MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

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

FROM: Julie McGaughey, Chief Customer Officer; Greg Kelleher, Customer Solutions Manager

DATE: November 26, 2025

SUBJECT: Efficiency and Conservation Programs for Tenants

OBJECTIVE: Information only

Issue

The Board directed staff under Goal 9 to assess the current state of EWEB's programmatic offerings to the tenant customer segment as they relate to housing type, energy consumption, and income level; and present findings to the Board.

Background

To learn more about this customer segment, staff have reviewed a sample of one year of EWEB residential consumption data, along with dwelling type, owner/tenant status, and limited income and energy efficiency program participation for each premises in the data set.

Data was supplemented with Statistical Class (i.e. Dwelling Type) from RLID, an indicator for rentals using the City of Eugene's rental property list and EWEB's Automated Hookup Agreements (AHUs), and an indicator for assistance[1]. Dwelling type was consolidated into five categories: apartment, condominium, manufactured home, plex[2], and single-family home. A sixth category ("other") was used to separate varying situations that do not clearly fit into the five primary categories. Records in the data set were then characterized by consumption[3], dwelling type, owner/tenant status, and limited income/non-limited income.

Program history for energy efficiency by premises, as well as energy conservation potential, were also used to draw conclusions.

Discussion

Tenants may face barriers to energy efficiency, as they typically do not have the ability to make significant changes to their homes, and the owner may not be motivated to invest in measures that could reduce an electric bill that they don't have to pay. Furthermore, according to a Conservation Potential

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1 Whether assistance (Customer Care, Energy Share, or LIHEAP) was received at the premises within the past 10 years.

2 A plex is two, three, or four dwelling units existing within a single structure.

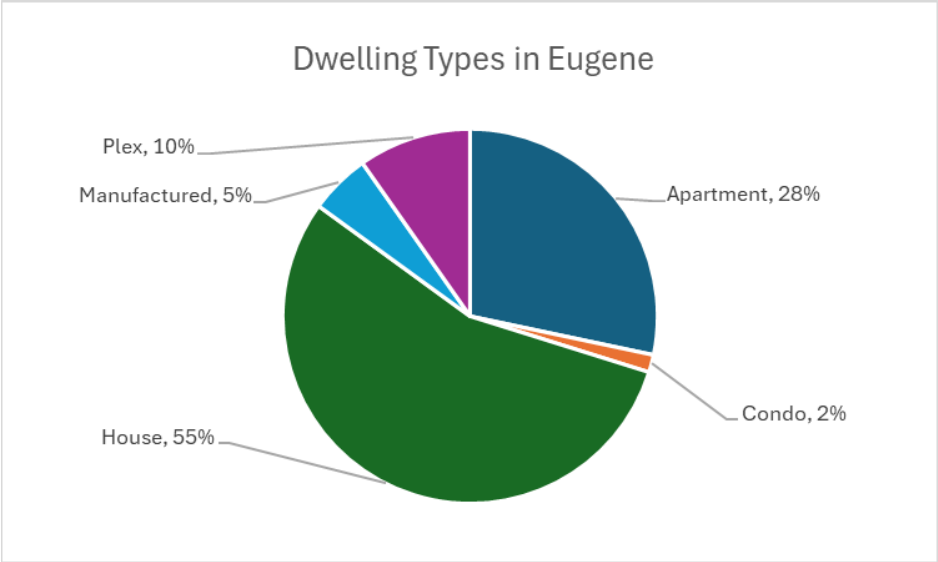
3 High consumption in this case is defined as the 75th percentile and above for residential premises in this data set (13,704 kWh/year and above).

Assessment (CPA) that EWEB completed in 2025, cost-effective energy savings for tenants in multifamily buildings is limited[4].

EWEB staff compared consumption by dwelling type, receipt of assistance, owner/rental status, and energy efficiency program participation. Conclusions from the data are as follows:

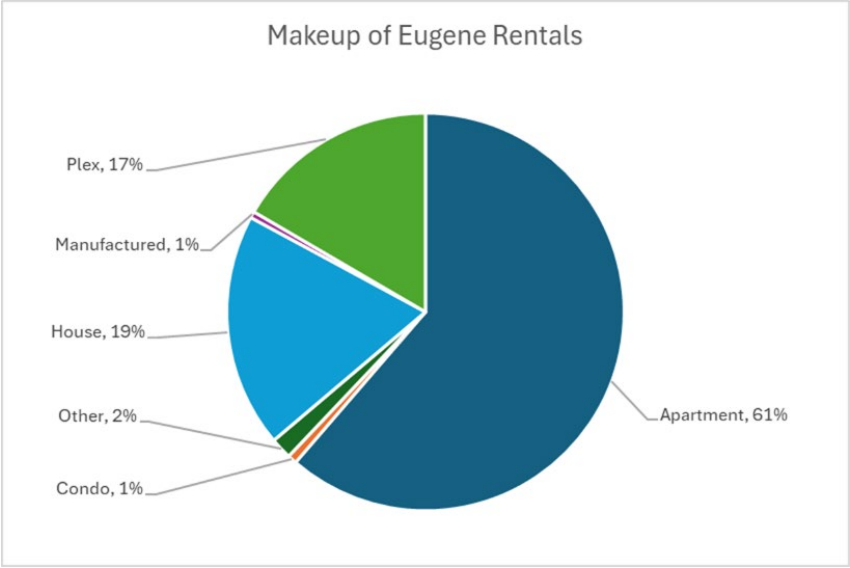
- Dwelling types in Eugene are distributed as shown in Figure 1.

Figure 1. Dwelling types in Eugene



- Most tenants live in apartments and plexes. See figure 2.

Figure 2. Makeup of Eugene rentals



4 CPA results show that energy savings potential in multifamily buildings comprises only 5% of residential savings available over the next 22 years at a levelized cost of less than $100/MWh. Furthermore, energy savings in multifamily buildings comprises only 10% of residential savings available *at any cost.*

- For most dwelling types, rental usage is 2-5% less electric energy than in owner-occupied homes.
- Electric bills for apartments are lower and have significantly less variance than houses, with only 2% averaging over $200 per month, while 10% of electric bills for houses average over $200 per month.
- Limited income usage patterns mirror other customers.
- Table 1 shows that dwellings that are typically rentals (apartments and plexes) and manufactured homes access bill assistance at 2-3x the rate of single-family homes.

Table 1 Percent of Households who Received Assistance 2015-2024

Dwelling Type	ECC	Energy Share	LIHEAP	Any
Apartment	**25%**	6%	17%	28%
Condo	12%	3%	8%	15%
House	**11%**	5%	7%	14%
Manufactured	**32%**	9%	22%	36%
Plex	**29%**	9%	18%	33%

- Participation rates in Energy Efficiency (EE) programs, as a percentage of units by dwelling type, are comparable, or close, for rental and owner-occupied houses, manufactured homes, and plexes.
- Savings from EE projects may vary from dwelling to dwelling based on housing type, existing system condition, occupant behavior, and baseline energy use. Typically, a higher baseline energy use offers more potential for energy savings. Because of this variance, targeting the right places to invest can result in greater value in terms of cost/benefit.
- Records were separated into eight categories. Results are shown in Table 2 (below).

Table 2. Distribution of Homes in Sample Set

Category	# Homes	% Homes
LI, high usage, rental	1,812	2%
LI, high usage, owner occupied	2,540	3%
LI, not high usage, rental	9,842	12%
LI, not high usage, owner occupied	4,407	5%
Non-LI, high usage, rental	2,869	3%
Non-LI, high usage, owner occupied	13,852	17%
Non-LI, not high usage, rental	22,578	27%
Non-LI, not high usage, owner occupied	26,037	31%

Rental homes with high usage and limited income are of particular interest. Homes in this category represent customers facing a unique combination of challenges and are comprised of 47% single family homes, 28% plexes, and 22% apartments.

Energy Efficiency delivers high value in detached dwelling units such as single family and manufactured homes. These comprise 60% of dwellings, which are mostly owner occupied, and are eligible for existing robust EWEB programs. Plexes, which are frequently rentals, comprise 10% of dwellings and have most of these same programs available for participation.

Energy Efficiency projects in apartments have limited savings and low return on our investment due to lower energy use, smaller and contiguous units requiring less heating energy, and various logistical constraints. Apartments comprise 28% of dwellings, are almost exclusively tenant occupied, and have lower and more consistent electric bills. Tenants in apartments usually do not have their own water, sewer and stormwater bills.

EWEB currently offers higher EE incentives for dwellings occupied by limited income customers, regardless of who owns the property. Incentivized measures include efficient heating and cooling, water heating, windows, and typically 100% of the cost for insulation. EWEB also offers free home energy scores for tenants. Furthermore, EWEB offers new construction incentives for apartments built to exceed code. EWEB completes multiple projects like this every year. For example, in 2025 so far, EWEB has provided $450k in incentives to builders and owners for 332 new Earth Advantage apartments (exceeding code by 20-30%) and nearly 300 heating retrofits in existing multifamily units.

In 2026 and beyond, EWEB Customer Solutions is planning to continue existing programs for multifamily dwellings, limited income customers, and rental properties. There are plans to increase multifamily new construction outreach and assistance, as this is the most opportune and cost-effective time to consider and install energy efficiency. EWEB will also increase incentives for heat pump water heaters. These have applicability in many, but not all, multifamily dwellings. For new programs, EWEB is planning to roll out increased EE incentives for low middle-income ALICE[5] customers. This higher than "standard" incentive tier will be targeted toward customers who have high consumption and are above the poverty line but may still be struggling. And finally, Customer Solutions is working on packages of bulk retrofit incentives, along with outreach, targeted toward existing multifamily complexes. These will be designed to catch buildings that are ready for renovation, in order to install efficiency measures in bulk at an opportune time. Measures may include LED light fixtures, heat pump water heaters, and either thermostats or ductless heating and cooling where these measures make economic sense.

EWEB will continue to study the data and current conditions and make adjustments and additions to program offerings to best and most responsibly meet the needs of the utility and our customers.

Recommendation
Information only.

Requested Board Action
Information only.

5 Asset Limited Income Constrained, Employed.