



2022 RATE CHANGES

eweb.org/RateInfo

Valued EWEB Customer,

At the Dec. 7 public meeting, EWEB's Board of Commissioners approved the utility's 2022 budget and price changes. This letter explains how the price changes will affect your bill, and how your rates are being used to provide you with safe, reliable services, maintain utility infrastructure, and invest in system improvements that make your services better.

PRICE INCREASES FOR 2022

Beginning Feb. 1, the average household will pay around \$7 more per month, or 23 cents per day, for electricity and water combined. The average residential EWEB bill will increase from \$204 to \$211 per month. This is based on using 9,000 gallons of water and 1,600 kWh of electricity; your bill change may be lower or higher depending on your actual usage.

CONTROLLING ENERGY & WATER USE LOWERS YOUR BILL—AND EWEB CAN HELP

We work with our customers to reduce your electricity and water use so you can save money. Households who completed energy efficiency upgrades used on average 10% less energy in 2021 compared to before their efficiency upgrades.

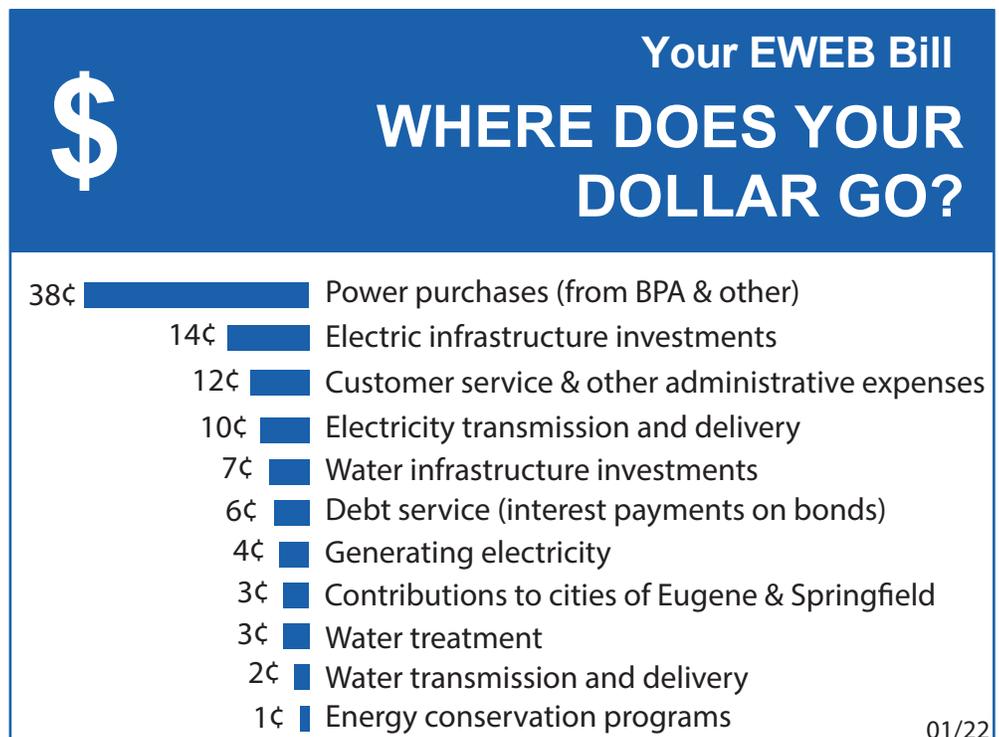
Our rebates and loans can lower or spread out the cost of improvements, such as ducted and ductless heat pumps, insulation, high-efficiency toilets, window upgrades and heat pump water heaters.

Income-qualifying customers may be eligible for expanded rebate and loan options designed to cover close to 100% of the cost to upgrade heating systems, insulation, windows and more.

Rebate and loan programs are also available for:

- Water conservation
- Rental property owners
- Multi-family units
- Commercial businesses

For more information, go to eweb.org/SaveEnergy.



WE'RE INVESTING IN INFRASTRUCTURE

The safe, reliable water and electricity we all rely on is not possible without the infrastructure that delivers it. To meet the current and future needs of our community, we are planning and budgeting for:

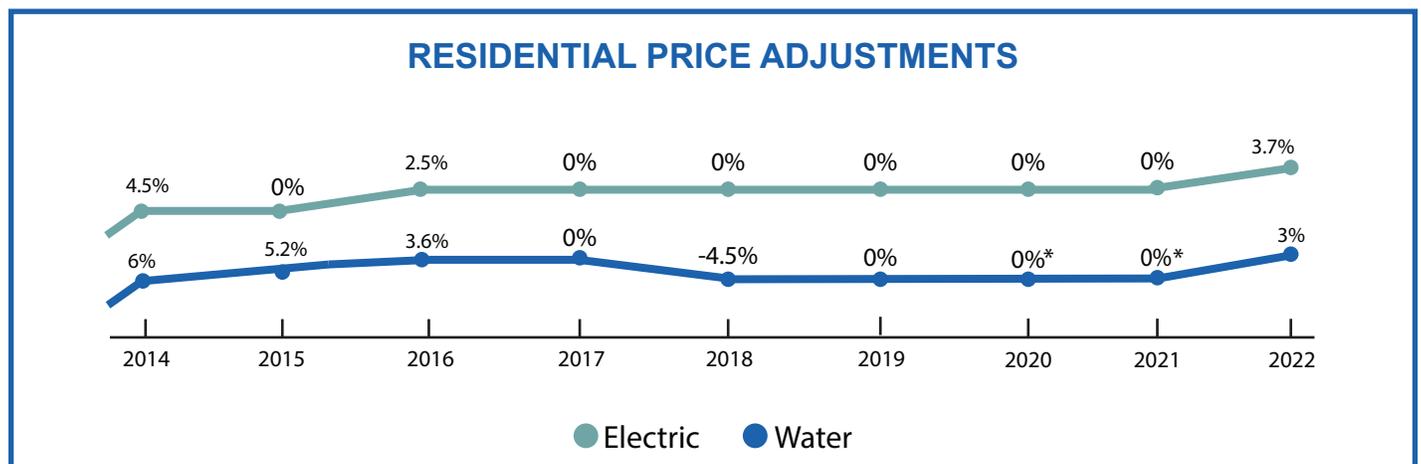
- Building a second water treatment plant on the Willamette River
- Upgrading the Carmen-Smith Hydroelectric Project
- Wildfire safety and prevention
- Upgrading and diversifying water storage tanks
- Rebuilding substations to increase capacity and improve reliability
- Meter technology investments
- Repairing Leaburg Canal

CONTINUING COMMITMENT TO CLEAN, SUSTAINABLE ENERGY

EWEB has one of the cleanest power portfolios in the nation, with 90% of our power coming from carbon-free resources. We generate around 20% of the community's power using EWEB-owned or co-owned resources, and the remaining 80% comes from the Bonneville Power Administration (BPA) and other wholesale energy providers, as well as through other power purchase agreements.

The cost for EWEB to buy electricity to meet our community's power needs represents a significant portion of the utility's budget—about 38 cents of every dollar you pay to EWEB goes to purchased power costs. As power markets become more volatile, these costs are increasing. In the 2022 budget, we are projecting that purchased power costs will be \$21 million higher than in 2021.

To better anticipate and plan for future energy market volatility, EWEB is launching a new phase of our ongoing electricity supply planning process by developing an Integrated Resources Plan (IRP). Through the IRP process, EWEB will examine energy supply and demand options for the next few years, with a commitment to environmental sustainability, grid reliability and customer affordability.



In recent years we have avoided price increases by managing the costs that we can control, such as delaying or reducing certain capital projects, and restructuring debt. Our 2022 budget and prices reflect investments to ensure we can continue to provide safe and reliable water and electricity even as critical infrastructure ages and new challenges arise.