

WATER · POWER · PEOPLE

News for our business customers



Price changes effective February 2024

EWEB Commissioners approved a 2024 budget that includes the following rate changes due to increased costs of providing electricity and water services.

SMALL GENERAL SERVICE CUSTOMERS

Up to 30 kilowatts (kW) per month

Electric: +8.5% Water: +8.3%

MEDIUM GENERAL SERVICE CUSTOMERS

31-500 kilowatts (kW) per month

Electric: +7.0% Water: +8.3%

LARGE GENERAL SERVICE CUSTOMERS

501-10,000 kilowatts (kW) per month

Electric: +8.5% Water: +8.3%

Price changes include increases in the basic charge for both water and electric. This is an important part of our continuing efforts to better recover the fixed costs of service, which don't change regardless of how much energy or water is used. These costs include equipment like meters, poles, pipes, transformers, and trucks, as well as customer service and billing functions.

Why are rates going up?

Because EWEB is not-for-profit and community-owned, rate increases are used only to reinvest in utility infrastructure and operations that provide safe, reliable electricity and drinking water. Those costs are going up.

- Aging infrastructure and technology needs investment.
- Inflation is driving up the price of equipment such as pipes (up 50% in the past two years), transformers (up 50-85%), and power poles (up 30%).
- The costs to generate and purchase electricity are rising in response to nationwide grid modernization efforts.

Our incentives can reduce your out-of-pocket costs

EWEB provides incentives for comprehensive facility and equipment upgrades to help you become more energy efficient, while working toward a carbon-free future. With incentives on lighting, water heating, HVAC, and more, we make the process easy. Check out our rebate and loan programs for water conservation and energy efficiency. We can also show you some simple ways to reduce your usage. Find out more at eweb.org/business-rebates.



Your community-owned, not-for-profit water and electric utility.

Preparation and Resilience: How EWEB Maintained Water Service During Recent Ice Storm

Just like most things in our world, EWEB's water system is dependent on electricity. The pumps that pull water from the McKenzie River need power to function, as do all the treatment processes at our filtration plant. EWEB also relies on several electric-dependent pump stations to deliver water to customer taps.

During the recent ice storm, EWEB lost power to some vital parts of our water system, including our sole water treatment plant. All three lines of power to the plant went down on January 14. The plant was only able to maintain operations because of a new backup generator system that was installed in 2020.

The generator is just one of several projects meant to increase the reliability and resiliency of the EWEB water system. Others, like installing new, seismically resilient water tanks at E. 40th Avenue and College Hill, will help EWEB maintain operations when unprecedented situations arise.

We are also moving forward on long range projects like the Willamette Treatment Plant which will provide our community with a second source of water for the first time. This project has been decades in the making—but just as the backup generator system shows—a focus on resiliency is needed now more than ever.



The backup generator at EWEB's Hayden Bridge Water Filtration Plant. The generator, one of several recent resiliency projects, made it possible for EWEB to maintain water service during the storm.

Your Board of Commissioners

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

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

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