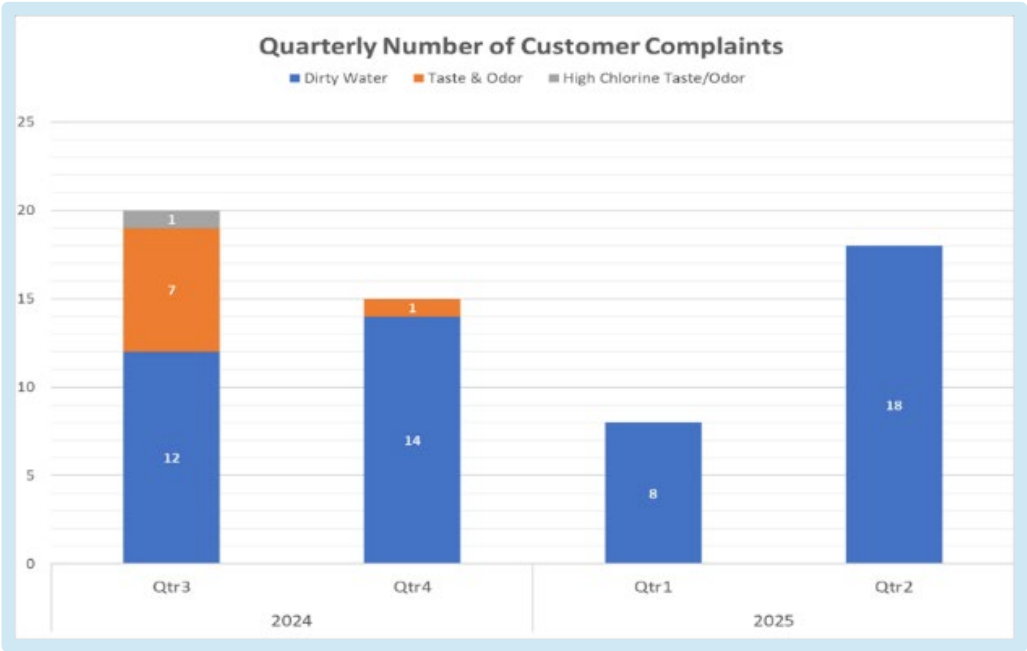


WATER DIVISION | Q2 2025

APPENDIX I

TAP (CUSTOMER)





WATER DIVISION | Q2 2025

APPENDIX I

WATER QUALITY & RELIABILITY FROM SOURCE TO TAP!

The Water Operations Division uses the Multiple Barrier Approach to Safe Drinking Water, an integrated system of procedures, processes and tools that collectively prevent or reduce the contamination of drinking water from source to tap. The purpose of this approach is to provide safe, reliable drinking water to customers 24/7/365 and to reduce the operational risks to public health while being good stewards of our customer/owner's infrastructure and funding resources.

SOURCE

The purpose of the Source Water Protection Program is to minimize adverse impacts on the source of our community's drinking water. Specifically, the program aims to 1) identify and understand the threats to our drinking water through watershed monitoring and 2) reduce the risk of pathogens and pollutants entering the treatment plant through source water protection to ultimately manage or reduce the degree of treatment required.

PRODUCTION & PERFORMANCE

McKenzie River water is treated to drinking water standards using conventional treatment trains that include redundancy to protect from treatment failures. The treatment process is closely monitored and constantly adjusted to ensure production of safe drinking water prior to delivery to customers.

TRANSMISSION & DISTRIBUTION

Once the water is adequately treated, the quality must be maintained as it is delivered to EWEB customers. Replacing aging infrastructure, repairing leaks, flushing, maintaining a disinfectant residual and positive pressure, and protecting against cross-connections are critical aspects of the program to ensure water quality, reliability and adequate fire flow.

MONITORING & COMPLIANCE

Monitoring the quality of our raw, treated and distributed drinking water is essential to ensuring safe water for EWEB's customer/owners. Monitoring data gives water operations staff the ability to adjust treatment and system operation to safeguard quality for human consumption. Compliance with all Safe Drinking Water Act requirements is key to protecting the public's health.

RESILIENCY, PLANNING & EMERGENCY PREPAREDNESS

Natural hazard and security response mitigation plans along with resiliency plans are a final barrier in place to protect the public if harmful contaminants should make it through the other water system barriers (source water protection, water treatment, water supply system reliability, and water quality monitoring). The Master Plan and Capital Plan ensure investment in our infrastructure is prioritized in both the short and long term to ensure reliable service to our customer/owners.

SUPPORT SERVICES

To ensure the smooth delivery of high quality, reliable water service to our customers, the Support Services Operations Division provides assistance with traffic control, locating, saw cutting, communications and control systems, along with fleet, property, facility, design and mapping and services.

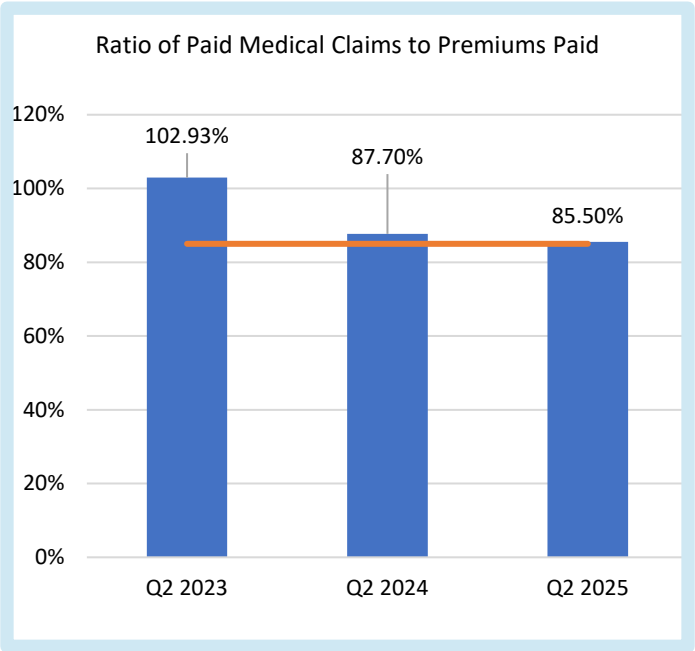
TAP (CUSTOMER)

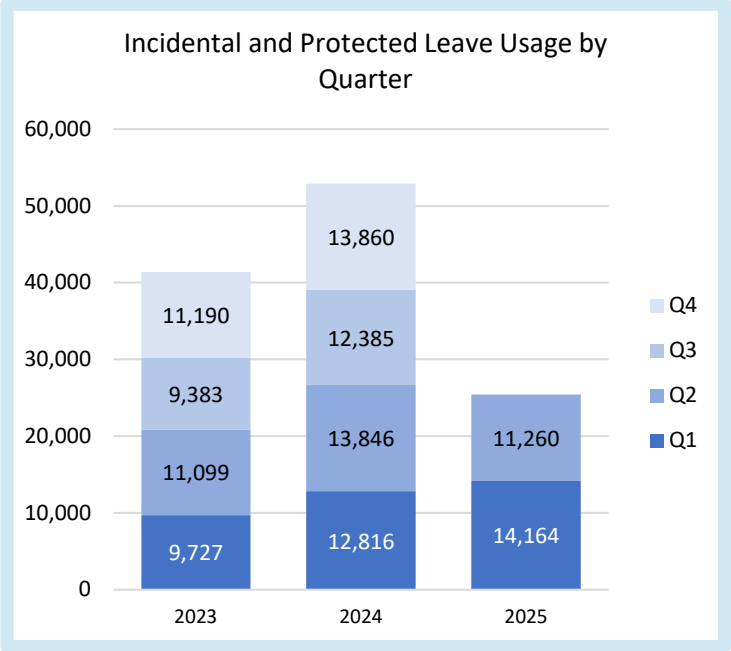
The Water Division's mission is to provide high quality, reliable drinking water to our customers while serving as stewards of utility assets and infrastructure using the Source to Tap approach. This final section includes data and information that points to the customer's experience with the Water Division.

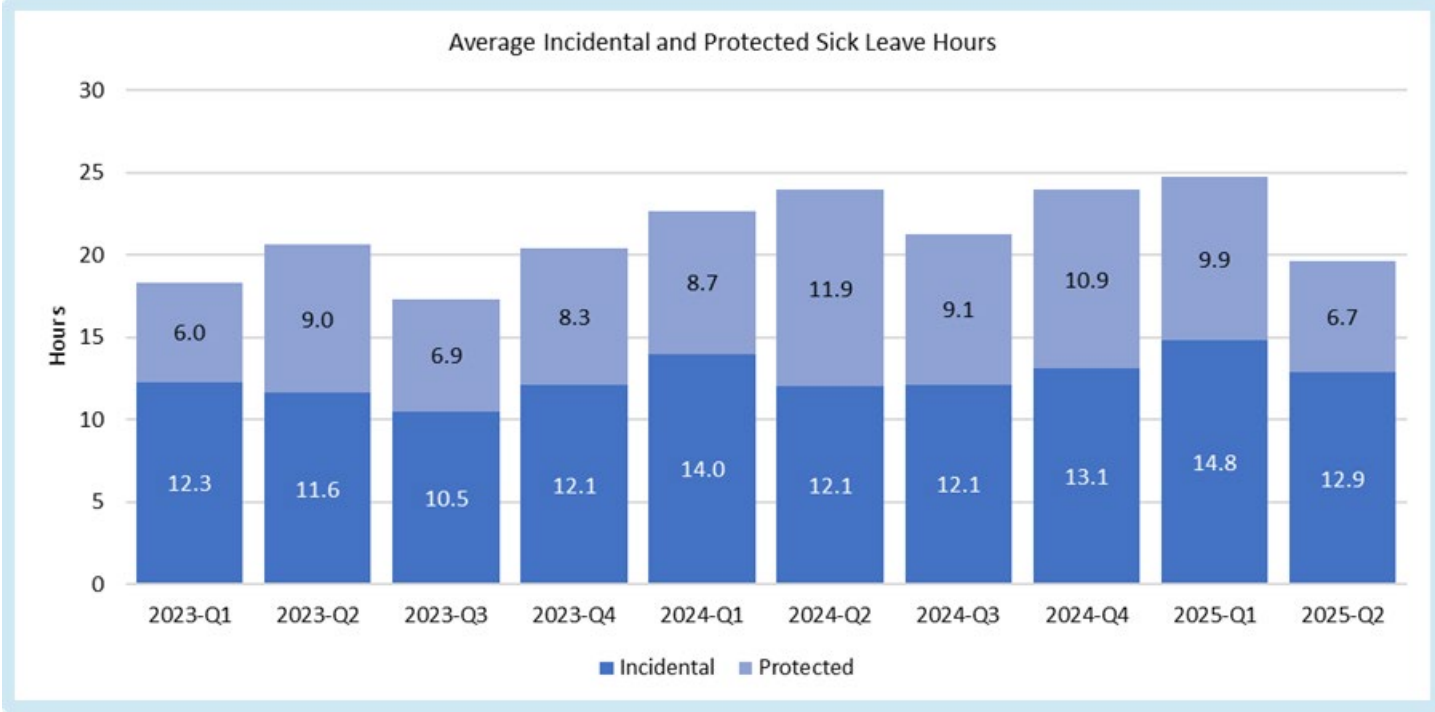
WORK FORCE COMPOSITION | Q2 2025

APPENDIX I

BENEFITS & LEAVE PROGRAM MANAGEMENT

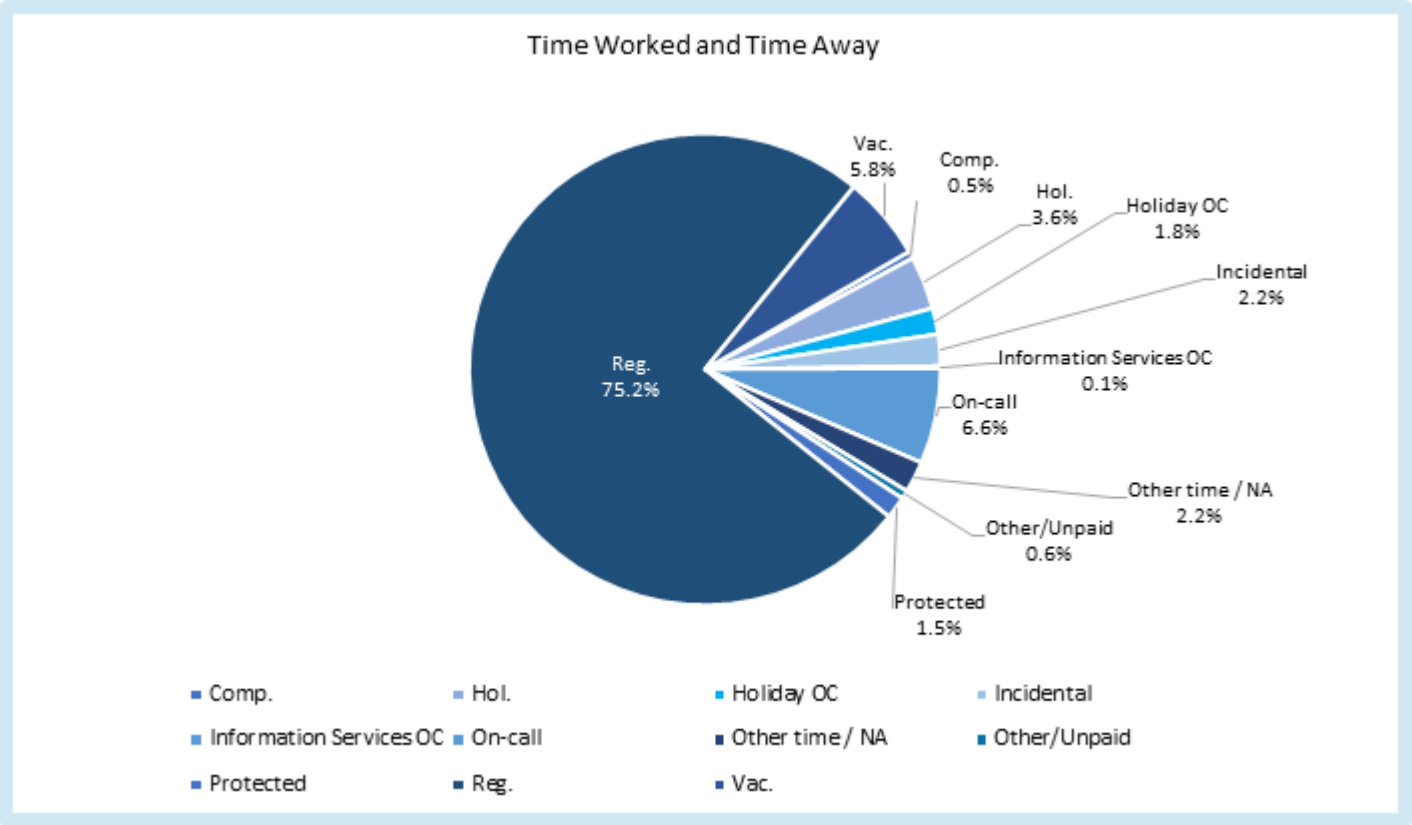


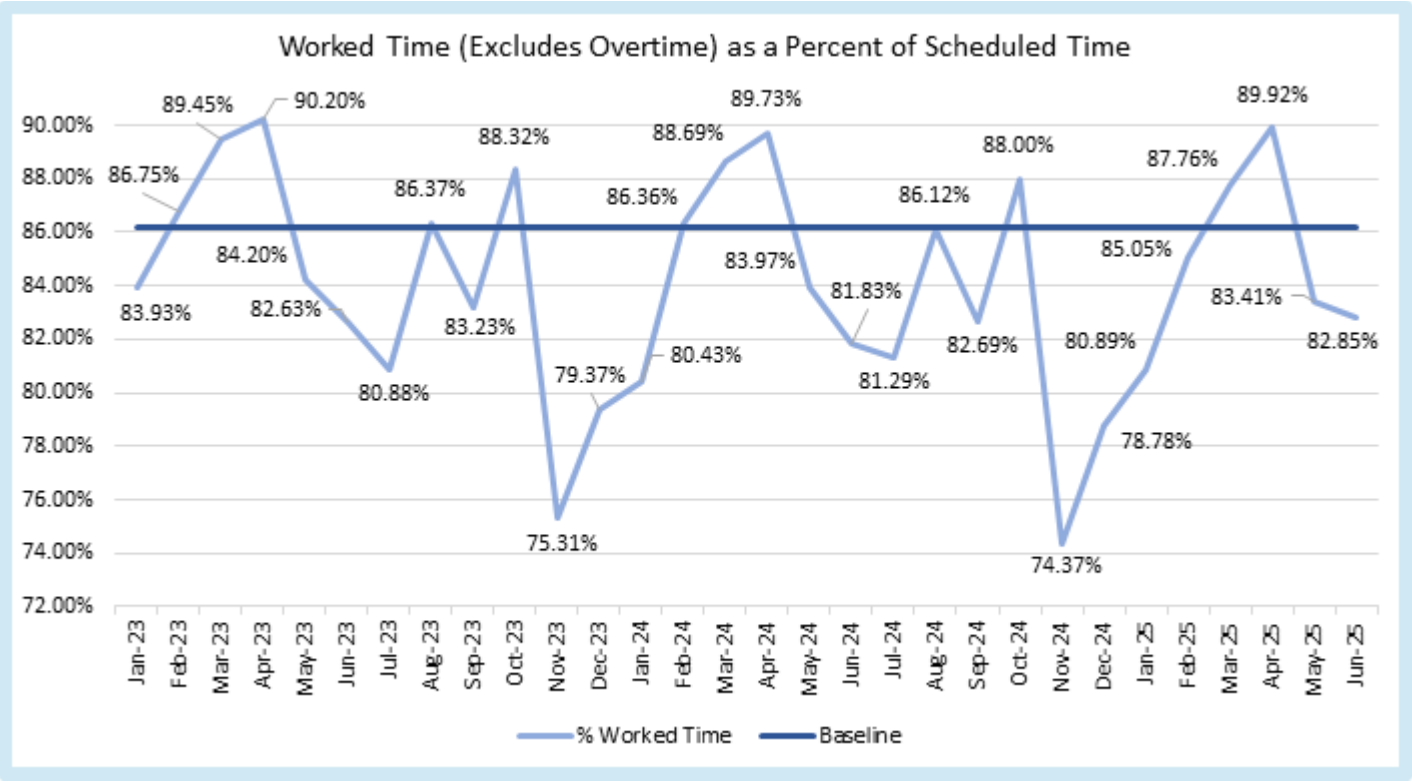




WORK FORCE COMPOSITION | Q2 2025

APPENDIX I

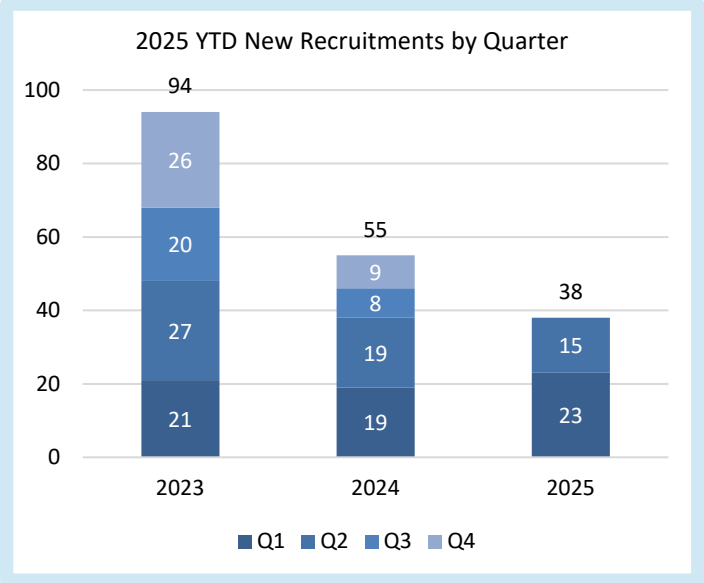


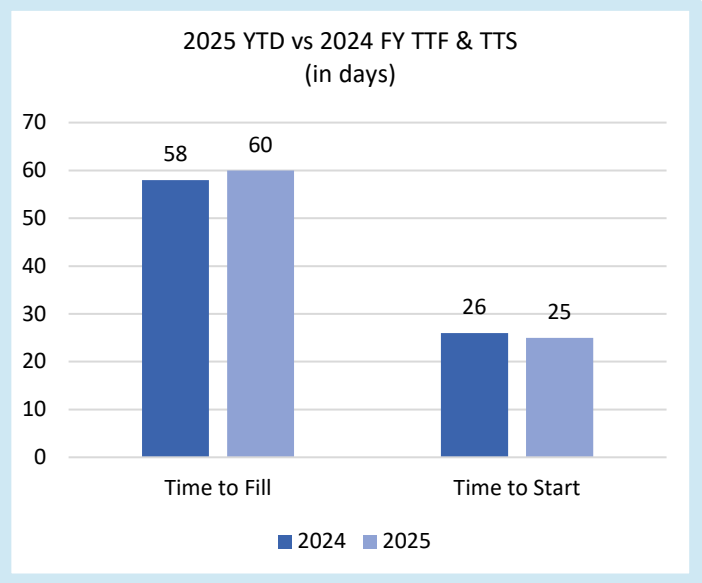


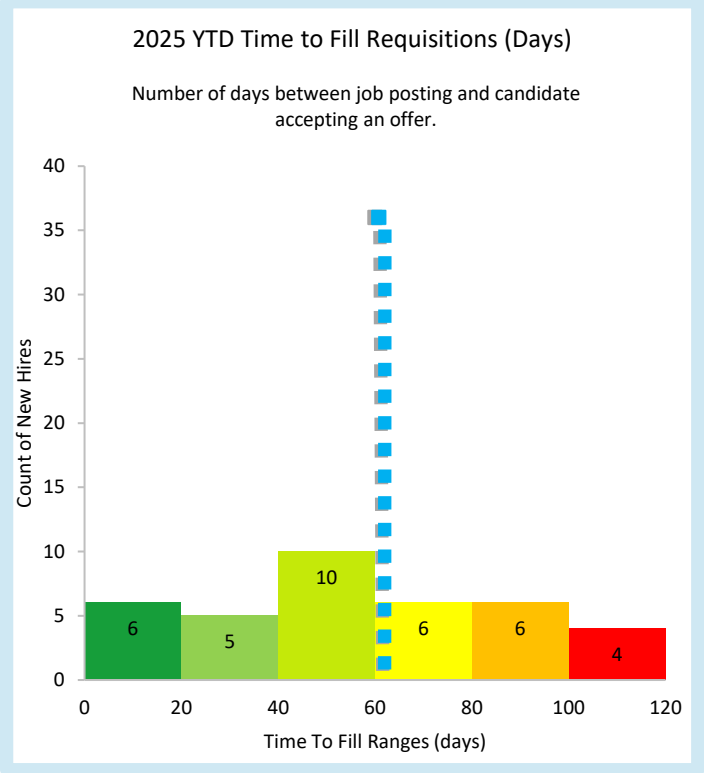
WORK FORCE COMPOSITION | Q2 2025

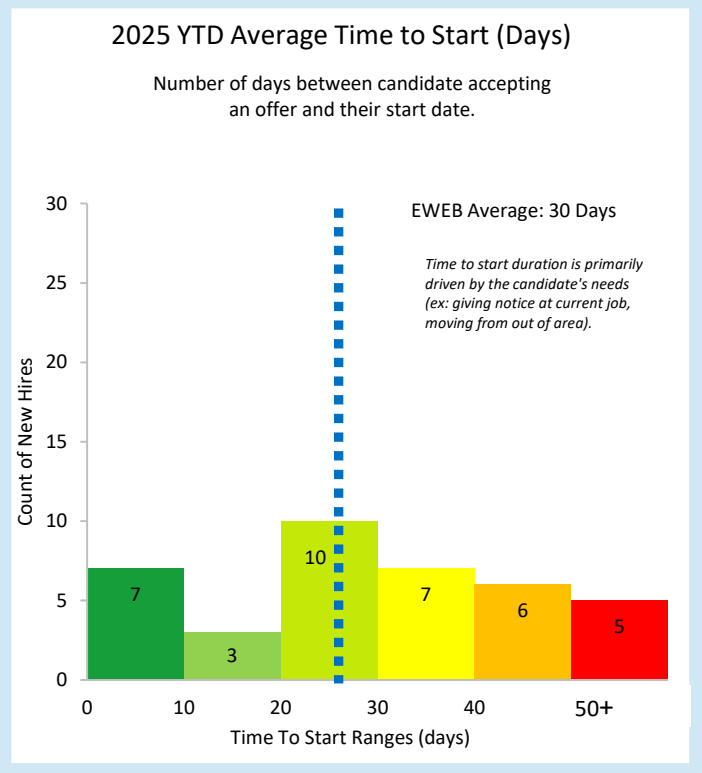
APPENDIX I

WORKFORCE RESILIENCY (HIRING, ADVANCEMENT & TURNOVER)



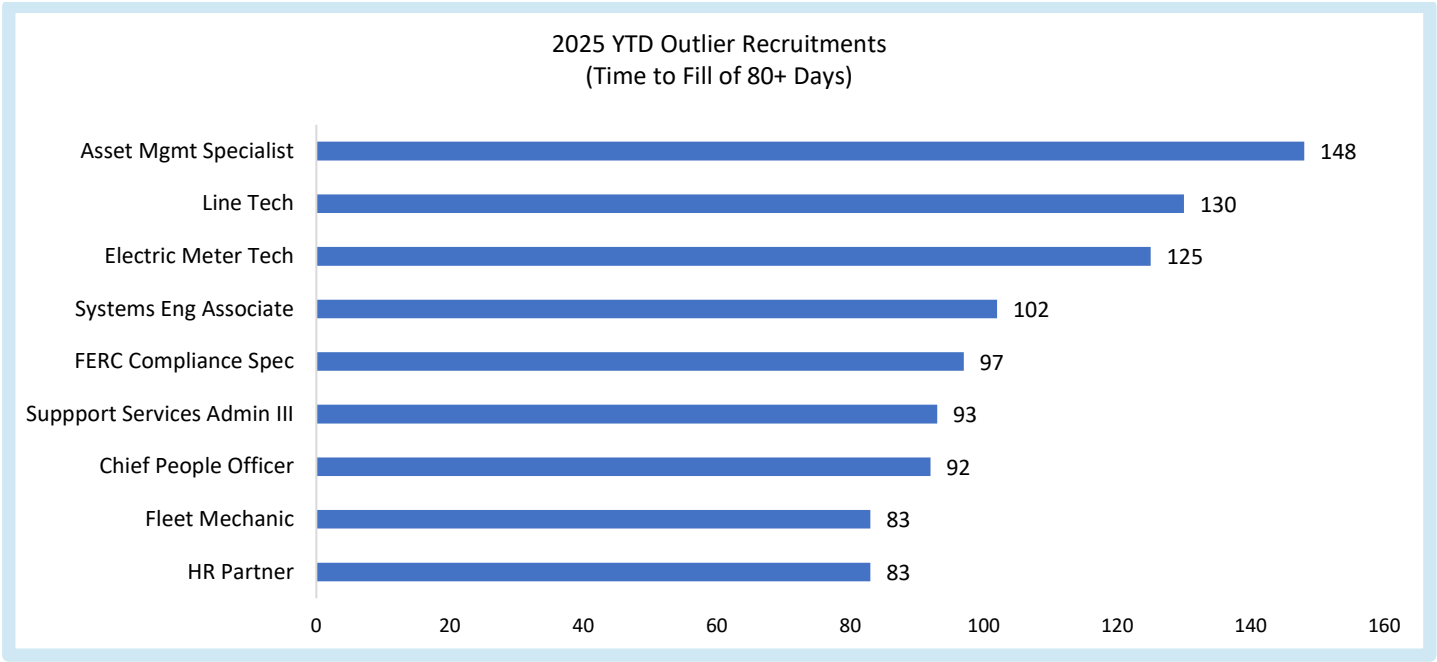


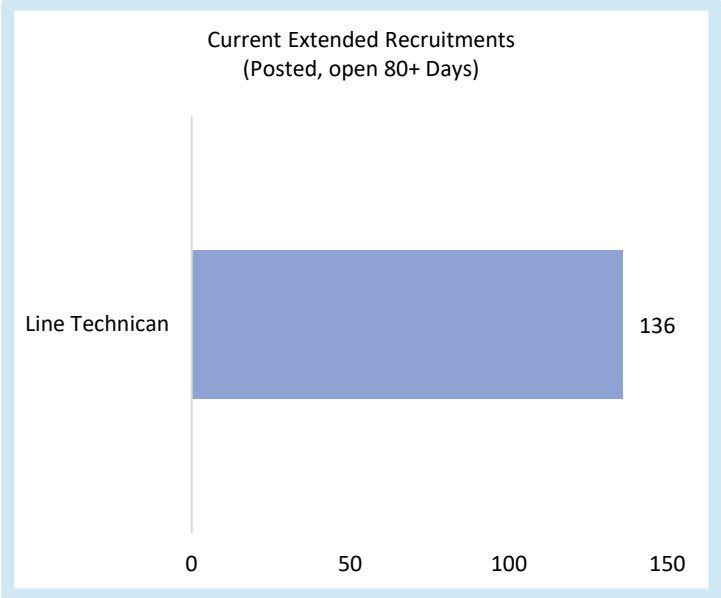


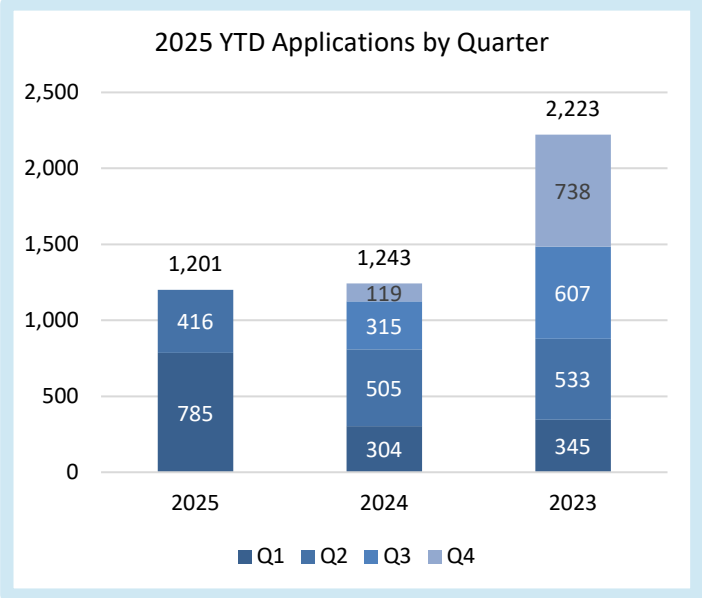


WORK FORCE COMPOSITION | Q2 2025

APPENDIX I

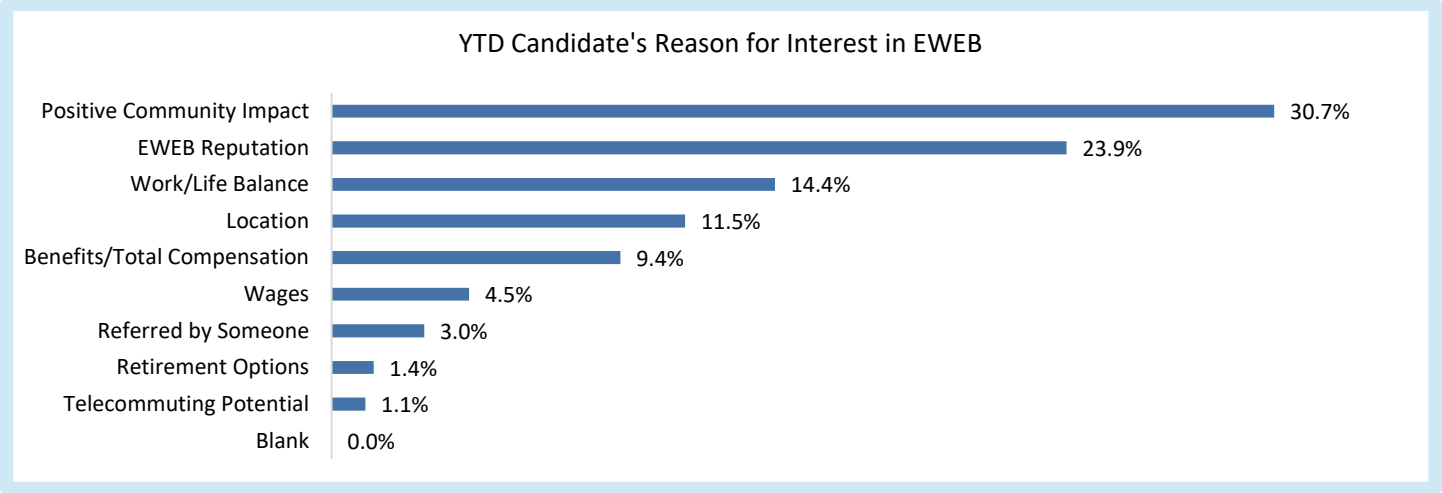


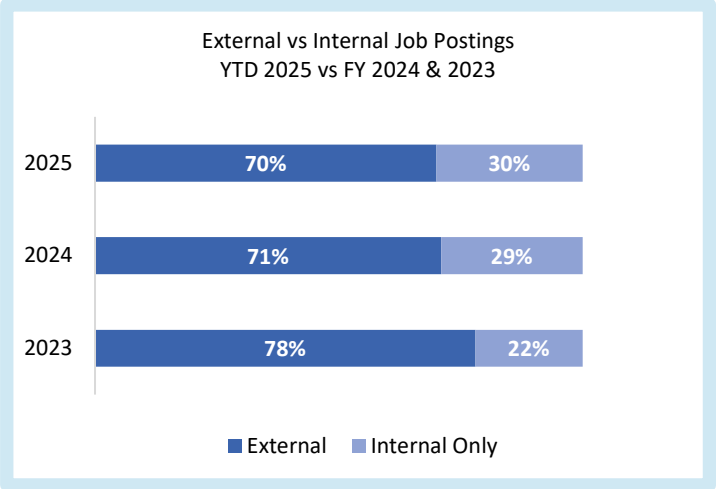


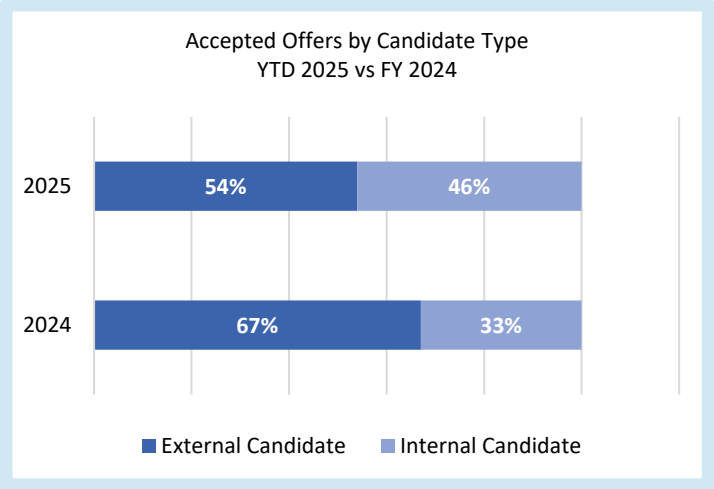


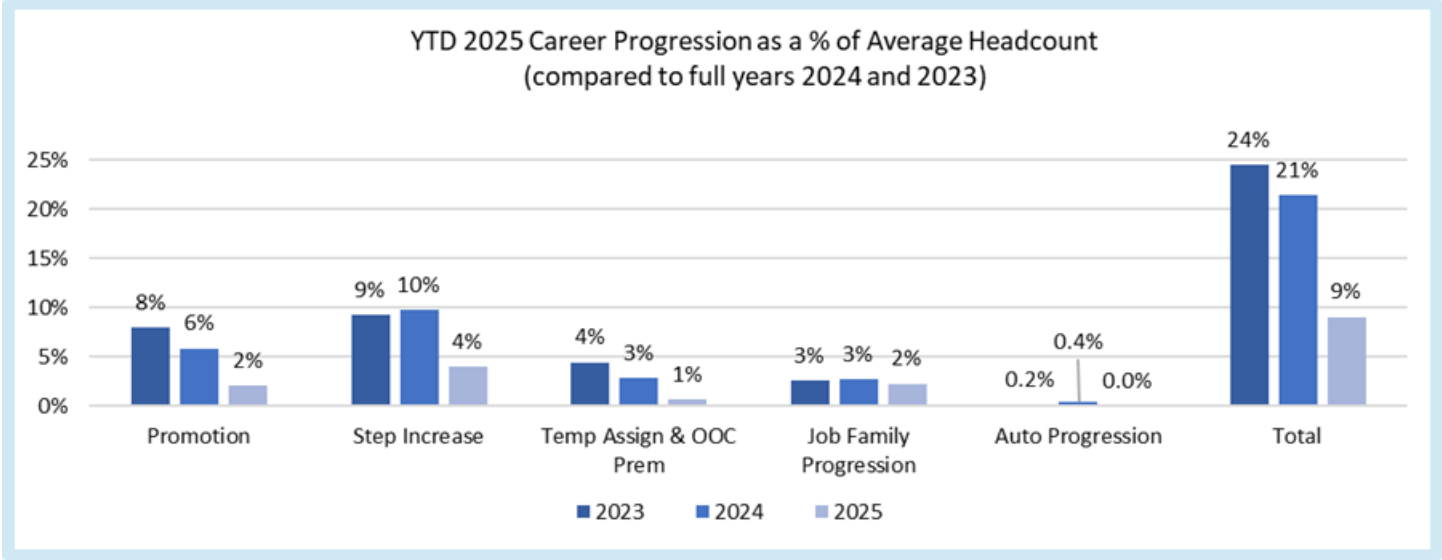
WORK FORCE COMPOSITION | Q2 2025

APPENDIX I









WORK FORCE COMPOSITION | Q2 2025

APPENDIX I