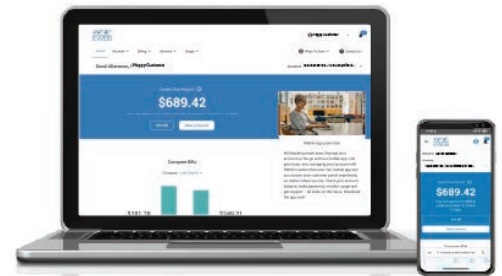


Explore EWEB's Upgraded Customer Portal: A Step Toward Future-Ready Services

At EWEB, we're committed to evolving with the needs of our community. As part of this commitment, we recently upgraded the customer information and billing systems that we had relied on since the 1990s and modernized the portal that makes it possible for you to manage your EWEB account online. This upgrade isn't just about today's convenience—it's an investment in the future, enabling new programs and improved services for years to come.



WHAT'S NEW IN THE PORTAL?

The upgraded portal offers tools and features designed to help you manage your energy and water accounts with ease:

- Update your profile information.
- Manage payments, including setting up Autopay.
- Sign up for alerts and notifications.
- Manage multiple accounts, such as home and business accounts.
- Enroll in paperless billing.

EASIER ACCESS TO PROGRAMS

You can now apply for rebates, loans, bill assistance, and other customer programs directly through the portal. Logging in before starting your application saves time by pre-filling required fields and syncing your application with your account for seamless tracking and follow-up.

HOW TO GET STARTED

If you haven't registered your account yet, all you need is your EWEB account number (found on your bill) and the zip code where you receive service. Visit myaccount.eweb.org and select "Register your account."

LOOKING AHEAD

This portal upgrade is just one of many steps EWEB is taking to modernize our systems and better serve our community. By investing in tools and infrastructure today, we're preparing to offer enhanced services and more ways for you to control your usage and costs in the future. Learn more about our upgraded portal and the improvements we're making at eweb.org/portal-updates.

Your Utility Rates

When you pay your bill, you deserve to know where your dollar goes, what factors influence your electricity and water costs, and the steps you can take to lower your monthly expenses.

COMMUNITY-OWNED AND COST-BASED

As a not-for-profit, community-owned utility, Eugene Water & Electric Board operates without profits or shareholder dividends. We bill only for costs to run the utility and all revenue beyond operating costs is reinvested in infrastructure, services, and community programs.

SUPPORTING AFFORDABILITY

Utility affordability is a key priority for our community. On average, Eugene households spend 3.4% of their median income on electricity and water, well below Oregon's energy affordability threshold of 6%. However, EWEB recognizes that some customers pay a significantly higher percentage.

To help financially vulnerable customers, we offer programs that provide both immediate relief and long-term solutions to reduce utility bills. Find out more at eweb.org/Assistance.

- **EWEB Customer Care Program** provides an annual \$280 bill credit to income-qualifying customers. In 2025, funding for Customer Care increased by \$275,000 to \$1.6 million. This level of funding will assist nearly 6,000 households.
- **Weatherization programs**, including rebates specially tailored to low-income customers, are available to help reduce energy costs. In some cases, rebates can cover up to 100% of costs to upgrade heating systems, insulation, and water heaters.

2025 RESIDENTIAL RATES

EWEB's elected Board of Commissioners has approved rate changes effective February 2025. For an average household using 1,600 kilowatt-hours of electricity and 9,000 gallons of water per month, the combined rate increase will amount to less than \$1 per day. These adjustments, which include an EWEB rate increase in February 2025 and a Bonneville Power Administration rate increase in October 2025, reflect the rising costs of maintaining and upgrading systems essential for public health, safety, the local economy, and overall quality of life. Learn more at eweb.org/RateInfo.

Your Board of Commissioners

Wards 1 & 8 Tim Morris (as of 1/7/25)

Wards 2 & 3 John Barofsky

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



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