STRATEGIC & OPERATIONAL QUARTERLY / YEAR-END REPORT | Q4 2025

March 3, 2026

EWEB Principal Engineer Laura Farthing takes neighbors and key stakeholders on a tour of the water tanks at College Hill Reservoir before concrete is poured for the final wall section. Photo by Adam Spencer.

TO:	Commissioners Brown, Carlson, Morris, Schlossberg, and Barofsky
FROM:	Frank Lawson, CEO & General Manager
DATE:	March 3, 2026, Board Meeting
SUBJECT:	2025-Q4 Quarterly & Year-End 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, which also represents the 2025 Annual Organizational Report.

Additionally, in accordance with Board Policy EL3 - Public Requests for Board Expenditures, the attached 2025 Community Investment Report outlines the sponsorships, donations, grants and in-kind services, efforts, and events of EWEB's Community Investment Program. In addition, the Community Investment report outlines other investments including EWEB's Energy Efficiency and Water Conservation products and services, Limited Income Assistance programs, System Development Charge Waiver program, and contributions in lieu of taxes to the Cities of Eugene and Springfield.

Eugene Water & Electric Board
Q4 Quarterly & 2025 Annual Report

Frank Lawson, CEO & General Manager

Executive Team, Q4-2025
Deborah Hart, Asst. Gen. Mgr./Chief Financial Officer
Brian Booth, Chief Energy Resource Officer
Karen Kelley, Chief Water Operations Officer
Travis Knabe, Chief Information Officer
Lisa Krentz, Chief Electric Operations 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

Q4/Year-End 2025 Introduction

Management is pleased to provide this quarterly report summarizing our unaudited financial position, reviewing impactful events, highlighting our ongoing day-to-day operations (Section 1, Core Work), and providing an update on strategic progress, as reflected in EWEB's annual organizational goals (Section 2, Strategic Compass).

Executive Summary

Both the water and electric utility have posted solid financial results in 2025. The Electric utility realized a $15.1 million increase in net position which is $3.4 million unfavorable to the budgeted $18.5 million, primarily due to unfavorable retail consumption in December and unfavorable water availability reducing wholesale revenue. The water utility's $8.6 million increase in net position is $3.0 million favorable to the budgeted $5.6 million increase for the year, primarily due to 6% higher than anticipated retail revenue and 3% higher wholesale revenue. Most financial metrics are within Board policy except Return on Net Book Value, which reflects the increased rate of capital investments versus the incoming revenue to cover costs.

Although Pacific Northwest customers have experienced significant rate increases over the past two years, affordability and rates continue to be top-of-mind considerations for EWEB. Despite raising rates (effective February 2026) for residential water and electric service 5.1% and 4.4%, respectively, EWEB's overall goal of keeping rates close to inflation (excluding large once-in-a-generation projects) remains our target. Overall, the revenue requirement (all customer classes) increased by 6.0% and 3.9% for water and electric service, respectively.

Through three quarters, most standard operational key performance indicators (KPIs), metrics, and milestones are as expected, including water quality, electric and water delivery reliability. Favorable operational performance includes energy saved through efficiency and conservation programs, improvements in tree trimming and value turning (maintenance) backlog measurements and awareness, increased number of customers (1,904) assisted at the downtown City Hall service location, and lack of detections of Cyanotoxins and associated toxigenic genes anywhere in the McKenzie Watershed. Water quality issues reported by customers (dirty, taste & odor, etc.) decreased in 2025 to 56 (, despite delivering 8.2 billion gallons of drinking water.

Unfavorable operational performance includes EWEB's Average Speed of Answer (ASA) for inbound customer service calls (151 seconds versus a target of 90 seconds), which improved to 84 seconds in the fourth quarter, water availability for hydroelectric generation in both the Columbia Basin and McKenzie Watershed, delays in some Carmen Smith federal license fulfillment requirements, below target third-party backflow testing (90% vs. 95% target of applicable services), and the pace of progress associated with Holiday Farm Fire litigation. Organizationally, leave utilization, and Employee Assistance Program and wellness participation continue to increase, while safety metrics remained solid with a DART (Days Away, Restricted, or Transferred) rate below utility benchmarks and increased participation in proactive "Good Catch" reporting.

In 2025, the Board made significant decisions including actions authorizing the General Manager to negotiate and execute a contract with the Bonneville Power Administration (BPA), consistent with a "Block with Shaping" product, for access to federal power between 2028 – 2044. Additionally, the Board granted authority to negotiate and execute a short-term extension to the Power Purchase Agreement between EWEB and Seneca Sustainable Energy, authorized the conditional transfer of the McKenzie Valley Service electric service territory to Lane Electric Cooperative, made significant

progress on the recruitment (including selection of John Hairston in 2026) of EWEB's next CEO and General Manager and approved a contract for the Willamette River Intake and Water Treatment Plant design including the initial of a preliminary (30%) design.

As approved by the Board in August, EWEB's 2025 Organizational Goals were revised to align with EWEB's Business Management System. At the end of 2025, 14 of EWEB's 18 annual goals were fully achieved, three (3) were partially achieved with actions and milestones continuing in 2026, and one (1) was not accomplished because of resource constraints or decisions that prioritized other work. Specifically, some power supply resource management milestones (Goal 6), land use approvals associated with a Willamette Drinking Water Treatment plan (Goal 12), and the scope of the electric comprehensive plan (Goal 13) will extend into 2026, while changes to the Cyber Security Program caused a re-thinking of the approach (Goal 17).

EWEB's 2025 performance was inspired and accomplished because of a dedicated Board and staff. Thank you to those who contributed to the performance of EWEB, as we continue to provide such vital services to our community.

Frank Lawson, CEO & General Manager

The following dials are used to represent overall goal status.

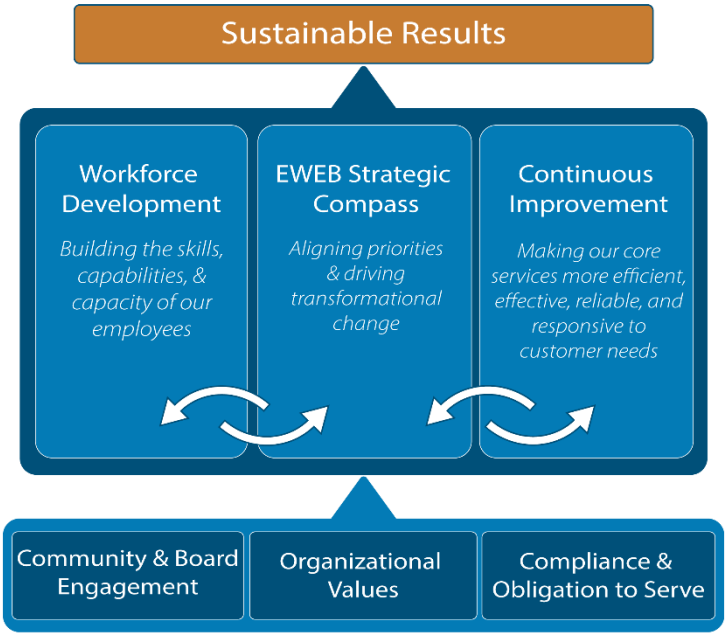
EWEB Business Management System Introduction

EWEB is using a process called EWEB's Business Management System (EBMS), to prioritize our work. A business management system is a set of tools, processes, and methods that aid in the pursuit of organizational excellence and sustainable results.

EWEB's Business Management System is built on a strong foundation of our organizational values, engagement with our community and publicly elected Board of Commissioners, and our compliance responsibilities and obligation to serve.

The EBMS has three pillars of focused work:

- Investment in **Workforce Development** to continually build the capabilities of our employees.
- Core services that are made more effective, efficient, and reliable through incremental **continuous improvement**.
- Transformational change that is driven by **EWEB's Strategic Compass** and aligns organizational priorities toward fulfillment of our mission and pursuit of our vision.



This report is split into two sections.

Section 1 describes EWEB's core work and the key performance indicators that track our progress in delivering safe, clean, reliable, affordable, and community focused services. EWEB's core work includes the foundation of everything we do related to EWEB's obligation to serve, legal requirements, Board-directed policy requirements, and "keeping the flow" of water, electricity, information, money, supplies, etc. Core work represents delivery of existing services that is made more effective through incremental continuous improvement. Core work is vitally important to the fulfillment of our mission but won't show up in the Strategic Compass unless transformational change is required.

Section 2 describes EWEB's Strategic Compass. The Strategic Compass includes the process and tools used to prioritize our strategic work and drive transformational change in alignment with EWEB's 2018-2028 Strategic Plan. This section will connect the dots between EWEB's mission and vision, EWEB's highest-level strategic business priorities, 5-Year Themes to make progress on business priorities, and Annual Board-approved Strategic Goals to make progress on 5-year themes.

SECTION 1: EWEB's Core Work

EWEB's core work includes the foundation of everything we do related to EWEB's obligation to serve, legal requirements, Board-directed policy requirements, and "keeping the flow" of water, electricity, information, money, supplies, etc. Core work represents delivery of existing services that is made more effective through incremental continuous improvement. This section is generally organized by Division.

Governance (Board Actions/Guidance)

Throughout 2025, Commissioners made many significant decisions; highlights from the fourth quarter included but were not limited to the Action Items below. In addition to these examples, board meetings were filled with many meaningful discussions, and the Board's guidance and direction as they worked with Management to further the health and sustainability of the Utility. Commissioners also devoted many hours to other external meetings, presentations, and conversations with the public.

- The Board conducted its annual review and adoption of EWEB's Investment Policy.
- Commissioners approved a contract with Carollo Engineers, Inc. for engineering and construction management services for the Willamette River Intake and Water Treatment Plant; the initial work product will be the preliminary (30%) design. A comprehensive work session was also held to discuss the project.
- In anticipation of CEO/General Manager Frank Lawson's retirement, the Board approved the position description and job posting for the General Manager role.
- Commissioners authorized the General Manager, or delegee, to negotiate and execute a service territory transfer from EWEB to Lane Electric Cooperative within guidance parameters provided during Executive Session.
- The Board concluded the annual budget cycle with the approval of the 2026 Electric Utility and Water Utility budgets, along with prices designed to recover costs of providing products and services. Commissioners also gave feedback on complimentary programs to support customers.
- The Board approved EWEB's 2026 State Legislative Agenda thereby providing general policy directives for advocacy on legislation and other public policy matters.

Finance

Financial Overview

EWEB maintains separate financial records for the electric utility and water utility in accordance with governmental accounting standards.
Various charts are included below:

- Utility Q4 2025 Preliminary Financial Statements
    - Statement of Revenues, Expenses, & Changes in Net Position – presents comparative annual operating activity as well as variance to current year operating budget
    - Statement of Net Position – presents balances of assets, deferred outflows of resources, liabilities, deferred inflows of resources, and net position.
    - Board policy financial metrics – Financial metrics provide a pulse on financial health.

- Utility Q4 2025 Preliminary Capital Report: These present budgets, spending, and forecasts by capital project. Forecast amounts are the basis for monitoring and assessing the need for capital budget amendments.
- Utility Q4 2025 Net Income Report: These bridge charts categorize variances to provide operational insights for the reporting period.

Electric Utility

The dial here represents sound financial condition and performance for the year. Electric retail consumption was slightly unfavorable due to milder temperatures in the winter months. A June outage at Carmen-Smith and below budget Slice (Columbia water-based) product generation, made for less energy available for wholesale sales activity. Regional hydrogeneration forecasts were below budgeted assumptions with Slice at 86% of normal generation for 2025. The budget assumption is conservative at 90% of normal Slice generation. With less energy available for resale and lower market pricing, purchased power costs were well below budget. Overall, a $15.1 million increase in net position was $3.4 million unfavorable to the budgeted $18.5 million increase in net position for the year.

The Return on Net Book Value (NBV) metric is below target of 5-7% at 2.6%. This measure considers Net Operating Income and NBV of assets in service. When low, it is indicative that revenues are not covering the current costs of infrastructure and deferring current obligations to future generations.

Electric Utility Budget Adherence YTD

Capital investment activity increases in the summer with construction season. Capital investment activity ended the year at 83% of the annual budget. Operations and maintenance spending was $24.9 million favorable to budget at $299.4 million.

Electric Utility PRELIMINARY Financial Statement (EL1) | Q4/Year-End 2025

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

(In millions)

	Twelve Months Ended December 31,		Annual Budget Comparison	
	2025	2024	Budget $	Variance
Operating revenues	$ 311.0	$ 292.3	$ 339.8	$ (28.8)
Operating expenses	299.4	287.9	324.3	24.9
Net operating income	11.6	4.4	15.5	(3.9)
Non-operating revenues	11.8	10.9	10.0	1.8
Non-operating expenses	10.8	12.0	9.3	(1.5)
Income before capital contributions	12.6	3.3	16.2	(3.6)
Capital contributions	2.5	2.3	2.3	0.2
Increase in net position	$ 15.1	$ 5.6	$ 18.5	$ (3.4)

ELECTRIC CONDENSED STATEMENT OF NET POSITION (Unaudited)

(In millions)

	December 31,	
	2025	2024
Current assets	$ 176.9	$ 167.4
Net utility plant	512.2	488.9
Other assets	93.3	122.2
Total assets	782.4	778.5
Deferred outflows of resources	29.3	30.1
Total assets and deferred outflows	$ 811.7	$ 808.6
Current liabilities	$ 56.7	$ 55.2
Long-term debt	243.3	254.7
Other liabilities	77.2	78.2
Total liabilities	377.2	388.1
Deferred inflows of resources	7.9	8.9
Total net position	426.6	411.6
Total liabilities, deferred inflows, and net position	$ 811.7	$ 808.6

ELECTRIC CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

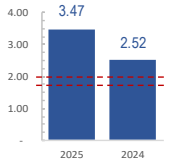
(In millions)

	YTD	Annual Working Budget	
	12/31/2025	Budget $	% of Budget
Type 1 - General capital	$ 22.9	$ 27.9	82.1%
Type 2 - Rehabilitation and expansion	42.0	50.0	84.0%
Total capital	64.9	77.9	83.3%

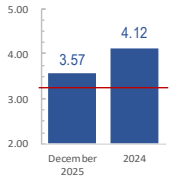
FINANCIAL STRENGTH MEASUREMENTS

Target line

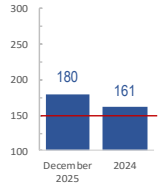
Debt service coverage
Target: 1.75 to 2.0x
Measures the utility's ability to meet its annual long-term debt obligation.



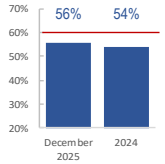
Current ratio
Target: Minimum of 3.250x
Measures the utility's short-term liquidity (ability to pay bills).



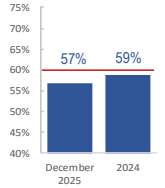
Working capital days cash
Target: Greater than 150 days
Estimates the number of days the utility can pay its daily O&M before running out of cash.



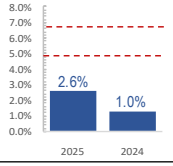
Age of system
Target: Less than 60 percent
Measures age of system compared to how much has been depreciated.



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



Rate of return
Target: 5 - 7%.
Measures the utility's ability to pay current and future infrastructure costs.



Rely on us.

Electric Utility PRELIMINARY Capital Report (EL1) | Q4/Year-End 2025

	ANNUAL BUDGET		2025	% OF
	APPROVED	WORKING	ACTUAL	BUDGET
TYPE 1 - GENERAL CAPITAL				
Generation Infrastructure	$ 1,307,000	$ 1,307,000	$ 492,400	38%
Substation Infrastructure	4,016,000	4,016,000	1,745,900	43%
Transmission & Distribution Infrastructure	10,186,000	10,186,000	11,226,900	110%
Telecommunications	1,106,000	1,106,000	1,201,200	109%
Down Town Network	1,092,000	1,092,000	215,100	20%
Information Technology	6,632,000	6,632,000	4,726,200	71%
Buildings, Land, & Fleet	3,557,000	3,557,000	3,330,300	94%
TOTAL TYPE 1 PROJECTS	**$ 27,896,000**	**$ 27,896,000**	**$ 22,938,000**	**82%**
TYPE 2 - REHABILITATION & EXPANSION PROJECTS				
Bertelsen Property Expansion	4,094,000	4,094,000	3,064,900	75%
ROC Yard Electrification	450,000	450,000	-	0%
Upriver Resiliency Upgrades	1,050,000	1,050,000	142,400	14%
Rate Funded Reliability Projects	-	-	2,378,400	0%
Currin Substation Rebuild	-	-	219,900	0%
Jessen Substation Rebuild	-	-	232,700	0%
FEMA Dillard Resiliency Rebuild	1,155,000	1,155,000	556,100	48%
International Paper Renewal & Replacement	3,234,000	3,234,000	2,065,600	64%
Leaburg Risk Mitigation Improvements	3,633,000	3,633,000	1,083,500	30%
Walterville Spillway and Forebay	3,623,000	3,622,500	665,500	18%
Electric Meter Upgrade	1,926,000	1,926,000	582,500	30%
EWEB Enterprise Solutions	8,187,000	8,187,500	2,463,200	30%
IT - GIS Infrastructure 2021	-	-	60,600	0%
Carmen-Smith Relicensing	22,617,000	22,617,000	28,462,200	126%
TOTAL TYPE 2 PROJECTS	**$ 49,969,000**	**$ 49,969,000**	**$ 41,977,600**	**84%**
TOTAL ELECTRIC CAPITAL PROJECTS	**$ 77,865,000**	**$ 77,865,000**	**$ 64,915,600**	**83%**

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

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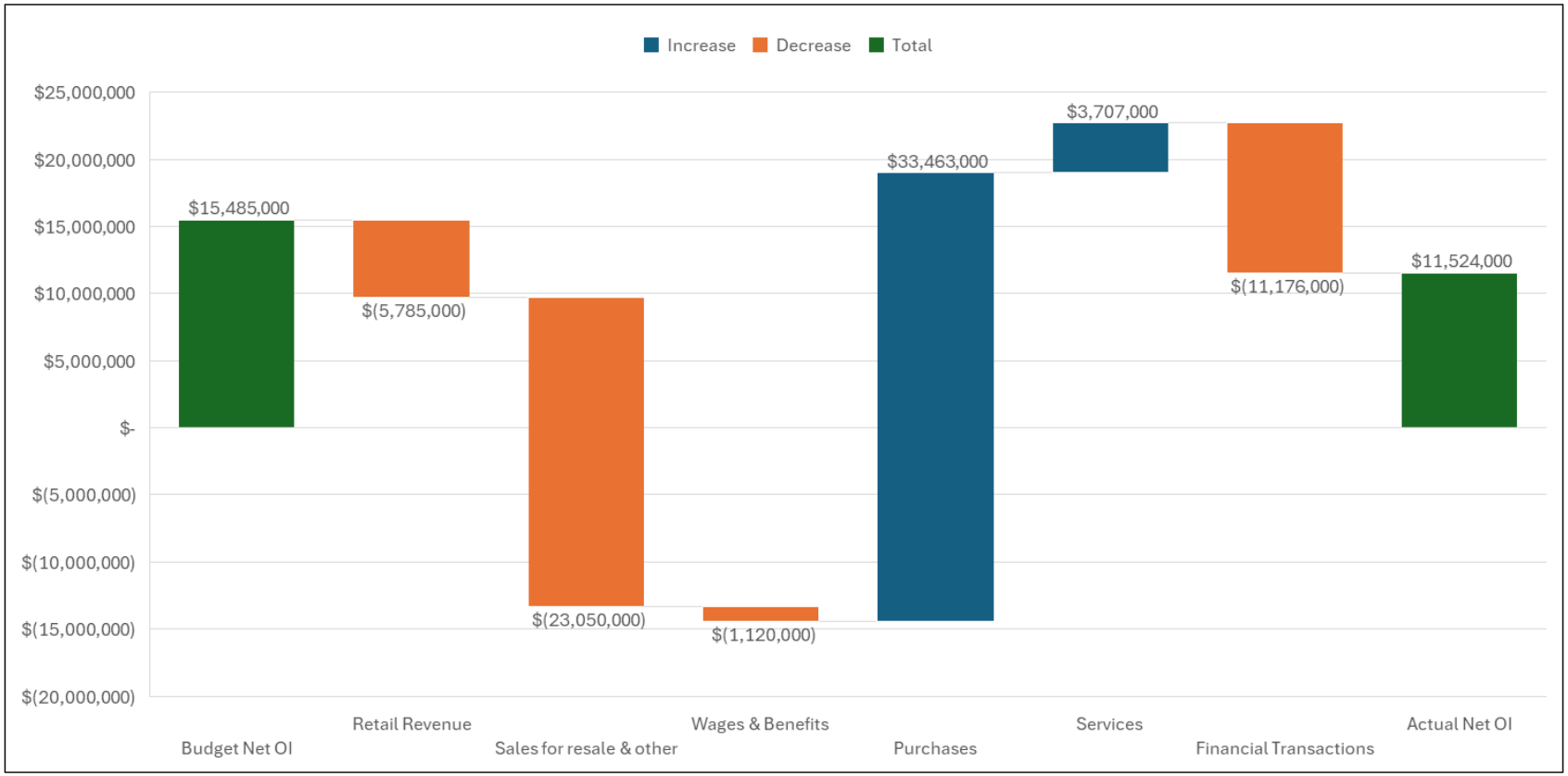
Electric Utility PRELIMINARY Year-to-Date (YTD) Net Operating Income (OI) Variance | Q4/Year-End 2025



The "Financial Transactions" category represents depreciation, amortization, and clearing activities.

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Water Utility

The dial here represents stable financial condition and sound performance for the year. The Water Utility's major consumption occurs in the drier months, especially in Q3. Overall financial results for the Water Utility were favorable. Retail and wholesale consumption were above budget by 6% and 3%, respectively. Annual operating revenue was $53.3 million, favorable by $2.8 million to budget. Overall, an $8.6 million increase in net position was $2.9 million favorable to the budgeted $5.6 increase in net position for the year.

Two financial metrics were not meeting target. The Current Ratio, a measure of short-term liquidity, was below target of 3.25 at 2.34. The Return on NBV financial metric was below target of 5-7% at 1.8%. When low, it is indicative that revenues are not covering the current costs of infrastructure and potentially deferring current obligations to future generations. Factors contributing to this reduced metric include rising costs from inflation and the recent upgrades to aging infrastructure.

Water Utility Budget Adherence YTD

Capital investment activity increases in the summer with construction season. In December, the Board approved a budget amendment related to the College Hill Reservoir project being ahead of schedule. Capital activity ended the year at 98% of the amended annual budget. Operating expenses were $48.3 million, $3.3 million unfavorable to budget. The condensed financial statement presentation follows generally accepted accounting principles, while the budget setting process focuses on cash transactions and revenue requirements. When accounting for depreciation and amortization, non-cash financial transactions to the budgeting process, operating expenses were 99% of the annual budget.

Water Utility PRELIMINARY Financial Statement (EL1) | Q4/Year-End 2025

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

(In thousands)	Twelve Months Ended December 31,		Annual Budget Comparison	
	2025	2024	Budget $	Variance
Operating revenues	$ 53,272	$ 49,589	$ 50,480	$ 2,792
Operating expenses	48,329	44,565	45,059	(3,270)
Net operating income	4,943	5,024	5,421	(478)
Non-operating revenues	5,970	5,775	2,429	3,541
Non-operating expenses	4,862	3,923	3,756	(1,106)
Income before capital contributions	6,051	6,876	4,094	1,957
Capital contributions	2,543	1,585	1,582	961
Increase in net position	$ 8,594	$ 8,461	$ 5,676	$ 2,918

WATER CONDENSED STATEMENT OF NET POSITION (Unaudited)

(In millions)	December 31,	
	2025	2024
Current assets	$ 32.2	$ 60.0
Net utility plant	317.3	287.3
Other assets	11.2	11.6
Total assets	360.7	358.9
Deferred outflows of resources	9.0	9.0
Total assets and deferred outflows	$ 369.7	$ 367.9
Current liabilities	$ 13.8	$ 16.4
Long-term debt	103.9	108.3
Other liabilities	24.8	24.6
Total liabilities	142.5	149.3
Deferred inflows of resources	2.1	2.1
Total net position	225.1	216.5
Total liabilities, deferred inflows, and net position	$ 369.7	$ 367.9

WATER CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

(In thousands)	YTD	Annual Working Budget	
	12/31/2025	Budget $	% of Budget
Type 1 - General capital	$ 14,689	$ 12,898	113.9%
Type 2 - Rehabilitation and expansion	$ 29,713	32,348	91.9%
Total capital	$ 44,402	$ 45,246	98.1%

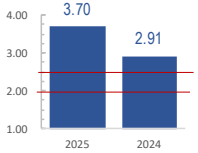
FINANCIAL STRENGTH MEASUREMENTS

Target line

Debt service coverage

Target: 2.0 - 2.50x

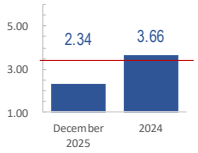
Measures the utility's ability to meet its annual long-term debt obligation.



Current ratio

Target: Minimum of 3.25x

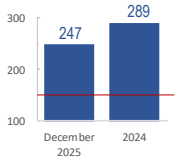
Measures the utility's short-term liquidity (ability to pay bills).



Working capital days cash

Target: Greater than 150 days

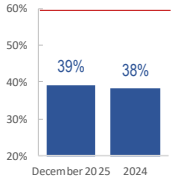
Estimates the number of days the utility can pay its daily O&M before running out of cash.



Age of system

Target: Less than 60 percent

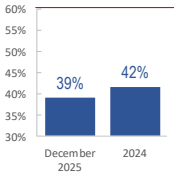
Measures age of system compared to how much has been depreciated.



Debt as a % of NBV

Target: Less than or equal to 60 percent.

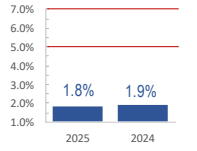
Measures overall leverage of the system by aligning debt service with the useful lives of assets.



Return on NBV

Target: 5 - 7%.

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



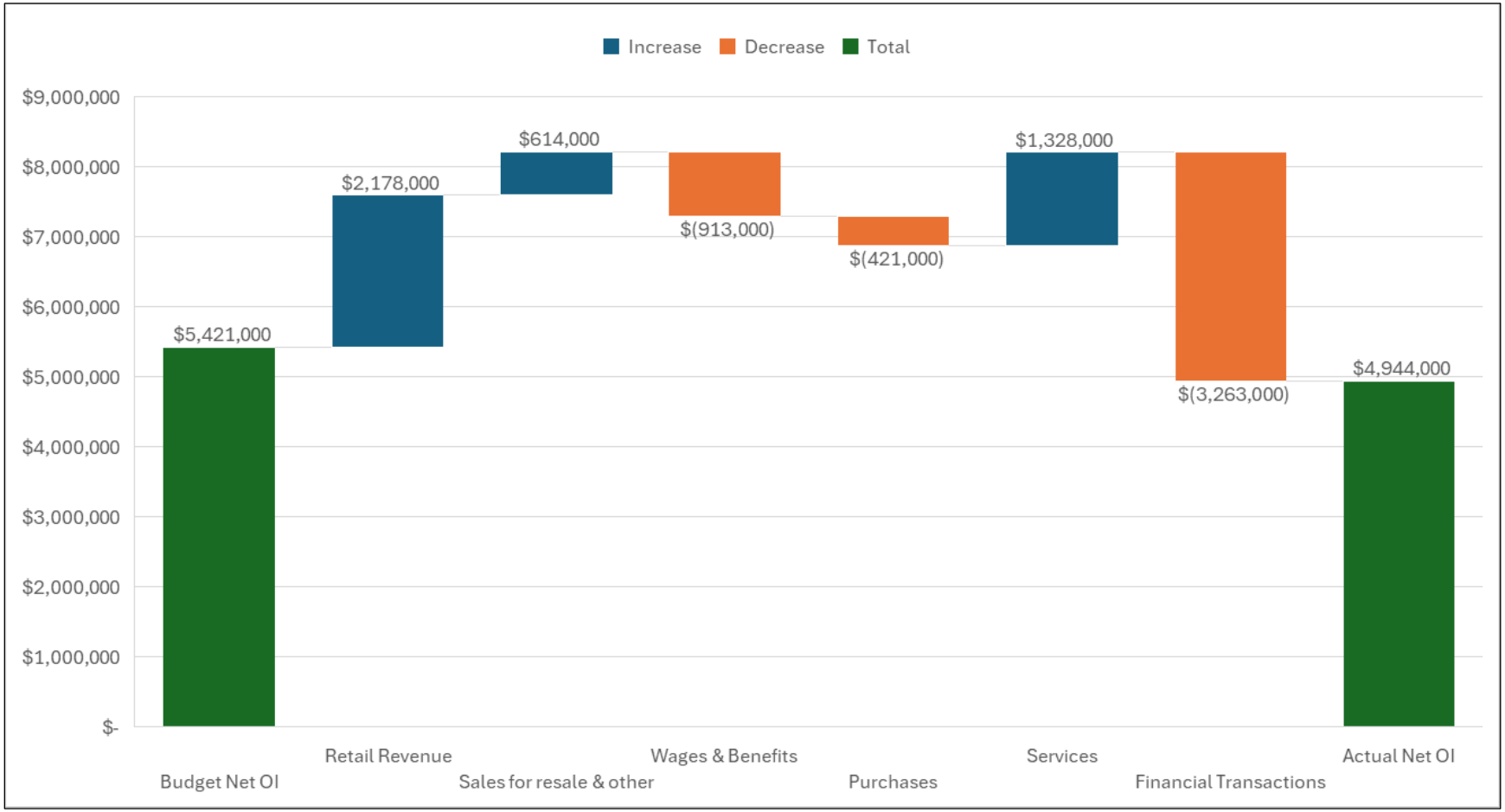
Rely on us.

Water Utility PRELIMINARY Capital Report (EL1) | Q4/Year-End 2025

	ANNUAL BUDGET		2025	% OF
	APPROVED	WORKING	ACTUAL	BUDGET
TYPE 1 - GENERAL CAPITAL				
Source - Water Intakes & Filtration Plant	$ 1,443,000	$ 1,444,000	$ 1,517,300	105%
Distribution & Pipe Services	7,855,000	7,854,000	10,549,300	134%
Distribution Facilities	1,197,000	1,197,000	406,000	34%
Information Technology	1,562,000	1,562,000	1,459,600	93%
Buildings, Land, & Fleet	841,000	841,000	757,200	90%
TOTAL TYPE 1 PROJECTS	**$ 12,898,000**	**$ 12,898,000**	**$ 14,689,400**	**114%**
TYPE 2 - REHABILITATION & EXPANSION PROJECTS				
Bertelsen Property Expansion	1,293,000	1,293,000	967,900	75%
ROC Yard Electrification	142,000	142,000	-	0%
E 23rd St Transmission Main	4,200,000	4,200,000	100,600	2%
23rd Willamette to College Hill Transmission	-	-	34,400	0%
Hilyard St Transmission Main	-	-	2,106,100	0%
Willametter River Crossing - FEMA	-	-	430,500	0%
Knickerbocker Bridge seismic upgrades - FEMA	-	-	141,500	0%
Riverfront Parkway to Villard Street	-	-	10,400	0%
E 40th Storage Tanks	-	-	4,100	0%
Shasta 975 Reservoir	2,100,000	2,100,000	2,264,800	108%
College Hill Reservoir Replacement	9,450,000	14,450,000	20,363,000	141%
Water Meter Upgrade	2,327,000	2,327,000	1,532,600	66%
EWEB Enterprise Solutions	2,586,000	2,586,000	777,900	30%
IT - GIS Infrastructure 2021	-	-	19,100	0%
Emergency Water Supply	-	-	61,100	0%
Second Source	5,250,000	5,250,000	898,600	17%
TOTAL TYPE 2 PROJECTS	**$ 27,348,000**	**$ 32,348,000**	**$ 29,712,600**	**92%**
TOTAL WATER CAPITAL PROJECTS	**$ 40,246,000**	**$ 45,246,000**	**$ 44,402,000**	**98%**

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 PRELIMINARY Year-to-Date (YTD) Net Operating Income (OI) Variance | Q4/Year-End 2025



The "Financial Transactions" category represents depreciation, amortization, and clearing activities.

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EWEB

EWEB Contracts Report | Q4/Year-End 2025

Contract Execution Date	Contractor	City, State	Contract Title, Detailed Description	Expiration Date	Contract Amount	Contract Process	Executive Manager
10/3/2025	Ballard	Washougal, WA	Diving Services	9/15/2030	$149,000	Formal Invitation to Bid	Lisa Krentz
10/3/2025	Environmental Controls Corporation	Tigard, OR	Environmental Control Service Support	9/30/2030	$48,858	Direct Negotiation	Karen Kelley
11/12/2025	North Coast	Portland, OR	Hayden Bridge Control System Upgrade, Raw Water Intake	12/31/2025	$55,386	Direct Negotiation	Karen Kelley
11/26/2025	Thompson Landscape Co.	Eugene, OR	Water Wise Garden Landscape Maintenance	11/25/2030	$40,000	Informal Invitation to Bid	Karen Kelley
12/10/2025	Bear Mountain Tree Surgeons Inc	Creswell, OR	As-Needed Tree Removal Services	11/30/2030	$50,000	Informal Invitation to Bid	Karen Kelley
12/17/2025	Carolina Selva (CS)	Portland, OR	EWEB Year-One Supervisor Training Program	12/31/2026	$101,720	Direct Negotiation	Diedre Williams
12/22/2025	Schnable Engineering, LLC	Seattle, WA	DSSMR Report for 2025	12/31/2026	$74,445	Direct Negotiation	Lisa Krentz
12/22/2025	Wildish Construction Co.	Eugene, OR	Emergency Transmission Road Improvements	12/31/2025	$250,000	Emergency Direct Negotiation	Lisa Krentz
12/22/2025	Yates Line Co.	Canby, OR	Emergency Line Crew Services	1/17/2028	$100,000	Emergency Direct Negotiation	Lisa Krentz

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Customer

Electric Use by Customers

Dial is measuring customer electric consumption compared to budget. Electricity demand is driven primarily by weather and behavioral choices among customers. Retail and wholesale electricity load as compared to previous years and the budget assumption, are presented in Table 1.

Table 1 - Electricity Consumption (MWh)

Segment	Quarter	Year	3-Year Avg.	Budget	Actual vs. Budget
Retail Electric – Residential	239,345	944,906	958,340	980,787	(35,881)
Retail Electric – Commercial	206,893	826,163	840,829	868,158	(41,995)
Retail Electric – Industrial	124,074	490,937	482,963	494,119	(3,182)
Retail Electric – Total	**570,312**	**2,262,006**	**2,282,132**	**2,343,064**	**(81,058)**
Wholesale Electric	175,465	880,315	946,548	1,080,717	(200,402)
Total Electric	**745,777**	**3,142,321**	**3,228,680**	**3,423,781**	**(281,460)**

(Unfavorable)

Weather Impacts on Electric Use

October 2025 was 2 degrees below average, November was 2 degrees above average, and December was 4 degrees above average, within the top 5 mildest Decembers on record. Q4 2025 loads corresponded to temperatures, higher than expected in October, November was near expected, and December loads were significantly below expected. There were no significant IP mill outages during this period.

Figure 1 – Q4 2025 Eugene Actual Daily and Monthly Average loads vs. Forecasted (expected)

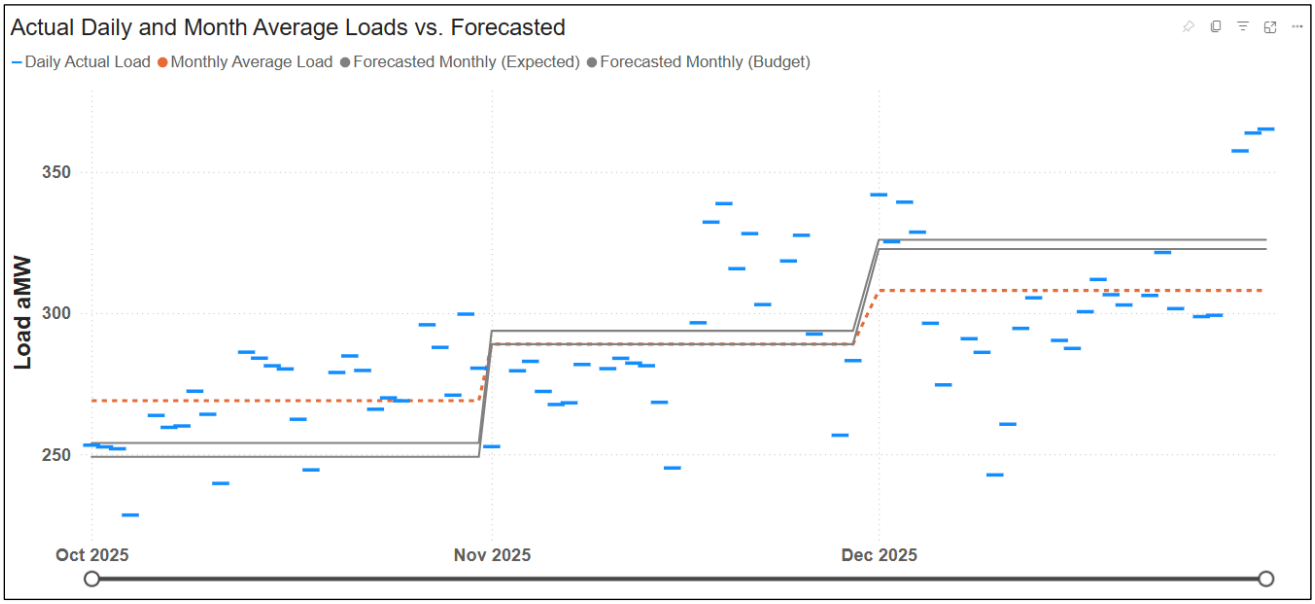

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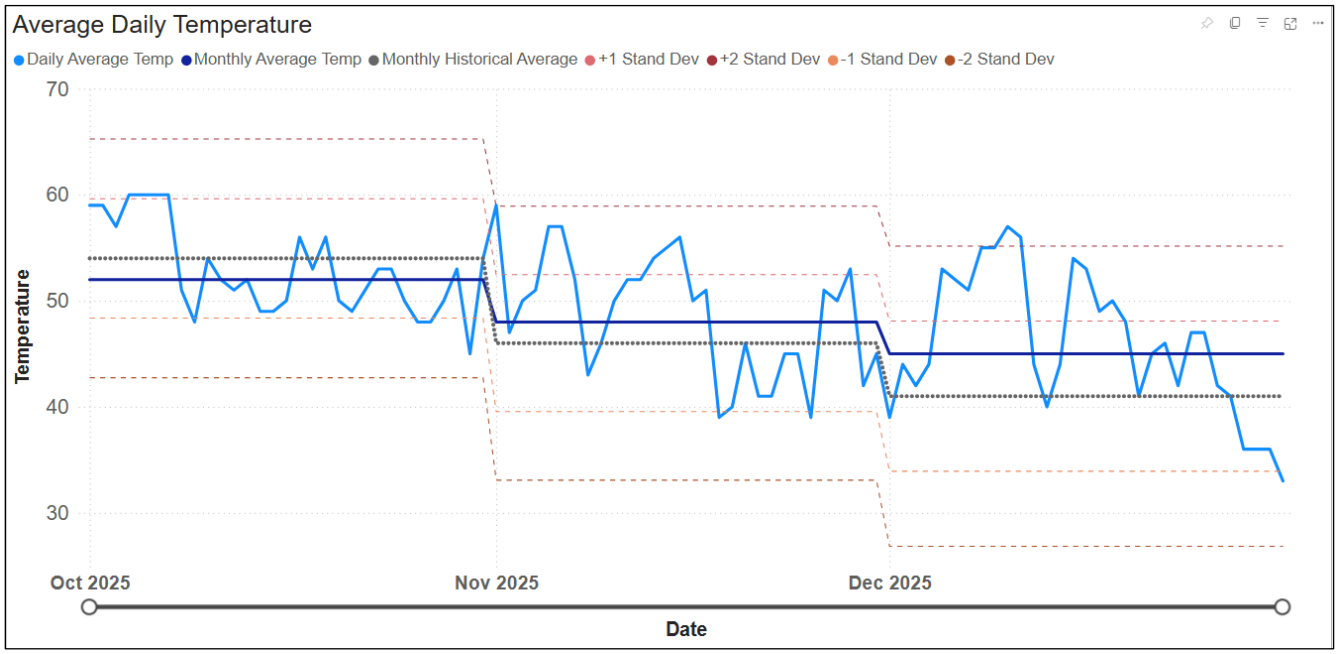
Figure 2 – Q4 2025 Eugene Actual Average Daily Temperatures vs Historical



Water Use by Customers

Dial is measuring customer water consumption compared to budget. Retail and wholesale consumption for drinking water, as compared to previous years and the budget assumption, are presented in Table 2 below.

Table 2 - Drinking Water Consumption (kGal)

Segment	Quarter	Year	3-Year Avg.	Budget	Actual vs. Budget
Retail Water – Residential	578,234	3,951,961	3,962,775	3,830,380	121,581
Retail Water – General Service	692,928	3,618,377	3,621,296	3,303,774	314,603
Retail Water – Total	**1,271,162**	**7,570,338**	**7,584,071**	**7,134,154**	**436,184**
Wholesale Water	179,679	664,085	661,476	646,420	17,665
Total Water	**1,450,841**	**8,234,423**	**8,245,548**	**7,780,574**	**453,849**

Favorable

Weather Impacts on Water Use

No known impacts for Q4.

Customer Operations

Contact Center

In Q4 2025, the Average Speed of Answer (ASA) for inbound calls was 82 seconds, eight seconds faster than the goal of 90 seconds. Drivers for achieving the goal in Q4 were stabilized call volume and sustained efficiency. Call volume in Q4 was down slightly (-7%) YOY, while Average Handle Time (AHT) was maintained at a healthy 10 minutes per call, which is two minutes faster than at the start of the year. For the year, the contact center finished with an ASA of 151 seconds, which is 61 seconds above goal.

EWEB City Hall Customer Service

In 2025, there were 1,904 in-person appointments at the City Hall office. Of these appointments, 53% were scheduled in advance and 47% were walk-ins. The primary reasons for appointments were ID verification (28%), general billing inquiries (25%), and customer portal assistance (20%). The Average Handle Time (AHT) per appointment was 36 minutes.

Table 3 - Customer Response

Performance Measurement	Opportunities	Goal	Actual	Achievement	Opportunities	Achievement
	Q4 2025 YTD				Q4 2024 YTD	
Customer Calls (Average Speed to Answer)	155,985	<90 sec.	151 sec.	48%	144,203	78%
Website/Email/Portal	4,367	1 Bus. Day	1 Bus. Day	100%	4,960	100%

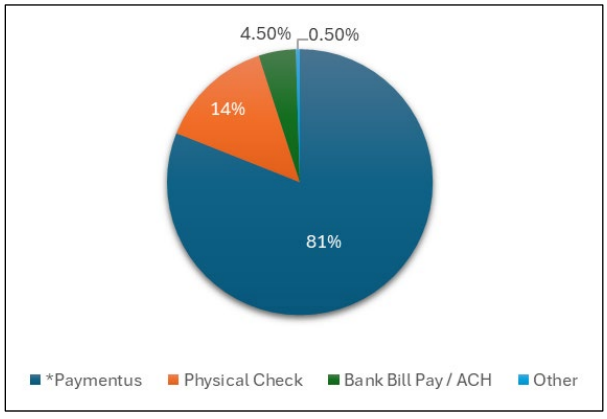
Digital Customer Service

EWEB currently has 72,413 active registered users on the Customer Portal. The portal remains a key channel for customers who prefer digital engagement, offering convenient access to account information and customer service.

Billing Operations

In 2025, EWEB issued over 1.26 million billing statements. Approximately 89% of accounts paid without entering the collections process. Of the 11% assessed a late fee, progressively fewer accounts advanced through final notice and reminder stages, resulting in just 0.7% of total bills ending in service disconnection.

Figure 3 - Summary of Payments Received in 2025 by Percent



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**Paymentus payments include: Customer Portal, Auto Pay, IVR, Agent Assisted IVR, CSA direct payments, and Cash Payments through Walmart Pay.*

Uncollectible Accounts: EWEB's net write-off of uncollected payments for 2025 totaled $425,250, representing a 92% increase compared to $221,600 in 2024. Several factors contributed to this increase:

- System transition pause: Collection activities were intentionally paused from October 2024 through March 2025 to support the transition to the new SAP system. This pause resulted in higher outstanding balances for some customers that ultimately went unpaid.
- Data Clean-Up Adjustments: The system conversion to SAP also identified and required write-offs of older, previously unresolved accounts.
- For one year following go-live, customer deposits were calculated at a flat rate of $150 rather than the standard requirement of two times the customer's average bill. This variance affected write-offs as many outstanding balances were significantly higher than the deposit amounts on record.
- Payment Plan Defaults: A higher proportion of customers have not fulfilled agreed-upon payment plans, leading to more accounts being referred to our collection agency partner. Management continues to monitor the situation.

Customer Programs

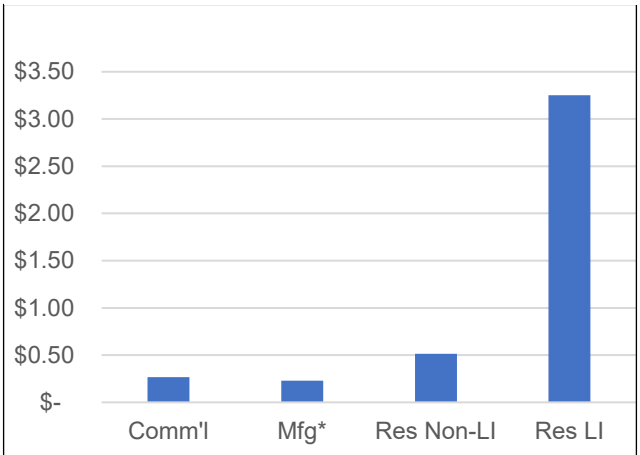
EWEB's 2025 conservation achievements were above target and on budget. Highlights appear below, with further detail in the 2025 Community Investment Report.

Energy Efficiency & Conservation

In 2025, EWEB projects with customers saved 14,575 MWh of energy, 124% of target (11,800 MWh), at 100% of budget. The 2026 target will increase 10% to 13,000 MWh.

- 1,677 residential projects, including 11% Limited Income (35% of incentives) and 18% rental homes. Savings of 2,829 MWh (19% of total).
- 115 Commercial projects. Savings of 6,269 MWh. 84% of this is lighting.
- 7 manufacturing projects. Savings of 5,477 MWh.
- EWEB sought and received $1.6 million in additional funding through BPA's Direct Fund Demonstration pilot and $450k from excess utility BPA EE budgets. Aggressively pursuing these funding opportunities allows EWEB customers to receive incentives that are not funded by rates.

Figure 4 - Utility Cost Per First Year kWh



*Includes cost of customer's rate discount for self-funded conservation.

Zero Interest Loans

EWEB offers zero interest residential loans, typically in lieu of rebate, for multiple energy and water/watershed programs. In 2025, EWEB funded 550 residential loans ($4.75M), including 495 ($4.5M) for energy efficiency and electrification.

Electrification

- In 2025, EWEB spent $767k for EV charging incentives and grant projects, and electric bikes, and $94k to support EV car sharing at four sites. Transportation Electrification (TE) incentives & grants are funded by Clean Fuel Credits.
- EWEB also provided incentives for 193 Building Electrification (BE) projects ($160k).

Limited Income/Assistance

The dial represents bill assistance spending relative to budget.

The utility budgeted $1.58 million for EWEB Customer Care in 2025, and issued $1.63 million, well within capacity of donation funding for overages. Total ECC assistance included $370k allocated in December as the utility issued proactive credits to eligible customers during the federal shutdown. Energy Share accounted for an additional $216k in bill assistance.

Water Efficiency & Conservation

The dial represents progress of water efficiency programs and budget adherence.

Throughout 2025, EWEB provided water leak notifications to 1,528 commercial and 4,771 residential customers with savings of 52,258 and 100,611 kGal respectively. EWEB also administered 162 rebates for efficient toilets and sprinkler controls.

EWEB administered 61 septic grants funded by Lane County and DEQ ($1.3M). EWEB administered the entire grant process, from customer intake to payment distribution, to ensure efficiency and positive customer experience. EWEB also funded 4 septic system replacement/repair loans, 48 rebates to maintain & pump septic systems, and 5 grants to assist with undergrounding 5 electric services.

Customer Building & Renovation Projects

For Electric Customer facing metrics, see “Switch” section of Electric portion of report.

Electric Utility: “Source-to-Switch”

EWEB values the “ongoing continuous on-demand delivery of electricity, and the dependability of our response to our customers.” The delivery of safe, reliable, clean electricity to customers is evaluated across the entire electricity lifecycle from “Source-to-Switch” including source acquisition; generation at owned facilities; transmission/substations/and distribution (delivery); metering, system monitoring and compliance; resiliency planning, preparedness and emergency response; and customer experience (switch). The Source to Switch model is shown below:

Figure 5 - Source to Switch: Electricity Lifecycle Model

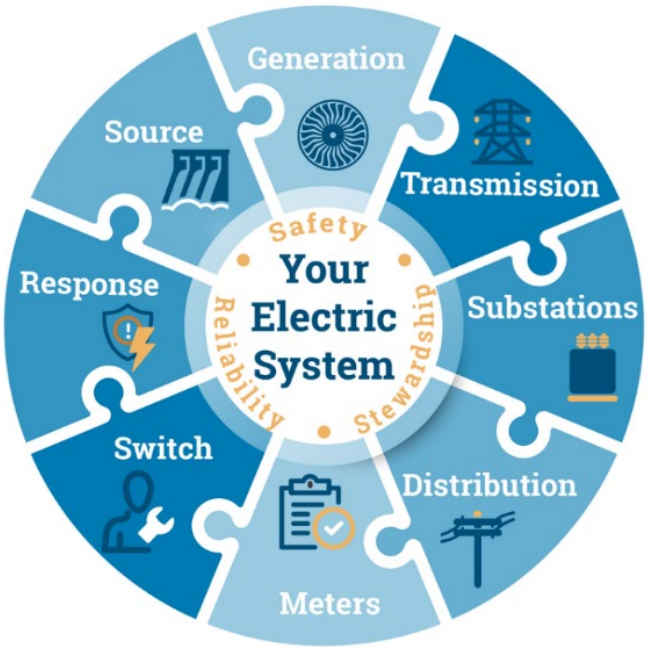
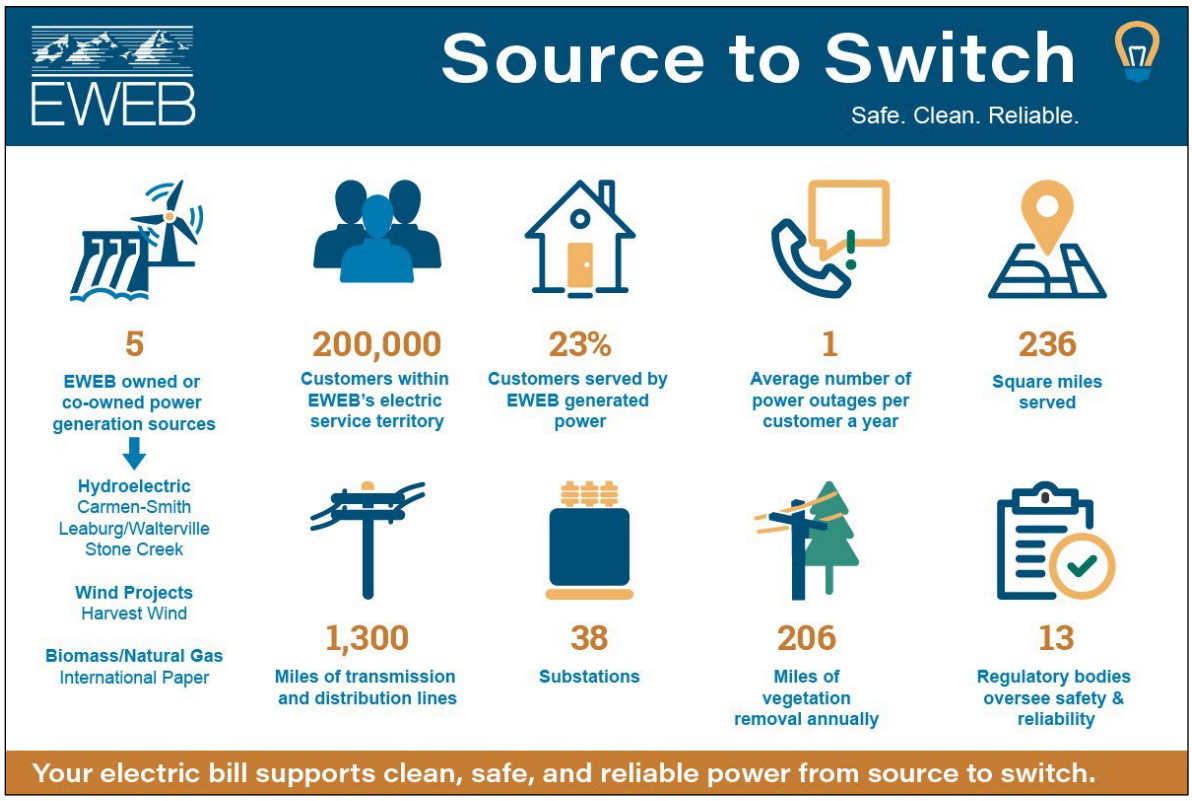


Figure 6 - Source to Switch Electricity Lifecycle Model Quick Facts



Electricity Source

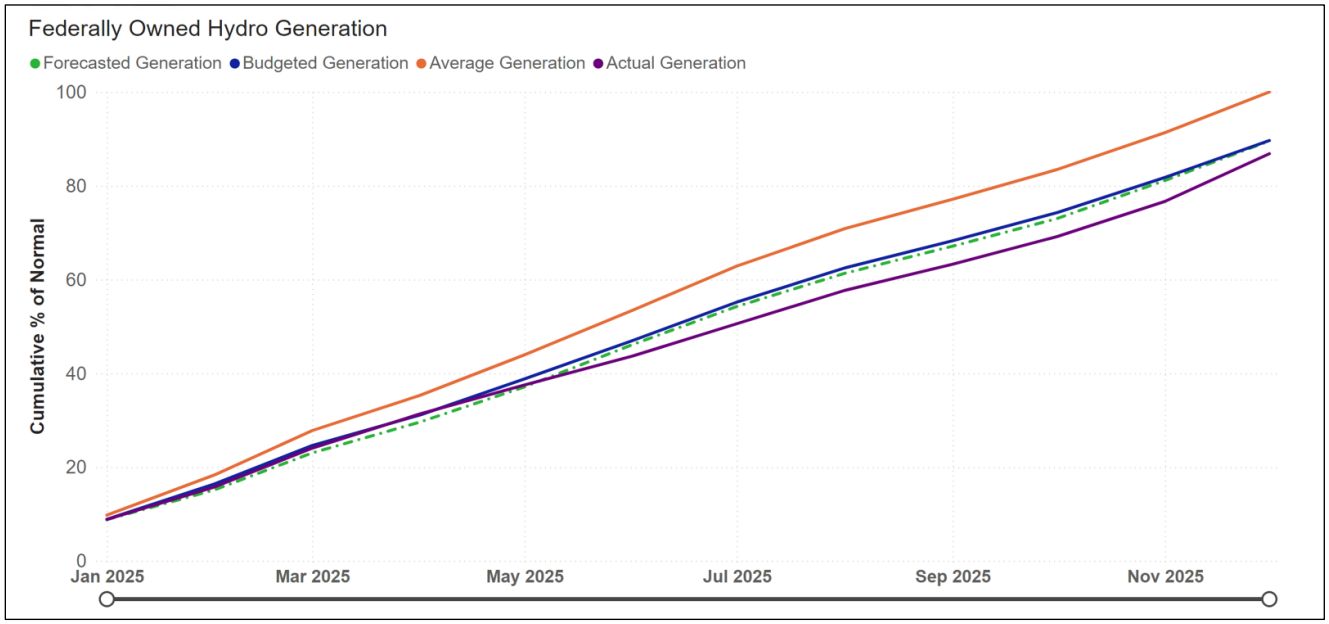
EWEB has many sources of power generation that require careful attention to ensure our resources remain available, safe for use, and comply with multiple agency regulations, while mitigating the impact of resource use on our environment. To achieve this, staff from multiple departments work to monitor 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.

Contracted Resources

The dial represents actual generation driven by water availability for hydro generation in the Columbia Basin and is reflective of our Bonneville Power Administration (BPA) power sales contract. About 80 percent of EWEB's power comes from power purchase agreements, with the vast majority of purchased power coming from BPA. The purchasing and trading processes require constant monitoring and adjustment to balance with our generation ability and customer demands.

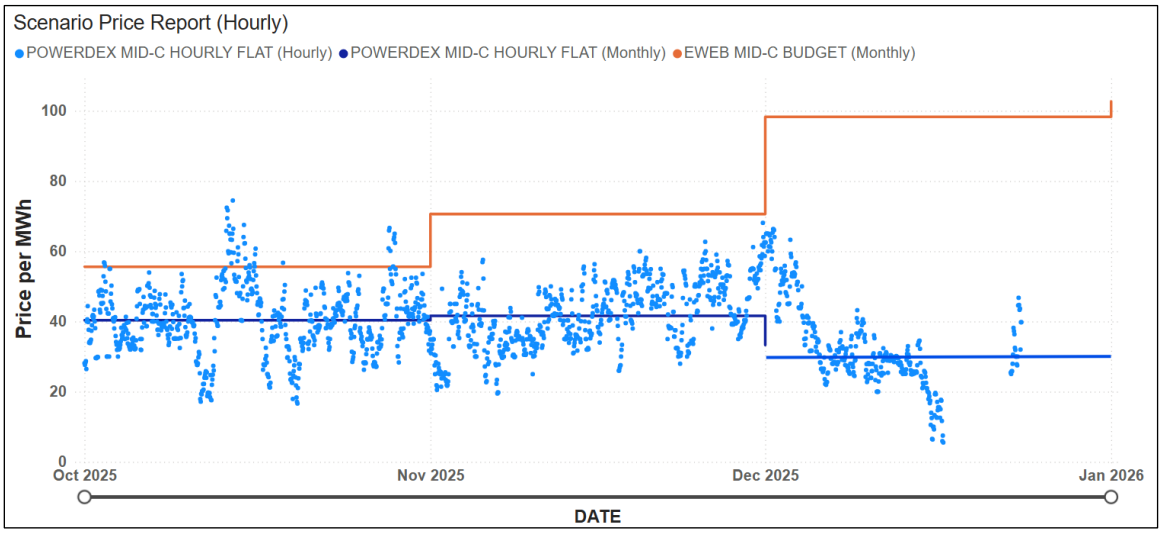
In Q4 the Columbia basin continued the volatility that defined the year with periods of strong precipitation repeatedly tempered by persistent warmth. Several late-year storms brought substantial rainfall and briefly improved moisture conditions across the region. However, warmer-than-normal temperatures limited snow accumulation, leaving early-season snowpack well below expectations. Federally owned hydro resources concluded the year at 86% of normal generation, performing below budget for 2025.

Figure 7 - Cumulative Percent of Average Hydro Generation Columbia River Basin Q4 2025



Q4 pricing has been lower than budgeted mainly due to moderate weather in the region, delaying snow but filling dams with rainwater. The delayed cold weather also kept natural gas storage at a higher level as US production was high and withdrawals low. Q4 hourly prices only reached an average of $36, less than half of the budgeted average price of $74.

Figure 8: Hourly Market Prices Q4 2025 (some of December's PowerDex data is delayed).



EWEB Owned Resources

The dial represents actual generation driven by lower-than-expected water availability for hydro generation in the McKenzie watershed where EWEB's owned hydro facilities are located. 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.

EWEB hydro conditions improved in the last quarter of 2025. The McKenzie River near Vida experienced generally stable, moderate flows as the basin transitioned into the wet season. The increase in precipitation produced short-term boosts in hydro generation. EWEB generation finished the year at 81% of normal output, performing below budget for 2025.

Figure 9 - Cumulative Percent of Average Hydro Generation for EWEB Owned McKenzie Hydro Q4 2025

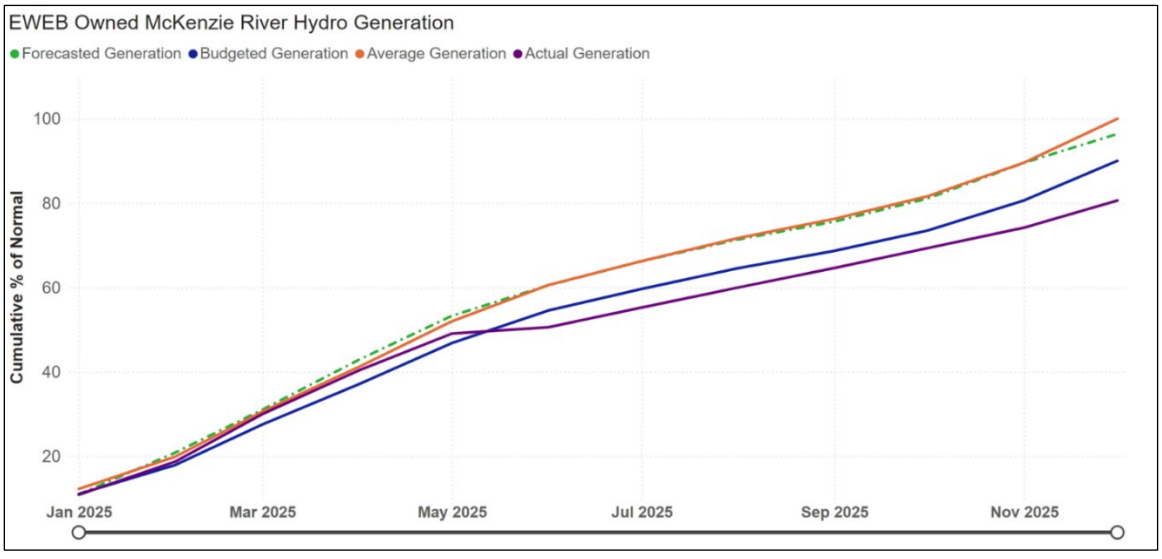


Table 4 - Water Availability/Forecast for Hydroelectric Generation

Performance Measure Water Availability	Quarter 4	Year-to-Date (Calendar)	Year-to-Date (Water year)	Forecast Summer	Forecast Water Year (October)	Previous Water Year End
Columbia Basin (% of Mean)	121%	84%	121%	107%	101%	80%
Columbia Basin (% of Budget)	109%	76%	109%	96%	84%	72%
McKenzie Watershed (% of Mean)	101%	97%	100%	101%	79%	112%
McKenzie Watershed (% of Budget)	91%	87%	90%	112%	68%	101%

Table 5 - EWEB Generation Reliability (Availability)

Performance Measure	Quarter	Year-To-Date	Target
Availability Factor (%)			
Wind	96.56	95.74	>90
Hydro*	45.39	46.23	>90
Thermal	93.77	91.74	>90
Forced Outage Factor (%)			
Wind**	N/A	N/A	<3
Hydro*	10.61	12.01	<3
Thermal***	0.39	1.38	<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

*FOF is not a standard metric for wind generation
**Year-to-date high FOF at hydro resources is driven by Walterville emergency dewatering and Carmen Unit 2
***Year to date high FOF

Electricity 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. Overall, the Electric Division performance is on target when considering core work (emergency response, compliance, maintenance, capital, etc.)

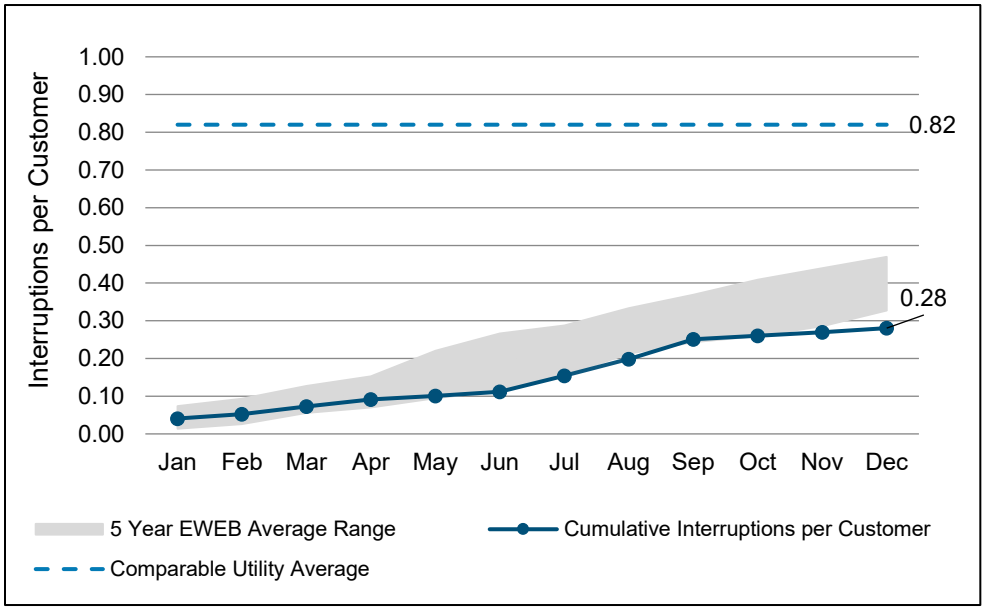
System Average Interruption Frequency Index (SAIFI) and System Average Interruption Duration Index (SAIDI)

The two figures below represent EWEB's reliability performance in terms of industry standard reliability indices. These are defined by the Institute of Electrical and Electronics Engineers as a standard for utility performance. EWEB collects data throughout the year on these metrics via outage management systems that are collated to produce this data. These indices normalize system wide data to the average single customer experience. The utilities used in the comparison for benchmarking data include those available publicly and are the same compared for financial rate benchmarking. It should be noted that this graph does not segregate upriver and urban territories, and is a normalized set of

data, where there may be individual customers experiencing several outages per year or higher outage minutes, and some customers experiencing no outages in the year or lower outage minutes than shown.

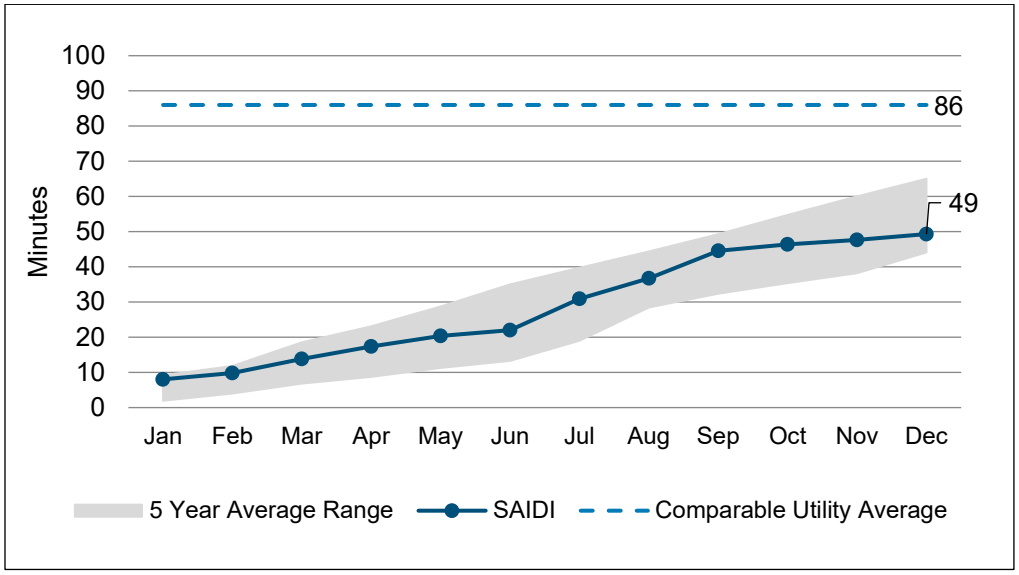
The ‘SAIFI’, which represents the frequency of outages for an average customer experience, ended the year below EWEB’s 5-year average. This shows that the average EWEB customer is experiencing a lower-than-average outage frequency (average representing the middle section in the gray area in the graph). When compared with comparable utilities, EWEB is far below the benchmark. This graph shows the average EWEB customer experienced 0.28 outages in 2025 which, though not mathematically possible, represents the numerical representation of less than one outage per year for customers individually.

Figure 10 - 2025 SAIFI: Average Electrical System Interruption Frequency



The ‘SAIDI’, which represents the duration of outage interruption for an average customer experience, ended 2025 below EWEB’s 5-year average. This shows that the average EWEB customer is experiencing an average outage duration that is shorter than typical (average representing the middle section in the gray area in the graph). However, this is still within historical performance when a 5-year span is considered. When compared with comparable utilities, EWEB is far below the benchmark. The average EWEB customer experienced 49 minutes without power in 2025.

Figure 11 - 2025 SAIDI: Average Electrical System Interruption Duration



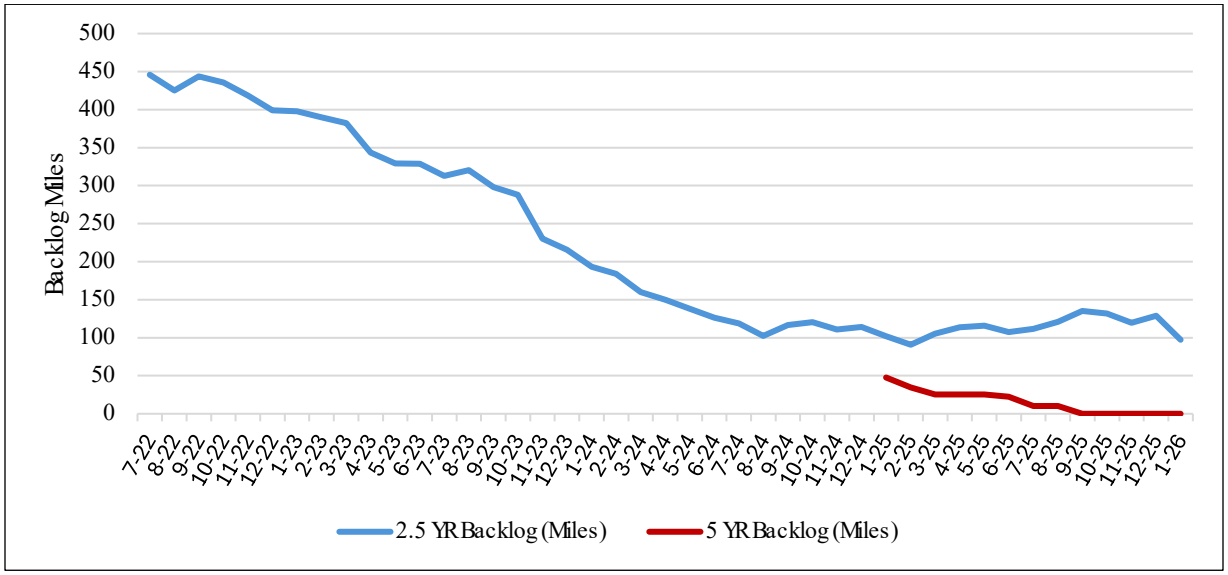
After analyzing both performance metrics, no intervention is required as performance is within bounds considering EWEB's own historical data and lower than comparable utilities in the region.

Tree Trimming

EWEB vegetation management is one of the highest contributors to reliability among capital and O&M work. This work involves inspection of EWEB's circuits for line to vegetation distance by an internal forestry team, and trimming performed by a contractor team based on the inspection findings. This trimming is performed on an ongoing basis for the system, adhering to Public Utility Commission (PUC) requirements for timing. The PUC requires utilities to inspect and trim trees on a 5-year cycle and a lower detail cursory 'mid cycle' at 2.5 years to ensure clearances are maintained for reliability and safety over the course of the cycle. Timing of trimming locations is based on substation circuit feeders, and this rotation of inspections is tracked and monitored by EWEB for performance and adherence to PUC requirements.

The following graphs demonstrate EWEB's performance over the last 4.5 years and shows the current status of active work and backlog.

Figure 12 - Vegetation Management: 2.5 and 5-Year Backlog Miles



In mid-2022, EWEB was experiencing an approximately 450-mile backlog for the 5-year trimming cycle. This backlog was accumulated due to a combination of covid related inefficiencies and staffing shortages experienced in 2020-2022, past contractor performance, a substantial amount of emergent work related to the Holiday Farm fire tree removals, and new wildfire inspection and trimming requirements, now required annually for wildfire high risk designated circuits. At that time EWEB chose to increase productivity by adding overtime and crews to the contractor workforce. This can be seen in the second and third graphs depicting “Crews per Week”, and “Units per Week” (units is a forestry term for trees trimmed). This decision pushed the backlog to an average 100 miles behind for the 2.5-year cycle, and drove the 5-year backlog to zero, which substantially limits risk to the utility and improves customer reliability.

Figure 13 - Vegetation Management: Crews/Week

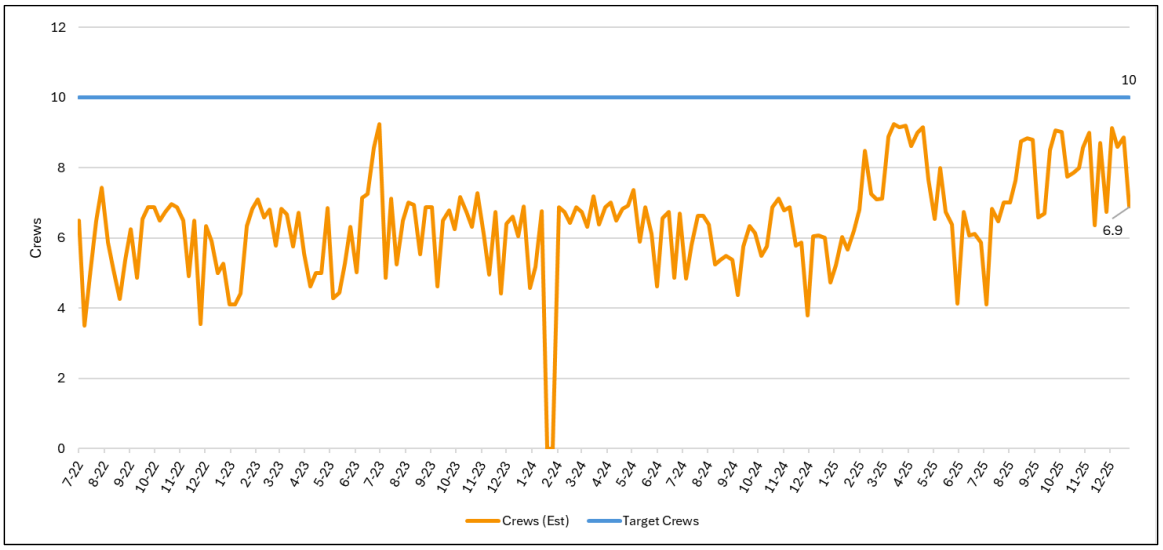
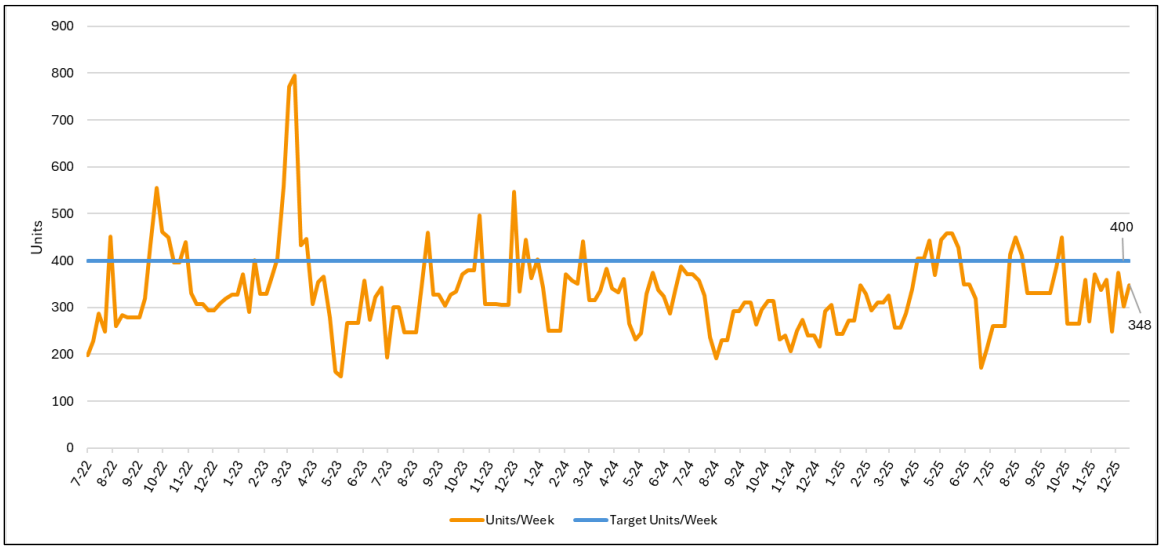


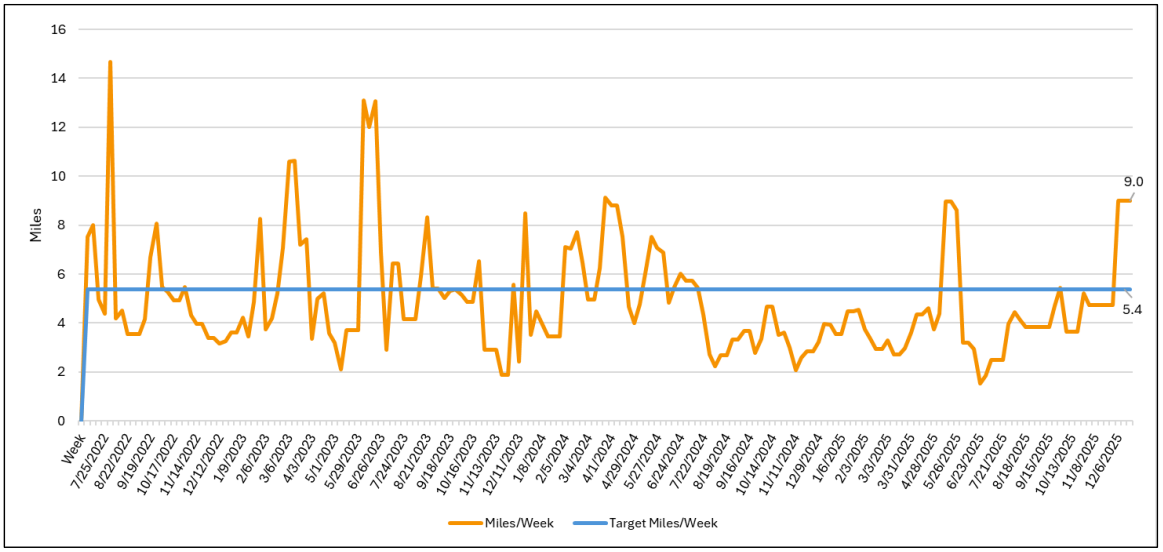
Figure 14 - Vegetation Management: Units/Week



EWEB monitors crews and weekly unit output to establish a baseline pace per crew, ensuring efficiency and productivity. Overall, crew performance in 2025 has been strong, creating additional capacity to reduce the backlog. While the ultimate goal is to eliminate the backlog entirely, it can be managed within the 10-year compliance window. This flexibility allows EWEB to make risk-based decisions that balance cost, resources, and results.

In the bottom graph an effect of increased miles per week can be seen coincident to units per week. This is not necessarily a 1:1 comparison as some circuits have thick tree canopies and some thinner, however the relative effect shows miles per week increasing for spans of time, which is then reflected in the top graph's decline in backlog. Progress at the end of the quarter was above target.

Figure 15 - Vegetation Management: Miles/Week



The top graphs illustrate EWEB's consistent efforts to reduce the overall backlog. Staff track key supporting metrics weekly through contractor reports and make adjustments when performance falls below targets for units, crews, or miles per week. This oversight remains critical as the backlog created during 2020–2022 is now resurfacing on the five-year cycle, visible in the backlog trend between October 2024 and December 2025. Current data shows a slight increase followed by a small dip in backlog, despite steady contractor performance and increased crew counts. This trend is tied to the COVID-era backlog and will be managed appropriately. Staff will continue monitoring through Q3 2026 before deciding whether existing resources—with some overtime—are sufficient to complete the work on time or if additional resources are needed. Furthermore, staff are assessing impacts from removing the upriver territory, which will reduce annual, 2.5-year, and 5-year cycle requirements. The 2.5-year backlog has steadily declined due to focused efforts on fast-growing trees, and with the 5-year backlog now at zero, resources can shift toward maintaining routine work and further reducing the 2.5-year backlog.

Electric Monitoring & Compliance

Monitoring the electric grid is essential to ensuring safe and reliable service to EWEB's customers. 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.

North American Reliability Corporation (NERC)

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

- VAR-002-4.1 R2 –2019, VAR-002-4.1 R2 PNC under draft review. R1 will close pending R2 acceptance.
- PRC-005-6 – 2023 and 2024

Along with the mitigation plans required by the Western Electricity Coordinating Council (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 has developed a PNC Mitigation Tracker in SharePoint. This tracker add visibility into the root-causes of NERC PNCs at EWEB and 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.

Public Utility Commission (PUC)

The Oregon PUC (OPUC) requires bi-annual high level safety patrol inspections on all overhead electric distribution and transmission lines. Additionally, OPUC requires detailed inspections once every 10 years. EWEB schedules detailed inspections on approximately 10% of the electric system every year to meet the requirements. In 2025, EWEB contractor Osmose Utilities performed detailed inspections on facilities serving the Hawkins, Danebo, and River Road substations. Over 2,400 poles were included in 2025 detailed inspections.

Detailed facility inspections are a key contributor to overall system health. These inspections test and measure wood health and strength, ensuring our wood pole infrastructure is in good condition. Inspectors also analyze the entire structure, top to bottom. This includes a visual inspection of all pole hardware and attachments, conductors, transformers and joint users. Any vegetation encroachment or deflection is also documented. Several measurements can be taken at each structure to ensure clearance requirements are met.

EWEB's PUC Compliance team uses the findings of these inspections to perform field assessments of all documented code violations and damaged or deteriorated infrastructure. These audits will shape a detailed plan of correction to replace aged assets and remedy code violations.

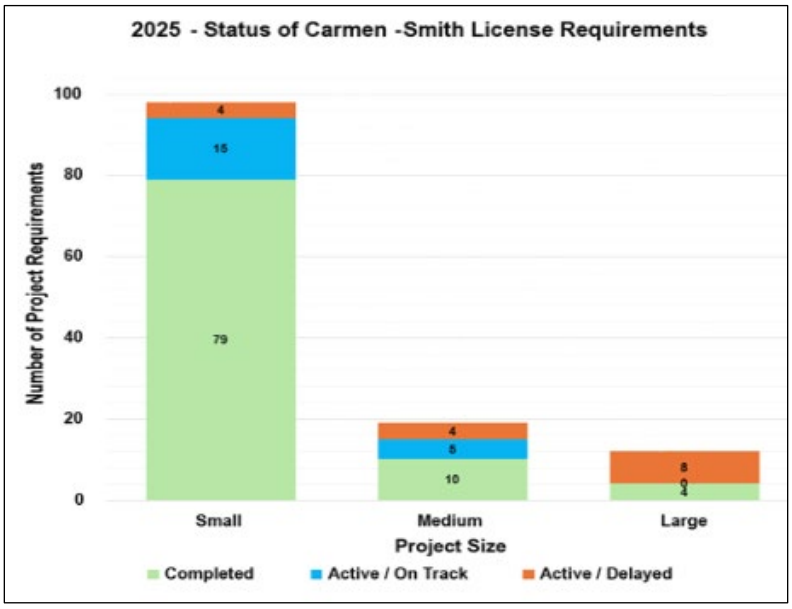
In 2025, EWEB completed a large volume of construction work to place our poles into a code compliant status. By the numbers, EWEB completed work on 35 electric distribution circuits including nearly 5,200 poles. Some key metrics include 117 pole replacements, 171 cross arm replacements, 48 transformer replacements, and over 10,000 feet of primary conductor replacement. Line crews corrected over 1,000 code violations throughout the year.

Federal Energy Regulatory Commission (FERC)

In 2025, there were 129 unique requirements associated with the fulfillment of the current Carmen-Smith operating license. Of these requirements, ninety-three (93) were completed, twenty (20) are on track to be completed by an upcoming deadline, and sixteen (16) were delayed mostly due to dam safety issues and FERC approval time. Delayed projects are primarily large, complex multi-year efforts, such as permanent fish passage at Trail Bridge Dam. Large projects typically have multiple compliance deadlines. For example, upstream fish passage has three (3) separate requirements (Plan and Schedule, Design, Construction) that are tracked as unique obligations.

EWEB worked closely with the National Marine Fisheries Service and U.S. Fish and Wildlife Service to develop a conceptual framework for permanent fish passage at Trail Bridge Dam that includes modifying the FERC license requirements through a license amendment process. EWEB will submit a license amendment application in mid-2026 to codify the changes.

Figure 16 - 2025 - Status of Carmen Smith License Requirements



Small Projects: Duration of 12 months or less. Not complex and relatively low cost.
Medium Projects: Duration of 12-36 months. Increased complexity and cost, with greater environmental benefit once complete.
Large Projects: Duration of greater than 36 months. Typically, highly complex and costly, with significant environmental benefit once complete.

Electric 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 Generation and Electric Capital Plans ensure investment in our infrastructure is prioritized in both the short and long term to ensure continued reliable service to our customer/owners.

The graph below shows capital spending performance through 2025 and as projected to end of the year. Some project delays have been experienced resulting in underspend slightly below the 90% spend target. Contributing factors include:

- Delay of Danebo Substation rebuild due to supplier lead time delays for switchgear
- Pausing upriver AMI deployment due to upriver transfer
- Delay of EES season 3 work to allow for further system stabilization and planning

Figure 17 - 2025 Overall Electric Capital Spending Trend

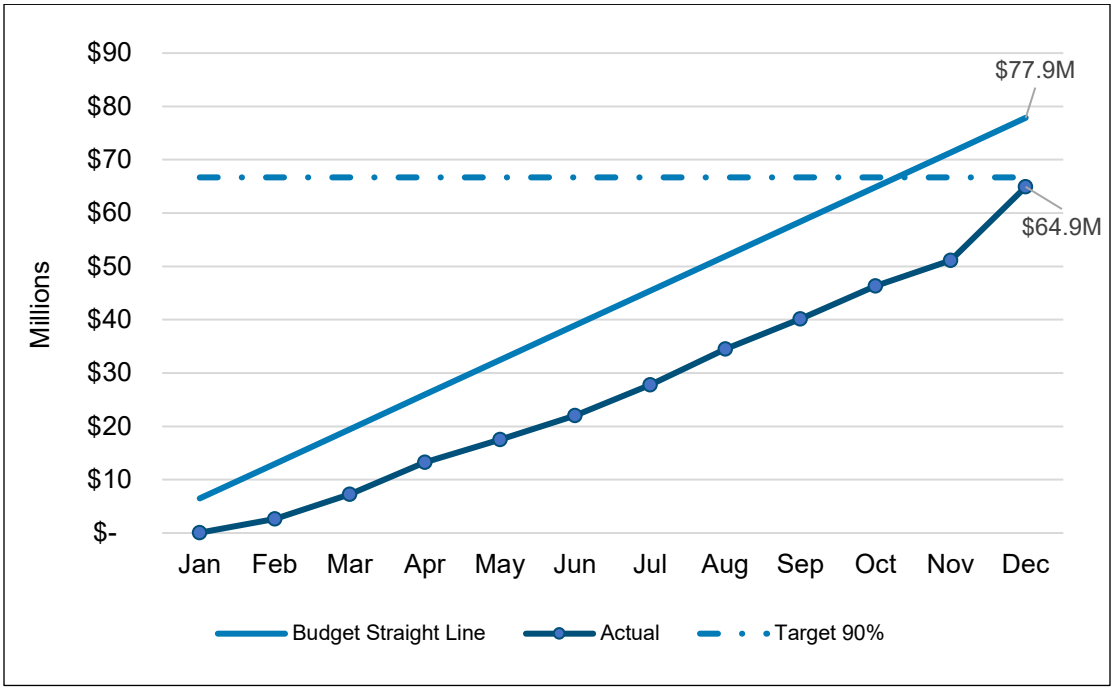
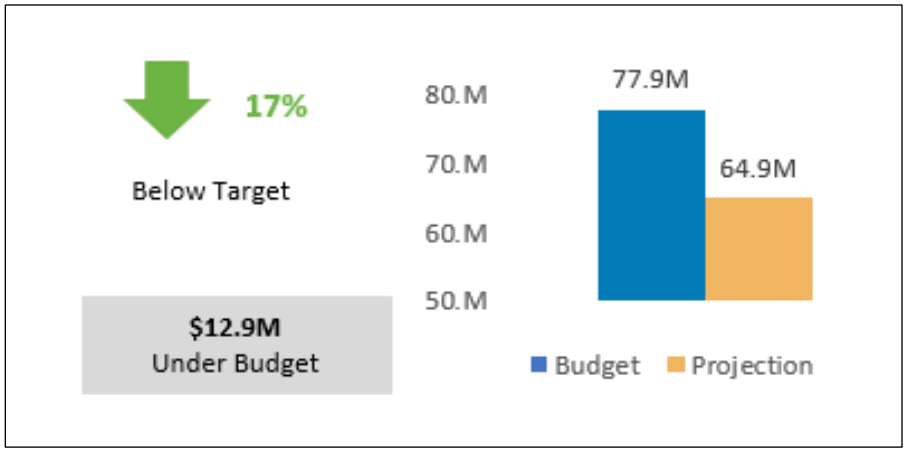


Figure 18 - 2025 Electric CIP Grand Total Spending Graph



Electric Support Services

To ensure the smooth delivery of reliable electricity 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, environmental, facilities, design and mapping, and AMI services. See Water Support Services for additional details.

Switch (Customer)

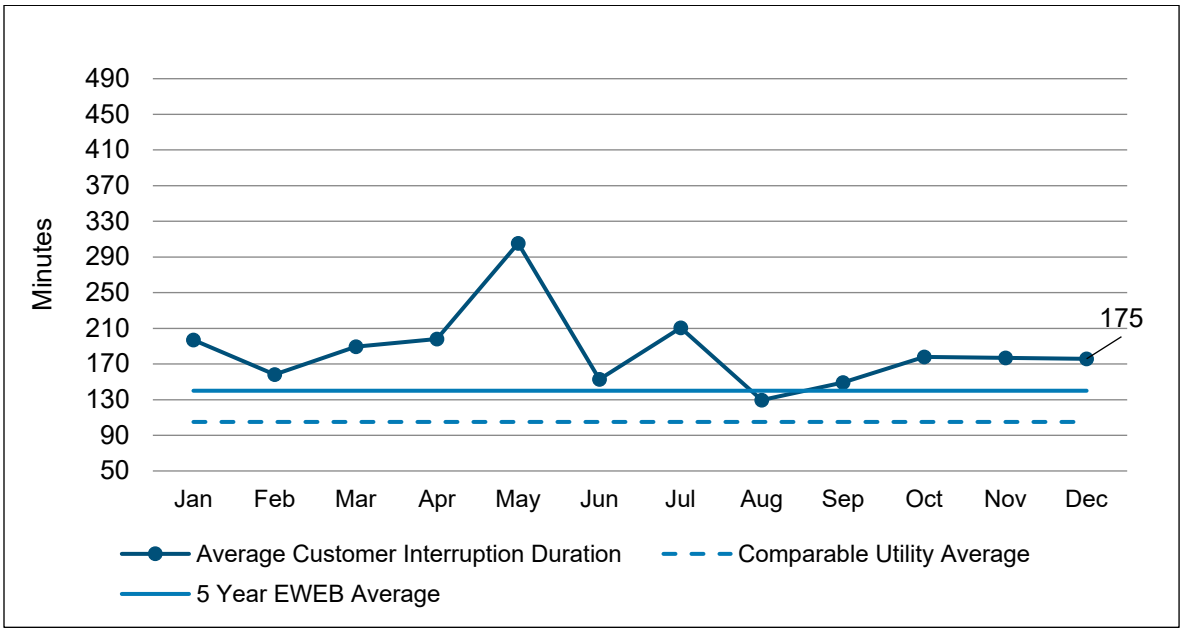
The Electric Division's mission is to provide safe, reliable electricity to our customers while serving as stewards of utility assets and infrastructure using the Source to Switch approach. This section includes data and information that points to the customer's experience with the Electric Division.

Customer Average Interruption Duration Index (CAIDI) (Sum of customer interruption time/Total number of customer interruptions)

The figure below illustrates EWEB's restoration performance using the industry-standard reliability metric, CAIDI (Customer Average Interruption Duration Index). Defined by the Institute of Electrical and Electronics Engineers (IEEE), CAIDI measures the average duration of service restoration for customers who experience an outage. EWEB tracks this metric throughout the year using its outage management system, normalizing system-wide data to reflect the average restoration time per outage. Benchmarking comparisons include publicly available data from utilities also used for financial rate benchmarking. Note that this graph represents normalized data across the entire system and does not separate upriver and urban territories; individual outages may have been longer or shorter than the average shown.

CAIDI represents a month-by-month snapshot of restoration performance rather than a cumulative trend. In Q4, CAIDI performance was slightly above EWEB's five-year average, with minimal variation between months. Contributing factors include outage complexity, restoration timing, staff availability after hours, and coincidental weather-related outages. While there were no major storm events, Q4 experienced two wind-related incidents significant enough to require full restoration crews, occupying all available resources. These outages did not meet the threshold for exclusion from this metric (as would large-scale disasters like the 2024 Ice Storm). Additionally, reduced staff availability during winter holidays likely contributed to longer restoration times.

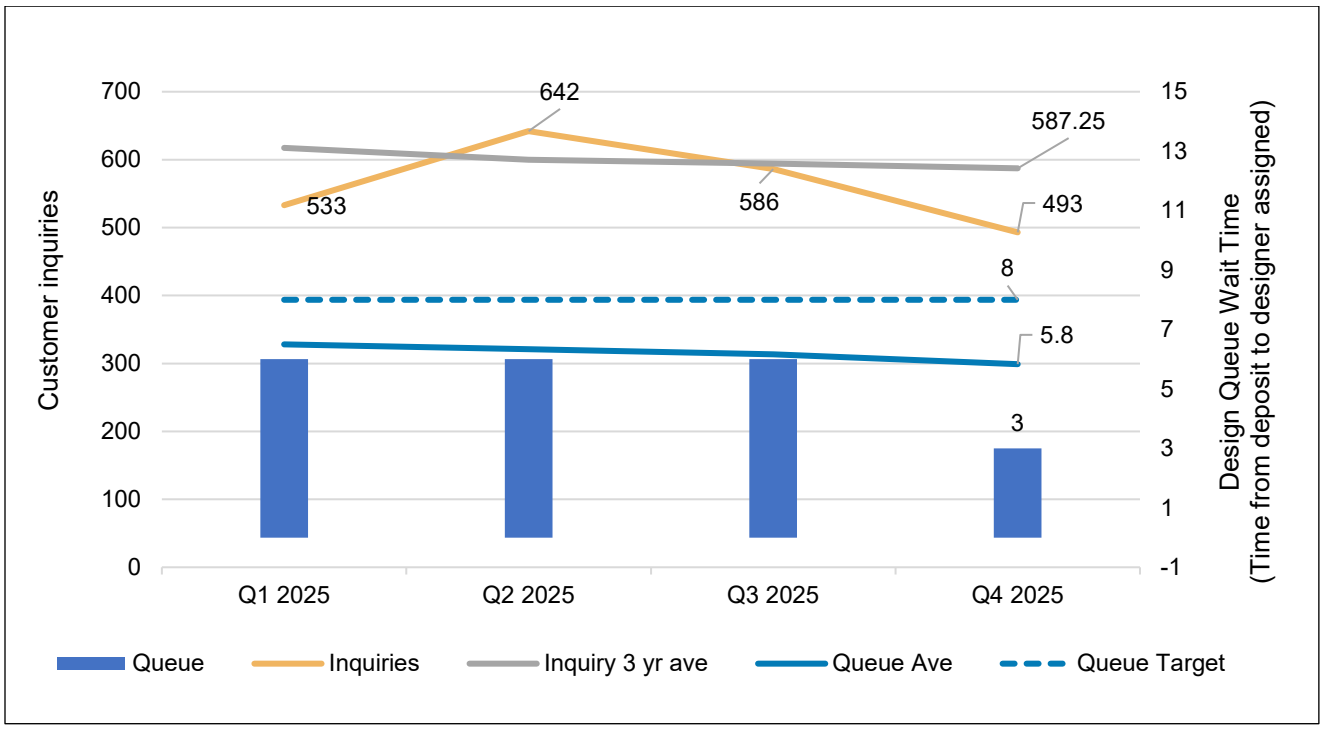
Figure 19 - 2025 CAIDI: Average Electrical Outage Restoration Time



Rely on us.

The graph below illustrates the trend in customer inquiries received by EWEB, covering workflows of varying complexity such as rewires, renovations, upgrades, and new construction projects of all sizes. Inquiries peaked in Q2 before returning to more typical levels in Q3, with Q4 showing the expected seasonal decline. To improve responsiveness, EWEB increased staffing earlier in the year by adding three technicians and emphasized continuous improvement initiatives. As a result, average queue lead time—measured from deposit payment to technician assignment—has remained below the target of eight weeks.

Figure 20 - Quarterly Design Queue Wait Time vs. Customer Inquiries

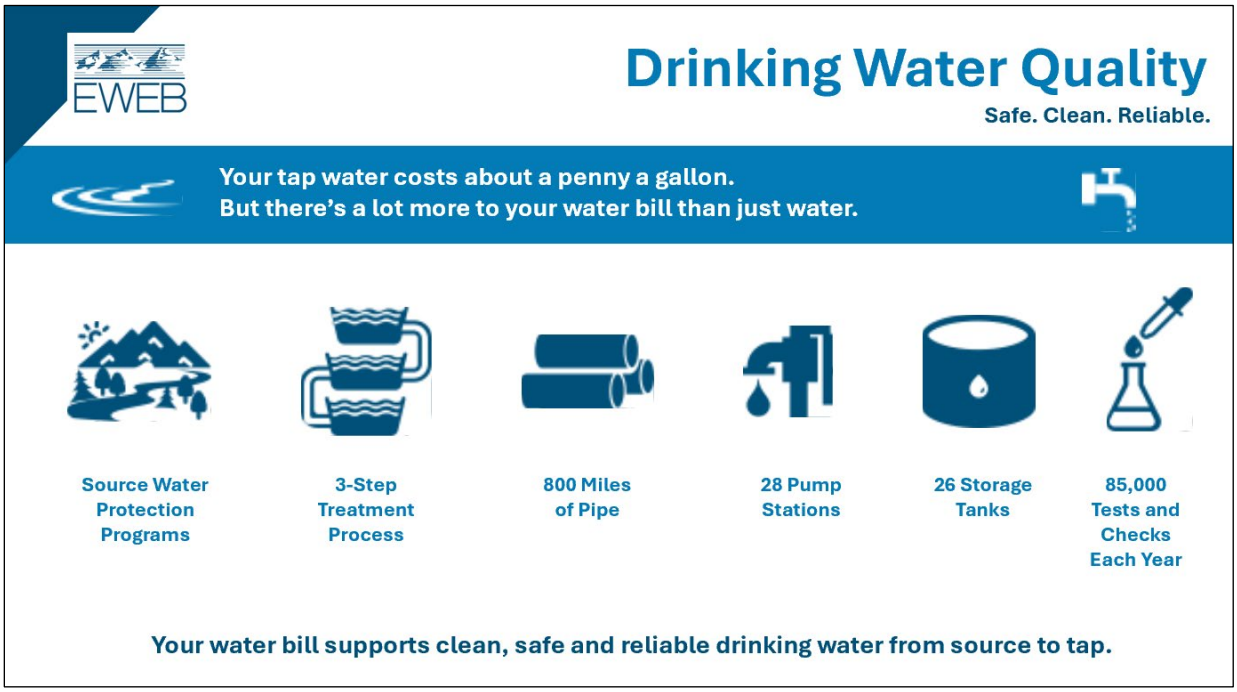


Water Utility: “Source-to-Tap”

The Water Utility 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.

The Source to Tap model is shown in the graphic below.

Figure 21 - EWEB Source-to-Tap: Drinking Water Lifecycle Quick Facts



Drinking Water Source

The McKenzie River is EWEB’s sole source of drinking water. To protect this vital resource, EWEB has a Source Water Protection Program to minimize adverse impacts. 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.

A total of 9 source protection monitoring events were completed in Q4, which included 2 harmful algal bloom (HAB) events, 1 urban ambient event, 2 urban storm events, 2 Holiday Farm Fire events and 1 baseline event. Cyanobacteria activity remained low in both Blue River and Cougar Reservoirs in October, and no toxins were detected. Urban ambient bacteria monitoring efforts in November yielded mixed E. coli results, with some sites reporting elevated levels, which is typical in the fall. The highest E. coli results for the quarter were reported in the 69th and 72nd stormwater channels during a late October rain event, although bacteria levels were significantly lower at both sites during a major December storm event. Overall, 2025 peak bacteria results were well below peak values observed in 2024 across several urban stormwater sites.

Source protection staff sampled Holiday Farm Fire sites during the major mid-December atmospheric river event that resulted in high flows throughout the watershed. Both Quartz Creek and Gate Creek experienced exceptionally high turbidity levels during the storm event, which contributed to the mainstem McKenzie reaching the highest turbidity values observed post-Holiday Farm Fire. On a positive note, no major vehicle releases or spills were reported for the McKenzie watershed during Q4.

Pure Water Partners Program

The Pure Water Partners (PWP) program is an incentive-based strategy that aims to protect existing healthy riparian and floodplain areas and restore degraded riparian forests along the McKenzie River through voluntary actions with landowners.

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. PWP has been working to redesign internal processes as we shift away from post-fire work. PWP has been applying for grant funding for restoration work on high priority properties in the watershed. Additional outreach is scheduled for winter/spring of 2026.

Drinking Water 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.

Turbidity is a measurement of the clarity of water, which is an important indicator of filter performance that 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 national performance optimization goal for turbidity in drinking water is 0.15 NTU in 95% of the samples. Filtration performance continues to show that our filtration process is optimized.

Treatment conditions were average for Q4 of 2025. Treatment experienced one storm during Q4 that produced a maximum turbidity value of 149 NTU. High flows and large amounts of debris accompanied the event. These conditions had minimal impact on the treatment process.

Figure 22 - Quarterly Filtration Performance

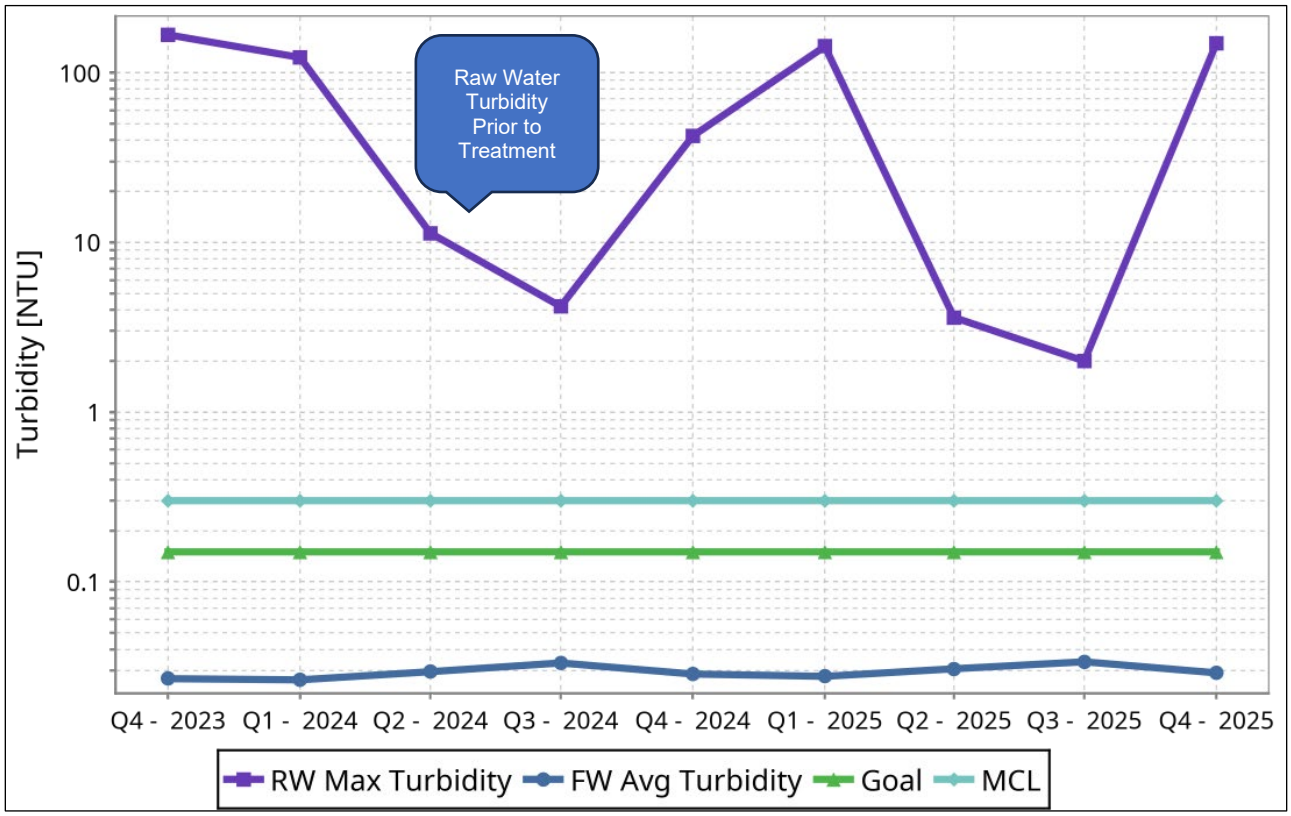
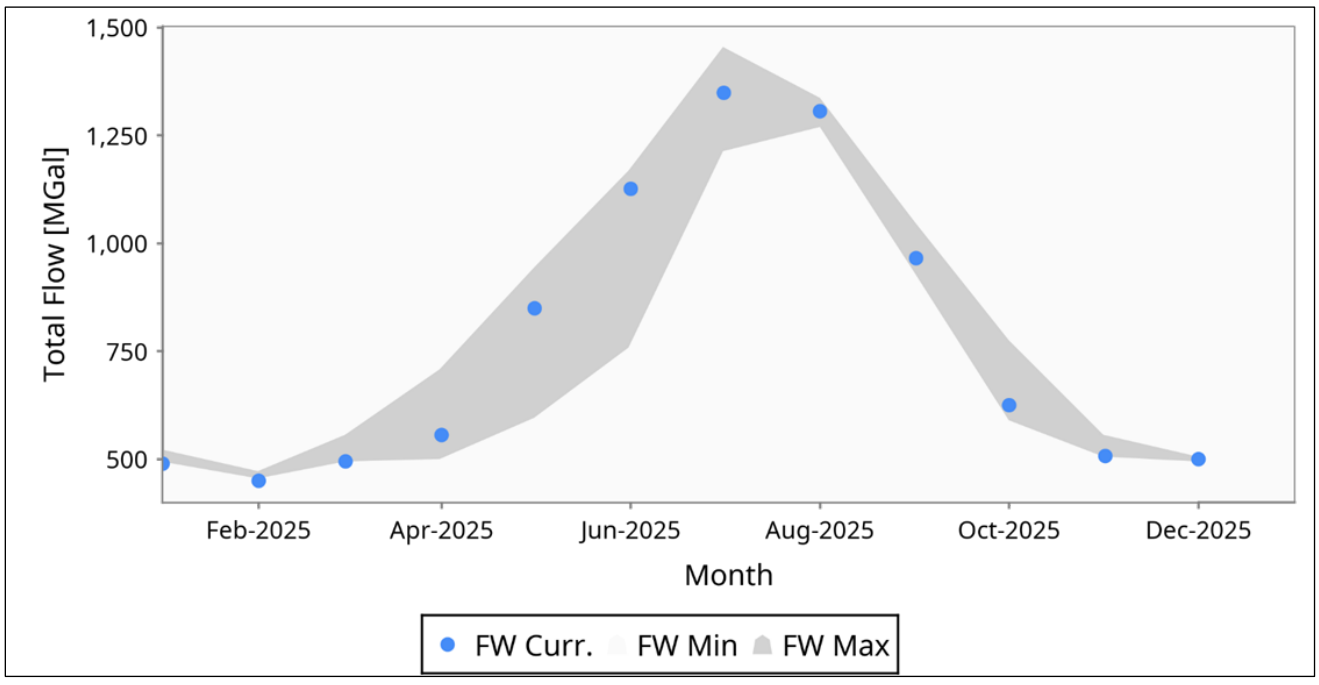


Figure 23 - Finished Water Production



Production levels for Q4 of 2025 were slightly lower across all three months of the quarter vs that of the previous year. This was the trend from the previous quarter as well and is reflected in lower production totals for the entire year.

Drinking Water Transmission & Distribution

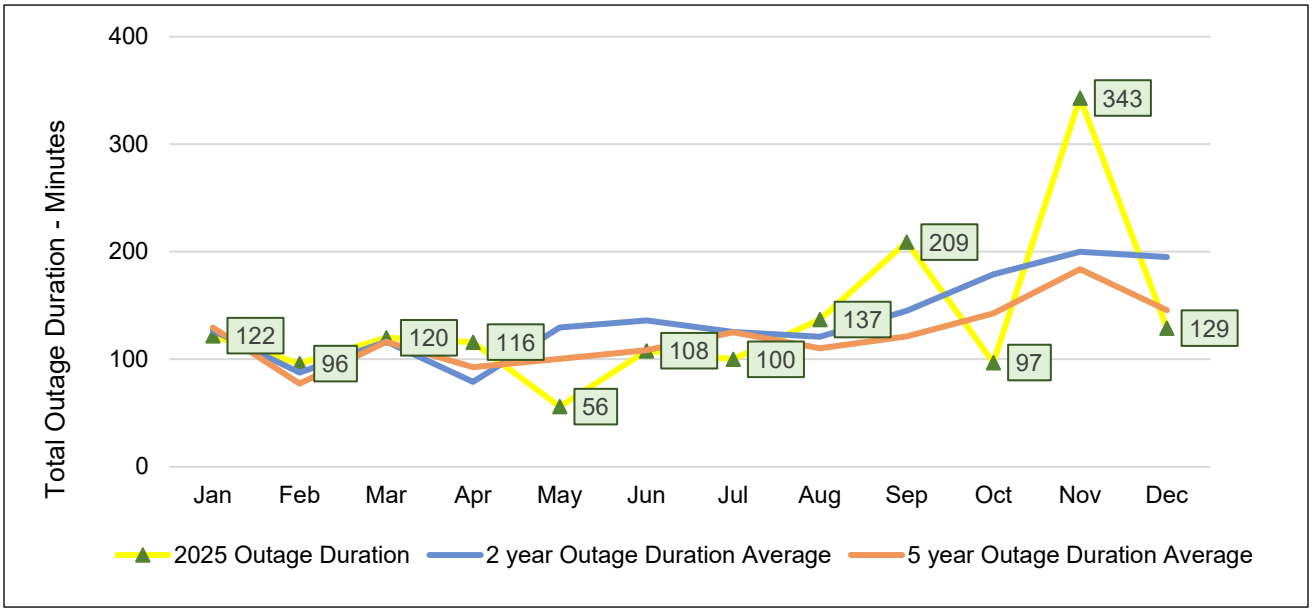
Once the water is adequately treated, the quality must be maintained as it is delivered to EWEB's customer owners. Replacing aging infrastructure, repairing leaks, flushing, maintaining a disinfectant residual and positive pressure, and protecting against cross-connections are critical aspects of the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

In Q4 we exercised 1384 distribution system valves size 2" - 12" for a total of 7,317 by YE with an annual goal of 5000. No distribution valves size 16" - 20" were exercised in Q4 for a total of 285 YE with an annual goal of 293. Water crews inspected and operated all 84 system separation valves, and all 42 arterial transmission valves in the system. All auto flushing valves and control valves were also inspected. 200 Reservoir and pump station valves were exercised in 2025 with an annual goal of 333.

The "Unplanned Outages Duration Data" graph shows how outage times for 2025 compared to the two-year and five-year averages. Overall, the outage durations for 2025 stayed steady and consistently below the annual benchmark. The AWWA benchmark is 1,120 minutes, much higher than EWEB's duration, showing that EWEB continues to perform very well compared to industry standards.

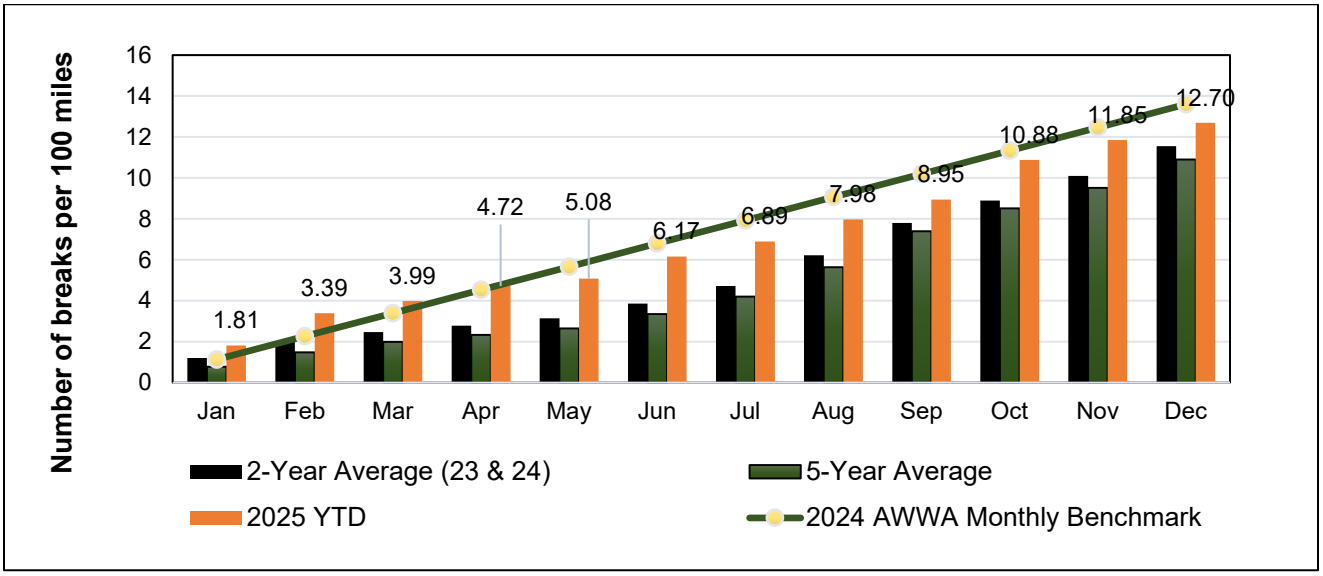
The Water Division issued five (5) boil water notices in 2025. Two (2) of the boil water notices were caused by water main breaks in the south hills. These two 2 breaks affected 179 customers. The other three (3) notices issued were caused by unauthorized operation of EWEB water valves by non-EWEB individuals (i.e. customer thinks they are isolating their own water meter but instead are closing a valve that isolates multiple water services). These 3 notices affected 18 customers.

Figure 24 - Unplanned Outages Duration Data



Note: The AWWA median benchmark is 1120 minutes which is much higher than EWEB's current and historical trends.

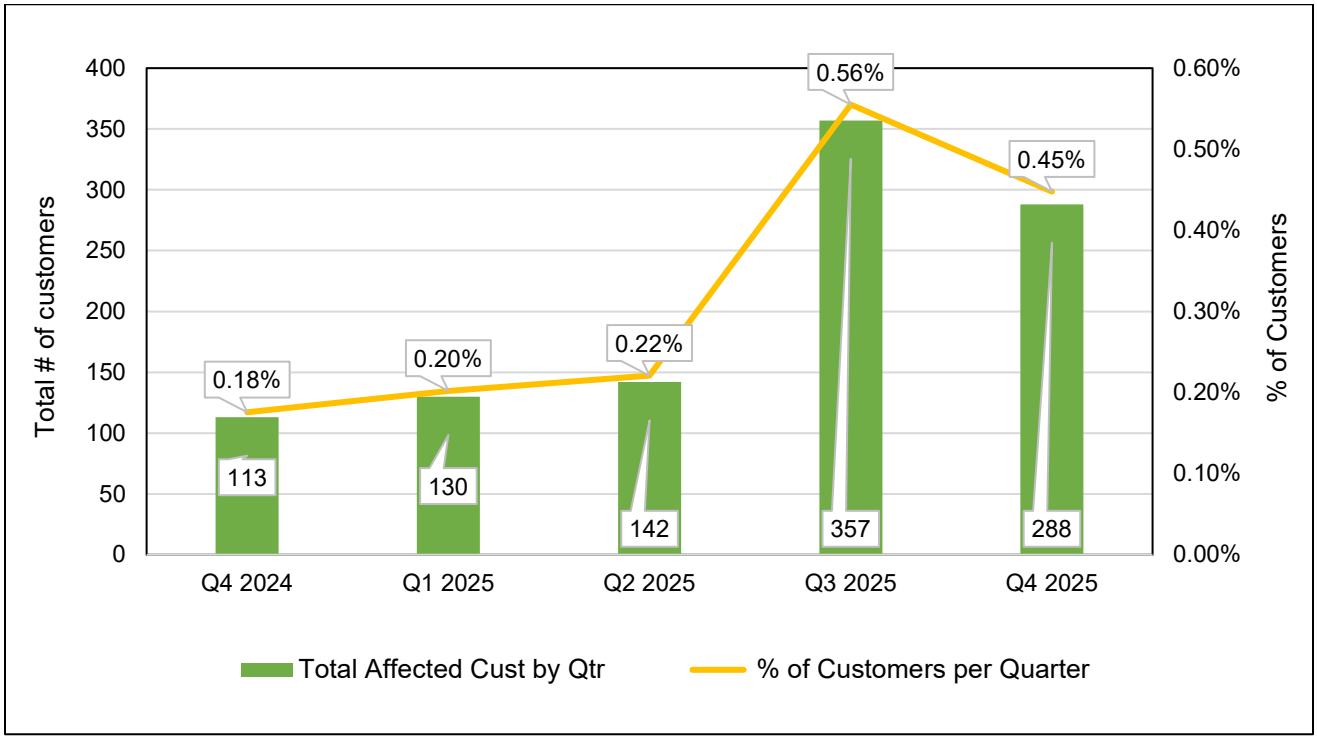
Figure 25 - Leaks/Breaks per 100 miles of pipe



The “Leaks/Breaks per 100 Miles of Pipe” graph shows how 2025 compares to the past two-year and five-year averages, along with the AWWA benchmark. The number of leaks and breaks slowly goes up over the year, as this is a cumulative look at the numbers. This chart provides a window into how our main replacement program is keeping up. **The 2025 numbers stay close to or below the AWWA benchmark of 13.6 and for the total year we came in under that number**, showing that our system continues to perform reliably per industry standards.

The “Percentage of Customers Experiencing Planned or Unplanned Outages” graph shows how many customers were affected by outages in Q4 2024 and in each quarter of 2025. The number of customers affected rises in what we call the “shoulder months”, when we experience more breaks as a result of changing temperatures, which is why we see the biggest impacts during Q3.

Figure 26 - Percentage of Customer Experienced Planned or Unplanned Outages



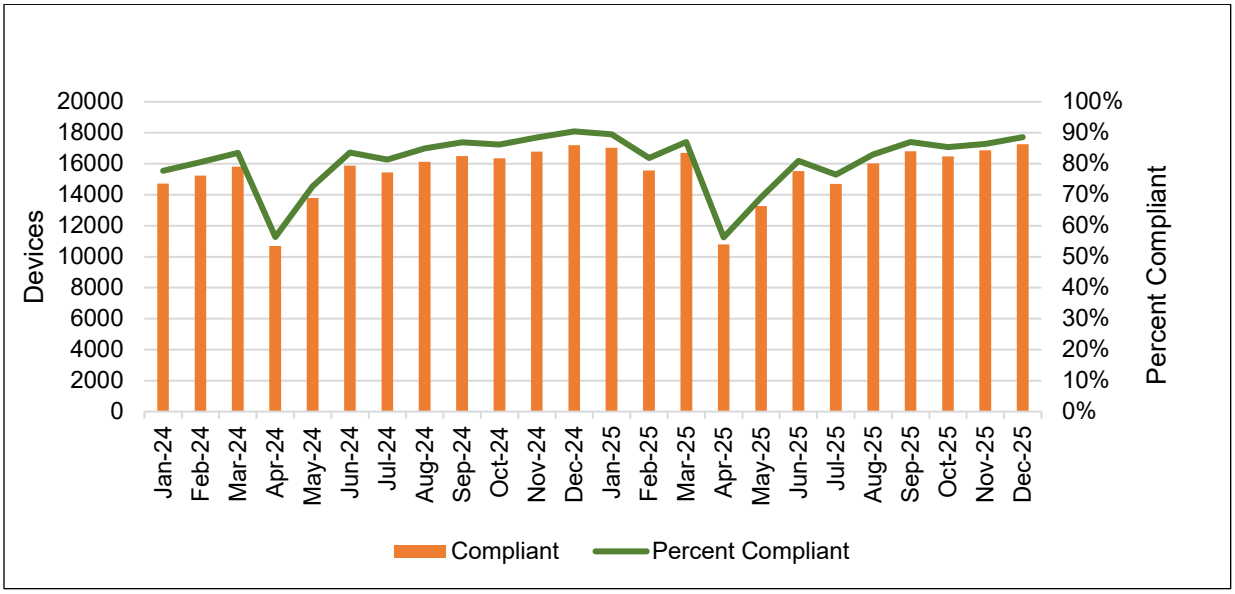
Drinking Water Monitoring & Compliance

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

EWEB has maintained regulatory compliance since the Safe Drinking Water Act was established in 1974, including all of 2025.

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 number of tests due for the year. This dip is seen annually. Currently 90% of the 19500 devices in our system are compliant, with an annual goal of 95% compliance.

Figure 27 - Backflow Devices Compliant Testing



Drinking Water Resiliency, Planning & Emergency Preparedness

Natural hazard and security response mitigation plans along with resiliency and emergency response plans are a final barrier in place to protect public health 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 Water System Master Plan (WSMP) and Capital Improvement Plan (CIP) ensure investment in our infrastructure is prioritized in both the short and long term to ensure reliable service to our customer owners.

Water Operations continued maintenance and training programs on emergency treatment and distribution trailers. These programs ensure that the trailers are supplied and operationally ready if an emergency occurs. Sound proofing modifications were made to the OEM/SPIRE treatment trailer to increase operator safety.

The Water Division completed a 5-year update of the Emergency Response Plan (ERP) in 2025 and certified it with EPA in Q3. The WSMP is currently undergoing updates to the 2015 plan but has been temporarily delayed due to resourcing constraints within Water Engineering and competing large capital projects including College Hill Reservoir replacement and Willamette Water Treatment Plant design.

Overall, water capital expenditures for 2025 came in over original budget but slightly under the amended capital budget. The main driver of this is that construction of College Hill Reservoirs was significantly ahead of schedule and the water capital budget was amended to shift funds for the project from 2026 to 2025 budget. In 2025, four major capital projects were cancelled or delayed from the 2025 capital plan in an effort to control year-end costs. Cost drivers for 2025 include multiple contracted main replacement projects that needed to be constructed ahead of City of Eugene Street projects, higher than anticipated College Hill Tank Construction bids, and work on the Hilyard Street Transmission Main and Shasta 975 Reservoirs that was originally budgeted for 2024 but pushed into 2025.

Figure 28 - 2025 Overall Capital Spending - Water

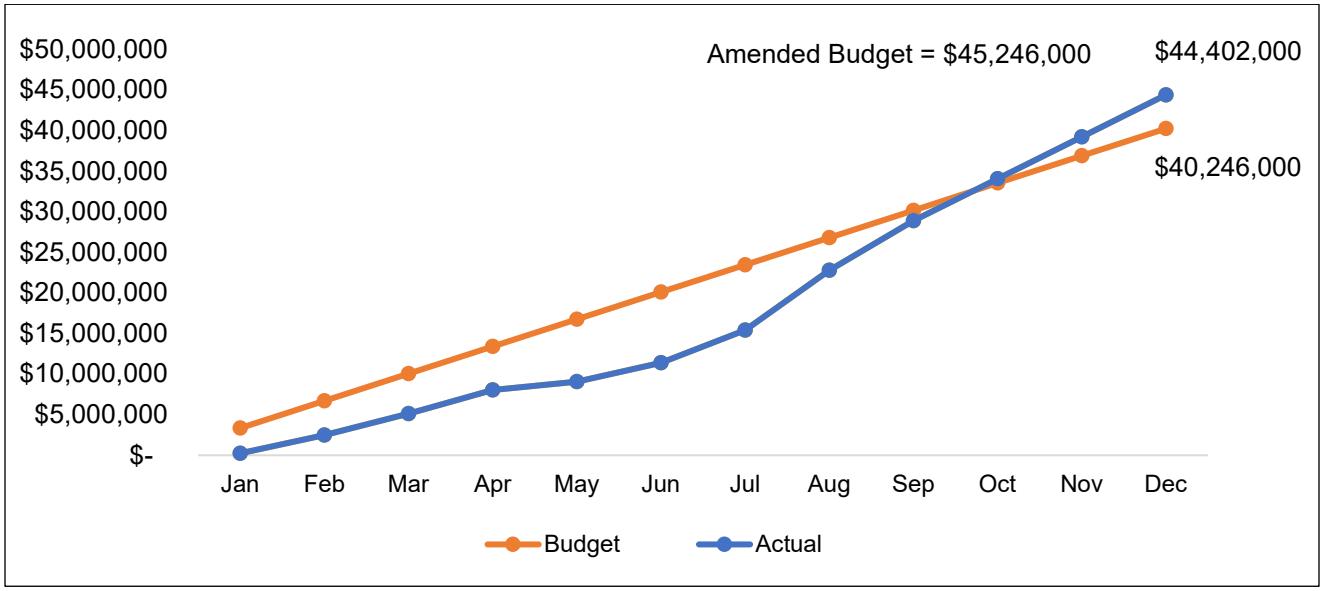
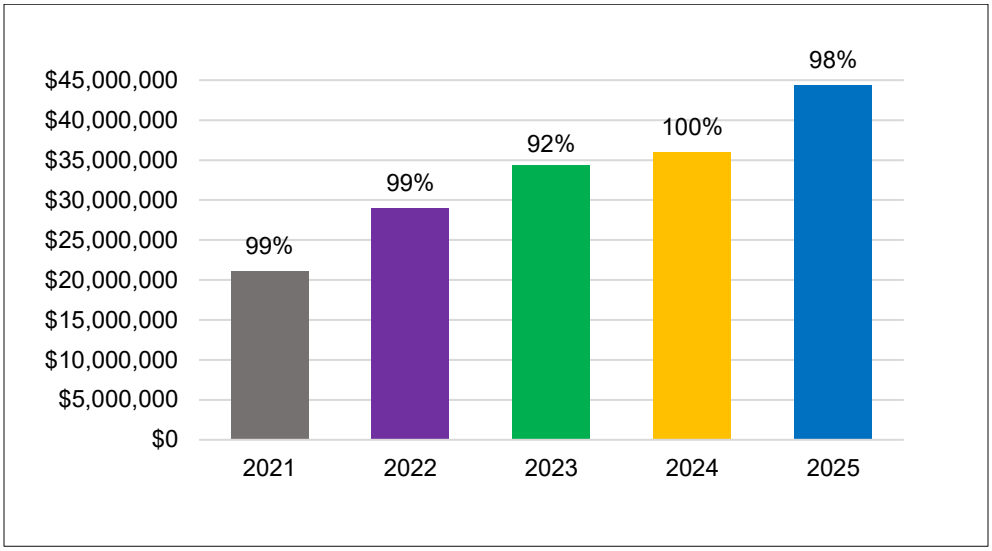


Figure 29 - 5 year Spend on Annual Water Capital Budget

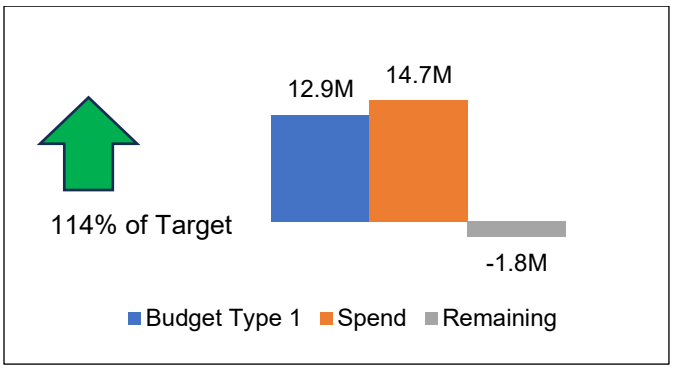


Type 1 General Capital is budgeted year-by-year for routine capital expenditures totaling less than $3 million and is funded with rates and customer contributions. Typical examples include “main replacements” as part of Distribution & Pipe Services.

Type 1 projects were overspent at about 114% of budget in 2025 due primarily to two larger contracts to replace water mains on East Broadway and Grant/Pierce Street ahead of City of Eugene paving projects. Changes to City paving schedules ended up requiring these two major projects to occur simultaneously over the summer. Additionally, a large intake pump replacement for our raw water intake was budgeted in 2024 but was not delivered until Q4 2025 due to manufacturing delays. Hayden Bridge required several emergent projects this year to replace aging and obsolete electrical equipment, replacing wear items on the disinfection system, as well as rebuilding a critical backwash

pump to ensure plant reliability. Costs were reduced over earlier projections by deferring some strategic projects, reducing some contracted scope, and deferring other Type 1 projects. The City View 1150 Pump Station replacement and lower pond improvements at Hayden Bridge were delayed and pushed out to 2026 in the capital plan in an effort to maintain Type 1 budget for 2025. However, ongoing escalation of routine contracts and materials, above average customer driven service requests, and above average work needed ahead of City of Eugene paving projects led to Type 1 costs exceeding budget.

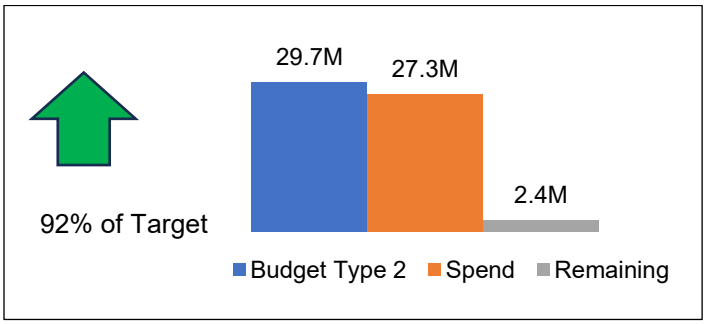
Figure 30 - Type 1 Quarterly Budget Numbers



Type 2 capital projects are discrete, with a defined completion period, and lifetime expenditures over $3 million. Depending on the project, this work may be funded with rates, customer contributions, or bond funds.

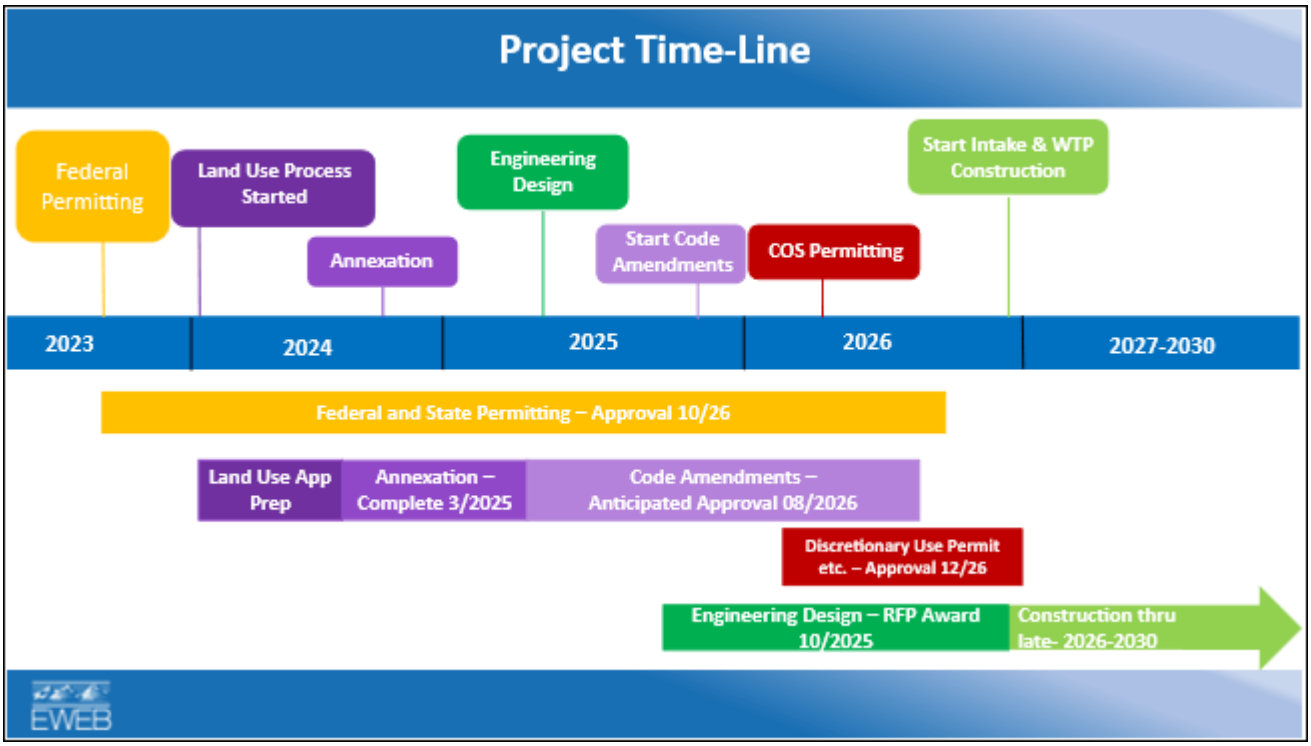
Overall water Type 2 Capital Expenditures are at about 92% of 2025 amended budget. Work on College Hill tanks, significantly ahead of schedule, required a $5 million shift in funds from 2026 to 2025 budget, however work slowed more than expected for the final 2 months of year. The Hilyard Street Transmission Main was completed in early 2025 but restoration work is being completed by the City of Eugene; this project was budgeted for 2024 but delayed to 2025 and will now push into 2026 as the City's paving project is ongoing. Additionally, the Willamette Water Treatment Plant design contract was awarded in October 2025, but costs came in significantly lower than 2025 budgeted amount due to delays. Shasta 975 storage tanks were substantially completed in 2025 with final demolition and landscaping to occur in 2026. Two major transmission main projects were bid, awarded, and subsequently cancelled to reduce 2025 Type 2 costs and have been deferred in the capital plan.

Figure 31 - Type 2 Quarterly Budget Numbers



The Willamette Water Treatment Plant Project timeline shows steady progress from 2023 through 2030. It began with federal permitting, land use, annexation, and code updates in 2025. Federal, state, and local approvals are expected by late 2026. Engineering design started in fall 2025 with 30% design anticipated in summer 2026. With board approval, construction of the intake and water treatment plant will begin in late 2026 and continue through mid-2030.

Figure 32 - Willamette Water Treatment Plant Project Time-Line

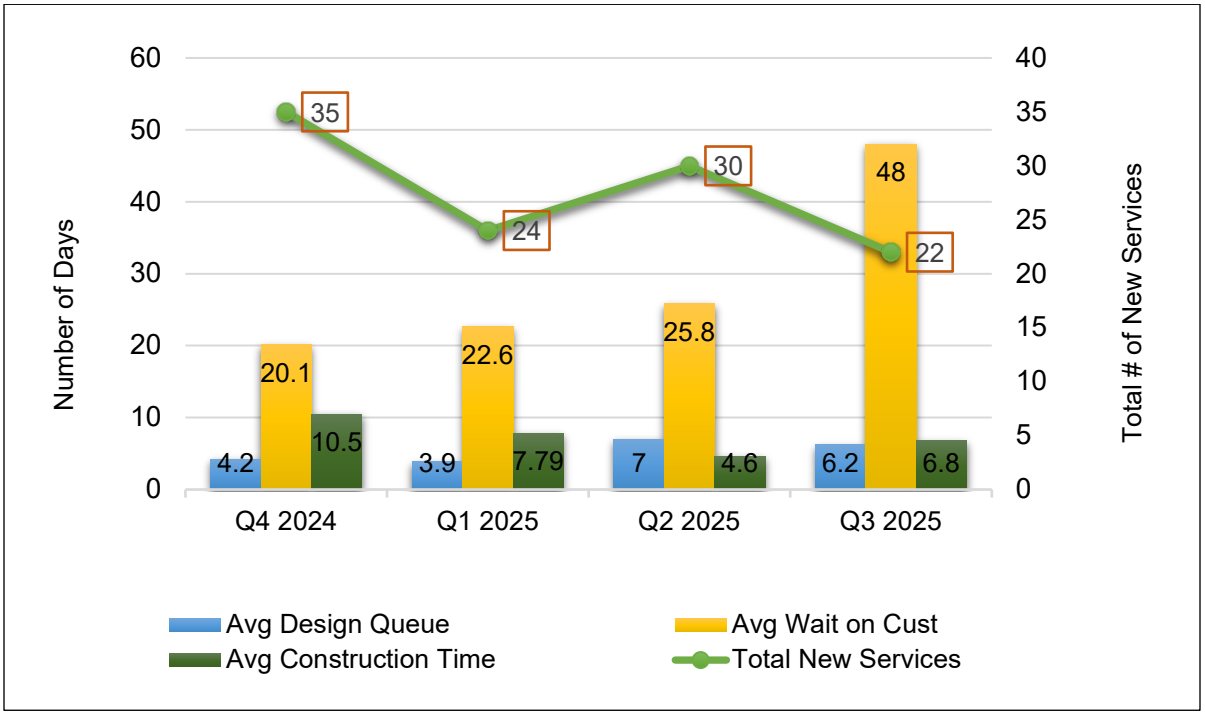


Tap (Customer)

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.

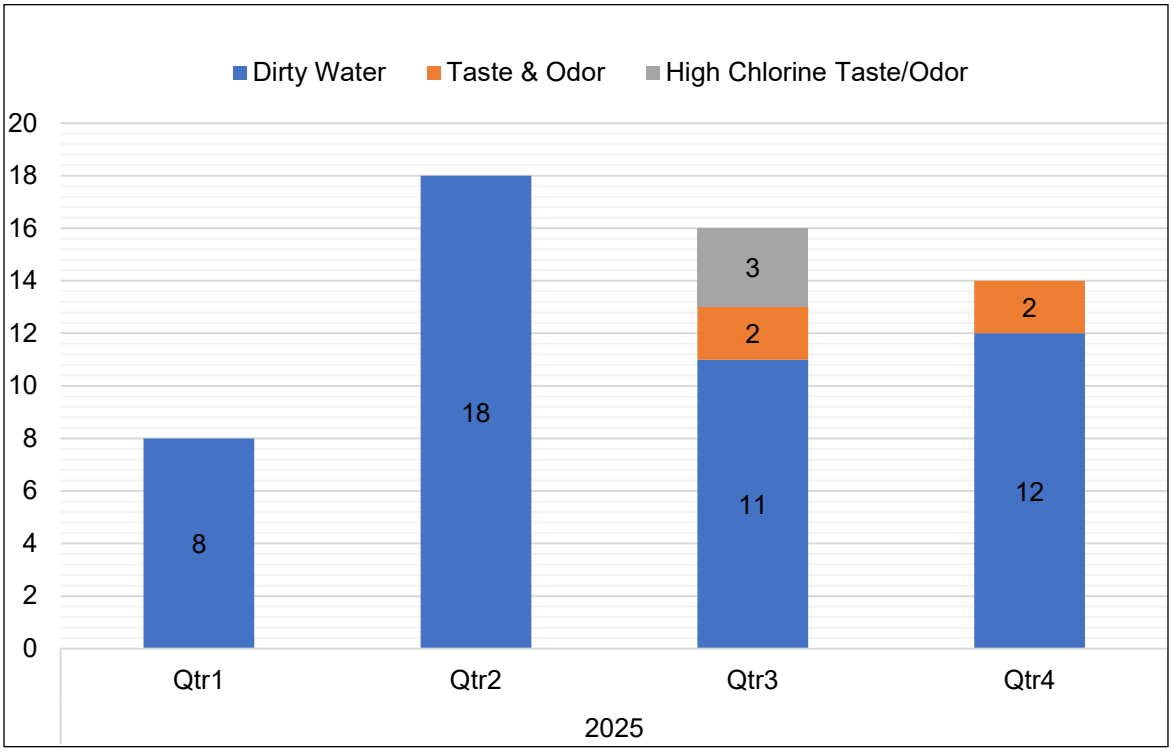
The graph illustrates a one-year look at average project wait, design, and construction times, along with the total number of new services by quarter. Average design queue times remain relatively consistent, ranging from about 4 to 8 days. Time waiting on customers shows more variation, peaking at an average as high as 48 days to a low of 20.1 days. Construction time reached its highest point in Q3 2024 at roughly 15 days before trending downward through early 2025. The total number of new services also fluctuated, with the highest number of 35 in Q4 2024 and lowest of 22 in Q3 2025.

Figure 33 - One Year Average of Project Wait, Design, and Construction Times



Note: Q4 2025 data will not be finalized until after Q1 2026

Figure 34 - Quarterly Number of Customer Complaints

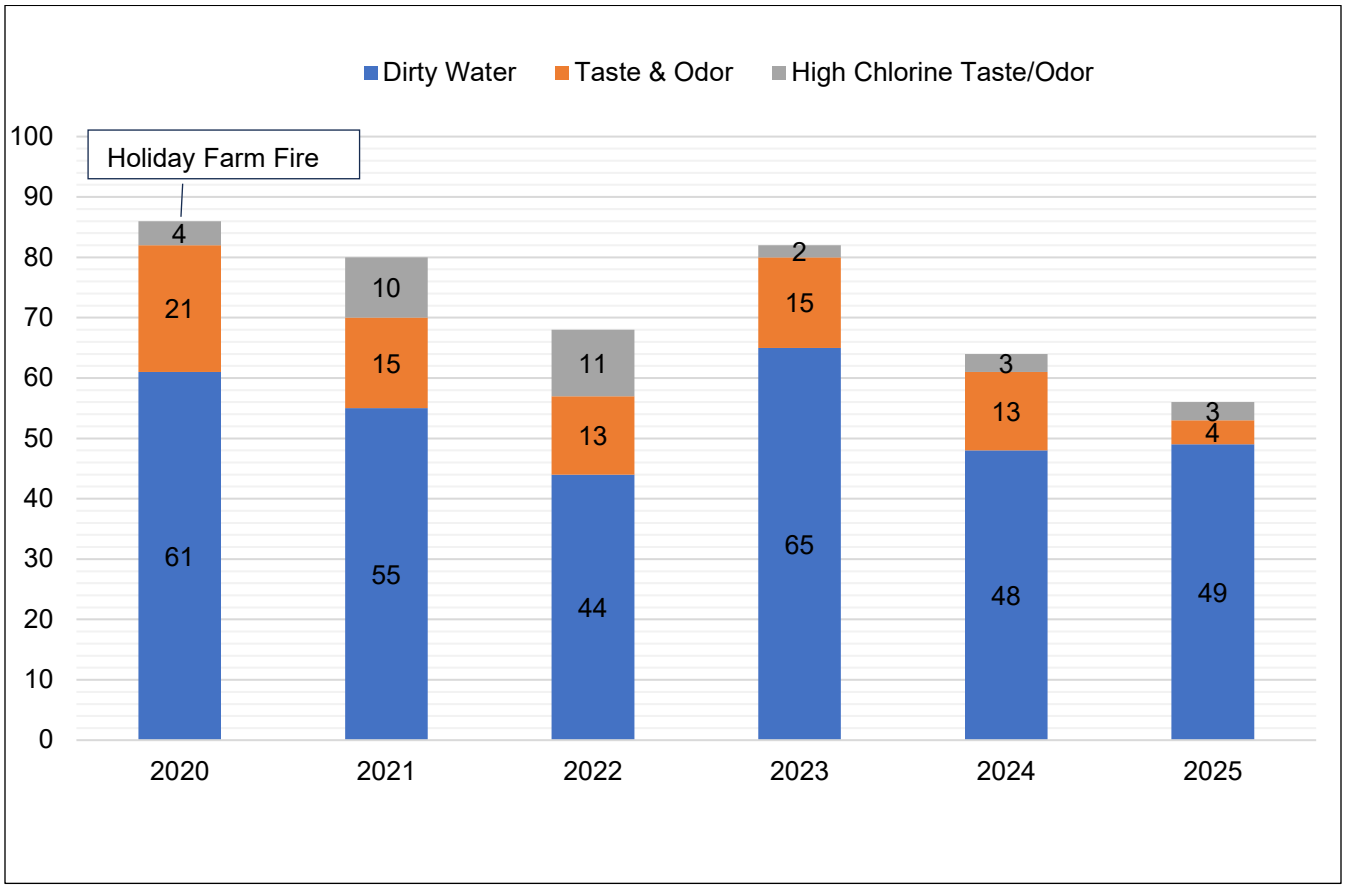


Rely on us.

The number of customer complaints is not uncommon for what we normally see in Q4. 2025 had the lowest number of customer complaints for water quality since before the Holiday Farm Fire.

During late summer/early fall, we start to see demand decrease but water temperatures stay high which results in some taste and odor concerns. For Q4 we had a total of 14 water quality complaints of which 12 were for dirty water and 2 were taste and odor related.

Figure 35 – Annual Number of Customer Complaints



Water Support Services

To ensure the smooth delivery of 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, environmental, facilities, design and mapping, and AMI services for both the Water and Electric Utilities. The dial represents performance across all of the services provided by the sections within Support Services Operations.

Reliability

Support Services provides equipment and services necessary to the work of other departments throughout the utility. We track our reliability in providing those services. Fleet Services, AMI Operations, and Utility Support are performing on target with response, accuracy and on time performance.

One area where we measure accuracy and performance is in advanced meter data collected by AMI Operations. Advanced meter reads are consistently performing at 98.9% for interval reads and 99.9% for register reads which is well within industry standards. Signal to noise ratio (SNR) is also a key measure of the quality of information being collected by our meters. 94.5% of our meters are performing above the benchmark of 16 SNR. This is also well within industry standard. AMI Operations continues to support Water Ops during the mass water deployment project through scheduling, customer communication, and service notification processing for new meter installs. The project is on schedule for completion in June 2026.

Figure 36 - 2025 Traffic Control Plan Requests

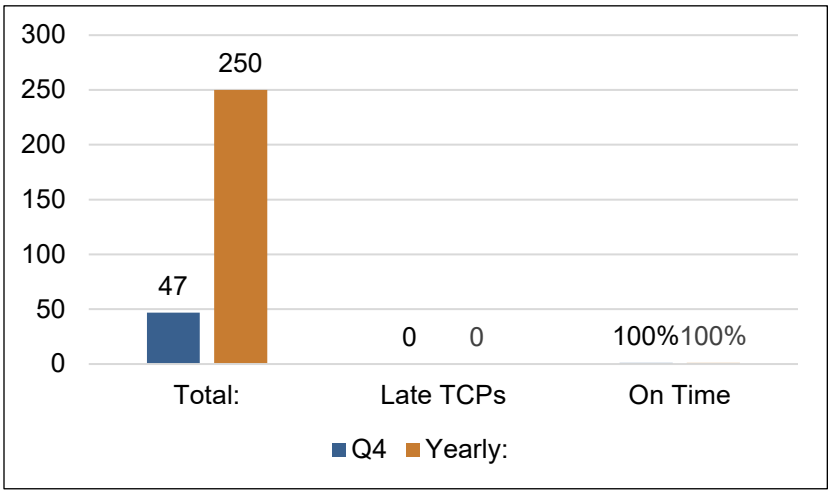


Figure 37 - 2025 Saw Cutting

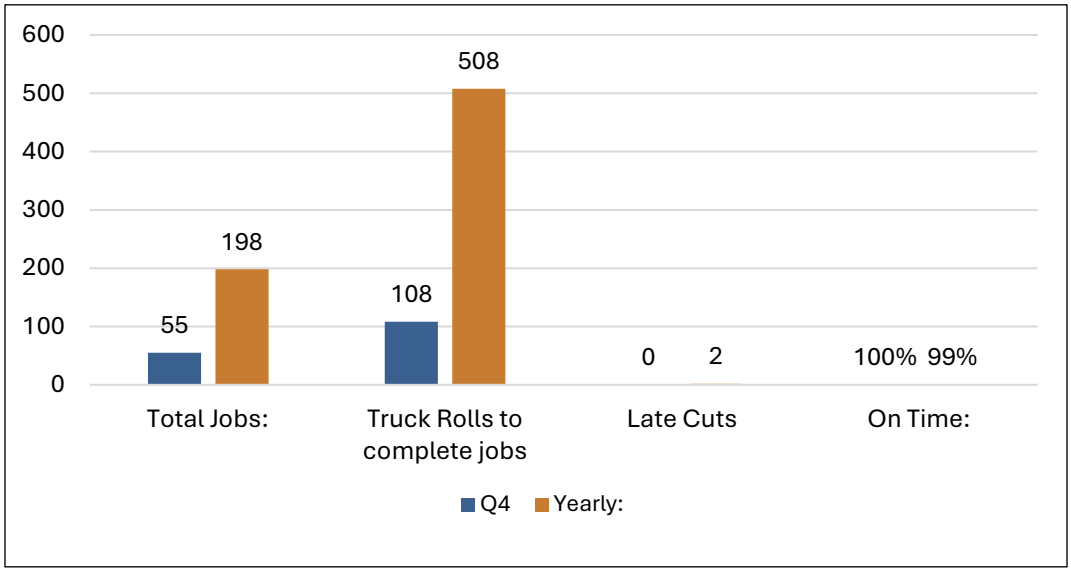


Figure 38 - 2025 Locating Tickets

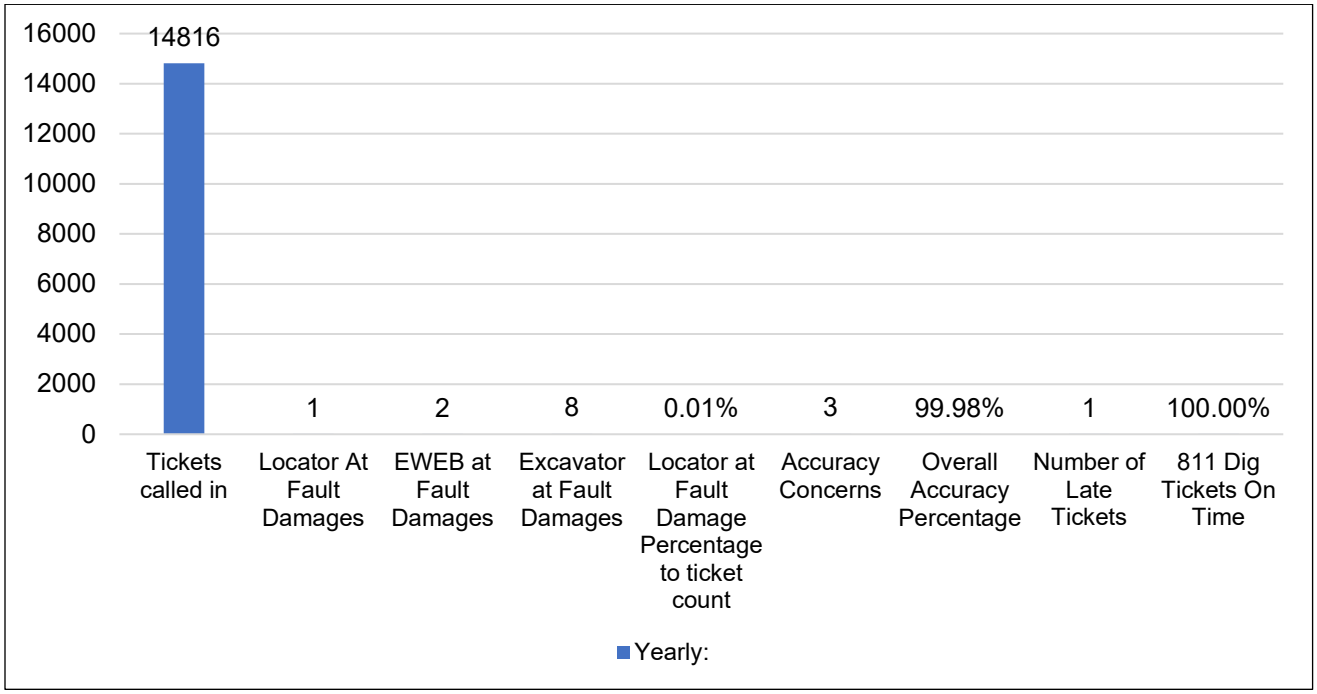
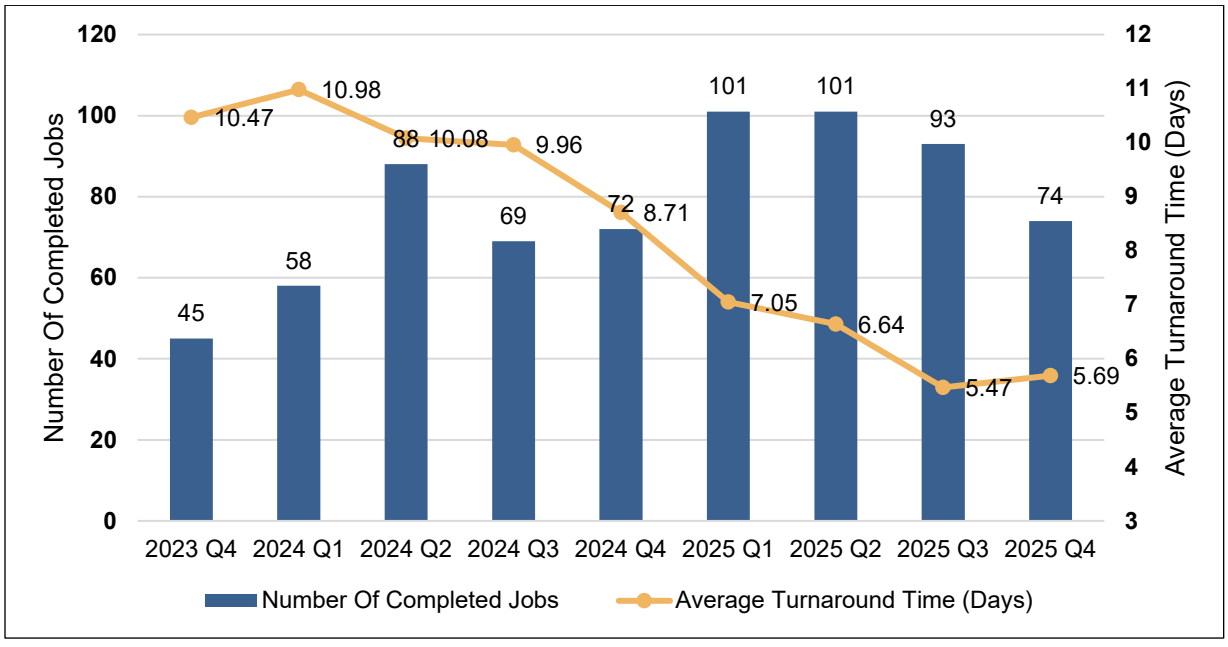


Figure 39 - CAD Workload - Job Completion Rate



Preventative Maintenance

Support Services manages assets in Fleet, Facilities and Communications. These assets are essential to the performance of other workgroups throughout the utility. To ensure that the assets we are responsible for are reliable we track the performance of our preventative maintenance programs.

Fleet Services, Facilities Maintenance and Communications and Controls are performing on target completing preventative maintenance.

Figure 40 - Fleet Services - Vehicle / Equipment Inspection and Preventative Maintenance Work Orders

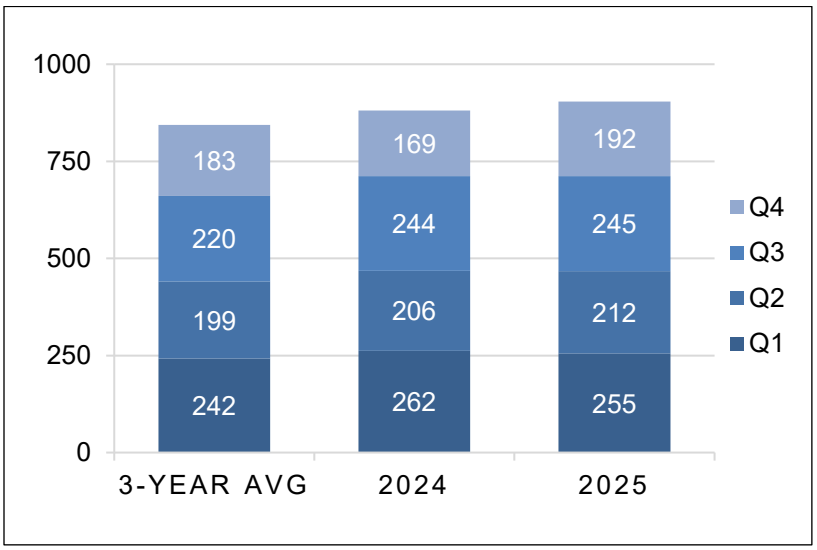


Figure 41 - Q4 2025 Communications and Control O&M Preventative Maintenance Completion

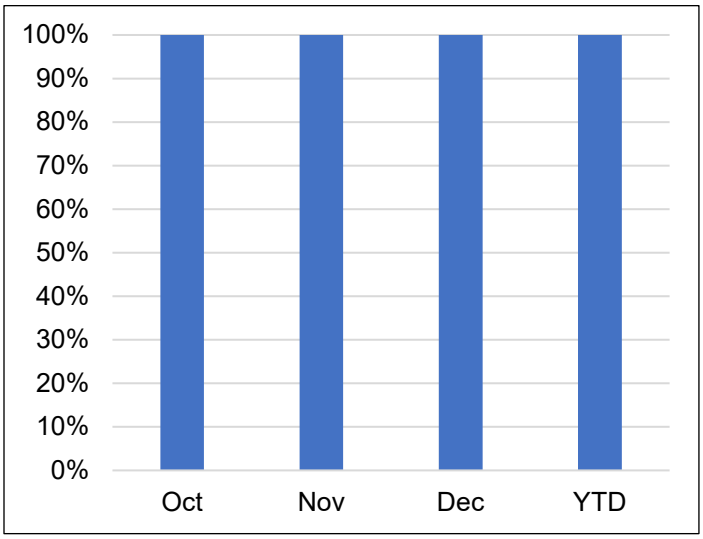
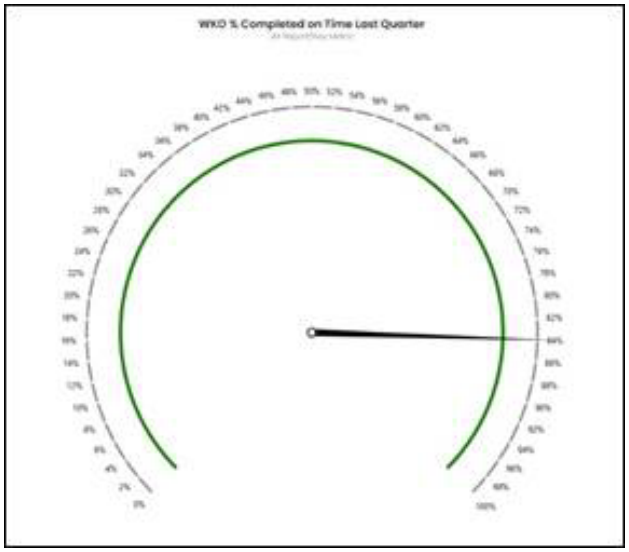
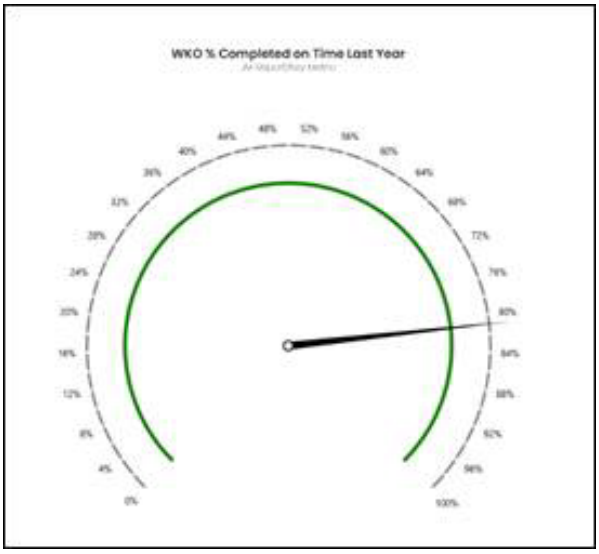


Figure 42 - Facilities Maintenance – Work Order Percent Completed on Time Last Quarter and YTD





Compliance

Support Services provides regulatory support for compliance issues related to EWEB's properties and permitted activities. This work is the responsibility of the Property and Environmental team. In Q4, 2025, Environmental Management completed three environmental project reviews, for an annual total of 24. In Q4, Environmental acquired one permit/authorization (the City of Eugene annual Erosion Permit). Environmental did not need to respond to any spills in Q4.

In Q4, Property Management prepared 18 easements, for a total of 70 in 2025. Property completed 37 concurrence reviews, bringing the total to 134 for 2025. Property responded to nine graffiti incidents and 10 camping/trash/biohazard clean-ups in Q4, bringing the totals for 2025 to 41 and 51 respectively. The contract for weekly patrol of 21 properties including substations and corridors continued through Q4.

Capital Spending Summary | Q4/Year-End 2025

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) and are shown in the Finance section of this report.

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 below.

Electric Utility and Shared Services Capital Spending Summary: TYPE 2 – Rehabilitation & Expansion (Electric and Shared Services)

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. Development of design alternatives is 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:	$4,056,000
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 shown holding steady at $218 million. There are still several cost risk factors that are expected to resolve in 2026 when EWEB and the State and Federal fish agencies finalize the revised approach for upstream fish passage at Trail Bridge Dam. Once finalized, staff will update the budget to reflect scope and schedule changes to the current fish passage requirements. The second turbine generator overhaul at the Carmen Plant was nearly complete by the end of the year and is expected to fully return to service in Q1 of 2026, bringing the major power generation upgrades at the Carmen-Smith Project to an end. Recreation improvements at Trail Bridge Reservoir, Smith Reservoir, and Carmen Diversion Reservoir will become accessible to the public in the spring of 2026.

Project Initiation*:	Nov - 2016	Initial Scope Budget:	$139,000,000
Initial Planned Completion:	Dec - 2027	Actual Project Costs To-Date:	$133,426,000
Projected Completion:	Dec - 2030	Total Final Cost Projection:	$218,000,000

*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.

Water Meter AMI

AMI meter exchanges resumed in September 2025. In addition to this milestone, the AMI deployment process is tracked by financial and installation metrics completed monthly. Approximately 64,000 water meters have been upgraded to AMI to date. Project ownership has transferred to Water Operations for completion in 2026.

Project Initiation:	2018	Initial Scope Budget:	$17,564,000
Initial Planned Completion:	2021	Actual Project Costs To-Date:	$23,500,000
Projected Completion:	2026	Total Final Cost Projection:	$25,600,000

Shasta 975 Tank Replacement

Tanks at Shasta 975 were completed in 2025 and are currently in service. Demolition of the old tank, restoration, and landscaping efforts to continue into 2026.

Project Initiation:	2022	Initial Scope Budget:	$2,500,000
Initial Planned Completion:	Dec 2024	Actual Project Costs To-Date:	$3,200,000
Projected Completion:	Dec 2025	Total Final Cost Projection:	$3,500,000*

*Increased costs due to city permitting delays and unexpected geotechnical conditions discovered during excavation.

College Hill Storage Tanks and Connecting Pipelines

Tank construction is well underway and significantly ahead of schedule. Connecting pipelines scheduled to begin in Q3 2026 with tanks anticipated to be put in service in late 2026. Closeout, landscaping, and restoration work to continue into 2027.

Project Initiation:	2023	Initial Scope Budget:	$34,000,000
Initial Planned Completion:	Dec 2026	Actual Project Costs To-Date:	$24,200,000
Projected Completion:	Dec 2026	Total Final Cost Projection*:	$36,000,000

*Offsite pipeline design to be bid in late Q1 2026 and final scoping of site restoration will occur in Q3 2026 which will affect the final cost projections. Difference between initial scope budget and final cost projection reflects additional scope required due to unanticipated tunneling effort to install pipelines down Lincoln Street.

Hilyard Street Transmission Main

Pipeline was completed in Q2 2025. Final road restoration will be done under IGA with city of Eugene paving project which has been delayed to 2026.

Project Initiation*:	2018	Initial Scope Budget:	$4,600,000
Initial Planned Completion:	2021	Actual Project Costs To-Date:	$9,900,000
Projected Completion:	2025**	Total Final Cost Projection:	$10,500,000

*Difference between initial scope budget and final cost project due to increases in length of pipe needed (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 complete and in service. Final restoration to be completed by City of Eugene in 2026.

East 23rd Street Transmission Main

Bids were received in 2025, but contract was cancelled due to capital budget concerns and construction has been delayed to 2027 in the 10-year 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. Completion of this project will help facilitate the decommissioning of Santa Clara Reservoir.

Project Initiation:	2018	Initial Scope Budget:	$4,200,000
Initial Planned Completion:	2025	Actual Project Costs To-Date:	$247,000
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 wells/distribution sites was completed in 2025 with 7 emergency sites. Final closeout and commissioning work was completed in 2025. This project transitions from Capital to O&M in 2026.

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

Willamette Treatment Plant

For the purposes of this report, 2015 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 4 years of construction.

Project Initiation:	2015	Initial Scope Budget:	$90,000,000
Initial Planned Completion:	2027	Actual Project Costs To-Date:	$5,300,000
Projected Completion:	2030	Total Final Cost Projection:	$160,000,000*

*Cost projection updated for cost escalation in April 2025, but full updated cost estimate anticipated in Q3 2026 with 30% design.

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 complete and remaining work on site is internal to EWEB.

Project Initiation:	2022	Initial Scope Budget:	$4,400,000
Initial Planned Completion:	2024	Actual Project Costs To-Date:	$4,000,000
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. Construction on site is nearing completion. The connection to Bertelsen Ave. is in place. Landscaping and fencing are the most significant outstanding items. Completion is on schedule. Remaining work on site is internal to EWEB.

Project Initiation:	2024	Initial Scope Budget:	$5,000,000
Initial Planned Completion:	2025	Actual Project Costs To-Date:	$3,215,000
Projected Completion:	2026	Total Final Cost Projection:	$3,500,000

Business Continuity

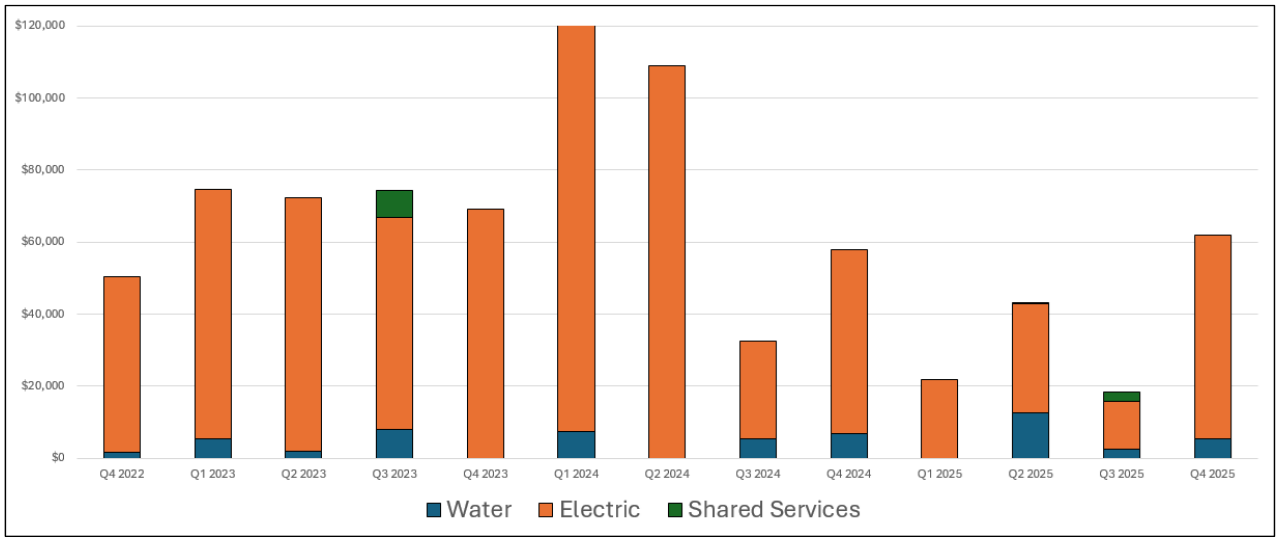
Enterprise Risk Management

Legal and Regulatory Compliance Matters

Holiday Farm Fire Lawsuits: At the end of Q4 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 not expected to convene until the end of 2026 or 2027.

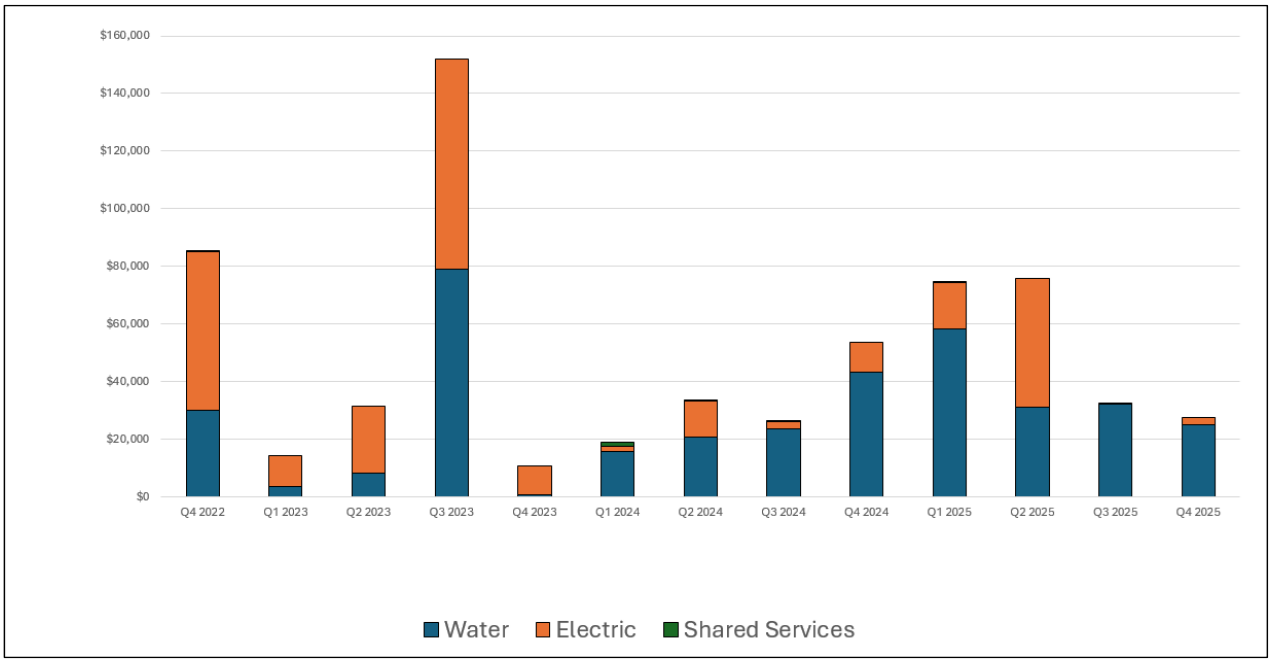
Claims

Figure 43 - Claims Recoveries by Quarter - 3-Year Breakdown



Rely on us.

Figure 44 - Claims Payments by Quarter - 3-Year Breakdown



Liability Claims

There were 15 new liability claims filed in Q4 totaling $28,786. Twenty claims (including older claims) closed during Q4 had a claim amount of $86,631 with **$27,786** paid out on ten of the closed claims. Risk Analysts investigated, disputed, and negotiated settlements on many of those claims, ten claims were denied**.** Water Division claims continue to make up the bulk of claims paid, largely due to aging water distribution infrastructure, however the Water Division is continuing to rehabilitate or replace aging facilities under their capital improvement schedule.

Recovery Claims

In Q4 2025, there were 19 new recovery claims which align with the prior three years for mid-winter claims. Risk Analysts recovered **$61,898** from ten claims across all business lines however, there remain approximately **$140,000** in outstanding recovery claims we anticipate closing in 2026. We currently have 25 claims assigned to our third-party collection agency, and nine claims in court ordered restitution.

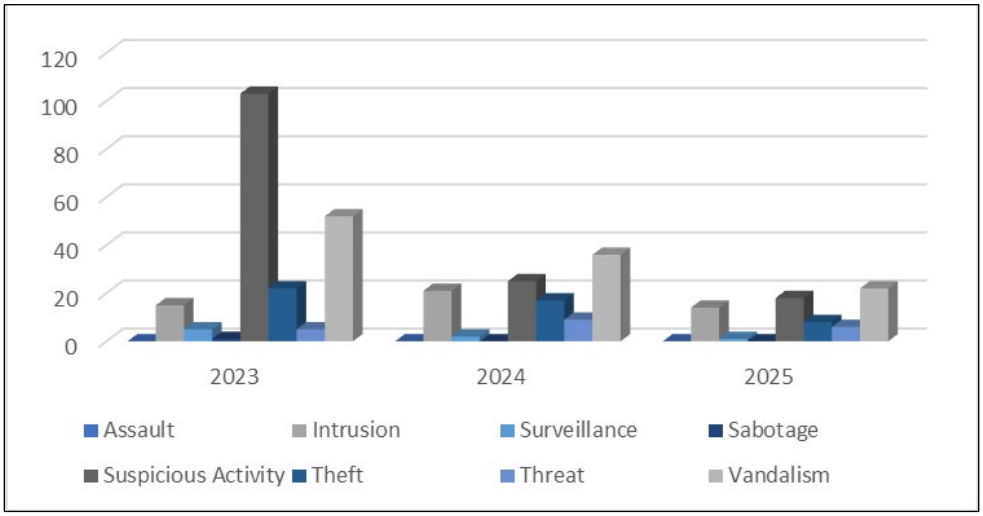
Analysis and Key Drivers

Risk Analysts found that several high-value liability claims were unfounded, and denials were issued to the claimants. Water division claims have seen increasing costs year over year due to inflation and higher water damage mitigation expenses by emergency water cleanup companies. Analysts continue to negotiate or settle large liability claims that reflect the actual damages. Analysts have successfully recovered from insurance companies by presenting solid cases for damage recovery claims. The total for claims paid in FY25 is **$210,734,** new claims made totals were **$440,110.** The three-year average paid per year is **$184,024**. The total recovered for FY25 is **$145,243** with a three-year average of **$255,354** recovered per year.

Physical Security

The Physical Security Department continues to see a steady decline across the board on incidents impacting the Utility, when compared to 2023 and '24. The department worked hard throughout the year to revise training standards and implement new tactics to deter crime and respond to incidents more effectively. This has led to a decline in their frequency and impact, while increasing EWEB employee and public safety.

Figure 45 - Incident Types



Response times

In 2025, our average response time to non-emergency calls for service to anywhere in our service territory was under 24 minutes.

Security camera system status

Currently, 92% of our approximately 160 cameras are operational, replacements for failed cameras are on backorder.

Resiliency and Emergency Management

The three main areas of emphasis in the table below are derived from EWEB's strategic direction and ensuing 2025 REM team goals. The 2025 wildfire season was relatively uneventful for EWEB. The Headwater Trail Resiliency Project was completed in October. This major grid hardening project placed about 1000 feet of conductor underground and rebuilt the transmission line using metal poles and other fire-resistant components. Further south along Owl Rd, a cluster of hazard trees was identified using Overstory satellite imagery. Vegetation management staff were well aware of the site and had previously approached the property owner with concerns about the dead trees' proximity to the power lines. In partnership with Oregon Department of Forestry staff, we approached the property owner again and were able to secure permission to remove the five trees. Fuels reduction grant funds will be used to reimburse our costs.

The electric utility hosted ICS 300 and 400 courses with about two dozen staff across all divisions attending these multi-day trainings. Making these in-person courses available on-site helped improve

our compliance rates, especially for ICS 400 (20% increase from last quarter). However, the utility is shy of the 90% goal and REM is exploring ways to provide additional support to teams that are lagging.

Table 6 - Resiliency and Emergency Management Team 2025 Goals

1. Maintain 100% Compliance with Mitigation Plan Requirements	
Submit Wildfire Mitigation Plan (WMP) for Annual Board Review	Favorable progress in implementing 2025 WMP actions but updated HFRZs delayed; vendor for multi-year Road Map selected.
Develop EWEB Annex to Metro-Area Natural Hazard Mitigation Plan	Approvals received in Q2/Q3; implementation underway per EWEB capital improvement plans.
2. Promote Employee Resiliency and Operational Readiness	
ICS Training Compliance Rate (%) (*REM goal: Achieve 90% compliance with ICS 100/300/400 training requirements by Q4 2025)*	ICS 100 - 80% ICS 300 - 73% ICS 400 – 71%
Annual Training & Exercise Participation Rate (*REM goal: Plan/execute at least 2 tabletop and/or functional exercises annually)*	-Shake Alert/ROC Evacuation Drill (All staff) - Santa Clara Reservoir Table Top exercise (26 staff). - EGO/Winterstorm Workshops (38 staff)
Employee/stakeholder engagement in emergency preparedness (engagements/year)	-7 Employee News articles published - REM participated in two community outreach events
Time to Activate ICS for Emergency Incidents	- 10.25 Windstorm: warm stand up only resulted in staff response challenges to approx.3000 outages. - 11.5 windstorm: Electric ICS activated, no outages. - Dec 19 - 24 Severe storm: Generation ICS activated for high river flows/flooding; command transferred to Electric for transmission tower collapse response on 12.20.
3. Develop/Update Emergency Action Plans and Procedures	
Business Continuity Plan Coverage: % of critical functions with Business Impact Analyses (BIAs) and COOP plans.	BIAs complete for five critical business lines; Next steps part of 2026 Core Work development.
Develop formal After-Action Reports (AAR) and Track Improvement Implementation Rate (%)	Initial AAR template developed and tested for 4 exercises. REM improvement tracker has 25 items with 12% completion rate.

Emergency Water Station (EWS) Activation Guide (new), Emergency Alert and Communication Policy (new), Siren Job Aid (update).	Siren Job Aid complete; other planning projects delayed due to resource constraints in other departments.

EWEB held six exercises/drills during Q4, from the annual Spill Drill to a Winter Storm prep workshop. The REM team was heavily involved in planning three of the exercises while simultaneously drafting templates and guides to standardize EWEB's exercise design and evaluation process. Consistently developing After Action Reports will help the utility capture and track lessons learned, providing accountability and reinforcing a culture of continuous improvement.

Several heavy wind and rainstorms prompted ICS activations, most significantly the atmospheric river event in mid-December and resulting transmission tower failure. For two of the events, EWEB proactively stood up ICS for situational awareness and to plan for potential response needs.

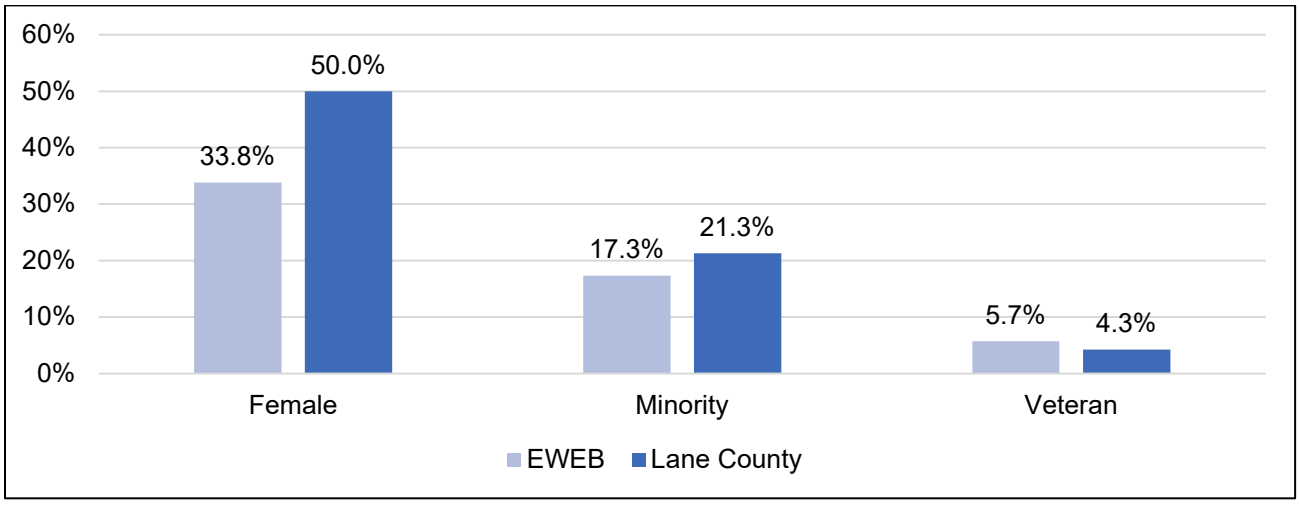
Human Resources

Workforce programs remain on track. Leave utilization increased in 2025, driven by higher use of Protected and Incidental Sick leave. Recruitment activity rose compared to 2024, with previously delayed or hard-to-fill positions filled or closed by year end. Compensation market adjustments supported continued competitiveness and internal equity, while internal mobility and career advancement remained strong. Overall attrition declined significantly from 2024, reflecting continued workforce stability and capacity.

Workforce Demographics

The current EWEB workforce lags slightly behind Lane County in diversity. As a 2026 deliverable, diversity reporting will be further developed and refined to improve accuracy and transparency. Initial reporting does not fully capture representation within discrete minority groups; deeper analysis is underway to better understand and report on these populations and establish a clearer baseline moving forward.

Figure 46 - Underrepresented Groups

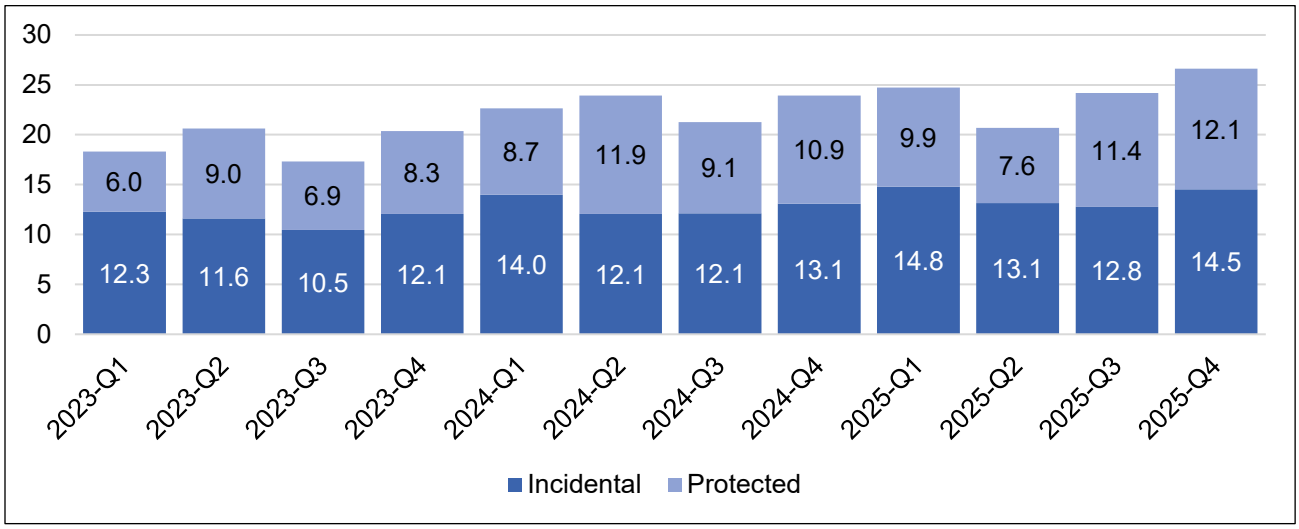


Rely on us.

Leave Program Management

Protected leave usage increased slightly - up 6.1% from Q3 to Q4 of 2025 and 11% compared to Q4 of 2024. Incidental Sick increased by a slightly larger percentage, up 13.3 quarter-over-quarter and 10.7% year-over-year. Together, combined leave usage increased 9.9% quarter-over-quarter and 10.8% year-over-year, reflecting an overall upward trend in leave utilization.

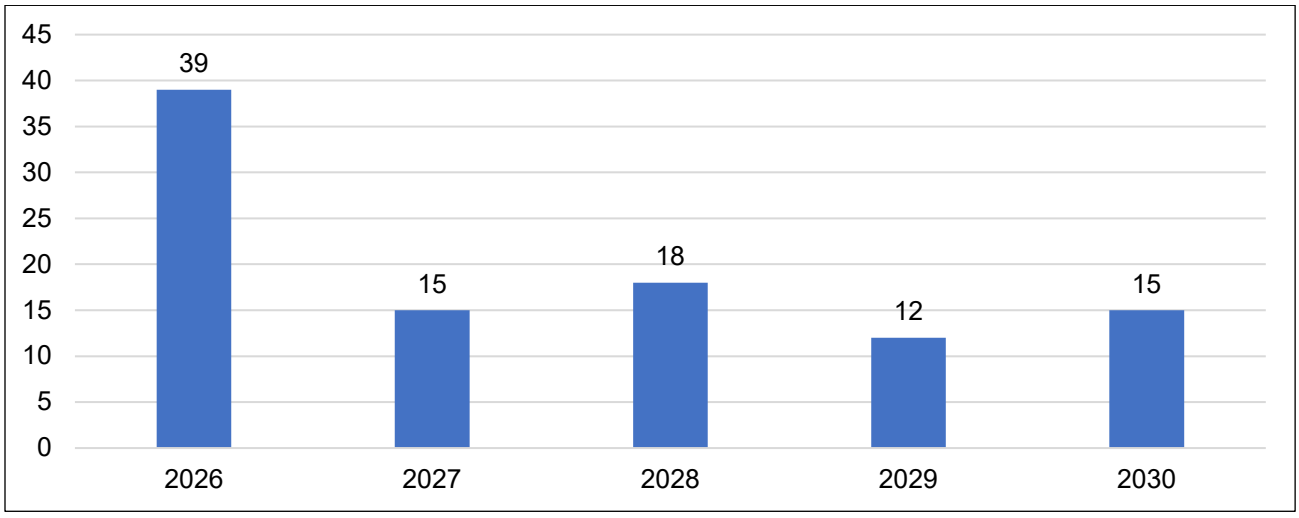
Figure 47 - Average Incidental & Protected Sick Leave Hours



Retirement

Over the next five years 16.7% of EWEB's workforce will become eligible to retire. Succession planning will become increasingly important to head off knowledge gaps, otherwise EWEB can expect operational impact and disruption.

Figure 48 - Retirement Eligibility

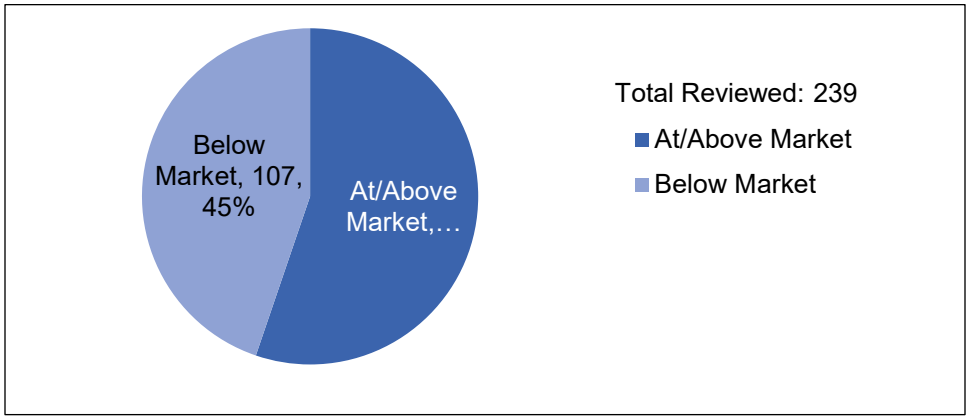


Compensation, Benefits and Well-Being

MAPT Market True-Up Results

A total of 239 positions were reviewed as part of the 2025/2026 market true-up. Of these, 132 (55.23%) are at or above market, and 107 (44.77%) were below market and received targeted adjustments. In the prior 2022/2023 review, 52.89% were at or above market, reflecting a 2.34% improvement in the overall market alignment. These adjustments support ongoing market competitiveness and internal equity, with outcomes monitored in future cycles with more frequent and targeted market reviews to ensure continued alignment with market benchmarks, support internal equity, and improve budget predictability.

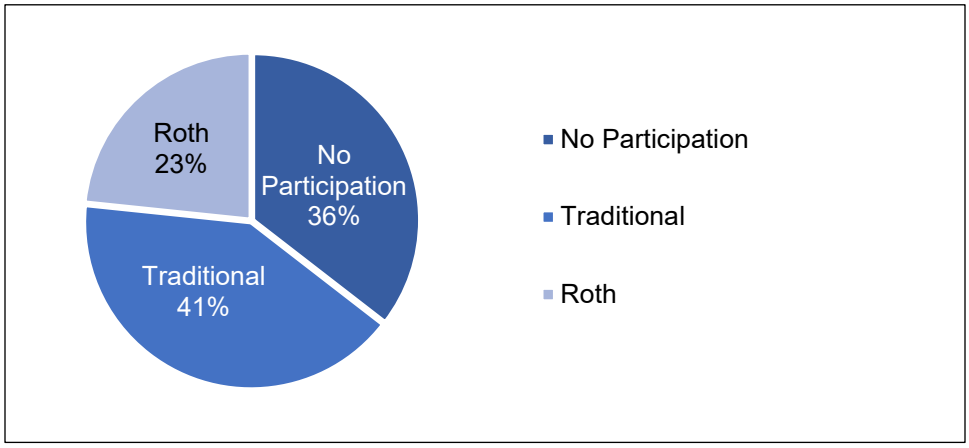
Figure 49 - EWEB Jobs At/Above Market



457 Deferred Compensation

Employee participation in the voluntary 457 Deferred Compensation plan remained strong and stable in 2025. Overall participation levels were consistent with the prior year, while total contributions increased by approximately 3.8% compared to 2024, reflecting slightly higher average deferral amounts per participant. EWEB's 64% participation rate continues to exceed the national average for state and local government defined-contribution plans by 14%, based on the most recent Bureau of Labor Statistics data.

Figure 50 - Deferred Compensation Participation



Employee Assistance Program

After 2024's decline in the utilization of the Employee Assistance Program (EAP), 2025's utilization increased significantly even above 2023 levels. The largest increases were seen in counseling related to Anxiety, Stress, Emotional Issues, and Career Transition.

Figure 51 - Employee Assistance Program Counseling Services Utilization

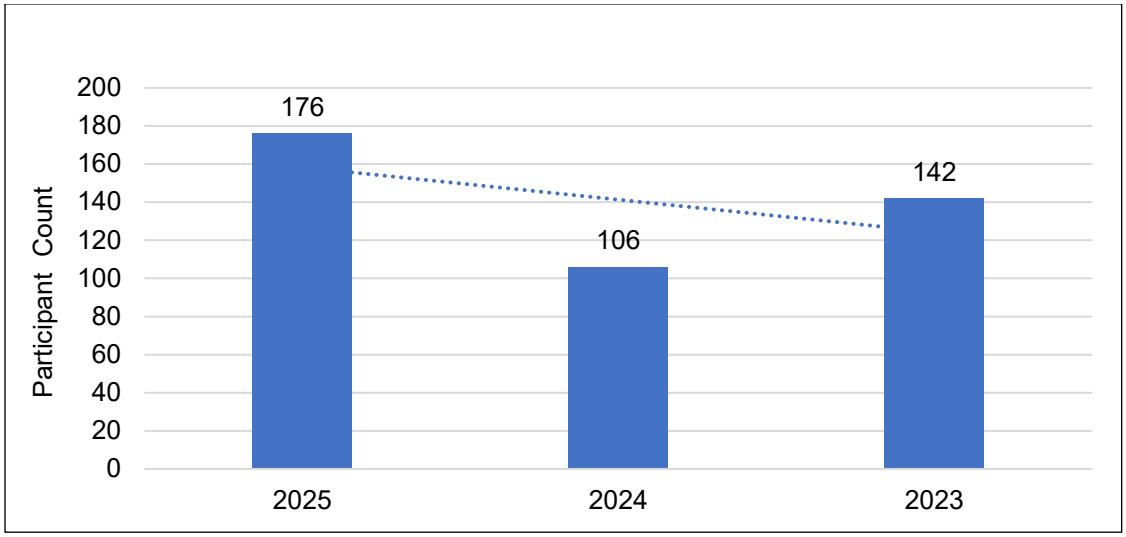


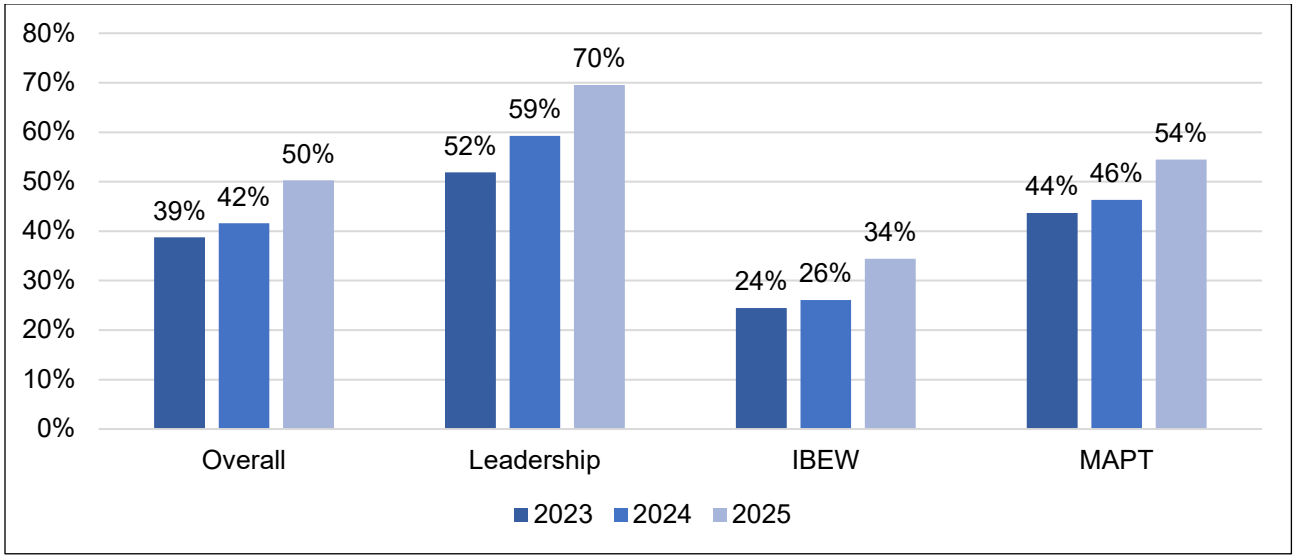
Table 7 - Employee Assistance Counseling by Issue

Employee Assistance Program Counseling by Issue 2023 - 2025			
	2025	**2024**	**2023**
Anxiety	20	16	16
Burnout/Stress	20	14	11
Career Transition	10	4	1
Child/Parenting Issues	5	3	7
Couple Relationship	6	6	7
Co-Worker Conflict/Conflict Management	14	5	18
Depression	0	14	9
Emotional Issues	20	12	14
Family	14	6	15
Grief	7	0	6
Leadership Coaching	13	1	12
Other	11	3	8
Substance Abuse	0	4	9
Trauma	0	4	0
Work Related	2	5	4
Work-Life Balance	1	2	3

Well-Being

Participation in the wellness VEBA incentive program continues to grow across all sectors of the workforce. 2025 was the second year of the increased $1000 incentive and overall participation in the program grew nearly three times as much from 2024 to 2025 as it did previously from 2023 to 2024.

Figure 52 - Participation

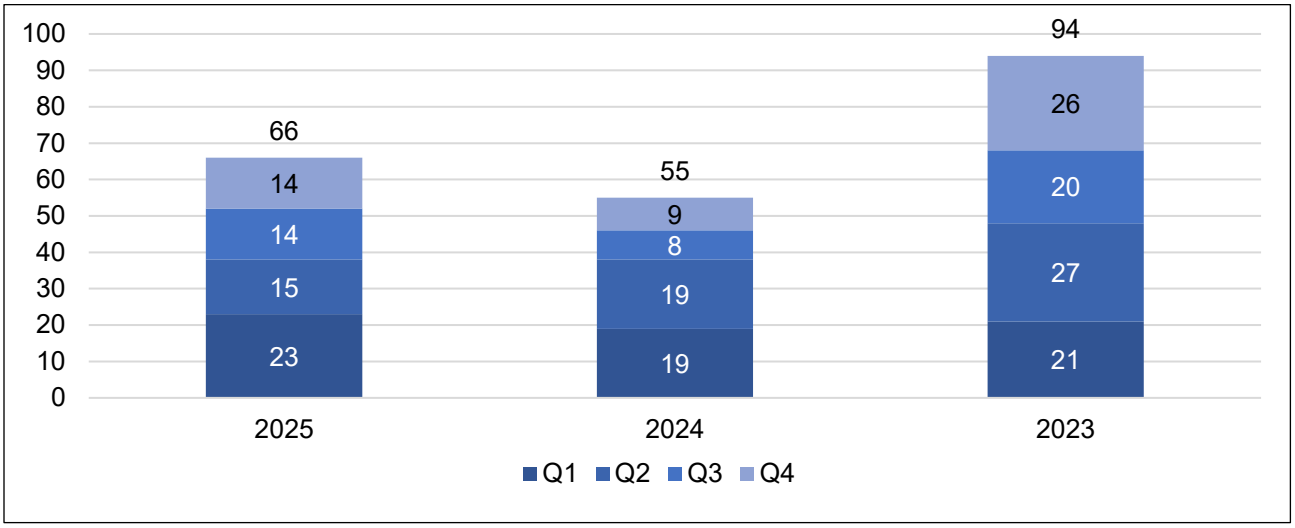


Hiring, Advancement & Turnover

Recruiting

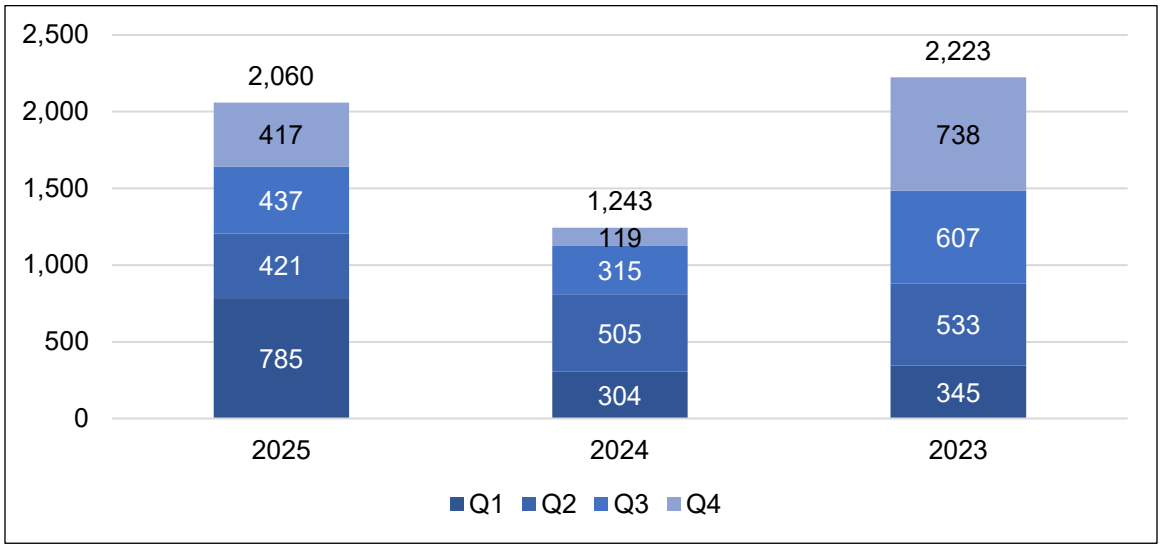
The number of recruitments increased 20% in 2025, driven in part by recruitments for vacancies from the 4th quarter of 2024 that were held until 2025 due to the EES rollout and budget considerations. After accounting for those recruitments held over to 2025, there was a slight increase overall in recruiting activity for the year.

Figure 53 - 2025 YTD New Recruitments by Quarter



2025 saw a 66% increase in the number of applications received, which far outpaces what we would expect to see with only a 20% increase in recruitments. Contributing factors include an increase in applicants from federal agencies during government restructuring and a partnership with the Communications team to feature an open position EWEB's Current Connections monthly email newsletter, which is distributed to approximately 68,000 customers.

Figure 54 - 2025 YTD Applications by Quarte



"Positive community impact" and "EWEB's reputation" continue to be the top two reasons selected by candidates as their reason for applying. The order of category rankings stayed the same as in 2024, with the exception that "referred by someone" moved up into 7th place, dropping "retirement options" to 8th.

Figure 55 - 2025 Candidates' Reason for Interest in EWEB

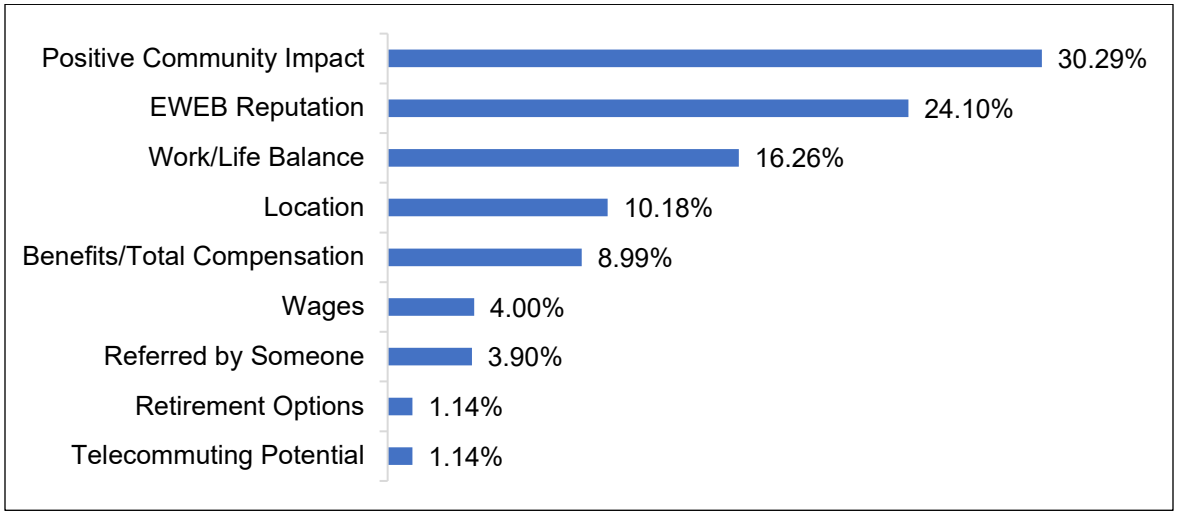


Figure 56 - 2025 vs 2024 Time to Fill and Time to Start (in days)

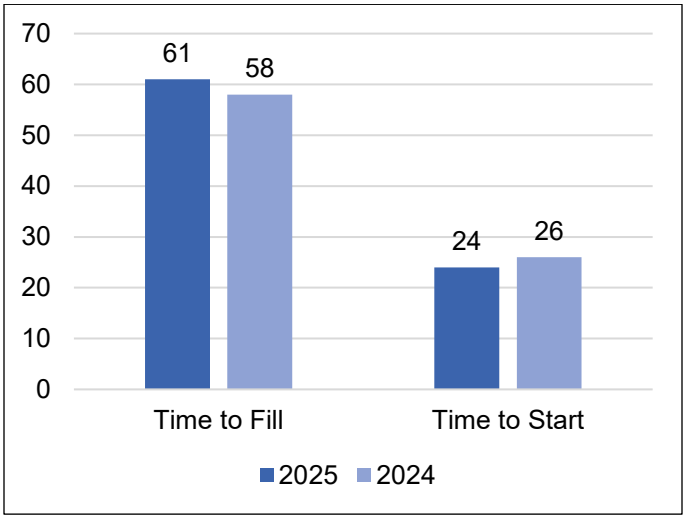
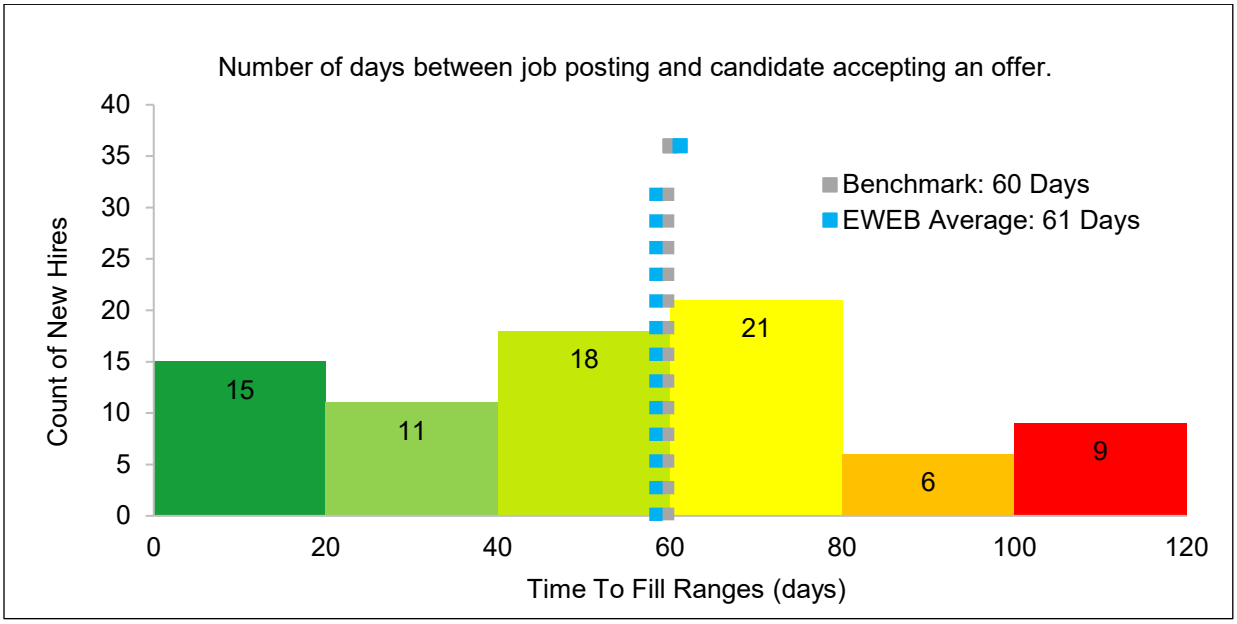
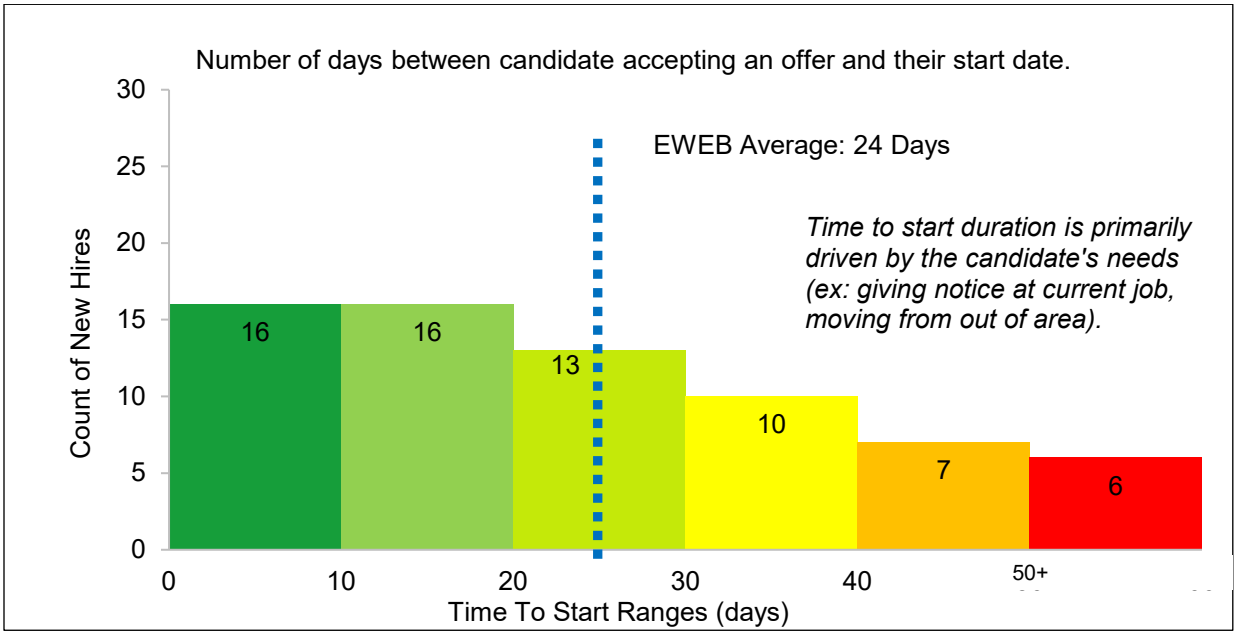


Figure 57 - 2025 YTD Time to Fill Requisitions in Days



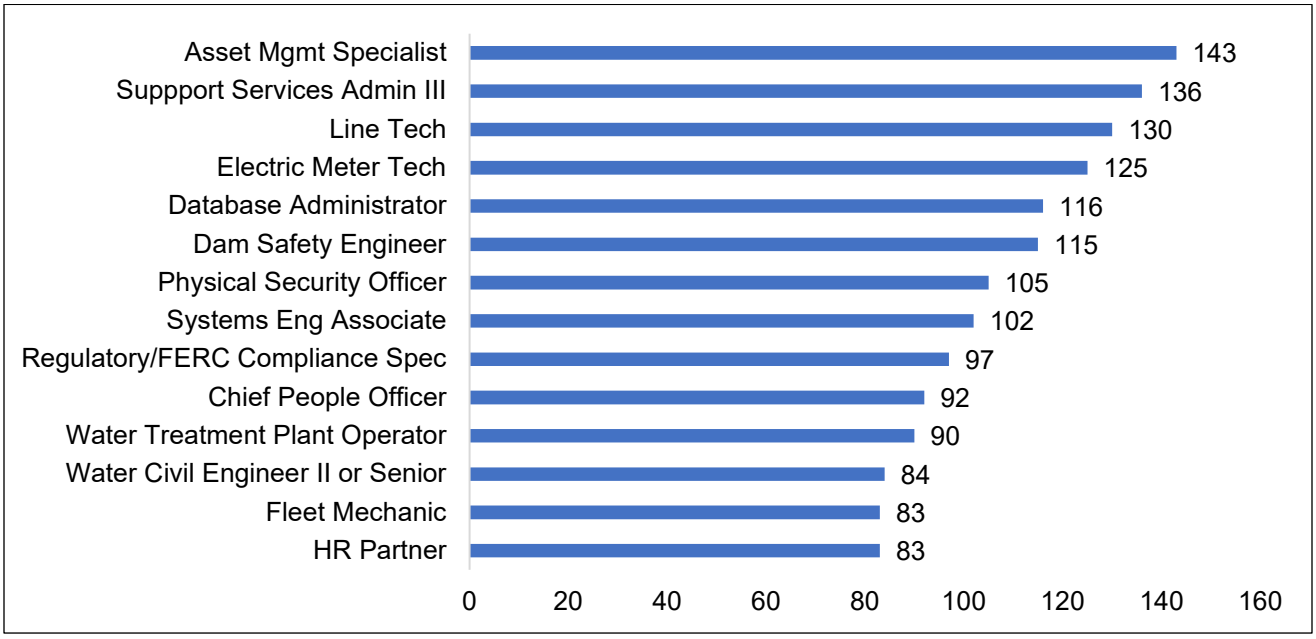
**A 2022 report from the Society of Human Resource Management (SHRM) provides a 60-day Time to Fill benchmark for west coast employers EWEB's size.*

Figure 58 - 2025 YTD Average Time to Start in Days



For most "outlier" recruitments (those that take 80+ days before an offer is accepted), the extended timelines were driven by internal scheduling challenges during the screening and interview stages. However, attracting qualified Line Technician, Electric Meter Tech, and Engineering candidates continues to be challenging, leading to longer time to fill and in some cases failed recruitments. As of the end of Q4, no positions remain open beyond 80 days. All outlier recruitments have been filled or closed.

Figure 59 - 2025 YTD Outlier Recruitments



Job Postings & Offers

The percentage of internal-only recruitments in 2025 YTD remains consistent with 2024, continuing to support internal career advancement opportunities. 30% of open positions in 2025 were filled with internal candidates, down slightly from 33% in 2024.

Figure 60 - 2025 YTD External vs Internal Job Postings

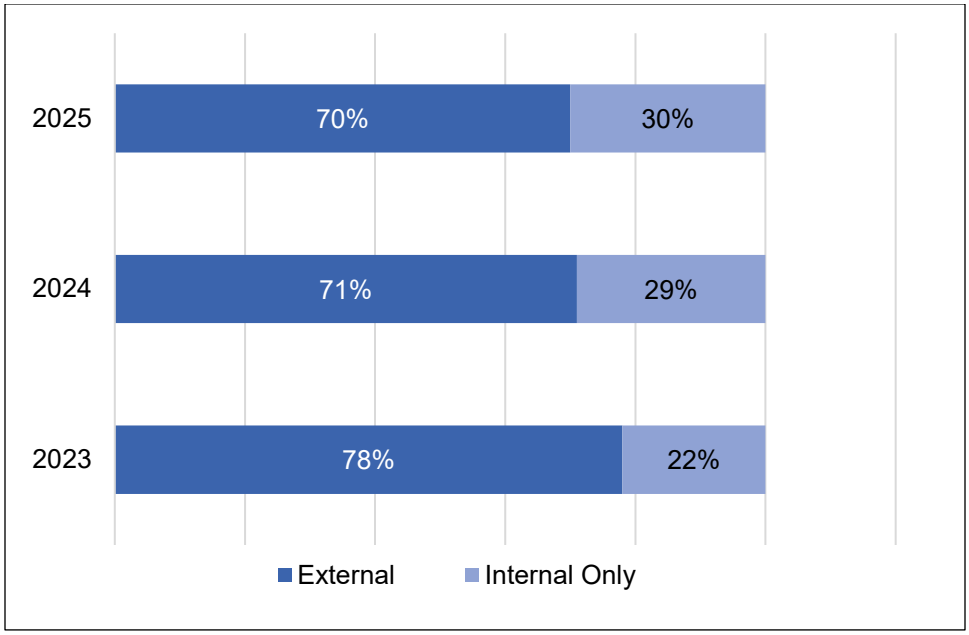
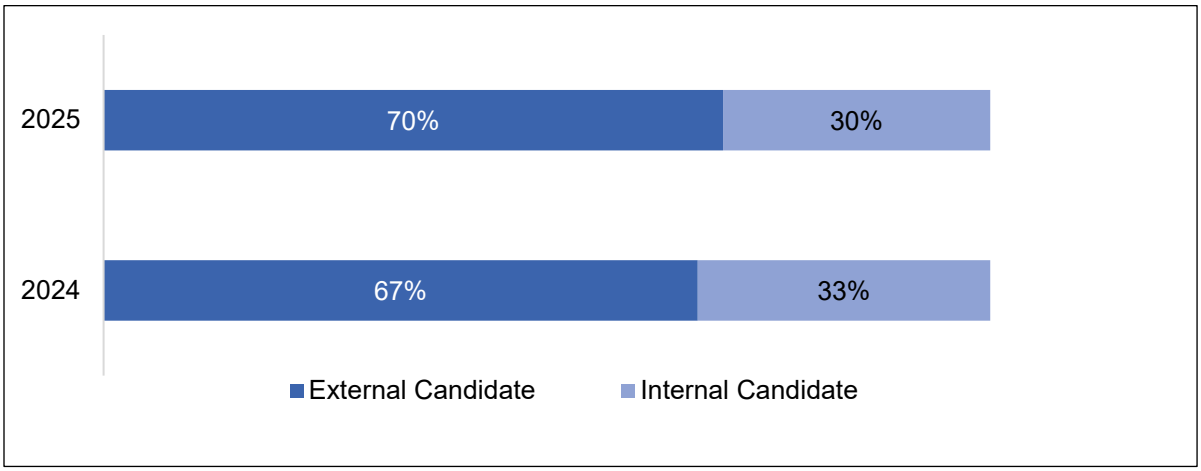


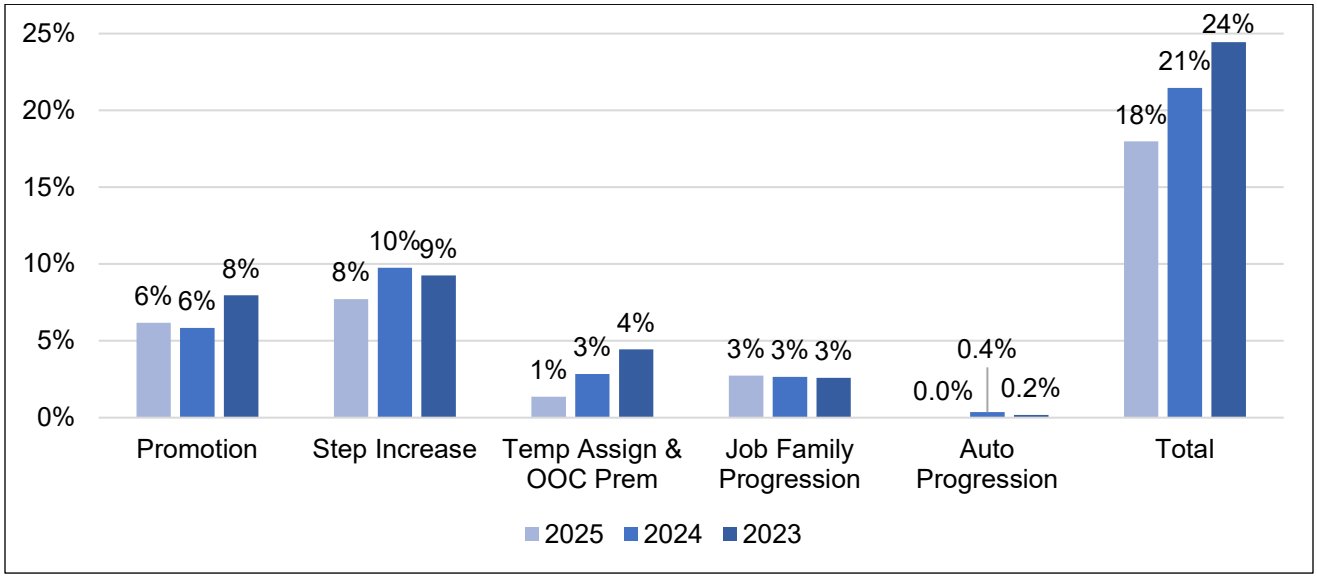
Figure 61 - 2025 YTD Accepted Offers by Candidate Type



Promotions & Other Advancement Opportunities

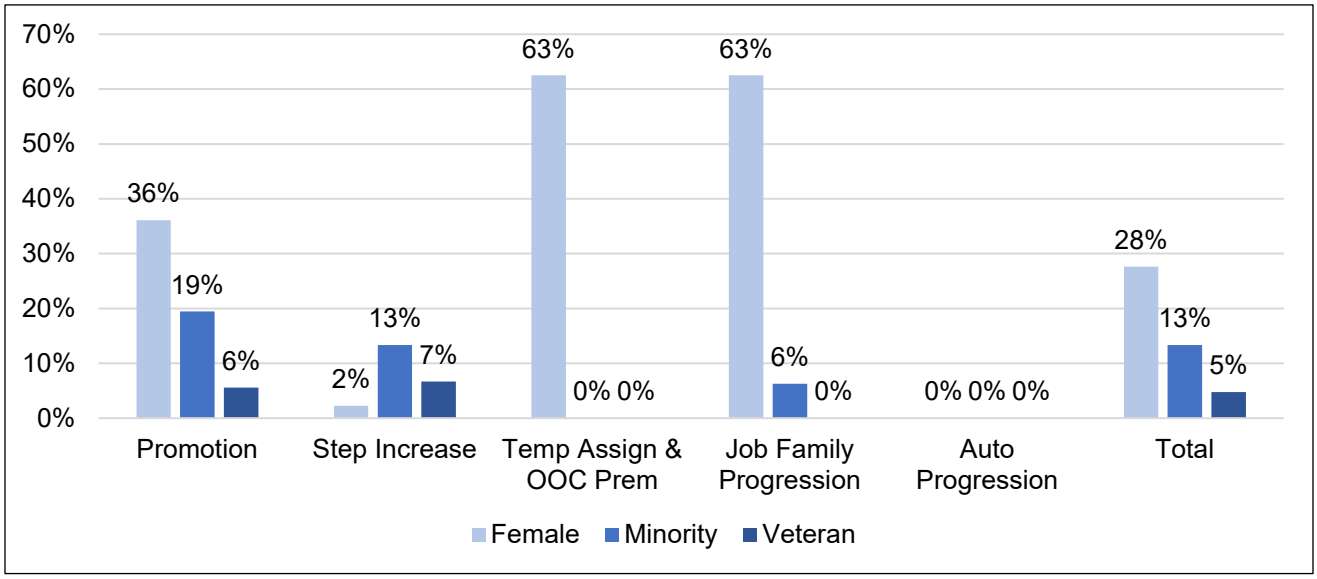
In 2025 18% of EWEB employees experienced some form of career advancement. Full year numbers were not as high as in 2023 and 2024*, which was driven by preparation for the first phase of EES implementation.

Figure 62 - 2025 YTD Career Progression as a % of Average Headcount



The 2025 career progression data for unrepresented employees establishes a baseline for understanding how advancement outcomes are distributed across progression types by gender, minority status, and veteran status. This baseline will support future year-over-year comparisons, help identify trends or gaps, and inform targeted actions as part of ongoing workforce and equity analysis.

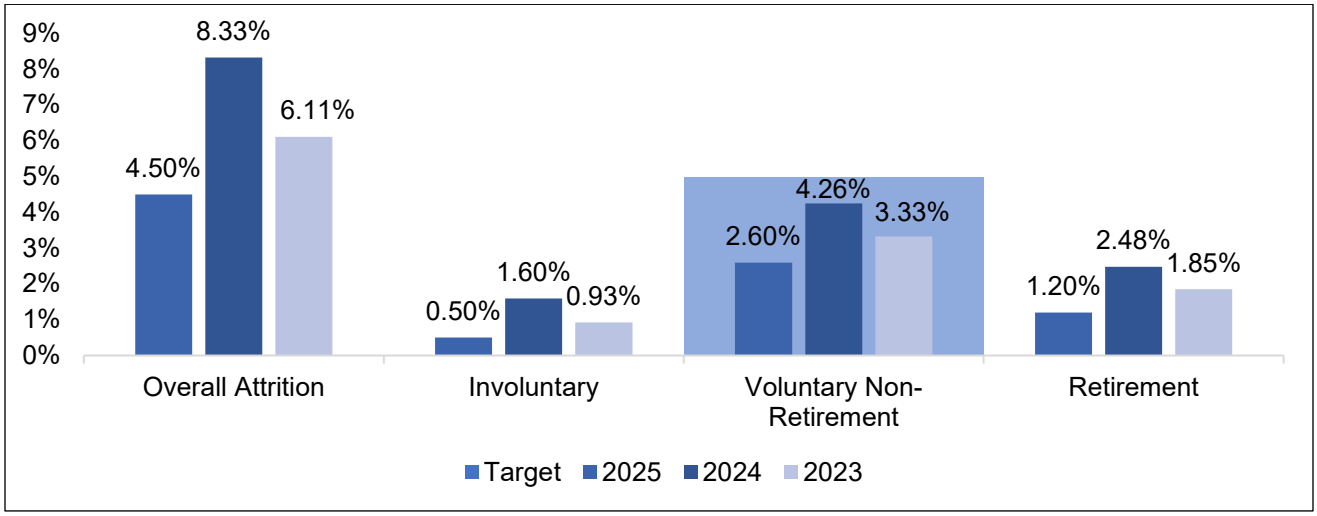
Figure 63 - 2025 Underrepresented Groups as a % of Career Progression



Turnover

Overall attrition declined 46% from 2024, with only 26 employees leaving the company in 2025. Employees who had been with the utility less than four years continued to leave at a higher rate than those with longer tenure.

Figure 64 - 2025 YTD Attrition



The 2025 attrition data establishes a baseline view of how separation outcomes are distributed across unrepresented groups by gender, minority status, and veteran status. This baseline will support future trend analysis, enable comparisons across attrition types, and help inform retention and workforce planning strategies over time.

Figure 65 - 2025 Underrepresented Groups as a % of Total Attrition

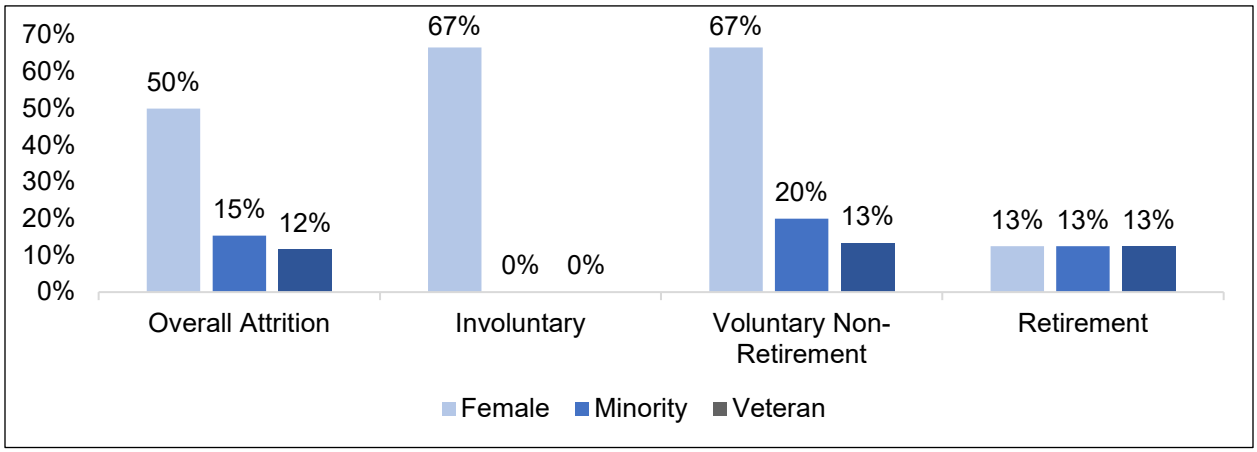
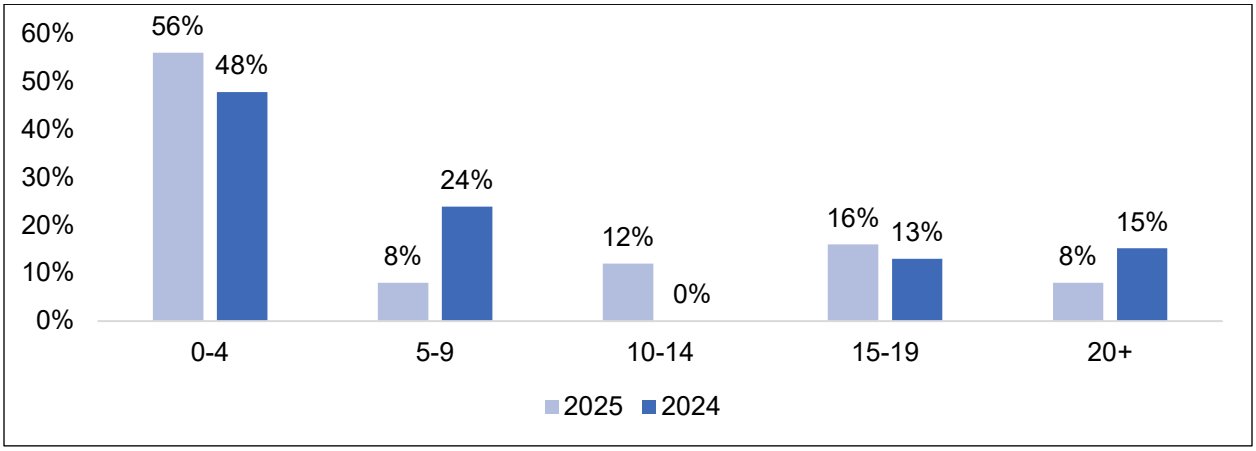


Figure 66 - 2025 YTD % of Departures by Tenure



Enterprise Safety

2025 safety program results show strong performance across several core indicators. DART (Days Away, Restricted, or Transferred) remains a primary measure of safety program effectiveness, and the 2025 DART rate of 0.93 outperforms national public-utility benchmarks and ranks among the top three lowest rates ever recorded at EWEB.

Good Catch and Near Miss reporting remains active and consistent, reflecting a healthy safety culture and strong employee engagement. EWEB also achieved 100% completion of all OR-OSHA-required trainings, reinforcing a solid foundation for continued safety performance.

Figure 67 - EWEB and National Utilities Historical DART Rate (NAICS Code 221 for Local Gov.)

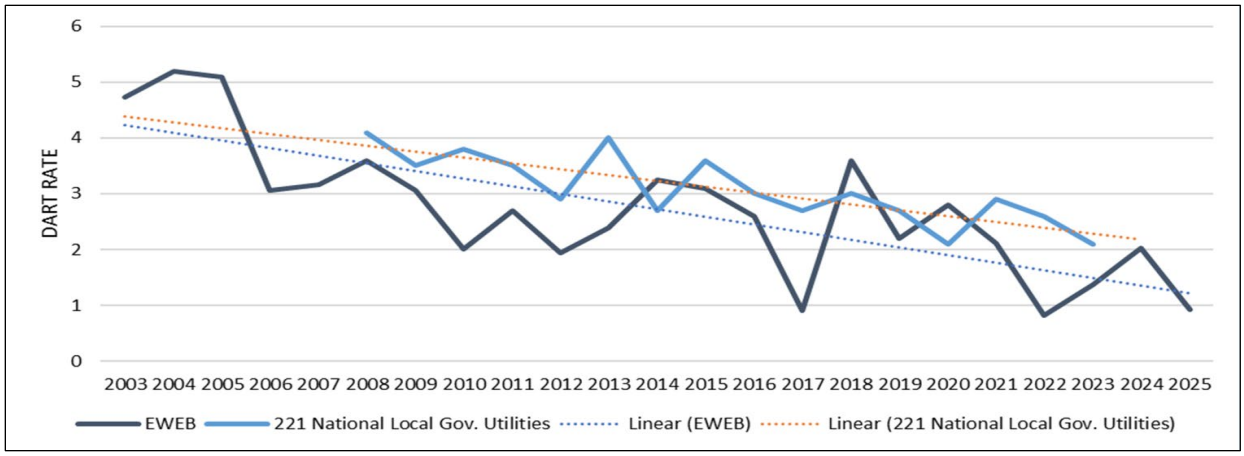


Table 8 - Enterprise Safety – Injury, Time Loss, and Good Catch Reporting

Performance Measure	Result	Result	3-Year Average	Vs. 3-Year Average
	Quarter 4	Year-To-Date		
Exposure Hours (EH) in Hours	288,445.29	1,075,945.13	1,030,456.28	45,488.85
OSHA Cases per 100K (EH)	0.69	2.04	2.72	(0.68)
OHSA Time Loss Days	21	31	160	(129)
"Good Catch" Reports	73	316	188	128

Workers Compensation Program

As of year-end 2025, there are 13 workers' compensation claims year-to-date. Claim activity continues to be concentrated within Electric and Utility Support, with knee and lower back strains representing the most commonly injured body parts and strain/sprain the most frequent injury type. Approximately 50% of 2025 claims are disabling, and roughly 60% of claimants are over age 40, with a significant portion occurring among employees with longer tenure (over 3 years, and many over 10 years). Timely reporting remains an area of opportunity in 2025, with over half of claims reported after the date of injury. Return-to-work outcomes remain strong.

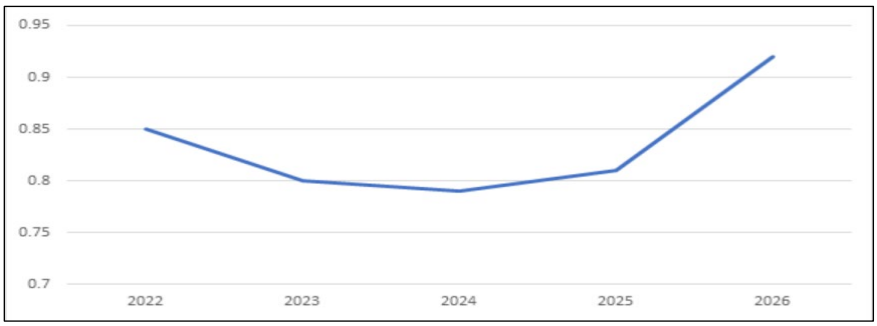
The average return-to-work timeframe continues to be approximately 4 days, and Q4 averaged 2 days for light duty assignment. Early and consistent transitional/light duty placement supports timely recovery and workforce reintegration and helps reduce full time loss exposure.

At the end of 2025, paid losses total $90,592, with $166,037 in total incurred losses. The average loss per claim is about $12,772. Consistent with prior years, claims continue to trend toward higher severity, including repeat claimants and complex musculoskeletal injuries.

To address this rising trend in MOD rating (Figure 68) and to mitigate future injuries, EWEB has partnered with Eugene Physical Therapy to support employee recovery and strengthen prevention efforts. Staff have access to clinic-based physical therapy, and therapists also provide monthly onsite services. In addition, they deliver targeted training to high-risk operational groups throughout the year, focusing on body mechanics, stretching, and injury-prevention practices.

Two major orthopedic surgeries have already occurred, and remaining medical bills are expected to drive incurred losses higher. Three additional surgeries are pending and will further increase totals once completed and billed.

Figure 68 - Experience Rating Modification



Information Services

In the past, Information Services developed and measured KPI based on uptime, availability and reliability of individual systems. As technology has evolved, so has the approach to measuring reliability and availability. IS is now measuring "service delivery" with a goal of maintaining modern services (described below). As an example, in the past IS would measure the uptime of an email server, whereas today IS is looking at the end-to-end usability of the service, Microsoft 365. This includes networking, firewalls, and desktop clients. With the shift to focus on maintaining modern services, IS Operations measures the status of the services in our portfolio, tracking the inventory in three distinct categories:

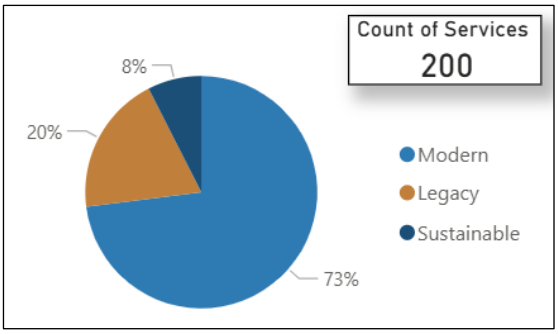
Modern: Combination of vendor supported systems and software, well documented and adhered to maintenance routines, integrations, and strategic and supportable business uses

Sustainable: Supportable systems and software that may not have a tie into a strategic business need. Documented but data integrations may not utilize modern methods. Maintenance routines are followed but may not be aligned with modern practices. Business uses are fragmented but still provide value to individual areas.

Legacy: Combination of inconsistent or no longer supported systems and software, out of date or no longer feasible maintenance routines and data integrations, and isolated or fragmented business uses.

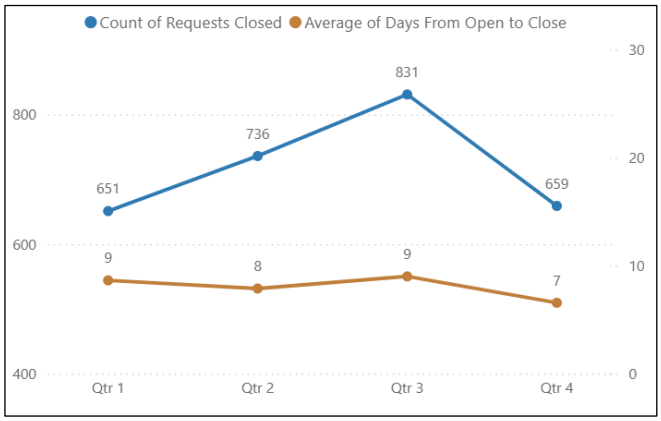
Knowing all services are not created equal, IS has developed a baseline of where we feel as a utility we should be: 70% Modern, 20% Sustainable and no more than 10% Legacy. Currently, Legacy is a larger percentage of our portfolio than the baseline. One large contributor to this is the inability to fully decommission legacy systems that were replaced during EES Season 1.

Figure 69 - Service Lifecycle Status



These include GIS, CIS, and SmartStream. A major contributing factor is the lack of a Data Warehousing solution providing necessary access to data in the legacy systems. This gap is beginning to be addressed within the 2025 goals that include the implementation of a Data Warehouse. Once the Data Warehouse is available IS can then start moving data out of the Legacy Systems allowing for the decommissioning of those systems and their removal from the portfolio. It will also help eliminate the need for maintaining legacy systems as they're modernized, which we'll see again in EES Season 3.

Figure 70 - Helpdesk Service Requests: Number and Time to Close

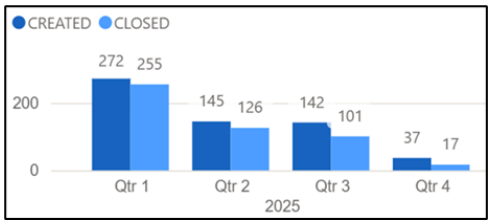


Helpdesk services are measured with time to close requests. The median number of days from an open request to closing stays on target with 1 day, while the average of 7 days this quarter represents that there is a small volume of requests that take significantly longer. Overall response and volume are within expectations.

25-10 EES Season 2: SAP & SEW Enhancement & Bug Fixes

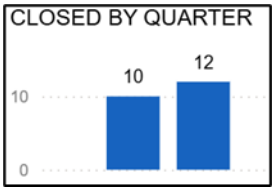
The annual SAP operational goal has been successfully achieved, and the organization has transitioned into a steady-state operating posture. Delivery priorities are now reviewed on a monthly cadence in partnership with business leaders to ensure alignment between business operating values, strategic priorities, and measurable operational outcomes.

Defect Management



There is a consistent quarterly decline in reported defects, signaling improved system stability and process optimization. Initial post-go-live quarters showed higher defect volumes due to user adaptation and configuration refinements, but subsequent quarters reflected the benefits of enhanced workflows, better data integrity, and increased user proficiency. This downward trend suggests that corrective measures, continuous monitoring, and incremental system improvements were effective in reducing errors and aligning operations with best practices. Overall, the pattern demonstrates a successful transition from stabilization to sustained operational efficiency.

Transition from Defect Resolution to Enhancements



With the SAP platform stabilized and defect volumes reduced to a manageable baseline, the organization has transitioned from a reactive focus on issue resolution to a proactive, business-driven enhancement model. Delivery efforts are now aligned to a forward-looking roadmap, prioritizing enhancements that optimize business processes, improve user experience, and deliver measurable outcomes, while maintaining strong governance, release discipline, and platform stability. This chart represents twelve enhancements that were closed in Q4 2025.

Summary

The SAP environment is stable, defect volumes have significantly decreased, and the organization is transitioning from reactive defect management support to proactive enhancements and strategic growth opportunities. Our focus for the next period includes:

- Aligning business opportunities (new feature enhancements) to business value.
- Reducing manual processes through process automation and optimization (operational enhancements).
- Ongoing preparation to scale resource knowledge and skills to support project efforts, including X-Matrix and EES Season 2-3 strategic initiatives.

Cyber Security

Security Posture: Stable. No material changes to the threat environment, control effectiveness, or compliance obligations were identified during the quarter.
Q4 2025 Incidents: 0. No cybersecurity events met established incident thresholds.

Strategy & Operations

Security Governance

- IS Integration: Transitioned the Cyber Security department to Information Services, reporting to the CIO, to improve strategic alignment with utility goals and operational efficiency between technology operations and cybersecurity.
- Cyber Strategy: Developed a formal mission, vision, operating principles, and a multi-year execution roadmap.
- Policy Development: Drafted and revised cybersecurity policies, including revised Acceptable Use and supplementary policies. Target completion is 6/30/2026 to allow for thorough enterprise socialization.
- Security Awareness Training: Launched an updated comprehensive curriculum for all staff, achieving 95% completion in Q4, on track for 100% by Q1 2026. This builds workforce cyber risk resilience and supports ongoing assurance.

Compliance & Assurance

- Baker Tilly Audit: Completed Baker Tilly IT/Cyber audit response. Preliminary auditor feedback indicates all controls are operating effectively, providing independent validation of EWEB's current security control environment.
- WECC Spot Check: Coordinated EWEB's initial response to a limited-scope audit incorporating NERC CIP standards. Prepared evidence artifacts and obtained validation by external consultants ahead of the January 2026 deadline.
- User Access Audit: Successfully expanded coverage scope, incorporating SAP for the first time. 100% complete, with results reviewed by external auditors, providing assurance that user access rights are aligned with job responsibilities.
- NERC CIP Impact Rating: Selected external consulting firm for NERC CIP impact rating validation engagement, to provide regulators and EWEB stakeholders with assurance regarding EWEB's corresponding compliance obligations.

Table 9 - Key Performance Indicators

Metric	Focus Area	Target	Result	Status
System Patching*	Windows Assets	99%	94%	🟡
Perimeter Firewall Coverage	Internet-Facing Applications	99%	100%	🟢
Cloud Vendor Security Reviews	Critical SaaS Applications	100%	100%	🟢
Antivirus/XDR Coverage*	Windows Assets	99%	95%	🟡

* Based on current validated Windows asset inventory. Scope to expand as inventory discovery capabilities mature.

SECTION 2: EWEB's Strategic Compass

Introduction to EWEB's Strategic Compass

The Strategic Compass includes the process and tools used to prioritize our strategic work and drive transformational change in alignment with EWEB's 2018-2028 Strategic Plan. It includes Strategic Business Priorities that drive 5-Year Themes that drive Annual Goals.

Strategic Business Priorities

Using EWEB's Strategic Compass we have identified three equally important high-level strategic business priorities.

Business Priority One (BP-1): Maintain/Improve Business Operations - achieve and sustain the ongoing efficient and effective delivery of our products and services in a volatile operating environment.

Business Priority Two (BP-2): Optimize Energy Delivery - effectively and efficiently align the supply, delivery, and consumption of energy in order to create long-term value for customers.

Business Priority Three (BP-3): Improve Resiliency - reduce the likelihood, magnitude, and duration of sudden or gradual disruptive events through risk mitigation, emergency preparedness and response, and recovery strategies on our business operations and on the delivery of our products and services.

Strategic Business Priorities inform the development of 5-Year Themes.

5-Year Themes

1. Implement a system to prioritize and align the allocation of limited resources across the organization based on intentional "core", risk-based, and strategic outcomes. (BP-1)
2. Based on customer feedback, focus Continuous Improvement (CI) efforts on areas that improve customer trust and satisfaction, initially focused on affordability and outage management. (BP-1, BP-3)
3. Modernize enterprise systems & strategic use of data to improve business insights on customer attributions and utilization of our assets. (BP-1, BP-2, BP-3)
4. Ensure EWEB has power supply resources that meet anticipated demand and regional grid obligations. (BP-2, BP-3)
5. Drive customer participation in products/programs that optimize the use and delivery of energy. (BP-2)
6. Mitigate drinking water single-source vulnerability. (BP-3)
7. Focus business continuity and resiliency efforts on mitigating highest probability most consequential risks (potential disruptions). (BP-1, BP-3)

Annual Strategic Goals support the progress of one or several of our 5-Year Themes.

EWEB's 2025 Annual Strategic Goals

1	As part of an overarching Business Management System, implement EWEB's Strategic Compass (X-Matrix) to engage staff and prioritize and align work based on 1-5 year priorities.	1 2
2	Evaluate and manage budgets and spending based on prioritized outcome(s) with rate impacts near levels of inflation.	1 2
3	Enhance outage prevention, response and communication.	2 3
4	Execute EWEB's Enterprise Solutions (EES) "Season 2", with focus on foundational finance & budgeting functionality, and stabilize and improve basic customer experience.	3 5 7
5	Prepare the organization for EWEB Enterprise Solution (EES) "Season 3", with a focus on asset utilization, field service management, and workforce experience.	3 7
6	Implement 2023 Energy Resource Action Plan. Complete and begin implementing 2025 Energy Resource Plan (Energy Resource Study + Action Plan).	4 5 7
7	Execute "Provider of Choice" (post-2028) energy supply contract with BPA.	4 5
8	Continue AMI deployment within urban service territory.	2 3 5
9	Assess and enhance the impact of EWEB's existing programs supporting limited income and tenant customer segments.	2 5
10	Evaluate and prepare for opportunities to influence consumption behavior.	4 5
11	Begin implementation of EWEB's 5-year Rate Design Plan.	4 5
12	Second Drinking Water Source: Progress towards 2026 completion of compliance and regulatory design prerequisites and re-evaluate and establish the criteria and conditions for ongoing pursuit of a water treatment plant on the Willamette River.	2 6 7
13	Focus infrastructure resiliency work on major projects identified in existing 2015 Water Master Plan and Electric Capital Plan.	2 7
14	Begin Business Impact Analysis on the resiliency of five EWEB business functions to prioritize future mitigation efforts.	2 7
15	Improve workforce resiliency and effectiveness through delivery of updated Human Resources and Business Continuity programs.	1 2 7
16	Implement EWEB's Wildfire Mitigation Plan.	2 7
17	Refine EWEB's approach to a formalized Cyber Security program.	2 7
18	Determine the future of the McKenzie Valley service territory.	7

Rely on us.

Goal 1: As part of an overarching Business Management System, implement EWEB's Strategic Compass (X-Matrix) to engage staff and prioritize and align work based on 1–5-year priorities.

Executive Sponsor: Frank Lawson, CEO & General Manager

Work under this goal includes:
Under Goal 1, EWEB has launched the EWEB Business Management System (EBMS) focused on both core work (the daily work of the utility to fulfill our mission and deliver our services) and strategic work to position the utility for optimal success to meet the long-term objectives in the strategic plan. The implementation of the EBMS allows the organization to prioritize the most important strategic work, which supports efforts that keep our budgets for 2026 in line with inflation, supports employee engagement, and follows up on feedback received in the last employee survey to make our strategic priorities more transparent across the organization. This work also supports the organization through the General Manager transition in 2026 by providing organizational understanding of how EWEB's long-term strategic vision translates into annual projects and near-term actions.

Q4/Year-End Progress Comments: The dial within this goal represents that there are four Annual Deliverables contributing to this work for 2025 and all were achieved on time and on budget.

- Leadership launched the EWEB Business Management System (EBMS) and 2025 Strategic Compass outlining organizational business priorities, 5-Year Themes, 2025 Annual Goals, and 2025 Annual Deliverables. This process developed organizational transparency, enhanced accountability and reporting mechanisms, and supported cross-divisional collaboration towards strategy implementation.
- Staff continued to deepen the utilization of the EBMS through the development of the 2026 Strategic Compass. A refined set of business priorities, 5-year Themes and 2026 annual goals were approved by the Board in January 2026. Staff at the Executive and Managerial levels have been deeply involved in this process during its second cycle, building skills in strategy implementation, supporting succession planning goals, and supporting the General Manager transition planned for 2026.
- Budgets for 2026 were developed and rates were kept within established thresholds.
- To further support organizational succession planning, the organization identified vulnerable positions supporting critical processes as determined by the 2025 Business Impact Analysis. Succession planning tools and a manager toolkit were developed and launched across the organization.

Goal 2: Evaluate & manage budgets and spending based on prioritized outcome(s) with rates impacts to near levels of inflation.

Executive Sponsor: Deborah Hart, Assistant General Manager & Chief Financial Officer

Work under this goal includes: The utility is required to develop an annual budget and rate proposals to support the level of investment outlined in the budgets and capital plans. The integrated capital and long-term financial plans are brought to the board for feedback each July and prioritize and align the allocation of resources for the coming year. Inflation in the Water and Electric sector has remained persistently high and the utility has targeted an average rate increase of under 4% for the Electric utility

and 6% for the Water utility. Based on board direction, work continues throughout the Fall to deliver a budget for final consideration in December.

Q4/Year-End Progress Comments: The dial within this goal represents progress towards the development of budgets that support 2026 average rate increases of less than 4% for the Electric utility and 6% for the Water utility. 2026 Budgets were developed that resulted in a 3.9% average rate increase for the Electric utility and 6.0% for the Water utility. Those budgets were approved at the December board meeting.

Goal 3: Enhance outage prevention, response, and communication.

Executive Sponsor: Julie McGaughey, Chief Customer Officer

Work under this goal includes:
Use a continuous improvement approach to improve public-facing outage communications, internal processes, and technology during blue sky and ICS conditions.

Initiate improvements to the GIS system that went live in December 2024.

Assessment and stabilization of the phone system for use by Dispatch.

Q4/Year-End Progress Comments: The Outage Management & Communications workgroup was formed, the majority of EGO system users received training ahead of storm season, and an end-to-end process map for planned and unplanned outages was completed. There were minor customer-facing outage map clarity improvements (status verbiage and symbol colors) implemented, and the team advanced internal alignment on Estimated Time Of Restoration (ETOR) strategy considerations for ICS events linking accuracy and the availability of ETORs to the stage of the storm.

The newly implemented GIS system allowed for the deactivation of the previous version as planned at the end of the year. Vendor limitations and slow releases prevented some user issues from being resolved. Weekly meetings with a GIS User Group are on-going and work continues with the vendor.

Dispatch staff have identified key use cases for the phone system, and work with the Continuous Improvement team to complete a gap analysis will continue into Q1 2026. IS has completed multiple system configurations and trainings for specific issues. Customer Service and Dispatch leadership have implemented multiple process changes to reduce the load on Dispatch during larger outages including Dispatch no longer receiving “No Match” outage calls from the automated reporting system, Customer Service Analysts (CSAs) being able to login to the Dispatch queue and take customer calls, and use of the ARCOS notification system for Dispatch to request CSAs’ assistance after hours.

Goal 4: Execute EWEB Enterprise Solutions (EES) "Season 2", with a focus on foundational finance & budgeting functionality, and stabilizing & improving basic customer experience.

Executive Sponsor: Travis Knabe, Chief Information Officer

Work under this goal includes: New finance and budget dashboards with real-time data from SAP. Eliminating substantial manual processes and the need for complex excel files. Additionally, the IS team is working with the utility to eliminate bugs from the go-live of SAP and implement enhancements.

Q4/Year-End Progress Comments: 2025 was a highly productive year for EES. Bug fixes and enhancements are under control, overall, the utility has embraced SAP, and the IS Division has taken large steps in effort to support EWEB's new technology tools.

New capabilities added to the customer portal included Interval Data; a service our customers have been asking for and allows for future program development.

The Data Warehouse, a tool that will be used throughout the utility as we take advantage of our data assets, was implemented and ready for population, data governance, and use in 2026.

Goal 5: Prepare the organization for EWEB Enterprise Solutions (EES) "Season 3", with a focus on asset utilization, field service management, and workforce experience.

Executive Sponsor: Travis Knabe, Chief Information Officer

Work under this goal includes: Finalizing the overarching scope of work for Season 3 and begin organizational change management.

Complete the Operational Asset Management Plan (OAMP) for Electric T&D and initiate the development of the water OAMP.

Q4/Year-End Progress Comments: The Electric OAMP was completed and signed off at the end of December.

Change Management roadmap has been signed off on by EES Sponsors and execution has begun, including an identified change network.

Goal 6: Implement 2023 Energy Resource Action Plan. Complete and begin implementing 2025 Energy Resource Plan (Energy Resource Study + Action Plan).

Executive Sponsor: Brian Booth, Chief Energy Resource Officer

Work under this goal includes:

This goal advances EWEB's 2023 Energy Resource Plan (ERP) Action Plan, guides completion of the 2025 ERP, and supports implementation of the 2025 Action Plan. Collectively, these efforts align with EWEB's five-year strategic themes to:

- Ensure our power supply portfolio meets future demand and regional grid obligations.

- Encourage customer participation in programs that optimize energy use and delivery. Strengthen business continuity and resilience by mitigating the most consequential operational risks.

EWEB has been methodically preparing for upcoming power portfolio decisions. Following completion of the 2021 Electrification Study, we established a standardized two-year integrated resource planning cycle.

The 2023 Energy Resource Study (ERS) and Action Plan set the strategic direction for aligning load and resource needs. Key efforts focused on advancing model sophistication, addressing expiring contracts while exploring new resource opportunities, developing a long-term resource framework, and expanding understanding of conservation and demand response potential within EWEB's service territory.

Building on that foundation, the 2025 ERS and Action Plan focused on EWEB's post-2028 BPA product choice and continued implementation of the 2023 objectives. The 2025 Action Plan also emphasizes development of a Resource Evaluation Framework (REF) to guide future portfolio decisions.

Q4/Year-End Progress Comments: Deliverables remain on track. Notable accomplishments include evaluating the Western Resource Adequacy Program (WRAP) binding obligation—resulting in a decision to withdraw until BPA participates in a day-ahead market—and providing the Executive Team with analysis of organized wholesale market timing, participation options, and potential client-service opportunities.

The one item behind schedule is completion of the Energy Resource Evaluation Framework. The Executive Team is finalizing the charter, and the project is expected to return to schedule in early 2026.

Goal 7: Execute "Provider of Choice" (post-2028) Energy Supply Contract with BPA.

Executive Sponsor: Brian Booth, Chief Energy Resource Officer

Work under this goal includes: BPA power sales contract is signed and executed by year end 2025. This work includes analyzing BPA "Provider of Choice" product options, selecting a final product with clear rationale, and engaging the Board and public throughout the decision process. It also includes securing Board authority for contract execution, validating all EWEB-specific resource and contract provisions, and aligning related BPA agreements. The effort will conclude with final stakeholder review, contract signature, and coordinated communications announcing the 19-year power sale agreement.

Q4/Year-End Progress Comments: The dial for this goal represents the final signing of the BPA Provider of Choice contract and the ongoing communication announcing the final agreement.

Goal 8: Continue AMI deployment within urban service territory.

Executive Sponsor: Karen Kelley, Chief Operations Officer

Work under this goal includes: Complete 50% (750) of remaining Electric in-town AMI meter installations and resume Water AMI meter installations with a goal of 2000 by 2025-year end.

Q4/Year-End Progress Comments:
Electric: staff are actively replacing remaining in town legacy meters. Many involve access issues and customer engagement to coordinate and install. As of this writing, approximately 1,122 AMI meters were installed, far exceeding the goal of 750 meter upgrades by end of 2025. 378 non-AMI meters remain to be installed in the EWEB Urban Territory in 2026.

Water: the team stayed within budget, completed 2,567 AMI installations, exceeding the goal of 2,000 meter upgrades by end of year. Remaining upgrades are on track to be completed in 2026.

Goal 9: Assess and enhance the impact of EWEB's existing programs supporting limited income and tenant customer segments.

Executive Sponsor: Julie McGaughey, Chief Customer Officer

Work under this goal includes:
Assess the current state of EWEB's limited income offerings focused on reducing points of friction, optimizing customer experience, and enhancing the overall ease of doing business with EWEB. The review will include research into peer utility products, customer outreach and engagement, a technology functionality assessment, financial impact assessment, and EWEB policy alignment.

Assess the energy consumption, EWEB bill amounts, prior energy efficiency and bill assistance participation, and energy savings potential of limited income, residential customers living in rentals, relative to other segments of EWEB's residential customer base.

Partner with Good Works Consulting to assess baseline performance for equitable access to products and services.

Q4/Year-End Progress Comments:
At the December 2025 Board meeting, staff presented a comprehensive program assessment, including customer experience data and customer input for limited income, and segmentation data and conservation potential for tenant programs. Recommendations were supported by the board, and plans are in place to begin program implementation in 2026.

Good Works Consulting met with the Customer Programs and Communications teams to perform a baseline assessment of EWEB customer program accessibility. Their early suggested improvements were incorporated into the December 2025 board presentation.

Goal 10: Evaluate and prepare for opportunities to influence consumption behavior.

Executive Sponsor: Julie McGaughey, Chief Customer Officer

Work under this goal includes:
Conduct a Demand-Side Potential Assessment (DSPA) that provides the achievable potential across energy conservation, demand response, rooftop solar, and electrification for the periods of 2024-2045. Develop a Cost-Effectiveness Calculator (CEC) to analyze the cost-effectiveness of measures and programs under the four DSPA areas.

Complete the SEW customer portal release enabling interval data visibility and usage.

Pilot Revenue-Neutral Time-of-Day Rates to University of Oregon (UO).

Q4/Year-End Progress Comments:
Both phases of the DSPA are complete, enabling direct cost-effectiveness comparisons between demand-side options (energy conservation and demand response) and supply-side options (wind, solar, utility-scale batteries, etc.). The Cost Effectiveness Calculator has also been completed, which will help in the analysis of the cost-effectiveness of measures and programs across various cost tests under the four DSPA areas.

Visibility to electric and water interval usage data for residential and enterprise customers with communicating smart meters was added to the customer portal in December 2025.

A comprehensive Time of Day assessment of meter and billing requirements was completed in 2025. An indicative rate structure was developed and shared with UO. Customer negotiations are underway, and implementation tasks and deliverables are proposed for 2026.

Goal 11: Begin implementation of EWEB's 5-year Rate Design Plan.

Executive Sponsor: Deborah Hart, Assistant General Manager and Chief Financial Officer

Work under this goal includes: The advancement of the five-year rate plan, which was developed in 2024. The primary deliverables under this goal include aligning the rate structure with the cost-of-service results and delivery of a time-of-day rate to the University of Oregon. The implementation of a Data Analytics platform, Financial dashboards, enhancements to the customer portal, completion of the 2025 Energy Resource Study, and establishing a baseline and KPIs for equity and inclusion in our customer products and services will support the ongoing implementation of the 5-year rate plan.

Q4/Year-End Progress Comments: In December the board approved a rate proposal that included a basic charge which aligned with EWEB's fixed costs. Additionally, a proposed Time of Day rate structure was delivered to UO. Work on the data analytics platform is underway. Additional functionality has been added to the customer portal, including move-in/move-out and interval data. Work on equitable program and rate design is on target and will continue in 2026.

Goal 12: Second Drinking Water Source: Progress towards 2026 completion of compliance and regulatory design prerequisites and re-evaluate and establish the criteria and conditions for ongoing pursuit of a water treatment plant on the Willamette River.

Executive Sponsor: Karen Kelley, Chief Operations Officer

Work under this goal includes: Obtain required land use approvals, award contract and initiate project design by year end to produce a 30% design in Q2 2026. Begin exploring partnerships, grant funding, and financing options for the project.

Q4/Year-End Progress Comments: Land Use work is dependent on the City of Springfield and Lane County scheduling joint Planning Commission and Joint Council/Commissioner meetings. The joint Planning Commission meeting is scheduled for March 17, 2026. Anticipated approval is now April 2026. Design is underway with Carollo Engineers and presentation of the 30% design to the Board is scheduled for July 2026.

Staff researched funding opportunities including the Water Infrastructure Finance and Innovation Act, Drinking Water State Revolving Fund, and Special Public Works Fund. In addition, staff identified four new federal bills that may provide new funding opportunities with the most promising being the Water Resource and Development Bill and the FEMA/Disaster Assistance Bipartisan Bill. Staff will be watching for new grant announcements which are expected late Fall 2025/early Winter 2026. In addition, staff will pursue legislative set asides and congressional funding requests in early 2026 as well as continue research on other potential funding as the project progresses.

Goal 13: Focus infrastructure resiliency work on major projects identified in existing 2015 Water Comprehensive (Master) Plan and Electric Capital Plan.

Executive Sponsor: Karen Kelley, Chief Operations Officer

Work under this goal includes: For 2025, there are two areas of focus: 1) College Hill Reservoir demolition, site development and initial construction of two new 7.5 million-gallon concrete reservoirs for compliance with Oregon Health Authority requirements; and 2) initiating the development of a formal, maintainable and repeatable Electric Comprehensive (Master) Plan to provide a 20-year view of the Capital project needs.

Q4/Year-End Progress Comments:
College Hill construction of the tanks is ahead of schedule and going well. Planning for the public process on landscaping is underway and targeted for Spring 2026. Transmission pipeline design is also underway but delayed due to required additional potholing and additional coordination to prepare the required drawings for the City of Eugene storm drain. Anticipated advertising for construction bids will be at the end of 2025/early 2026.

Electric Comprehensive Plan: the high-level project plan and the position description for the Long-Term Planner has been drafted. The scope of work for the third-party engineering firm to develop the first draft has been delayed due to competing priorities and is now planned for Q2 2026.

Goal 14: Begin Business Impact Analysis on the resiliency of five EWEB business functions to prioritize future mitigation efforts.

Executive Sponsor: Diedre Williams, Chief People Officer

Work under this goal includes: Identify critical processes for key business lines (Water from intake to Base Level Reservoirs; Electric from Substation to Meter; Power Resources; Fleet/Facilities; Finance including Payroll, Treasury, Purchasing and Warehouse, and Accounts Payable). Evaluate each step in these critical processes to determine opportunities to address and improve our continuity of operations during disruptive events.

Q4/Year-End Progress Comments: The dial within this goal reflects completion of the key deliverables, including identifying critical business lines, developing a management framework, mapping processes, and determining maximum tolerable downtime and return-to-operations timelines. Key risks and recommendations have been developed.

Goal 15: Improve workforce resiliency and effectiveness through delivery of updated Human Resources and Business Continuity programs.

Executive Sponsor: Diedre Williams, Chief People Officer

Work under this goal includes: Initiation or refresh of core human capital and business continuity programs, to include compensation program revitalization, diversity program implementation (SD23), developing a standardized training program for managers and leaders, implementation of a utility-wide engagement program, and associated succession planning for critical positions identified through the Business Impact Analysis (BIA).

Q4/Year-End Progress Comments: Workforce resiliency initiatives were completed or advanced in 2025, with several efforts extending into 2026 to support comprehensive outcomes. The Supervisor/Manager Compression Analysis expanded in scope and was shifted to 2026 to allow for a more wide-ranging review, while the MAPT Compensation True-Up was completed on schedule. Leadership development progressed with the launch of the Electric AIC program, completion of negotiations with the IBEW for developmental supervisory roles, and initiation of the LEAD program selection process. Employee engagement work and DEI planning advanced through development of action plans, processes, and proposed metrics; timelines for DEI Milestones 2 and 3 were extended into 2026 to support deeper stakeholder engagement and alignment. Succession planning for vulnerable positions identified through the BIA was completed by all managers and supervisors, with continued gap analysis, continuity planning, and related policy refinement planned for 2026.

Goal 16: Implement EWEB's Wildfire Mitigation Plan.

Executive Sponsor: Diedre Williams, Chief People Officer

Work under this goal includes: The utility is launching a comprehensive Wildfire Mitigation Investment/Management Road Map which is location agnostic and will proactively identify, prioritize, and plan for capital and operational investments that reduce the potential for utility infrastructure to contribute to wildfire ignition.

Q4/Year-End Progress Comments: The dial within this goal reflects completion of the key deliverables identified for 2025. A Charter is complete; a formal Wildfire Mitigation Strategy and Investment Framework has been drafted; a third-party consultant contract has been awarded. Refinement of the mitigation strategy and plan are planned to continue into 2026.

Goal 17: Refine EWEB's approach to a formalized Cyber Security program.

Executive Sponsor: Diedre Williams, Chief People Officer

Work under this goal includes:
This effort focuses on maturing the Cyber Security Program by developing cyber policies and assessing existing tools and programs for compliance through a risk-based review. The work will also identify, prioritize, and document cyber program tactics for 2026, in collaboration with Cyber, Information Services, and Corporate and Operational Technology Managers.

Q4/Year-End Progress Comments: Progress has been made, including establishing the Steering Committee, nearly completing the Tactical Committee, and initiating regular policy review cadences. In Q4 the Cyber Security Team was re-aligned to be part of the IS Division. This facilitated a change in strategy and the deliverables desired.

The Cyber Team was also heavily involved by a surprise NERC/CIP Spot Check. This compliance effort also re-directed resources away from completing the deliverables.

Goal 18: Determine the future of the McKenzie Valley Service Territory.

Executive Sponsor: Frank Lawson, CEO & General Manager

Work under this goal includes: Complete a study which investigates the feasibility and evaluates the outcomes of a potential McKenzie Valley service territory realignment that transfers EWEB's electric distribution assets and rights to operate in the lower McKenzie Valley to Lane Electric Cooperative. Upon completion of the valuation, and draft terms and conditions of the potential territory transfer, provide results to EWEB Board of Commissioners by November 2025, followed by potential Board action in December 2025.

Q4/Year-End Progress Comments: All deliverables have been achieved. On November 12, 2025, the Steering Committee reached a recommendation to advance the service territory realignment to EWEB's Power Risk Management Committee (RMC) for approval as required per Board Policy SD8. The following week, the RMC voted unanimously to move the matter forward to the Board of Commissioners for consideration. On December 2, 2025, the EWEB Board unanimously approved a

resolution authorizing the General Manager to negotiate and execute a McKenzie Valley Service Territory transfer from EWEB to Lane Electric Cooperative, including the associated electric distribution assets and rights to operate therein, consistent with the guidance parameters discussed during Executive Session.

Following finalization of the agreements and receiving approval from the governing bodies of both utilities, in mid-January General Manager Frank Lawson and General Manager Scott Coe officially signed agreements for EWEB to sell our electric service territory in the McKenzie Valley to Lane Electric. The formalized agreements mark a shift from evaluation to the detailed planning and operational work required to complete the transition. The utilities are targeting May 1, 2026, for completion of the service transition.

A new upriver rate was included in 2026 budget and rate proposals; however, Commissioners did not approve the resolution. If the transfer were not to move forward on May 1, EWEB management would evaluate next steps and could seek board approval to align rates in the McKenzie Valley with the higher cost of providing service to that area.

2025 Community Investment Report

As a customer-owned utility, community giving efforts are reserved for requests that closely align with the main priorities of EWEB's Board-adopted Strategic Plan:

- providing safe and reliable water and electricity to our customers,
- and helping our community be prepared and recover from emergencies.

Giving is categorized under the following types:

BOARD DIRECTED
Items that are funded through rates and specifically approved by the Board of Commissioners. Examples include education grants, limited income programs and system development charge (SDC) waivers.

CUSTOMER VOLUNTARY
Greenpower Program, an optional customer program that allows customers to support clean, sustainable energy and encourage renewable energy projects in our local community.

DISCRETIONARY
Projects, events, sponsorships and/or other requests of support from the community or industry directed to individual departments or the organization as a whole. Requests that provide strong alignment between EWEB's Strategic Plan are vetted through the General Manager's office for consideration.

MANDATORY
Because EWEB is a public agency, it is exempt from taxes. Instead, we contribute a portion of electricity sales revenue to the cities of Eugene and Springfield in the form of Contributions in Lieu of Taxes, or CILT.

OREGON CLEAN FUELS PROGRAM
Funding for these projects is made possible through EWEB and the Oregon Clean Fuels Program.

EXTERNAL GRANTS
Grant funding from a federal, state, county, or other public entity that EWEB elected to apply for and manage for the benefit of EWEB customers, community, and the environment. Funding is typically passed through to customers or watershed property owners with EWEB covering administrative costs.

EWEB invested a total of $24,430,163 in 2025*

Donations, Grants, Sponsorships, and Contribution in Aid	$637,181
Customer Programs	$7,910,976
System Development Charge (SDC) Waivers	$127,473
Contributions in Lieu of Taxes	$15,754,533

**Does not including Energy Efficiency loans, Water Truck deployments, Greenpower grant awards yet to be paid out/finalized, or volunteer/ambassador efforts and events.*

Donations, Grants, Sponsorships, and Contribution in Aid

	Jan-Jun 2025 Education Grants Eugene 4J School District* Bethel School District McKenzie School District Springfield School District January - As a part of our commitment to education, we dedicate grant funds to school districts in our service area in support of water and energy curriculum and activities. Each year thousands of students benefit from the programs funded through EWEB's education grants.	$130,000 $40,500 $11,000 $24,500
	EWEB Energy Share Program Bake Sale 02/13/25 - EWEB's Employee Engagement Team (SPARK) organized the third annual Valentine's Day bake sale with proceeds benefiting EWEB's Energy Share program. Energy Share provides financial assistance to customers struggling to pay their utility bills and is primarily funded by donations from EWEB customers and staff-led donation drives.	$600
	University of Oregon 65' Pole Donation March - EWEB donated a 65-foot utility pole to the University of Oregon for use as an osprey nest platform to discourage birds from nesting on electric equipment.	$3,000
	SquareOne Villages Greenpower Grant April - EWEB's Greenpower subscribers voted to award $50,000 Greenpower Grant to SquareOne Villages. Funds for the grant come from voluntary Greenpower customer contributions. This is the first Greenpower Grant award for SquareOne Villages, which is a community land trust with a mission of creating democratic communities with homes	$50,000

	that are permanently affordable and environmentally sustainable. The grant funds will be used to support the purchase and installation of a 172 KW photovoltaic system at organization's Rosa Village Co-op, which is being constructed in the Trainsong Neighborhood. The system will supply power to all 52 residential homes, as well as the Common house, significantly reducing electrical usage and lowering operating costs. The Greenpower Grant is offered every other year and is open to tax-exempt 501(c)(3) nonprofit organizations, schools and academic institutions or government and other public agencies.	
	Nightingale Hosted Shelters Contribution in Aid April - A collaborative effort between the City of Eugene, the Eugene Water & Electric Board (EWEB), and Nightingale Hosted Shelters brought permanent water, electric, and sewer infrastructure to the shelter site. The upgrades drastically improve safety, sanitation, and year-round livability for residents experiencing homelessness.	$1,329
	EWEB Energy Share Program Cinco de Mayo Employee Giving Campaign Kick-Off event 05/05/25 – EWEB's Employee Engagement Team (SPARK) organized a "pay-what-you-can" Cinco de Mayo Taco Bar with proceeds benefiting EWEB's Energy Share program to kick off the annual Employee Giving campaign. Energy Share provides financial assistance to customers struggling to pay their utility bills and is primarily funded by donations from EWEB customers and staff-led donation drives. **This amount is included in the total money raised through the 2025 Employee Giving Campaign.*	$800*
	EarthShare, United Way of Lane County, EWEB Energy Share, Our Children Oregon, Black United Fund of Oregon and more Employee Giving 05/05/25-05/16/25 - Each year, EWEB supports the employee giving campaign which provides employees the opportunity to support charities they care about through payroll deduction or one-time gifts. In total, employee gifts were designated to over 200 different organizations, including EWEB's Energy Share program. **The total amount includes the $800 raised at the Cinco de Mayo kick-off event.*	$24,708*
	EWEB Energy Share Program 7th Annual Golf Scramble "Fore" Employees 05/16/25 – Organized by EWEB's Employee Engagement Team (SPARK), the fundraising event is open to EWEB employees and their guests with proceeds benefiting EWEB's Energy Share program. Energy Share provides financial assistance to customers struggling to pay their utility bills and is primarily funded by donations from EWEB customers and staff-led donation drives. The Golf Scramble is additionally supported by various local business sponsorships.	$3,075
	EWEB Energy Share Program SPARK 3rd Annual Garden Plant Sale	$493

	05/21/25 - EWEBers and their family members are invited to attend the 3rd Annual Garden Plant Sale & Seed Planting Event hosted by SPARK, EWEB's Employee Engagement Team. Plant starts donated by EWEB employees will be available for purchase. Pay what you will, all proceeds will be donated to EWEB's Energy Share program. Energy Share provides financial assistance to customers struggling to pay their utility bills and is primarily funded by donations from EWEB customers and staff-led donation drives.	
	**Pacific Northwest Lineman Rodeo Association** 31st Annual Pacific NW Lineman Rodeo June - Each year, electrical workers from across the west gather in Gresham, Oregon, to participate in the Pacific Northwest Lineman Rodeo. The rodeo is a family fun, action-filled event where teams of linemen and apprentices compete in activities that test their speed, safety and trade skills, with all proceeds going to the Legacy Oregon Burn Center. The 2025 PNW Lineman Rodeo raised an incredible $113,100 for the Oregon Burn Center! EWEB's three-man team placed 2nd out of 24 teams earning a spot to represent EWEB at the International Lineman Rodeo in Kansas City, MO. In addition to competing, EWEB provided a sponsorship to cover the cost of trophies and offered power line safety demonstrations using EWEB's electric safety trailer at the Gresham event.	$5,544
	**4J, Bethel, McKenzie, and Springfield School Districts** Annual EWEB EV Challenge[1] 06/05/25 - Each year, EWEB supports the EWEB EV Challenge curriculum and event. The challenge, which is organized by the Eugene 4J School District, brings together middle schoolers from the 4J, Bethel, Springfield and McKenzie School Districts to race and demonstrate self-made EV concept cars. The EV Challenge provides an opportunity for our local middle school science students to use engineering skills, scientific know-how, creative thinking, experimentation, and teamwork to build small electric battery-powered concept cars for competition. All materials needed for the project, training, and support from their district coordinators are provided to participating teachers. **Starting in 2026, this grant will be rolled under the larger education grant umbrella to align with board priorities for the 2025-2027 grant cycle.*	$19,597*
	**Jul-Dec 2025 Education Grants** Eugene 4J School District* Bethel School District McKenzie School District Springfield School District July - As a part of our commitment to education, we dedicate grant funds to school districts in our service area in support of water and energy curriculum and activities. Each year thousands of students benefit from the programs funded through EWEB's education grants.	$158,875 $43,875 $13,500 $24,500
	**AWWA - Cascade to Coast Subsection**	$530

[1] EWEB's EV Challenge relates to the City of Eugene's CAP2.0 for Transportation action items T24 and T36 (EV marketing and awareness).

	1st Annual Golf Tournament Fundraiser 08/22/25 - The Cascade to Coast Subsection of the PNWS-AWWA hosted the 1st Annual Golf Tournament with proceeds from this event will benefit the Cascade to Coast Scholarship Fund, helping to educate the next generation of water industry professionals.	
	EWEB Energy Share Program SPARK Soup Sale 10/22/25 - EWEB'er chefs made an assortment of fabulous soups and breads for a soup sale benefitting EWEB's Energy Share Program. Energy Share provides financial assistance to customers struggling to pay their utility bills and is primarily funded by donations from EWEB customers and staff-led donation drives.	$730
	Illioo Native Theater BlueJay's Canoe (Play) 11/07/25-11/23/25 - EWEB appeared as official sponsor of the play in promotional materials created and distributed by illioo Native Theatre, including the Press Release and Play Program. EWEB Staff distributed EWEB promotional materials for a sponsor table in lobby of Very Little Theatre, and EWEB Source Water Protection and Communications staff attended events to show support and be on hand to talk about SWP work and Willamette River as source of drinking water.	$1,200
	Food for Lane County Powering the Pantry 11/10/25-12/06/25 We're proud to join the fight against hunger by supporting Food for Lane County. As a publicly owned utility, we're dedicated to strengthening the community we serve — and right now, many of our neighbors are struggling to put food on the table. From November 10 through December 6, EWEB collected food and funds to help ensure people in Lane County have access to healthy, nourishing meals.	$550
	EWEB Customer Care Program Run to Stay Warm 11/23/25 - The annual run event supports EWEB's Customer Care Program, which helps income-qualifying customers who are struggling to pay their utility bills and stay warm through the cooler months. EWEB deployed its water trailer to serve runners (approximate cost $630).	$7,683
	Oregon Environmental Council 50 Ways to Love Your River Educational Campaign December - Sponsorship of "50 Ways to Love Your River, Revisited" 2026 booklet that will include updated and new tips to address emerging sources of water pollution as well as protect groundwater resources that feed our rivers and that 70% of Oregonians rely on. This new campaign will feature a new 50 Ways design and will include web-based, print, email and social media outreach.	$1,000

	**Looking Glass Community Services** Electric Mobility Community Grant[2] December - As part of the Electric Mobility Community Grant program, EWEB awarded 3 grants, up to $30,000 each to cover up to 100% of costs for non-profits, academic institutions, or public organizations towards their electric mobility projects. Looking Glass Community Services' was awarded a grant to fund the electrification of their maintenance van to a fully electric vehicle. Funding for this program is in part made possible by the Oregon Clean Fuels Program (CFP) administered by the Oregon Department of Environmental Quality (ODEQ).	$30,000
	**University of Oregon** Electric Mobility Community Grant[2] December - As part of the Electric Mobility Community Grant program, EWEB awarded 3 grants, up to $30,000 each to cover up to 100% of costs for non-profits, academic institutions, or public organizations towards their electric mobility projects. The University of Oregon was awarded a grant to fund the installation of a 150KW dual-port direct current fast charger for intercity bus lines. Funding for this program is in part made possible by the Oregon Clean Fuels Program (CFP) administered by the Oregon Department of Environmental Quality (ODEQ).	$30,000
	**Shift Community Cycles** Electric Mobility Community Grant[2] December - As part of the Electric Mobility Community Grant program, EWEB awarded 3 grants, up to $30,000 each to cover up to 100% of costs for non-profits, academic institutions, or public organizations towards their electric mobility projects. Shift Community Cycles was awarded a grant to develop e-bike service stations that will professionally repair and refurbish e-bikes to offer more affordable repairs and purchases to vulnerable community members. Funding for this program is in part made possible by the Oregon Clean Fuels Program (CFP) administered by the Oregon Department of Environmental Quality (ODEQ).	$29,989
	TOTAL:	**$637, 181**

[2] EWEB's 2025 E-Mobility Community Grant relates to the City of Eugene's CAP2.0 for Transportation action items T24 and T36 (EV marketing and awareness).

Customer Solutions Products and Services

ENERGY EFFICIENCY INCENTIVES[3]

Type	Program	Project Information	Amount
	EWEB Energy Efficiency Program: Residential Incentives	1677 residential projects.	$2,182,586
	EWEB Energy Efficiency Program: Non-residential Incentives	115 commercial projects. 7 industrial projects.	$1,442,036
	EWEB Energy Efficiency Program: Efficient Growth Incentives	192 residential heating conversions.	$155,499
	EWEB Energy Efficiency Program: Transportation Electrification[4]	268 residential EV chargers, 26 commercial EV Chargers. 1256 electric bikes.	$646,962
	EWEB Greenpower Program: Solar Electric Incentives	106 residential projects.	$149,806
	EWEB Water Conservation Program: Hand Valve and Toilet Rebates, Septic Maintenance Incentives, Weatherized Sprinkler Controls	91 hand valves, 116 efficient toilets, 16 weatherized sprinkler control rebates.	$18,350
		TOTAL:	**$4,595,239**

LIMITED INCOME ASSISTANCE[5]

Type	Program	Project Information	Amount
	EWEB Bill Assistance Program: Limited Income Energy Assistance	6034 customers served through EWEB Customer Care (ECC) program ($1,634,196), 1236 through Energy Share ($216,316), 17 through Community Partner Care ($6,312).	$1,856,824
	EWEB Limited Income Assistance: Electric Line Repair Grants (Income eligible)	13 grants.	$49,998
	EWEB Water Conservation Program: Water Line Repair Grants (Income eligible)	19 grants.	$56,178
		TOTAL:	**$1,963,000**

[3] The first three programs listed on this table (EWEB Energy Efficiency Programs for Residential and Non-Residential Incentives as well as Efficient Growth) relate to City of Eugene's CAP2.0 Building Energy action item B12.
[4] EWEB's energy efficiency programs related to transportation electrification relate to City of Eugene's CAP2.0 Transportation action items T24 and T36 (EV marketing and awareness).
[5] EWEB's Limited Income Assistance Programs relate to City of Eugene's CAP2.0 Building Energy action item B11.

WATERSHED PROTECTION INCENTIVES AND GRANTS

Type	Program	Project Information	Amount
	Water Source Protection: Septic System Maintenance Incentive	48 septic rebates.	$14,400
	Water Source Protection: DEQ Holiday Farm Fire Grant	26 grants.	$643,781
	Water Source Protection: Lane County Holiday Farm Fire Grant	35 grants.	$665,057
	Reduce Fire Risk / Improve Reliability: Relocate Overhead Electric Service to Underground	5 grants.	$29,499
		TOTAL:	**$1,352,737**

ENERGY AND WATER LOANS

Type	Program	Project Information	Amount
	EWEB Energy Efficiency Program: Loans - Residential[6]	495 loans (including 39 for conversions to electric heat).	$4,448,711
	EWEB Water Conservation Program: Water Line Repair & Septic Repair/Replacement Loans	22 loans.	$145,707
	EWEB Resiliency Program: Generator Loan Program	8 loans.	$26,092
	EWEB Electric Service Line Upgrade Loan Program	25 loans	$129,393
		TOTAL:	**$4,749,903**

[6] EWEB Energy Efficiency Programs relate to City of Eugene's CAP2.0 Building Energy action item B12.

System Development Charge (SCD) Waivers

Project Approval Date	Agency	Project Name	Project Description	Amount
02/09/25	Dev NW	Nelson Place Phase III	Nelson Place is adding 31 new Community Land Trust homes to Eugene, with Phase 3 of the project completing the last 14 units and finishing the housing project that kicked off in 2022.	$29,588
06/13/25	Homes For Good	Ollie Court	80 units with one, two, and three bedrooms, serving households earning no more than 60% AMI. Homes For Good is partnering with Head Start of Lane County and Early Childhood CARES to co-locate affordable housing with an Early Learning Center. The property is owned by City of Eugene who awarded HFG this site, in addition to financial resources.	$34,146
06/17/25	Cascade Housing Association	Legacy Park Apartments (PKA River Rd Apts)	48 Units, distributed across three 3-story buildings. Offering 1,2,3-bedroom apartments: 3 full ADA units, 13 adaptable units to serve persons with disabilities, and 1 manager's unit.	$18,211
08/22/25	Community Development Partners (CDC Park Run LLC)	Park Run	Park Run will create 158 units of affordable rental housing on South Garden Way. Twenty-nine units will be reserved for households earning up to 30% AMI and 129 units for households earning up to 60% AMI.	$34,146
10/13/25	Cornerstone Community Housing	The Lucy	The Lucy will provide 36 affordable housing units in the Santa Clara neighborhood of Eugene on a 1.3-acre site. The three-story buildings will include six one-bedroom, 21 two-bedroom, and 9 three-bedroom units, along with a community space. Income and rent limits will range from 50% to 60% of Area Median Income (AMI).	$11,382
			TOTAL:	**$127,473**

Contributions in Lieu of Taxes (CILT)

City of Eugene	
Q1	$4,191,976.96
Q2	$3,452,137.50
Q3	$3,626,480.51
Q4	$3,977,870.57
TOTAL:	**$15,248,465.54**

City of Springfield	
Q1	$102,168.55
Q2	$136,847.52
Q3	$129,510.84
Q4	$137,540.62
TOTAL:	**$506,067.53**

Total Contributions in Lieu of Taxes: $15,754,533.07

EWEB Ambassador Efforts and Events (Paid)

EWEB Ambassadors provided over 700 hours of services to the Community in 2025.

Event Date	Agency/Group/Organization	Event	Description of Participation
01/09, 02/06, 03/06, 04/17, 05/28, 05/29, 7/24, 8/21,12/09	College Hill Community	Coffee with Laura/Walk the Worksite	College Hill Reservoir Replacement Project Q&A Sessions with Laura Farthing, Principal Engineer & Project Manager.
01/10/25	Eugene City Club	Presentation	Facing aging infrastructure and the threat of a Cascadia Subduction Zone earthquake, EWEB is working to modernize its water system. EWEB Chief Operations Officer Karen Kelly discussed several critical projects that have been completed and plans for the utility's most impactful project to date: establishing a new water treatment plant on the Willamette River.
01/14/25	City of Eugene Planning	University Area Planning Meeting	EWEB attended a panel to answer questions about power line safety and presented about what to do around downed power lines.
01/21/25	Cascade Manor	"Where Our Water Comes From" presentation	EWEB staff presented on the source of our drinking water and how to conserve water at this private event for residents of the Cascade Manor.
01/30/25	General Community	Willamette Water Treatment Plant - Industry Open House	EWEB hosted an industry open house for water-centric businesses like breweries, medical facilities, labs and manufacturing centers to provide more information about our planned water treatment plant on the Willamette River. EWEB presented a deep dive on water quality and discussed the timeline for new water to be added to the system.
02/11/25	Willamette Water Treatment Plant - Adjacent Neighbors	Willamette Water Treatment Plant - Adjacent Neighbor Open House	EWEB held an informational open house for properties adjacent to the proposed Willamette Water Treatment Plant and pipeline construction site. The session began with a short presentation from EWEB Project Manager, Laura Farthing, P.E., which covered the current project timeline, plant and pipeline design, possible construction impacts, and ways to stay informed.

02/13/25	City of Eugene/University Neighborhood	Information Sharing Series w/the City of Eugene	EWEB was invited by the City of Eugene to join their University Area Neighborhood Planning presentation on Public Amenities & Infrastructure to educate residents on city and partner agency processes and how current or past projects have impacted their neighborhoods.
03/06/25	NW Steelheaders Emerald Empire	Meeting	Leaburg Decommissioning Update/Presentation
03/11/25	Jefferson Westside Neighborhood Association	Emergency Preparedness Fair	EWEB joined about 10 other emergency prep booths to provide information focused on power line safety and emergency preparedness, specifically emergency water station locations.
03/12/25	Bethel Preschool Promise	Community Helpers Presentation	Brief, child-friendly presentation to four preschool classrooms, with students aged 3-5 years old. Content focused on EWEB's role in the community and the skilled staff who work hard to keep water and electricity flowing to homes. The presentations aligned with the Community Helpers theme at the schools during the month of March.
03/21/25	Students from Local Schools	Hayden Bridge Water Filtration Plant Tour	Tour of the facility for students grades 2 through high school (various schools).
04/05/25	Residents of Blue River and surrounding area	Blue River Rebuilding Block Party	EWEB tabled this event on behalf of the EWEB Septic System Assistance Program and Pure Water Partners.
04/09/25	Military Officers Association of America	Emerald Empire Chapter Meeting	EWEB presented information on water resiliency topics to local military officer veterans.
04/13/25	Community	Re-Imagine Earth Day: A Collaborative Celebration of Sustainability in Eugene	EWEB, MECCA, BRING, Shift Community Cycles, City of Eugene Waste Prevention, Wastewise Lane County and other community organizations came together to provide information about how to live more sustainably and take meaningful steps toward a healthier planet.
04/24/25	Oregon Division of Financial Regulation & City of Eugene	Financial Preparedness for Disasters Seminar	EWEB hosted, in partnership with the City of Eugene, a free financial preparedness seminar for the community.

04/27/25	Eugene Marathon	Eugene Marathon	Nearly 12,000 runners from across the country participated in the annual Eugene Marathon. EWEB was proud to be part of this legendary race and community event. To help keep runners of the half-marathon and marathon hydrated, EWEB deployed the emergency water trailer to provide fresh, clean, local drinking water. Our communications team was also on-site, handing out stickers, buttons, and unveiling a specially-designed water paper cup.
04/27/25	Nightingale Hosted Shelters	Nightingale Celebration and Meet-and-Greet	A community celebration marked the completion of major infrastructure upgrades made possible through a powerful public-nonprofit collaborative effort between the City of Eugene, the Eugene Water & Electric Board (EWEB), and Nightingale Hosted Shelters brought permanent water, electric, and sewer infrastructure to the shelter site. The upgrades drastically improve safety, sanitation, and year-round livability for residents experiencing homelessness. To celebrate the milestone, Nightingale Hosted Shelters welcomed contractors, donors, volunteers, and media to tour the upgraded facilities and honor the many hands that made it happen.
04/28/25	4J School District	Hayden Bridge Water Filtration Plant tour	29 students from an AP science class toured the Hayden Bridge Water Filtration Plant
05/06/25	Children's Legacy Foundation (CLF Network) (formerly Active 20-30 Club of Eugene)	Dinner Meeting	Presentation of current EWEB projects to 20-30 people, young professionals (volunteer, service, and networking group that focuses on supporting Lane County children's charities)
05/15/25	McKenzie Valley Customers	McKenzie Valley Customer Appreciation Dinner	EWEB Commissioners hosted the McKenzie Valley Customer Appreciation Dinner, bringing folks together with EWEB staff to discuss how the utility can continue to support community resiliency in the face of growing challenges such as climate change, aging infrastructure, and a rapidly changing electricity industry. The evening kicked off with an open house and transitioned into a structured agenda centered on the year’s theme: “Investing Today for a Resilient Tomorrow.”

05/27/25	Fairfield Elementary School	Power Town Power Line Safety Demonstration	In an effort to increase power line safety education in our community, EWEB's Safety Team, in partnership with the Communications team, has created a special demonstration geared towards the 4th grade audience. The teams successfully delivered a power line safety demonstration using "PowerTown", a live electric demo table, to two groups of 4th graders at Fairfield Elementary. Focus was on the public safety slogan “S.O.S.” (Stop. Observe. Survive.)
06/05/25	4J, Bethel, Springfield and McKenzie School District	Annual EWEB EV Challenge	The EWEB EV Challenge is organized by the Eugene 4J School District and brings together middle schoolers from the 4J, Bethel, Springfield and McKenzie School Districts to race and demonstrate self-made EV concept cars. The challenge provides an opportunity for the students to use engineering skills, scientific know-how, creative thinking, experimentation, and teamwork to build small electric battery-powered concept cars for the competition. All materials needed for the project, training, and support from their district coordinators are provided to participating teachers.
06/08, 06/22, 07/20, 08/10	Eugene Emeralds	Bike to the Ballpark	A community bike ride to PK Park to watch a Eugene Emeralds baseball game. At the ballpark, younger riders were able to participate in bike-themed activities and win free bike accessories. A free bike valet sponsored by EWEB and Peacehealth Rides was available to secure bikes.
06/28/25	River Road / Santa Clara Volunteer Library	River Road / Santa Clara Volunteer Library Open House	EWEB staff were on hand to provide information on EWEB's Energy Efficiency products and services.
06/28/25	Community	Eugene Pride Festival	Spearheaded by the Diversity Team and partnering with Communications and Marketing, EWEB hosted a table at the 2025 Eugene-Springfield Pride Festival. Our presence celebrated safety, equity, and connection with the community – core values reflected in both our Diversity, Equity, and Inclusion (DEI) policy and our broader mission of public service.

07/17/25	Oregon Utility Safety Committee (PUC)	Meeting	Line Techs demonstrated the EWEB Electric Line Safety Trailer for a large group of safety professionals from around the region.
07/23/25	Lane ESD's Youth Trades Academy	Day of Learning and Career Exploration at Hayden Bridge	EWEB hosted a day of learning and career exploration at the Hayden Bridge Water Filtration Plant. The summer program supports Lane County high school juniors and seniors who are interested in pursuing careers in the trades, providing them a behind-the-scenes look at what we do! Throughout the day, students talked with EWEB employees from Water, Electric, and Utility Support to learn about their work and some of the different career paths available. They toured the water treatment plant and lab, tried their hands at repairing a broken water main, got to view the valley from the height of a bucket truck, watched an electric safety demo (seeing a hot dog cooked on a live electric wire made a definite impression), learned about locating, and more. It was a great opportunity for them to ask questions and for us to connect with and inspire the next generation of trades professionals.
7/23-07/27	Lane County Fair	Lane County Fair Water Booth	EWEB partnered with Springfield Utility Board and Rainbow Water District to staff the best booth at the fair – cold, delicious, free water!
07/26/25	Pacific Northwest Lineman Rodeo Association	31st Annual Pacific NW Lineman Rodeo	Each year, electrical workers from across the west gather in Gresham, Oregon, to participate in the Pacific Northwest Lineman Rodeo. The rodeo is a family fun, action-filled event where teams of linemen and apprentices compete in activities that test their speed, safety and trade skills, with all proceeds going to the Legacy Oregon Burn Center. The 2025 PNW Lineman Rodeo raised an incredible $113,100 for the Oregon Burn Center! EWEB's three-man team placed 2nd out of 24 teams earning a spot to represent EWEB at the International Lineman Rodeo in Kansas City, MO. In addition to competing, EWEB provided a sponsorship to cover the cost of trophies and offered power line safety demonstrations using EWEB's electric safety trailer at the Gresham event.

08/03/25	Santa Clara Community Organization	3rd Annual Santa Clara Concert	A community event in Santa Clara. EWEB staff were on hand to provide information on EWEB's Energy Efficiency products and services.
09/12/25	Veterans in Lane County	Lane County Stand Down Event for Veterans	EWEB participated in the Lane County Stand Down job fair. Veterans who stopped by our table were able to talk about a possible career in the utility industry and learn more about the positions we had open.
09/23/25	University of Oregon Division of Graduate Studies	Graduate Student Welcome Lunch & Resource Fair	Educated new arrivals on the goals and aims of EWEB as well as best practices in getting service and understanding bills (especially for international students)
09/27/25	Community	Kennedy Middle School Emergency Water Station Demonstration	EWEB and Eugene School District 4J held a ribbon cutting and demonstration event at the new Emergency Water Station site. Attendees were able to: • Receive a free 3-gallon emergency water storage container – one per family while supplies last! • Participate in operating the emergency water station from filling to sanitizing. • Learn how our community is preparing for emergencies and how to get prepared at home. • Enjoy family activities like coloring and water storage container decorating.
10/08/25	Eugene Springfield Fire	Building Tour	Facilities Supervisor John Marshall provided a building tour to help new firefighters learn about building construction, specifically concrete tilt-up construction.
10/18/25	McKenzie Fire and Rescue	Community Preparedness Meeting	Short (~10-minute presentation) about seasonal preparedness topics (e.g., generators, fuel, water, cooking fires, electrical cords, snow and ice events, flooding, etc.) and tabling.
10/20/25		Public Power Week Poster Contest	Each year, EWEB holds the Public Power Week Poster Contest for 5th-grade students in our service territory. We received over 275 stellar submittals (a 48% increase over last year!). The top 20 were displayed at EWEB's Halloween Truck-or-Treat event at the Lane Events Center.
10/21/25	Southwest Hills Neighborhood Association (SHiNA)	Neighborhood Association Meeting	EWEB delivered a presentation on general EWEB information, Resiliency and Wildfire Mitigation Work, and Customer Engagement with time for Q&A.

10/21/25	University of Oregon	Green Cities Class	Guest lecture for 80 upper-level undergraduates about the challenges that cities face in securing green energy supplies.
10/21/25	University of Oregon	Tour of Hayden Bridge	Undergraduate and Graduate students from the University of Oregon, approximately 26 people.
10/22/25	Pleasant Hill Middle & High School	Career Fair	An event to provide students with valuable information about skill sets, education, training, and technologies required in a variety of career clusters and industries. Students collected information, considered career interests and personal goals in preparation for post high school education and training.
10/24/25	Community	EWEB's Halloween Truck-or-Treat	At EWEB's second annual Truck-or-Treat Customer and Crew Appreciation Event, our fleet transformed into a festive Halloween spectacle. More than 2,500 people came out to trick or treat from trucks adorned with kid-friendly decorations. Along the way, they learned about the exceptional crew members and equipment that keep water and electricity flowing to homes and businesses 24 hours a day, 7 days a week, 365 days a year.
11/7 – 11/23	Illioo Native Theater	BlueJay's Canoe (Play)	EWEB was an official sponsor of the play with staff distributing promotional materials at the Very Little Theatre. Source Water Protection (SWP) and Communications staff attended events to show support and be on-hand to talk about SWP work and the Willamette River as a source of drinking water.
11/21/25	Oregon Utility Safety Committee (PUC)	Meeting	EWEB's Safety Team delivered a power line safety demonstration using "PowerTown", a live electric demo table to a large group of safety professionals from around the region.
11/23/25	EWEB Customer Care Program	Run to Stay Warm	The run event supports EWEB's Customer Care Program, which helps income-qualifying customers who are struggling to pay their utility bills and stay warm through the cooler months. EWEB deployed the water trailer to serve runners.
12/03/25	Eugene Area Chamber of Commerce and Downtown Eugene Inc.	Christmas Tree Installation	EWEB crews installed a Christmas tree in Kesey Square, including the tree stand, tree and Christmas lights, using a small crane and a bucket truck.

Volunteer Efforts and Events (Unpaid)

EWEB employees, friends and families volunteered over 28 hours in the community in 2025.

Event Date	Agency/Group/Organization	Event	Description of Participation
7/12/25	PNWS-AWWA Cascade to Coast	Wicked Wine Run	EWEB staff provided beverages to runners and helped with other various duties.
09/27/25	McKenzie Watershed Council	Annual McKenzie River Cleanup	Each year, an EWEB team cleans up Lloyd Knox Park.