



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 residential rate adjustments:

 <p>ELECTRIC: Average usage 1600 kWh for all-electric single family house</p> <p>Basic charge: ↑ \$5 per month Usage charge: ↑ Less than 1¢ per kilowatt hour</p>	 <p>WATER: Average usage 9 kgal for single family house inside city limits*</p> <p>Basic charge: ↑ 91¢ per month Usage charge: ↑ Approximately 18¢ per kgal</p>
---	---

**Excludes wholesale customers & elevation pumping fees.*

The increase in the basic charge will help cover some—but not all—of the fixed costs associated with your water and electricity services. These fixed costs, which include essential equipment—such as meters, poles, pipes, and trucks—as well as labor and technology, remain constant regardless of how much water or electricity is used. While increasing the basic charge helps stabilize funding, we recognize the importance of conservation, equity, and affordability for all customers.

To limit the impact on customer bills, we are implementing gradual increases to the basic charge over time. By phasing in these adjustments, we aim to carefully balance covering essential fixed costs while still encouraging efficient resource use and minimizing the burden on low-usage and low-income customers.

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%, or approximately \$8 per month for the average residential customer, effective October 2025.

	Current average residential bill	Projected average bill effective February 2025 (EWEB rate increase)	Projected average bill effective October 2025 (BPA rate increase)
Electric	\$190 per month, or \$6.33 per day	\$203 per month, or \$6.77 per day	\$211 per month, or \$7 per day
Water	\$43 per month, or \$1.43 per day	\$46 per month, or \$1.53 per day	Same

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 primarily driven by two key factors:

Aging infrastructure needs investment.

Like utilities nationwide, much of our community's electric grid was built 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. Between 2017 and 2021, we maintained stable rates through prudent financial management. However, inflation has surged since 2020, and our rates have not kept up.

PUBLIC PROCESS

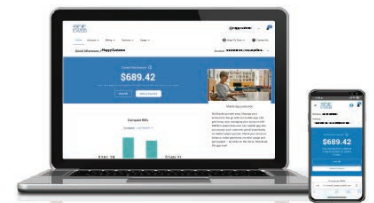
Because EWEB is customer-owned, utility rate-setting and other business is conducted in open public meetings. To watch monthly Board meetings, provide public comment, or contact your elected Commissioner, visit eweb.org/Board.

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