

WATER • POWER • PEOPLE

News for our residential customers



EWEB continues 2023 budget and rate setting process

As a customer-owned utility, we do not operate to earn a profit. Prices are based on the costs to serve our community with safe, reliable water and electricity.

At their July 2022 public meeting, your elected EWEB Commissioners kicked off a multi-month planning process that will culminate in December with adoption of a 2023 budget and rates for electric and water customers.

PROJECTED RATE INCREASES

As of October 2022, we are projecting an average monthly increase of 3.25% for electricity rates and 6% for water rates. Final 2023 prices for residential and non-residential customers will be adopted at the Dec. 6 Board of Commissioners meeting.

WHY RATE INCREASES ARE NEEDED

Our proposed 2023 budget reflects investments to ensure we can continue to provide safe and reliable water and electricity even as critical infrastructure ages and new challenges arise. Some of the major projects that we are planning for include:

- Building a treatment plant on the Willamette River to improve the resiliency of our water supply
- Rebuilding electric substations to increase capacity and improve reliability
- Upgrading and diversifying drinking water storage facilities
- Addressing structural vulnerabilities of the Leaburg canal
- Upgrading the Carmen-Smith Hydroelectric Project to continue providing local carbon-free power
- Investing in updated technology to improve service
- Implementing wildfire safety and prevention programs

PUBLIC RATE-SETTING PROCESS

We begin the rate-setting process annually in the summer. Through a series of public meetings, your elected Board of Commissioners provides direction and customer-owners are invited to provide testimony on any proposed adjustments. You can watch public meetings online and provide comments in-person, by telephone, or in writing. Find more information at eweb.org/board.

Learn more your water and electric rates at eweb.org/RateInfo.

Prepare for winter storm season

Winter is right around the corner and that means an increased likelihood of storm-related power outages.

Improving EWEB's extreme weather preparedness and response while replacing and reinforcing aging infrastructure are top priorities, but power outages can still occur. It's important to be prepared and there are simple actions you can take right now.



1 UPDATE YOUR CONTACT INFO

Ensuring that your contact information is updated is the best way to prepare for alerts from EWEB about winter storms and power outages. To update your phone number and email address, contact customer service at 541-685-7000 or EWEB.Answers@eweb.org.

2 MAKE AN EMERGENCY OUTAGE KIT

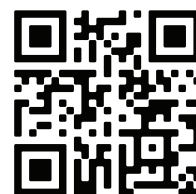
Think about what you would need if the power were to go out for several days and prepare in advance. Stock some extra non-perishable food, water, flashlights, batteries, cell phone back-up power. Learn more about preparing for emergencies at eweb.org/emergencyprep.

3 FOR CUSTOMERS WITH MEDICAL NEEDS

If you rely on electrically powered medical devices, or you care for someone who is medically fragile, we encourage you to let us know and to have a contingency plan in the event of a prolonged outage. Contact our Customer Service team at 541-685-7000. Set up plans with friends or relatives to check on special-needs folks during an emergency and transport them if necessary to a site with electricity, such as emergency centers, hotels or neighbors.

★ BONUS TIP: SIGN UP FOR EMERGENCY ALERTS AND PREPAREDNESS NEWSLETTER

EWEB has a NEW e-newsletter bringing you information on emergency preparedness as it relates to drinking water and electricity. If you are a part of this email list, you will receive emergency alerts on major weather-related outages, red flag warnings, Public Safety Power Shutoffs, drinking water quality and more. Scan the QR code, or go to eweb.org and click on 'Join our Email List' to sign up.



Your Board of Commissioners

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|-------------|--------------------------------|
| Wards 4 & 5 | John Brown (President) |
| Wards 6 & 7 | Sonya Carlson (Vice President) |
| Wards 1 & 8 | Matt McRae |
| Wards 2 & 3 | John Barofsky |
| At-large | Mindy Schlossberg |

The citizens of Eugene elect five commissioners to four-year terms. They dedicate their service to the utility as volunteers without pay. Commissioners hold regularly scheduled public meetings on the first Tuesday of each month, typically at 5:30 p.m. Our customer-owners are welcome and encouraged to participate. Meetings are streamed live and archived on eweb.org/board.

