

EWEB continues 2025 budget and rate-setting process

EWEB's elected Board of Commissioners recently reviewed proposed rate changes intended to help maintain reliable utility services and support essential investments in Eugene's water and electric infrastructure. The 2025 budget proposal includes the following rate adjustments:

SMALL GENERAL SERVICE CUSTOMERS

Up to 30 kilowatts (kW) per month

Electric: +6.7% Water: +8.3%

MEDIUM GENERAL SERVICE CUSTOMERS

31-500 kilowatts (kW) per month

Electric: +5.1% Water: +8.3%

LARGE GENERAL SERVICE CUSTOMERS

501-10,000 kilowatts (kW) per month

Electric: +8.6% 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.

ANTICIPATED BONNEVILLE POWER ADMINISTRATION RATE CHANGE

Bonneville Power Administration (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. The anticipated BPA increase is 4% effective October 2025.

WHY ARE RATE INCREASES NECESSARY?

As a community-owned utility, EWEB operates not for profit but to serve our community by providing safe, reliable water and electricity. Rate increases are necessary to meet rising costs and to continue delivering essential services. These increases are primarily driven by two key factors:

Aging infrastructure needs investment.

Like utilities nationwide, much of our community's electric grid was constructed in the 1960s and 1970s and is now reaching the end of its functional life. Our water storage reservoirs and pipelines, built by earlier generations, are also aging and do not meet current seismic standards.

Rates have not kept pace with inflation.

The costs to produce and deliver electricity and water have steadily risen. Inflation has surged since 2020, and our rates have not kept up.

PUBLIC PROCESS

Because EWEB is customer-owned, utility rate-setting and other business is conducted in open public meetings. To watch monthly Board meetings, provide public comment, or contact your elected Commissioner, visit eweb.org/Board.

Our incentives can reduce your out-of-pocket costs

EWEB offers incentives for comprehensive facility and equipment upgrades to help your business become more energy-efficient and support a carbon-free future. With rebates available for lighting, water heating, HVAC systems, and more, we make it easy to improve efficiency. Explore our rebate and loan programs for energy and water conservation, and let us show you simple ways to reduce your usage. Learn more at eweb.org/business-rebates.

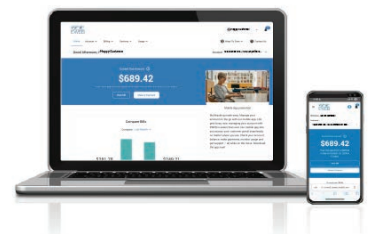


Your customer portal has been upgraded

To serve you better, we recently upgraded our customer information and billing system, which had been in place since the 1990s and was ready to be retired.

As a part of the upgrade, all EWEB customers have been assigned a new account number, which can be found in the updated customer portal under “Account Information,” on your EWEB bill, or by contacting EWEB customer service. You will need your account number to:

- Pay your bill online as an unregistered user
- Pay your bill by phone, check, or Walmart Pay
- Register a new account on MyAccount, our customer portal



When you log in to MyAccount, you'll notice a fresh new design and enhanced security through multi-factor authentication. You will also be prompted to change your password. Learn more at eweb.org/portal-updates.

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.

Follow us @EWEButility for water & electricity news, programs and tips



Join our email list at eweb.org/newsletters