

Your EWEB statement has a new look!

EWEB is making it easier for customers to do business with us. We want to shift more power in your hands, and that starts with improving some of the basics. We have created a new bill that delivers information in a clear, readable way so you can make informed decisions about your energy and water use.

Contact information

For water, electric or account and billing questions, contact EWEB. Contact the City of Eugene for stormwater and wastewater related questions.

Message center

Check here for important notices about your account, as well as timely information and seasonal tips.

Usage Details

Refer to details from the current month, previous month and same month from the previous year to help make informed decisions about your water and energy use.

ELECTRIC USAGE

Meter # 12345
Present Reading: 28972 kWh - Previous Reading: 28368 kWh = **Usage: 604 kWh**

Month	Usage (kWh)
JUL	476
AUG	585
SEP	580
OCT	543
NOV	591
DEC	517
JAN	560
FEB	519
MAR	519
APR	548
MAY	504
JUN	500
JUL	688

Period	Days Billed	CS* F Avg. Temp.	Avg. kWh/day
THIS MONTH	28 Days Billed	59° F Avg. Temp.	Avg. 21 kWh/day
LAST MONTH	33 Days Billed	59° F Avg. Temp.	Avg. 15 kWh/day
LAST YEAR	30 Days Billed	62° F Avg. Temp.	Avg. 19 kWh/day

ACTUAL CHARGE DETAIL

6/9/2019 - 7/3/2019 (28 DAYS)

EWEB SERVICES | 541-685-7000

ELECTRIC

Cost of Basic Service	\$20.50
Delivery Charge (\$84 kWh x 0.02624)	\$15.32
Energy Charge (\$84 kWh x 0.06524)	\$38.10
ACTUAL CHARGES	\$73.92

WATER

Cost of Basic Service	\$20.37
Water-Residential-Inside City (2 kgal x 1.416)	\$2.83
ACTUAL CHARGES	\$55.61

CITY SERVICES 541-682-4900

EWEB serves as the billing agent for City of Eugene wastewater and stormwater services.

WASTEWATER

Cost of Basic Service	\$13.55
Consumption-based Charge (2 kgal x 5.139)	\$10.28
ACTUAL CHARGES	\$23.83

STORMWATER

City of Eugene Stormwater Service	\$15.00
ACTUAL CHARGES	\$15.00

WAYS TO PAY

Online: www.eweb.org | Phone: 541-685-7000

Create a profile at eweb.org for more tools and information. Learn more about managing your usage, set up alerts and notifications and manage your account.

Understanding your budget bill

Upon enrollment, your budget bill payment amount is calculated based on the average 12-month usage history at your home. Each year, during your renewal month, this payment amount is automatically recalculated to reflect the most recent 12-month usage history, plus or minus any balance or credit on the actual account balance.

Learn more at eweb.org/budgetbilling

Who do I contact? Contact EWEB at 541-685-7000 for all billing and account related concerns, or for water and electric questions. Contact the City of Eugene at 541-682-4900 for wastewater/stormwater questions.

Billing summary

EWEB & CITY OF EUGENE UTILITY SERVICES

EWEB | 541-685-7000

CITY OF EUGENE | 541-682-4900

MESSAGE CENTER

Hi Sample Smith,
As of 07/09/19 your actual EWEB account balance is \$57.50. If you were to close your account today, you would have a balance owed.

If another message applied in priority it would print after the past due message or the default would print here.

DID YOU KNOW?

The water heater is one of the biggest energy users in the home. You can save money and reduce energy waste by setting the temperature to 120 degrees and washing laundry in cold. When it's time to replace, consider a super-efficient Heat Pump Water Heater, which uses half the energy of a standard electric unit and with an EWEB rebate, you can save \$800 - \$1,700. Learn more at eweb.org.

Account information

ACCOUNT NUMBER: 123456-78911
Sample Smith
1234 Main St.
Eugene, OR 97404

Bill Date: 07/09/19
Page 1 of 2

Budget bill program

Comparing the average of your actual charges to your budget payment amount can help avoid surprise balance or credit during renewal month.

CURRENT STATUS: TRACKING OVER BUDGET

Average of past 12-months actual charges: **\$94**

You are currently tracking **2% over** your fixed budget payment, which may contribute to a balance during program renewal.

CURRENT STATUS: ON TRACK WITH BUDGET

Average of past 12-months actual charges: **\$22**

You are current tracking **8% lower** than your fixed budget payment.

Amount due and due date

TOTAL AMOUNT DUE
by 07/24/19
\$160.00

BUDGET CHARGE BREAKDOWN

EWB Electric	\$92.00
EWB Water	\$24.00
City of Eugene Wastewater	\$28.00
City of Eugene Stormwater	\$16.00

See Back for Actual Charges and Meter Details

Please include this portion of your bill with payment.

ACCOUNT NUMBER: 123456-78911
Budget Charges due by 07/24: \$160.00

Total Amount Due \$160.00

AMOUNT ENCLOSED \$

MAIL PAYMENT TO:
EWB WATER & ELECTRIC BOARD
PO BOX 3519
SEATTLE, WA 98124-5192

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Budget bill program

A new, at-a-glance view of average 12-month actual charges compared to your budget payment plan.

Comparing the average of actual charges with your budget amount can help avoid a surprise credit or balance during your renewal month.

Budget charge breakdown

Actual charge details

Find details on the month's actual charges.

Ways to pay