

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.



Toby Dixon, Lead Operator at the Hayden Bridge Water Filtration Plant, was on call during the ice storm. He came in multiple times, sometimes in the middle of the night, to refuel generators and restart pumps and equipment.

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BECOME AN ENERGY EFFICIENCY CRUSADER

EWEB offers rebates and zero-interest loans to help upgrade your heating system, add insulation, install new windows, put in a new water heater, get a smart thermostat, and more. Find a program for you at eweb.org/SaveEnergy.



GET PREPARED

Here in the PNW we know that natural disasters are always a possibility and emergency preparedness is a shared responsibility. EWEB has developed a step-by-step program to help you build a two-week emergency kit. Learn more and sign-up at eweb.org/P2P.

We also have loans available for backup generators and battery storage systems. Find out more at eweb.org/rebates-and-savings.



BE A CLIMATE HERO

As an EWEB customer, you are already using clean, renewable energy, but we know some customers want to do more.

With EWEB's Green Options, you can support local solar projects, purchase carbon offsets, and fund local climate solutions. Find out more at eweb.org/GreenOptions.



**IT HEATS! IT COOLS!
IT'S SUPER-EFFICIENT!**

A Ductless Heat Pump is cheaper to install and operate than any other heating system. As an EWEB customer, you can get financial assistance to upgrade.

Standard Program:

\$800 rebate, or
Up to \$16,000 zero-interest loan

Income-based Program:

\$4,500 rebate owner-occupied
\$1,000 rebate rental
Up to \$16,000 zero-interest loan

Visit eweb.org/SaveEnergy

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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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