



STRATEGIC & OPERATIONAL QUARTERLY REPORT | Q2 2023

August 1, 2023

Photo courtesy of the City of Eugene



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On the Cover: *Frank Lawson, EWEB CEO & General Manager, and Sarah Medary, Eugene City Manager, celebrate the completion of the sale of the downtown riverfront building, the former EWEB Headquarters and future Eugene City Hall.*

EXECUTIVE SUMMARY

Through the second quarter, EWEB Electric Net Income exceeded the seasonally adjusted budget by \$3.5 million, \$10.0 million (actual) vs. \$6.5 million (budget), primarily driven by strong retail sales and under-budgeted operating expenses. Retail revenue was favorable due to colder than average temperatures in the first four months of the year and warmer than average temperatures in May and June. Unfavorable water supply in the Columbia Basin resulted in lower-than-normal BPA Slice allocations, resulting in unfavorable variance in wholesale sales, driving down overall operating net income.

EWEB's Fiscal-Year-To-Date Drinking Water Net Income was favorable to the seasonally adjusted budget of approximately negative \$3.0 million by approximately \$7.5 million. Residential and commercial consumption were above budget by 23% and 15%, respectively, while wholesale consumption was under budget by 6%. Below average rainfall in May and June led to increased residential and commercial consumption compared to budget. Water operating expenses were under budget by about \$3.8 million.

EWEB staff continue to emphasize service, safety, reliability, fiscal and environmental stewardship, and continuous improvement in support of the organization's mission and values. For the fifth consecutive quarter, the Contact Center performed within the Average Speed to Answer goal of 90 seconds or less, with call volume remaining steady at 460 calls per day. In the second quarter, EWEB received the Wendell R. LaDue Safety Award of Excellence in their class for the 4th consecutive year from the American Water Works Association (AWWA). The number of reported injuries are tracking with the 3-year average, at 17 year-to-date, slightly up from 14 in 2022. However, OSHA Lost Time Days is at three (3) compared to the three-year average of 57.

In the second quarter, Commissioners approved a resolution authorizing the issuance, sale, and delivery of Water Utility System Revenue Bonds. This action supports critical infrastructure projects that will strengthen EWEB's transmission and reservoir systems, as well as the design and initial construction of the Willamette River Water Treatment Plant. Commissioners also approved enhancements to EWEB's strategic plan including added emphasis on diversity, equity and inclusion, new energy services, and resiliency and approved updates to EWEB's Wildfire Mitigation Plan. The plan is designed to protect public safety, reduce risk, and strengthen wildfire resiliency.

On June 28, 2023, EWEB completed the sale of its former downtown riverfront headquarters property to the City of Eugene after several months of due diligence. Every division at EWEB, including more than seventy employees from at least twenty-six departments contributed to the sale and vacate effort, and many more were affected by the migration to the Roosevelt Operations Center (ROC). EWEB would also like to thank the City of Eugene, specifically City Manager Sarah Medary and her staff, for their collaboration and professionalism during the sale.

Through the first half of the year, all six of EWEB's annual organizational goals are substantially on track for completion. Significant stakeholder outreach related to the *Build on the 2022 Integrated Resource Plan* (Goal #4) has been a priority in 2023. In June staff published briefings in response to board and stakeholder feedback, intending to explore areas of community interest on topics like Diversity Equity and Inclusion, solar, zero-carbon resources, utility-scale storage, and the resource acquisition process. One subpart of EWEB's goal to *Build and Inspire the Workforce and Workplace Culture* (Goal #2), to evolving our Dynamic Workforce Model, leveraging mobile/hybrid work opportunities, was delayed as executive leadership evaluated and socialized the results of the Employee Engagement Survey conducted earlier in the year.

The attached report includes details on EWEB's operations and strategic pursuits, and I look forward to presenting the quarterly results to our Board of Commissioners, EWEB staff, and the public on August 1, 2023. Thank you for your ongoing support.

Frank Lawson
CEO & General Manager

GENERAL MANAGER'S OFFICE

BOARD ACTION REPORT

During the months of April, May, June, and July Commissioners took significant actions including but not limited to the following:

- Commissioners approved a resolution authorizing the issuance, sale, and delivery of Water Utility System Revenue Bonds. This action supports critical infrastructure projects that will strengthen EWEB's transmission and reservoir systems, as well as the design and initial construction of the Willamette River Water Treatment Plant.
- The Board approved a resolution directing management on the allocation of reserve funds and transfers that best meet the Utility's strategic plans, financial policies, and current conditions. Additionally, the Board authorized changes to some of the reserve targets to ensure they are reasonable to cover the intended risks.
- Commissioners approved enhancements to EWEB's strategic plan including added emphasis on diversity, equity and inclusion, new energy services, and resiliency.
- The Board approved updates to EWEB's Wildfire Mitigation Plan. The plan is designed to protect public safety, reduce risk, and strengthen wildfire resiliency. This iteration of the Plan continues to meet PUC compliance requirements, incorporates industry best practices where prudent to do so, and emphasizes operational readiness.

MANAGEMENT HIGHLIGHTS

On June 28, 2023, EWEB completed the sale of its former downtown riverfront headquarters property to the City of Eugene after several months of due diligence. Every division at EWEB, including more than seventy employees from at least twenty-six departments contributed to the sale and vacate effort, and many more were affected by the migration to the ROC. Some of the accomplishments related to vacating EWEB's former headquarters include building and relocating back-up Dispatch and Trading operations at Hayden Bridge; Electric & Water controls and IT infrastructure were reestablished at alternate locations; changes to Customer Service protocols were made; security access control systems were purged, decommissioned and/or transitioned to the City; and three and a half decades of accumulation was removed from the building. Of the hundreds of pieces of surplus furniture, Staff estimate approximately 30% was kept by the City of Eugene. A rigorous effort was made by Purchasing and Facilities staff to contact 32 public agencies and 46 Lane County nonprofits, ultimately connecting over twenty agencies with 60% of the surplus items; of the remaining pieces 5% were recycled, and only 5% went to the landfill. Additional details about the HQ vacate project and furniture donation can be found in the Information Services and Support Services sections and Appendix G of this report.

2023 LEGISLATIVE SESSION PRIORITIES – FINAL STATUS

EWEB Willamette Water Treatment Plant State Matching Funds Request -- \$27 million

The final approved state budget did not include any funding for the EWEB Willamette Water Treatment Plant request filed with the Joint Ways and Means Committee and Legislative Fiscal Office. Due to the project timeline, the request may be re-submitted in the 2024 and 2025 state legislative sessions.

Post-fire McKenzie Watershed Recovery Funds Reauthorized

The 2021 Legislature appropriated funds for 2020 Wildfire Recovery, including \$4 million allocated to EWEB with a passthrough via the Oregon Watershed Enhancement Board. Over \$1 million was unspent and in jeopardy due to the conclusion of the current biennial budget June 30. EWEB was successful in obtaining reauthorization for the unspent balance in the 2023-2025 biennial budget.

COMMUNITY INVESTMENT

In accordance with Board Policy EL3 - Public Requests for Board Expenditures, Appendix G 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.

APPENDICES

Management is obligated to report explicit information as guided by Board policy and voluntarily reports additional supplemental information, contained as follows:

REQUIRED REPORTING PER BOARD POLICY

- Appendix A: Electric Utility Financial Statement (EL1)
- Appendix B: Water Utility Financial Statement (EL1)
- Appendix C: Electric Utility EL1 Capital Report
- Appendix D: Water Utility EL1 Capital Report
- Appendix E: Capital Spending Summary (Supplement to EL1 Reports)
- Appendix F: Contracts Awarded Report (EL2)
- Appendix G: Community Investment Report (EL3)

ADDITIONAL APPENDICES

- Appendix H: Electric Division Details
- Appendix I: Water Division Details
- Appendix J: Workforce Composition
- Appendix K: Customer Division Details

EWEB STRATEGY & ANNUAL GOALS

The [Eugene Water & Electric Board Strategic Plan \(2018-2028\)](#) was approved August 1, 2017, revised October 6, 2022, and provides the basis for policies, decisions, and the annual goals established for the organization. This Quarterly Report is organized to provide status and progress information based on those annual goals. On January 3, 2023, the EWEB Commissioners approved the following annual goals for the organization.

GOAL #1: MAINTAIN OR IMPROVE OUR “ONGOING” OPERATIONAL EFFECTIVENESS and refine our use of the related data/information, key process indicators, and quarterly organizational reporting. As the basis to aid decision making and priority setting that increases customer value, encourages customer participation, and optimizes operational effectiveness, develop and launch an enterprise data management plan.

GOAL #2: BUILD AND INSPIRE THE WORKFORCE AND WORKPLACE CULTURE necessary to fulfill ongoing business obligations and strategic initiatives in alignment with our organizational values by:

- a) Evolving our Dynamic Workforce Model, leveraging mobile/hybrid work opportunities,
- b) Integrating a new IBEW Collective Bargaining Agreement,
- c) Utilizing results of a comprehensive Employee Survey to continuously improve employees’ work experience,
- d) Working with the Board to develop and deploy policies that weave principles of DEI (diversity, equity, and inclusion) and resiliency into our work.

GOAL #3: IN SUPPORT OF THE EWEB ENTERPRISE SOLUTIONS (EES) STRATEGY, prepare to replace aging customer and financial information software systems in 2024 with SAP for Utilities by: creating and implementing a staffing plan for deployment and on-going support, cleansing legacy data, defining SAP cloud architecture, and mapping existing processes to the new applications while minimizing customization.

GOAL #4: BUILD ON THE 2022 INTEGRATED RESOURCE PLAN (IRP), prepare an IRP for Board endorsement utilizing stakeholder outreach, iterative analysis to test future scenarios and finalized model results. Launch the analysis of the Bonneville Power Administration product options, “electives”, and terms and conditions anticipated in the next contract.

GOAL #5: PROGRESS TOWARD CONSTRUCTION OF THE WILLAMETTE DRINKING WATER TREATMENT PLANT by performing preliminary design verification and value engineering, completing the property annexation and initiation of plan/code amendments, completing the initial surveying and environmental investigations to support design and permitting efforts, and initiating the federal permitting process for the river intake and treatment plant facilities.





GOAL #6: COMPLETE INITIAL LEABURG DECOMMISSIONING ACTION PLAN (LDAP), consistent with the Record of Decision approved via Resolution 2302, including identification of major project milestones through 2033, by coordinating with key public stakeholders, external agencies, the Board of Commissioners and integrating with our near-term risk reduction measures to comply with FERC dam safety requirements.



GOAL 1 – MAINTAIN OR IMPROVE OUR “ONGOING” OPERATIONAL EFFECTIVENESS




And refine our use of the related data/information, key process indicators, and quarterly organizational reporting. Develop and launch an enterprise data management plan to aid decision making and priority setting.



ELECTRIC UTILITY - SOURCE TO SWITCH OPERATIONS

Submitted By: Karen Kelley, Chief Operations Officer

 <p>Overall Status</p>  <p style="text-align: center;">On Target</p>	 <p>Status Summary</p> <p>Overall status is on target for Q2 2023, up from Q1, due to some KPI improvements, wildfire mitigation and progress on capital projects.</p>	 <p>Item of Interest</p> <p>Sink hole investigation report in progress with results due late summer. Vegetation work in high-risk fire zones complete and circuits in protective settings. Headquarters sale and move-out complete!</p>
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Operational Function	Overall Status	Key Performance Metrics & Program Updates
Source	 <p style="text-align: center;">Below Target</p>	<p>Trail Bridge sinkhole investigations are ongoing. Geotechnical and bathymetric field investigations were completed in May. Results, via a consultant report, are expected in late summer 2023.</p> <p>The Leaburg Waltherville independent consultant dam safety inspection, along with a proposed plan and schedule to address the associated recommendations, was submitted to FERC. Most recommendations made by the consultant are related to additional documentation, analysis, and monitoring.</p> <p>Carmen-Smith License Deployment - Of the projects implemented or due in 2023, 54% are on track, 32% are completed, and 14% are delayed. Most license requirements are expected to be completed by the deadline. However, 31% of large and 17% of medium sized projects are either past due or the deadline is likely to be missed. Dam safety concerns are causing delays for 60% of past due projects. Staffing, planning, resource issues are causing delays for 40% of past due projects.</p> <p>A mitigation agreement with federal and state agencies over delays to permanent fish passage at Trail Bridge dam is still in development. A temporary trap and haul facility at the Carmen-Smith spawning channel is under construction and will be complete by August 15th. This facility will operate until permanent fish passage can be constructed. Progress on the final element of the agreement, in stream habitat in the Smith bypass reach, has been slowed due to FERC dam safety concerns over large wood that may be mobilized in an extreme flood event. Additional analysis is underway.</p>
Production	 <p style="text-align: center;">Below Target</p>	<p>Excluding Leaburg, EWEB owned hydroelectric plant availability was 60%, primarily due to the planned refurbishment of Carmen Unit 2. Wind and thermal plant availability is also below target due to both planned and unplanned outages.</p> <p>Market prices were strong in April with cool temperatures and delayed runoff. May/June brought higher than normal temperatures resulting in rapid snowmelt (shifting summer streamflow into spring), and daily prices near zero off-peak and around \$20 on-peak. Once flows settled early June, markets averaged about \$50 peak and \$30 off-peak at Mid-Columbia.</p>

		<p>The region currently forecasts lower levels of hydro generation throughout the summer, which may result in greater than normal volume of energy purchases. Overall, hydro generation is forecasted to be below both average and budgeted by the end of the year.</p>
<p>Transmission & Distribution</p>		<p>SAIDI & SAIFI Reliability Indices within target (improved since last quarter) with equipment outages and planned outages the main factors. Quarterly Outage Highlights:</p> <ul style="list-style-type: none"> Planned outage work was elevated for Q2 due to emergent PUC maintenance required during yearly inspections - scheduled for nighttime outages to limit customer impact in urban area, however, still contribute to the index. Westmoreland Substation Feeder cable failure in late June resulting in close to 600 customers without power for 1 hour. Car hit pole on a Walterville feeder resulting a 5 ½ hour repair need in early May affecting just over 100 customers. <p>Vegetation trimming program progress has improved substantially after new contractor procurement completed with fully staffed crews. Backlog still exists of approximately 6 months however, is expected to be minimal by end of year.</p>
<p>Monitoring & Compliance</p>		<p>NERC: Internal controls for the quarter on track and training modules are in development to increase awareness and to meet training-based requirements. Due to staffing constraints in Systems Engineering, ongoing study and test review requirements are behind. Recruitments and contractor procurement is in progress.</p> <p>PUC: Annual test and treat for wood poles and overhead components has been completed and repairs are in progress to address findings. Due to Distribution Design Tech resource constraints resulting from staff departures, larger PUC correction workflow has been delayed creating a backlog. Contractor procurement is in progress to address the backlog, and recruitment for a dedicated PUC Compliance specialist is underway following departure of key staff in Q2. To focus on customer work and PUC work, internal driven reliability/resiliency work is on hold.</p>
<p>Resiliency, Planning & Emergency Management</p>		<p>Capital budget as of end of Q2 is at 33% spent (\$27.8M), with a year-end projection overall of 94% (\$69.5M). Type 1 and 2 cumulative is projected to spend at 110% of budget with Type 3 (Carmen Smith) projected at 66%. Major projects are well underway with anticipated Quarter 3 and 4 contractor payments contributing bulk spend (EES, Carmen Smith, Currin Substation). Areas of uncertainty still exist due to supply chain, staffing or emergent factors as follows:</p> <ul style="list-style-type: none"> Underground Cable Replacement – planned for initiation of field work but dependent on internal staffing and continued availability of cable pulling equipment. Design consultant procurement in progress to mitigate risk of internal staffing constraints. Distribution Transformers – projected overspend based on 2022 and early 2023 pricing and availability, though this market is still volatile from a lead time and cost perspective and may see challenges. EWEB has vendor slots reserved and supply is being actively managed. AMI Deployment – Meters still experiencing delayed delivery due to vendor constraints; however a portion of the meters have been received which may allow for some normal use to continue (failed and NonPay). Bulk meter

		<p>delivery not expected until January 2024 to allow for deployment to fully execute.</p> <p>Wildfire season preparatory work is complete including crew training and tooling, system and vegetation inspection and annual Wildfire Plan update. All vegetation trimming on these circuits is complete with remaining system component replacements in progress.</p>
<p>Support Services</p>		<p>The sale of the Headquarters buildings and adjacent parcels to the City of Eugene officially closed on June 28. As part of that work, a lease for the continued presence of EWEB’s Customer Service staff was negotiated and finalized. Future follow up will include working with the City, their General Contractor, and members of the EWEB Property, Customer Service and Facilities Teams to construct the new work suite on the 1st floor of what will now become City Hall.</p> <p>Relocation of the Network Operations Control Center (NOCC) from the 4th floor of the Headquarters building to Willamette Substation building was completed in April. EWEB’s existing fiber backbone supporting internal and external customers was reconfigured to allow for the relocation of all network equipment and relay circuits serving the utility.</p> <p>As required in the Carmen Smith Settlement Agreement, EWEB began work on the expansion of the Carmen Smith Transmission Right of Way to provide for enhanced wildlife habitat. This work will also provide EWEB with improved transmission line resiliency. Habitat enhancement work will continue into the 3rd Quarter of 2023.</p> <p>The Bertelsen Property development project Cultural Survey investigation has been completed without significant findings. The final payment for the 2.7 local wetland mitigation credits has also been completed. With those conditions met, the Joint Permit Application (JPA) is expected to go through final review in July with issuance occurring closely after. The recommendation on development strategy has been submitted to EWEB management and is being considered in the ongoing CIP process. Direction is expected soon, allowing further development of construction and bid documents. Early 2024 continues to be the target date for breaking ground on the first phase of this project.</p> <p>Fuel costs continued to decrease in Q2. EWEB Fleet Services recorded a 17.5% reduction in fuel cost over Q2-2022. Fuel costs are decreasing, but still tracking over 14% higher than our 3-year average (years 2020-2022).</p>
<p>Switch (Customer)</p>		<p>Customer queue length on average for design tech assignment for new customer work at 8 weeks (at target). This is at the historical average lead time with customer inquiries remaining stable this quarter.</p>

WATER UTILITY - SOURCE TO TAP OPERATIONS

Submitted By: Karen Kelley, Chief Operations Officer (Masters, Milovich)

Overall Status

Status Summary





Overall status is on target for Q2 2023 with some KPIs ahead of schedule and the rest on target.


Item of Interest

Production levels for the second quarter were above normal with demand nearly doubling from May to June. June registered the highest production since 2007.

EWEB received the Wendell R. LaDue Safety Award of Excellence in their class for the 4th consecutive year from the American Water Works Association (AWWA).

Operational Function	Overall Status	Key Performance Metrics & Program Updates
Source		<p>EWEB began monitoring for harmful algal blooms (HABs) and cyanotoxins in April 2023. HABs were detected in Blue River Reservoir. We will continue to monitor every 2 weeks through November. We had no reportable levels of cyanotoxins within or below the reservoirs, in tributaries, or in the mainstem McKenzie River.</p> <p>Installation of a monitoring station at Keizer Slough is almost complete. We have been working with EWEB water engineering staff and contractors on the installation. The concrete pad, fence, and housing are in place. We are working on the rest of the installation pieces, including fabricating the pipe that houses the sonde cable.</p> <p>Pure Water Partners conducted over 320 property assessments post-fire and currently have over 180 signed watershed stewardship agreements with McKenzie landowners. Landowners are continuing to sign up for the program and we now have a waitlist of about half a dozen landowners.</p>
Production		<p>Production levels for the second quarter were above normal with demand nearly doubling from May to June. June registered the highest production since 2007. Prompted by an increase in chemical cost, two new contracts were put in place in Q2, one for salt and another for sodium hydroxide.</p> <p>Operations received finished water pump 9 in June and put it back in service. The pump returned from a scheduled rebuild of the pump and motor that rehabilitates this expensive piece of infrastructure. This is the 3rd of seven finished water pumps that will have this important preventative maintenance performed. Operations has budgeted one pump per year and has one year left on the first contract in this scope of work.</p> <p>There were only minor turbidity disturbances in treatment during Q2 with the highest raw water turbidity reaching 16 NTU. Typical winter turbidity is around 3 NTU. A turbidity event is defined by raw water turbidity above 10 NTU which triggers the addition of Power Activated Carbon (PAC) to avoid taste and odor issues.</p> <p>EWEB received the Wendell R. LaDue Safety Award of Excellence in their class for the 4th consecutive year from the American Water Works Association (AWWA).</p>

<p>Transmission & Distribution</p>		<p>Leaks/breaks per 100 miles of pipe and number of unplanned outages are on target to meet the benchmark by year-end but could change when leaks/breaks increase in the shoulder months. Q2 Leaks & Breaks Q2 results were 3.1, below the national benchmark of 13.6. After 33 outages in Q2, the duration for unplanned outages is on target at 81 minutes per outage, below the national benchmark of 112.6 minutes per outage.</p> <p>The water distribution crews are continuing to make valve turning and inspecting a primary focus in 2023. Our goal this year is to operate and inspect 5,000 of the 2” to 12” valves. We are currently at 3,535.</p> <p>The crews also completed 285 of the 293 16” to 20” valves. Additionally, all 24” and larger transmission, pump station, reservoir, pressure and system separation valves have been operated and inspected</p>
<p>Monitoring & Compliance</p>		<p>Residential backflow testing is critical to ensuring backflow devices properly protect our system from contamination. For Q2 2023 we are at 51% with 5434 tests completed of the 10,588 total assemblies.</p> <p>Water maintained compliance with all regulations for Q2 2023.</p>
<p>Resiliency, Planning & Emergency Management</p>		<p>The State Preparedness and Incident Response Equipment Grant (SPIRE) treatment trailer was tested three times in the 2nd quarter. Operations drafted and tested a Standard Operating Procedure for its operation. Intended modifications to add disinfection have yet to be performed by the manufacturer, Bay valve.</p> <p>Capital budget as of Q2 2023 is 52% spent (\$16.8M). Increased main replacement work to keep ahead of City Street rebuilds and the construction timing of the Highland Drive Pump Station replacement are projected to cause Type 1 expenditures to exceed budget at year end. Overall water Type 2 capital expenditures are projected to come in close to budget at year end. Principle projects include completion of the East 40th storage tanks, the associated Hilyard Transmission main and AMI. Type 3 work included efforts on the emergency water distribution sites and second source. For the emergency water distribution sites, work continued on the design of the South Eugene and Churchill High School Sites. For second source, work included startup of permitting and land use approval efforts – See Goal 5.</p>
<p>Support Services</p>		<p>The sale of the Headquarters buildings and adjacent parcels to the City of Eugene officially closed on June 28. As part of that work, a lease for the continued presence of EWEB’s Customer Service staff was negotiated and finalized. Future follow up will include working with the City, their General Contractor, and members of the EWEB Property, Customer Service and Facilities Teams to construct the new work suite on the 1st floor of what will now become City Hall. All Water SCADA and communications equipment was successfully relocated from the 4th floor of Headquarters and reestablished in its permanent location with no interruption in service.</p> <p>The Bertelsen Property development project Cultural Survey investigation has been completed without significant findings. The final payment for the 2.7 local wetland mitigation credits has also been completed. With those conditions met, the Joint Permit Application (JPA) is expected to go through final review in July with issuance occurring closely after. The recommendation on development strategy has been submitted to EWEB management and is being considered in the ongoing CIP process. Direction is expected soon, allowing further development of construction and bid documents. Early 2024 continues to be the target date for breaking ground on the first phase of this project.</p>

		<p>Fuel costs continued to decrease in Q2. EWEB Fleet Services recorded a 17.5% reduction in fuel cost over Q2-2022. Fuel costs are decreasing, but still tracking over 14% higher than our 3-year average (years 2020-2022).</p>
<p>Tap (Customer)</p>		<p>In Q2 EWEB received 9 more new service requests versus the average of 19 in 2022. Construction time average days dropped from 17 day in Q1 to 14 days in Q2. The 2022 average is 20 days.</p> <p>In Q2 we received 25 customer interactions with the Water Quality Hotline and the primary inquiry was concerning discolored water. We had 7 calls in one day as a result of valve turning that was taking place at the time.</p> <p>Water AMI Deployment is at 68.58% in Q2. Supply chain constraints continue to be an issue and will hopefully be resolved in January 2024.</p>

BUSINESS CONTINUITY

Submitted By: Sarah Gorsegner, Business Continuity Manager

CYBERSECURITY

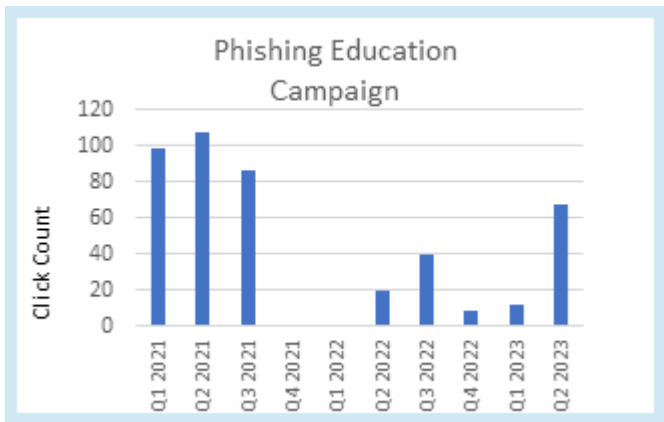
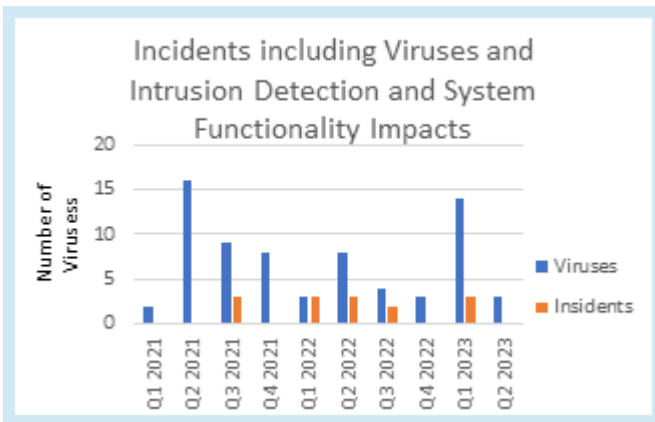
<p>Overall Status</p> <p>Below Target</p>	<p>Status Summary</p> <p>Cyber Security is behind on our project work. The planned gap analysis may change our priorities. We will be hiring a new Cyber Security Specialist in Q3 to help.</p>	<p>Item of Interest</p> <p>Curry County fell victim to a devastating ransomware attack. EWEB is working on a cybersecurity incident response policy, planning on improvements to data protection, and data governance.</p>
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Cybersecurity uses both proactive and reactionary tools to keep our technology systems secure. The first table indicates how our proactive initiatives are meeting performance goals. The second set of graphs indicates how our systems and staff have performed resulting in incidents we have responded to.

PROACTIVE MANAGEMENT OF TECHNOLOGY SYSTEMS

Tool	Metric	Percentage	Meets Performance Goal
Updates to and modernization of systems	% of critical system resources patched within identified cadence	96% Supported OS	Yes
Architecture design	% of critical system protected by firewalls or other protective devices	100%	Yes
Security assessments of SaaS Solutions	% of SaaS solutions that have provided SOC I & II reports and have demonstrated sufficient security protocols	78%	No
Technology Tools that Detect intrusions	% of system with Endpoint Detection or Antivirus	91% XDR coverage	Yes

PERFORMANCE OF OUR SYSTEMS AND STAFF



Phishing campaigns determine staff ability to recognize emails with potential security threats and educate those who didn't recognize the threat. In 2021 the average click rate in North America was 17.8%, in Q2 of 2023 EWEB employee's click rate was 11.9%.

ENTERPRISE RISK

Overall Status

On Target

Status Summary

Ken Baldwin has joined the Enterprise Risk team in a temporary assignment as the Supervisor. Ken has prior Supervisory experience with the Physical Security Team.

Item of Interest

Staff have recently revised and updated our collections process to inform parties of potential fees associated with non-payment of recovery claims and fine tune the small claims courts process.

LEGAL MATTERS

Holiday Farm Fire Lawsuits: By the end of Q2 2023, staff and legal counsel were supporting the defense of 11 active lawsuits with approximately 700 plaintiffs from the Holiday Farm Fire. Discovery requests and production continue as well as other pre-trial matters.

Turnbow Lawsuit: Case has settled.

CLAIMS



COMPLIANCE

NEW ----- Generation - **Possible Exception** NERC issue at IP when bringing the unit back online in May. The unit tripped during start-up in a manner that disabled the automatic voltage regulation (AVR) system. Operations staff did not recognize that the AVR was disabled and proceeded to restart the unit, so we inadvertently operated the unit without AVR. Since we are required to notify BPA if we operate the unit without the AVR system in service, we are working on a self-report for this event. No additional details at this time.

ENTERPRISE SAFETY

Overall Status

On Target

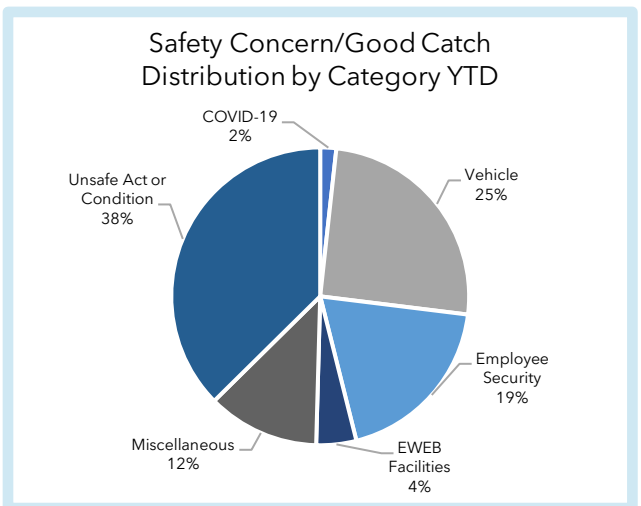
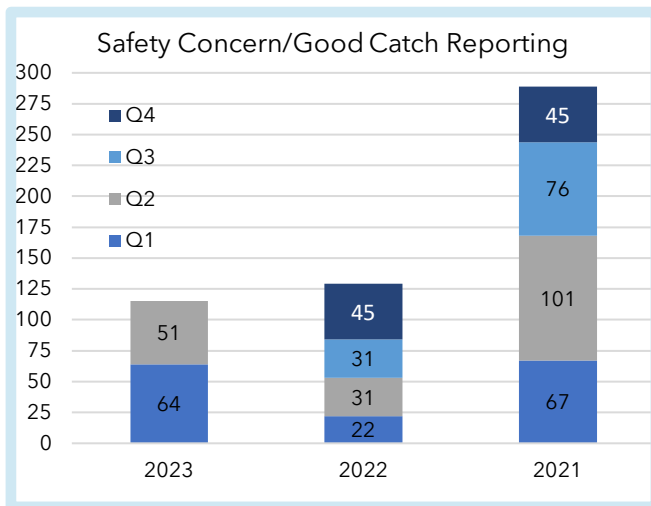
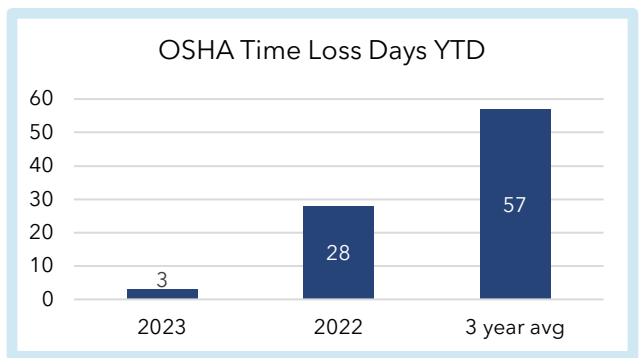
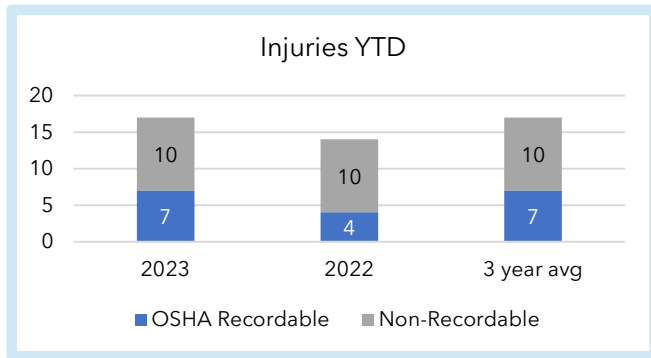
Status Summary

Injury and Accidents are tracking in line with EWEB's 3-year average.

Item of Interest

OSHA Time loss days are tracking at record lows for the utility.

Overall safety performance through Q2 remains on track with all leading and lagging metrics.



PHYSICAL SECURITY

Overall Status

On Target

Status Summary

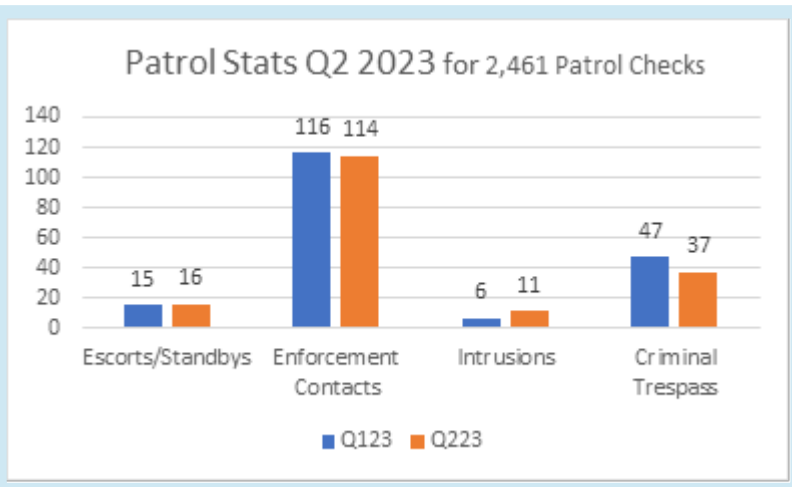
Continuing our focus on proactive approach with added Officer training. Statistical data evened out as we continue with the “Why does it Matter” tracking.

Item of Interest

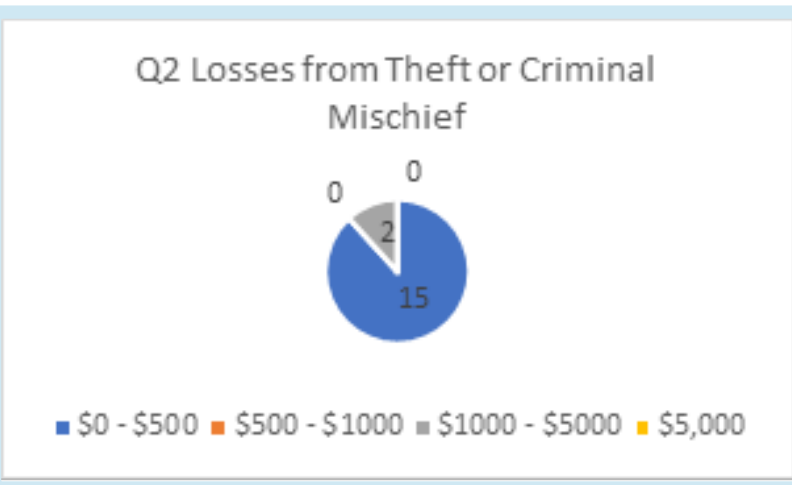
Requests for Standbys & Escorts from Field Staff have continued and are expected to increase in response to the Danger Customer Process CI Initiative and additional training. Patrol also monitors Dispatch for After Hours Callouts and proactively responds in the area.

PROACTIVE PATROLLING & INVESTIGATION

Physical Security Patrol Team has continued our proactive service model by attempting to interdict issues before they materialize. Three new Patrol Officers added to the total number of patrols, discouraging the amount of criminal behavior we would have expected to see based on past years. Patrolling strategies include regular site visits to over 90 properties, including regular patrols of Leaburg/Walterville and Carmen Smith. Field staff continue to regularly call upon Physical Security for escorts and standbys for hostile customers or uncertain encounters.



Escort/Standby = Escorting field staff and Danger Customer standbys
Trespass = Verbal or posted Notice of Criminal Trespass
Intrusion = Attempted or successful illegal entry
Enforcement Contacts = Criminal & Prohibited Behavior interdicted by Physical Security Patrol



LOSSES INVESTIGATED

- Access Control & Video Management Uptime**
- Access Control Systems Uptime: >99%
 - Camera System Uptime: >98%
 - 3 new PACS and DVMS systems being installed or in the queue

RESILIENCY & EMERGENCY MANAGEMENT

Overall Status

On Target

Status Summary

The Team is planning several exercises to test our Emergency Action Plans and is ready to launch the new EWEB ICS training policy.

Item of Interest

High Fire Risk Zone circuits were placed in powerline protective settings on June 30.

- 2023-24 Wildfire Mitigation Plan drafted for Board review
- Nine ICS command staff completed FEMA ICS 300/400 in-person trainings
- Resiliency and Emergency Team SharePoint site developed

STRATEGIC PROJECT MANAGEMENT OFFICE (SPMO)

Overall Status

On Target

Status Summary

The SPMO is in its second year and forming standards for operation.

Item of Interest

AMI Deployment projected to restart January 2024.

OVERVIEW

The SPMO was formed in 2022 and offers Project Management and Change Management services within EWEB for cross-functional projects and change initiatives as requested.

CURRENT WORK

PROJECTS		CHANGE MANAGEMENT	
Project	Status	Effort	Status
<p>AMI Deployment Sponsor: Rod Price PM: Kris Moe Desc: Upgrade all Electric and Water meters to smart meters. Water Installations continue at 1/3 rate. Electric installations halted 10/1/21 – Deployment restart projected for January 2024.</p>	<p>Stage: Execution</p> <p>Delayed due to supply chain</p>	<p>AMI Deployment Support Desc: Provide change management support for the AMI Deployment Team</p>	<p>Stage: Execution</p> <p>Delayed due to supply chain</p>
<p>AMI: Transition to OPS Sponsor: Karen Kelley PM: JJ Jones Desc: Transition long standing project to operations, updating processes, standard work and policies as needed.</p>	<p>Stage: Planning</p> <p>On Track</p>	<p>AMI Transition to OPS Desc: Assist with the development and implementation of a change roadmap in support of the people impacts related to the transition to Operations.</p>	<p>Status: Planning</p> <p>On Track</p>
<p>Horizon Upgrade Project Sponsor: Megan Capper PM: Reggie Gulley Desc: Reimplementation of Horizon Energy Trading software from Allegro.</p>	<p>Stage: Execution</p> <p>On Track</p>	<p>Customer Refusal and Access Issue Project Desc: Provide change management consultation to assist with the adoption of updated processes and tools.</p>	<p>Stage: Execution</p> <p>On Track</p>
<p>Settlement Solution Sponsor: TiaMarie Harwood PM: Kris Moe</p>	<p>Stage:</p>	<p>Dynamic Workforce Model</p>	<p>Stage:</p>

Desc: Implement Financial solution to settle Energy trading.	Initiation Assigned	Desc: Provide change management consultation to leadership to assist the adoption of the Dynamic Workforce Model.	Execution On Track
Trend Micro Anti-Virus Upgrade Sponsor: Ed Penn PM: Simrat Khalsa Desc: Upgrade to current release of Trend Micro Anti-Virus with addition of XDR protection.	Stage: Closing Completed	Engagement Survey Team Desc: Assisted with the design and launch of the EWEB engagement survey.	Stage: Monitoring & Control On Track
Backflow Replacement Sponsor: Lucas Moran PM: Kris Moe Desc: Implement SaaS solution to replace legacy Backflow device testing and compliance.	Stage: Closing Completed	Clifton Strengths Team Exploration Desc: Facilitate Clifton Strengths discussion with work groups across the utility for enhanced team change resiliency.	Stage: Execution Completed
Shorten Collection Cycle Sponsor: Deborah Hart PM: JJ Jones Desc: Shorten collection cycle from 60 days to 48 days by changing values of step parameters, identifying short- and long-term effects and preparing through communication and training.	Stage: Execution On Track		
AMI Urban Core Communications Sponsor: Karen Kelly PM: JJ Jones Desc: Identify improvement opportunities of communication regarding the quality of AMI meters in the "Urban Core" territories.	Stage: Planning On Track		

CUSTOMER & COMMUNITY RELATIONS & IMPROVING CUSTOMER RESPONSIVENESS

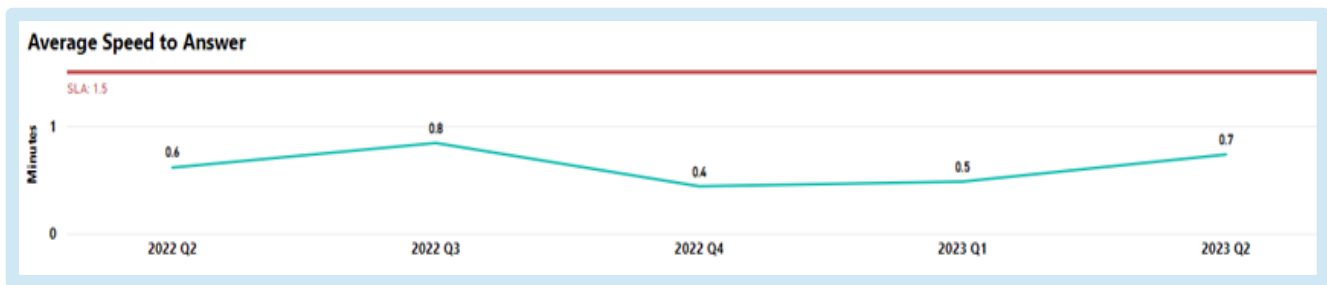
Submitted By: Julie McGaughey, Chief Customer Officer

<p>Overall Status</p> <p>Below Target</p>	<p>Status Summary Customer responsiveness metrics on target.</p> <p>Conservation is running below target due to slowdown of commercial projects.</p>	<p>Item of Interest EWEB staff are issuing federally funded septic grants to Holiday Farm Fire landowners. Year-to-date, 64 customers have received a total of \$650,000 to replace or repair damaged systems along the McKenzie River.</p>
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CUSTOMER OPERATIONS

CALL CENTER PERFORMANCE

For the fifth consecutive quarter, the Contact Center performed within the SLA for Average Speed to Answer of 90 seconds or less. Call volume remains steady, with an average of 460 calls per day.



CUSTOMER SOLUTIONS

ENERGY CONSERVATION AND ELECTRIFICATION PROGRAMS

Energy conservation activity is tracking slower than usual for this time of year, at 22% YTD of the increased target of 13,400 MWh, and 22% of budget. EWEB has seen about 50% fewer non-residential projects this year. These projects typically receive large incentives and produce significant energy efficiency (EE) savings to contribute to our overall target. Rentals comprise 31% of dwelling units participating in projects. Limited Income (LI) projects comprise 10% of residential EE projects and 35% of incentives.

ENERGY PROGRAMS - Q2

Programs	Projects	Incentives	Loans	MWh Saved
Residential Non-LI	232*	\$197,000	\$449,000	442
Residential LI	22	\$71,000**	\$37,000	28
Commercial	18	\$67,000	\$0	402
Manufacturing	1	\$22,000	\$0	95
Total Energy Efficiency**	273	\$357,000	\$486,000	967
Growth	39	\$24,000	\$101,000	(57)

*1 project with 127 dwelling units.

**The Non-LI incentive for these projects would be \$16k. The income-based add-on is \$55k.

***Totals may not match exactly due to rounding.



WATER CONSERVATION PROGRAMS – Q2

Programs	Projects	Incentives	Loans	Gallons Saved
Water Efficiency	34	\$1,800		414,000
Water Line Replacement	3		\$14,200	4,082,000
LI Leak Repair	13	\$29,327		1,657,000
Leak Detection	1869 Res and 151 Comm'l customers contacted			37,744,000

BILL ASSISTANCE PROGRAMS – Q2

Program	Participation	Assistance
EWEB Customer Care	1,340	\$375,319
EWEB Energy Share	335	\$69,544
EWEB Community Partners	8	\$2,937
LIHEAP	875	\$363,148
LIHWA	355	\$124,215

*Federally funded assistance credited through EWEB bills

EWEB’s new Community Partners Program aided eight facilities providing vital services to unhoused community members. These facilities are utilized by over 20,000 clients each year. Current spending is on track with budget assumptions.

EWEB Customer Care (ECC) Program Results					
	Q1	Q2	Q3	Q4	YTD
2023 Assistance	\$496,720	\$375,319	\$0	\$0	\$872,039
2023 Recipients	1,774	1,340	0	0	3,114
2022 Assistance	\$534,240	\$300,160	\$251,405	\$249,795	\$1,335,600
2022 Recipients	1908	1072	898	892	4,770

LEAD GREEN PROGRAMS

Programs	Accounts	Quarterly			
		Change	Revenues	Commodities	
Greenpower	1,627	3.1%	\$48,230	5,302	RECs
Cleanpower	11	9.1%	\$2,208	465	RECs
Carbon Offsets	16	25.0%	\$222	46	MT CO2e
Carbon Forestry Lab	28	14.3%	\$619	2.5	Acres

Programs YTD	Projects	Incentives	Installed Capacity
Solar Electric	115	\$95,000	887 KW

MOVE GREEN PROGRAMS

Programs YTD	Participation	Incentives
E-Bike Rebates	459	\$137,930
Residential Level 2 Chargers	141	\$70,267
Commercial Level 2 Chargers	17	\$26,000

COMMUNICATIONS & MARKETING

350* unique social media posts, with 208.2k impressions

**100% increase in amount of posts since 2022

42 e-newsletters*

reached 68,713 inboxes; 46% open rate

*Includes project updates as well as new utility-wide e-newsletter

39 media mentions

as a result of 9 press releases

Find additional information on published content in the appendix.

FINANCE

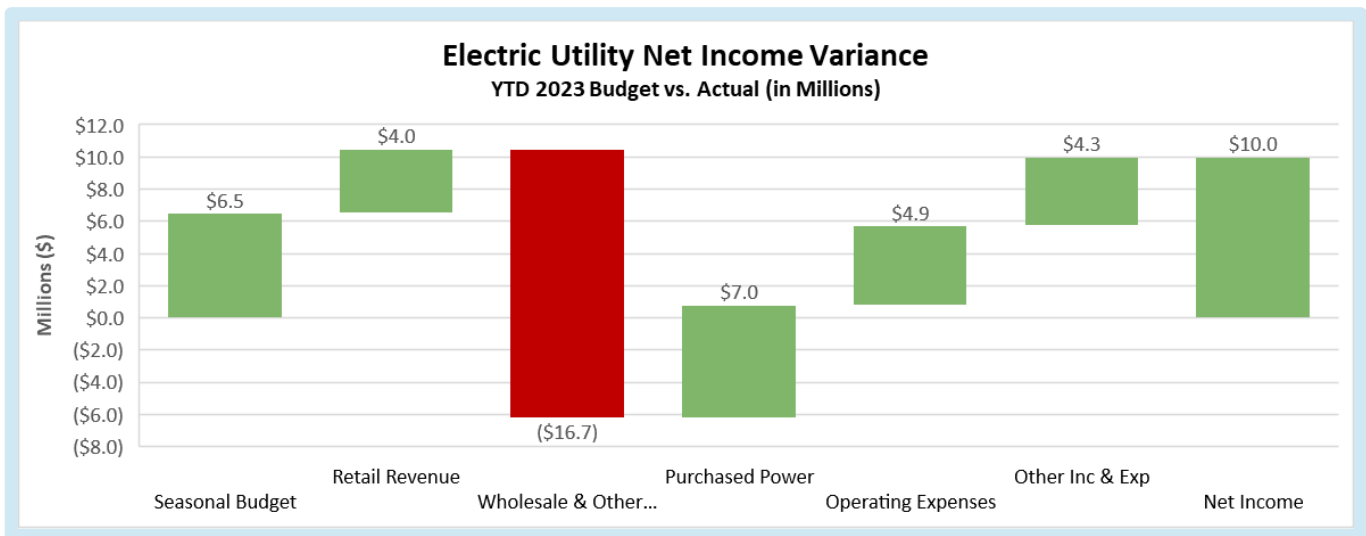
Submitted By: Deborah Hart, Chief Financial Officer

ELECTRIC UTILITY FINANCIAL STATUS

See Appendix A: Electric Utility Financial Statement

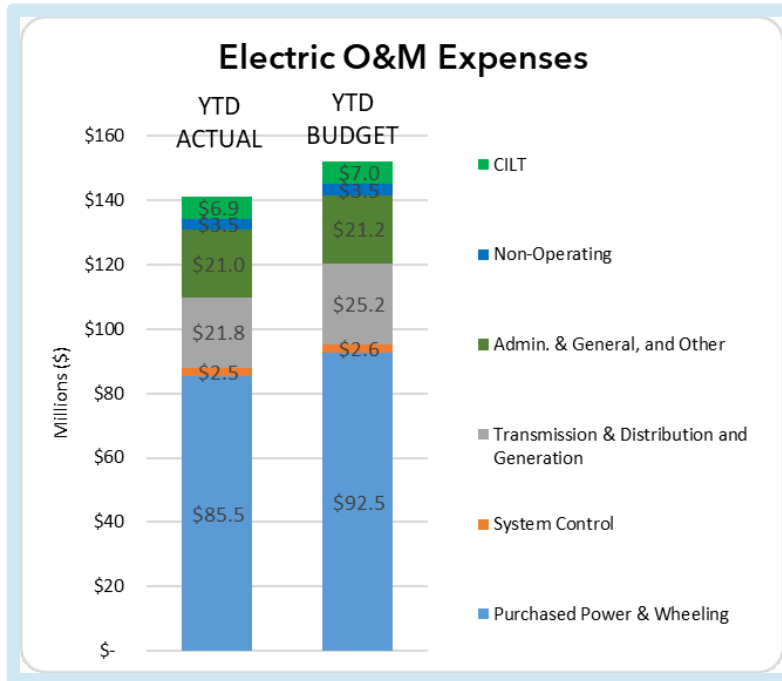
<p>Overall Status</p> <p>On Target</p>	<p>Status Summary Year to date spending is within budget authority for both Capital and O&M.</p>	<p>Item of Interest Water conditions in the Columbia Basin region correlate with financial performance. Surplus generation sold through wholesale power trading activity impacts the Electric Utility outlook. Water conditions in the region have been poor and forecast contribution margin is in line with conservative budget assumptions.</p>
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ELECTRIC UTILITY NET INCOME



Retail revenue was favorable due to colder than average temperatures in the first four months of the year and warmer than average temperatures in May and June. Unfavorable water supply in the Columbia Basin resulted in lower than normal Slice allocations, which decreased power available for sale to wholesale markets. This contributed to an unfavorable variance for wholesale sales.

ELECTRIC UTILITY BUDGET CONTROLS



Appendix C presents the Electric Capital Report.

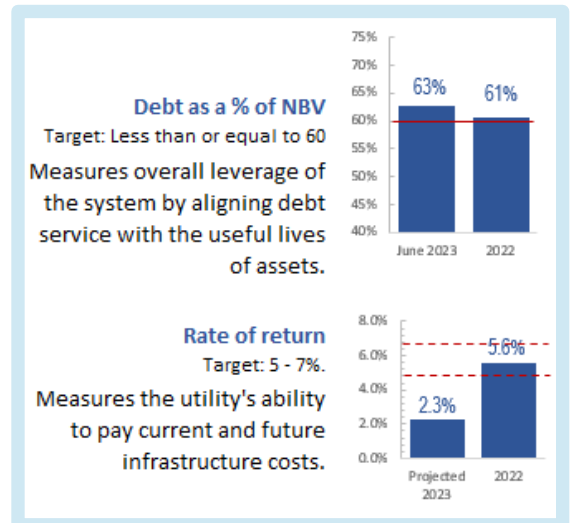
ELECTRIC FINANCIAL STRENGTH MEASUREMENTS

Financial metrics are indicators of financial condition and presented within Appendix A.

Reclassification of Leaburg plant and a 2020 bond issuance increased the Debt as a Percent of Net Book Value ratio above target in 2020. The ratio increased 1% in June and is now 3% above target.

The Rate of Return projection fell below the target rate in 2023 due to rising costs from inflation and the need to upgrade aging infrastructure. The metric projects remaining year activity at a conservative rate.

All other ratios conformed to Board targets.

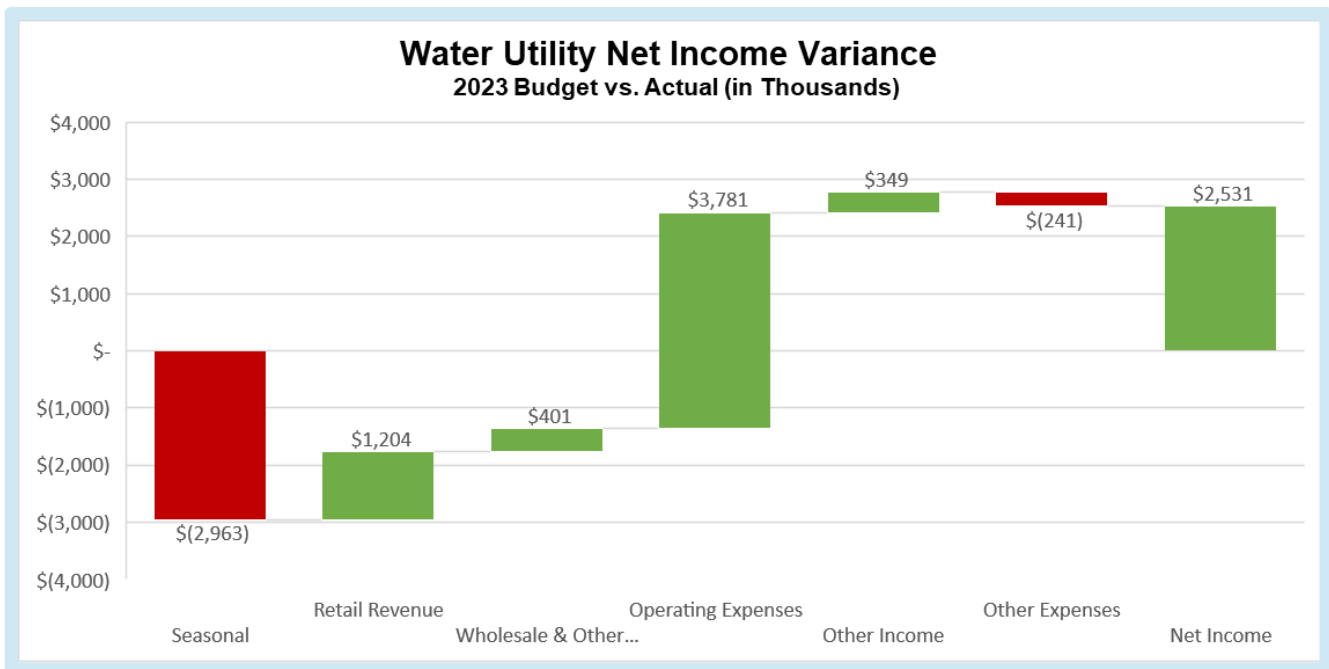


WATER UTILITY FINANCIAL STATUS

See Appendix B: Water Utility Financial Statement

<p>Overall Status</p> <p>On Target</p>	<p>Status Summary</p> <p>Capital spending is projected to exceed budget authority by \$4.2 million and would require a budget amendment</p>	<p>Item of Interest</p> <p>A bond issuance to support capital projects priced in June and will close in July, providing \$47.5 million in funding with a 4.13% interest rate.</p>
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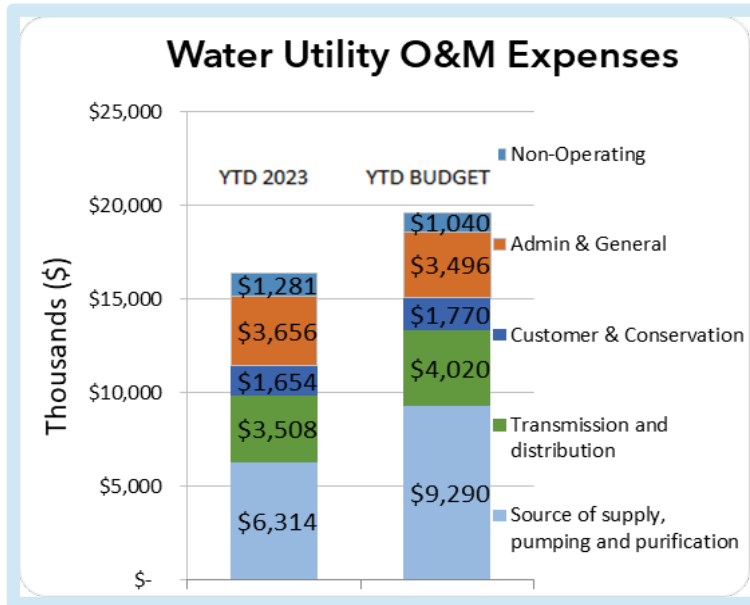
WATER UTILITY NET INCOME



Overall consumption was 17% higher than budget. Residential and commercial consumption were above budget by 23% and 15%, respectively, while wholesale consumption was under budget by 6%. Below average rainfall in May and June led to increased residential and commercial consumption compared to budget.

Water operating expenses were under budget by about \$3.8 million. Source of supply, pumping and purification expense was under budget by \$3.0 million due to a declined grant that reduced planned spending by \$2.9 million.

WATER UTILITY BUDGET CONTROLS

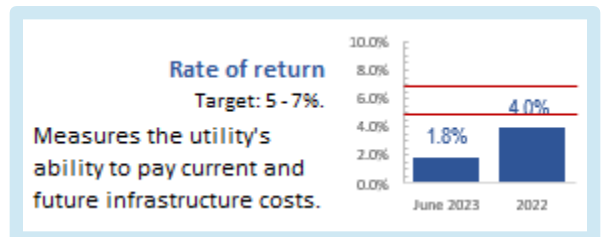


Appendix D presents the Water Capital Report.

WATER FINANCIAL STRENGTH MEASUREMENTS

Financial metrics are indicators of financial condition and presented within Appendix B.

The Rate of Return projection was below target and projects remaining year activity, which includes conservative revenue assumptions. Budgeted increases in Source of supply, pumping and purification expenses decreased the budgeted rate of return below target in 2022 and 2023. A portion of the increase in expenditures is expected to be funded by grant revenue, which is not incorporated in the rate of return metric.



All other ratios conformed to Board targets.

INFORMATION SERVICES

Submitted By: Travis Knabe, Chief Information Officer

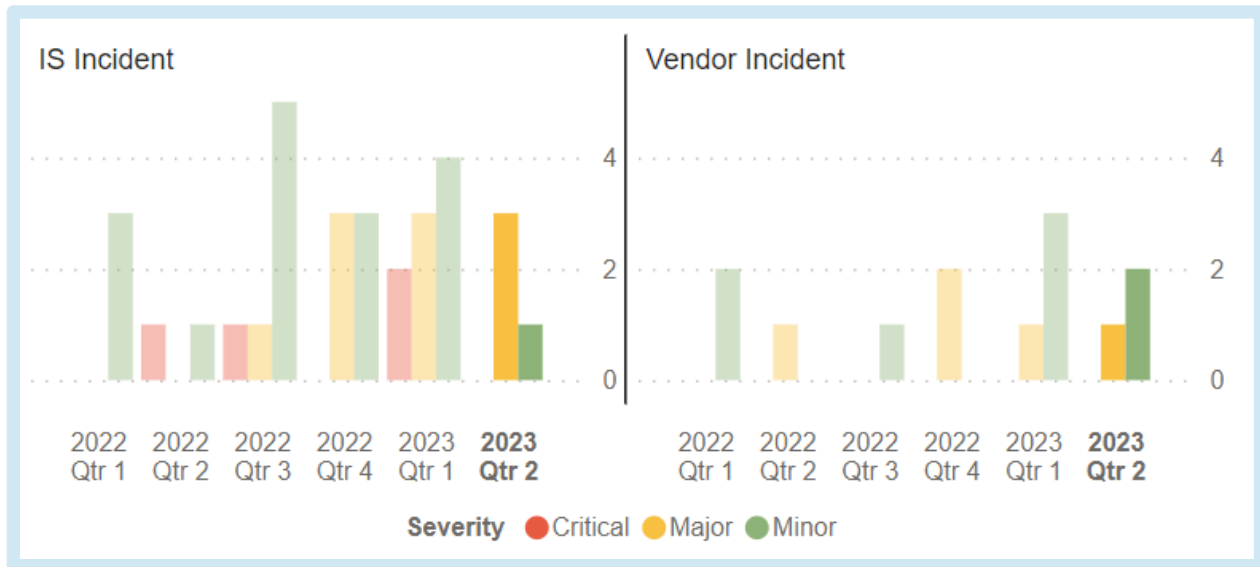
<p>Overall Status</p> <p>On Target</p>	<p>Status Summary On target while beginning the EES Prepare phase which included IS onboarding 56 consultants to date.</p>	<p>Item of Interest Maintaining system availability while relocating the data center demonstrates a resilient design and strategy.</p>
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OPERATIONAL PERFORMANCE

Information Services measures performance based on service reliability and availability. This is tracked in the following ways: Incident Management, System Availability, and Application Availability.

Incident Management

Evaluated in two categories: IS Incidents and Vendor Incidents. IS Incidents are related to systems and services managed by the EWEB IS Division. Vendor Incidents managed through third-party vendors or services. In Q2 2023 incidents are down for a total of 7 incidents. All incidents this quarter were also lower severity, only impacting small workgroups or individual systems.



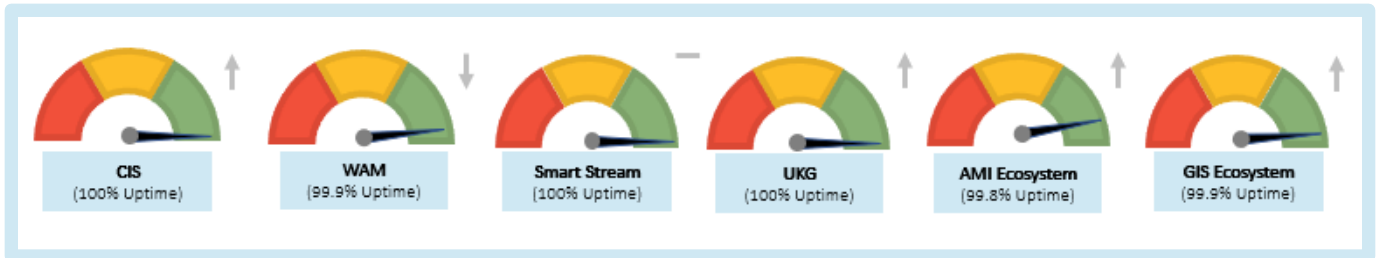
System Availability

System Availability measures the Network and Server availability in relations to the number of network devices and production servers respectively. Q2 continues to show on target, this is an impressive statistic with Q2 marking the relocation of the data center which was completed in a way that did not decrease availability of critical systems.

<p>Network Availability</p> <p>— 99.9%</p> <p>Last qtr. 99.9%</p>	<p>Device Count</p> <p>526</p> <p>577</p>	<p>Server Availability</p> <p>— 99.9%</p> <p>Last qtr. 99.9%</p>	<p>Server Count</p> <p>152</p> <p>167</p>
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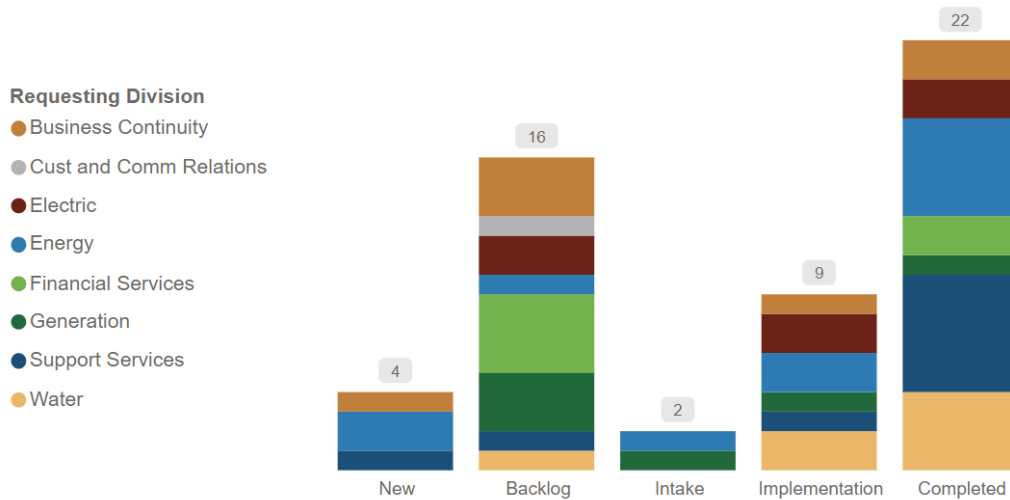
Application Availability

Application Availability focuses on critical business applications and their availability to meet business operational demand. This measure directly correlates to Incident Management and is analyzed against System Availability and/or the impact in the function of application caused by human error, bugs, processing, etc. Refer to the Incident Management and System Availability sections to correlate application unavailability measures.



STRATEGY – PROJECT PERFORMANCE

The IS Division allocates around 40% of its resource capacity to project work while about 60% of resource time is devoted to operational activities that care for the day-to-day IS operations of the Utility. Q2 shows 12 completed projects and a decrease of new requests coming in.



Q2 Completed Projects ▲	Division	Project Size
Buildout Alternate Fiber Site & Relocate Network Systems	Support Services	Medium
Computer Aided Dispatch System	Business Continuity	Medium
Federal Lead Requirements	Water	Large
Intrado HVMS Integration Changes	Electric	Small
MDM 5.1 Upgrade	Financial Services	Small
Meridian Upgrade	Support Services	Small
Meter Locating	Water	Large
Power Planning Aurora DB	Energy	Medium
Relocate HQ Systems to Hayden Bridge and ROC	Support Services	Medium
Shorten Collection Cycle	Financial Services	Medium
Staff Relocation EWEB Vacates HQ	Support Services	Medium
Stone Creek Infrastructure Upgrades 2023	Generation	Small

WORKFORCE SERVICES

Submitted By: Kira Hutchens, Workforce Services Manager

<p>Overall Status</p> <p>On Target</p>	<p>Status Summary Workforce Services programs and services are performing as expected. Technical and Skilled Craft positions remain hard to fill.</p>	<p>Item of Interest Health Insurance premiums estimated to rise 20%+ in 2024. Mental Health Awareness Month Oregon unemployment declined, meeting national average of 3.7%</p>
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WORKFORCE MANAGEMENT

Escalating health benefit costs and high utilization in 2023 indicate likely insurance premium increases in excess of 20% for 2024.

Employees received an additional 12 hours of flexible leave, to a total of 24 hours per year. The additional leave enables employees to observe other cultural and religious holidays, currently not among those recognized as federal or state holidays, as well as recognizing the importance of providing time for family events and providing some flexibility for employees to rest and recharge.

Several management-level employees have been assigned project responsibilities for EWEB Enterprise Solutions (EES) initiative. This results in cascading backfills of roles and duties, and ultimately may require additional hires externally. The Wellness Program was enhanced, increasing the incentive from \$750 to \$1,000 annually if employees complete a series of health-focused activities. The Wellness Program is also an attraction and retention tool.

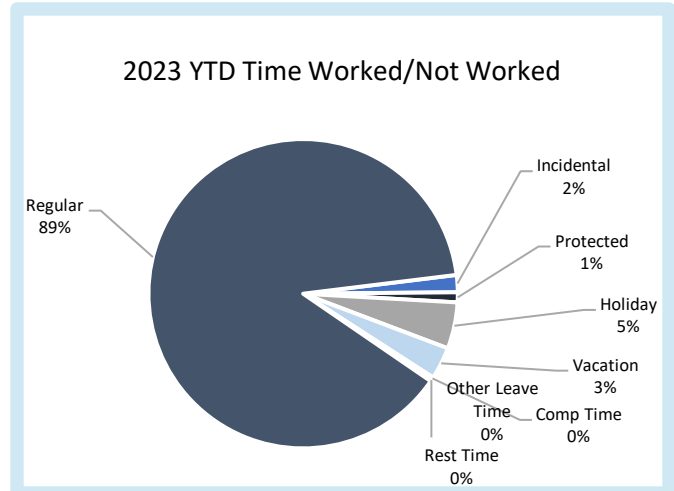
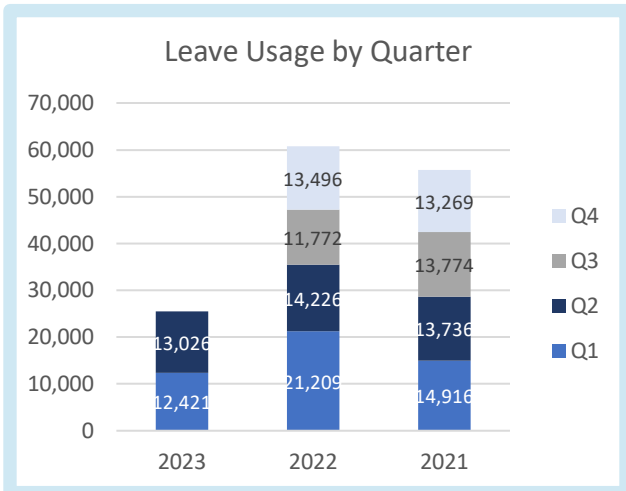
Also an aspect of the Wellness Program, EWEB participated in May’s National Mental Health Awareness Month with weekly focus areas designed to provide employees with opportunities to learn ways to better understand and improve their mental health. Offerings included trainings and resources for employees, their friends, and family.

A pilot program from LinkedIn is underway, which provides enhanced recruitment offerings, allowing more proactive sourcing and increased visibility and outreach to potential job candidates.

BENEFITS & LEAVE PROGRAM MANAGEMENT

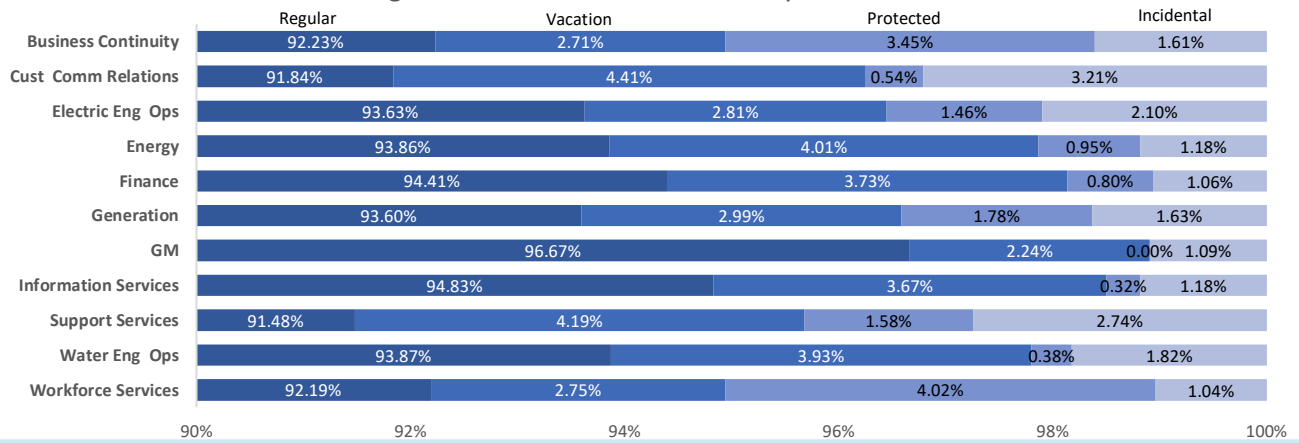
Workforce Capacity Disruption – Leave Utilization

The tables below demonstrate the impact of paid leaves and protected leave. Overall, Protected and Incidental leaves are down 28% from the same period in 2022; returning to pre-pandemic levels.





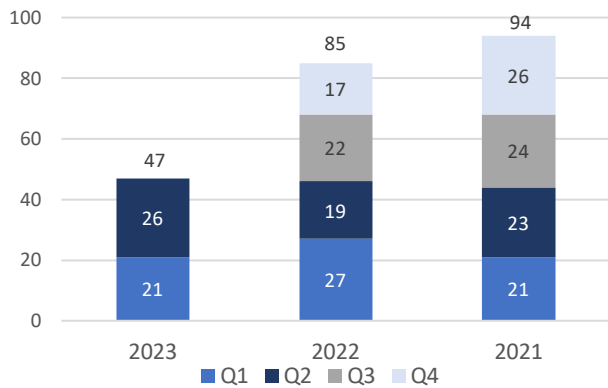
Regular Hours vs Leave Utilization by Division



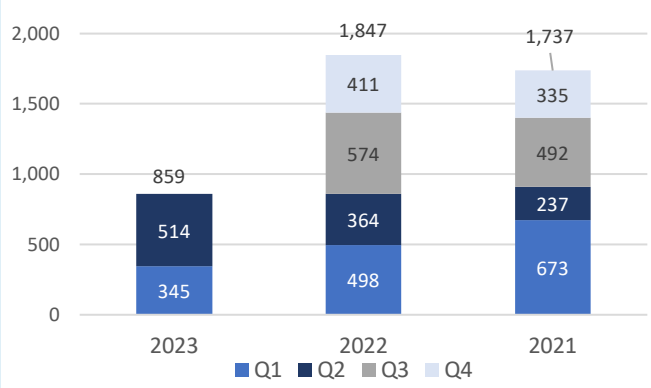
WORKFORCE RESILIENCY

Recruiting & Hard to Fill Positions

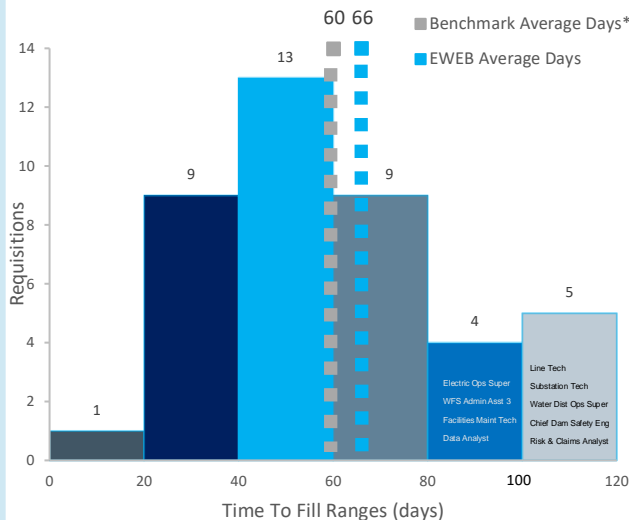
Recruitments by Quarter



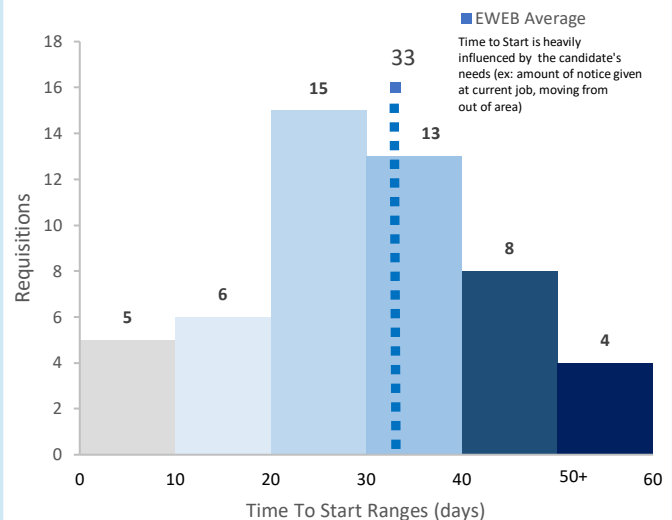
Applications by Quarter



2023 YTD Time to Fill
(time between posting and offer acceptance)



2023 YTD Time to Start
(time between offer acceptance and start date)

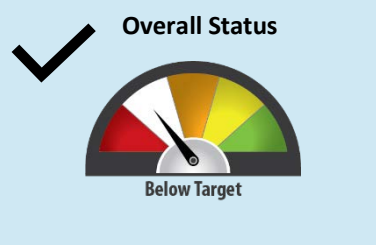
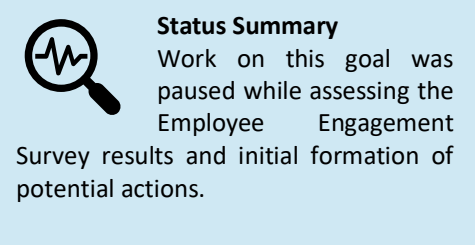
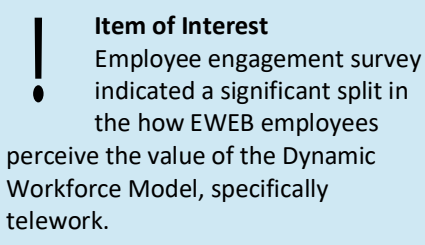


GOAL 2 – BUILD AND INSPIRE THE WORKFORCE AND WORKPLACE CULTURE

Necessary to fulfill ongoing business obligations and strategic initiatives in alignment with our organizational values by:

2a) Evolving our Dynamic Workforce Model, leveraging mobile/hybrid work opportunities.

Submitted By: Rod Price, Assistant General Manager

 <p>Overall Status</p> <p>Below Target</p>	 <p>Status Summary</p> <p>Work on this goal was paused while assessing the Employee Engagement Survey results and initial formation of potential actions.</p>	 <p>Item of Interest</p> <p>Employee engagement survey indicated a significant split in the how EWEB employees perceive the value of the Dynamic Workforce Model, specifically telework.</p>
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PROJECT MILESTONES

Overall, this goal was paused in Q2 pending review of the Employee Engagement survey results and developing an action plan based on the results. A key result from the engagement survey indicated a significant split in the way in which our employees feel about the DWF implementation.

COMPLETED





- Preliminary ROC building and technology assessment for hybrid work environment.

IN PROGRESS

- Executive Team will be reviewing business process and related DWF policies to refine our overall DWF efficiency.
- The DWF Support Team will be expanding its membership and work on educational opportunities for M/S to implement technology and performance review tools to better implement DWF.

2b) Integrating a new IBEW Collective Bargaining Agreement.

Submitted By: Kira Hutchens, Workforce Services Manager





 <p>Overall Status</p>  <p>Achieved</p>	 <p>Status Summary Completed</p>	 <p>Item of Interest Contract Implemented April 1st, 2023.</p>
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COMPLETED

Completed; contract ratified February 2023 and implemented April 1st, 2023.
Supervisor training, programmatic changes, and new printed contracts completed within first April pay period.
Collective Bargaining Agreement to be in effect from 4/01/2023 through 3/31/2027.

2c) Utilizing results of a comprehensive Employee Survey to continuously improve employees’ work experience.

Submitted By: Frank Lawson, General Manager and Executive Team

 <p>Overall Status</p>  <p>On Target</p>	 <p>Status Summary Qualitative feedback collected during Q2</p>	 <p>Item of Interest General Manager’s “Tour de Frank” meetings with each department</p>
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COMPLETED





The General Manager shared survey results, listened to employee feedback, and answered questions during two drop-in sessions which were open to all employees. The conversation continued during the series of “Tour de Frank” meetings with each department at EWEB (the full series of meetings is nearly complete). These engagements were an opportunity to talk about the survey and foster greater awareness and appreciation for the importance of employees’ work across the Utility. The Executive Team and Managers also discussed the quantitative and qualitative feedback and their perspectives.

IN PROGRESS

The Executive Team is discussing areas for improvement and further evaluation. The General Manager will send a communication to all employees outlining his key learnings from the survey and subsequent qualitative feedback, general themes, and focal opportunities for improvement. Management has committed to repeating the complete engagement survey in 2024.

2d) Working with the Board of Commissioners to develop and deploy polices that weave principles of DEI (diversity, equity, and inclusion) and resiliency into our work.

Submitted By: Rod Price, Assistant General Manager

 <p>Overall Status</p>  <p>On Target</p>	 <p>Status Summary DEI and Resiliency polices are on track. Initial DEI policy and 2nd draft Resiliency policy draft will be presented to Board in August.</p>	 <p>Item of Interest Commissioners completed introductory DEI training in June and provided feedback on draft Resiliency Policy in May Board meeting.</p>
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PROJECT MILESTONES

COMPLETED

DEI Policy

- Staff and consultant presented Introductory DEI training for the Board during June Work Session.

Resiliency Policy

- Draft policy submitted in correspondence at May Board meeting for feedback.
- Revised policy based on Board feedback drafted for re-submittal at August Board meeting.

IN PROGRESS

DEI Policy

- Staff drafting initial DEI policy based on feedback obtained in previous work sessions and Board meetings and from introductory DEI training work session. Draft policy will be presented at August Work Session.

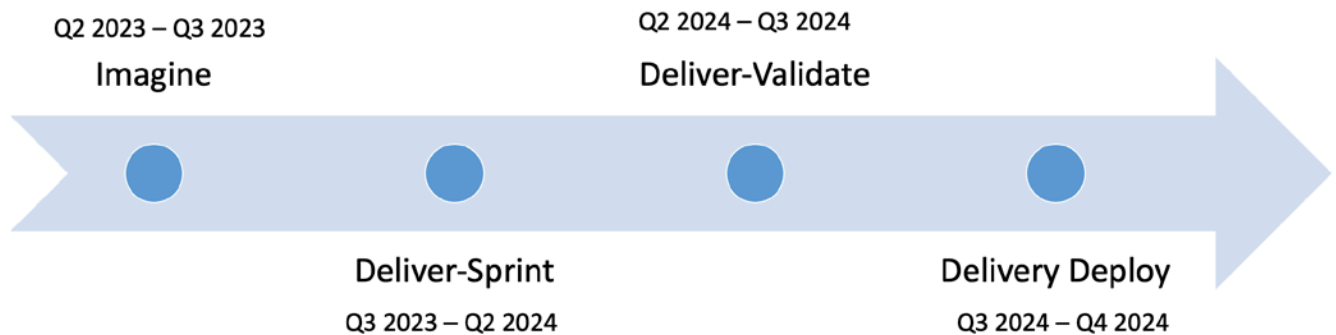
GOAL 3 – IMPLEMENT THE EWEB ENTERPRISE SOLUTIONS (EES) STRATEGY

Prepare to replace aging customer and financial information software systems in 2024 with SAP for Utilities by: creating and implementing a staffing plan for deployment and on-going support, cleansing legacy data, defining SAP cloud architecture, and mapping existing processes to the new applications while minimizing customization.

Submitted By: Deborah Hart, Chief Financial Officer; Travis Knabe, Chief Information Officer; Julie McGaughey, Chief Customer Officer

<p>Overall Status</p> <p>On Target</p>	<p>Status Summary Design sessions in full swing; Deloitte on-site every other week</p>	<p>Item of Interest SEW Portal selected to replace Milestone portal</p>
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PROJECT MILESTONES



COMPLETED

- Contract with Deloitte finalized and signed (Solution Implementor)
- Project Kickoff
- Prepare Phase
- SEW Portal selected to replace Milestone portal

IN PROGRESS

- Imagine Phase:
 - Functional design sessions
 - Developing To-Be processes
- Data migration

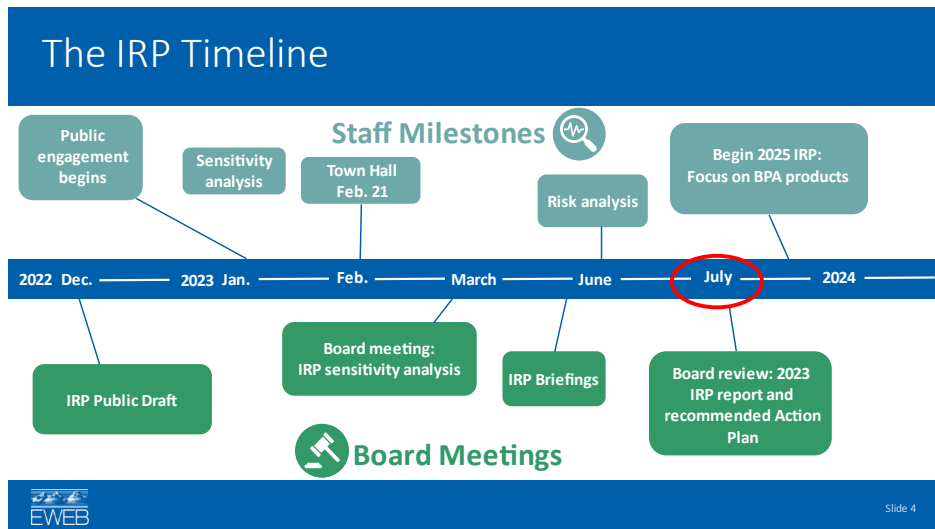
GOAL 4 – BUILD ON THE 2022 INTEGRATED RESOURCE PLAN (IRP)

Preparing an IRP for Board endorsement utilizing stakeholder outreach, iterative analysis to test future scenarios and finalized model results. Launch the analysis of the Bonneville Power Administration product options, “electives”, and terms and conditions anticipated in the next contract.

Submitted By: Megan Capper, Energy Resources Manager; Brian Booth, Chief Energy Officer

<p>Overall Status</p> <p>On Target</p>	<p>Status Summary Board to vote to approve Recommended Action Plan in August.</p>	<p>Item of Interest Briefings providing deeper dive on topics of interest found in Final 2023 IRP</p>
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PROJECT MILESTONES



COMPLETED

- In June staff published briefings in response to board and stakeholder feedback, most of these were sent to the Board in June. The goal of the Briefings is to explore areas of community interest by doing deeper dives on topics like Diversity Equity and Inclusion, Solar, Zero-Carbon resources, utility-scale storage, and the resource acquisition process. All of the briefings can be found at the end of the final IRP document and online.
- Staff have also added a risk analysis in addition to the sensitivity analysis to show how poor water conditions and high gas prices can impact future portfolios.

IN PROGRESS

- Staff and management have prepared a Recommended Action Plan that identifies the key areas of focus for the next 2-3 years. These action items will be on the August Board Meeting agenda for approval.

GOAL 5 – PROGRESS TOWARD CONSTRUCTION OF THE WILLAMETTE DRINKING WATER TREATMENT PLANT

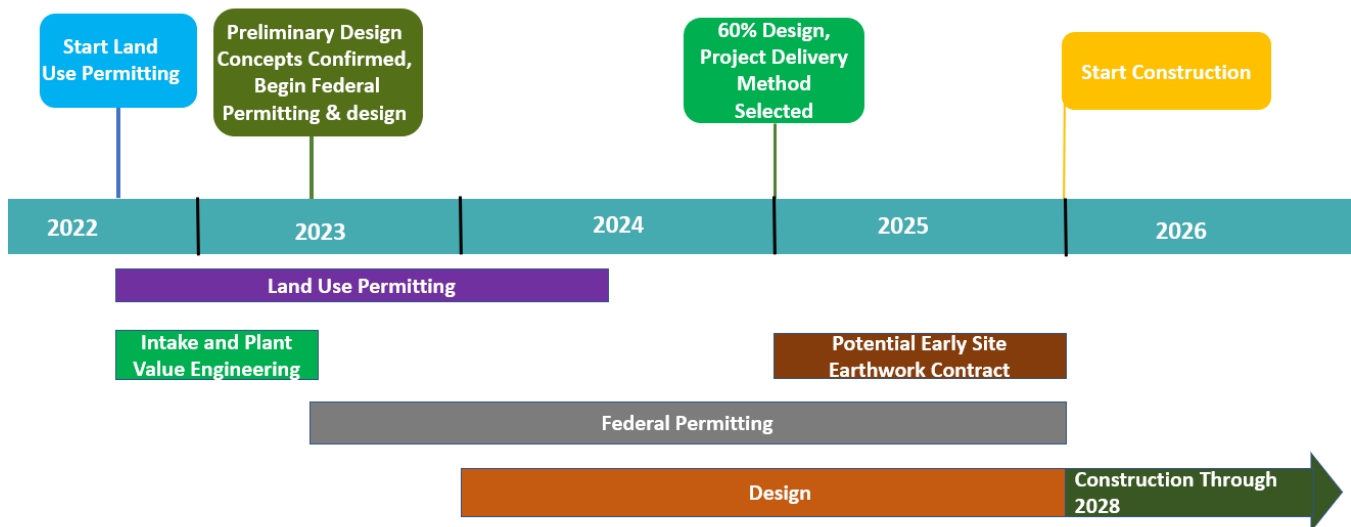
By performing preliminary design verification and value engineering, completing the property annexation and initiation of plan/code amendments, completing the initial surveying and environmental investigations to support design and permitting efforts, and initiating the federal permitting process for the river intake and treatment plant facilities.

Submitted By: Wally McCullough, Water Engineering Supervisor; Mike Masters, Water Operations Manager; and Karen Kelley, Chief Operations Officer

<p>Overall Status</p> <p>On Target</p>	<p>Status Summary Land use and permitting efforts are continuing. Near term goals are to have land use approvals by mid-2024 and Federal permit applications submitted by end of Q1-2024.</p>	<p>Item of Interest The first critical land use action is anticipated this fall with approval of the Public Facilities Services Plan (PFSP) which includes the Second Source Treatment Plant.</p>
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PROJECT MILESTONES

Preliminary project stages and milestones for the Second Source Project are shown below.



COMPLETED

- Preliminary design for both Willamette treatment plant and river intake (2014-2017)
- Negotiation of alternative treatment plant location and access/pipeline easements with the Springfield Utility Board.
- Bulk of construction of access road to serve as secondary access to treatment.
- General project and Annexation Development Initiation Meetings with City of Springfield.
- Retainage of consultants for land use approvals, federal permitting, and value engineering.
- Application submittal for an additional water right on Willamette River through access to federal stored water. Additional rights will supplement existing Willamette rights and establish process for future access to stored water.

IN PROGRESS

- Working with consultants on land use approvals, federal permitting, and intake value engineering.
- Site surveying and revised entrance road design.
- Second source communication planning and continued funding research.)

GOAL 6 – COMPLETE INITIAL LEABURG DECOMMISSIONING ACTION PLAN

Consistent with the Record of Decision approved via Resolution 2302, including identification of major project milestones through 2033, by coordinating with key public stakeholders, external agencies, the Board of Commissioners and integrating with our near-term risk reduction measures to comply with FERC dam safety requirements.

Submitted By: Lisa Krentz, Generation Manager; Karen Kelley, Chief Operations Officer

<p>Overall Status</p> <p>On Target</p>	<p>Status Summary All items are on track for a final LDAP to be presented to the Board in December.</p>	<p>Item of Interest A draft plan will be provided to the Board in August.</p>
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PROJECT MILESTONES



COMPLETED

Leaburg Decommissioning Action Plan (LDAP):

- Directed public outreach detailing the Board decision (ex. upriver Board meeting, neighborhood associations)
- Identify regulatory stakeholders and begin informal outreach
- Initial meetings with Oregon Department of Transportation and Lane County for coordination of transportation and land use aspects

Near Term Risk Reduction Measures (NRR):

- Scope and estimate for the priority phase of the Drilling Program Plan (DPP) and initial analysis to inform NRR design
- 50% design for powerhouse modifications to increase capacity to pass flood flows

IN PROGRESS

LDAP:

- LDAP development
- Confirm roles, authority, and interdependencies of regulatory stakeholders
- Outreach and communication plan
- Water Quality Study
- Contract negotiations with a land use consultant for parcel research to inform the transportation alternatives analysis and lake restoration impacts

GLOSSARY

AF: Availability Factor. Multiplied by 100, this factor indicates the percentage of time that the generating units were available for operation.

AMI: Advance Metering Infrastructure

BLM: Business Line Manager

BPA: Bonneville Power Administration

CI: Continuous Improvement

CIA: Contributions in Aid of Construction

CIS: Customer Information System (an IT System Application)

CIP: Capital Improvement Plan

CIP: Critical Infrastructure Protection (NERC Compliance)

CRM: Customer Relationship Manager

CSU1 and CSU2: Carmen-Smith turbine units 1 & 2

DEI: Diversity, Equity and Inclusion

EES: EWEB Enterprise Solutions (Organization-wide IT System)

FERC: Federal Energy Regulatory Commission

FCRPS: Federal Columbia River Power System

FOF: Forced Outage Factor. Multiplied by 100, this factor indicates the percentage of time that the generating units were forced offline due to an unplanned event.

GCF: Gross Capacity Factor. Multiplied by 100, this factor indicates the percentage of megawatt hours generated relative to the maximum number of megawatt hours that could have been generated if the generating unit had been operating continuously at full capacity.

GIS: Geographical Information System

GOF: Gross Output Factor. Multiplied by 100, this factor indicates the percentage of megawatt hours generated relative to the maximum number of megawatt hours that could have been generated if the generating unit had been operating at full capacity when available to generate.

HW - Harvest Wind

ICS: Incident Command System

IRP: Integrated Resource Plan

IP: International Paper

KGAL: 1,000 gallons

KW: Kilowatt (1,000 watts)

KWH: Kilowatt-Hour

KPI: Key Performance Indicator

LBU1 and LBU2 - Leaburg turbine units 1 & 2

NERC: North American Electric Reliability Corporation

NRR: Near term Risk Reduction

OHSA: Occupational Health & Safety Administration

PERS: Public Employees Retirement System

PPE: Personal Protective Equipment

PSPS: Public Safety Power Shutoff

PUC: Public Utility Commission

RCP: Retail Cash Payment

RMC: Risk Management Committee

SAIDI: System Average Interruption Duration Index

SAIFI: System Average Interruption Frequency Index

STC - Stone Creek

TB - Trail Bridge

WAM: Work and Asset Management (an IT System Application)

WGA: Western Generation Agency (WGA) is the name of the intergovernmental entity formed by EWEB and Clatskanie People's Utility District (CPUD). The WGA steam turbine generator is located at the Georgia Pacific paper mill named Wauna.

WV – Walterville

APPENDICES

- Appendix A: Electric Utility Financial Statement (EL1)
- Appendix B: Water Utility Financial Statement (EL1)
- Appendix C: Electric Utility EL-1 Capital Report
- Appendix D: Water Utility EL-1 Capital Report
- Appendix E: Capital Spending Summary (Supplement to EL1 Reports)
- Appendix F: Contracts Awarded Report (EL2)
- Appendix G: Community Investment Report (EL3)
- Appendix H: Electric Division Details
- Appendix I: Water Division Details
- Appendix J: Workforce Composition
- Appendix K: Customer Division Details

Disclaimer: The unaudited financial statements provided in this report are intended for management purposes only.

ELECTRIC UTILITY FINANCIAL STATEMENT (EL1) | Q2 2023

APPENDIX A

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

(In millions)

	Six Months Ended June 30,		YTD Budget Comparison	
	2023	2022	Budget \$	Variance
Operating revenues	\$ 151.4	\$ 146.9	\$ 164.1	\$ (12.7)
Operating expenses	143.8	134.7	155.7	11.9
Net operating income (loss)	7.6	12.2	8.4	(0.8)
Non-operating revenues	5.9	(0.4)	1.6	4.3
Non-operating expenses	3.5	3.9	3.5	-
Income (loss) before capital contributions	10.0	7.9	6.5	3.5
Capital contributions	1.1	6.2	2.0	(0.9)
Increase/(Decrease) in net position	\$ 11.1	\$ 14.1	\$ 8.5	\$ 2.6

ELECTRIC CONDENSED STATEMENT OF NET POSITION (Unaudited)

(In millions)

	June 30,		December 31,
	2023	2022	2022
Current assets	\$ 213.4	\$ 212.2	\$ 170.0
Net utility plant	428.6	438.1	432.2
Other assets	54.7	56.0	97.8
Total assets	696.7	706.3	700.0
Deferred outflows of resources	33.7	34.4	34.0
Total assets and deferred outflows	\$ 730.4	\$ 740.7	\$ 734.0
Current liabilities	\$ 38.6	\$ 31.1	\$ 52.4
Long-term debt	205.4	216.7	206.5
Other liabilities	56.9	40.9	56.9
Total liabilities	300.9	288.7	315.8
Deferred inflows of resources	24.1	42.6	24.0
Total net position	405.4	409.4	394.2
Total liabilities, deferred inflows, and net position	\$ 730.4	\$ 740.7	\$ 734.0

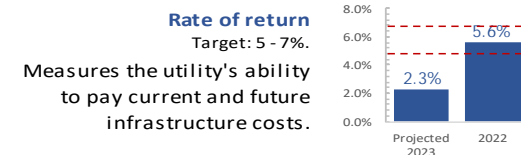
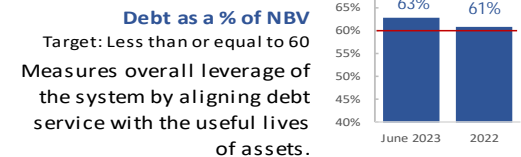
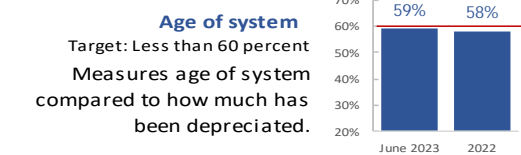
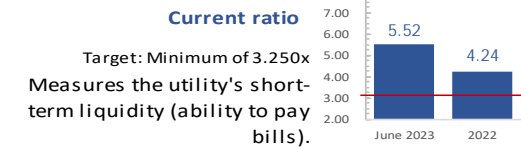
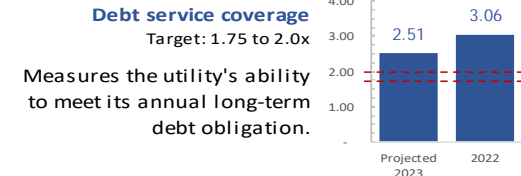
ELECTRIC CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

(In millions)

	YTD	Annual Working Budget	
	6/30/2023	Budget \$	% of Budget
Type 1 - General capital	\$ 10.4	\$ 23.3	44.6%
Type 2 - Rehabilitation and expansion	7.2	23.3	30.9%
Type 3 - Strategic projects	7.3	27.6	26.4%
Total capital	\$ 24.9	\$ 74.2	33.6%

FINANCIAL STRENGTH MEASUREMENTS

Target line



WATER UTILITY FINANCIAL STATEMENT (EL1) | Q2 2023

APPENDIX B

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

(In thousands)

	Six Months Ended June 30,		Budget Comparison	
	2023	2022	Budget \$	Variance
Operating revenues	\$ 21,024	\$ 18,396	\$ 19,419	\$ 1,605
Operating expenses	19,234	17,234	23,015	3,781
Net operating income (loss)	1,790	1,162	(3,596)	5,386
Non-operating revenues	2,022	(103)	1,673	349
Non-operating expenses	1,281	1,124	1,040	(241)
Income (loss) before capital contributions	2,531	(65)	(2,963)	5,494
Capital contributions	1,172	890	641	531
Increase (decrease) in net position	\$ 3,703	\$ 825	\$ (2,322)	\$ 6,025

WATER CONDENSED STATEMENT OF NET POSITION (Unaudited)

(In millions)

	June 30,		December 31,
	2023	2022	2022
Current assets	\$ 36.4	\$ 56.2	\$ 46.7
Net utility plant	241.3	213.0	230.2
Other assets	12.7	12.5	12.0
Total assets	290.4	281.7	288.9
Deferred outflows of resources	10.6	10.6	10.7
Total assets and deferred outflows	\$ 301.0	\$ 292.3	\$ 299.6
Current liabilities	\$ 6.7	\$ 6.0	\$ 8.8
Long-term debt	68.3	71.5	68.7
Other liabilities	18.1	12.9	17.9
Total liabilities	93.1	90.4	95.4
Deferred inflows of resources	7.5	13.3	7.5
Total net position	200.4	188.6	196.7
Total liabilities, deferred inflows, and net position	\$ 301.0	\$ 292.3	\$ 299.6

WATER CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

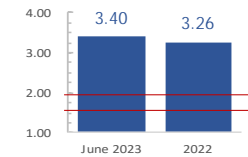
(In thousands)

	YTD	Annual Working Budget	
	6/30/2023	Budget \$	% of Budget
Type 1 - General capital	\$ 7,244	\$ 11,006	65.8%
Type 2 - Rehabilitation and expansion	\$ 9,301	20,412	45.6%
Type 3 - Strategic projects	\$ 230	1,050	21.9%
Total capital	\$ 16,775	\$ 32,468	51.7%

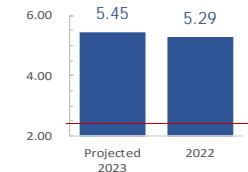
FINANCIAL STRENGTH MEASUREMENTS

Debt service coverage
Target: 2.0 - 2.50x
Measures the utility's ability to meet its annual long-term debt obligation.

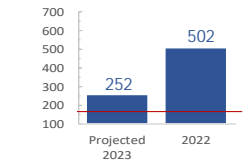
Target line



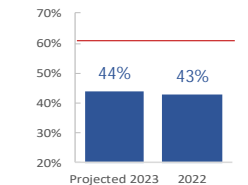
Current ratio
Target: Minimum of 3.25x
Measures the utility's short-term liquidity (ability to pay bills).



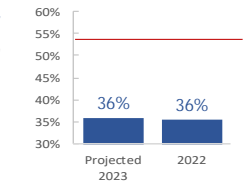
Working capital days cash
Target: Greater than 150 days
Estimates the number of days the utility can pay its daily O&M before running out of cash.



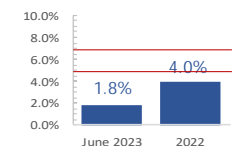
Age of system
Target: Less than 60 percent
Measures age of system compared to how much has been depreciated.



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.



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



ELECTRIC UTILITY EL1 CAPITAL REPORT | Q2 2023

APPENDIX C

	ANNUAL BUDGET		2023 ACTUAL	% OF BUDGET	YEAR-END PROJECTION
	APPROVED	WORKING			
TYPE 1 - GENERAL CAPITAL					
Generation Infrastructure	\$ 2,202,000	\$ 2,201,942	\$ 259,600	12%	\$ 1,130,000
Substation Infrastructure	2,793,000	2,793,000	1,581,800	57%	3,100,000
Transmission & Distribution Infrastructure	9,698,000	9,697,799	4,403,600	45%	11,627,800
Telecommunications	992,000	992,252	93,300	9%	721,300
Downtown Network	1,093,000	1,093,050	809,700	74%	1,942,500
Information Technology	4,656,000	4,656,086	2,327,000	50%	4,656,100
Buildings, Land, & Fleet	1,845,000	1,844,850	892,100	48%	1,844,800
TOTAL TYPE 1 PROJECTS	\$ 23,279,000	\$ 23,278,979	\$ 10,367,100	45%	\$ 25,022,500
TYPE 2 - REHABILITATION & EXPANSION PROJECTS					
Buildings & Land	2,593,000	2,593,500	280,500	11%	800,000
Electric T&D - Master Plan	12,012,000	12,012,000	4,411,800	37%	12,012,000
Distribution Resiliency Upgrades	63,000	63,001	300	0%	-
Infrastructure - Generation	3,629,000	3,629,126	1,190,000	33%	4,300,000
Electric Meter Upgrade	2,119,000	2,118,900	72,400	3%	1,500,000
Information Technology	2,866,000	2,865,618	1,219,200	43%	7,695,600
TOTAL TYPE 2 PROJECTS	\$ 23,282,000	\$ 23,282,145	\$ 7,174,200	31%	\$ 26,307,600.00
TYPE 3 - STRATEGIC PROJECTS & PROGRAMS					
Carmen-Smith Relicensing	\$ 27,596,000	\$ 27,595,630	\$ 7,265,700	26%	\$ 18,200,000
TOTAL ELECTRIC CAPITAL PROJECTS	\$ 74,157,000	\$ 74,156,754	\$ 24,807,000	33%	\$ 69,530,100

Type 1 - General Capital is budgeted Year-by-Year for recurring capital expenditures from January through December. Type 1 Capital includes categorized collections of projects of less than \$1 million, and typically involves dozens of individual projects that add up to \$3.5-4.5 million per year.

Type 2 projects have "discrete" scopes, schedules (launch through completion), and cost over \$1MM during the project life, and project life can span multiple years.

Type 3 projects are large strategic programs with long term impacts and are typically bond-funded.

WATER UTILITY EL1 CAPITAL REPORT | Q2 2023

APPENDIX D

	ANNUAL BUDGET		2023 ACTUAL	% OF BUDGET	YEAR-END PROJECTION
	APPROVED	WORKING			
TYPE 1 - GENERAL CAPITAL					
Source - Water Intakes & Filtration Plant	\$ 1,359,000	\$ 1,359,999	\$ 1,180,700	87%	\$ 1,400,000
Distribution & Pipe Services	6,385,000	6,384,003	4,184,200	66%	7,650,000
Distribution Facilities	1,365,000	1,364,622	1,203,900	88%	2,050,000
Information Technology	1,134,000	1,134,203	273,100	24%	1,100,000
Buildings, Land, & Fleet	763,000	763,402	401,800	53%	750,000
TOTAL TYPE 1 PROJECTS	\$ 11,006,000	\$ 11,006,228	\$ 7,243,700	66%	\$ 12,950,000
TYPE 2 - REHABILITATION & EXPANSION PROJECTS					
Distribution Facilities	13,545,001	13,545,001	7,113,500	53%	12,040,000
Distribution & Pipe Services	3,150,000	3,150,000	789,100	25%	5,850,000
Buildings & Land	812,000	812,000	88,400	11%	450,000
Water Meter Upgrade	2,000,000	2,000,004	924,700	46%	2,000,000
Information Technology	905,000	904,932	385,000	43%	2,400,000
TOTAL TYPE 2 PROJECTS	\$ 20,412,001	\$ 20,411,936	\$ 9,300,700	46%	\$ 22,740,000
TYPE 3 - STRATEGIC PROJECTS & PROGRAMS					
Emergency Water Supply	525,000	525,000	97,400	19%	500,000
Second Source	525,000	525,000	132,600	25%	500,000
TOTAL TYPE 3 PROJECTS	\$ 1,050,000	\$ 1,050,000	\$ 230,000	22%	\$ 1,000,000
TOTAL WATER CAPITAL PROJECTS	\$ 32,468,001	\$ 32,468,164	\$ 16,774,400	52%	\$ 36,690,000

Type 1 - General Capital is budgeted Year-by-Year for recurring capital expenditures from January through December. Type 1 Capital includes categorized collections of projects of less than \$1 million, and typically involves dozens of individual projects that add up to \$3.5-4.5 million per year.

Type 2 projects have "discrete" scopes, schedules (launch through completion), and cost over \$1MM during the project life, and project life can span multiple years.

Type 3 projects are large strategic programs with long term impacts and are typically bond-funded.

CAPITAL SPENDING SUMMARY | Q2 2023

APPENDIX E

In accordance with Board Policy EL1, staff will provide the Board with quarterly updates for all current year projects on the Capital Improvement Plans.

General Capital Renewal and Replacement projects (Type 1) will be reported by category (e.g., substations, shared IT infrastructure, transmission & distribution mains).

Infrastructure Rehabilitation & Expansion (Type II) and Strategic Projects (Type III) will be reported individually. Type II and III projects are further defined as those that are projected to be greater than \$1 million for the life of the project.

ELECTRIC UTILITY AND SHARED SERVICES CAPITAL SPENDING SUMMARY

TYPE 2 – REHABILITATION & EXPANSION (ELECTRIC AND SHARED SERVICES)

Shared Services project updates are provided within the Electric Utility Capital section below, but the project budget and costs are split between Electric and Water in Appendix C and D.

Electric T&D – Strategic Projects

Currin Substation Rebuild Project specifically: Early 2020 the Currin Substation rebuild project was initiated. Major construction started March 2023 and is expected to last through April 2024.

Project Initiation:	Jan - 2020	Initial Scope Budget:	\$9,500,000
Initial Planned Completion:	Dec – 2022	Actual Project Costs To-Date:	\$5,693,665
Projected Completion:	Apr – 2024	Total Final Cost Projection:	\$14,800,00

Leaburg Canal Risk Mitigation (Near Term Risk Reduction Measures)

Project Initiation*:	Jul - 2021	Initial Scope Budget:	\$21,500,000
Initial Planned Completion:	Dec - 2028	Actual Project Costs To-Date:	\$1,795,000
Projected Completion*:	Dec - 2028	Total Final Cost Projection:	\$29,400,000

*Initial scope 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. Total cost does not yet include real property acquisitions that are needed for risk reduction measures.

TYPE 3 – CARMEN SMITH RELICENSING (ELECTRIC AND SHARED SERVICES)

Carmen-Smith License Deployment

Project Initiation:	Nov - 2016	Initial Scope Budget:	\$139,000,000
Initial Planned Completion:	Dec - 2027	Actual Project Costs To-Date:	\$83,323,000
Projected Completion:	Dec - 2030	Total Final Cost Projection:	\$174,000,000

¹ Emergency Water Supply reporting relates to City of Eugene's CAP2.0 action item R20 (install emergency water stations)

CAPITAL SPENDING SUMMARY | Q2 2023

APPENDIX E

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 in Appendix C and D.

Distribution Facilities and Pipe/Services

The E. 40th Project and AMI Water Meter Project are listed below and included in this category on the EI-1 Report. No other significant Type 2 activity occurred in Q2 2023.

E. 40th Reservoir Project

Project Initiation:	2018	Initial Scope Budget:	\$10,250,000*
Initial Planned Completion:	2021	Actual Project Costs To-Date:	\$23,047,000
Projected Completion:	2023	Total Final Cost Projection:	\$28,000,000*

*Difference between initial scope budget and final const projection reflects Board decision to accelerate second tank construction at the site and build two tanks with initial contract.

AMI Water Meter Upgrade

Project Initiation:	2018	Initial Scope Budget:	\$17,828,000
Initial Planned Completion:	2021	Actual Project Costs To-Date:	\$15,106,000
Projected Completion:	2024	Total Final Cost Projection:	\$19,000,000

TYPE 3 – STRATEGIC PROJECTS AND PROGRAMS

Emergency Water Supply

Construction of new emergency distribution sites is anticipated to end in 2023 with an anticipated 7 sites.

Project Initiation:	2018	Initial Scope Budget:	\$4,000,000
Initial Planned Completion:	2028	Actual Project Costs To-Date:	\$2,195,000
Projected Completion:	2023	Total Final Cost Projection:	\$2,500,000

Second Source of Supply

For the purposes of this report, 2021 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 2-3 years construction.

Project Initiation:	2021	Initial Scope Budget:	\$90,000,000*
Initial Planned Completion:	2027	Actual Project Costs To-Date:	\$512,000
Projected Completion:	2028	Total Final Cost Projection:	\$100,000,000

*Difference between initial scope budget and final const projection primarily due to additional inflation added during 2023 CIP process.

¹ Emergency Water Supply reporting relates to City of Eugene's CAP2.0 action item R20 (install emergency water stations)

CONTRACTS REPORT | Q2 2023

APPENDIX F

Contract Execution Date	Contractor	City, State	Contract Title, Detailed Description	Expiration Date	Contract Amount	Contract Process	Executive Manager
04/05/23	Branch Engineering Inc	Springfield, OR	ADA Ramp Design Services	03/17/28	\$100,000	Direct Negotiation	Karen Kelley
04/05/23	Cornforth	Portland, OR	2023-2025 Leaburg Canal Inclinator & Piezometer Readings	09/30/23	\$95,500	Direct Negotiation	Karen Kelley
04/05/23	Woodland Solutions Group, LLC	Woodland Park, CO	Royalties Agreement for Oregon Watershed Emergency Response System (OWERS)	12/31/28	REVENUE ONLY	Direct Negotiation	Karen Kelley
04/11/23	160 Driving Academy	Creswell, OR	Entry Level Drivers Training (ELDT) for Class A Commercial Driver's License (CDL)	12/31/28	\$50,000	Informal ITB	Karen Kelley
04/17/23	Pape Machinery, Inc.	Seattle, WA	John Deere 35G Excavator	12/31/28	\$75,391	Cooperative Contract	Karen Kelley
04/19/23	Aisling Truck Academy	Eugene, OR	Entry Level Drivers Training (ELDT) for Class A Commercial Driver's License (CDL)	12/31/28	\$50,000	Informal ITB	Karen Kelley
05/01/23	C&R Homes and Construction Services LLC	Springfield, OR	Leaburg Homes Roof Replacement	08/01/23	\$108,200	Formal Bid	Karen Kelley
05/16/23	Burns & McDonnell Engineering Company, Inc.	Portland, OR	Upriver Electrical Study	08/31/23	\$80,000	Direct Negotiation	Karen Kelley
05/17/23	Delta Sand & Gravel	Eugene, OR	As-Needed Rock Materials	07/20/28	\$75,000	Formal ITB	Karen Kelley
05/18/23	Riverbend	Eugene, OR	Rock Materials - Primary	06/08/28	\$125,000	Formal ITB	Karen Kelley
06/06/23	Roberson Chrysler Dodge Jeep RAM	Salem, OR	2022 RAM 3500 Chassis Tradesman Regular Cab 84" CA 4x4	06/09/23	\$64,118	Cooperative Contract	Karen Kelley
06/07/23	Mountain View Tree Service LLC	Salem, OR	CARMEN-SMITH TREE REMOVAL & BLANKET REPAIR	10/15/23	\$124,550	Formal ITB	Karen Kelley
06/08/23	Glass Tree Care and Spray Service	Eugene, OR	Vegetation Management Spraying Services	06/07/28	\$75,000	Informal Quotes	Karen Kelley
06/15/23	Peterson Power Systems	Pasadena, CA	Caterpillar XQ125 - 100kW Diesel Generator	09/29/23	\$108,735	Cooperative Contract	Karen Kelley
06/22/23	Schnabel	Seattle, WA	Engineering Support for Tree Removal at Carmen-Smith	12/31/23	\$97,000	Sole Source	Karen Kelley
06/28/23	David Evans & Associates	Portland, OR	Distribution Engineering Consulting - Cable Replacement Projects	09/30/23	\$95,000	Direct Negotiation	Karen Kelley
06/30/23	David Evans & Associates	Corvallis, OR	On-Call Electrical Engineering Consulting	06/27/28	\$95,000	Direct Negotiation	Karen Kelley
06/30/23	Redwood Software, Inc (SHI is Omnia VAR)	Frisco, TX	Workload Automation (EES)	06/30/24	\$147,926	Cooperative Contract	Travis Knabe

For questions please contact Quentin Furrow, 541-685-7380

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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:

\$10,140,707*
invested year to date



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

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

INVESTMENT TYPE CATEGORIES



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.



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SPONSORSHIPS, DONATIONS, GRANTS & MUTUAL AID

TOTAL YTD \$427,187		
	<p>EUGENE 4J, BETHEL AND SPRINGFIELD SCHOOL DISTRICTS EWEB EV Challenge 06/14/23 - Supported by an EWEB grant, middle school students from Eugene 4J, Bethel, and Springfield school districts competed in the second annual EWEB EV Challenge (formerly the EWEB Solar Challenge) racing their hand-build EVs. The program, which culminates in a district-wide EV race, generates enthusiasm for science and improves students’ understanding of scientific concepts, particularly aerodynamics, design, transportation, renewable energy concepts, engineering, gravity, and friction.</p>	\$17,450 ¹
	<p>ADVENTURE! CHILDREN’S MUSEUM, BAGS OF LOVE, BOYS AND GIRLS CLUBS OF EMERALD VALLEY, CASA OF LANE COUNTY, CENTRO LATINO AMERICANO, CITY OF EUGENE, CITY OF EUGENE – CAMPBELL COMM CENTER, CITY OF VENETA, CONNECTED OF LANE COUNTY, DOWN TOWN LANGUAGES, EMERGENCE, EUGENE CHAMBER OF COMMERCE, EVERY CHILD OF LANE COUNTY, FOOD FOR LANE COUNTY, GARTEN, HABITAT FOR HUMANITY OF CENTRAL LANE, LANE COUNTY HISTORY MUSEUM, LOOKING GLASS, LOVE FOR LANE COUNTY, RELIEF NURSERY INC., SHELDON COMMUNITY CENTER, SINGING CREEK CENTER Donation of surplus office furniture and equipment from the Headquarters building June - EWEB recently provided the opportunity to “shop” the no-longer-needed office furniture and equipment from the decommissioned riverfront Headquarters building to various community organizations. Out of all the surplus furniture, Staff estimate that approximately 30% was kept by the City of Eugene, 60% went to public agencies and nonprofits, 5% was recycled, and only 5% went to landfill. Of the hundreds of pieces of furniture, EWEB donated 208 chairs, 31 desks, 51 tables, 67 filing cabinets, 75 bookshelves, and 81 pieces of miscellaneous items.</p>	Value undetermined
	<p>EWEB ENERGY SHARE PROGRAM SPARK - EWEB's Employee Engagement Team Garden Plant Sale 05/24/23 - Plant starts donated by EWEB employees were available for purchase with prices set as “pay as you will” and all proceeds benefitting the EWEB Energy Share Program.</p>	\$500
	<p>EWEB ENERGY SHARE PROGRAM SPARK - EWEB's Employee Engagement Team 5th Annual Golf Scramble 05/19/23 – SPARK hosted the 5th annual golf scramble for employees with all proceeds benefitting the EWEB Energy Share Program.</p>	\$1,478
	<p>BLACK UNITED FUND OF OREGON, EARTHSHARE, EWEB’S ENERGY SHARE, OUR CHILDREN OREGON, UNITED WAY OF LANE COUNTY EWEB's Annual Employee Giving Campaign 05/01-05/12 – EWEB’s annual Employee Giving campaign ran May 1-12. The annual campaign offers employees the opportunity to donate money to United Way of Lane County, EarthShare, Black United Fund of Oregon, Our Children Oregon, and their associated federation charities, EWEB’s Energy Share program and other employee-selected charities via payroll deduction, credit card or check.</p>	\$16,571

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).




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	<p>FRIENDS OF TREES 2023 Greenpower grant winner – will receive up to \$50,000 04/24/23 - The grant will fund the expansion of their Neighborhood Tree program to all areas in Eugene with low tree equity scores. Friends of Trees use shade equity tools – such as American Forests’ tree equity map, Tree Plotter, and others – to prioritize outreach and communication to low-income, racially diverse areas lacking tree canopy cover.</p>	<p>Funds not yet disbursed</p>
Q2 TOTAL		\$35,999
	<p>EWEB ENERGY SHARE PROGRAM SPARK - EWEB's Employee Engagement Team Valentine's Bake Sale 02/14/23 - 16 employees volunteered to bake items as part of EWEB's Employee Engagement Team SPARK's effort to raise money for EWEB's Energy Share program.</p>	<p>\$697</p>
	<p>VIDA MCKENZIE COMMUNITY CENTER In-kind donation for rebuild 01/26/23 - EWEB crews will provide labor and materials to install certain infrastructure necessary for undergrounding electric service for the Vida McKenzie Community Center at no charge (estimated cost of \$14,200 to EWEB). Additionally, EWEB will provide \$10,000 for the Community Center to use toward additional service equipment and installation performed by their contractor.</p>	<p>\$24,200</p>
	<p>CASCADIA MOBILITY 2022 E-mobility Community Grant 01/24/23 - EWEB had a new grant offering in 2022 to help promote our commitment to the environment and the community by increasing awareness, access, infrastructure, and adoption of electric mobility in our service territory, with special consideration to projects that advance electric mobility in underserved communities. Cascadia Mobility, the nonprofit operator of Eugene’s bike-share program PeaceHealth Rides, submitted a proposal to use the funds to purchase electric pedal assist tricycles that will be used to support the bike share fleet maintenance and repair. These electric trikes will be outfitted to comfortably handle daily commercial use and have safety lighting, improved gear ratios, extra batteries, and custom decking to haul equipment and the ride-share bikes. The new electric tricycles are expected to be put into service in Spring 2023. 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).</p>	<p>\$24,990</p>
	<p>JAN-JUNE 2023 EDUCATION GRANTS Eugene 4J School District Bethel School District McKenzie School District Springfield School District 01/09/23 - As a part of our commitment to education, we dedicate grant funds to the four 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.</p>	<p>\$130,000 \$40,500 \$11,000 \$24,500</p>

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	WESTERN REGIONAL MUTUAL AID GROUP (WRMAG) Mutual Aid 01/05-01/15 - Several Utilities in California made mutual aid requests via the Western Regional Mutual Aid Group (WRMAG) in response to the atmospheric river event. EWEB sent a 5-man crew to assist with storm restoration near Redding. The crew finished up near Sacramento on the 15th and returned home.	\$131,667
	PACIFIC GAS & ELECTRIC Mutual Aid 12/29-12/31 - Carry over costs from year-end mutual aid assistance provided.	\$1,590
	MAPLETON WATER DISTRICT Mutual Aid 12/28-12/30 - Carry over costs from year-end mutual aid assistance provided.	\$2,043
Q1 TOTAL		\$391,188




CUSTOMER SOLUTIONS PRODUCTS AND SERVICES



ENERGY EFFICIENCY INCENTIVES ²		Q1	Q2	Q3	Q4	TOTAL YTD
	EWEB ENERGY EFFICIENCY PROGRAMS Incentives – Residential Q2 - 254 residential projects. Q1 - 299 residential projects.	\$293,153	\$268,551			\$561,704
	EWEB ENERGY EFFICIENCY PROGRAMS Incentives - Non-residential Q2 - 20 commercial projects. 1 industrial projects. Q1 - 11 commercial projects. 4 industrial projects.	\$139,357	\$88,707			\$228,064
	EWEB ENERGY EFFICIENCY PROGRAMS Incentives - Efficient Growth Q2 - 39 residential heating conversions. Q1 - 33 residential heating conversions.	\$24,000	\$23,600			\$47,600

² 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.

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	EWEB ENERGY EFFICIENCY PROGRAMS³ Transportation Electrification Q2 - 59 residential EV chargers, 4 commercial EV Chargers. 301 electric bikes. 1 transportation electrification grant. Q1 - 82 residential EV chargers, 5 commercial EV Chargers, 158 electric bikes, 1 transportation electrification grant.	\$120,870	\$155,767			\$276,637
	EWEB GREENPOWER PROGRAM Solar Electric Incentives Q2 - 50 residential projects. Q1 - 65 residential projects.	\$40,655	\$54,173			\$94,828
	EWEB WATER CONSERVATION PROGRAMS Hand Valve and Toilet Rebates, Septic Maintenance Incentives Q2 - 34 efficient toilets, 28 hand valves and 11 septic pumping rebates. Q1 - 21 efficient toilets, 23 hand valves and 15 septic pumping rebates.	\$7,025	\$7,725			\$14,750
TOTAL YTD		\$625,060	\$598,523			\$1,223,583


LIMITED INCOME ASSISTANCE⁴		Q1	Q2	Q3	Q4	TOTAL YTD
	EWEB CUSTOMER CARE PROGRAM Limited Income Energy Assistance Q2 - 1,340 customers served through ECC program (\$375,319), 335 through Energy Share (\$69,544), and 8 through Community Partner Care (\$2,937). Q1 - 1,774 customers served through ECC program (\$496,720), 345 through Energy Share (\$70,701), and 16 through Community Partner Care (\$9,500).	\$576,921	\$447,800			\$1,024,721
	EWEB LIMITED INCOME ASSISTANCE Electric Line Repair Grants (Income eligible) Q2 - 5 grants. Q1 - 5 grants.	\$18,128	\$10,443			\$28,571






³ 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).

⁴ EWEB's Limited Income Assistance Programs relate to City of Eugene's CAP2.0 Building Energy action item B11.

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	EWEB WATER CONSERVATION PROGRAMS Water Line Repair Grants (Income eligible) Q2 - 13 grants. Q1 - 3 grants.	\$14,550	\$29,327			\$43,877
		\$609,599	\$487,570			\$1,097,169

HOLIDAY FARM FIRE INCENTIVES AND GRANTS		Q1	Q2	Q3	Q4	TOTAL YTD
	WATER SOURCE PROTECTION Infrastructure/Homesite Relocation Q2 - None in Q2. Q1 - None in Q1.	\$0	\$0			\$0
	WATER SOURCE PROTECTION DEQ Holiday Farm Fire Grant Q2 - 7 grants. Q1 - 4 grants.	\$23,175	\$85,792			\$108,967
	WATER SOURCE PROTECTION Lane County Holiday Farm Fire Grant Q2 - 15 grants. Q1 - 19 grants.	\$186,093	\$119,326			\$305,419
	EWEB WATER CONSERVATION PROGRAM EWEB Exception grant Q2 – 2 grants. Q1 - None in Q1.	\$0	\$15,314			\$15,314
	REDUCE FIRE RISK / IMPROVE RELIABILITY Relocate Overhead Electric Service to Underground Q2 - None in Q2. Q1 - None in Q1.	\$3,851	\$0			\$3,851
		\$213,119	\$220,432			\$433,551

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ENERGY AND WATER LOANS		Q1	Q2	Q3	Q4	TOTAL YTD
	EWEB ENERGY EFFICIENCY PROGRAMS⁵ Loans – Residential Q2 - 74 residential loans (including 10 for conversions to electric heat). Q1 - 76 residential loans (including 4 for conversions to electric heat).	\$523,712	\$586,398			\$1,110,110
	EWEB WATER CONSERVATION PROGRAMS Water Line Repair & Septic Repair/Replacement Loans Q2 - 3 water line replacements loans. Q1 - 3 water line replacement loans. Septic loans were not expected due to grants available.	\$14,760	\$14,200			\$28,960
	EWEB RESILIENCY PROGRAM Generator Loan Program Q2 - None in Q2. Q1 - 1 loan.	\$1,677	\$0			\$1,677
	EWEB ELECTRIC SERVICE LINE UPGRADE LOAN PROGRAM Electric Service Line Upgrade Loan Program Q2 - 2 loans. Q1 - 2 loans.	\$5,350	\$11,539			\$16,889
		\$545,499	\$612,137			\$1,157,636

⁵ EWEB Energy Efficiency Programs relate to City of Eugene’s CAP2.0 Building Energy action item B12.



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SYSTEM DEVELOPMENT CHARGE (SDC) WAIVERS

TOTAL YTD \$18,210		
Q2	ST. VINCENT DE PAUL SOCIETY OF LANE COUNTY, INC. (SVDP) New 10-plex for Veterans on Green Lane A \$2.9 million project with 10 units of transitional housing for veterans experiencing homelessness on Green Lane. The project is a partnership with the US Department of Veteran’s Affairs Grant and Per Diem Program. On-site resident services, including case management, will be included as part of the project with the goal of connecting residents to services and benefits, increasing incomes, and supporting the transition to permanent, stable and affordable housing.	\$11,382
	DEVNW Nelson Place For Phase I of the Nelson Place affordable housing subdivision in West Eugene. The total Phase 1 development cost (12 units total including 9 market rate townhomes in addition to the 3 affordable homes for income-qualifying residents) is \$4.2M.	\$6,828
	Q2 TOTAL	\$18,210
Q1	There were no SDC Waivers in Q1.	



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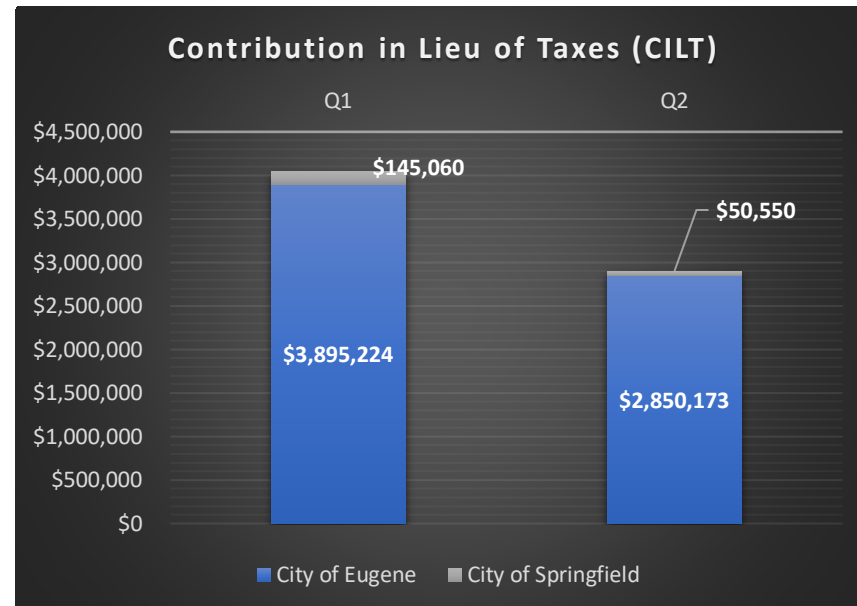


CONTRIBUTIONS IN LIEU OF TAXES (CILT)

TOTAL YTD \$6,941,007

YEAR TO DATE

City of Eugene	\$6,745,397
City of Springfield	\$195,610



COMMUNITY INVESTMENT | Q2 2023

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EWEB AMBASSADOR EFFORTS AND EVENTS (PAID)

EWEB Ambassadors provided over 180 hours of services to the Community year to date⁶

Q2	<p>NORTHEAST NEIGHBORS Meeting 05/30/23 - Commissioner Brown provided a brief EWEB update.</p>
	<p>EUGENE EMERALDS BASEBALL GAME Tabling Event 05/27/23 - Fright Night is back at PK Park with the Eugene Emeralds! EWEB wants to be sure that the community of Eugene is prepared no matter the emergency, including a zombie apocalypse. Join us and learn how to be two-weeks ready for any natural disaster. We'll share how you can store water, keep your electronics charged, warm your home in winter and so much more.</p>
	<p>CONNECTED LANE Tour of Hayden Bridge Water Treatment Plant 05/11/23 – 4 classes received a tour of the facility.</p>
	<p>JEFFERSON WESTSIDE NEIGHBORHOOD ASSOCIATION Meeting 05/09/23 - EWEB will present to members of the Jefferson Westside Neighborhood Association on the current state of the water and electric utilities and provide information on important EWEB topics, projects, and initiatives, including EWEB's values and strategic priorities, electric and water rate forecasts, climate leadership, integrated resource planning, emergency water stations, and the McKenzie watershed.</p>
	<p>BLACK UNITED FUND OF OREGON, EARTHSHARE, EWEB'S ENERGY SHARE, OUR CHILDREN OREGON, UNITED WAY OF LANE COUNTY EWEB's Annual Employee Giving Campaign 05/01-05/12 – EWEB's annual Employee Giving campaign ran May 1-12. The annual campaign offers employees the opportunity to donate money to United Way of Lane County, EarthShare, Black United Fund of Oregon, Our Children Oregon, and their associated federation charities, EWEB's Energy Share program and other employee-selected charities via payroll deduction, credit card or check.</p>
	<p>MCKENIZE SCHOOL Harmful Algal Blooms (HABs) Sampling and Analysis 04/30/23 – Water Quality and Protection Environmental Specialist David Donahue spent the day with the McKenzie School science class conducting harmful algal blooms (HABs) sampling and analysis. They collected algae samples from the reservoirs and then spent the 2nd half of the day looking at samples under the microscope.</p>

⁶ Many of the events listed in this section of Appendix G relate to City of Eugene's CAP2.0 action items T24/T36 (electric vehicle marketing and awareness), B12 (energy conservation programs) and R20 (emergency water supply).

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<p>EUGENE MARATHON Race 04/30/23 - EWEB will provide water for the Eugene Marathon participants. (EWEB will unlock and flush and sample a tap that will be used to connect to a water station for the Marathon. They provide the station, and we provide the connection.)</p>
<p>BETHEL SCHOOL DISTRICT KidWind Challenge 04/27/23 – Commissioner Carlson and EWEB Staff helped with the 8th annual Bethel KidWind Challenge, sponsored by EWEB! Student teams worked for weeks to create the most efficient wind turbine blades-- testing blade pitch, length, shape etc. About 60 students from Prairie Mountain, Meadowview and Shasta Middle Schools attended the challenge with their teachers. Upon arriving, teams were assigned a 5-minute wind tunnel test time and a 10-minute interview time. During students down time they could play energy bingo, a card game called Clean Energy Empire, design a pinwheel, and build a weight-lifting turbine.</p>
<p>EMERALD VALLEY ELECTRIC VEHICLE ASSOCIATION Earth Day rEV Up! 04/25/23 – Virtual event to learn about the benefits of owning an EV.</p>
<p>EWEB MAJOR CUSTOMER LUNCHEON Public Agency/Non-Profits 04/25/23 – EWEB hosted a luncheon to bring together large & strategic customers to both learn about and provide input on key areas of customer interest.</p>
<p>EMERALD VALLEY ELECTRIC VEHICLE ASSOCIATION Saturday Market Tabling Event 04/22/23 - EWEB co-hosted an Earth Day booth with EVEVA to educate folks on electric vehicle ownership.</p>
<p>EWEB MAJOR CUSTOMER LUNCHEON Large Commercial/Industrial General Service Customers 04/20/23 – EWEB hosted a luncheon to bring together large & strategic customers to both learn about and provide input on key areas of customer interest.</p>
<p>WALTERVILLE GRANGE Open House 04/16/23 - EWEB staffed a table at the Walterville Grange Open House on April 16 from 2-4 pm. EWEB will provide information on EWEB programs and services and the Leaburg Dam and upriver hydro projects.</p>
<p>SANTA CLARA COMMUNITY ORGANIZATION Meeting 04/06/23 - EWEB presented to members of the Santa Clara Community Organization Neighborhood Association on the current state of the water and electric utilities and provide information on important EWEB topics, projects, and initiatives, including EWEB’s values and strategic priorities, electric and water rate forecasts, climate leadership, integrated resource planning, emergency water stations, and the McKenzie watershed.</p>

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Q1	<p>ELKTON MIDDLE SCHOOL Tour of Waltherville Power Plant and Leaburg Dam 03/23/23 – Elkton Middle School students toured the Waltherville Power Plant and Leaburg Dam</p>
	<p>EUGENE SOUTHTOWNE ROTARY CLUB Meeting 03/16/23 – EWEB presented on the Leaburg Canal project</p>
	<p>SOUTHEAST NEIGHBORHOOD (SEN) ASSOCIATION Meeting 03/14/23 - EWEB presented general state of the utility information along with information on the Leaburg Canal project, E. 40th Water Storage, the IRP and EWEB offered customer programs.</p>
	<p>POLLUTION PREVENTION COALITION Lane County Home & Garden Show 03/10-03/12 - EWEB is a partner member of the Pollution Prevention Coalition, a collaborative whose goal is to foster pollution prevention as the preferred environmental protection strategy by participating agencies, and to support and promote similar efforts within the community. EWEB staff members participated with the Pollution Prevention Coalition booth to help educate attendees about ways to reduce pollution and keep our waterways clean.</p>
	<p>CITY FIRST CHRISTIAN ACADEMY Tour of Hayden Bridge Water Filtration Plant 02/24/23 - A group of 5th graders toured the Hayden Bridge Water Filtration Plant.</p>
	<p>CHURCHILL HIGH SCHOOL Tour of Hayden Bridge Water Filtration Plant 02/21 and 02/27 - Juniors and seniors from Churchill High School's Rachel Carson Environmental Science Academy toured the Hayden Bridge Water Filtration Plant.</p>
	<p>COMMUNITY AT LARGE Tour of E. 40th Water Storage Project The Water Storage Project Team hosted several tours of the E. 40th water storage tanks for a small group of neighbors and key stakeholders as an appreciation for their patience through the construction process. The EWEB project team offered a chance to get a unique view inside the tanks before they are filled with water. Senior Civil Engineer and Project Manager Laura Farthing led four groups of neighbors around the site, explaining how the tanks are constructed to make them earthquake proof, how the new tanks will be connected to the rest of the water system, and what the site will look like after the project is complete.</p>
	<p>MCKENZIE WATERSHED COUNCIL Meeting 02/09/23 - The Leaburg Hydroelectric Project Strategic Evaluation team will present about the decision to decommission the project, including the development of a Leaburg Decommissioning Action Plan, project timeline, impacts to the local community, and implications for the McKenzie River.</p>

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<p>BEYOND TOXICS <i>Workshop</i> 02/04/23 - A weatherization workshop for BIPOC and low-income community members hosted by Beyond Toxics, NAACP, and Fossil Free Eugene. Weatherization refers to home improvements that increase the efficiency of your home. Both homeowners and renters can learn how to protect their homes against the elements through presentations by local partners Homes for Good and EWEB.</p>
<p>FRIENDLY AREA NEIGHBORS ASSOCIATION <i>Meeting</i> 02/02/23 - EWEB presented to members of the Friendly Area Neighbors Association on the current state of the water and electric utilities and provide information on important EWEB topics, projects, and initiatives, including EWEB's values and strategic priorities, electric and water rate forecasts, climate leadership, integrated resource planning, emergency water stations, and the McKenzie watershed.</p>
<p>DOWNTOWN NEIGHBORHOOD ASSOCIATION <i>Meeting</i> 01/25/23 - EWEB presented to members of the Downtown Neighborhood Association on the current state of the water and electric utilities and provide information on important EWEB topics, projects, and initiatives, including EWEB's values and strategic priorities, electric and water rate forecasts, climate leadership, integrated resource planning, emergency water stations, and the McKenzie watershed.</p>
<p>CITY CLUB <i>Presentation</i> 01/20/23 - General Manager Lawson to discuss EWEB's initial public draft of the 2022 Integrated Resource Plan (IRP).</p>
<p>WHITEAKER COMMUNITY COUNCIL NEIGHBORHOOD ASSOCIATION <i>Meeting</i> 01/11/23 - EWEB presented to members of the Whiteaker Community Council Neighborhood Association on the current state of the water and electric utilities and provide information on important EWEB topics, projects, and initiatives, including EWEB's values and strategic priorities, electric and water rate forecasts, climate leadership, integrated resource planning, emergency water stations, and the McKenzie watershed.</p>
<p>VARIOUS <i>Public outreach for Integrated Resource Plan (IRP)</i> 01/06, 02/16, 02/21, 03/08 - EWEB is hosting various discussions and town hall opportunities to share the draft results of the IRP with the community. Refer to EWEB's Event Calendar for details. https://www.eweb.org/about-us/calendar</p>



COMMUNITY INVESTMENT | Q2 2023

APPENDIX G



VOLUNTEER EFFORTS AND EVENTS (UNPAID)

EWEB employees, friends and families have volunteered in the Community almost 30 hours year to date.

<p>Q2</p>	<p>EWEB ENERGY SHARE PROGRAM Garden Plant Sale 05/24/23 - SPARK, EWEB's Employee Engagement Team is coordinating a plant sale. Plant Starts will be donated by EWEB employees and will be available for purchase. All proceeds will go to the EWEB Energy Share Program.</p>
	<p>EWEB ENERGY SHARE PROGRAM 5th Annual Golf Scramble 05/19/23 - SPARK, EWEB's Employee Engagement Team is hosting a golf scramble for employees. All proceeds will go to the EWEB Energy Share Program.</p>
	<p>LANE COUNTY DIAPER BANK Diaper Drive 05/01-05/31 – In conjunction with the Employee Giving Campaign, EWEB will host a diaper drive to benefit the Lane County Diaper Bank. 1 in 3 families reports experiencing diaper need. Lane County Diaper Bank, a 501c3 nonprofit organization, provides free diapers to low-income families in Eugene/Springfield and surrounding areas.</p>
<p>Q1</p>	<p>EWEB ENERGY SHARE PROGRAM Bake Sale 02/14/23 – EWEB staff coordinated an internal bake sale to raise money for EWEB’s Energy Share Program. Twenty-three people provided the goodies that helped raise \$1169. Energy Share funds are used by customer service staff to help customers who are in need of assistance but do not qualify for standard assistance programs.</p>



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APPENDIX G

UPCOMING AND/OR COMMITTED EFFORTS AND INVESTMENTS

EQUITY COMMUNITY CONSORTIUM

[Communities of Color and Allies Network \(CCAN\) First Fridays](#)

06/02/23 - The ECC was started by local community folks of color interested in bringing people together in a relaxed social atmosphere to support one another. CCAN is proudly sponsored each month by a different partner agency of the Equity and Community Consortium (ECC). EWEB hosted this First Friday. THIS EVENT WELCOMES ALL! Regardless of race, color, religion, gender identity, sexual orientation, national origin, marital status, age, veteran status, or abilities.

MCKENZIE SCHOOL

[McKenzie School Tour of Carmen Diversion](#)

06/07/23 - Generation Engineering Supervisor Mark Zinniker gave an overview of the geology of the CS project in context to the geology of the McKenzie Basin.

CITY OF EUGENE, EWEB

[E-Bike Expo](#)

06/10/23 - Join the EWEB, the City of Eugene and other electric bike enthusiasts on a Saturday afternoon and check out a wide variety of e-bike models all in one place. Meet local makers and shop owners, take a ride or two, talk to fellow Eugenians about using their e-bikes to commute or to haul their kids to school, practice accelerating safely, learn the rules of the road, and so much more!

CITY OF EUGENE, EWEB

[EV Guest Drive](#)

06/10/23 - EWEB customers can test drive the latest makes and models of electric vehicles. Participants will also have the opportunity to speak to experts throughout the day to learn more about Electric vehicle costs and savings, Battery Electric vs. Plug-in Hybrid, Range and charging at home, work and road, Buying vs. leasing an EV, and Zero Emission Vehicle incentives and rebates. This event is part of EWEB's commitment to bringing the benefits of clean, electric transportation to our community.

EUGENE EMERALDS BASEBALL GAME

[Tabling Event](#)

06/22/23 - EWEB staff will host a table at the Eugene Ems game to share information on EWEB programs and products including Lead Green programs, EVs and energy incentives.

BUTTE TO BUTTE

[Race](#)

07/04/23 - The Rexius OTC Butte to Butte event includes a 10K Run, 5K Run/ Walk and 4 Mile Mayor's Walk. Courses take runners and walkers through the historic streets of Eugene, Oregon. Enjoy a unique road race, rooted in tradition, with a fun finish line location at 5th Street Public Market. EWEB provides water access for participants. (EWEB will unlock and flush and sample a tap that will be used to connect to a water station. They provide the station, and we provide the connection.)

JUL-DEC 2023 EDUCATION GRANTS

[Eugene 4J School District](#)

[Bethel School District](#)



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McKenzie School District Springfield School District

As a part of our commitment to education, we dedicate grant funds to the four 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.

EUGENE EMERALDS BASEBALL GAME

Tabling Event

07/09/23 - EWEB staff will host a table at the Eugene Ems game to share information on EWEB programs and products including Lead Green programs, EVs and energy incentives.

LANE COUNTY FAIR

Booth

07/19-07/23 - EWEB will partner with SUB to provide a water comfort station at the Lane County Fair. There will be a water fountain to refill water bottles and a mister to cool off at our booth in the midway.

SPECIAL OLYMPICS OREGON

Bocce Regional Competition

07/16/23 - Volunteers keep score for the regional bocce competition.

29TH ANNUAL PACIFIC NORTHWEST LINEMAN RODEO

Fundraiser/Competition

07/22/23 - Each year, electrical workers from across the west will 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. This year, EWEB will not only have teams competing in the event, but we're sponsoring the event as well. EWEB's electric safety trailer will be there for families and onlookers to learn about proper electrical safety from an EWEB crew. This event is open to the public.

FRIENDLY AREA NEIGHBORS ASSOCIATION

FAN Summer Picnic, Mural Celebration and Sustainability Fair

07/30/23 - EWEB staff will provide information on College Hill Reservoir, EV, and EE programs and more during the neighborhood picnic.

EUGENE YMCA

Lesson

08/02/23 - EWEB staff to teach hour-long lesson on water pollution for YMCA Summer camp.

EUGENE EMERALDS BASEBALL GAME

Tabling Event

08/12/23 - EWEB staff will host a table at the Eugene Ems game to share information on EWEB programs and products including Lead Green programs, EVs and energy incentives.

LAUREL HILL VALLEY CITIZENS



COMMUNITY INVESTMENT | Q2 2023

APPENDIX G

[Annual Ice Cream Social at Laurel Hill Park](#)

08/20/23 - Host a table, distribute materials, speak with neighbors.

EMERGENCY WATER STATION COMMUNITY EVENT

[Prairie Mountain School - 5305 Royal Ave](#)

08/26/23 - EWEB staff will run an exercise of setting up the EWS. The community will be invited to use and learn more about the station.

MCKENZIE FIRE & RESCUE

[Disaster Relief Logistics Center](#)

The McKenzie Fire & Rescue is building a disaster relief logistics center for staging and management of emergency staff, utility repair coordination, road clearing efforts and inter-agency communications during severe events such as wildfires, floods, and earthquakes. EWEB will provide approximately \$3500 of in-kind financial support for new electric service. (The Electric Division will cover funding for this community investment.)

TBD

[2023 Electric Mobility Community Grants](#)

The Electric Mobility Community Grant provides funding (\$25,000 each) to five non-profits, academic institutions, or public organizations to cover costs associated with their electric mobility projects. Grant awards will be up to \$25,000 to cover up to 100% of project expenses. Grant funds must be used for a program that supports the community within EWEB's service territory. Funding for Electric Mobility grants is in part made possible by the Oregon Clean Fuels Program, administered by the Oregon Department of Environmental Quality. With the Clean Fuels Program, utilities earn credits for each electric vehicle (EV) within their service territory, which they can then sell. EWEB uses these funds to support the adoption of electric mobility in the community, including bringing access to the technology to underserved populations. Winners will be announced later this year.

EWEB CUSTOMER CARE PROGRAM

[Run to Stay Warm](#)

November 2023 - Proceeds from the event benefit EWEB's Customer Care Program. EWEB's Water Truck will be deployed to provide water for participants.

ELECTRIC DIVISION | Q2 2023

APPENDIX H



Source to Switch



Safe. Clean. Reliable.



5

EWEB owned or co-owned power generation sources



Hydroelectric
Carmen-Smith
Leaburg/Waltermville
Stone Creek

Wind Projects
Harvest Wind

Biomass/Natural Gas
International Paper



200,000

Customers within EWEB's electric service territory



23%

Customers served by EWEB generated power



1

Average number of power outages per customer a year



236

Square miles served



1,300

Miles of transmission and distribution lines



38

Substations



206

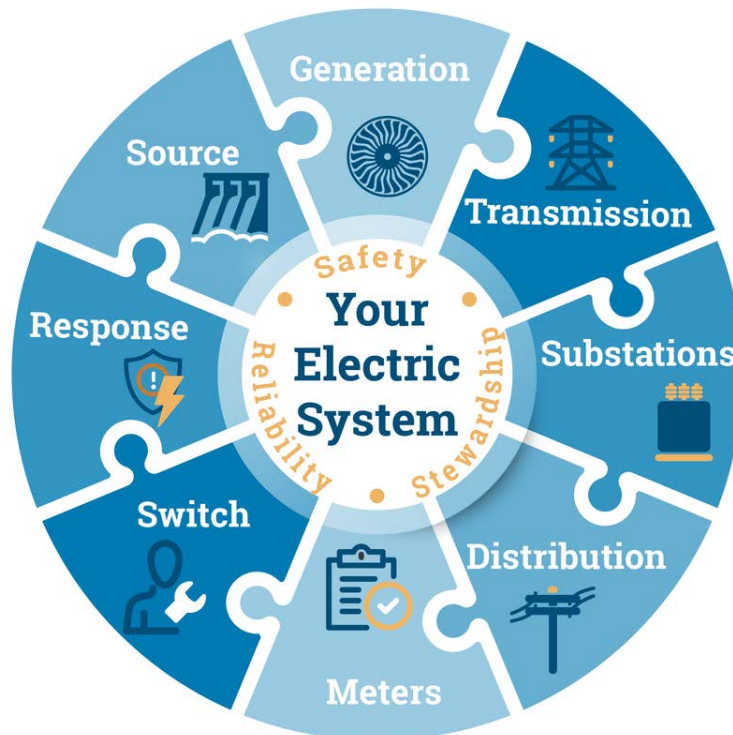
Miles of vegetation removal annually



13

Regulatory bodies oversee safety & reliability

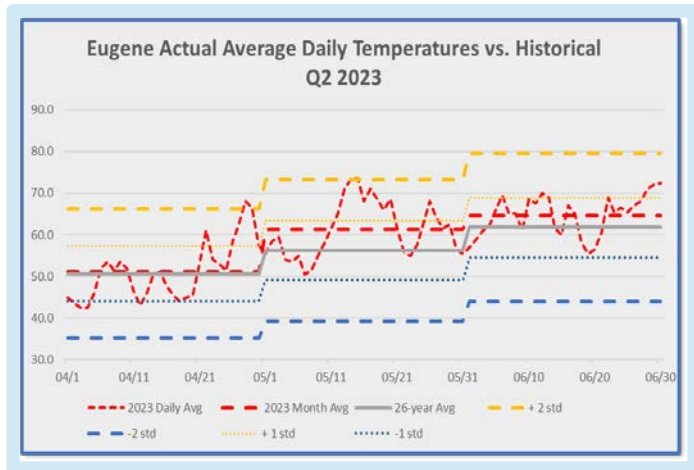
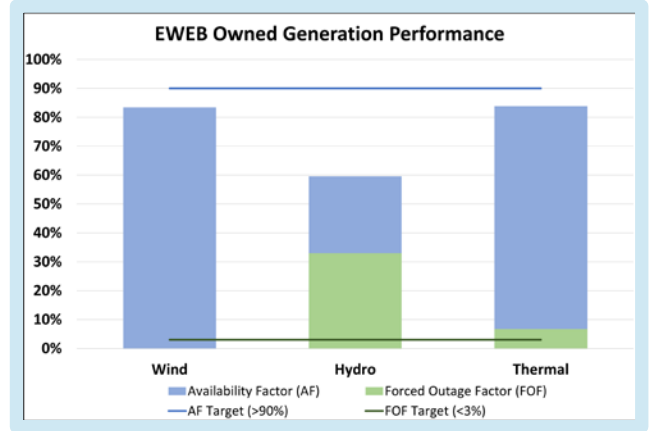
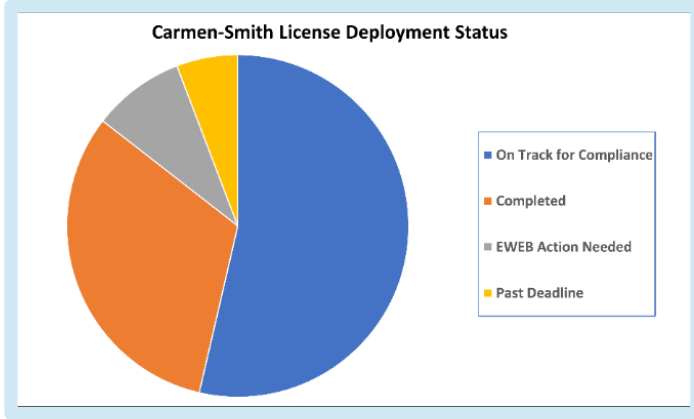
Your electric bill supports clean, safe, and reliable power from source to switch.



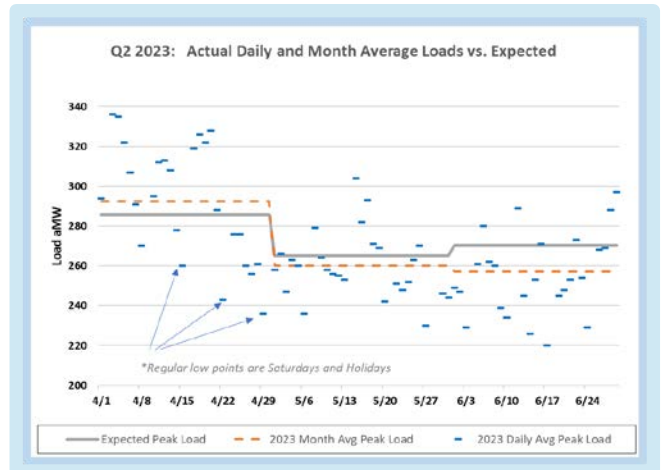
ELECTRIC DIVISION | Q2 2023

APPENDIX H

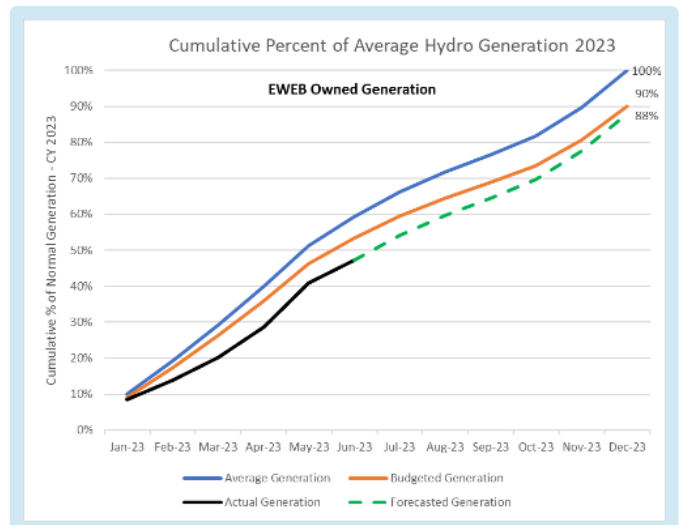
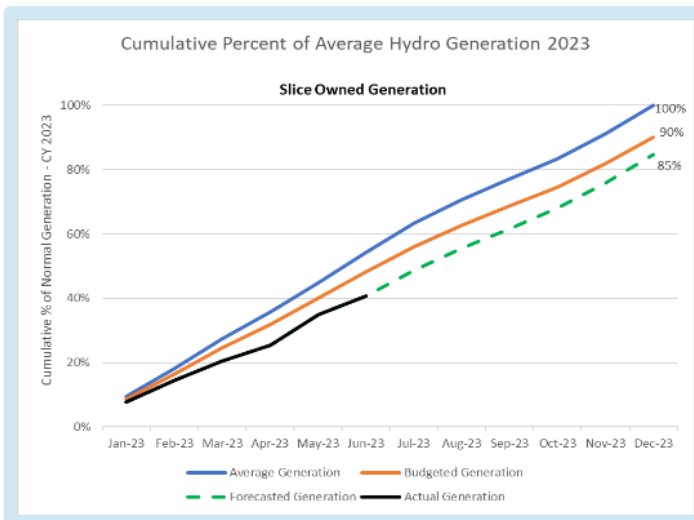
SOURCE & PRODUCTION



Graph 3 – Hydro Generation – Columbia River



Graph 4– Hydro Generation – McKenzie

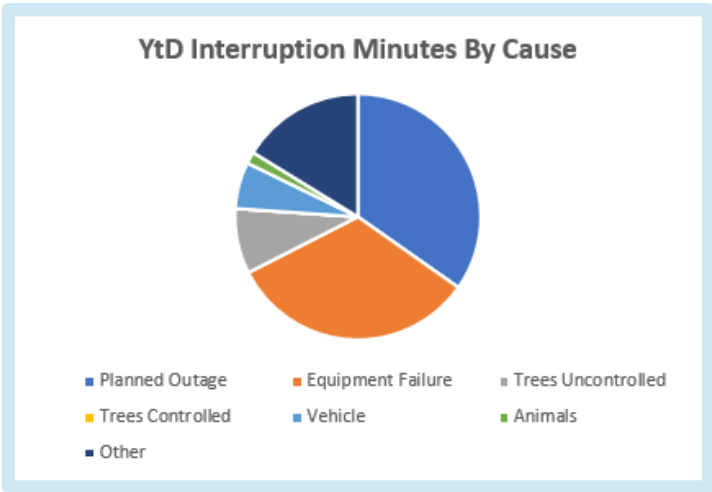
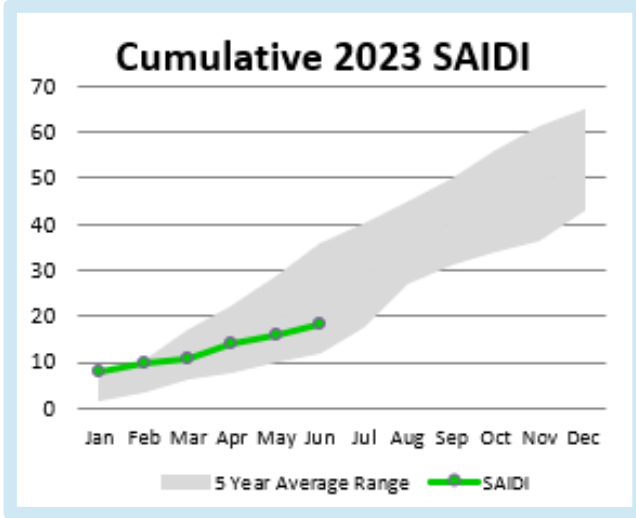
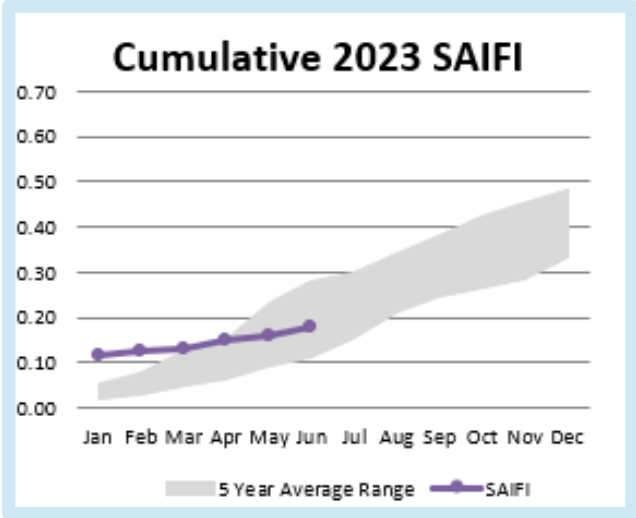




ELECTRIC DIVISION | Q2 2023

APPENDIX H

TRANSMISSION & DISTRIBUTION



MONITORING & COMPLIANCE

NERC Compliance



PUC Compliance

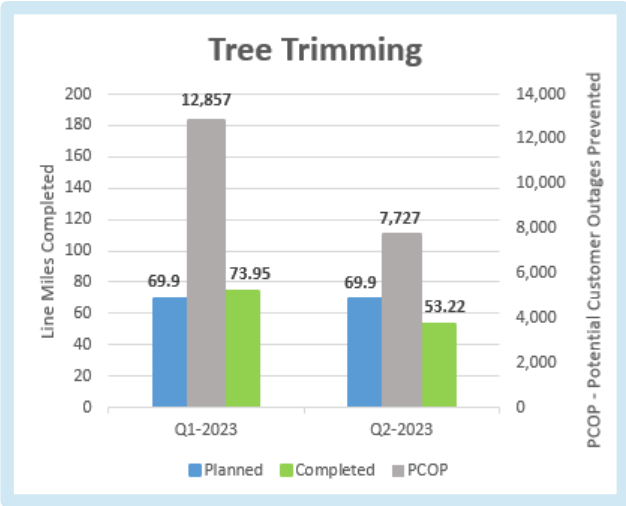
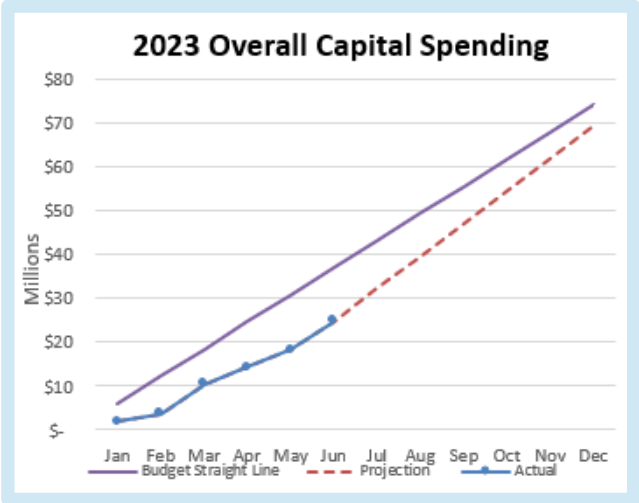




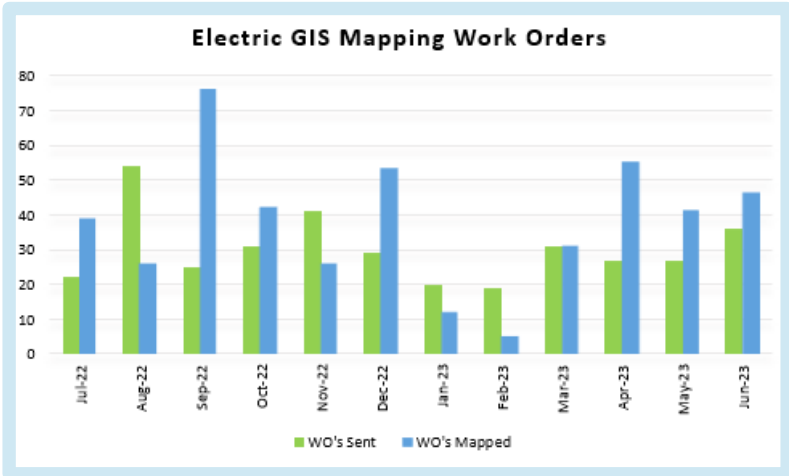
ELECTRIC DIVISION | Q2 2023

APPENDIX H

RESILIENCY, PLANNING & EMERGENCY PREPAREDNESS



SUPPORT SERVICES

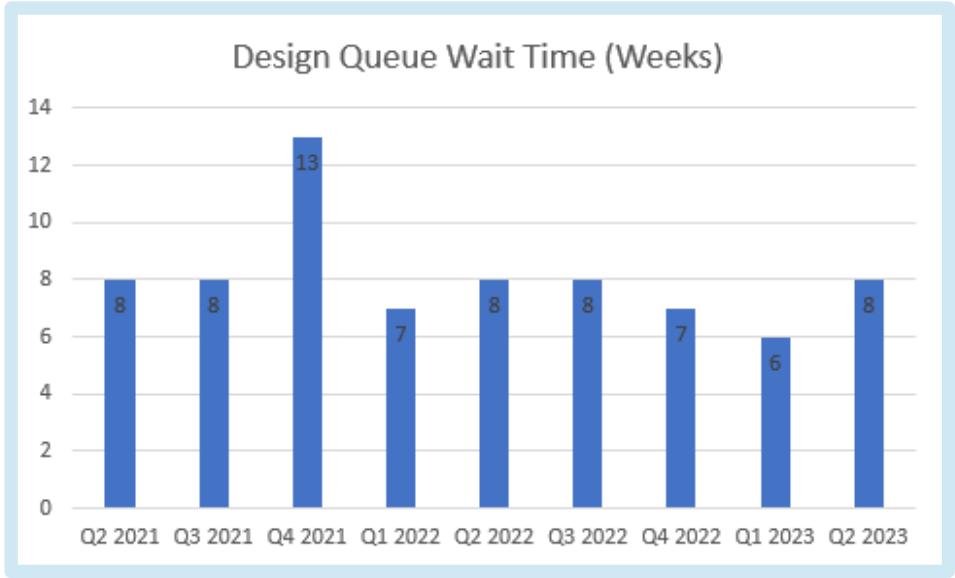
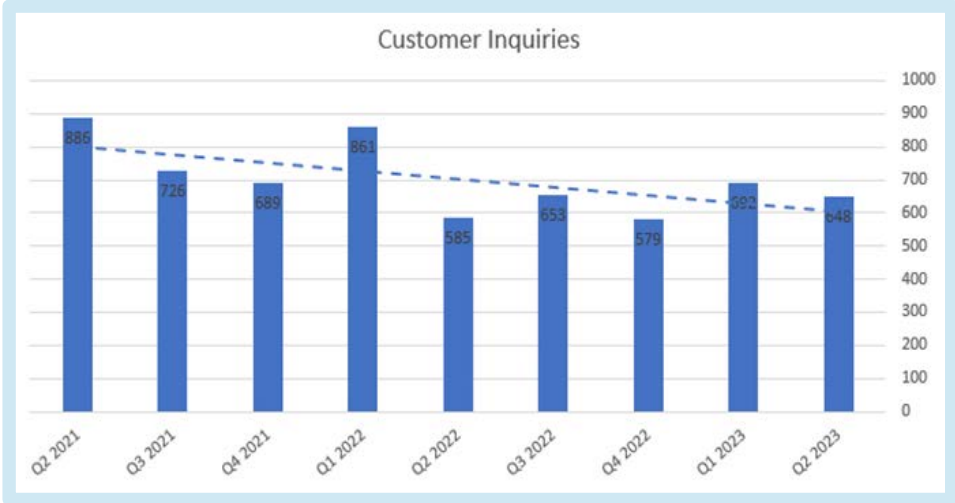




ELECTRIC DIVISION | Q2 2023

APPENDIX H

SWITCH (CUSTOMER)





ELECTRIC DIVISION | Q2 2023

APPENDIX H

ELECTRIC SAFETY & RELIABILITY FROM SOURCE TO SWITCH!

The Electric Operations Division aims to provide safe, reliable electricity to customers 24/7/365 and reduce the operational risks to public safety while being good stewards of our customer/owner’s infrastructure and funding resources.

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.

PRODUCTION

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. The remaining 80 percent comes from power purchase agreements, with the vast majority of purchased power coming from Bonneville Power Administration. The purchasing and trading processes require constant monitoring and adjustment to balance with our generation ability and customer demands.

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.

MONITORING & COMPLIANCE

Monitoring the electric grid is essential to ensuring safe and reliable service to EWEB’s customer/owners. 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.

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

SUPPORT SERVICES

To ensure the smooth delivery of high quality, reliable (electric or 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, facility, design and mapping and services.

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 final section includes data and information that points to the customer’s experience with the Electric Division.

WATER DIVISION | Q2 2023

APPENDIX I



Drinking Water Quality

Safe. Clean. Reliable.

Your tap water costs about a penny a gallon.
But there's a lot more to your water bill than just water.



Source Water
Protection
Programs



3-Step
Treatment
Process



800 Miles
of Pipes



25 Pump
Stations



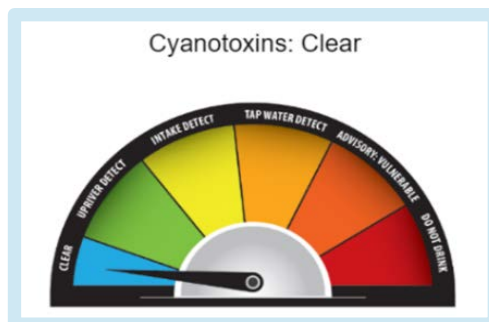
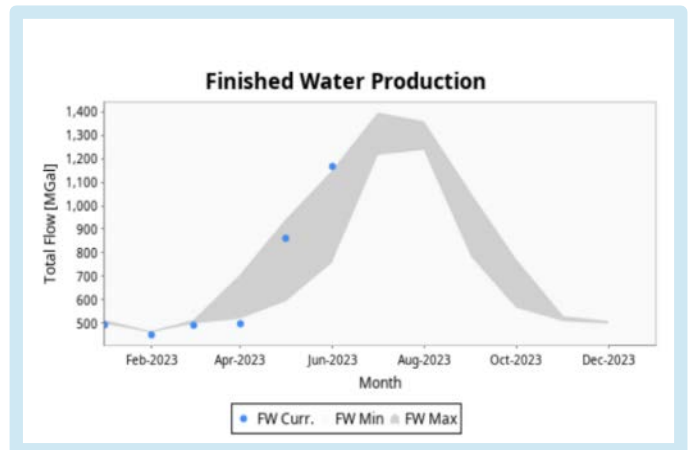
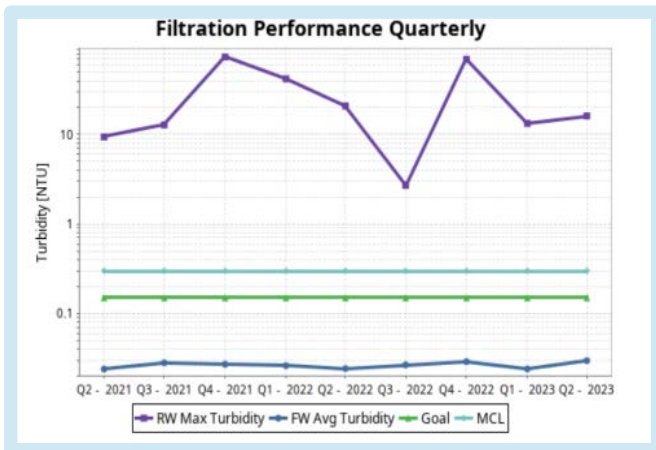
22 Storage
Tanks



85,000
Samples
Each Year

Your water bill supports clean, safe, and reliable drinking water from source to tap.

SOURCE & PRODUCTION

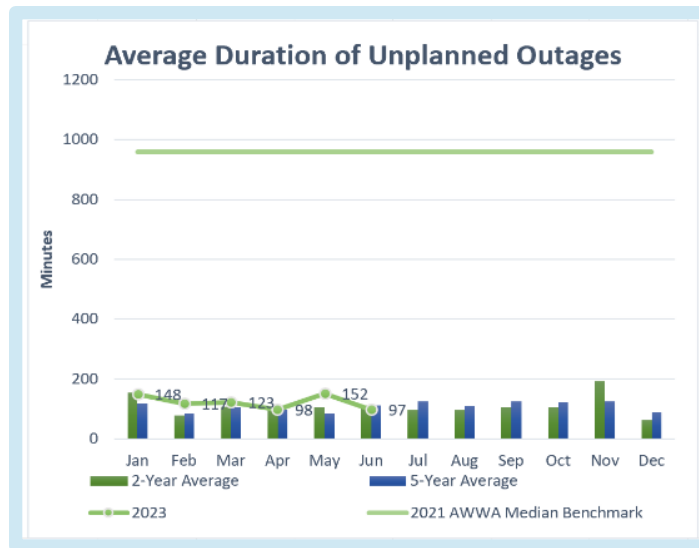
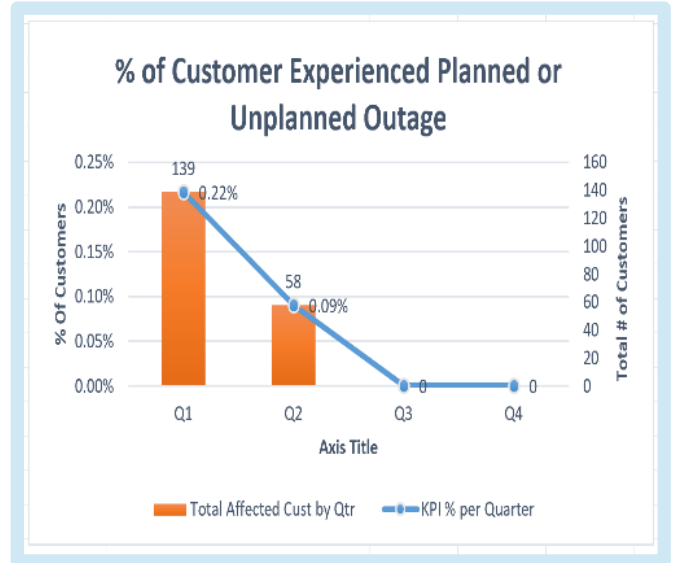
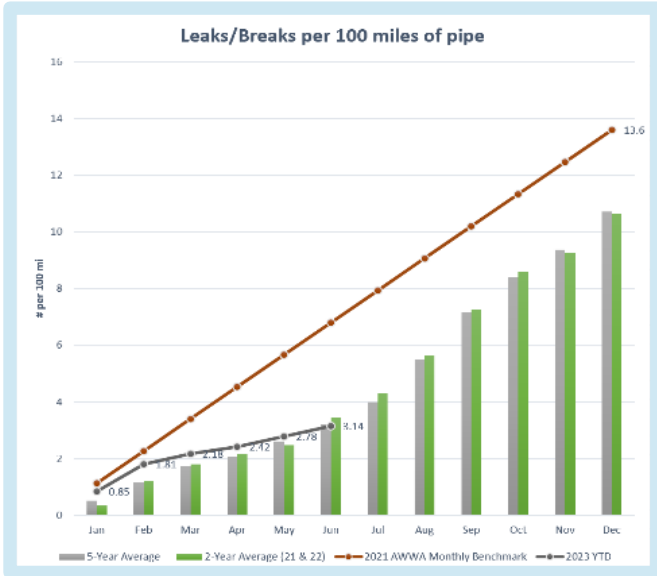




WATER DIVISION | Q2 2023

APPENDIX I

TRANSMISSION & DISTRIBUTION

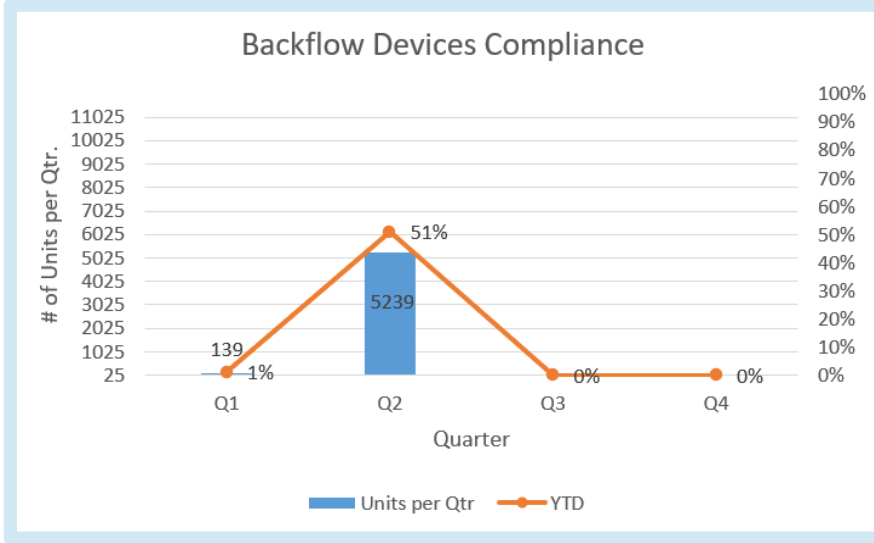




WATER DIVISION | Q2 2023

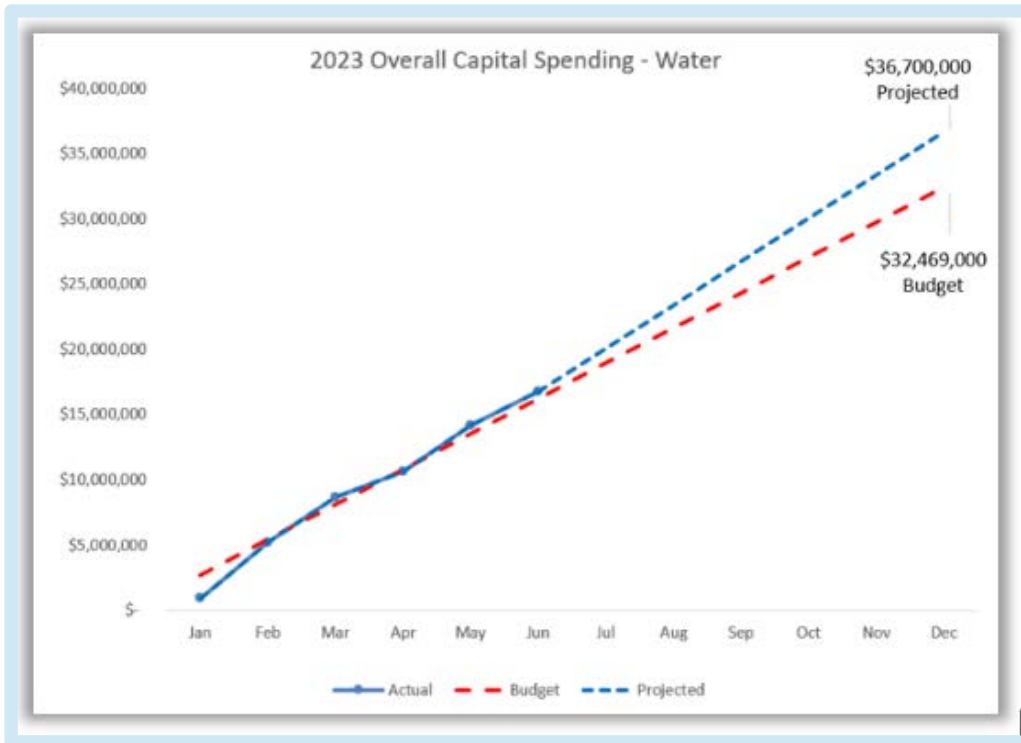
APPENDIX I

MONITORING & COMPLIANCE



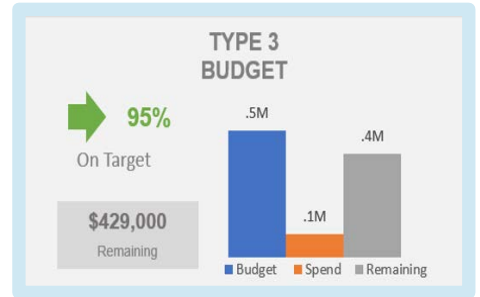
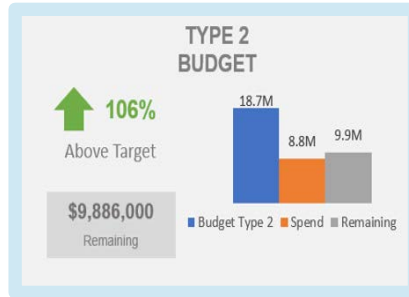
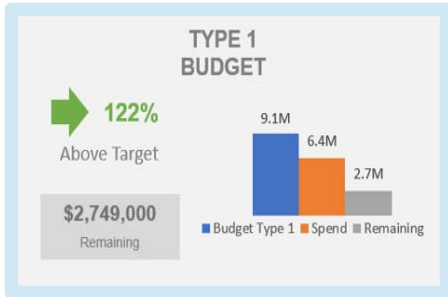
Safe Drinking Water Act	
Quarter	In Compliance?
Q2	

RESILIENCY & PLANNING

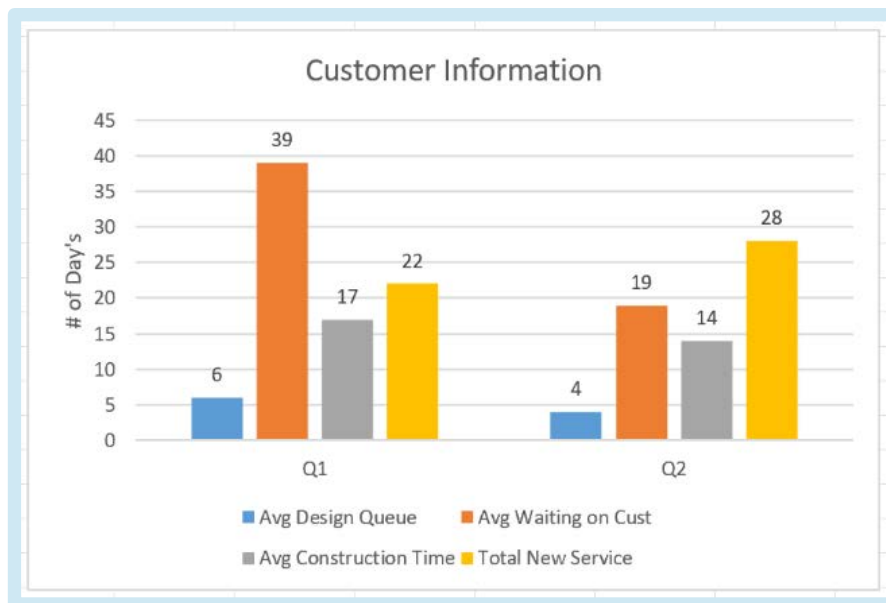
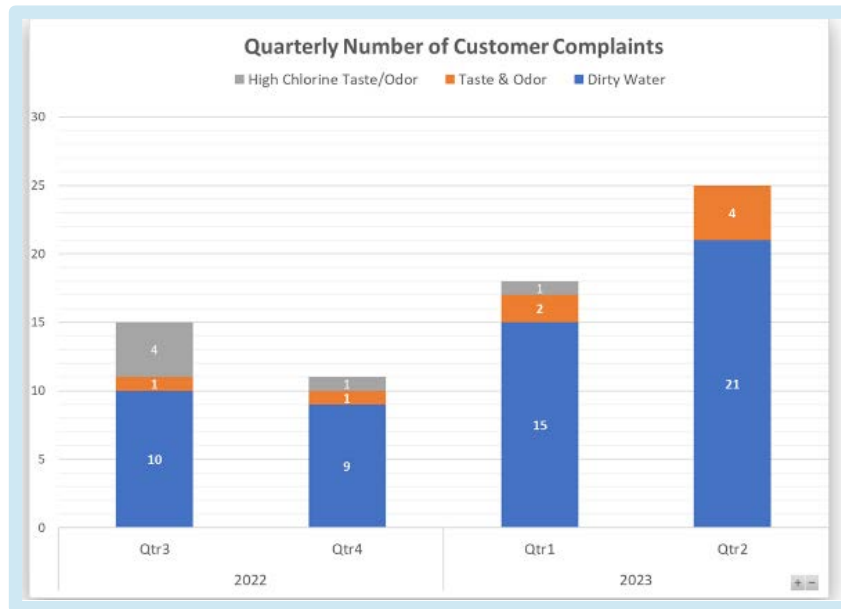


WATER DIVISION | Q2 2023

APPENDIX I



TAP (CUSTOMER)





WATER DIVISION | Q2 2023

APPENDIX I

WATER QUALITY & RELIABILITY FROM SOURCE TO TAP!

The Water Operations Division 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.

SOURCE

The purpose of the Source Water Protection Program is to minimize adverse impacts on the source of our community's drinking water. 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.

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.

TRANSMISSION & DISTRIBUTION

Once the water is adequately treated, the quality must be maintained as it is delivered to EWEB customers. 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.

MONITORING & COMPLIANCE

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

RESILIENCY, PLANNING & EMERGENCY PREPAREDNESS

Natural hazard and security response mitigation plans along with resiliency plans are a final barrier in place to protect the public 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 Master Plan and Capital Plan ensure investment in our infrastructure is prioritized in both the short and long term to ensure reliable service to our customer/owners.

SUPPORT SERVICES

To ensure the smooth delivery of high quality, 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, facility, design and mapping and services.

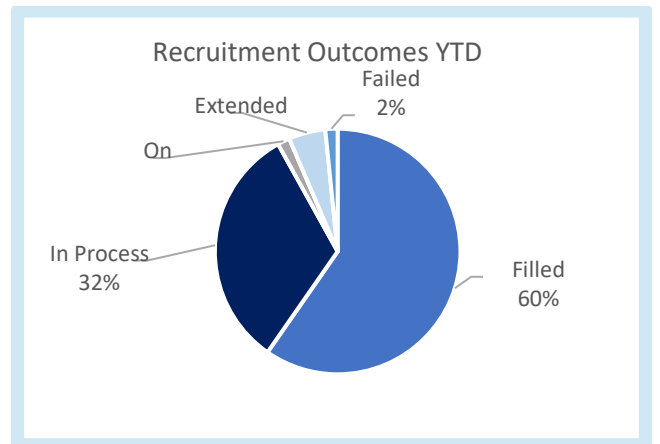
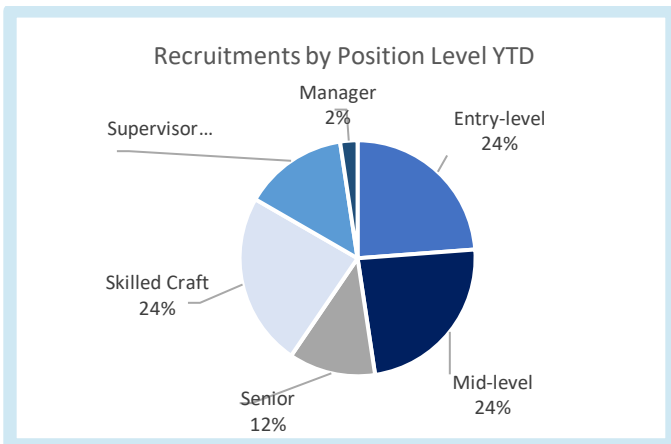
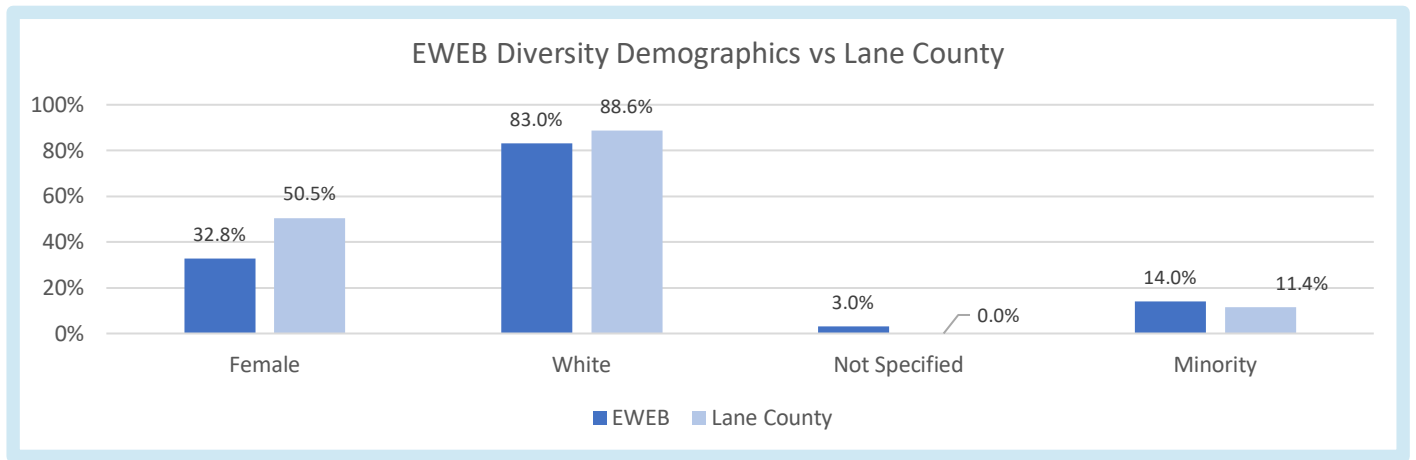
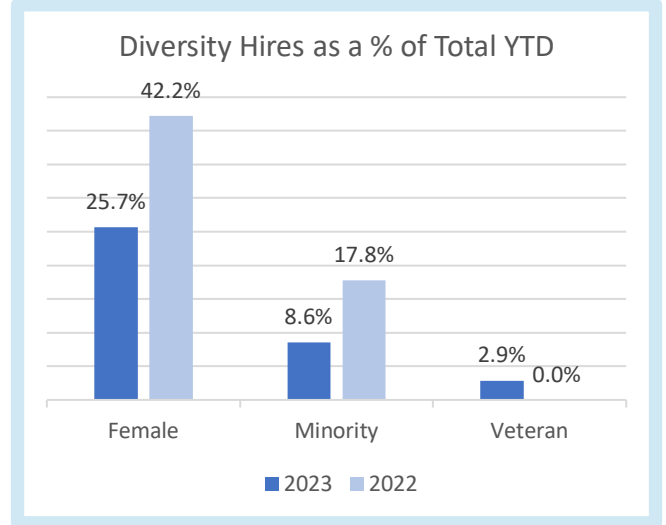
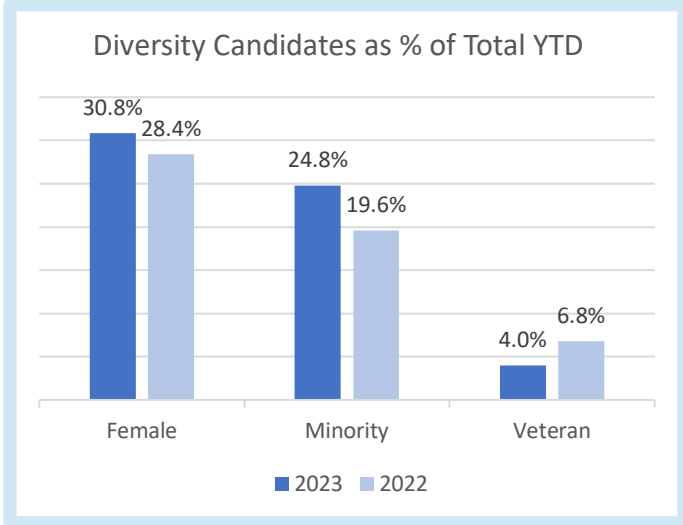
TAP (CUSTOMER)

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.

WORK FORCE COMPOSITION | Q2 2023

APPENDIX J

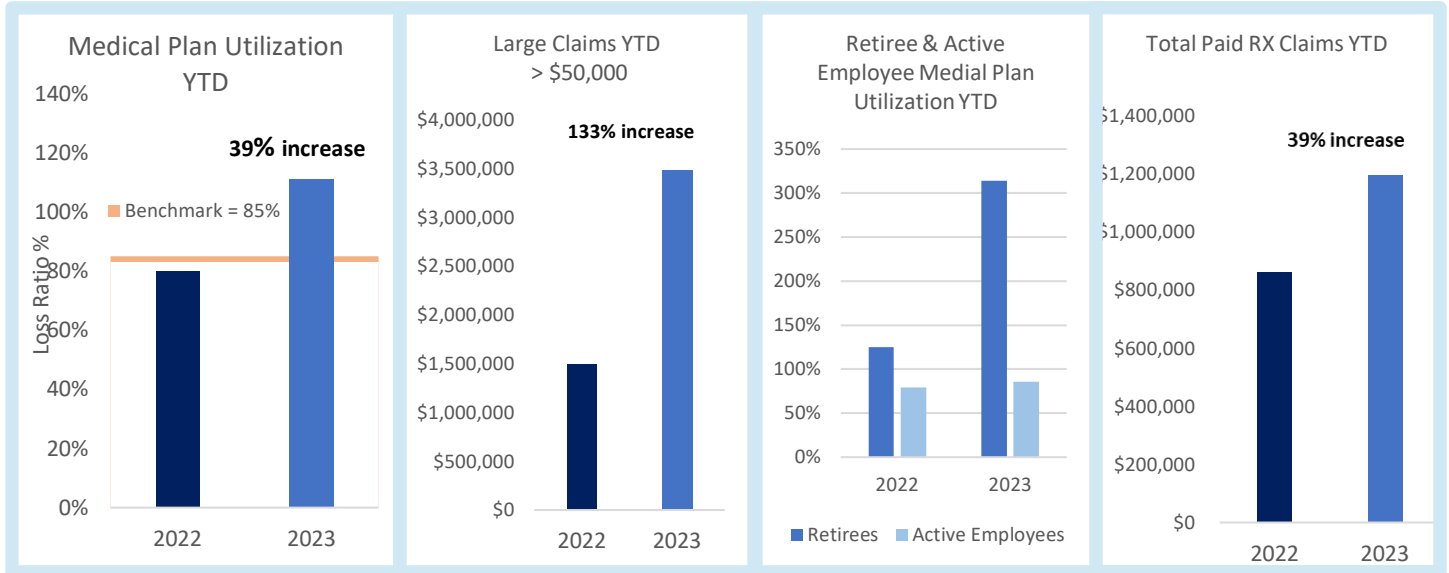
Q2 WORKFORCE COMPOSITION



WORK FORCE COMPOSITION | Q2 2023

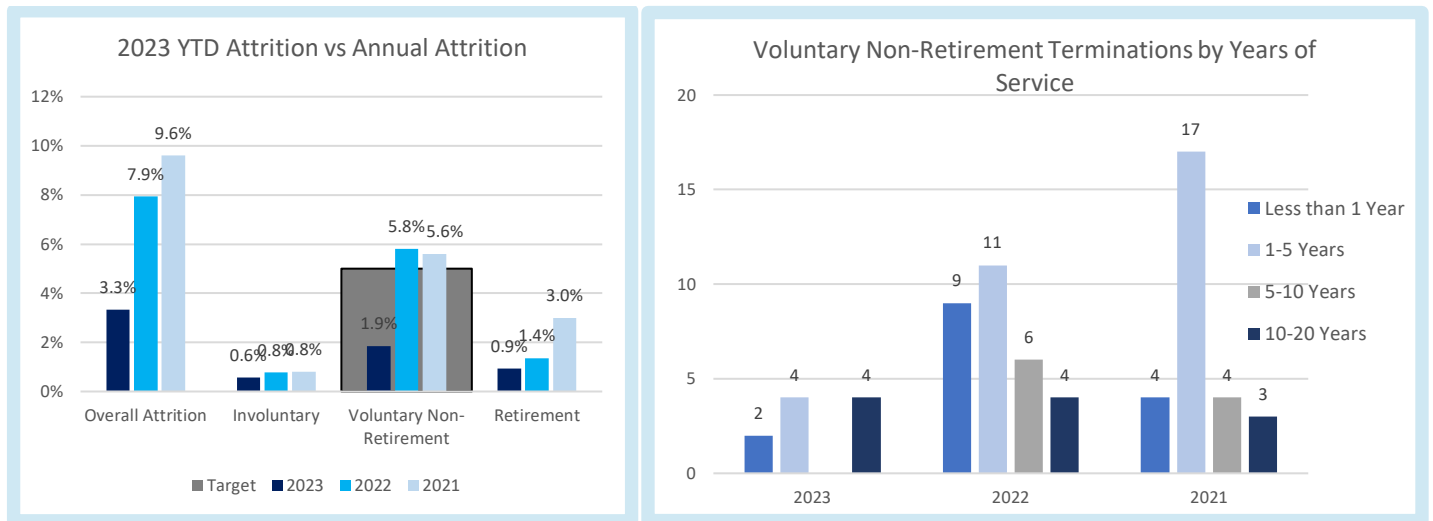
APPENDIX J

BENEFITS PROGRAM MANGEMENT – MEDICAL PLAN UTILIZATION



ATTRITION

Overall YTD attrition is trending in line with 2022 numbers.



We are tracking attrition rates based on tenure with EWEB. In Q3 we are launching an exit survey program to gather additional information from departing employees who voluntarily resign or retire. This information can be used in conjunction with engagement survey results to help identify the reasons that employees stay with or choose to leave the organization.

CUSTOMER DIVISION | Q2 2023

APPENDIX K



LEAK PROGRAM QUARTERLY UPDATE

Q2, 2023

Contact Jeff Petersen

✉ jeffrey.petersen@eweb.org

☎ 541-685-7441

🌐 [Leak Program on SharePoint](#)

1869

Residential
Customers
Contacted

151

Commercial
Customers
Contacted

37.7 million

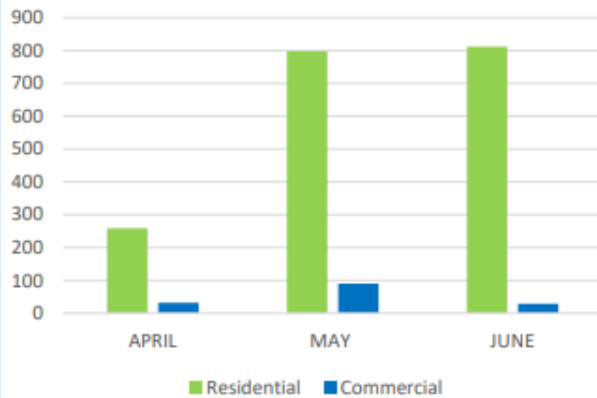
Estimate of
Gallons Saved



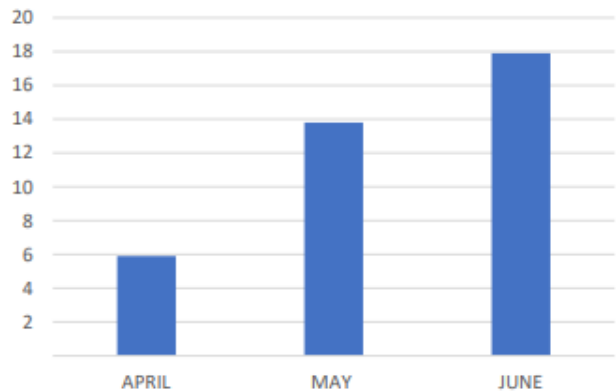
SPOTLIGHT

On March 23, the new leak credit policy went into effect and provides up to 3 months of tier 1 billing adjustments over a 3-year period.

Customers Contacted in Q2 2023



Gallons Saved (Millions)



CUSTOMER EXPERIENCE

555

Surveys
Completed
(since program started)

4.2

Avg Experience
Rating (1-5)



Leading self-report cause was a **leaking or malfunctioning sprinkler systems (23%)** followed by **hose left running (21%)** and **toilet leaks (15%)**.

NEXT QUARTER: AREAS OF FOCUS

- Increasing number of commercial customers contacted and decreasing time between continuous consumption failure and date of contact.
- Streamline leak credit policy and adjust program as necessary
- Provide same level of customer service to GEN SVS customers by providing early leak detection within 72 hours of EWEB being notified.

"Your staff was very helpful with ideas on how to track the leak. Cudos to them."
EWEB Customer Terry

"We were able to get a workman out within a week who found and solved the problem. Great program that saved us a lot of \$"
EWEB Customer Terri

CUSTOMER DIVISION | Q2 2023

APPENDIX K

COMMUNICATIONS & MARKETING | Q2 2023

Social Media Performance

	23,934 people reached 6,130 page visits 116.9k impressions
	1,593 people reached 216 profile visits 15.7k impressions
	5,617 followers 1,809 profile visits 52.6k impressions
	3,034 followers 1,849 profile visits 23.1k impressions

Top post:

7.3k people reached
169 Reactions, 56 comments, 24 shares



Eugene Water & Electric Board

Published by ContentStudio · April 20 ·

A semi-truck carrying wood chips down Hwy 126 crashed this morning into a wetland along the McKenzie River. The truck driver, who's okay, reportedly hit a large rock on the highway that caused the accident. EWEB Environmental Specialist David Donahue coordinates EWEB's McKenzie Watershed Emergency Response System and went to the scene to investigate water quality impacts. Here's his report and photos:

"The truck ripped through the guardrail and landed in a wetland/side-chann... See more



Top post for Q2 was an update on an a vehicle accident along Hwy 126 and the potential for water quality impacts.

Website Performance



257,743 pageviews
1:46 avg. time on page
41.6% source - google
53% source - direct

eweb.org | Home **82,991 page views**

Pay My Bill **28,864**

My Account **14,739**

Careers **7,807**

Start/Stop Service **6,929**

Outage Map **6,516**

Top EWEB earned Media



Register Guard - [Earthquake-proof storage tanks to replace College Hill Reservoir](#)



APPA - [Eugene Water & Electric Board plans to rebuild 10 substations in next decade.](#)



KLCC - [The nuclear option? EWEB looks at choices for low carbon, on-demand power](#)

Hot Topics

Electric Reliability and Resiliency

40 social media posts, 8 earned media spots, 2 YouTube videos, 5 emails, 3 EWEB.org newsroom stories,

Water Quality & Watershed

28 social media posts, 9 earned media spots, 2 YouTube videos, 3 EWEB.org newsroom stories,

Water Reliability and Resiliency

41 social media posts, 7 earned media spots, 6 emails, 4 EWEB.org newsroom stories

COMMUNICATIONS & MARKETING | Q2 2023

Sample of work produced this quarter

A CONVERSATION ABOUT POWER
Involving the community in a complex decision on the future of the Leaburg Hydroelectric Project

On Jan. 4, 2023, the Eugene Water & Electric Board voted overwhelmingly to demonstrate the Leaburg Hydroelectric Project. The rest of the process involves a public hearing, a final decision on the project, and a final decision on the project. The project was an ongoing administration of the law, with no cost.

EWEB Communications staff wrote an article for the NWPPA April Bulletin on how EWEB involved the community in the complex decision on the future of the Leaburg Hydroelectric Project.

Currin was constructed during an infrastructure boom in the 1960s and 70s when Eugene was rapidly expanding. It's now time to replace this aging infrastructure.

EWEB begins work rebuilding 10 substations in 10 years

May 18, 2023 • Robin Smith, EWEB Communications

The Eugene Water & Electric Board (EWB) is starting up to rebuild 10 substations in the next decade, vitalizing a key component of the city's electric grid and bringing the infrastructure to modern standards as part of a new Capital Improvement Plan.

Substations serve as key nodes in the electric grid, taking high-voltage power from long-distance transmission lines and "stepping it down" to lower voltages that are safe for distribution to homes and businesses across Eugene.

The rebuild effort has begun with the Currin Substation, which is located near Gordon Way and Interstate 105. Crews are currently demolishing the 60-year-old substation. In the weeks ahead, workers will remove the remaining underground infrastructure including concrete and rebar from the old foundations from the site.

EWEB work to rebuild the Currin Substation, just one of ten substation rebuilds EWEB is planning for the next ten year.

EWEB HQ TRANSITION

A NEW CITY HALL

OUR BEST WISHES TO CITY OF EUGENE

EWEB officially sold the downtown headquarters building to the City of Eugene. EWEB General Manager Frank Lawson shared his thoughts on the transition and gives his well-wishes to the City in their new home.

CURRENT CONNECTIONS

JUNE 2023

Hi, I'm Ashley Cisena with the EWEB Communications Team.

Happy June! This month we are excited to talk about electric mobility, including how EWEB is preparing for a surge in EVs and where you can test drive several popular EV models.

Plus, we've got another quiz question for you (hint: the answer is in one of our news articles).

We hope you enjoy this month's newsletter, and please let us know what you think. Email us at eweb@eugeneoregon.gov.

We are the people in your neighborhood!

Environmental Specialist David Donahue teaches McKenzie School students about harmful Algal Blooms. The students operated a water quality sensor and collected samples at Blue River Reservoir, then took the samples back to the lab to examine under a microscope.

EWEB Communications Team continued the new electronic newsletter to all residential customers, reaching 67,723 inboxes with an open rate of 38.4%. The June edition highlighted electric mobility and how EWEB is prepared to respond to the potential increase in load.

Bill Inserts

In April, customers received a bill insert promoting GreenOptions programs in honor of Earth Month, including information on reducing their carbon footprint.

WATER · POWER · PEOPLE
News for our residential customers

THIS EARTH MONTH, LET'S TAKE ACTION TOGETHER

As a sustainability-minded utility, we stand for the benefit of our community—a community that is known for its dedication to environmental sustainability and stewardship. At EWEB, we're always looking to reduce our impact on the environment and to protect energy and water resources for generations to come. And we are excited to partner with you—our outdoor neighbor!

GreenOptions: Making a Difference

Last year we launched GreenOptions in honor of Earth Day. These voluntary programs are for those who want to do more to reduce your carbon footprint, save money, and make a difference in our local community and beyond.

- 14,000 trees and shrubs planted for carbon sequestration. GreenOptions customers are helping University of Oregon researchers learn how specific plant species and forestry practices can help mitigate climate change and restore.
- 1,000 energy efficiency projects completed. Customers saved more than 13,000 kWh of energy and 4,000 more tons of CO2 in 2022, with help from EWEB rebates and loans for heating systems, water heaters, windows, insulation and other energy saving upgrades.
- An estimated 88 million gallons of water saved. Customers are saving 1 million gallons annually with low-flow toilets on hand valves and water-saving toilets, showers and showers for 1/2 a cent.

LET'S TALK CARBON FOOTPRINT

As an EWEB customer, most of your electricity comes from hydroelectric and is nearly carbon-free. However, other electricity sources such as driving a car, blowing leaves into the local landfill or using natural gas to heat your home can contribute significantly to your impact on the climate.

What's contributing to your local footprint?

The average adult in our service area using EWEB's GreenOptions to test drive a popular EV model.

In May customers received a summary of the 2022 Consumer Confidence Report - where we were happy to report that EWEB's water was, once again, rated "outstanding."

WATER · POWER · PEOPLE
News for our residential customers

Your drinking water quality is consistently outstanding

Clean water is vital to public health, safety, and the economy.

Last year, EWEB took more than 85,000 samples of water that runs through 600 miles of pipe to make your drinking water so safe. We're happy to report that your water is clean, and we're taking the next step to make it even cleaner.

The annual Water Quality Report is available on our website and contains a lot of information, including a list of our water quality goals.

WATER · POWER · PEOPLE
News for our residential customers

Clean, accessible transportation is changing how Eugene thrives

More and more people are choosing electric, mobility options over gas-powered vehicles to reduce pollution, save money on fuel and maintenance, meet personal sustainability goals and help Oregon meet a climate goal.

We understand that while many people are choosing to purchase electric vehicles, they aren't accessible to everyone. With help from the Oregon Clean Fuels Program, EWEB is bridging the gap between availability and accessibility through our EV car share program, community grants and electric bike rebates.

▶ RIDE INTO SUMMER WITH A \$300 ELECTRIC BIKE REBATE

EWEB's \$300 rebate (on bike rental to perfect for those who want to have fun or need a little extra assistance than a standard bike can offer).

▶ SHARE AN EV

Through our partnership with City Mobility, we are excited to offer the GoGreen Electric Car Share program. In Eugene, we have three electric car sharing stations:

- St. Vincent de Paul - 1st Place
- Lane Transit Center - Santa Clara Station
- City of Eugene - Broadway South

The GoGreen CarShare program is a great way to try an electric vehicle, use it to run errands around town, or even take a day trip out of town.

▶ COMMUNITY GRANTS SUPPORT E-MOBILITY

EWEB grants \$50,000 electric mobility community grants each year to support electric, educational institutions or public organizations that are

In June, commercial and residential bill inserts promoted electric mobility and other programs for climate innovators.

CUSTOMER DIVISION | Q2 2023

APPENDIX K

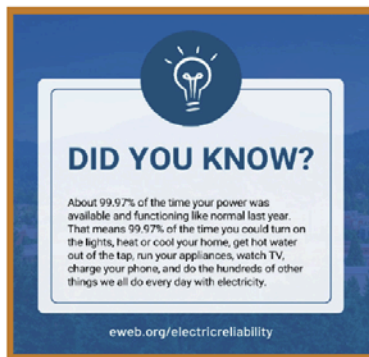
COMMUNICATIONS & MARKETING | Q2 2023

EWEB in the Community

Date	Event	Topic
04/06/23	Santa Clara Community Organization	Various updates from the utility
04/16/23	Walterville Grange	Leaburg Hydroelectric Project
4/22/23	Earth Day at Saturday Market with EVEVA	Electric Mobility
4/22/23	Earth Day with Friends of Trees	Greenpower Grant & Environmental Sustainability
4/27/23	Bethel School District - Kid Wind Challenge	Education Grant
4/28/23	McKenzie School - HABs Day	Water Quality
4/30/23	Eugene Marathon	Water provided for event
5/9/23	Jefferson Westside Neighborhood Association	Various updates from the utility
5/11/23	Connected Lane	Tour of Hayden Bridge Water Filtration Plant
5/27/23	Eugene Emeralds Game	Emergency Preparedness
5/30/23	Northeast Neighbors	Various updates from the utility
6/10/23	City of Eugene E-Bike Expo	Electric bikes
6/10/23	EV Guest Drive	Electric Mobility
6/22/213	Eugene Emeralds Game	Live Green, Emergency Preparedness



EWEB attended several Eugene Emeralds baseball games to share information on emergency preparedness and energy efficiency programs.



Keeping the power on is one of our primary responsibilities, to help customers understand the complex system that keeps their power available and running, EWEB created a website and social media posts that help explain electric reliability.



To celebrate the Class of 2023, EWEB shared some of our highlights in education from the past year.



EWEB has several construction projects planned for 2023. The Communications Team keeps customers updated on the ongoing construction of the new water storage tanks at E 40th and new water pipelines in multiple South Eugene locations.