



STRATEGIC & OPERATIONAL QUARTERLY REPORT | Q3 2023

November 7, 2023

Photo courtesy of Tyler Nice



TABLE OF CONTENTS

Executive Summary	3
General Manager’s Office	4
Board Action Report	4
Management Highlights.....	4
Community Investment	4
Appendices	4
EWEB Strategy & Annual Goals	6
Goal 1 – Maintain or Improve our “Ongoing” Operational Effectiveness	7
Electric Utility - Source to Switch Operations.....	7
Water Utility - Source to Tap Operations	11
Business Continuity.....	13
Customer & Community Relations & Improving Customer Responsiveness.....	18
Finance.....	22
Workforce Services	24
Goal 2 – Build and Inspire the Workforce and Workplace Culture.....	26
Goal 3 – Implement the EWEB Enterprise Solutions (EES) Strategy	30
Goal 4 – Build on the 2022 Integrated Resource Plan (IRP).....	31
Goal 5 – Progress Toward Construction of the Willamette Drinking Water Treatment Plant.....	32
Goal 6 – Complete Initial Leaburg Decommissioning Action Plan	33
Glossary	34
Appendices	35

On the Cover: EWEB crews assisted firefighters on the Lookout fire by "grounding" a transmission line, ensuring no voltage was present so that firefighters could safely work in the vicinity to establish a fire line and clear vegetation.

EXECUTIVE SUMMARY

Through the third quarter, EWEB Year-To-Date Electric Net Income exceeded the seasonally adjusted budget by \$4.6 million, \$10.1 million (actual) vs. \$5.5 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 Year-To-Date Drinking Water Net Income was favorable to the seasonally adjusted budget of approximately \$337,000 by just under \$7.4 million. Overall consumption was above budget by 11% due to below average rainfall in May and June, while Water operating expenses were under budget by about \$5.2 million. Operating Expenses were under budget due to reduction in grant-funded spending on Watershed Recovery projects.

EWEB's safety program "lagging" indicators such as OSHA injuries and Time Loss Days are at/better than 3-year average with the quantity of preventative "Good Catch" Reports (leading indicators) trending favorable with 160 opportunities/observations submitted through three quarters this year, up from the 2022 total year of 129. However, management is concerned that "Unsafe Act or Condition" observations are up to 39% of the total Good Catch Reports, requiring further investigation.

Other than Generation Uptime, which low due to the Carmen generator rewind and other resource outages, overall electricity delivery reliability (outage tracking) was within the five-year acceptable operating window. Of the projects required as part of the Carmen-Smith License, 50% are on track, 37% are completed, and 15% are delayed. Most license requirements are expected to be completed by the deadline. However, 26% of large and 8% of medium sized projects are either past due or the deadline is likely to be missed. Dam safety concerns are causing delays for 67% of past due projects. Staffing, planning, resource issues are causing delays for 33% of past due projects. Regarding electricity delivery, a trend toward increased summer underground conductor failures because of heating continued this year. Average restoration time for electricity outages on an individual outage basis is currently trending longer (worse) than the comparable utility benchmarks by 39 minutes (37%). Management will be evaluating this customer disruption data more to understand driving factors, data quality and assess mitigation measures over the next quarter.

Water quality continues to be an important priority of EWEB, which includes significant water source protection and monitoring. In the third quarter, Harmful Algal Blooms were detected in Blue River Reservoir but not in the main stem of the McKenzie River, and EWEB commissioned a new monitoring station at Kaiser Slough upstream of our main filter plant intake. For the 2023 monitoring season, no chlorinated phenolic compounds or volatile organic compounds (VOCs) were detected in samples from the SUB/Rainbow wells located near the pentachlorophenol (PCP) plume. Regarding delivery reliability Leaks/breaks per 100 miles of pipe and number of unplanned outages were on target to meet the American Water Works Association (AWWA) benchmark with 8.0 per 100 miles reported relative to the AWWA benchmark of 13.6 per 100 miles.

As occasionally occurs, EWEB petitioned and received an additional \$3.3 million in energy efficiency incentives that we applied toward customer projects as a result of other utilities not making use of their allotted funding. Over the past two years, EWEB has reimbursed over \$7.5 million to customers for energy efficiency and conservation projects.

Through the third quarter, continued good progress was made on most EWEB 2023 Organizational Goals. Several milestones were completed in the quarter including the Board's passage of both a Diversity Equity and Inclusion Policy (Goal 2d) and the Integrated Resource Action Plan (Goal 4). Two subparts 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, and use the result of the Employee Engagement Survey were delayed as executive leadership evaluates and socializes the results of the survey.

The report herein includes details on EWEB's operations and strategic pursuits, and we look forward to presenting the quarterly results to our Board of Commissioners, EWEB staff, and the public on November 7, 2023. Thank you for your ongoing support.

Frank Lawson
CEO & General Manager

GENERAL MANAGER'S OFFICE

BOARD ACTION REPORT

During the months of July, August, September, and October Commissioners took significant actions including but not limited to the following:

- 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.
- Commissioners approved a resolution adopting the 2023 Integrated Resource Plan (IRP). This action acknowledged the analytical results pertaining to EWEB's long-term energy needs and approved an Action Plan to guide the organization's efforts over the next two to three years to make progress on long-term strategic goals specific to EWEB's power supply. These actions help ensure EWEB continues to provide reliable, affordable, and environmentally responsible energy resources into the future.
- Commissioners approved two new board-level policies; SD22 Resiliency Policy and SD23 Diversity, Equity, and Inclusion (DEI) Policy.

The Resiliency Policy endeavors to reduce the likelihood, magnitude, and duration of sudden or gradual disruptive events through risk mitigation, emergency preparedness and response, and recovery strategies. The Policy provides guidance pertaining to EWEB's Infrastructure and Systems, Workforce, Finances, and Community, as well as expectations for the implementation of the Policy's guidance.

The Diversity, Equity, & Inclusion Policy acknowledges that these principles are foundational to the consistent application of our values as we pursue our vision and fulfill our mission. The Policy defines and describes the value of diversity, equity, and inclusion, as well as provides directives aimed at reducing and/or eliminating discrimination, and continually improving DEI by focusing on actions related to Access to Products and Services, Workforce, Engagement, and the Board of Commissioners.

- Commissioners passed a resolution adopting a new PURPA Hearings Process that encourages meaningful public engagement and streamlines the public hearings process for considering and determining PURPA standards.

MANAGEMENT HIGHLIGHTS

EWEB's Climate Guidebook, v1.1 was published to EWEB's website in September. The Guidebook is a comprehensive reference document for EWEB staff and community stakeholders that is meant to be perused like an encyclopedia. Its in-depth content will meet the needs of both internal and external audiences by providing guidance on EWEB's strategy to address climate change, information on existing programs, education on current events, and tools to be used in ongoing work. It is publicly available at: <https://www.eweb.org/environment-and-climate/climate-guidebook>.

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.





Part of Goal 1 is to refine our use of data/information, key process indicators, and quarterly organizational reporting. In Q3, EWEB launched Phase 1 of the Strategic Planning and Business Process project, sponsored by General Manager Frank Lawson and Assistant General Manager, Rod Price. The purpose of this project is to develop and refine an annual and repeatable business process for yearly strategic planning activities at EWEB. The utility industry is undergoing significant transformation and to keep pace with these changes, EWEB must evolve our approach to strategy and strategic thinking.


Throughout Q3 and Q4 we will start making incremental improvements to our quarterly metrics reporting included in this report. In Q3, the project team introduced a rubric, or a set of guidelines used in the consistent application of learning standards for graphic creation, to help with alignment in clarity, readability, language, and look of the metrics. We are also making changes to our internal processes to increase shared understanding of the health of the utility as well as the challenges and opportunities we face, thus increasing our staff capacity in strategic planning and thinking.



The enterprise-wide data management program has kicked off. The charter has been developed and executed by the Executive Steering Committee, Sponsor, and the Strategic Project Management Office. The program development team is forming and the scope of work is being refined. Project work is expected to define policy and address compliance obligations, security, retainage and system purging, access controls, system backups, decision making procedures, and other program controls. The program is supported by our Business Continuity Team.



ELECTRIC UTILITY - SOURCE TO SWITCH OPERATIONS


Submitted By: Karen Kelley, Chief Operations Officer

 <p>Overall Status</p>  <p>On Target</p>	 <p>Status Summary Top line Safety, Budget, and Reliability KPI's are in good standing with exceptions related to uncontrollable situations attributed to staffing shortages, supply/contractor availability and impacts due to the Lookout Fire. Customer facing response and queues are in good standing though at the sacrifice of some internal reliability and operational workflows.</p>	 <p>Item of Interest High situational awareness around fire conditions allowed for an integrated approach for response of the Lookout Fire. Due to high awareness of supply chain and budget progress, staff were able to leverage supplier availability and contractor relationships to accelerate 2024 spending to make up for underspends in Type 3 related to the lookout fire and emergent Dam Safety issues.</p>
---	--	--

Operational Function	Overall Status	Key Performance Metrics & Program Updates
Source	 <p>Below Target</p>	<ul style="list-style-type: none"> Trail Bridge sinkhole investigations are ongoing. Geotechnical and bathymetric field investigations were completed in May. The consultant lead draft sinkhole investigation reports have been delivered to EWEB and will be discussed at a Board of Consultants meeting in October 2023. The Leaburg-Waltermville Project annual FERC inspection took place on September 27-28. FERC's response letter was received on October 13, which found no conditions requiring immediate remedial action to protect the safety of the project. FERC provided 10 follow-up actions required of EWEB, including improvements to the spillway gate operational testing procedures, improvements to the vegetation management program, improvements to

		<p>seepage and sediment monitoring procedures, and additional data collection and monitoring of existing depressions and a sinkhole on the canal embankment.</p> <ul style="list-style-type: none"> • Carmen-Smith License Deployment - Of the projects implemented or due in 2023, 50% are on track, 37% are completed, and 15% are delayed. Most license requirements are expected to be completed by the deadline. However, 26% of large and 8% of medium sized projects are either past due or the deadline is likely to be missed. Dam safety concerns are causing delays for 67% of past due projects. Staffing, planning, resource issues are causing delays for 33% of past due projects. • A mitigation agreement with federal and state agencies over delays to permanent fish passage at Trail Bridge dam is in development, with several components still under discussion (in-stream habitat in the Smith bypass reach and cessation of generation at Trail Bridge powerhouse to facilitate downstream passage). National Marine Fisheries Service filed a formal letter of noncompliance with FERC on October 18. EWEB staff are preparing a response. Construction of a temporary trap and haul facility at the Carmen-Smith spawning channel was completed in August. However, due to the Lookout Fire, operation of the facility was delayed by 3 weeks. Upon return to the project, the facility was operated for 7 days and no fish entered the trap. Given the active fire and smoke in the area, it is difficult to ascertain if the lack of fish entering the trap is related to the trap itself, environmental conditions, or both. Staff are evaluating the facility in coordination with the Oregon Department of Fish and Wildlife in preparation for next year’s migration season.
<p>Production</p>		<ul style="list-style-type: none"> • Excluding Leaburg, EWEB owned hydroelectric plant availability was 54%, well below the longterm target of 90%, 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. • Regional hydro generation this year was below expected for both federally owned, (83%) and EWEB’s owned (81%) resources. High spring temperatures resulted in rapid snowmelt, shifting typically summer stream flows, into spring. The lower than budgeted hydro generation reduced surplus sales, and at times, increased purchase power needs. Energy positions were optimized using EWEB’s flexible resources to minimize high priced purchases, especially during the August heat event. These factors contributed to a below budgeted contribution margin in Q3.
<p>Transmission & Distribution</p>		<ul style="list-style-type: none"> • SAIDI (cumulative annual system outage duration by customer) & SAIFI (cumulative annual system interruption frequency by customer) Reliability Indices within 5-year average. Notable outages included: <ul style="list-style-type: none"> ○ Trip during maintenance testing at Monroe Substation ○ Multiple cable outages (consistent with historical average during hot, dry months). • Top line operational metrics contributing to overall reliability currently in good standing. Exceptions: <ul style="list-style-type: none"> ○ Vegetation trimming behind planned routine due to Lookout Fire emergent trimming needs, and staffing shortages earlier in the year. Staffing currently back at capacity and performing work at a rate to recover the backlog. ○ Distribution Switch inspections delayed due to competing emergent work. This quarter will focus on recovering from backlog to ensure that trouble equipment can be assessed and repaired prior to an unexpected failure.



<p>Monitoring & Compliance</p>		<ul style="list-style-type: none"> • PUC: Due to design resource staffing constraints 2022 and early 2023, a backlog of PUC correction designs exists. A contractor has been procured and is actively working on designs for needed corrections following the 2023 inspection cycle. Due to key staff turnover in design and Joint Use, program progress slowed, however new staff were recruited in Q3 for PUC, Joint Use, and design technician positions. The new staff are currently assessing all requirements for PUC, evaluating any gaps in progress/performance for EWEB’s program and will be working with Management to develop measures to recover from any backlogs and launch new initiatives. • NERC: Procurement of a third-party consultant specializing in NERC internal compliance controls and audit preparation is underway to prep for the 2024 NERC Audit (expected mid-year). One Potential Non-Violation for NERC Standard PRC-002 (Disturbance Monitoring and Reporting Requirements) is in progress with an active mitigation plan pending approval by NERC. This mitigation plan is expected be resolved by Q4 2025. • FERC: EWEB reported the mortality of two bull trout at the construction area of the temporary trap and haul in the spawning channel. National Marine Fisheries Service filed a notice of noncompliance on October 18th related to delays in construction of permanent fish passage facilities at Trail Bridge Dam.
<p>Resiliency, Planning & Emergency Management</p>		<ul style="list-style-type: none"> • Planning & Resiliency: Successful execution on the capital program represents progress and achievement of resiliency and strategic initiatives for the utility. Capital budget as of end of Q3 is at 59% spent (\$44.1M), with a year-end projection overall of 93% (\$68.7M). Type 1 and 2 cumulative is projected to spend at 100% of budget with Type 3 (Carmen Smith) projected at 63%. • Major projects are well underway with anticipated Quarter 4 contractor payments contributing bulk spending (EES, Carmen Smith, Currin Substation). Overspends in Type 1 and 2 are related to equipment price increases (across divisions and products), accelerated Fleet purchases to capitalize on near term availability (pulled in from 2024) and accelerated spending on the EES project to meet 2024 go live targets. Type 1 and 2 overspending is offsetting underspending in Type 3 which is due to contractor related delays as well as delays due to the Lookout Fire. • Areas of budget uncertainty still exist due to supply chain, staffing or emergent factors as follows: <ul style="list-style-type: none"> ○ Underground Cable Replacement – contractor designs being released to operations in early Q4 and will be resource and weather dependent on final construction. ○ 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 – meter delivery has been occurring with supply being received. An additional shipment is expected prior to year-end but has the possibility to be delayed into Q1 of 2024. ○ Fleet – an underground cable puller and additional vehicles have been ordered that will be close to end of year delivery, all in support of increased capital work. • Emergency Management: Due to the Lookout Fire in the McKenzie Valley, EWEB was in an ICS Response for over 5 weeks. The effort included objectives for ensuring safety of Carmen-Smith Project Staff, supporting the USFS fire response, protecting Carmen-Smith Equipment, meeting FERC license requirements, and effective restoration of the line and plant following fire containment. The event resulted in much of the 17-mile EWEB owned transmission corridor right of way being burned, requiring repairs to the

		<p>transmission line and removal of over 172 trees. This also included accommodating license required operational tasks related to environmental requirements and operating the site remotely under the emergency.</p> <ul style="list-style-type: none"> • Additional factors representing resiliency progress: Multiple substation transformer seismic anchoring projects completed and study work for local generation support during a widescale outage due to disaster poised for completion by end of year.
<p>Switch (Customer)</p>		<ul style="list-style-type: none"> • New Connection Design Queue Wait Time – In quarter 3 the average wait time for a customer to be assigned a designer following a project deposit was 5 weeks. This is below the 8-week target, and also the historical 3-year average of 6-7 weeks. Customer inquiries were close to the 3-year average of roughly 700 for Quarter 3 but saw a slight increase from Quarter 2 (671 vs. 648). Success in this customer experience has been due to additional staffing in the Distribution Engineering Department and successful contractor additions focused on reliability work, with internal staff focusing on this customer facing workflow. • High Level Estimates for customer facing projects have a target of a 3-business day turnaround time. Historically this operational metric has met target, however due to turnover in Q3 of staff performing this work, this was exceeded on average. The position has since been refilled and expected to remain on target going forward. • CAIDI represents the average restoration time for outages on an individual outage basis and is currently trending above the comparable utility benchmark by 39 minutes (37%). Management will be looking into this customer disruption data more to understand driving factors, data quality and assess mitigation measures over the next quarter. • Remaining metrics which support customer facing work are all in good standing. These include: <ul style="list-style-type: none"> ○ Customer Inquiry turnaround times (respond within 1 business day) ○ Vegetation customer reports of clearance encroachment (respond within 4 business days) ○ Landscape related customer requests (respond within 3 business days)

WATER UTILITY - SOURCE TO TAP OPERATIONS

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

Overall Status

On Target



Status Summary





Overall status is on target for Q3 2023.

Item of Interest

Staff finished installation of a new continuous water quality monitoring station at Keizer Slough and upgrades of the station at the 52nd Street stormwater channel.

The E. 40th Reservoir project is on time and on budget.

Operational Function	Overall Status	Key Performance Metrics & Program Updates
Source	 <p>On Target</p>	<ul style="list-style-type: none"> EWEB began monitoring for harmful algal blooms (HABs) and cyanotoxins in April 2023. HABs were detected in Blue River and Cougar Reservoir in early Q3. 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. For more information visit our Cyanobacterial Harmful Algae Blooms website that includes newly released HABs maps. Staff finished installation of a new continuous water quality monitoring station at Keizer Slough that began transmitting data on September 12th. Staff also upgraded the water quality monitoring station at the 52nd stormwater channel on September 29th with a new data logger and telemetry system after the old system failed. For monitoring during Q3, we completed 1 baseline event and 1 urban storm event for a small, early season August storm. We had detections of PFAS in several urban stormwater channels but no detections at the intake, raw or finished water. We will continue with targeted urban stormwater outfall sampling in Q4 and are coordinating with SUB to try to pinpoint areas of higher PFAS levels in Springfield. For the 2023 monitoring season, no chlorinated phenolic compounds or volatile organic compounds (VOCs) were detected in samples from the SUB/Rainbow wells located near the pentachlorophenol (PCP) plume. The wells were started on June 22nd and shut down for the season on September 29th. Result summaries for the wells are provided monthly via email by a third-party environmental consultant responsible for required monitoring. We have conducted over 320 property assessments post-fire and currently have nearly 200 signed watershed stewardship agreements with McKenzie landowners. Landowners are continuing to sign up for the program and we now have a waitlist of less than 5 landowners. We are currently working on a strategic planning process to guide what the future of our program looks like now that we are 3+ years post-fire as well as working on planting needs for 2024.
Production	 <p>On Target</p>	<ul style="list-style-type: none"> Production levels for the third quarter were above normal. No anomalies to report. There were also no water quality disturbances in treatment to report. One significant equipment failure with a raw water pump took place. Staff is in process of acquiring bids for repair. This will include a new pump motor since the motor is of the 1980s vintage. No turbidity events to note as is typical for Q3 historically.
Transmission & Distribution		<ul style="list-style-type: none"> Leaks/breaks per 100 miles and number of unplanned outages are on target to meet the benchmark. Leaks & breaks Q3 results were 8.0 with a benchmark of 13.6.

		<ul style="list-style-type: none"> • After 40 outages in Q3, the duration for unplanned outages is on target at 96 minutes per outage with a benchmark of 112.6 minutes per outage. • 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. This goal has been met as we are currently at 5003. The crews also completed 285 of the 293 16" thru 20" valves. Additionally, all 24" and large transmission, pump station, reservoir, pressure and system separation valves have been operated and inspected.
<p>Monitoring & Compliance</p>		<ul style="list-style-type: none"> • Residential backflow testing is critical to ensure backflow devices properly protect our system from contamination. For Q3 2023 we are at 79% with 8373 tests completed and 10550 total assemblies. • Water has maintained all regulatory compliance through Q3 2023.
<p>Resiliency, Planning & Emergency Management</p>		<ul style="list-style-type: none"> • The State Preparedness and Incident Response Equipment (SPIRE) treatment trailer was tested three times in the 3rd quarter. One drill took place at the Clackamas River Consortium. This is a regional exercise of water treatment and distribution equipment that identifies gaps, issues, and creates opportunities to improve equipment operation and deployment. The event provided the opportunity for attendees to learn about different equipment, deployment, and operation strategies. Treatment and Distribution also held a drill at Valley River Center that combine treatment and delivery of potable water. We had several new operators train on this equipment and communications provided a social media post to record the event. • Overall, Water capital expenditures at the end of Q3 are projected to end the year at approximately 105% of budget. This overage is due to a combination of items including higher than anticipated main replacement work to keep ahead of City street rebuilds and higher than anticipated costs, along with the contract timing of the Hilyard Transmission Main. <ul style="list-style-type: none"> ○ 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 about 95% of budget at year end. Principle projects include work on 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 well sites, design work continued on the South Eugene and Churchill High School Sites. For second source, work continued on Federal permitting and local land use approval efforts.
<p>Tap (Customer)</p>		<ul style="list-style-type: none"> • In Q3 we have 4 more new service requests than the average of 19 we had in 2022. Construction time average days stayed consistent with Q2 at 14 days. The 2022 average is 20 days. • We generally do not have this many water quality calls in Q3, however, this year we had 26, while the average is less than 5. A large portion of these calls were associated with hydrant flushing while the fire department was out testing hydrants. • Water AMI Deployment is at 70.09% thru Q3 2023. Supply chain constraints continue to be an issue and will hopefully be resolved in January 2024

BUSINESS CONTINUITY

Submitted By: Sarah Gorsegner, Business Continuity Manager

CYBERSECURITY

Overall Status

Status Summary
Some metrics are currently below target thresholds. We aim to improve metrics in Q4 through collaboration with system owners.

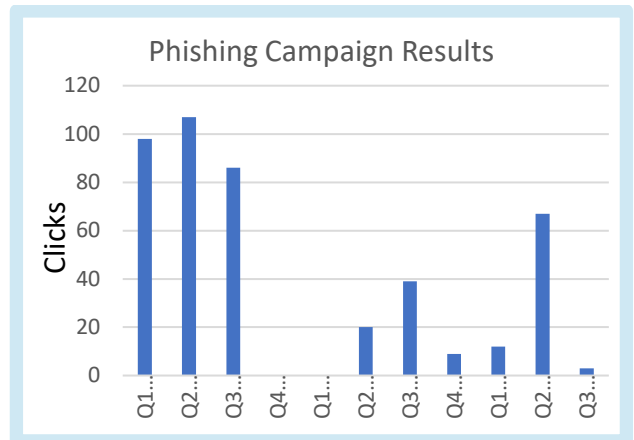
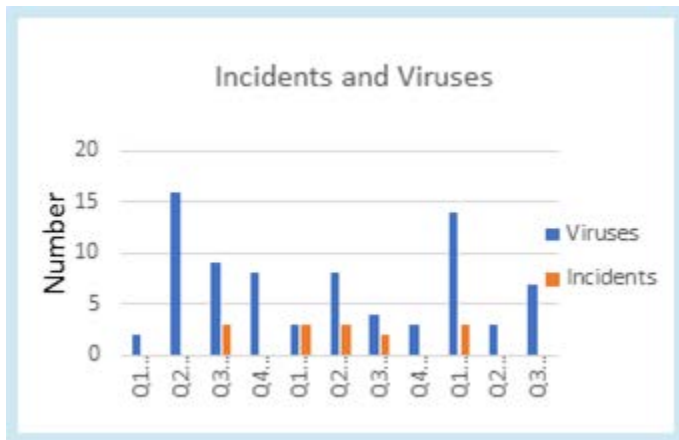
Item of Interest
The number of external network scans has increased considerably.
EWEB staff resilience to phishing attacks was impressive.

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	55%	No (ICS event required a pausing of patching on some servers)
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%	Yes
Technology Tools that Detect intrusions	% of system with Endpoint Detection or Antivirus	77%	No (technical issues with the software installation has impacted coverage percentage)

PERFORMANCE OF OUR SYSTEMS AND STAFF



Phishing campaigns measure EWEB employees' ability to recognize emails with potential security threats. As of Feb 2023, the average click rate in America was 6.3%. EWEB's click rate in Q2 was around 7.9%. Our click rate for Q3 2023 was less than 1%.

ENTERPRISE RISK

Overall Status

Status Summary

The numbers of open liability and recovery claims have remained relatively the same, however some older claims skewed this quarter's dollar values. This will self-correct as the old claims drop off next quarter.

Item of Interest

Staff have developed a Risk Assessment Tool for use by all workgroups to guide them in considering appropriate risk mitigation efforts. This tool will be presented over the coming months.

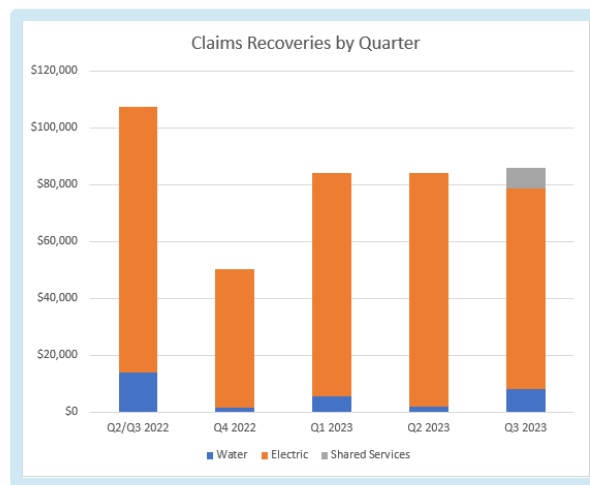
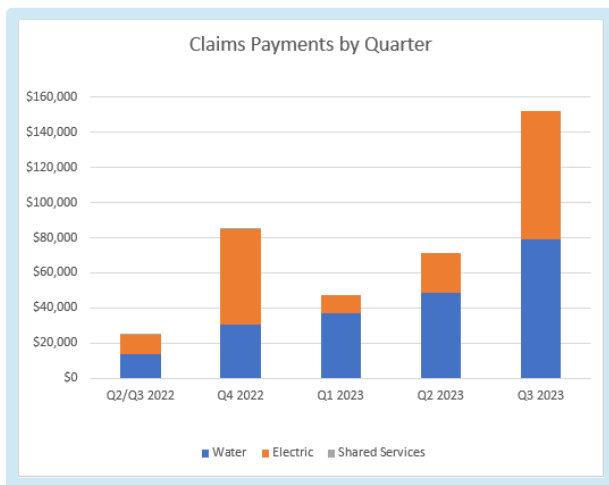
LEGAL MATTERS

Holiday Farm Fire Lawsuits: By the end of Q3 2023, staff and legal counsel were supporting the defense of 10 active lawsuits with approximately 700 plaintiffs from the Holiday Farm Fire. Discovery requests and production continue as well as other pre-trial matters.

CLAIMS

Recovery Claims (financial obligations owed to EWEB) – There are currently 37 open recovery claims totaling more than \$176,000, with aging claims with little likelihood of recovery being sent to a collections service.

Liability Claims (financial obligations claims assert that EWEB claims) – There are currently 23 open liability claims of undetermined value being processed; nearly all are awaiting information and supporting evidence from the claimants.



ENTERPRISE SAFETY

Overall Status

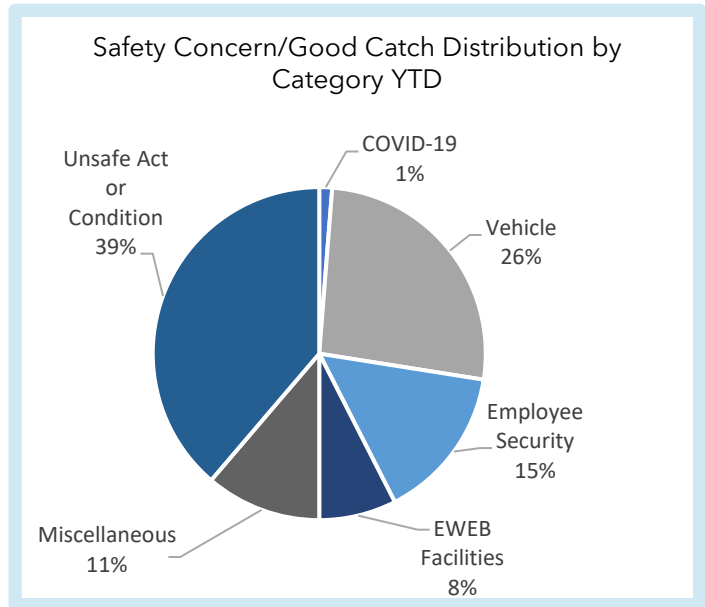
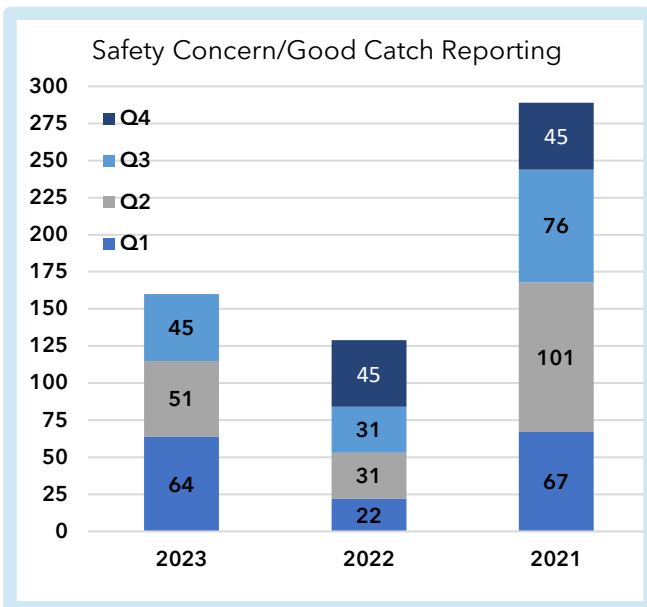
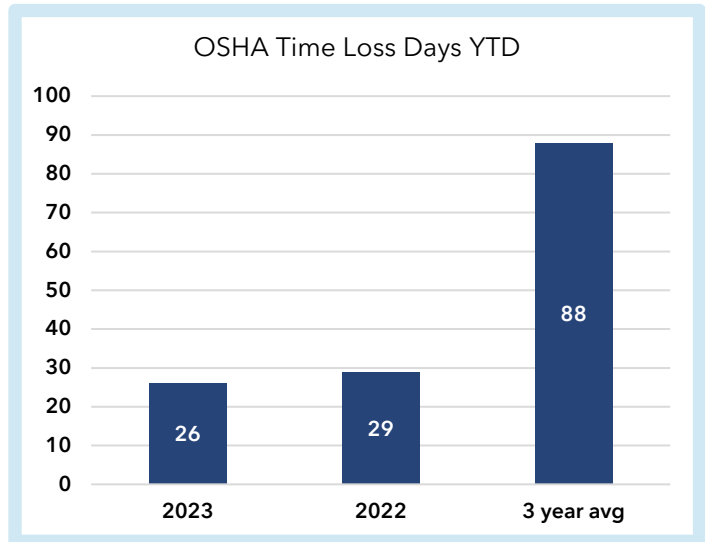
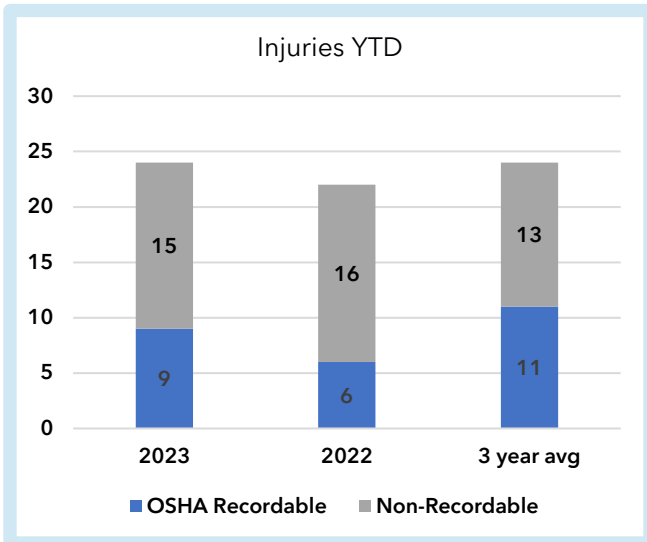
Status Summary

Key indicators of injury frequency, severity and time loss days are tracking at or below our 3-year average performance.

Item of Interest

- Health & Safety Conference
- Reducing accidents and injuries

The Health & Safety Conference experienced the highest attendance and highest overall rating it has seen in recent years. EWEB is committed to creating a safe and healthy workplace and continues to take a proactive approach to reduce accidents and injuries.



PHYSICAL SECURITY

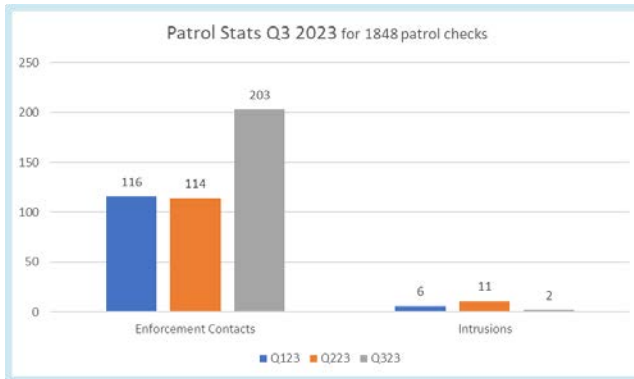
Overall Status
On Target

Status Summary
Proactive patrols and increased officer training have led to an increase in enforcement contacts, but a significant decrease in the total number of criminal incidents resulting in damage or loss.

Item of Interest
A new Physical Security Specialist position has been created, with a focus on physical security assessments and criminal investigations. This position is expected to be filled by the end of Q4 with internal resources.

TRAINING AND PRE-CRIME INDICATORS

The increase of patrol officer training has led to increased officer safety and the ability to identify key pre-crime indicators, such as surveillance or probing. When coupled with proactive patrols, the number of overall criminal incidents resulting in damage or loss has decreased, despite the increase in enforcement contacts. Additionally, a new Physical Security Specialist position was created within the department. Once filled, this position will focus on site security assessments and criminal investigations, which will increase the resiliency of our assets.



Enforcement Contacts = Criminal & Prohibited Behavior interdicted by Physical Security Patrol
Intrusion = Attempted or successful illegal entry

ACCESS CONTROL AND CAMERAS

Physical access control and camera systems continue to operate effectively, with minimal down-time due to software patching or failing equipment. A new Security Systems Specialist has also joined the team, allowing for more efficiency and flexibility for O&M project work. Work on the Currin substation security upgrades has also continued, which will set the standards for future renovations of other existing sites.

Access Control & Video Management Uptime

- 1 – Access Control Uptime: >99%
- 2 – Camera System Uptime: >98%

RESILIENCY & EMERGENCY MANAGEMENT


<p>Overall Status</p> <p>On Target</p>	<p>Status Summary The 2023 Wildfire Mitigation Plan was adopted and submitted to the PUC and work has begun to update the 5-year Natural Hazard Mitigation Plan for Board adoption in early 2024.</p>	<p>Item of Interest 14 customers are signed up for the new PSPS Enhanced Support program for direct advance notifications and other assistance during a PSPS event.</p>
---	---	---

OVERVIEW:


Compliance-related planning efforts are on target, though some projects are delayed. The PSPS tabletop exercise postponed due to prolonged Lookout Fire ICS activation and will be rescheduled for Spring 2024. The Phase II Wildfire Risk Analysis is delayed pending resolution of vendor contract negotiation issues. The Phase II analysis is still planned for completion by the end of Q2 2024.

The ICS Training Policy establishing baseline FEMA training requirements for all employees was initiated and certificate tracking continues for end of year status reporting. The first-year compliance target (2024) is 70%. The Prairie Mountain Emergency Water Station functional exercise was conducted despite potential air quality issues, with better than anticipated community participation (about 250 water containers handed out). Action items identified during the hotwash are now being addressed. Both FEMA Hazard Mitigation grant applications for river-crossing water transmission line feasibility studies were awarded for over \$1.2M, and funding announcements for two other grants supporting wildfire mitigation are still pending.


STRATEGIC PROJECT MANAGEMENT OFFICE (SPMO)




Overall Status



On Target



Status Summary
AMI program support is on track and advancing.



Item of Interest

- AMI Re-Deployment and Organizational Alignment.
- Sensus meters becoming more available.

OVERVIEW

The SPMO is currently the home of the AMI program, and we are supporting redeployment and organization alignment.

CURRENT WORK

<u>Project</u>	<u>Stage</u>	<u>Status</u>	<u>Sponsor</u>	<u>Notes</u>
Collections Cycle	5 - Closing	Complete	Deborah Hart	Wrapped Sept 8. Project wrap up activities to archive documents are the final action items.
AMI Deployment	2 - Planning	On Track	Karen Kelley	Upgrading all Electric and Water meters to smart meters. The program was halted on 10-1-2021 but is restarting January 2024.
AMI Organizational Alignment	2 - Planning	On Track	Rod Price	Post-kickoff. Prioritizing work. Some work may be restructured as independent sub-projects.
AMI In-Town Communications	1- Initiating	On Track	Karen Kelley	Waiting on Sensus propagation study due late October. Once we evaluate recommendations, we can choose a path and build the project to pursue that path.
GIS Modernization	2 - Planning	On Track	Bruce Debysingh	Caleb Anderson is PM. SPMO supporting as EES liaison. Post-kickoff. First major work meeting with EES mid-October. Should move into Execution phase in November.
Energy Division Market Readiness	2 - Planning	On Track	Megan Capper	Planning with vendor. Kickoff October 24. Moves into Execution phase at that time.
Asset Management	1- Initiating	On Track	Karen Kelley	In Vendor selection process.
Settlements Solution	2 - Planning	On Track	Aaron Balmer	Implement financial solution to settle energy trading.

CUSTOMER & COMMUNITY RELATIONS & IMPROVING CUSTOMER RESPONSIVENESS

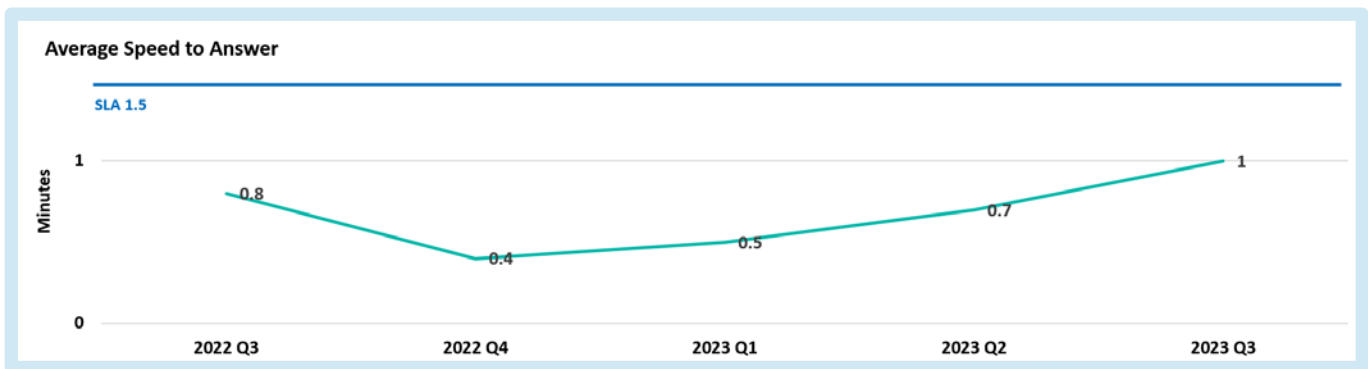
Submitted By: Julie McGaughey, Chief Customer Officer

<p>Overall Status</p> <p>On Target</p>	<p>Status Summary On track</p>	<p>Item of Interest Secured extra \$3.3M from BPA via transfers from other utilities who were unable to meet their conservation targets. Two-year total reimbursement for conservation projects is \$7.5M.</p>
---	---	---

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 569 calls per day.



CUSTOMER SOLUTIONS

ENERGY CONSERVATION

Throughout the third quarter, staff have engaged in multiple strategies to boost conservation in our service territory. A full review of efficiency program guidelines and price signals was conducted to identify barriers to adoption and promote customer demand. Eligibility criteria were updated to align with federal requirements and incentives were increased due to rising project prices over time. Customer Solutions staff have collaborated with our Communications and Marketing Team to advance promotional and marketing activities specific to customer segments.

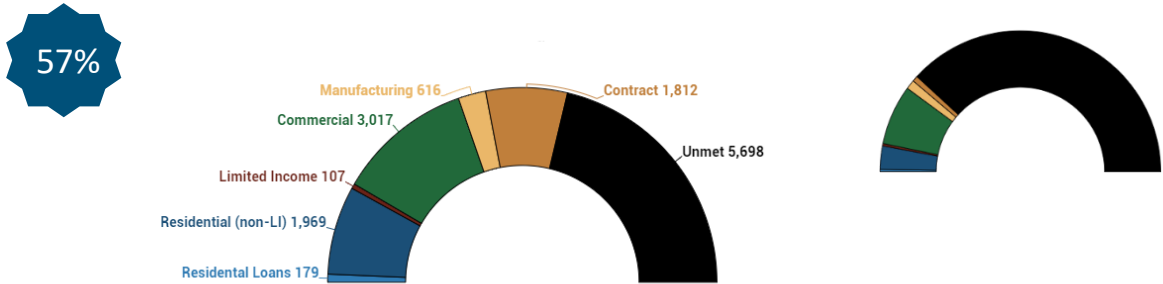
Efficiency Funding by Sector: Q3 2023 Quarterly Results				
Customer Segment	Projects	\$ Provided	MWh saved	Cost/MWh
Residential Loans	77	\$ 734,000	110	-
Residential non-LI	373	\$ 242,000	1,250	\$ 194
Limited Income*	32	\$ 111,000	40	\$ 2,775
Commercial**	19	\$ 253,000	1,170	\$ 216
Manufacturing	2	\$ 60,000	330	\$ 182
Contract Customers***	3	\$ 409,000	1,640	\$ 249

* In addition to \$111k in incentives, Limited Income customers received \$110k in 0% interest loans.

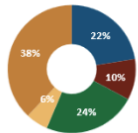
** Commercial cost/MWh is higher than normal due to low volume of lighting projects.

***Contract customers did not receive direct incentives. \$409k represents foregone revenue (rate period to date) in lieu of delivered conservation.

Progress on 2023 Energy Efficiency Target (13,400 MWh)

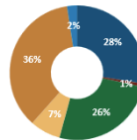


Qtrly Share of Incentives



■ Res Non-Limited Income ■ Res Limited Income
■ Manufacturing ■ Contract Customer

Qtrly Share of Energy Savings



■ Commercial ■ Residential Loans

- BPA Funds**
Full Allocation of reimbursements met for the year.
- \$3.3M Revenue**
Transfers from other utilities unable to meet conservation targets.

EWEB has received \$3.1 million in BPA reimbursements relative to a budget expectation of \$2.3 million in 2023. Additionally, staff have taken advantage of the unmet conservation targets of other BPA customers, securing \$3.3 million in conservation budget transfers. These revenues can be applied to conservation projects that were previously completed during rate years in which EWEB had already received full reimbursement. In short, rate payers from other utilities are providing funding for conservation within EWEB’ service territory.

WATER CONSERVATION PROGRAMS

Customer Solutions staff recently rolled out a new program for smart sprinkler systems, with weather-based controls. EWEB customers are eligible for a \$100 rebate for qualifying systems. Per EPA guidance, smart sprinklers can save an average home thousands of gallons of water annually.

Q3 Program Results	Projects	Incentives	Loans	Gallons Saved
Water Efficiency	23	\$1,950		298,988
Water Line Replacement	8		\$52,828	13,708,000
LI Leak Repair	6	\$24,491		367,440
Leak Detection	2773 Res and 73 GS customers contacted			70,596,803

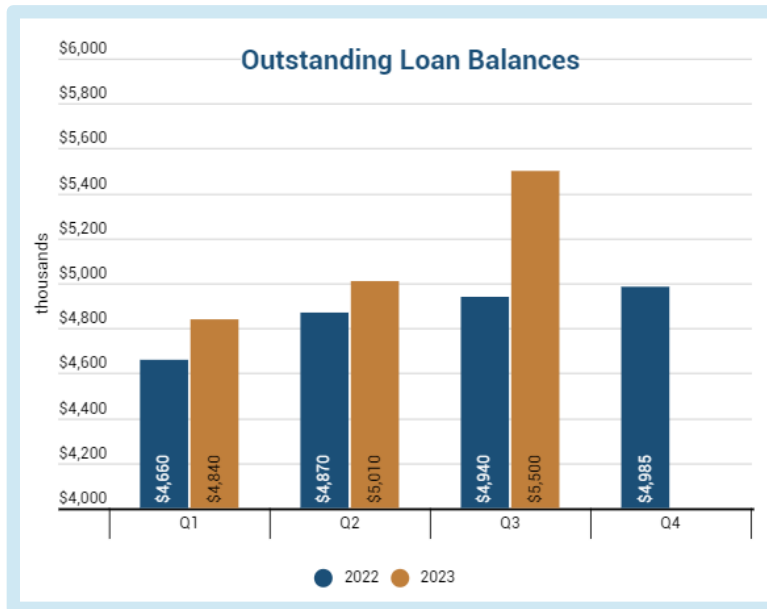
SAVED 31 MWHS
AND 12 MT CARBON
EMISSIONS
ASSOCIATED WITH
WATER TREATMENT

BUILDING ELECTRIFICATION

The Utility provides financial support to help fund the electrification of buildings in our service territory. EWEB’s clean power portfolio enables fuel switching customers to reduce carbon emissions. In the third quarter, EWEB completed 47 projects, issuing \$34k in incentives and \$66k in zero-interest loans. These projects accounted for 74 MWh of growth. Some electrification projects are reimbursable by BPA, though not all.

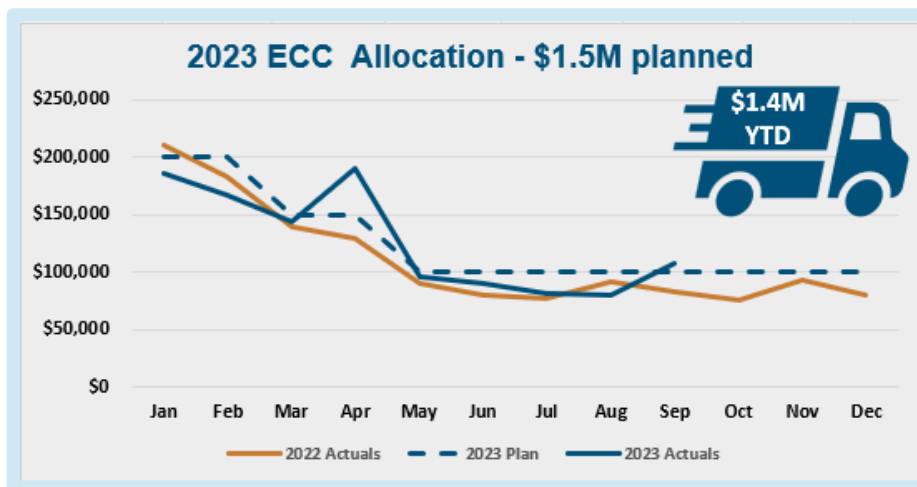
CUSTOMER LOANS

EWEB’s zero-interest loan programs are an increasingly relied-upon resource. With project costs increasing and interest rates rising, the value proposition for whether to opt for an incentive or a loan is shifting (limited-income customers can receive both). Loan defaults are exceedingly rare with EWEB’s default rate less than 0.1%. It is expected that loan activity will continue to increase in the coming year.

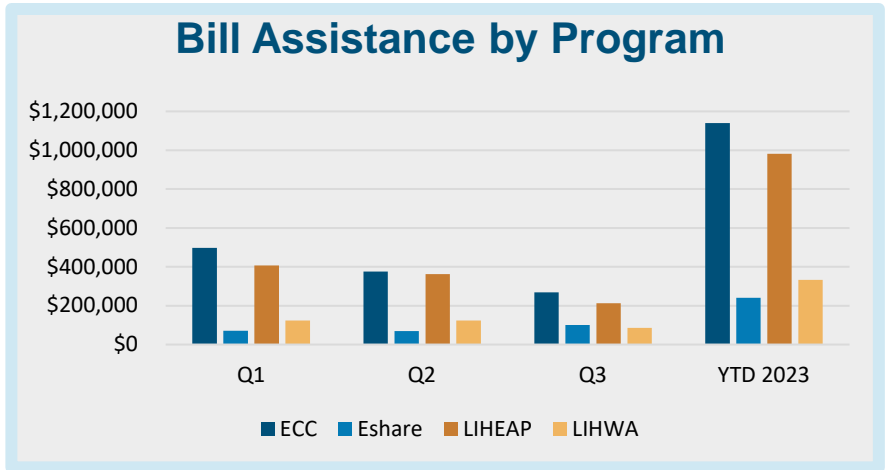


BILL ASSISTANCE PROGRAMS

Response time to issue bill assistance is within 1-2 business days for EWEB Customer Care and immediately for crisis funding through Energy Share. Customers that cannot provide proof of eligibility have experienced long wait times for income verification. The Utility responded in both April and September 2023, stepping in to deliver much needed assistance to those awaiting appointments, or subject to material corrections on LIHEAP award amounts long after the initial assistance was provided. Customer Solutions is evaluating options for improving the income verification experience in 2024.



- The EWEB Community Partners Program provided an additional \$12.5k of bill assistance in 2023.
- LIHWA did not renew for the 2024 program year.
- Donation reserves are nearing \$500k, from a peak of ~\$1.2M in 2019. This is a planned drawdown, but programs will have a lesser backstop in the future.

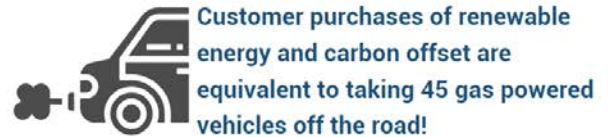


LEAD GREEN PROGRAMS

Lead Green programs have maintained a steady, albeit muted participation rate. This community of participants has an outsized impact on carbon mitigation. EWEB staff will engage with local agencies and interest groups to leverage existing channels and constituencies for program outreach and expansion.

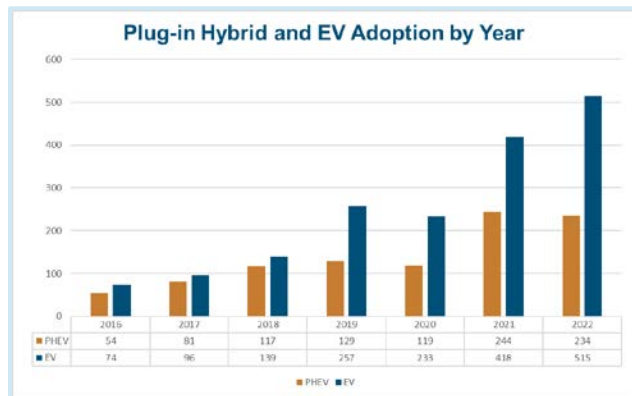
Program (ytd summary)	Projects	% of Budget	Incentives	Installed Capacity
Solar Electric	151	109%	\$136,731	1,205 KW

Programs Q3	Accounts	Quarterly Change	Revenues	Commodities	Carbon Impact
Greenpower	1,616	-0.7%	\$39,038	3,204 RECs	128.16
Cleanpower	10	-10.0%	\$2,208	465 RECs	18.60
Carbon Offsets	16	0.0%	\$236	16 MT CO2e	16.30
Carbon Forestry Lab	28	0.0%	\$619	2.8 Acres	



MOVE GREEN PROGRAMS

EWEB deploys Clean Fuel Credit funding to facilitate EV adoption within our service territory. Transportation Electrification programs are designed to address accessibility for an equitable transition away from fossil fuels. In addition to charging and e-bike incentives, EWEB hosts community-based events to educate and engage customers. Behind the scenes, Customer Solutions staff are well integrated into the regional EV community, fostering partnerships that lead to 3rd party infrastructure investments. Since 2020, EWEB has seen a steady and meaningful increase in EV adoption. E-bikes continue to be a popular choice for community members.



Programs Q3	Participation	Incentives
E-Bike Rebates	397	\$ 119,065
Residential Level 2 Chargers	53	\$ 26,500
Commercial Level 2 Chargers	18	\$ 78,000

- EV cars are gaining preference over Plug-in Hybrid models.
- EWEB hosted 450 EV test drives, year to date.
- The \$300 E-bike incentive provides affordable access, with over 44% going to bikes costing less than \$1,500.

FINANCE

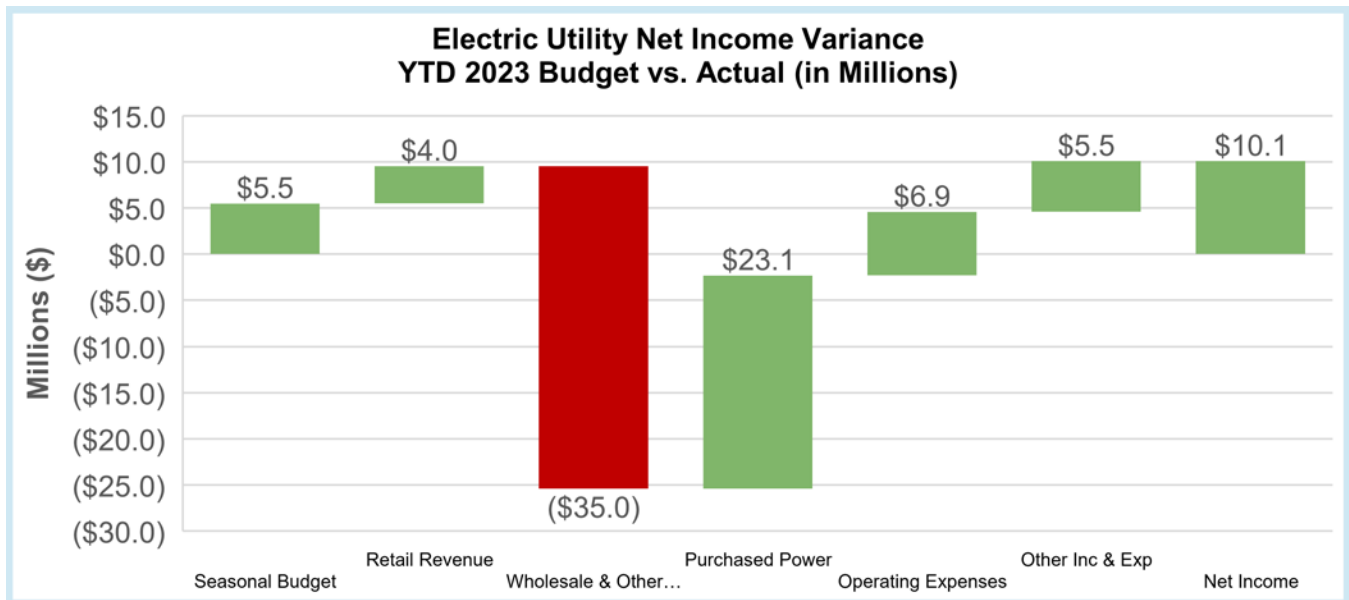
Submitted By: Deborah Hart, Chief Financial Officer

ELECTRIC UTILITY FINANCIAL STATUS

See Appendix A: Electric Utility Financial Statement

<p>Overall Status On Target</p>	<p>Status Summary All financial metrics, except Rate of Return were within target. See below.</p>	<p>Item of Interest The Electric Utility plans to issue ~\$64 million in bonds next year to secure funds needed for continued capital investments.</p>
--	--	---

ELECTRIC UTILITY NET INCOME



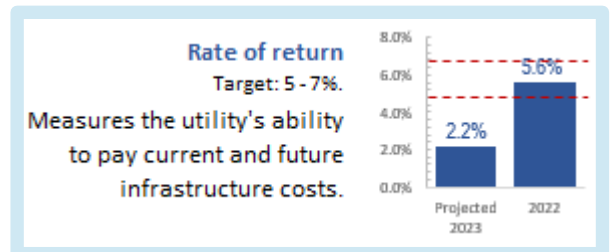
Retail revenue was favorable due to colder than average temperatures in January through April and warmer than average temperatures in May through September. Unfavorable water supply in the Columbia Basin resulted in below normal Slice allocations, which decreased power available for sale to wholesale markets. This contributed to an unfavorable variance for wholesale sales.

ELECTRIC UTILITY BUDGET CONTROLS

Investments and Expenses related to Electric Capital and Operations & Maintenance activities are expected to be within budget authority for 2023.

ELECTRIC FINANCIAL STRENGTH MEASUREMENTS

The Rate of Return (Net Operating Income/Net Book Value of Plant in Service) 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 income at a conservative rate.



WATER UTILITY FINANCIAL STATUS

See Appendix B: Water Utility Financial Statement

Overall Status

On Target

Status Summary

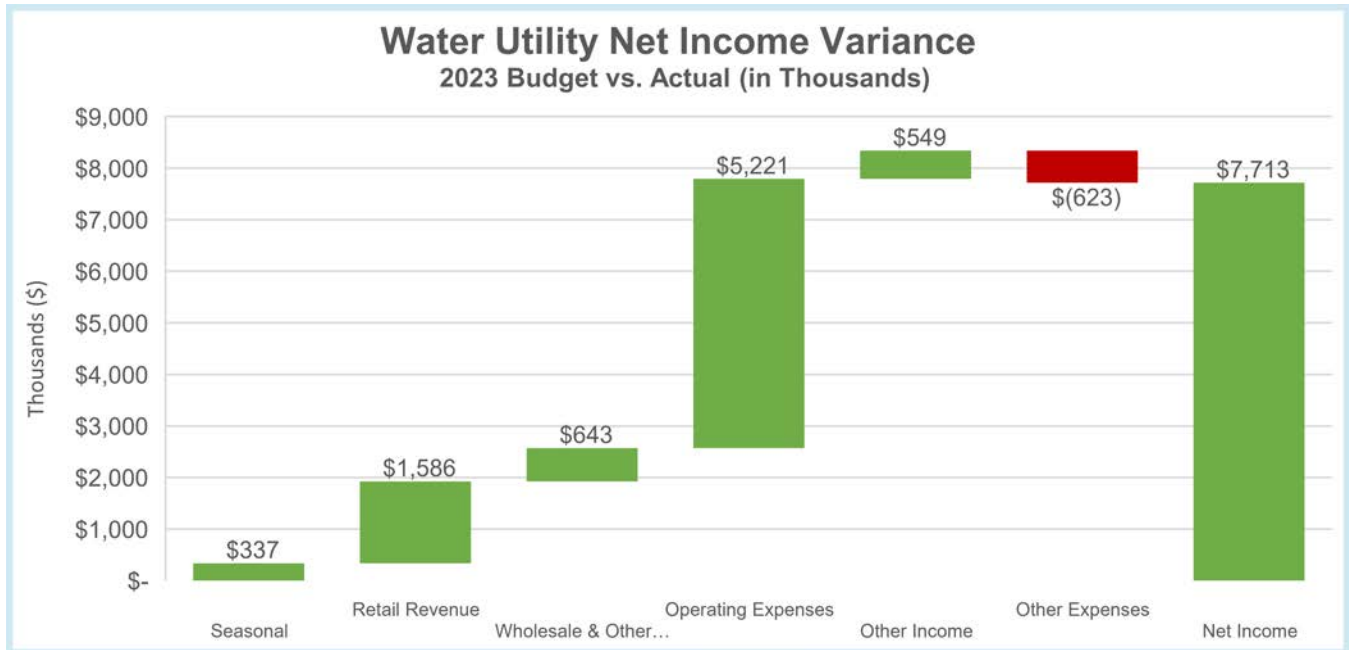
All financial metrics, except Rate of Return, were within target.

See below.

Item of Interest

Need for a Capital Budget Amendment is being evaluated. Staff anticipate bringing a request at the December Board meeting.

WATER UTILITY NET INCOME



Overall consumption was 11% higher than budget. Below average rainfall from May through August led to increased residential and commercial consumption compared to budget.

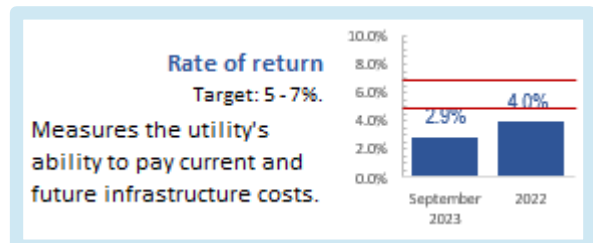
Operating Expenses were under budget due to reduction in grant-funded spending on Watershed Recovery projects.

WATER UTILITY BUDGET CONTROLS

Budget authority for O&M is expected to be sufficient for the year, while Capital authority is being evaluated for an amendment request (<\$5 million) as project costs have shifted forward to the current year.

WATER FINANCIAL STRENGTH MEASUREMENTS

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.



WORKFORCE SERVICES

Submitted By: Kira Hutchens, Workforce Services Manager

<p>Overall Status 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 increasing 17%; less than forecast. Oregon Paid Family Medical Leave went live on September 3rd; baseline metrics are being established.</p>
--	--	--

WORKFORCE MANAGEMENT

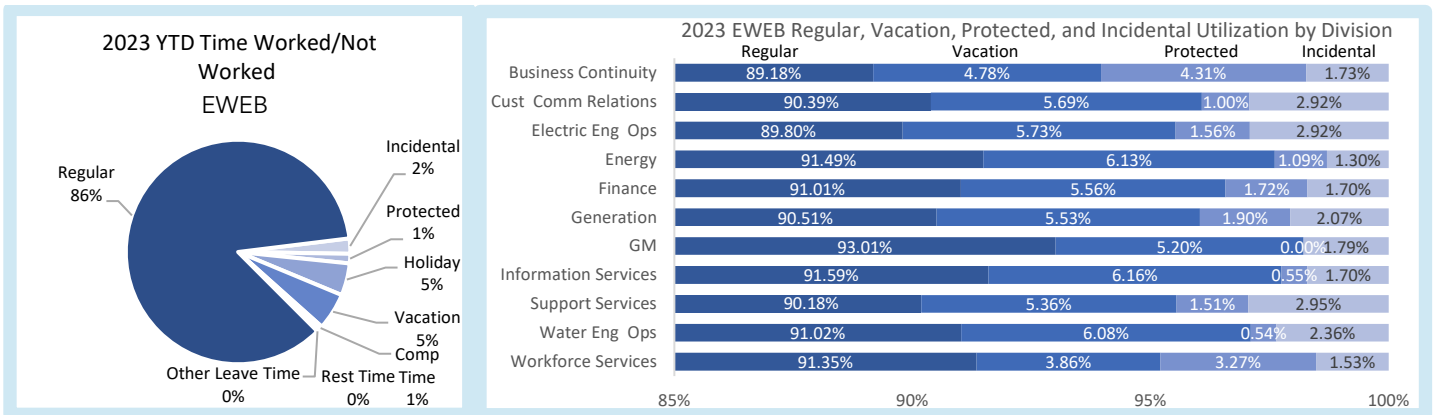
High plan utilization resulted in a 17% medical premium increase for 2024; dental and vision received rate holds.

A pilot program with LinkedIn is underway, which provides enhanced recruitment offerings, allowing more proactive sourcing and increased visibility and outreach to potential job candidates. Early indicators show a positive experience thus far, with more data to be available at year-end.

BENEFITS & LEAVE PROGRAM MANAGEMENT

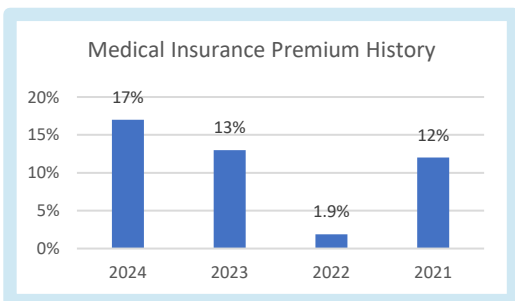
Workforce Capacity Disruption – Leave Utilization

The tables below demonstrate the impact of all EWEB paid leaves and protected leave. Despite increases in employee staffing levels, overall, protected, and incidental leaves are down 15% from the same period in 2022.



Medical Insurance Utilization

The 2024 medical insurance premium increased by 17%. While this is a considerable premium increase, early projections indicated that EWEB should expect a rate increase of 22 – 25%. Retiree utilization continues to drive costs, at 175% in 2023, far exceeding the 85% insurance industry target.



EWEB converted the dental plan from fully insured to a self-funding arrangement for the 2022 plan year. While actual claims increased by 17%, plan utilization was 5% below forecasts, resulting in a rate hold for 2024.

Vision plan utilization was 8% less than forecast, also resulting in a rate hold.



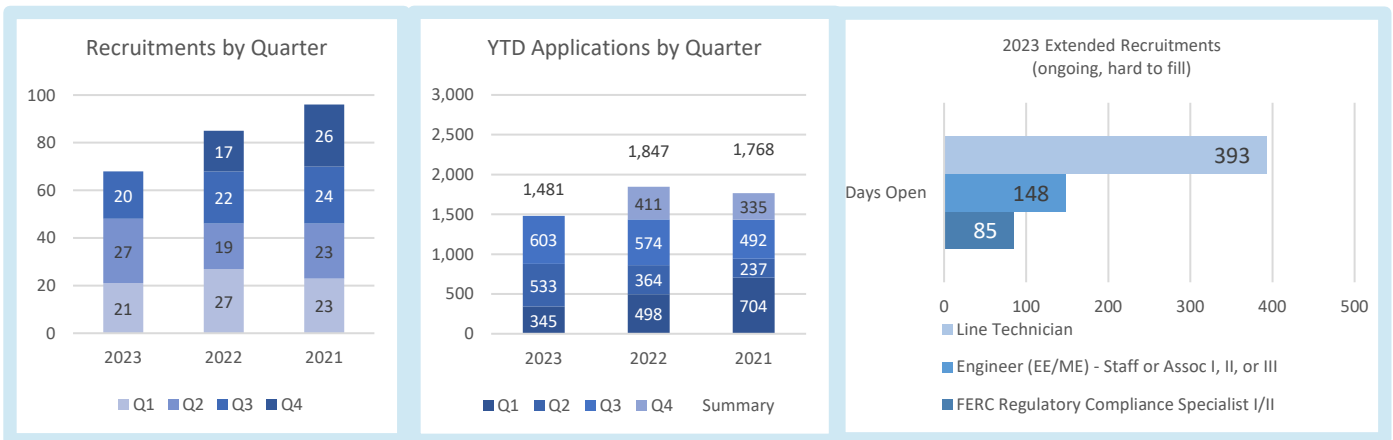
WORKFORCE RESILIENCY

Recruiting & Hard to Fill Positions

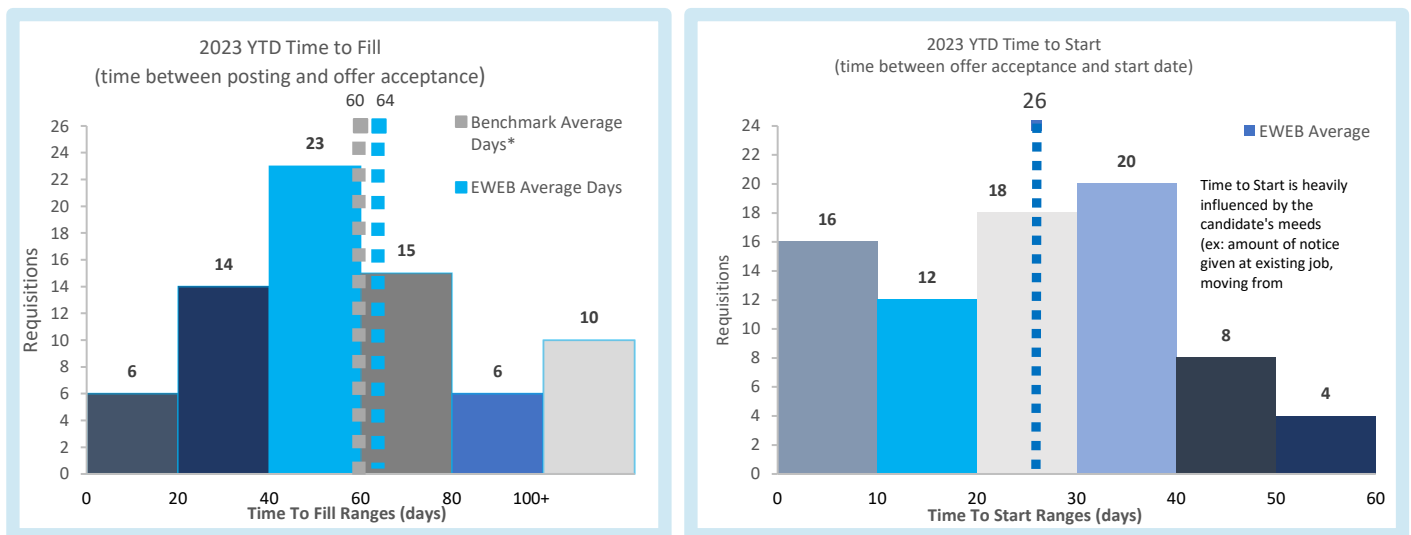
Recruitment and applicant response volume YTD is consistent with 2022. Internal movement of employees to support EES, and resulting temporary backfills of routine work will increase recruiting volume in Q4.

Modest decreases in Time to Fill (TTF) and Time to Start (TTS) rates were observed this quarter, with TTF decreasing by two days, and TTS by six. Oregon’s unemployment rate continues to decline at 3.4% this quarter, slightly lower than the national average of 3.5%.

Electrical skilled craft positions remain challenging to fill and are considered high priority positions for business continuity. Competition is also strong for IT analyst and cyber security candidates. A pilot program for LinkedIn was launched in late May to proactively source qualified candidates, particularly in some harder-to-fill professional areas such as IT, cyber security, and other skilled professional roles. More data will be available at year-end, but response thus far has been positive, with more direct and personal outreach to qualified candidates.



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



Attrition





Attrition continues to track 2022 trends at 5.4%. Voluntary, non-retirement attrition to date is 3.3%. Detailed information can be found in the appendix.

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 resumed with progress in technology and space upgrades.</p>	 <p>Item of Interest</p>
--	---	--

After a Q2 pause, work was done to identify three areas of focus to evolve the Dynamic Work Force (DWF) model.

- Facilities and Space - Providing a space for employees that is inviting, flexible meets hybrid work needs.
- Technology - Providing technology solutions that improve hybrid work.
- Policy review and updates - review of current policies, practices, and culture to look for improvements.

PROJECT MILESTONES





- Targeting year end revisions to policies and practices to implement in 2024

IN PROGRESS

- Facilities and Space - planning and design completed for one work group to pilot and ground up hybrid office space.
- Technology - several conference rooms updated with better audio and visual MS Teams support with great success. ROC training center evaluated for A/V updates with final design and procurement in Q4 with install in Q1 2024.
- Workforce Services and AGM began meeting to review current literature and benchmark against other organizations hybrid polices. Additional team members will be added to form a cross section of location based, hybrid and full telecommuter employees.

2b) Integrating a new IBEW Collective Bargaining Agreement.

Submitted By: Kira Hutchens, Workforce Services Manager

 <p>Overall Status</p>  <p>On Target</p>	 <p>Status Summary New CBA adopted. No grievances regarding interpretation of the new contract.</p>	 <p>Item of Interest While this goal has been completed, bargaining for the inclusion of Meter Readers into the union is in process.</p>
---	---	--

COMPLETED

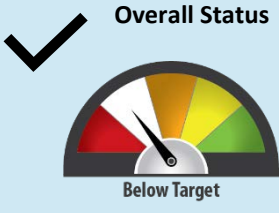


Completed; contract ratified February 2023 and implemented April 1st, 2023. Supervisor training, programmatic changes, and new printed contracts completed within first April pay period. Collective Bargaining Agreement to be in effect from 4/01/2023 through 3/31/2027.

No grievances regarding interpretation of the new contract.

A letter of agreement was signed in Q3 to incorporate Meter Readers into the collective bargaining agreement. Bargaining is anticipated to occur before year-end.

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>Status Summary Continued collection of qualitative feedback, and evaluation with Executive Team members.</p>	 <p>Item of Interest 2024 organizational goal setting to commence in November; Employee Experience, and manager/supervisor coordination will be included in the process.</p>
--	--	--

COMPLETED





- The General Manager continued his series of “Tour de Frank” visits with employees; after one more meeting he will have met with all departments at EWEB. These engagements were an opportunity to listen and talk about the employee survey results, gather additional feedback from employees including some who did not participate in the survey, and emphasize the significance of every employee’s role in EWEB’s mission.
- The General Manager discussed potential organization-wide initiatives with members of the Executive Team. It was decided that the organization will focus its attention on interdepartmental communications, and adjustments to the dynamic workforce model to inspire additional collaboration.
- Addressing executive-to-organizational communications, the General Manager has assembled a team to develop and deploy a strategic business framework, designed to align the strategic and operational goals of the organization.

IN PROGRESS

- The General Manager will send a communication to all employees discussing actions the organization is taking that correlate with employee feedback, as well as initiatives that we will focus on as an organization in the near future.
- The Executive Team will meet in November to draft the 2024 organizational goals. Included will be a goal focused on continuously improving employees’ work experience.
- At the division level, some workgroups are discussing their survey results and opportunities to make positive impacts in their teams and immediate areas of influence at EWEB.
- Employee engagement survey results indicated differences in remote worker and location-based worker cultures. This is incorporated into the Dynamic Workforce Model review process as we include both remote- and location-based employees and ideas into the review team.
- EWEB is in process of evaluating and deploying new employee fitness program options.
- Staff are coordinating with the consultant to start planning the next employee survey which will take place in Q1 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 EWEB's Board of Commissioners approved and adopted EWEB's Resiliency Policy in August and EWEB's Diversity, Equity, and Inclusion (DEI) Policy in October.</p>	 <p>Item of Interest Staff will develop plans for implementation of both policies in Q4.</p>
---	---	--

COMPLETED

EWEB's Resiliency Policy, Strategic Direction Policy 22 (SD22)

- EWEB's Board of Commissioners approved and adopted the policy at the August Board Meeting.
- A new EWEB Incident Command Structure (ICS) Training Policy went into effect September 1, 2023. ICS is a nationally recognized, standardized system of response to both planned and unplanned events that is flexible and scalable to the situation. This policy is intended to create baseline ICS training expectations of all EWEB personnel, including Commissioners. The training requirements are scalable based on each individual's potential incident response role.
- EWEB took part in the International Great Shake Out Drill on Thursday, October 19. The exercise was an opportunity for EWEB to practice our emergency action plans for earthquakes and evacuation. This year's practice focused on Alarm, Response, Evacuation and Assembly. In following years, we will continue to build upon this exercise elevating our practice to greater levels of intensity and expertise.

EWEB's Diversity, Equity, and Inclusion Policy, Strategic Direction Policy 23 (SD23)

- EWEB's Board of Commissioners discussed the draft policy at the August work session.
- EWEB's Board of Commissioners approved and adopted the policy at the October Board Meeting.

IN PROGRESS

EWEB's Resiliency Policy, Strategic Direction Policy 22 (SD22)

- Creating awareness and educating the EWEB workforce around the purpose for and importance of the new Resiliency Policy.
- The Emergency Management and resiliency Department is developing Goal develop 2024 goals and metrics to support the new policy.






EWEB's Diversity, Equity, and Inclusion Policy, Strategic Direction Policy 23 (SD23)

- EWEB has initiated DEI Program Management meetings to align the existing components of EWEB's current Diversity, Equity, and Inclusion Program. This group performed a SWOT analysis of EWEB's existing DEI Program which can be used to guide policy implementation activities throughout 2024. The components of EWEB's current DEI program includes key staff from Workforce Services, the lead from EWEB's Diversity Team Activity Group subcommittee, the lead from EWEB's Diversity Team Community Group subcommittee, and EWEB's representatives to the Equity and Community Consortium (ECC). The ECC is an information and resource sharing and coordination forum 14 public organizations that have all signed a Memorandum of Understanding. The MOU commits EWEB to having a publicly available policy or statement demonstrating a commitment to equity, having at least one staff member designated as a point person for equity work and participating in ECC's monthly meetings. EWEB's newly adopted DEI Policy supports EWEB's ability to meet the expectations of the MOU.

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

Overall	Budget	Resources	Schedule
 On-Track	On-Track	On-Track	Predictive Yellow
		48 EWEB project team members and SMEs engaged in the Imagine phase	✓ Exited Imagine Phase – October 2023 ➤ Two-week schedule shift exiting imagine & starting build; to be managed during Test / Deploy phases. ➤ Build Phase runs October 2023 to March 2024
	 ✓ On budget	71 Deloitte individual resources and SMEs supporting the project	
	 ✓ Within budget	SAP Value Assurance Team completed two services (GAP Validation & SSO)	
	 ✓ On budget	5 Avant individual resources and SMEs supporting the project	

Fit to Standard



146 Key Decisions made by Program Leads with zero escalation to Executive Steering Committee

Exceeded guiding principle for 90% standard SAP

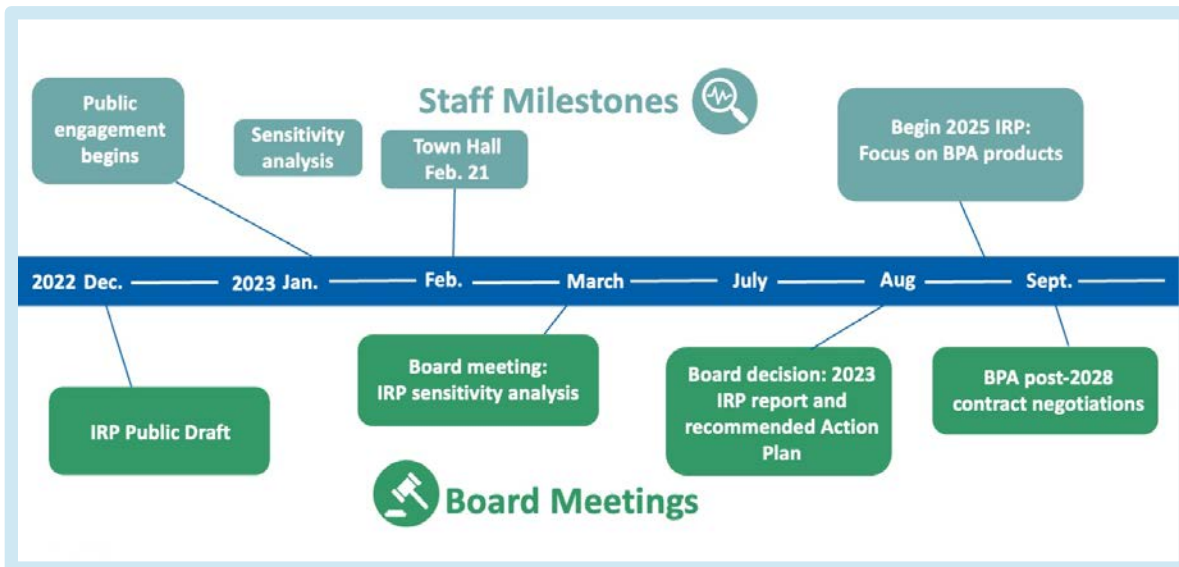
GOAL 4 – BUILD ON THE 2022 INTEGRATED RESOURCE PLAN (IRP)

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 The final 2023 Integrated Resource Plan was presented to the Board in July 2023, and Action Items were approved in August 2024.</p>	<p>Item of Interest EWEB’s Energy Trading & Risk Management software was successfully upgraded.</p>
---	--	--

PROJECT MILESTONES



COMPLETED

- EWEB’s 2023 Integrated Resource Plan was completed, and action items approved, by the board in August 2023.
- Staff successfully re-implemented EWEB’s Energy Trading & Risk Management software, supporting our wholesale activity from deal capture to financial settlement. This system is foundational to enable EWEB’s participation in future organized markets. Additional supporting functionality is required depending on when and how EWEB chooses to participate.

IN PROGRESS

- EWEB continues to work with BPA and our regional partners to develop the Post-2028 Provider of Choice Contracts. EWEB submitted comments on BPA’s draft Policy Record of Decision on October 13, 2023, and expect BPA to provide a final policy document in January 2024.
- November 1, 2023, EWEB begins participating in the non-binding phase of the Western Resource Adequacy Program (WRAP) per the FERC tariff to test operability. No penalties or transactions will occur at this point.

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

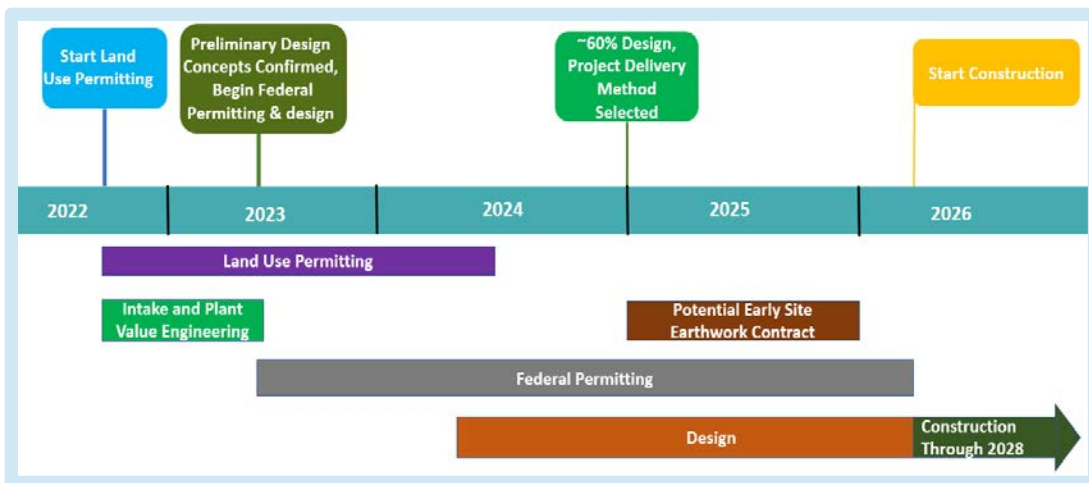
By performing preliminary design verification and value engineering, completing the property annexation and initiation of plan/code amendments, completing the initial surveying and environmental investigations to support design and permitting efforts, and initiating the federal permitting process for 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>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 There are delays in the first critical land use action which is approval of the Public Facilities Services Plans (PFSP). Originally scheduled for spring 2023, now projected in later 2023 or early 2024. Approval requires joint action by Eugene, Springfield and Lane County.</p>
------------------------------	---	---

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, annexation, and code amendment 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 and federal permitting approvals.
- Communication planning and continued funding options 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</p> <p>All items are on track for the LDAP to be presented to the Board in December.</p>	<p>Item of Interest</p> <p>Since the draft plan was presented in August, peer review of the LDAP has resulted in simplification to the assumed regulatory process.</p>
---	--	---	---

PROJECT MILESTONES



COMPLETED

Leaburg Decommissioning Action Plan (LDAP):

- Parcel research contract executed with a land use consultant to inform a future transportation alternatives analysis and estimate impacts of lake restoration on adjacent properties.
- Met with the Lane County Transportation Advisory Committee (TrAC) and Lane County leadership to coordinate resolution of transportation impacts.
- Contract executed with a consultant to provide peer review of the LDAP draft.

Near Term Risk Reduction Measures (NRR):

- Submitted the required semi-annual status update to FERC Dam Safety, Portland Regional Office.
- Contract executed for the priority phase of a Drilling Program Phase (DPP) and completed initial analysis to inform the NRR design. Drilling can proceed upon FERC approval of the DPP.
- Design for powerhouse modifications to pass stormwater completed and the solicitation for bids posted.

IN PROGRESS

Leaburg Decommissioning Action Plan (LDAP):

- Consultant review to confirm regulatory assumptions. Will result in simplification of the document and regulatory process steps.
- Confirm roles, authorities, and interdependencies of regulatory stakeholders.
- Outreach and communication effort.
- Water quality study.

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) | Q3 2023

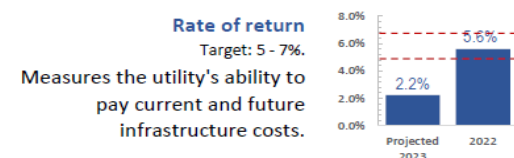
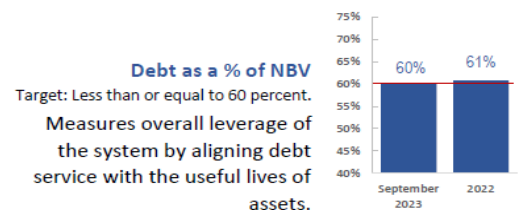
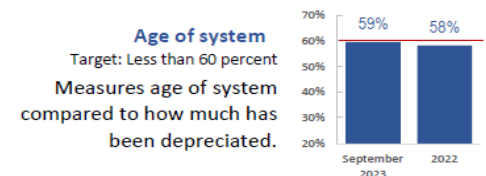
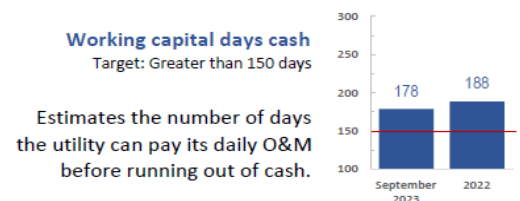
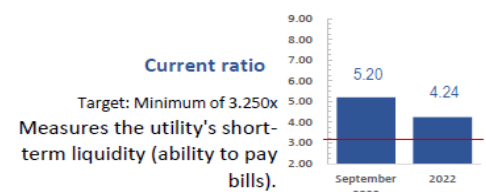
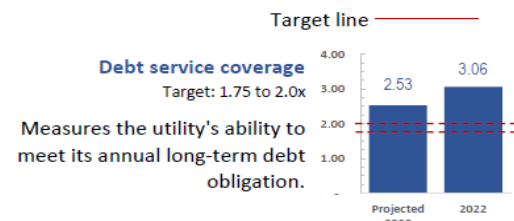
APPENDIX A

ELECTRIC CONDENSED STATEMENT OF REVENUES, EXPENSES, & CHANGES IN NET POSITION (Unaudited)				
(In millions)	Nine Months Ended September 30,		YTD Budget Comparison	
	2023	2022	Budget \$	Variance
Operating revenues	\$ 220.3	\$ 223.1	\$ 251.2	\$ (30.9)
Operating expenses	212.8	208.2	242.8	30.0
Net operating income (loss)	7.5	14.9	8.4	(0.9)
Non-operating revenues	8.1	(0.2)	2.4	5.7
Non-operating expenses	5.5	5.7	5.3	(0.2)
Income (loss) before capital contributions	10.1	9.0	5.5	4.6
Capital contributions	1.7	7.1	3.0	(1.3)
Increase/(Decrease) in net position	\$ 11.8	\$ 16.1	\$ 8.5	\$ 3.3

ELECTRIC CONDENSED STATEMENT OF NET POSITION (Unaudited)			
(In millions)	September 30,		December 31,
	2023	2022	2022
Current assets	\$ 191.8	\$ 208.8	\$ 170.0
Net utility plant	423.0	440.2	432.2
Other assets	72.1	55.7	97.8
Total assets	686.9	704.7	700.0
Deferred outflows of resources	33.5	33.8	34.0
Total assets and deferred outflows	\$ 720.4	\$ 738.5	\$ 734.0
Current liabilities	\$ 36.9	\$ 36.8	\$ 52.4
Long-term debt	196.9	207.1	206.5
Other liabilities	56.6	40.4	56.9
Total liabilities	290.4	284.3	315.8
Deferred inflows of resources	24.1	42.6	24.0
Total net position	405.9	411.6	394.2
Total liabilities, deferred inflows, and net position	\$ 720.4	\$ 738.5	\$ 734.0

ELECTRIC CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)			
(In millions)	YTD	Annual Working Budget	
	9/30/2023	Budget \$	% of Budget
Type 1 - General capital	\$ 16.3	\$ 23.3	70.0%
Type 2 - Rehabilitation and expansion	15.1	23.3	64.8%
Type 3 - Strategic projects	12.7	27.6	46.0%
Total capital	\$ 44.1	\$ 74.2	59.4%

FINANCIAL STRENGTH MEASUREMENTS



WATER UTILITY FINANCIAL STATEMENT (EL1) | Q3 2023

APPENDIX B

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

(In thousands)

	Nine Months Ended September 30,		Budget Comparison	
	2023	2022	Budget \$	Variance
Operating revenues	\$ 36,140	\$ 32,712	\$ 33,911	\$ 2,229
Operating expenses	29,301	27,315	34,522	5,221
Net operating income (loss)	6,839	5,397	(611)	7,450
Non-operating revenues	3,057	142	2,508	549
Non-operating expenses	2,183	1,673	1,560	(623)
Income before capital contributions	7,713	3,866	337	7,376
Capital contributions	1,631	1,179	960	671
Increase in net position	\$ 9,344	\$ 5,045	\$ 1,297	\$ 8,047

WATER CONDENSED STATEMENT OF NET POSITION (Unaudited)

(In millions)

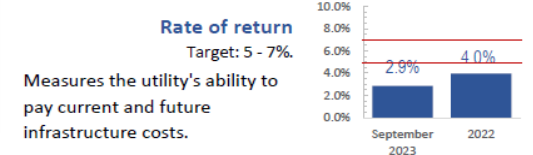
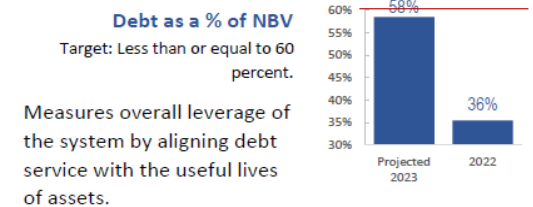
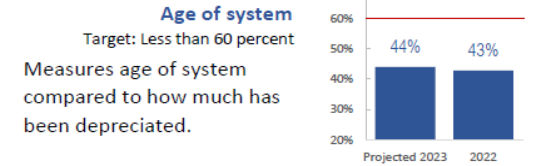
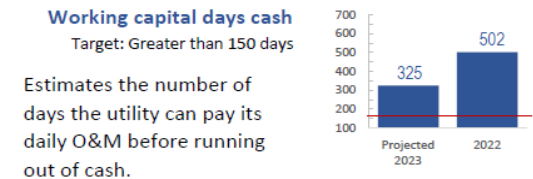
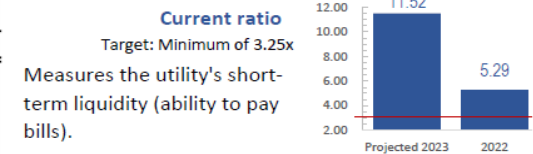
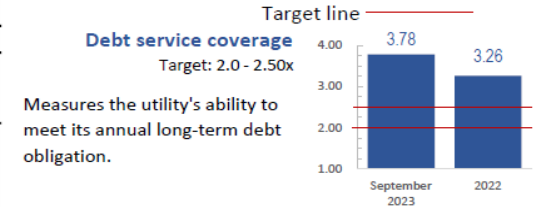
	September 30,		December 31,
	2023	2022	2022
Current assets	\$ 83.9	\$ 51.1	\$ 46.7
Net utility plant	244.2	219.2	230.2
Other assets	13.2	12.6	12.0
Total assets	341.3	282.9	288.9
Deferred outflows of resources	10.5	10.6	10.7
Total assets and deferred outflows	\$ 351.8	\$ 293.5	\$ 299.6
Current liabilities	\$ 7.2	\$ 5.6	\$ 8.8
Long-term debt	113.0	68.9	68.7
Other liabilities	18.1	12.9	17.9
Total liabilities	138.3	87.4	95.4
Deferred inflows of resources	7.5	13.3	7.5
Total net position	206.0	192.8	196.7
Total liabilities, deferred inflows, and net position	\$ 351.8	\$ 293.5	\$ 299.6

WATER CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

(In thousands)

	YTD	Annual Working Budget	
	9/30/2023	Budget \$	% of Budget
Type 1 - General capital	\$ 9,711	\$ 11,006	88.2%
Type 2 - Rehabilitation and expansion	\$ 11,878	20,412	58.2%
Type 3 - Strategic projects	\$ 368	1,050	35.0%
Total capital	\$ 21,957	\$ 32,468	67.6%

FINANCIAL STRENGTH MEASUREMENTS



ELECTRIC UTILITY EL1 CAPITAL REPORT | Q3 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	\$ 562,700	26%	\$ 1,081,000
Substation Infrastructure	2,793,000	2,793,000	3,410,400	122%	3,500,000
Transmission & Distribution Infrastructure	9,698,000	9,697,799	6,367,000	66%	10,547,800
Telecommunications	992,000	992,252	153,800	16%	721,250
Downtown Network	1,093,000	1,093,050	1,270,300	116%	2,936,545
Information Technology	4,656,000	4,656,086	3,043,100	65%	4,313,000
Buildings, Land, & Fleet	1,845,000	1,844,850	1,496,600	81%	3,020,126
TOTAL TYPE 1 PROJECTS	\$ 23,279,000	\$ 23,278,979	\$ 16,303,900	70%	\$ 26,119,721
TYPE 2 - REHABILITATION & EXPANSION PROJECTS					
Buildings & Land	2,593,000	2,593,500	328,800	13%	820,300
Electric T&D - Master Plan	12,012,000	12,012,000	7,647,900	64%	12,550,416
Distribution Resiliency Upgrades	63,000	63,001	700	1%	15,000
Infrastructure - Generation	3,629,000	3,629,126	1,211,400	33%	1,271,100
Electric Meter Upgrade	2,119,000	2,118,900	1,229,700	58%	1,230,000
Information Technology	2,866,000	2,865,618	4,632,200	162%	5,110,000
TOTAL TYPE 2 PROJECTS	\$ 23,282,000	\$ 23,282,145	\$ 15,050,698	65%	\$ 20,996,816.00
TYPE 3 - STRATEGIC PROJECTS & PROGRAMS					
Carmen-Smith Relicensing	\$ 27,596,000	\$ 27,595,630	\$ 12,748,000	46%	\$ 17,300,000
TOTAL ELECTRIC CAPITAL PROJECTS	\$ 74,157,000	\$ 74,156,754	\$ 44,102,598	59%	\$ 64,416,537

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 | Q3 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	\$ 1,473,900	108%	\$ 1,650,000
Distribution & Pipe Services	6,385,000	6,384,003	6,013,600	94%	7,970,000
Distribution Facilities	1,365,000	1,364,622	1,475,500	108%	1,800,000
Information Technology	1,134,000	1,134,203	306,100	27%	440,000
Buildings, Land, & Fleet	763,000	763,402	441,700	58%	650,000
TOTAL TYPE 1 PROJECTS	\$ 11,006,000	\$ 11,006,228	\$ 9,710,800	88%	\$ 12,510,000
TYPE 2 - REHABILITATION & EXPANSION PROJECTS					
Distribution Facilities	13,545,001	13,545,001	7,861,800	58%	9,650,000
Distribution & Pipe Services	3,150,000	3,150,000	876,300	28%	5,850,000
Buildings & Land	812,000	812,000	103,600	13%	150,000
Water Meter Upgrade	2,000,000	2,000,004	1,573,600	79%	2,000,000
Information Technology	905,000	904,932	1,462,800	162%	2,900,000
TOTAL TYPE 2 PROJECTS	\$ 20,412,001	\$ 20,411,936	\$ 11,878,100	58%	\$ 20,550,000
TYPE 3 - STRATEGIC PROJECTS & PROGRAMS					
Emergency Water Supply	525,000	525,000	150,700	29%	500,000
Second Source	525,000	525,000	217,200	41%	500,000
TOTAL TYPE 3 PROJECTS	\$ 1,050,000	\$ 1,050,000	\$ 367,900	35%	\$ 1,000,000
TOTAL WATER CAPITAL PROJECTS	\$ 32,468,001	\$ 32,468,164	\$ 21,956,800	68%	\$ 34,060,000

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 | Q3 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.

Project Name

Curran Substation Rebuild: Project initiated early 2020 and construction in progress, expected to last through May 2024. Cost higher than estimate due to supply chain impacts and higher construction costs.

Project Initiation:	Jan - 2020	Initial Scope Budget:	\$9,500,000
Initial Planned Completion:	Dec - 2022	Actual Project Costs To-Date:	\$9,152,092
Projected Completion:	Jun - 2024	Total Final Cost Projection:	\$15,988,000

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:	\$1,815,000
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:	\$88,805,000
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 | Q3 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, the Hilyard Transmission Main, and the 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 Q3 2023.)

E. 40th Reservoir Project

Project Initiation:	2018	Initial Scope Budget:	\$10,250,000*
Initial Planned Completion:	2021	Actual Project Costs To-Date:	\$23,777,000
Projected Completion:	2024**	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.

**Tanks anticipated to be operational by year-end 2023, tank backfilling and site restoration will continue into 2024.

Hilyard St Transmission Main

Project Initiation:	2018	Initial Scope Budget:	\$4,600,000*
Initial Planned Completion:	2021	Actual Project Costs To-Date:	\$738,000
Projected Completion:	2024	Total Final Cost Projection:	\$11,000,000*

*Difference between initial scope budget and final cost project due to increases in scope of work (including addition of water main replacement ~\$1M), significant escalation in material pricing, unfavorable bidding conditions, and more extensive road restoration efforts than originally anticipated.

AMI Water Meter Upgrade

Project Initiation:	2018	Initial Scope Budget:	\$17,828,000
Initial Planned Completion:	2021	Actual Project Costs To-Date:	\$15,772,000
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:	2021	Actual Project Costs To-Date:	\$2,412,000
Projected Completion:	2023	Total Final Cost Projection:	\$2,600,000

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.

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



CAPITAL SPENDING SUMMARY | Q3 2023

APPENDIX E

Project Initiation:	2021	Initial Scope Budget:	\$90,000,000*
Initial Planned Completion:	2027	Actual Project Costs To-Date:	\$529,000
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 | Q3 2023

APPENDIX F

Contract Execution Date	Contractor	City, State	Contract Title, Detailed Description	Expiration Date	Contract Amount	Contract Process	Executive Manager
7/7/2023	Suulutaaq, Inc.	Eugene, OR	Removal of trees from Load Bank Area at Carmen-Smith	8/25/2023	46,000	Informal Quotes	Karen Kelley
7/14/2023	Suulutaaq, Inc.	Eugene, OR	Tree Removal at Carmen-Smith Hydro Project	8/25/2023	99,900	Informal Quotes	Karen Kelley
7/17/2023	Precision Pumping Systems	Boise, ID	Churchill Treatment Package System	8/31/2023	93,876	Informal Quotes	Karen Kelley
7/17/2023	Chapman's Ready Rooter	Eugene, OR	Customer Side Plumbing Repairs - Prevailing Wage	7/15/2028	75,000	Informal Quotes	Karen Kelley
7/17/2023	Wildish Building Co	Eugene, OR	Canopy Replacement HB Water Filtration Plant	11/11/2023	146,250	Formal ITB	Karen Kelley
7/17/2023	Atwell, LLC	Southfield, MI	Electrical Design Services for PUC Corrections and Maintenance	TBD	95,000	Direct Negotiation	Karen Kelley
7/21/2023	Chapman's Ready Rooter	Eugene, OR	Customer Side Plumbing Repairs - NON-Prevailing Wage	7/15/2028	49,000	Informal Quotes	Karen Kelley
7/28/2023	Cameron McCarthy Landscape Architecture & Planning	Eugene, OR	E 40th Ave - Landscape Design Services	5/31/2024	57,750	Direct Negotiation	Karen Kelley
7/28/2023	McLean & Company	Las Vegas, NV	Human Resource Research and Advisory Services Membership	7/31/2026	114,038	Direct Degotiation	Lena Kostopulos
8/7/2023	Father & Son Yard Care	Springfield, OR	Vegetation Management	6/30/2028	50,000	Informal Quotes	Karen Kelley
8/9/2023	H&J Construction, Inc	Eugene, OR	Watermain Improvements - Amazon Parkway & 24th Ave	8/23/2023	61,500	Direct Negotiation	Karen Kelley

Contract Execution Date	Contractor	City, State	Contract Title, Detailed Description	Expiration Date	Contract Amount	Contract Process	Executive Manager
8/9/2023	JACO Analytical Laboratory	Ephrata, WA	Oil Testing Services	8/31/2028	75,000	Direct Negotiation	Karen Kelley
8/10/2023	Roberson Chrysler Dodge Jeep RAM	Salem, OR	RAM 3500 One-Ton Pick-Up	12/31/2023	61,077	Cooperative Contract	Karen Kelley
8/15/2023	Roberson Chrysler Dodge Jeep RAM	Salem, OR	2023 Jeep Cherokee	9/1/2023	49,803	Cooperative Contract	Karen Kelley
8/21/2023	Metro Planning, Inc.	Springfield, OR	Land Use Consulting	6/30/2024	87,740	Direct Negotiation	Karen Kelley
8/29/2023	Lane Council of Governments (LCOG)	Eugene, OR	Property Management System - Technical Maintenance	9/30/2028	149,000	Direct Negotiation	Karen Kelley
9/1/2023	Lane Council of Governments (LCOG)	Eugene, OR	Eagleview Orthoimagery Data Collection	12/31/2026	48,000	Direct Negotiation	Travis Knabe
9/11/2023	A&K Landscaping	Eugene, OR	Backflow Assembly Testing	7/15/2028	100,000	Formal ITB	Karen Kelley
9/15/2023	Sherman & Reilly, Inc.	Chattanooga, TN	Uses/Demo DDHXA-75 Underground Puller w/ Accessories	9/22/2023	121,807	Direct Negotiation	Karen Kelley
9/19/2023	Schoox, Inc.	Austin, TX	Software License Agreement	9/8/2025	47,637	Direct Negotiation	Lena Kostopulos
9/20/2023	Roberson Chrysler Dodge Jeep Ram	Salem, OR	Jeep Grand Cherokee L Altitude X	10/15/2023	47,799	Cooperative Contract	Karen Kelley
9/21/2023	Dowl	Eugene, OR	On-Call Structural Engineering Consulting	9/5/2028	100,000	Direct Negotiation	Karen Kelley

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

COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

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:

\$14,902,957*
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.



OREGON CLEAN FUELS PROGRAM

Funding for all of EWEB's transportation electrification programs is made possible by the Oregon Clean Fuels Program.



COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

SPONSORSHIPS, DONATIONS, GRANTS & MUTUAL AID

TOTAL YTD \$655,050

**Including Greenpower grant disbursements to date.*







	EMERALD VALLEY ELECTRIC VEHICLE ASSOCIATION¹	\$9000
	Explore Electric Transportation Event	
	09/24/23 - Join EVEVA and a host of community partners at the Amazon Community Center to see all the modes of electric transportation open to you. Plus get lots of information about charging vehicles, purchase incentives, and more. EWEB provided a \$9,000 grant to the Emerald Valley Electric vehicle Association to support their ongoing work on education and events on electric vehicle technology like this one. Funding for this grant and all of EWEB's transportation electrification programs is made possible by the Oregon Clean Fuels Program.	
	FRIENDS OF TREES	\$7500
	2021 Greenpower grant winner - up to \$50,000	
	Final disbursement for 2021 grant. Funds will be used for tree planting efforts with a focus on urban areas and communities historically excluded from the benefits of green space. The project will also include engaging volunteers in the stewardship of trees to promote more sustainable neighborhoods and urban habitat areas.	
	PACIFIC NORTHWEST LINEMAN RODEO	\$5363
	29th Annual Pacific Northwest Lineman Rodeo	
	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.	
	JUL-DEC 2023 EDUCATION GRANTS	
	Eugene 4J School District	\$130,000
	Bethel School District	\$40,500
	McKenzie School District	\$11,000
	Springfield School District	\$24,500
	07/05/23 - 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.	

Q3 TOTAL \$227,863

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

COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

	EUGENE 4J, BETHEL AND SPRINGFIELD SCHOOL DISTRICTS²	\$17,450
	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.	
	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	Value undetermined
	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.	
	EWEB ENERGY SHARE PROGRAM	\$500
	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.	
	EWEB ENERGY SHARE PROGRAM	\$1,478
	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.	
	BLACK UNITED FUND OF OREGON, EARTHSHARE, EWEB’S ENERGY SHARE, OUR CHILDREN OREGON, UNITED WAY OF LANE COUNTY	\$16,571
	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.	
	FRIENDS OF TREES	Funds not yet disbursed

² EWEB’s EV Challenge relates to the City of Eugene’s CAP2.0 for Transportation action items T24 and T36 (EV marketing and awareness).







COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

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.




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 MOBILITY³ 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>




³ EWEB’s 2022 E-Mobility Community Grant relates to the City of Eugene’s CAP2.0 for Transportation action items T24 and T36 (EV marketing and awareness).

COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

 <p>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.</p>	\$131,667
 <p>PACIFIC GAS & ELECTRIC Mutual Aid 12/29-12/31 - Carry over costs from year-end mutual aid assistance provided.</p>	\$1,590
 <p>MAPLETON WATER DISTRICT Mutual Aid 12/28-12/30 - Carry over costs from year-end mutual aid assistance provided.</p>	\$2,043
	Q1 TOTAL \$391,188

CUSTOMER SOLUTIONS PRODUCTS AND SERVICES

ENERGY EFFICIENCY INCENTIVES⁴	Q1	Q2	Q3	Q4	TOTAL YTD
 <p>EWEB ENERGY EFFICIENCY PROGRAMS Incentives – Residential Q3 - 482 residential projects. Q2 - 254 residential projects. Q1 - 299 residential projects.</p>	\$293,153	\$268,551	\$353,482		\$915,186
 <p>EWEB ENERGY EFFICIENCY PROGRAMS Incentives - Non-residential Q3 - 19 commercial projects. 5 industrial projects. Q2 - 20 commercial projects. 1 industrial projects. Q1 - 11 commercial projects. 4 industrial projects.</p>	\$139,357	\$88,707	\$313,824		\$541,888
 <p>EWEB ENERGY EFFICIENCY PROGRAMS Incentives - Efficient Growth Q3 - 46 residential heating conversions. 1 commercial project.</p>	\$24,000	\$23,600	\$34,350		\$81,950

⁴ 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.

COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

Q2 - 39 residential heating conversions.

Q1 - 33 residential heating conversions.



EWEB ENERGY EFFICIENCY PROGRAMS⁵

Transportation Electrification

Q3 - 53 residential EV chargers, 18 commercial EV Chargers. 397 electric bikes. 1 transportation electrification grant.

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

\$232,565

\$509,202



EWEB GREENPOWER PROGRAM

Solar Electric Incentives

Q3 - 36 residential projects.

Q2 - 50 residential projects.

Q1 - 65 residential projects.

\$40,655

\$54,173

\$41,903

\$136,731



EWEB WATER CONSERVATION PROGRAMS

Hand Valve and Toilet Rebates, Septic Maintenance Incentives

Q3 - 25 efficient toilets, 27 hand valves and 11 septic pumping rebates.

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

\$7,100

\$21,850

TOTAL YTD

\$625,060

\$598,523

\$983,224

\$2,206,807

LIMITED INCOME ASSISTANCE⁶



EWEB CUSTOMER CARE PROGRAM

Limited Income Energy Assistance

Q3 - 956 customers served through ECC program (\$267,780), 535 through Energy Share (\$99,742).

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

Q2

Q3

Q4

TOTAL YTD

\$576,921

\$447,800

\$367,802

\$1,392,523



⁵ 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).

⁶ EWEB's Limited Income Assistance Programs relate to City of Eugene's CAP2.0 Building Energy action item B11.





COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

Q1 - 1,774 customers served through ECC program (\$496,720), 345 through Energy Share (\$70,701), and 16 through Community Partner Care (\$9,500).

 <p>EWEB LIMITED INCOME ASSISTANCE Electric Line Repair Grants (Income eligible) Q3 - 2 grants. Q2 - 5 grants. Q1 - 5 grants.</p>	<p>\$18,128 \$10,443 \$6,075</p>	<p>\$34,646</p>
 <p>EWEB WATER CONSERVATION PROGRAMS Water Line Repair Grants (Income eligible) Q3 - 6 grants. Q2 - 13 grants. Q1 - 3 grants.</p>	<p>\$14,550 \$29,327 \$24,491</p>	<p>\$68,368</p>
TOTAL YTD		<p>\$609,599 \$487,570 \$398,368 \$1,495,537</p>

HOLIDAY FARM FIRE INCENTIVES AND GRANTS

	Q1	Q2	Q3	Q4	TOTAL YTD
 <p>WATER SOURCE PROTECTION Infrastructure/Homesite Relocation Q3 - None in Q3. Q2 - None in Q2. Q1 - None in Q1.</p>	<p>\$0</p>	<p>\$0</p>	<p>\$0</p>		<p>\$0</p>
 <p>WATER SOURCE PROTECTION DEQ Holiday Farm Fire Grant Q3 - 3 grants. Q2 - 7 grants. Q1 - 4 grants.</p>	<p>\$23,175</p>	<p>\$85,792</p>	<p>\$52,361</p>		<p>\$161,328</p>
 <p>WATER SOURCE PROTECTION Lane County Holiday Farm Fire Grant Q3 - 5 grants. Q2 - 15 grants. Q1 - 19 grants.</p>	<p>\$186,093</p>	<p>\$119,326</p>	<p>\$59,173</p>		<p>\$364,592</p>
 <p>EWEB WATER CONSERVATION PROGRAM EWEB Exception Grant</p>	<p>\$0</p>	<p>\$15,314</p>	<p>\$0</p>		<p>\$15,314</p>



COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

Q3 - None in Q3.
 Q2 – 2 grants.
 Q1 - None in Q1.



REDUCE FIRE RISK / IMPROVE RELIABILITY

Relocate Overhead Electric Service to Underground

Q3 – 4 projects.
 Q2 - None in Q2.
 Q1 - 1 project.

\$3,851 \$0 \$32,883 \$36,734

TOTAL YTD \$213,119 \$220,432 \$144,417 \$577,968

ENERGY AND WATER LOANS



EWEB ENERGY EFFICIENCY PROGRAMS⁷

Loans – Residential

Q3 - 102 residential loans (including 6 for conversions to electric heat).
 Q2 - 74 residential loans (including 10 for conversions to electric heat).
 Q1 - 76 residential loans (including 4 for conversions to electric heat).

Q1 Q2 Q3 Q4 TOTAL YTD
 \$523,712 \$586,398 \$909,953 \$2,020,063



EWEB WATER CONSERVATION PROGRAMS

Water Line Repair & Septic Repair/Replacement Loans

Q3 - 8 water line replacements 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 \$52,828 \$81,788



EWEB RESILIENCY PROGRAM

Generator Loan Program

Q3 - None in Q3.
 Q2 - None in Q2.
 Q1 - 1 loan.

\$1,677 \$0 \$0 \$1,677



EWEB ELECTRIC SERVICE LINE UPGRADE LOAN PROGRAM

Electric Service Line Upgrade Loan Program

Q3 - 3 loans.

\$5,350 \$11,539 \$12,050 \$28,939

⁷ EWEB Energy Efficiency Programs relate to City of Eugene’s CAP2.0 Building Energy action item B12.



COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

Q2 - 2 loans.
Q1 - 2 loans.

TOTAL YTD \$545,499 \$612,137 \$974,831 \$2,132,467



SYSTEM DEVELOPMENT CHARGE (SDC) WAIVERS

TOTAL YTD \$18,210

Q3 There were no SDC Waivers in Q3.

Q2 **ST. VINCENT DE PAUL SOCIETY OF LANE COUNTY, INC. (SVDP)** \$11,382

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.

DEVNW

\$6,828

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.

Q1 There were no SDC Waivers in Q1.



COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

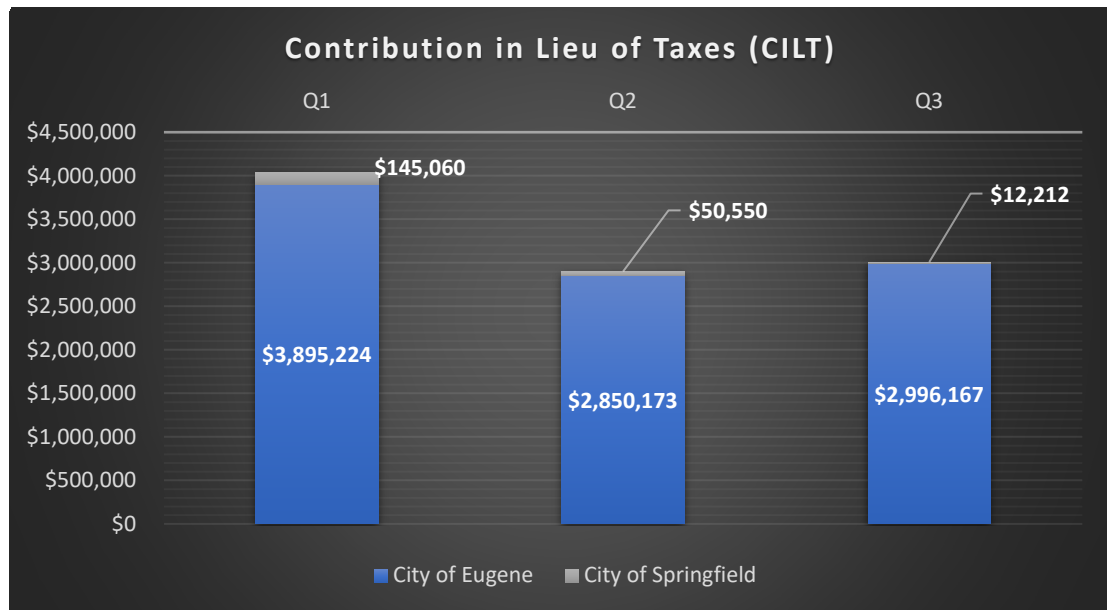


CONTRIBUTIONS IN LIEU OF TAXES (CILT)

TOTAL YTD \$9,949,385

YEAR TO DATE

City of Eugene	\$9,741,563
City of Springfield	\$207,822



COMMUNITY INVESTMENT | Q3 2023

APPENDIX G



EWEB AMBASSADOR EFFORTS AND EVENTS (PAID)

EWEB Ambassadors provided over 460 hours of services to the Community year to date ⁸

Q3 PEOPLE'S COLLECTIVE BLACK BUSINESS CENTER

[United Way Days of Caring](#)

09/21/23 - The People's Collective recently purchased a new-to-them building that needed a little TLC. Volunteers helped prep for painting, cleared weeds from the community garden and flower beds, and actually put some paint on the walls! The Community Center will support local Black businesses by providing accounting and reception services, office space, training and support, and will support the Black community by providing cultural opportunities, classes, services, and community building.

CASCADE RAPTOR CENTER

[United Way Days of Caring](#)

09/21/23 - Volunteers from several organizations helped with landscaping and maintenance needs. The goal of the project was to help reduce the danger of wildfires, maintain areas used to rehabilitate birds, and prepare the landscape for a transition to more native plantings.

COLLEGE HILL RESERVOIR

[Historic Mitigation Workshop](#)

09/12/23 - An expert from the Historical Research Associates presented information about the historic mitigation process including the significance of the reservoir, overview of the process and how the community can share their preferences. The EWEB Water Storage Team was on hand to answer questions and share the Historic Mitigation survey.

FOSSIL FREE EUGENE & BEYOND TOXICS

[Cool and Clear Resource Fair](#)

9/12/23 - The fair provided resources from community groups and nonprofits to help mitigate the effects of heat and smoke. EWEB hosted a table to share information on energy efficiency incentives and rebates.

WALTERVILLE FAIR AND WADDLE

09/09/23 - Staff attended Waltherville Parade and Fair to connect with community members about Source Water Protection efforts and decommissioning the Leaburg hydroelectric project.

SOUTHEAST NEIGHBORHOOD (SEN) ASSOCIATION

[Annual Picnic](#)

09/09/23 - Communications, Water, and Resiliency program staff attended to talk with area neighbors about E40th water storage, Hilyard Pipeline, emergency water stations, and other infrastructure resiliency projects.



COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

RIVERBEND STROKE SURVIVOR AND CAREGIVER SUPPORT GROUP

[Disaster Preparedness Presentation](#)

09/06/23

SOUTHEAST NEIGHBORHOOD (SEN) ASSOCIATION

[SEN Transportation Committee Meeting](#)

09/06/23 - EWEB representatives attended to inform the committee about the upcoming Hilyard pipeline construction project.

COMMUNITIES OF COLOR AND ALLIES NETWORK (CCAN)

[Lane Arts First Friday ArtWalk](#)

09/01/23 - EWEB co-hosted a booth with City of Eugene's Office of Equity and Inclusion, with music, popcorn, helados, and networking games as part of the Fiesta Cultural and First Friday Art Walk.

BETHEL AREA EMERGENCY WATER STATION COMMUNITY EVENT

[Prairie Mountain School](#)

08/26/23 - Bethel area neighbors were invited to the Prairie Mountain Emergency Water Station community event. EWEB staff and emergency volunteers practiced setting up the emergency water station. Community members could pick up a complimentary three-gallon water storage container (while supplies last) and practice using the water station.

LAUREL HILL VALLEY CITIZENS

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

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

COLLEGE HILL RESERVOIR NEIGHBORHOOD EVENT

[Ice Cream Social](#)

08/17/23 - This is the first in a series of events planned for late summer and early fall to honor the history of the College Hill Reservoir and plan for the future of the site. Staff will provide information on why the reservoir needs to be replaced, how folks can get involved and who will be working on the project.

RIVER ROAD COMMUNITY ORGANIZATION

[Association Meeting](#)

08/14/23 - Organizers invited Commissioner Carlson and GM Lawson to attend the neighborhood association meeting to cover the decommissioning of the Leaburg Dam, the 2023 IRP, and upcoming major infrastructure projects.

⁸ 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).



COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

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.

EUGENE YMCA

Lesson

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

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.

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.

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.

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.

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.)



COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

UNIVERSITY OF OREGON PROFESSORS

Tour of the Hayden Bridge Water Filtration Plant

06/22/23 - EWEB hosted eight University of Oregon Professors who are participating in the Sustainability Fellows and Community-Engaged Learning Program at a tour of the Hayden Bridge water filtration plant. The purpose of the discussion and tour was to highlight the work EWEB does in our community to keep the power on and the water flowing and to discuss areas of potential partnership and project ideas for students to support EWEB's work in the 2023-2024 academic year.

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.

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.

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 Eugeniens 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!

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.

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.

Q2 NORTHEAST NEIGHBORS

Meeting

05/30/23 - Commissioner Brown provided a brief EWEB update.

EUGENE EMERALDS BASEBALL GAME

Tabling Event



COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

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.

CONNECTED LANE

[Tour of Hayden Bridge Water Treatment Plant](#)

05/11/23 – 4 classes received a tour of the facility.

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.

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.

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.

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.)

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.

EMERALD VALLEY ELECTRIC VEHICLE ASSOCIATION

[Earth Day rEV Up!](#)

04/25/23 – Virtual event to learn about the benefits of owning an EV.



COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

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.

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.

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.

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.

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.

Q1 ELKTON MIDDLE SCHOOL

[Tour of Walterville Power Plant and Leaburg Dam](#)

03/23/23 – Elkton Middle School students toured the Walterville Power Plant and Leaburg Dam

EUGENE SOUTHTOWNE ROTARY CLUB

[Meeting](#)

03/16/23 – EWEB presented on the Leaburg Canal project

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.

POLLUTION PREVENTION COALITION



COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

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.

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.

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.

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.

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.

BEYOND TOXICS

Workshop

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.

FRIENDLY AREA NEIGHBORS ASSOCIATION

Meeting

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.

DOWNTOWN NEIGHBORHOOD ASSOCIATION



COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

Meeting

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.

CITY CLUB

Presentation

01/20/23 - General Manager Lawson to discuss EWEB's initial public draft of the 2022 Integrated Resource Plan (IRP).

WHITEAKER COMMUNITY COUNCIL NEIGHBORHOOD ASSOCIATION

Meeting

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.

VARIOUS

Public outreach for Integrated Resource Plan (IRP)

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>



VOLUNTEER EFFORTS AND EVENTS (UNPAID)

EWEB employees, friends and families have volunteered in the Community almost 97 hours year to date.

Q3 SPECIAL OLYMPICS OREGON

Bocce Regional Competition

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

Q2 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.

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.



COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

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.

Q1 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.

UPCOMING AND/OR COMMITTED EFFORTS AND INVESTMENTS

PUBLIC POWER WEEK

EWEB Annual Poster Contest

10/01/-10/07 - EWEB’s annual Public Power Week Poster Contest for 5th grade students within our service territory. The top 5 winning entries are presented with a certificate and gift card by an EWEB Commissioner. Awards were presented the week of 10/16.

ELECTRIC CAR GUEST DRIVE

10/07/23 - EWEB customers can test drive the latest makes and models of electric vehicles and 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.

OREGON ENVIRONMENTAL COUNCIL

23-24 Business & Environment Speaker Series

10/11/23 - The two events focus on current clean technology economic development opportunities and on bridging Oregon’s rural-urban divide through collaborative efforts to advance sustainable solutions.

NORTHEAST NEIGHBORS ASSOCIATION

General Meeting

10/25/23 - The overall theme of the meeting is a broad look at the future energy needs and sources for Eugene. NEN has requested GM Lawson speak about the projected short-term and long-term demands for and shortages of power, the Integrated Resource Plan, the major power sources being considered for the future, and strategies for meeting the anticipated shortages.

EWEB CUSTOMER CARE PROGRAM

Run to Stay Warm



COMMUNITY INVESTMENT | Q3 2023

APPENDIX G

11/19/23 - The Run to Stay Warm will take place on Sunday, November 19 and includes a Half Marathon, 10K and 5K, along with a free 400-meter kid's run. This annual Eugene tradition will be celebrating its 17th anniversary and supports EWEB's Customer Care Program, which helps income-qualifying customers who are struggling to pay their utility bills and stay warm through the cooler months. Our Customer Care Program will be celebrating its 27th year anniversary! The water trailer is also deployed to provide water for race participants.

EUGENE ROTARY CLUB

Presentation

11/28/23 - President Carlson has been invited to speak at the Eugene Rotary Club regarding the Leaburg Dam Removal process.

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.

ELECTRIC DIVISION | Q3 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

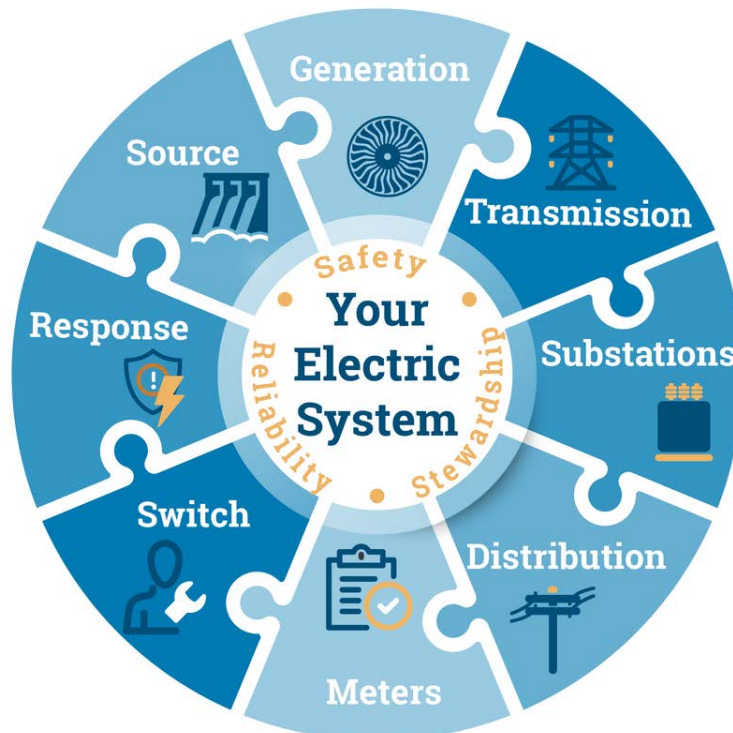
Miles of vegetation removal annually



13

Regulatory bodies oversee safety & reliability

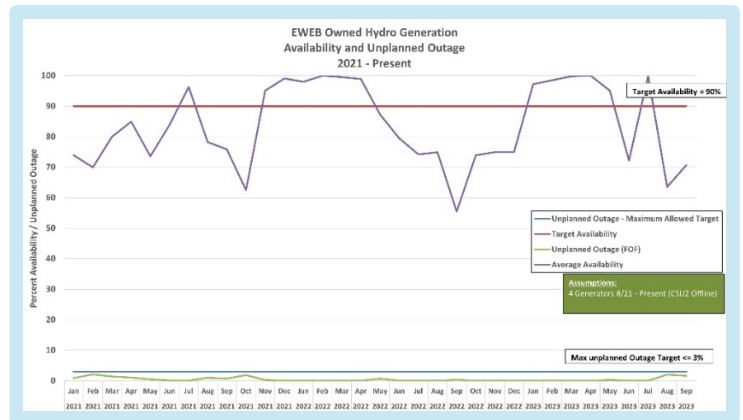
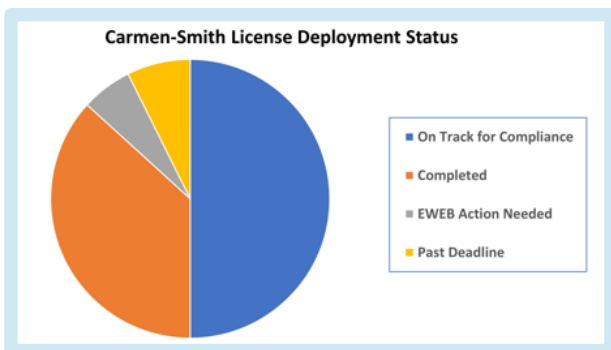
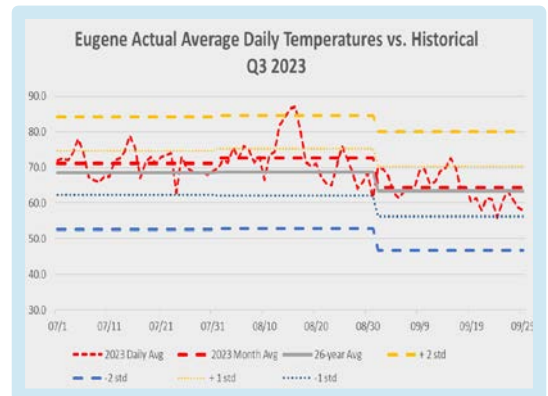
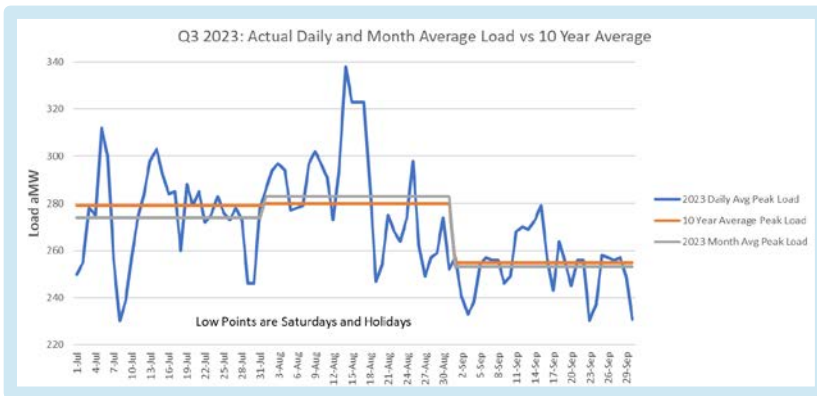
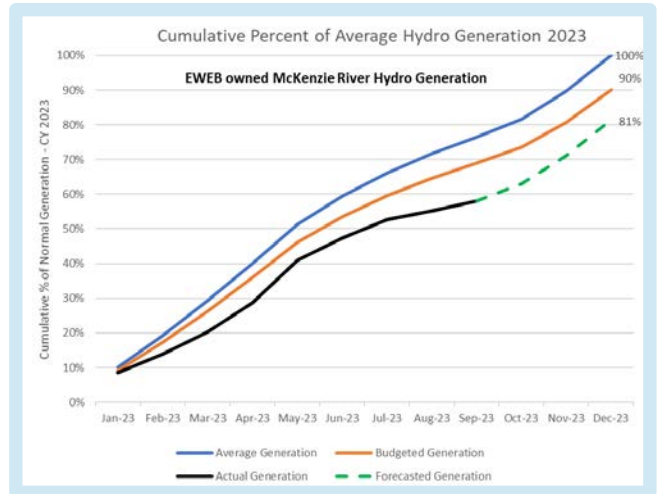
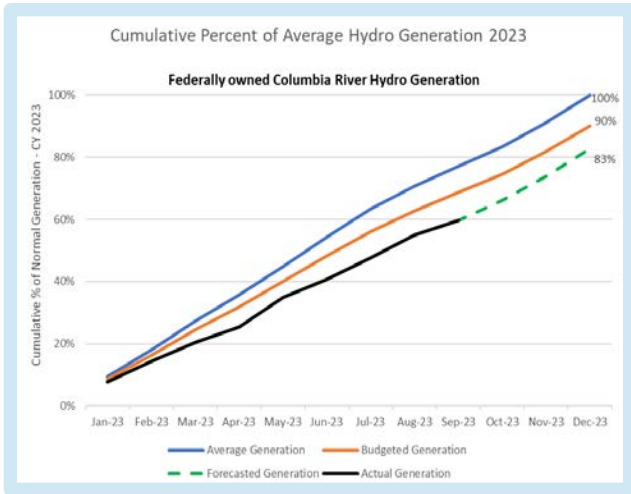
Your electric bill supports clean, safe, and reliable power from source to switch.



ELECTRIC DIVISION | Q3 2023

APPENDIX H

SOURCE & PRODUCTION

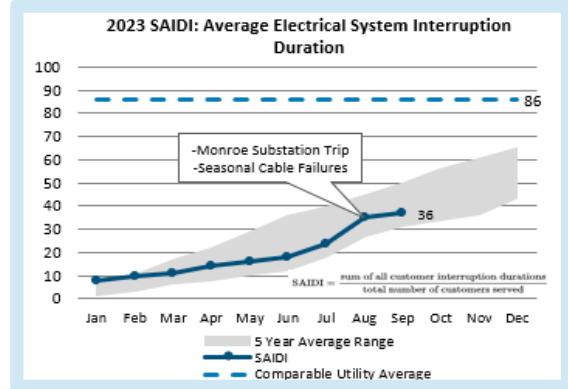
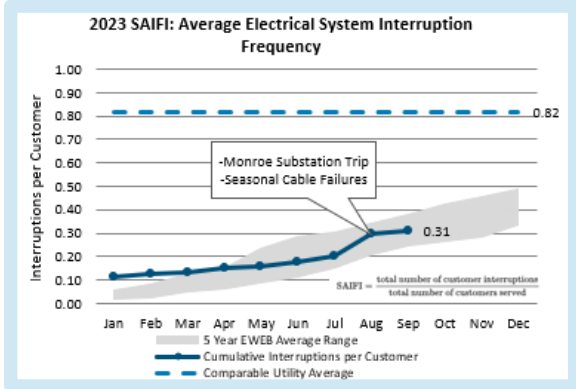




ELECTRIC DIVISION | Q3 2023

APPENDIX H

TRANSMISSION & DISTRIBUTION



MONITORING & COMPLIANCE

NERC Compliance



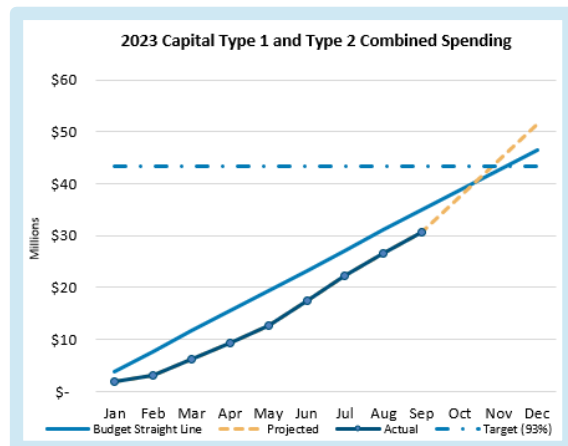
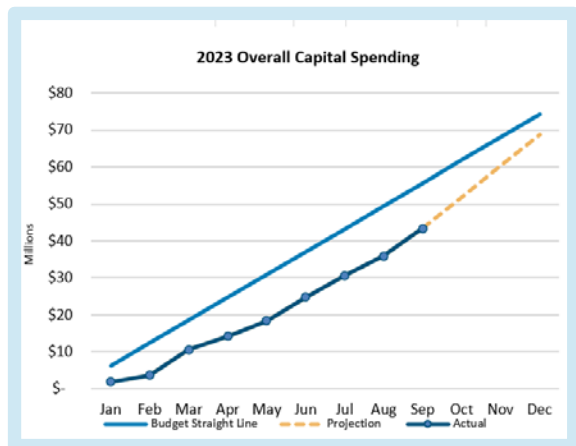
PUC Compliance



FERC Compliance



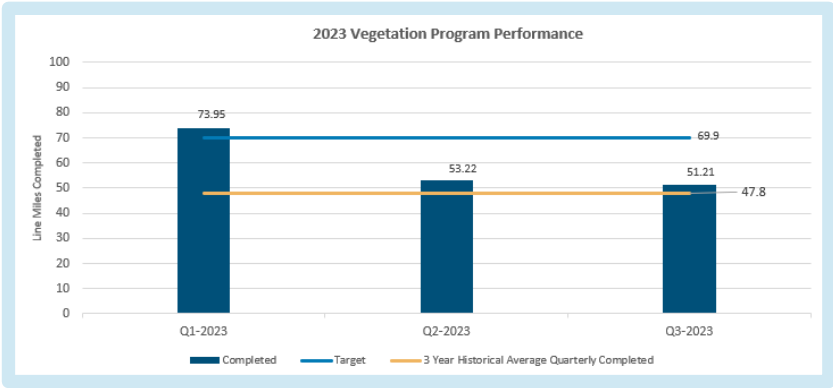
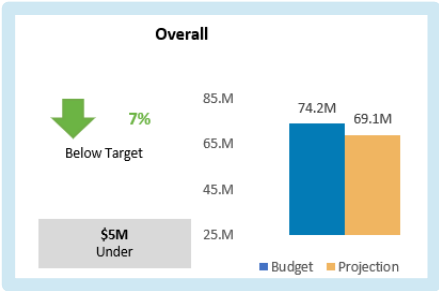
RESILIENCY, PLANNING & EMERGENCY PREPAREDNESS



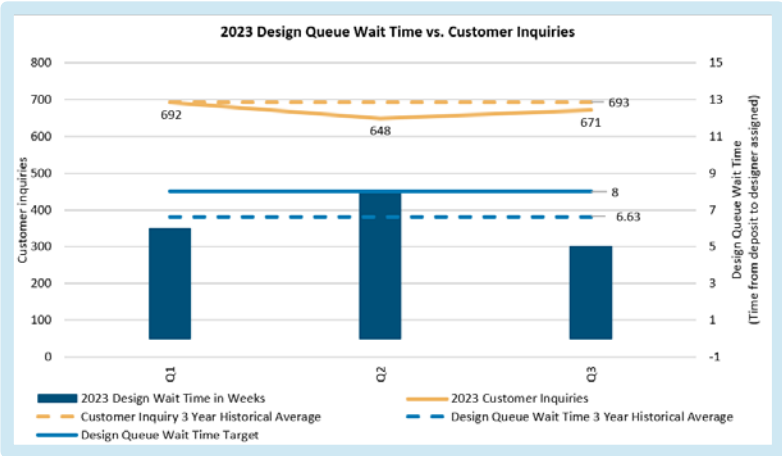
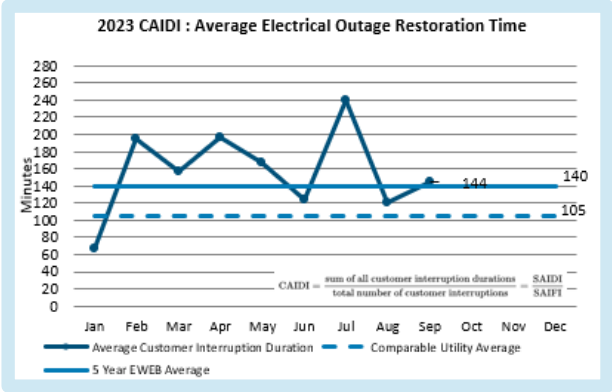


ELECTRIC DIVISION | Q3 2023

APPENDIX H



SWITCH (CUSTOMER)





ELECTRIC DIVISION | Q3 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.

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 | Q3 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



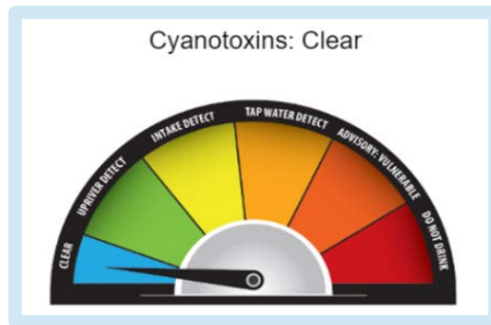
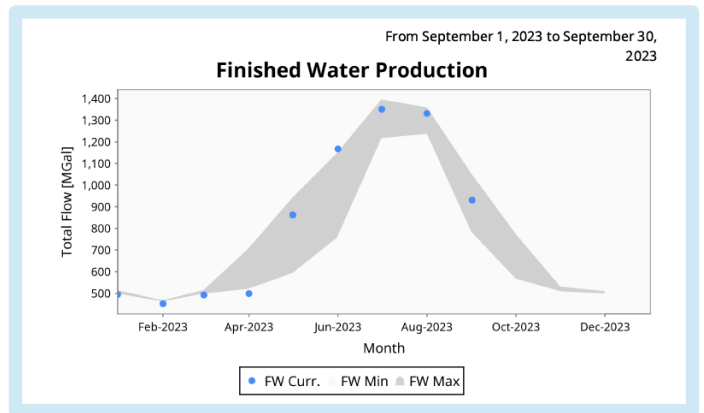
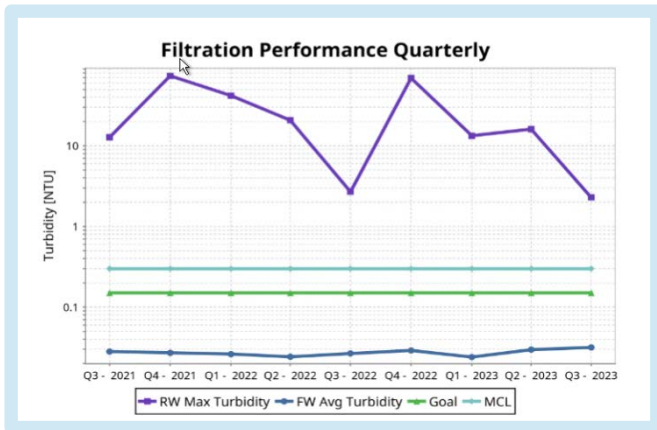
22 Storage
Tanks



85,000
Samples
Each Year

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

SOURCE & PRODUCTION

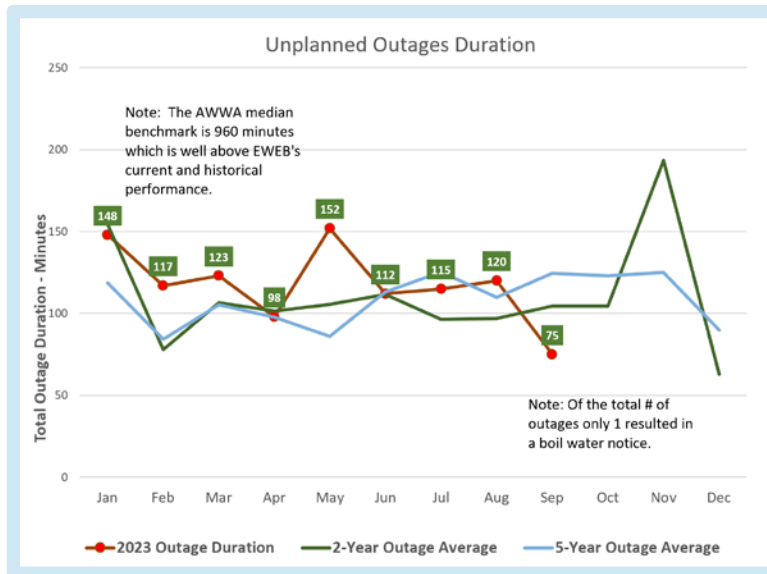
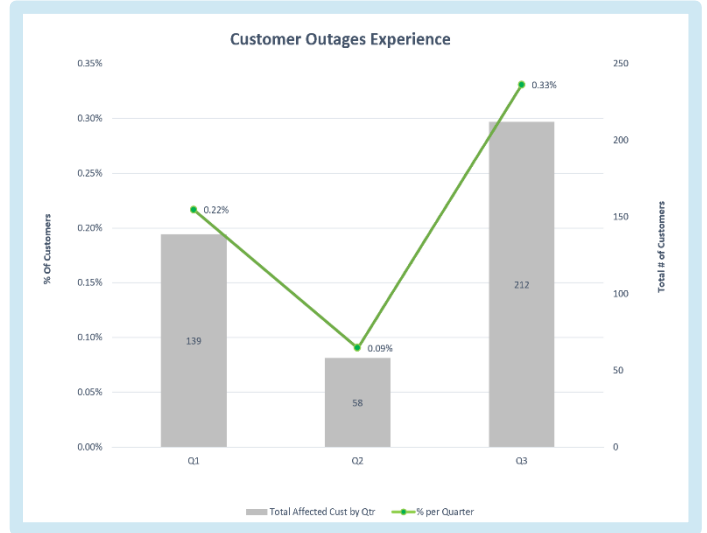
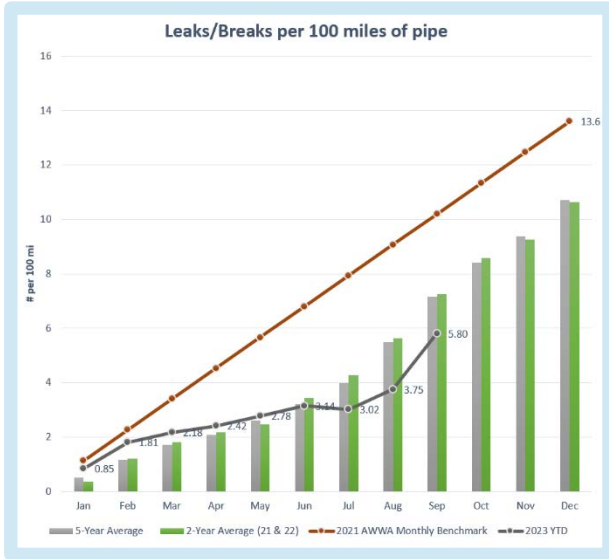




WATER DIVISION | Q3 2023

APPENDIX I

TRANSMISSION & DISTRIBUTION

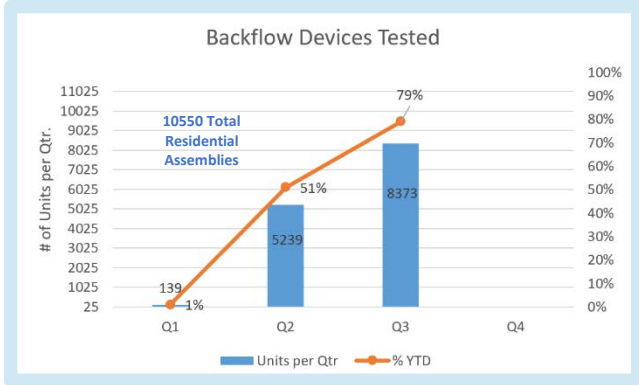




WATER DIVISION | Q3 2023

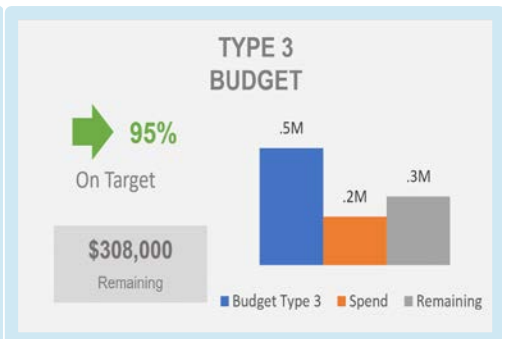
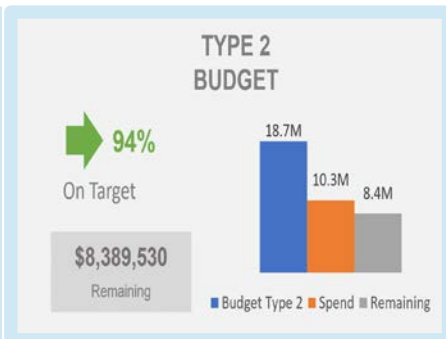
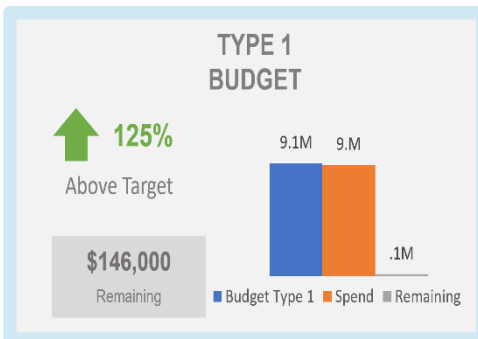
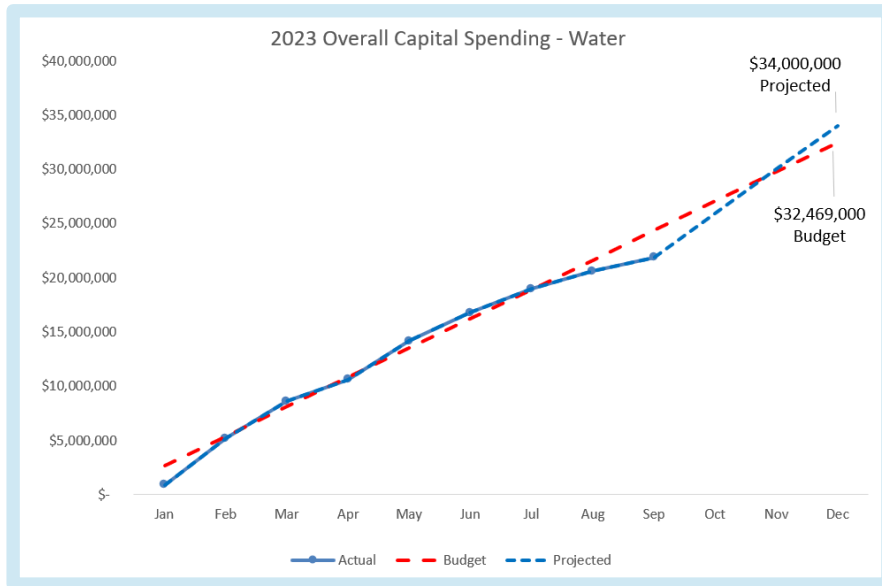
APPENDIX I

MONITORING & COMPLIANCE



Safe Drinking Water Act	
Quarter	In Compliance?
Q3	

RESILIENCY & PLANNING

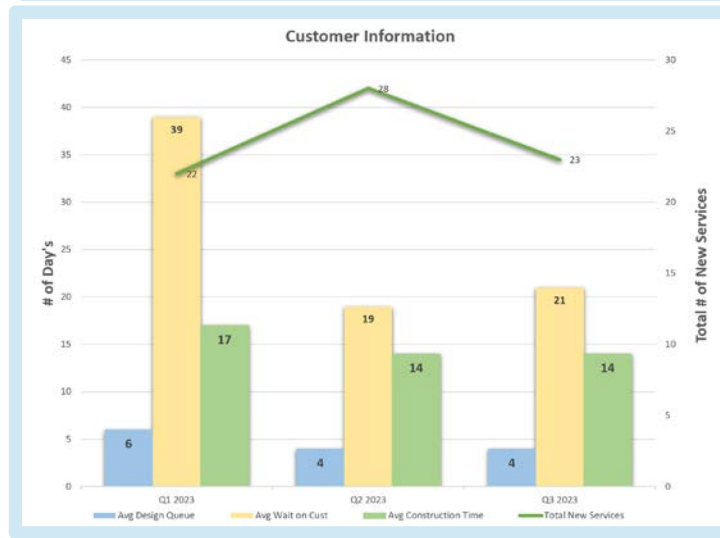
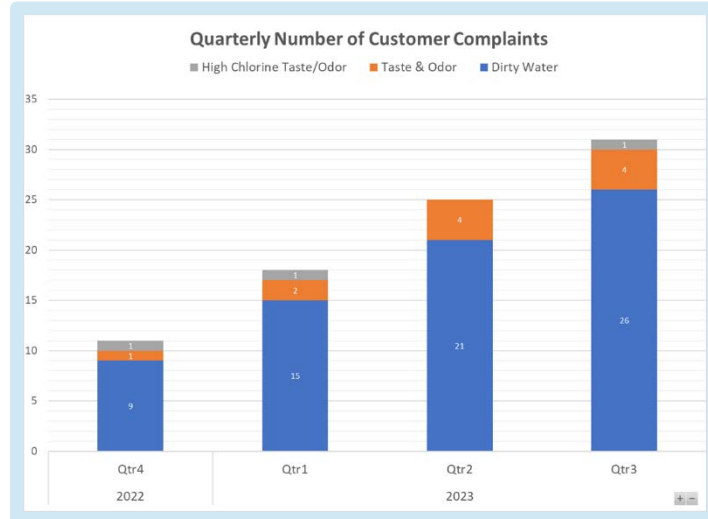




WATER DIVISION | Q3 2023

APPENDIX I

TAP (CUSTOMER)





WATER DIVISION | Q3 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.

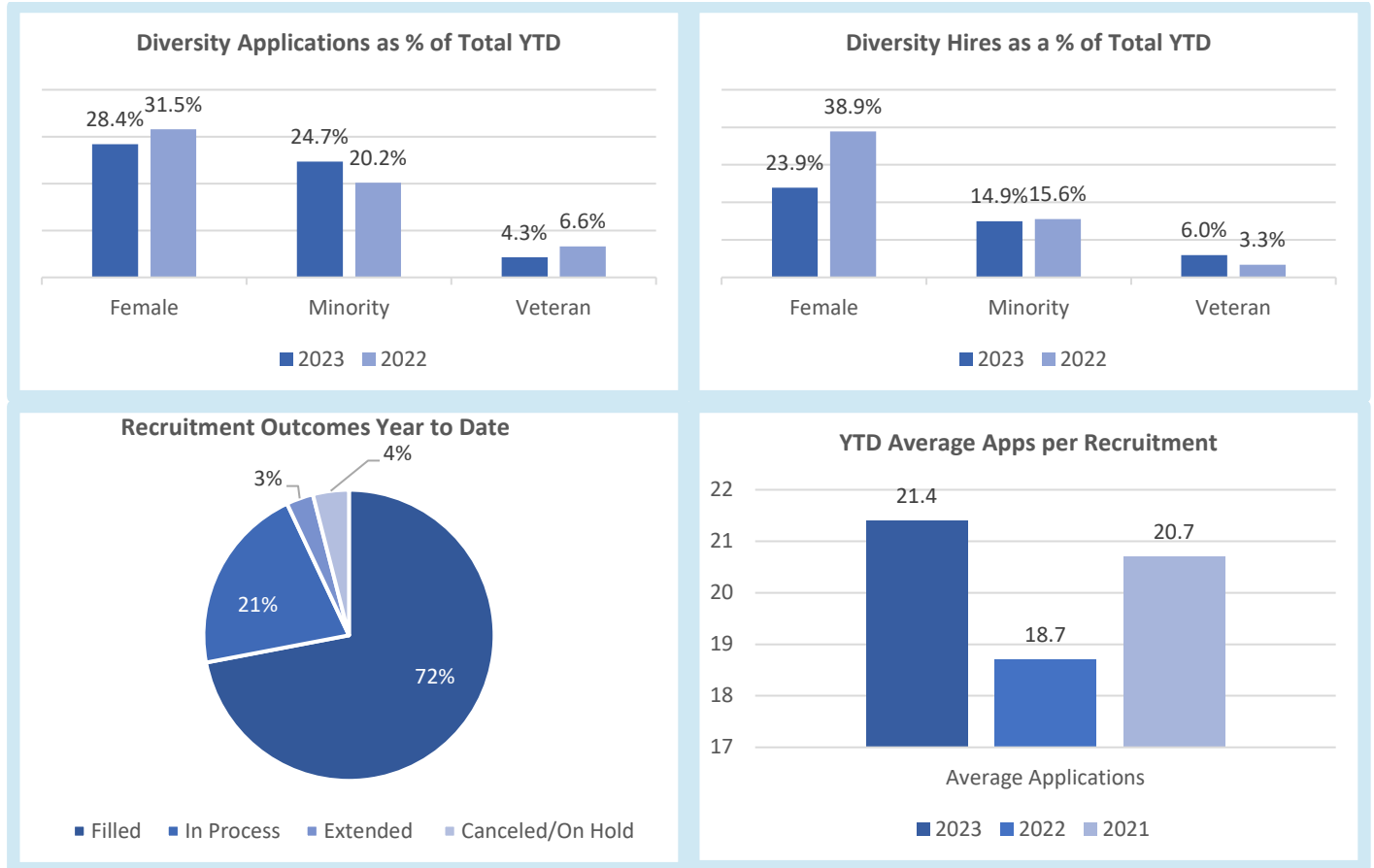
TAP (CUSTOMER)

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 | Q3 2023

APPENDIX J

Q3 WORKFORCE COMPOSITION

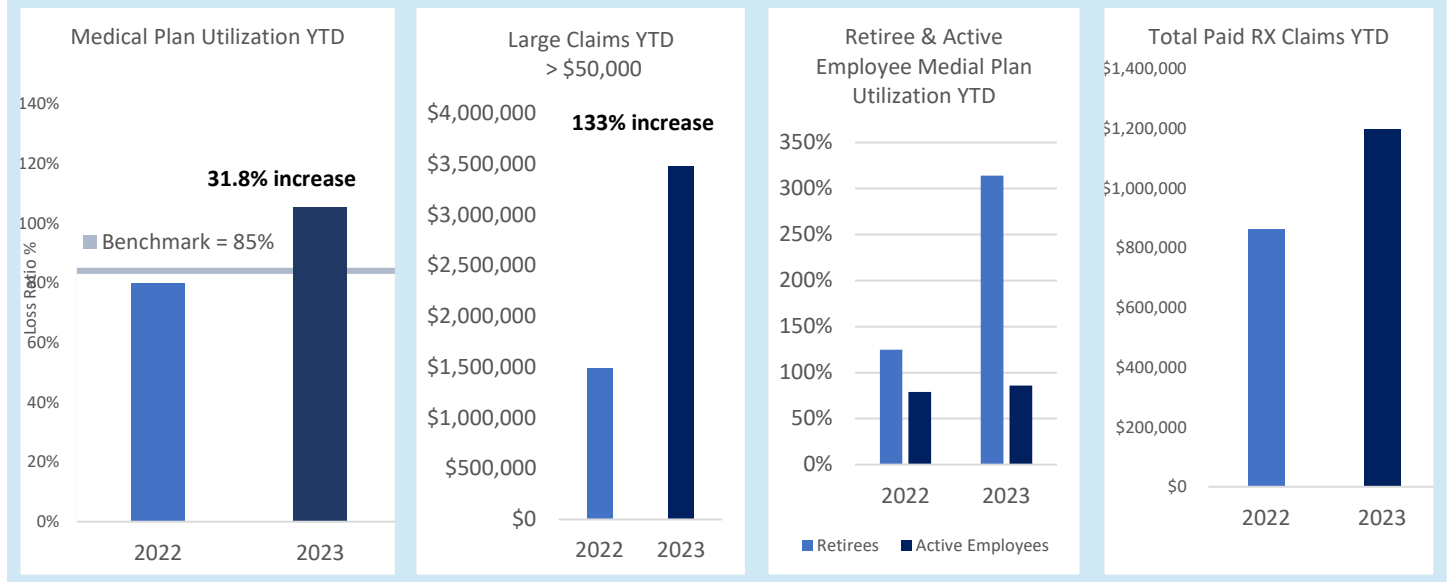


Title	Methods/Tactics	Opened
Line Technician (Extended)	Hiring for 3 FTE. 2 FTE filled to date. Candidates trickled in slowly and supervisor's preference was to wait until we had a pool, which led to candidates accepting offers from other employers in the interim. Changed approach and now have an offer accepted for the final position.	Opened 4/8/22 Offer for 3 rd position accepted 10/2/23
Engineer EE/ME – Staff or Assoc I, II, or III	Extended timeline not due to lack of candidates. Delay was primarily due to supervisor availability which resulted in candidates withdrawing from the process.	Opened 5/5/23 Offers accepted for 3 of the 4 positions
FERC Regulatory Compliance Specialist I/II	Extended timeline not due to lack of candidates. Delay was primarily due to panel member availability.	Opened 7/7/23 Offer accepted 10/3/23

WORK FORCE COMPOSITION | Q3 2023

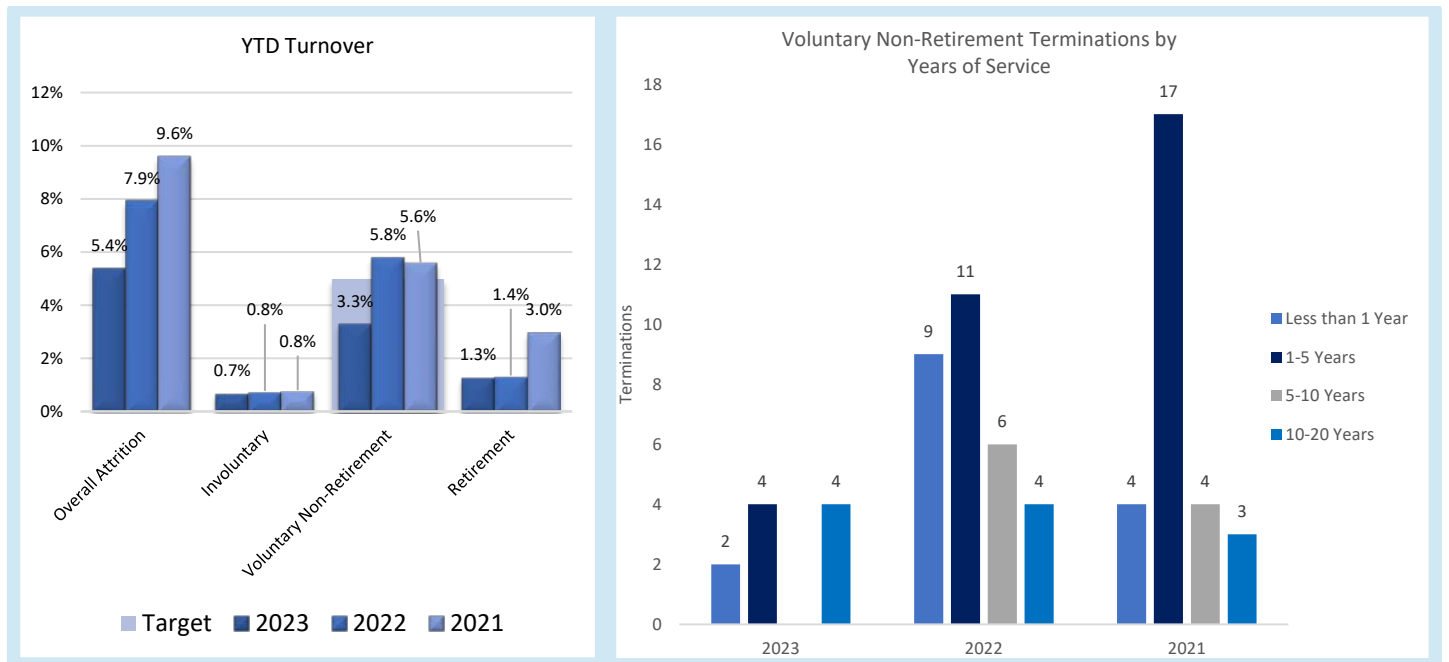
APPENDIX J

BENEFITS PROGRAM MANGEMENT – MEDICAL PLAN UTILIZATION



ATTRITION

Beginning with Q1 of this year, we are tracking attrition rates based on tenure with EWEB. In Q3 we launched an exit survey program to gather additional information from departing employees who voluntarily resign or retire. This information will 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 | Q3 2023

APPENDIX K

COMMUNICATIONS AND MARKETING

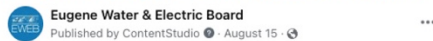
COMMUNICATIONS & MARKETING | Q3 2023

Social Media Performance

	50,542 people reached 12,845 page visits 9,666 followers
	11,585 people reached 520 profile visits 1,298 followers
	45,600 people reached 1,809 profile visits 5,589 followers
	19,000 people reached 2,533 profile visits 3,200 followers

Top post:

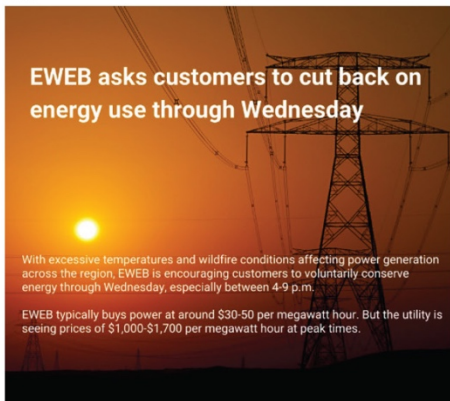
29.4k people reached
160 reactions, 272 comments, 156 shares



IMPORTANT!
EWEB asks customers to cut back on energy use today through Wednesday


As people shelter indoors from wildfire smoke and use their air conditioners to stay cool, the regional power grid is strained and market prices for electricity are extraordinarily high. EWEB typically buys power at around \$30-50 per megawatt hour. But the utility is seeing prices of \$1,000-\$1,700 per megawatt hour at peak times.

Several regional generators in the northwest have been shut down due to wildfire conditions, including EWEB's Carmen-Smith hydroelectric facility on the McKenzie River, which has been impacted by the Lookout Fire.



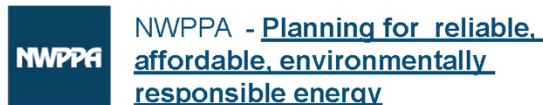
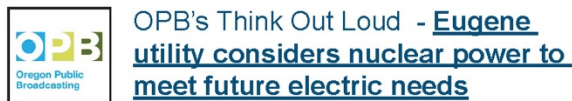
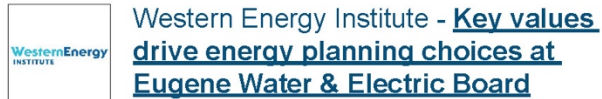
Top post for Q3 was regarding EWEB's request to customers to reduce electric usage to help reduce costs and relieve strain on the power grid during the heat wave in August 2023.

Website Performance

	359,933 pageviews 0:53 avg. time on page 58.15% source - google 39.63% source - direct
---	---

eweb.org Home	107,844 page views
Pay My Bill	54,098
Outage Map	27,188
My Account	22,061
Start/Stop Service	13,226
Careers	9,762

Top EWEB earned Media



Hot Topics

Emergency Preparedness

78 social media posts, 2 earned media spots, 1 YouTube video, 9 emails, 3 EWEB.org newsroom stories

Energy Source and Supply

20 social media posts, 11 earned media spots, 5 EWEB.org newsroom stories

Water Reliability and Resiliency

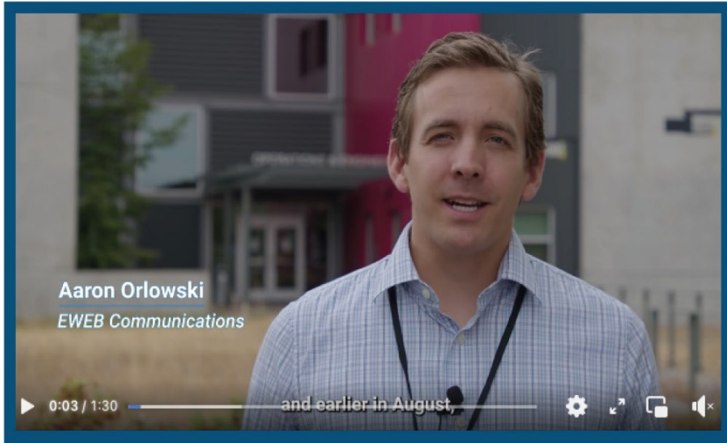
36 social media posts, 4 earned media spots, 5 emails, 1 EWEB.org newsroom stories

CUSTOMER DIVISION | Q3 2023

APPENDIX K

COMMUNICATIONS & MARKETING | Q3 2023

Sample of work produced this quarter



After EWEB asked the community to reduce energy use during peak hours on August 15 we conserved over 10MWh of electricity. That's the equivalent of 10,000 to 15,000 window A/C units, and saved EWEB at least \$10,000/hour while market prices surged.

INVESTOR-OWNED UTILITY

- Granted & managed by state over specified service territory
- Owned by stockholders
- Operate as for-profit business
- Rates include shareholder dividends

PUBLICLY-OWNED UTILITY

- Owned by publicly-elected volunteer Board
- Owned by customers
- Operate on a not-for-profit basis
- Rates are cost-based

August 24, 2023 • Jen Connors, EWEB Communications

How does EWEB recover the costs of serving customers

As a publicly-owned utility, there are three primary ways that EWEB recovers the costs of serving our customers and generating the funds needed to keep the power on and the water flowing.



EWEB General Manager published an op-ed in the Eugene Weekly about EWEB's 2023 IRP and how EWEB is planning for a reliable, affordable, green energy future.

Women in STEM:

EWEB staff continued our Women in STEM series.

Bill Inserts

In July, we partnered with the City of Eugene to share information on the City's Wastewater & Stormwater rates with our water customers.

Service	Rate	Unit	Volume	Fee
Sanitary Sewer	\$1.00	100 Gallons	10,000	\$100.00
Stormwater	\$0.50	100 Gallons	10,000	\$50.00
Wastewater Fee	\$1.50	100 Gallons	10,000	\$150.00

In August customers received information on current trends that are impacting utility rates, including water & electric system investments and purchased power costs.

Get 2-weeks ready!

- 14 days worth of food and water per person
- Emergency radio
- Backup phone power
- First aid kit
- Emergency sanitation
- Fire extinguisher
- Cooking fuel
- Flashlights
- Rainwater filter

September was National Preparedness Month and customers received information on how to become two weeks ready.

CUSTOMER DIVISION | Q3 2023

APPENDIX K

COMMUNICATIONS & MARKETING | Q3 2023

By the numbers

309* unique social media posts, with 208.2k impressions

*100% increase in amount of posts since 2022

45 e-newsletters*

reached 69,464 inboxes; 43% open rate

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

58 media mentions

as a result of 4 press releases

EWEB in the Community



EWEB participated in the PNW Lineman Rodeo, placing 4th in the Transformer Change Out competition. Staff also shared electrical safety tips with attendees using our Electric Safety Trailer.



EWEB worked with our partners at McKenzie River Trust, Willamette National Forest, McKenzie Watershed Council and the Oregon Department of Fish and Wildlife to rescue fish at the Finn Rock Reach floodplain.

EWEB staff attended a total of 5 Eugene Emeralds Baseball games to discuss energy efficiency, carbon-conscious programs and personal emergency preparedness with attendees.



Residents of the Bethel neighborhood were invited to demo the Emergency Water Station at the Prairie Mountain School. Staff gave out about 300 emergency water containers and shared information on water storage and treatment and personal emergency preparedness.

