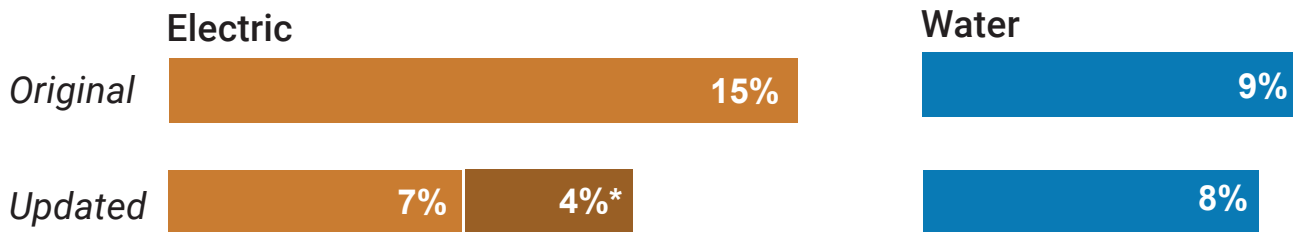


## 2025 rate update: Less than initially forecasted

While the costs of producing and delivering electricity and water are rising, EWEB is actively working to reduce the financial impact of rate increases in 2025.

Earlier this year, we forecasted a 15% increase in electric rates and a 9% increase in water rates for all customer classes, effective February 2025. However, we have been able to reduce the projected increases through careful financial management and cost-saving initiatives.

### PROJECTED 2025 RATE INCREASES



\*At the public board meeting on Oct. 1, 2024, EWEB's elected commissioners took further steps to ease the impact on customers by staggering the electric rate increase over two smaller adjustments: a 7% EWEB rate increase in February 2025, followed by a direct passthrough of a Bonneville Power Administration (BPA) rate increase in October 2025, which is currently forecasted at 4%.

**The average EWEB residential customer currently pays \$43 a month for water and \$190 for electricity. The combined total rate increases for electricity and water in 2025 will amount to less than \$1 per day.**

### HOW DOES BONNEVILLE POWER ADMINISTRATION AFFECT YOUR RATES?

BPA is a nonprofit federal agency that provides wholesale energy and transmission services to utilities in the Northwest. EWEB buys almost 80% of Eugene's electricity from BPA. Every other year, BPA updates its rates and your rates are automatically adjusted to reflect these costs.

Although hydropower is an affordable source of electricity, buying that power — particularly from BPA — remains EWEB's largest budget item, accounting for nearly 40¢ of every dollar in your EWEB bill.

Publicly owned utilities, including EWEB, are negotiating with BPA on the terms of a new contract. In the future, BPA price changes could be recombined with EWEB rate increases.

## THERE ARE NO PROFIT MARGINS BUILT INTO YOUR RATES

As a community-owned, not-for-profit utility, EWEB's rates are cost-based. Setting new rates will help EWEB collect the necessary funds to cover investments in infrastructure reliability, inflation on raw materials and utility equipment, and increases in purchased power costs.

Final 2025 rate changes will depend on your classification, such as residential or business, and will be decided in December. We welcome and encourage you to contact your elected commissioners and participate in public board meetings. Learn how at [eweb.org/Board](http://eweb.org/Board).

Learn more about your rates & where your dollars go:  
[eweb.org/RateInfo](http://eweb.org/RateInfo)

## Keep an eye out: Changes coming to your EWEB account

### NEW LOOK, ENHANCED SECURITY, AND MORE!

EWEB is committed to delivering clean, affordable, and reliable electricity and water while meeting our community's changing needs. To serve you better, we're upgrading our customer information and billing system, which has been in place since the 1990s and is ready for a refresh.

Here's what to expect in the coming weeks:

**MyAccount is getting an upgrade!** The refreshed online portal will have a new look and enhanced security, including multi-factor authentication to better protect your personal information. When the upgrade is live, you'll be prompted to change your password.

**New account numbers for all customers.** Be sure to note your new account number if you track it for payments or records.

The portal will still offer easy bill management and payment tools, with new features to come. As we get closer to the upgrade, there may be short periods when some features are unavailable. We'll keep you updated, so stay tuned for more information!



### 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](http://eweb.org/Board).

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